

Rangitikei District Council

Resident Survey 2012

Executive Summary

Background and objectives

Rangitikei District Council (Council) wishes to establish a benchmark for the level of service that they have achieved in the past year. Specifically this survey aimed to better understand resident views and impressions of:

- Roothing network and footpaths
- Community leisure group of activities

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

Interviewing for this project involved a self-completion postal survey method sample of n=366. The questionnaire for this survey was developed by Versus Research in conjunction with Rangitikei District Council. Primarily, the findings of the survey have been analysed by Ward¹.

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

Key results

Council's provision of service				
Facility or service	Better than last year	About the same	Worse than last year	Don't know
Public libraries	22%	55%	1%	22%
Roothing network and footpaths	13%	71%	15%	1%
Public swimming pools	13%	35%	5%	47%
Sports fields, parks and reserves	10%	67%	8%	15%
Public toilets	8%	69%	11%	13%
Community buildings	5%	75%	5%	14%
Community housing	2%	26%	3%	70%

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

Overall, Council's service delivery across a variety of services and facilities is fairly consistent with last year and proportion of residents rating Council's provision of any service or facility as worse than last year is below 16 per cent.

Results for each council provided service or facility in detail show a considerable proportion of residents (22%) identify year-on-year improvements with Council's provision of public libraries. 13% of residents rate public swimming pools as better than last year and an identical proportion of residents share the same opinion about roading network and footpaths.

15% of residents state that roading network and footpaths in the district are worse than last year. Disproportionately high proportion of Taihape urban rate roading network and footpaths as worse than last year (26%, cf. the total, 15%). Thus going ahead, a focus on roads and footpaths in this area may be effective.

Similarly, considerably small proportions of residents rate Council's provision of Community buildings (5% residents rating it as better than last year) and Community housing (2% residents rating it as better than last year) as better than last year. While, the majority of residents are unsure of their opinion about Community housing (70%) as they haven't used or visited these facilities (44%), a substantial proportion of residents rate provision of Community buildings as about the same as last year (75%). Therefore, Council could consider a greater focus on these facilities in the future.

Lastly, eight per cent of residents regard public toilets in the district as better than last year while 11 per cent do not share the same opinion and rate it as worse than last year. Particularly, Bulls urban residents are more likely to perceive these facilities as not as good as they were in last year.

Method

Overview

This section outlines the research approach taken for this project, techniques used and processes followed. A quantitative postal survey of n=366 residents from targeted areas of Rangitikei district was completed between the 23rd of April and 18th of May 2012.

Sample

The sample (addresses) for this study was provided by Rangitikei District Council from ratepayers database. Questionnaire were sent to a total of 2000 residents in targeted areas of the district, 366 questionnaire were completed and returned. This equates to a 18% response rate for the project. An online version of the survey was also hosted on Council's website to acquire responses of Rangitikei residents from non-targeted areas. However, this version of the survey only received 14 responses. Upon consultation with Council due to exceptionally small base size, these responses were not considered for analysis purposes.

Margin of error

Margin of error (MOE) is a statistic used to express the amount of random sampling error there is in a survey's results. The MOE is particularly relevant when analysing a subset of the data as smaller samples sizes incur a greater MOE. The final sample size is n=366 which gives an overall margin of error of =+/- 5.12% at the 95% confidence interval. That is, if the observed result on the total sample of 366 respondents was 50 per cent (point of maximum margin of error), then there is a 95 per cent probability that the true answer falls between 44.88 per cent and 55.12 per cent.

Questionnaire

The questionnaire for this survey was constructed by Versus Research in conjunction with Rangitikei District Council. A copy of the questionnaire is provided in Appendix One.

Display of data

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

Significance testing

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

Reporting

Please note that as the survey utilises a self-completion postal method for data collection, a few of the respondents haven't answered all the questions and have left a few questions blank. Thus the base sizes for most questions do not match to the total base size of n=366.

Where subgroup analysis is performed, the commentary used to illustrate significant differences is described as 'more / less likely to say...', e.g., • Taihape urban residents are more likely to rate Council's provision and maintenance of roading networks, footpaths and street lighting as worse than last year (26%, cf. the total, 15%)². This means, that there is a proportionately higher quantity of a particular Taihape urban residents are present in that specific result. In other words, there are more Taihape residents who rate Council's provision and maintenance of roading network, footpaths and street lighting as worse than last year when compared to all of those who rate it as worse than last year.

² (26% for the subgroup mentioned compared to the 15% of total)

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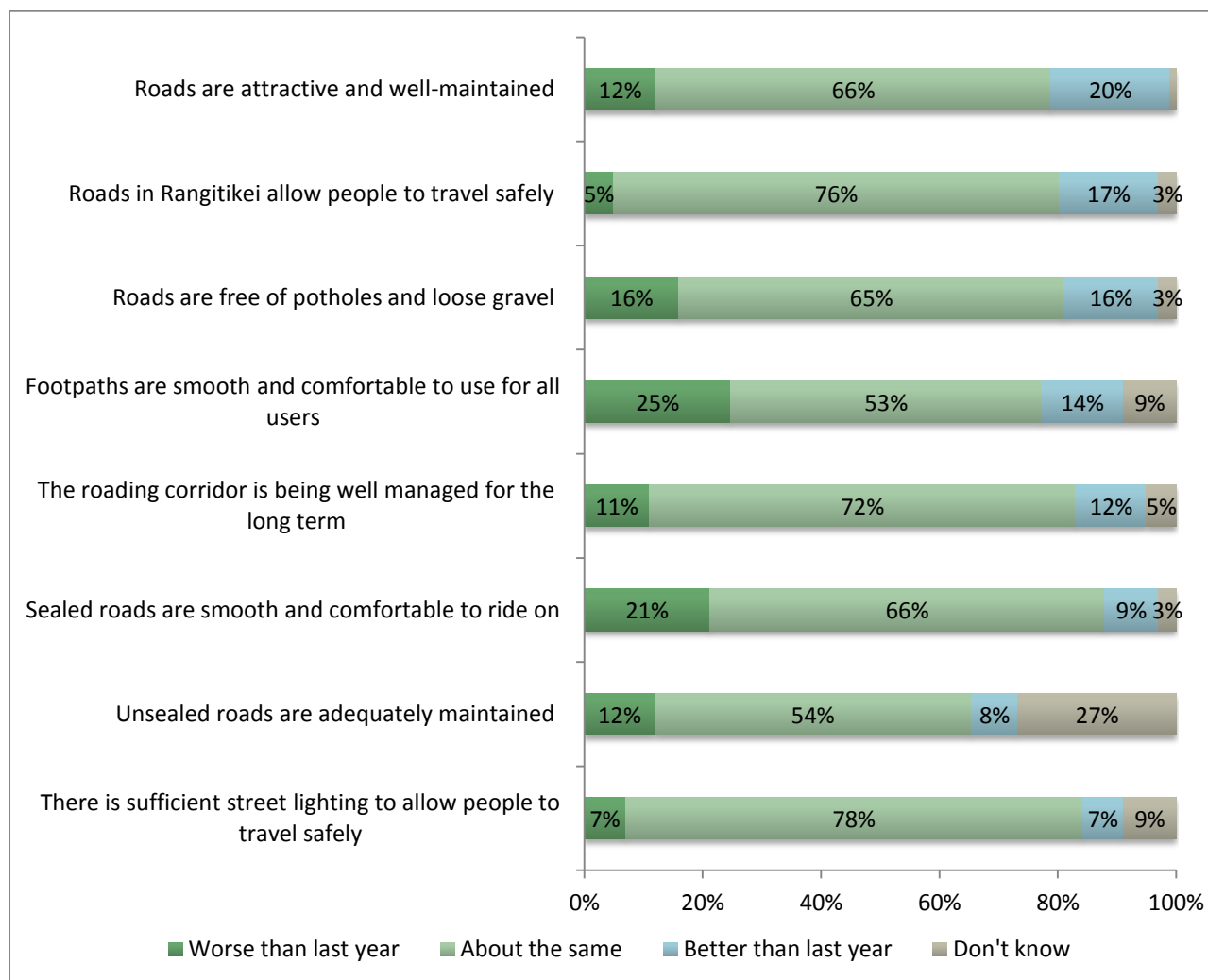
Results in Detail

Council Facilities and services

District Roding Network and footpaths (excluding state highways)

Roding network related detailed measures³

The majority of residents perceive the service provision of district roding network to be consistent with the last year. The top three measures that reflect highest proportion of residents rating it as better than last year are: 'roads are attractive and well-maintained' (20%), 'roads allow people to travel safely' (17%) and 'roads are free of potholes and loose gravel' (16%). Furthermore, it is noteworthy that 25 per cent of residents state that 'footpaths being smooth and comfortable' is worse than last year.



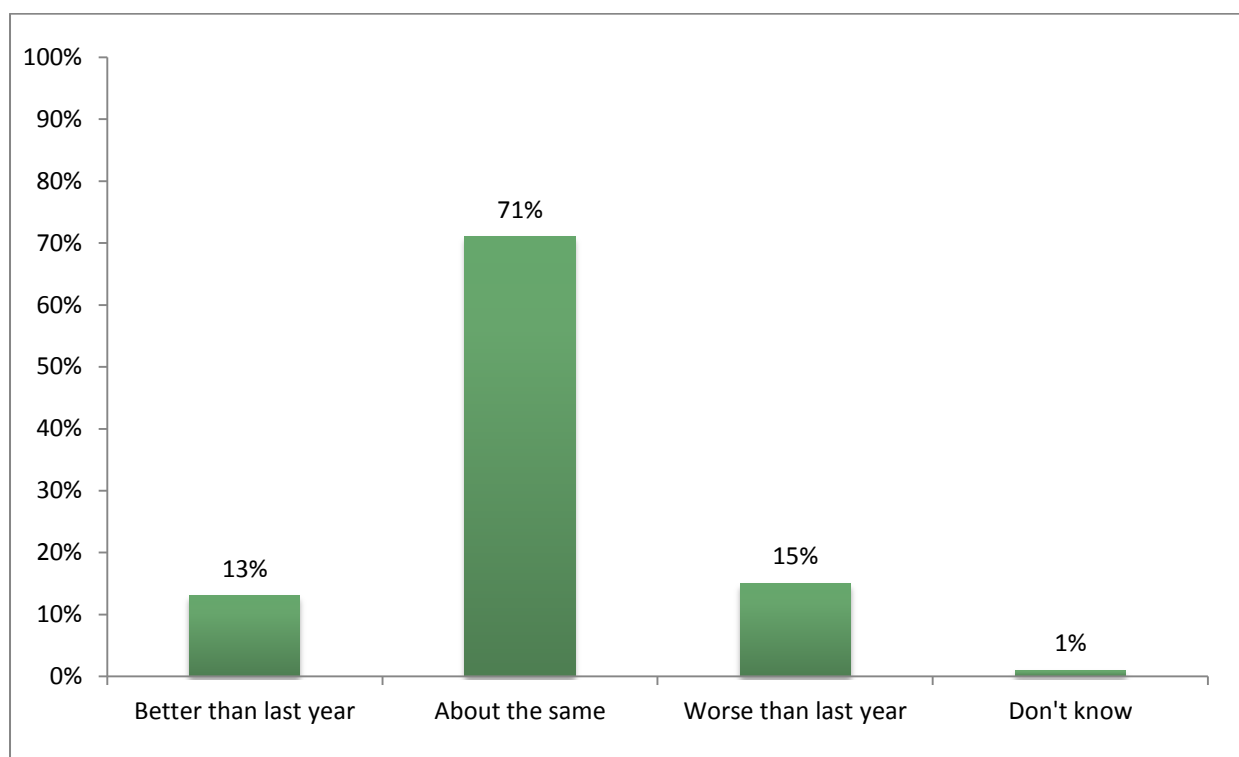
³ Q: The first few questions are about Council funded roads. This excludes State Highways, as these are not Council funded. For each of the following aspects of the service, please indicate whether, in your opinion, the service provision is better or worse than last year, or about the same. Base: n=345

Key demographic differences

- Residents from Bulls urban (86%), and Marton rural (80%) are much more likely to rate 'roads are free of potholes and loose gravel' as about the same as last year. (86% cf. the total, 65%).
- Taihape urban residents are much more likely to rate 'roads in town are attractive and well-maintained' as better than last year (38%, cf. the total, 20%). However, they are also much more likely to rate 'footpaths are smooth and comfortable to use for all users including pedestrians, joggers etc.' as worse than last year (60%, cf. the total, 25%).
- Koitiata/Ratana/Turakina residents are more likely to rate 'unsealed roads are adequately maintained' as better than last year (18%, cf. the total, 8%).
- Residents from Marton urban are much more likely to rate 'there is sufficient street lighting to allow people to travel safely on roads and footpaths' as worse than last year (12% cf. the total, 7%).

Overall measure for roading network⁴

Overall, 71 per cent of residents rate the service provision of roading network and footpaths as about the same as last year, 15 per cent believe it has been worse than last year, while 13 per cent feel it has been better than last year.



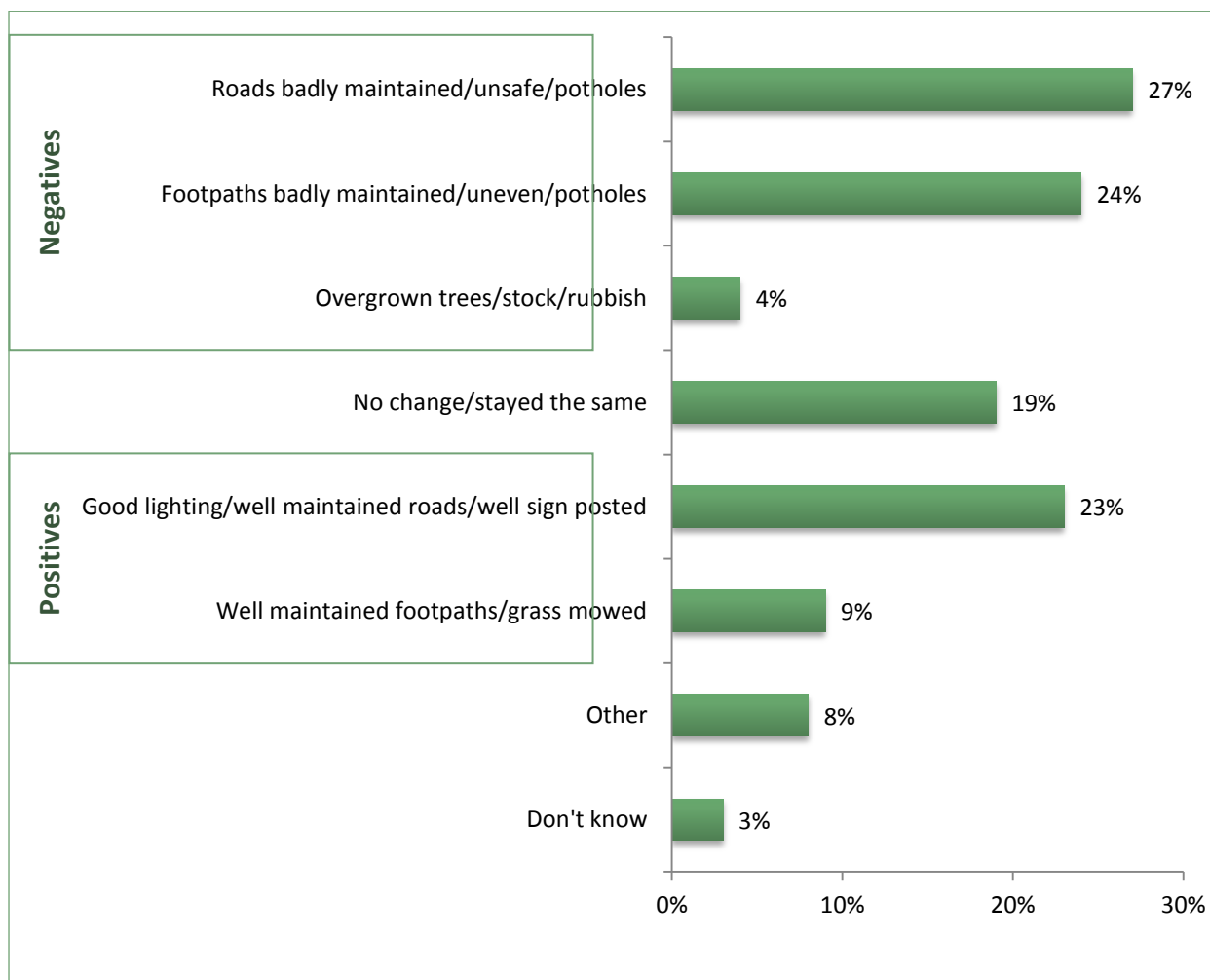
Key demographic differences

- Taihape urban residents are more likely to rate Council's provision and maintenance of roading networks, footpaths and street lighting as worse than last year (26%, cf. the total, 15%).

⁴ Q: Overall do you think the Council's provision and maintenance of roading networks, footpaths and street lighting is better or worse than last year, or about the same? Base: n=353

Factors that influenced resident views of Council's provision and maintenance of roading network and footpaths⁵

Badly maintained roads (27%) and footpaths are the two most commonly mentioned factors, by residents, that influenced their view of Council's provision and maintenance of roading network and footpaths in the district.



Key demographic differences

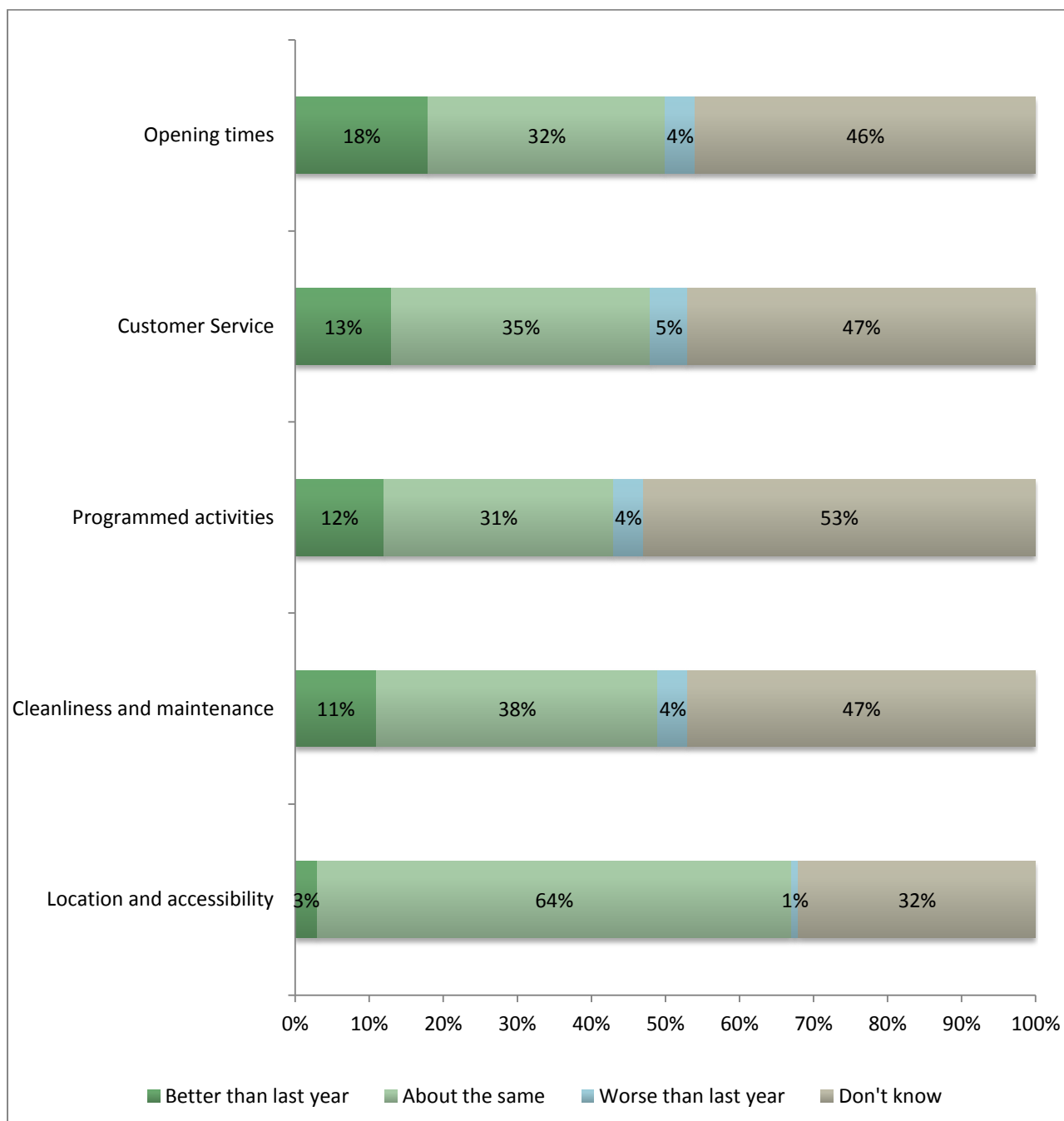
- It is noteworthy that Taihape urban residents are much more likely to cite 'footpaths badly maintained/uneven/bumpy/potholes' as the key factor that influenced their perception of Council's provision of roading network and footpaths (60%, cf. The total, 24%).

⁵ Q: Thinking about how you just rated the Council's provision and maintenance of roading networks, footpaths and street lighting, what is the single most important factor which has influenced your view? Base: n=249.

Public swimming pools

Public swimming pool related detailed measures⁶

A total of 18 per cent of residents believe that opening times of public swimming pools are better than last year, 13 per cent feel the customer service was enhanced when compared with last year, 12 per cent feel the programmed activities have seen improvements whereas 11 per cent identify improvements with cleanliness and maintenance of the public swimming pools in the district.



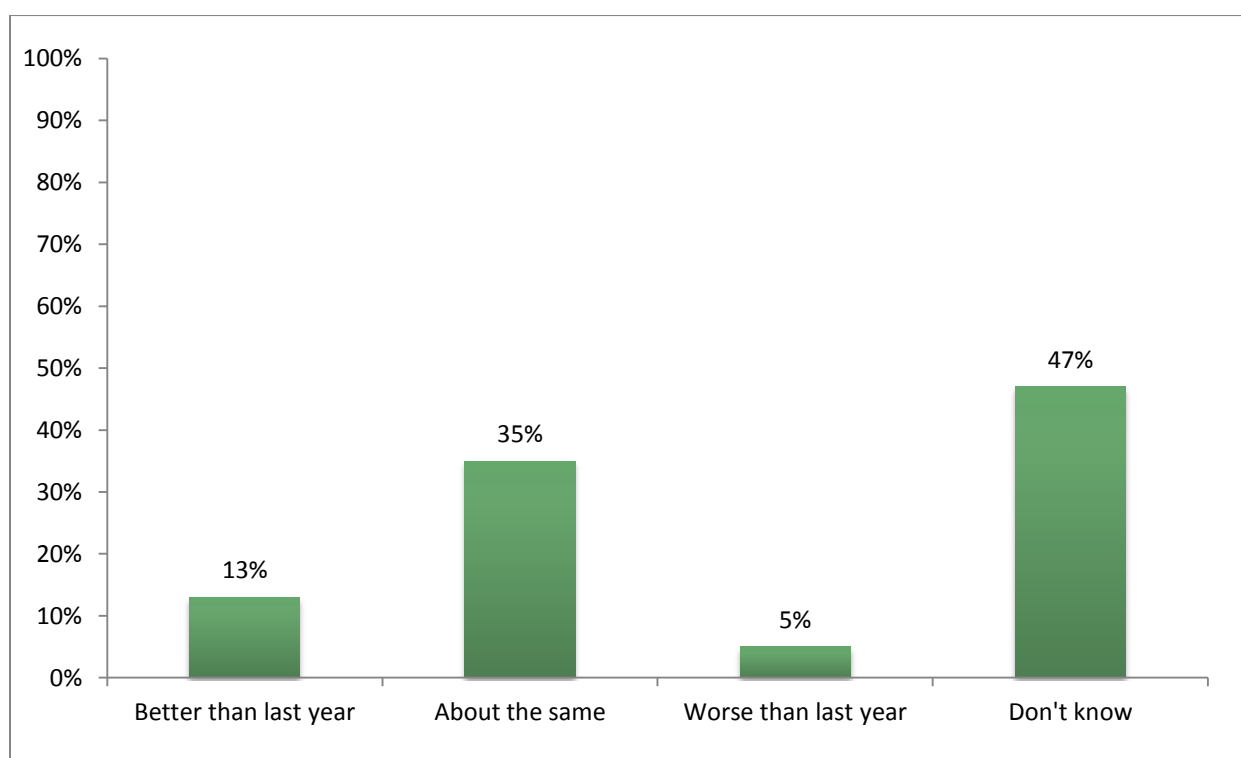
⁶ Q: Thinking about the existing provision of swimming pools; for each of the following aspects of the facility, please indicate whether, in your opinion, the service provision is better or worse than last year, or about the same. Base: n=334

Key demographic differences

- Taihape urban residents are more likely to rate the public swimming pools opening times as worse than last year (10%, cf. The total, 4%); however these residents are much more likely to rate the customer service (33% cf. The total, 13%), and cleanliness and maintenance (26%, cf. The total, 11%) of public swimming pools as better than last year.
- Whereas, Marton residents are more likely rate the customer service (9%, cf. The total, 5%), cleanliness and maintenance (10% cf. The total, 4%) and programmed activities (7% cf. The total, 4%) as worse than last year.

Overall measure for public swimming pools⁷

Overall, only five per cent of residents think that Council's swimming pools are getting worse than last year, slightly more than a third (35%) believe this particular provision is about the same, 13 per cent believe it is better than last year, while close to a half of residents (47%) are unsure of their opinion of this subject.



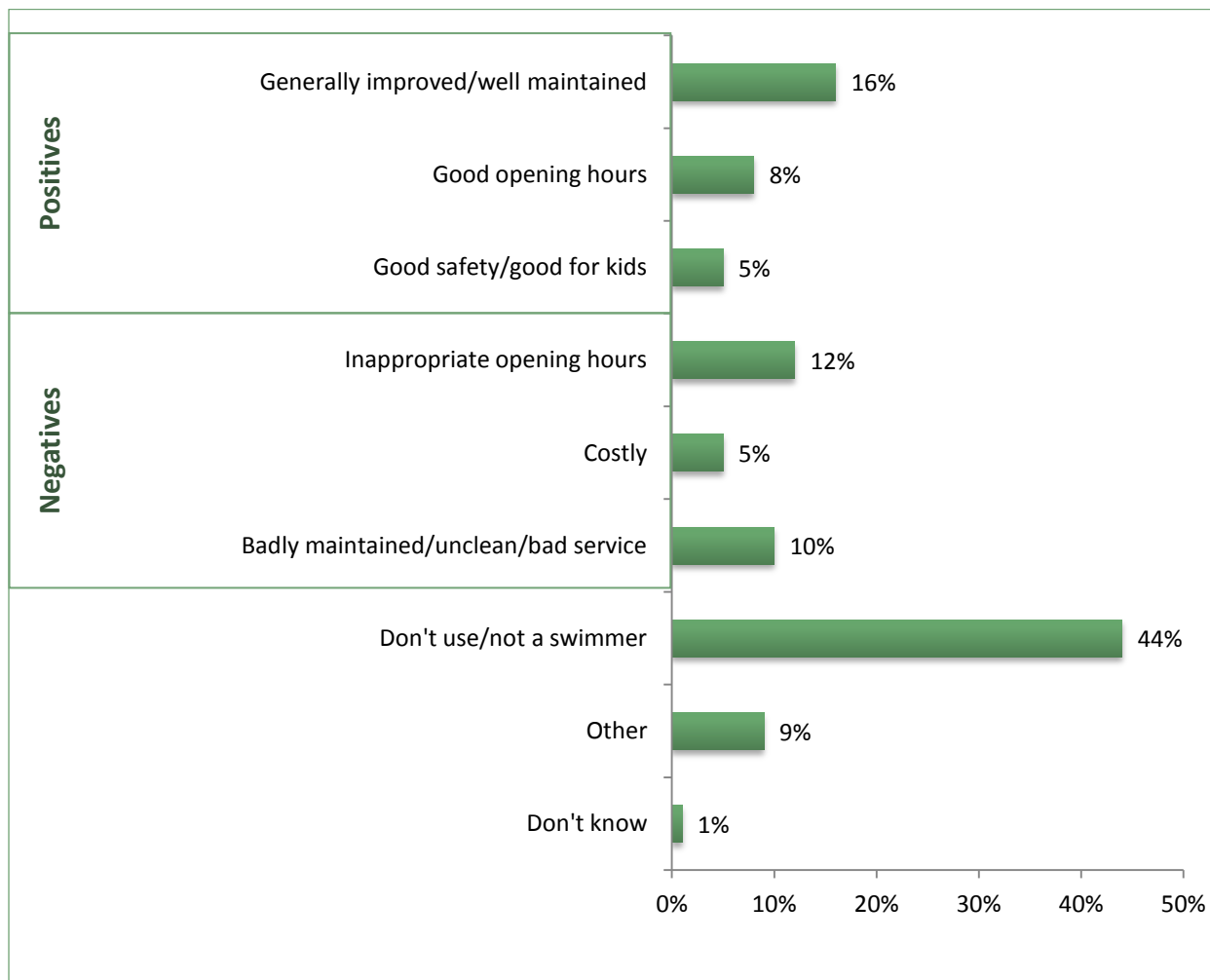
Key demographic differences

- Residents of Marton urban are more likely to rate Council's provision of public swimming pools as about the same as last year (43% cf. the total, 35%).
- Taihape urban residents are more likely to rate Council's provision of public swimming pools as better than last year (26% cf. the total, 13%).

⁷ Q: Overall do you think the Council's swimming pools are getting better or worse than last year, or about the same? Base: n=330

Factors that influenced resident views of Council's provision of public swimming pools⁸

Almost a half of residents (44%) did not comment on Council's provision of public swimming pools as they do not use the swimming pools. Of those residents who use/visit these facilities 16 per cent state the swimming pools are generally improved and well maintained while 12 per cent feel the opening hours are inappropriate. These are the two most commonly mentioned factors that influenced resident perception of Council's provision of swimming pools.



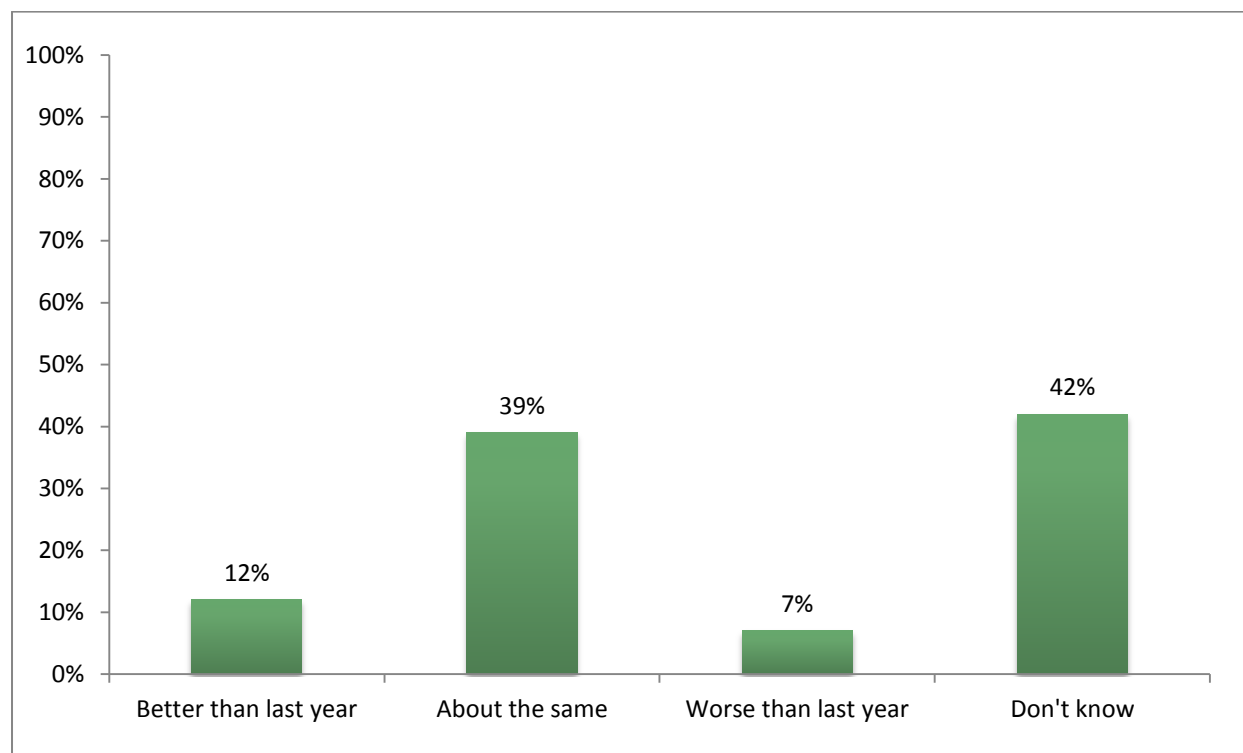
Key demographic differences

- Marton urban residents are much more likely to believe that swimming pools are badly maintained/unclean/bad service (18% cf. the total, 10%).
- Taihape urban residents are more likely to state that swimming pools are costly (12% cf. the total, 5%) and/or the opening hours are inappropriate (35% cf. the total, 12%).

⁸ Q: Thinking about how you just rated the Council's provision of swimming pools what is the single most important factor which has influenced your view? Base: n=292.

Suitability of current provision of swimming pools for community's future need of this facility⁹

When asked about how well the current provision of swimming pools meets the community's future need for this type of facility, 12 per cent of residents rate it as better than last year; 39 per cent believe it is about the same as last year, seven per cent think it is worse than last year while 42 per cent are unsure of their opinion on this subject.

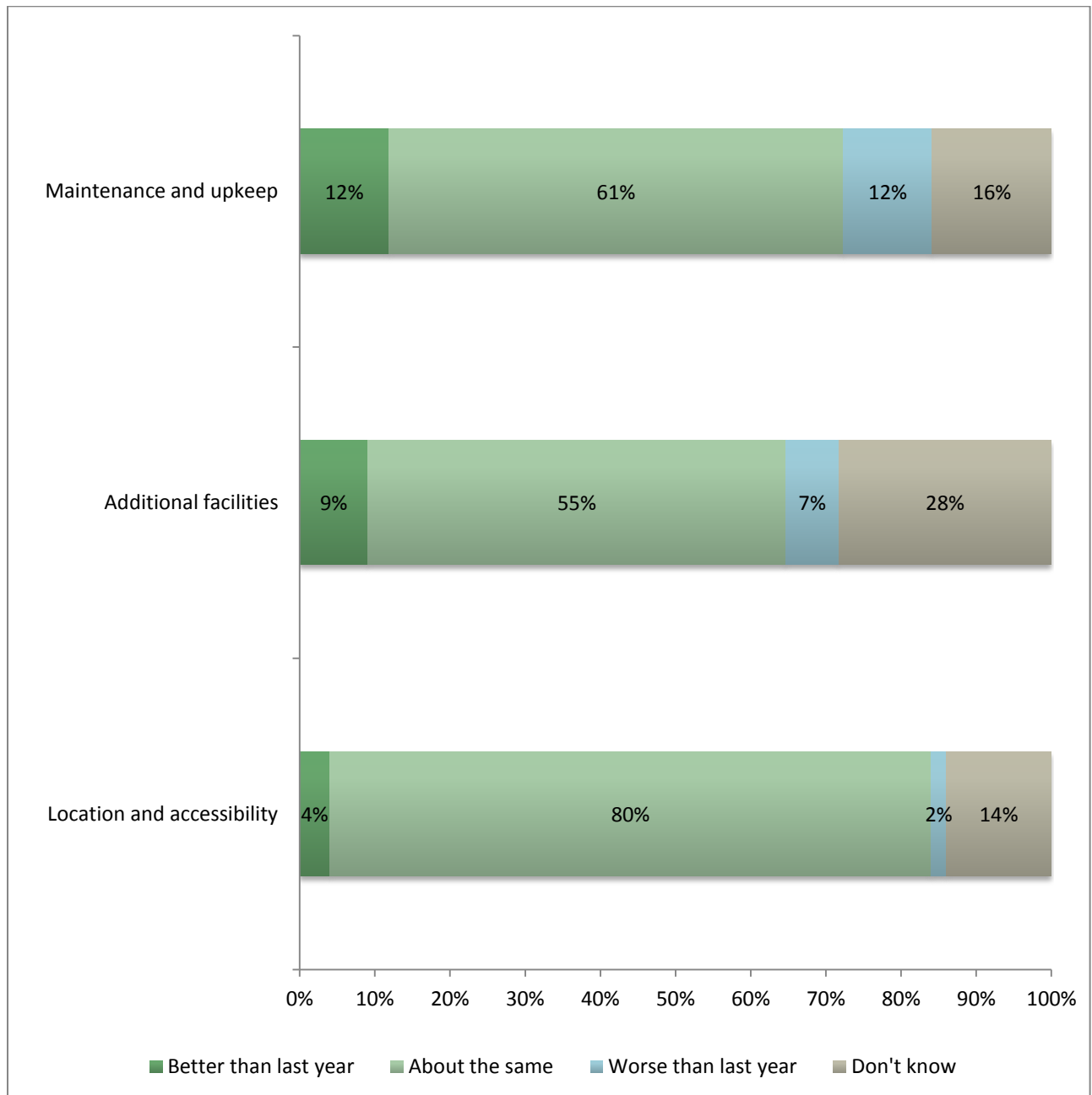


⁹ Q: Regardless of your opinion about the existing provision of swimming pools, including any maintenance that has taken place recently; how do you think that the current provision meets the community's future need for this type of facility? Base: n=331

Sports fields, parks and reserves

Sports fields, parks and reserves related detailed measures¹⁰

A total of 12 per cent of residents believe that maintenance and upkeep of the sports fields, parks and reserves in the district is better than last year while the identical proportion of residents rate it as worse than last year. Furthermore, nine per cent feel the additional facilities have improved when compared with last year, while only four per cent feel there have been improvements as far as the location and accessibility of sports fields, parks and reserves is concerned.



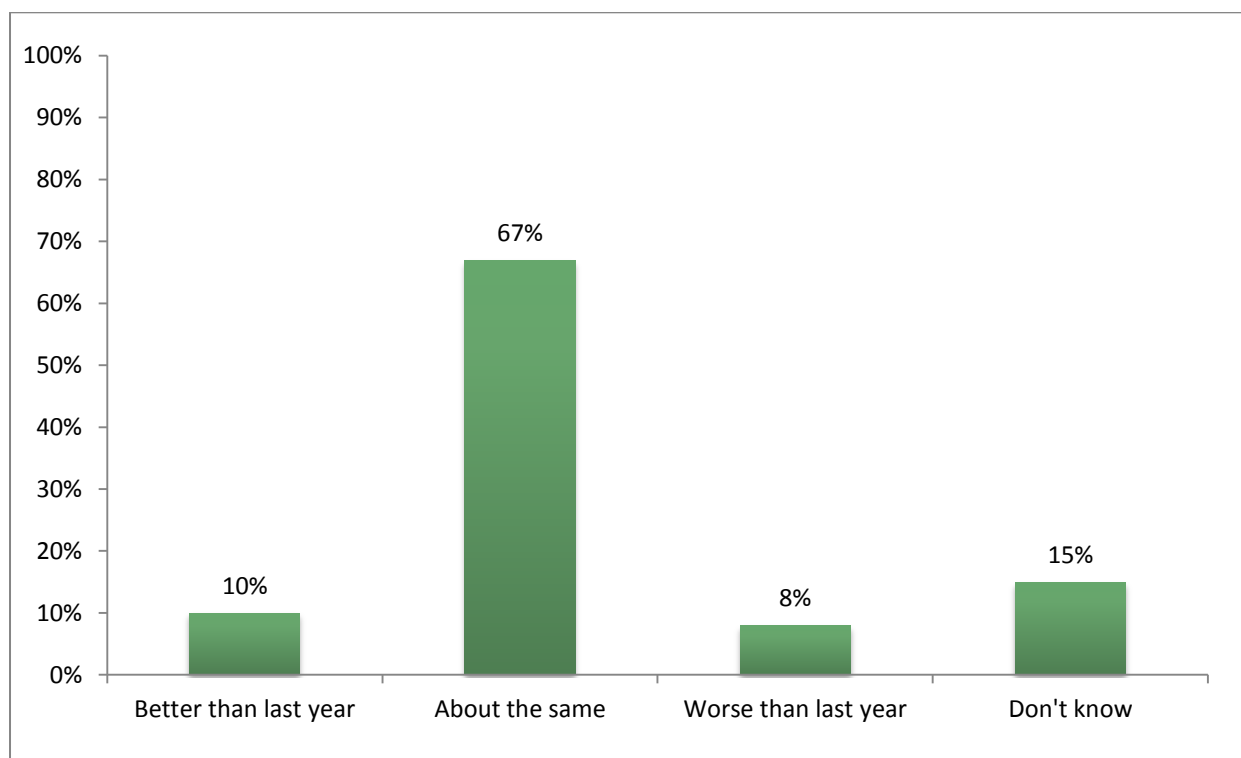
¹⁰ Q: Thinking about existing provision of sports fields, parks and reserves for each of the following aspects of the facility please indicate whether, in your opinion, the service provision is better or worse than last year, or about the same. Base: n=347

Key demographic differences

- Taihape urban residents are more likely to rate the maintenance and upkeep of the sports fields, parks and reserves as worse than last year (26%, cf. The total, 12%).
- Whereas, Bulls urban residents are much more likely to rate location and accessibility of sports fields, parks and reserves as worse than last year (7%, cf. the total, 2%).

Overall measure for sports fields, parks and reserves¹¹

Overall, the majority of residents (67%) state that Council's provision of sports fields, parks and reserves is about the same as last year, ten per cent believe it is better than last year, eight per cent feel it's getting worse, while 15 per cent are unsure of their opinion of this subject.



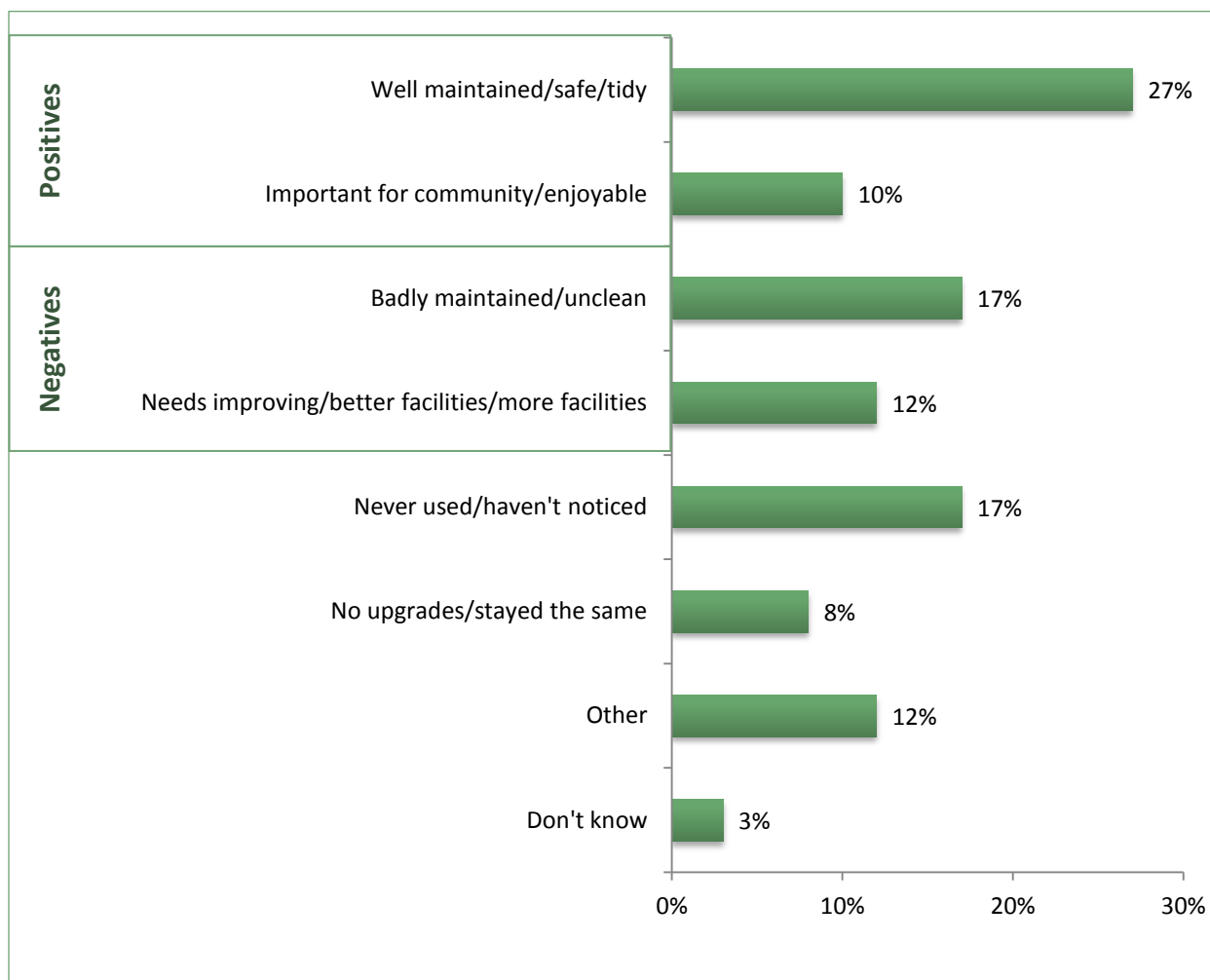
Key demographic differences

- Koitiata/Ratana/Turakina residents are much more likely to be unsure of their opinion on Council's provision of sports fields/parks and reserves (30%, cf. the total, 15%).

¹¹ Q: Overall do you think the Council's provision of sports fields, parks and reserves is getting better or worse than last year, or about the same? Base: n=347

Factors that influenced resident views of Council's provision of sports fields, parks and reserves¹²

Twenty-seven per cent of residents believe that sports fields, parks and reserves are well maintained/safe/tidy; while 17 per cent of residents do not share this opinion and think that these facilities are badly maintained/unclean. Twelve per cent of residents believe that these facilities need improving or better/more of these facilities are need.



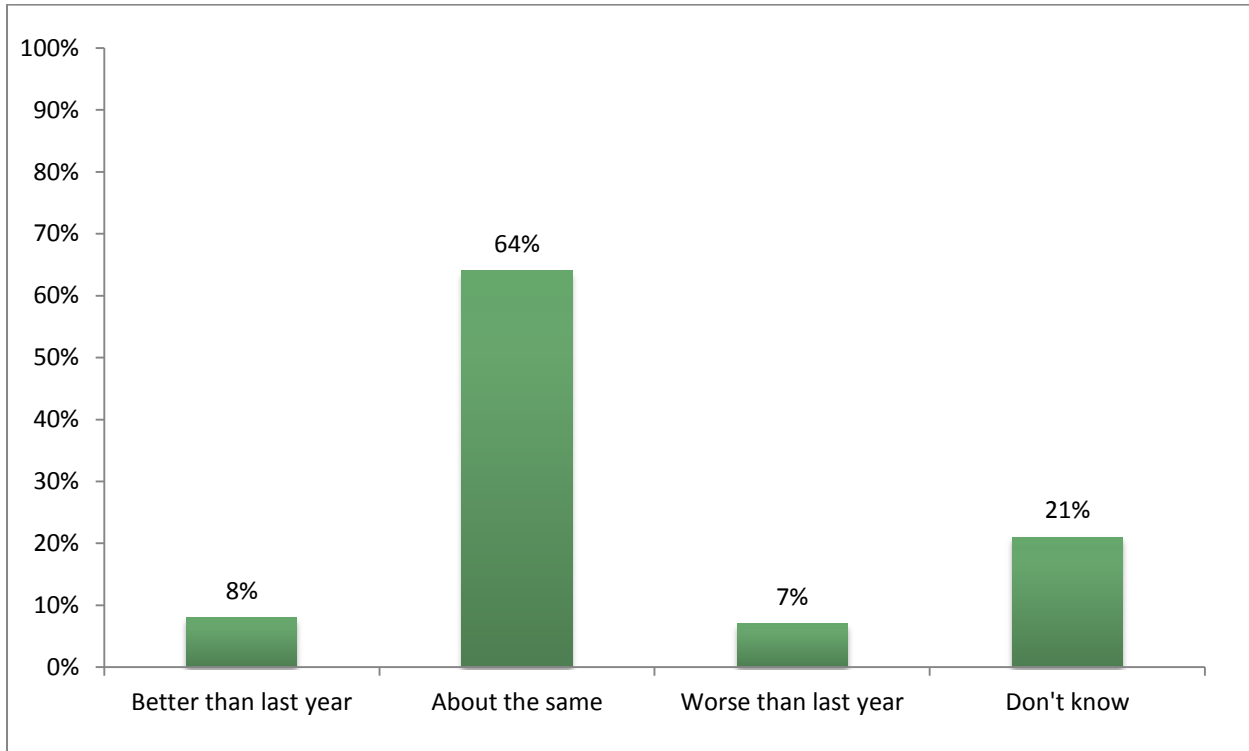
Key demographic differences

- Bulls urban residents are more likely to believe that sports fields, parks and reserves are important for community/enjoyable (20% cf. the total, 10%).
- Taihape urban residents are more likely to state that sports fields, parks and reserves are badly maintained/unclean (43%, cf. the total, 17%).
- Koiitiata/Ratana/Turakina residents are more likely to have never used/noticed these facilities (29% cf. the total, 17%).

¹² Q: Thinking about how you just rated the Council's provision of sports fields, parks and reserves what is the single most important factor which has influenced your view? Base: n=278.

Suitability of current provision of sports fields, parks and reserves for community's future need of this facility¹³

When asked about how well the current provision of sports fields, parks and reserves meets the community's future need for this type of facility, eight per cent of residents rate it as better than last year; 64 per cent believe it is about the same as last year, seven per cent think it is worse than last year while 21 per cent are unsure of their opinion on this subject.

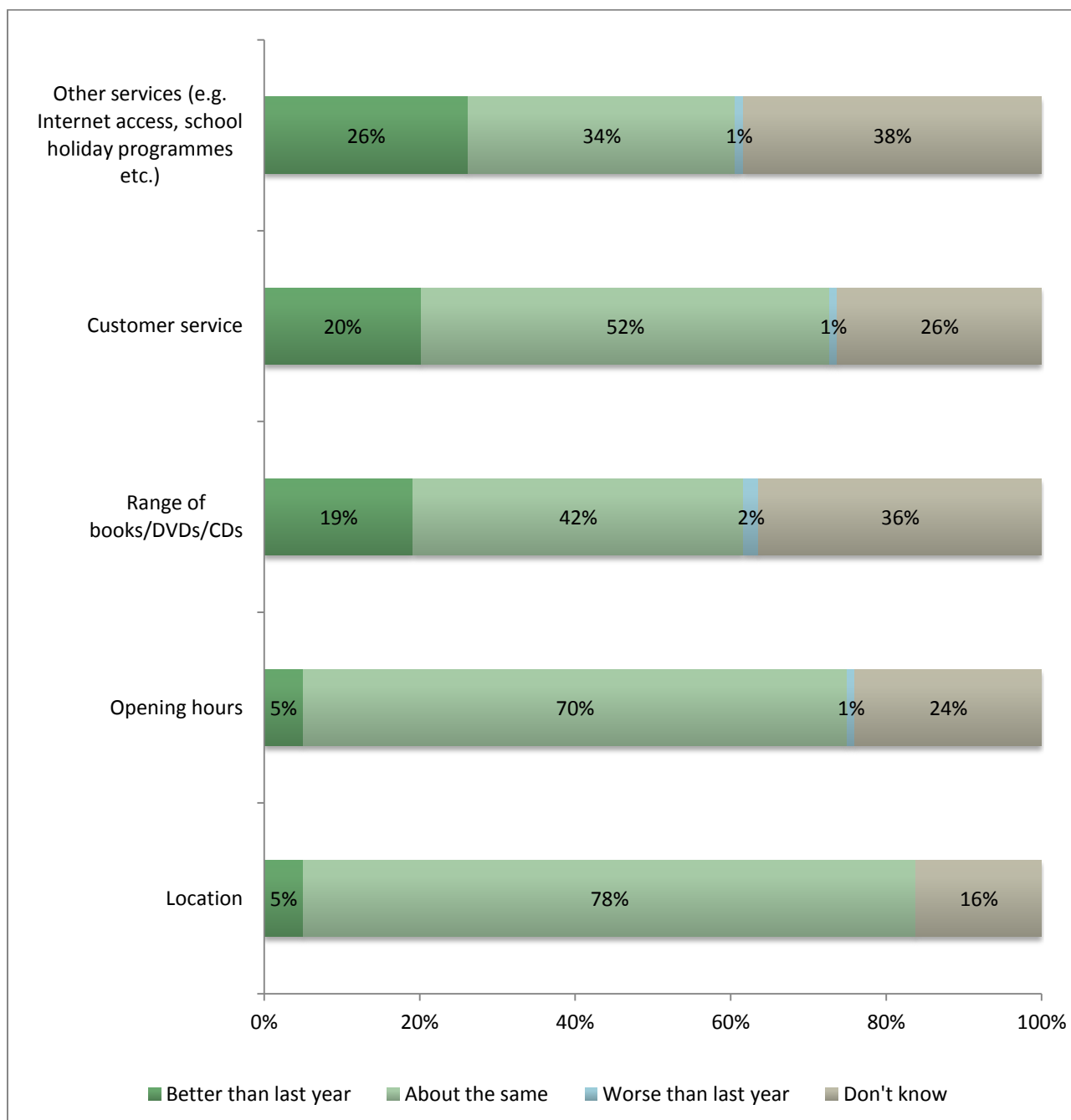


¹³ Q: Regardless of your opinion about the existing provision of sports fields, parks and reserves, including any maintenance that has taken place recently; how do you think that the current provision meets the community's future need for this type of facility? Base: n=345.

Public libraries

Public libraries related detailed measures¹⁴

Other services provided at public libraries such as internet access, school holiday programmes (26%), customer service (20%) and range of books/DVDs/CDs (19%) are the top three public libraries related measures where residents have identified year-on-year improvements. Encouragingly, none of the measures reflect more than two per cent of resident proportion who rate the service delivery as worse than last year.



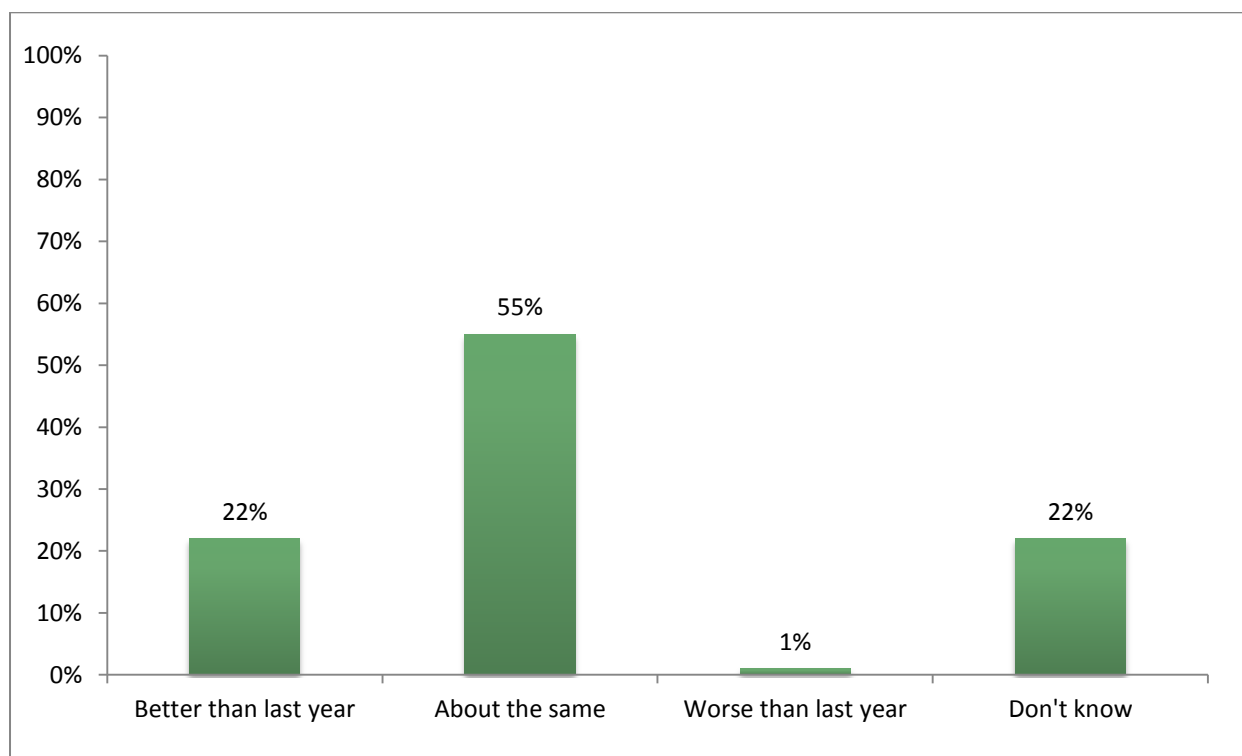
¹⁴ Q: Thinking about existing provision of public libraries for each of the following aspects of the facility please indicate whether, in your opinion, the service provision is better or worse than last year, or about the same. Base: n=338

Key demographic differences

- Koitiata/Ratana/Turakina residents are much more likely to rate location of public libraries as better than last year (14%, cf. the total, 5%).
- Taihape urban residents are more likely to rate other services (e.g. internet access, school holiday programmes etc.) as better than last year (41%, cf. the total, 26%).

Overall measure for public libraries¹⁵

Overall, 22 per cent of residents state that Council's provision of public libraries ?? is better than last year, slightly more than a half (55%) believe it is about the same, only one per cent feel it's getting worse, while 22 per cent are unsure of their opinion of this subject.



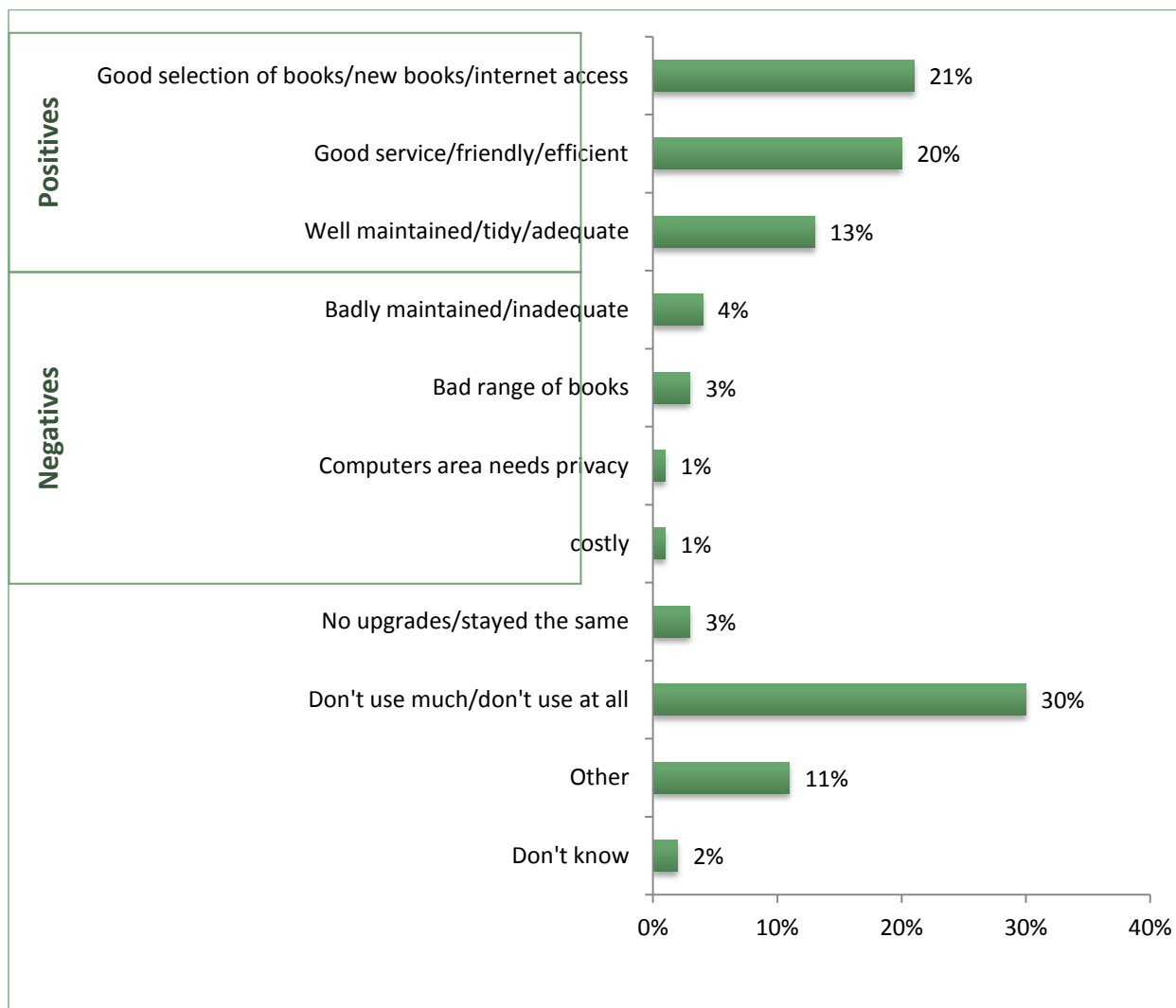
Key demographic differences

- Marton urban residents are more likely to rate Council's provision of public libraries as about the same as last year (63% cf. the total, 55%).

¹⁵ Q: Overall do you think the Council's provision of public libraries is getting better or worse than last year, or about the same? Base: n=343.

Factors that influenced resident views of Council's provision of public libraries¹⁶

Barring infrequent/no usage of public libraries (30%), good selection of books/new books/internet access (21%) and good service/friendly/efficient are two most commonly mentioned factors that influenced resident views of Council's provision of public libraries.



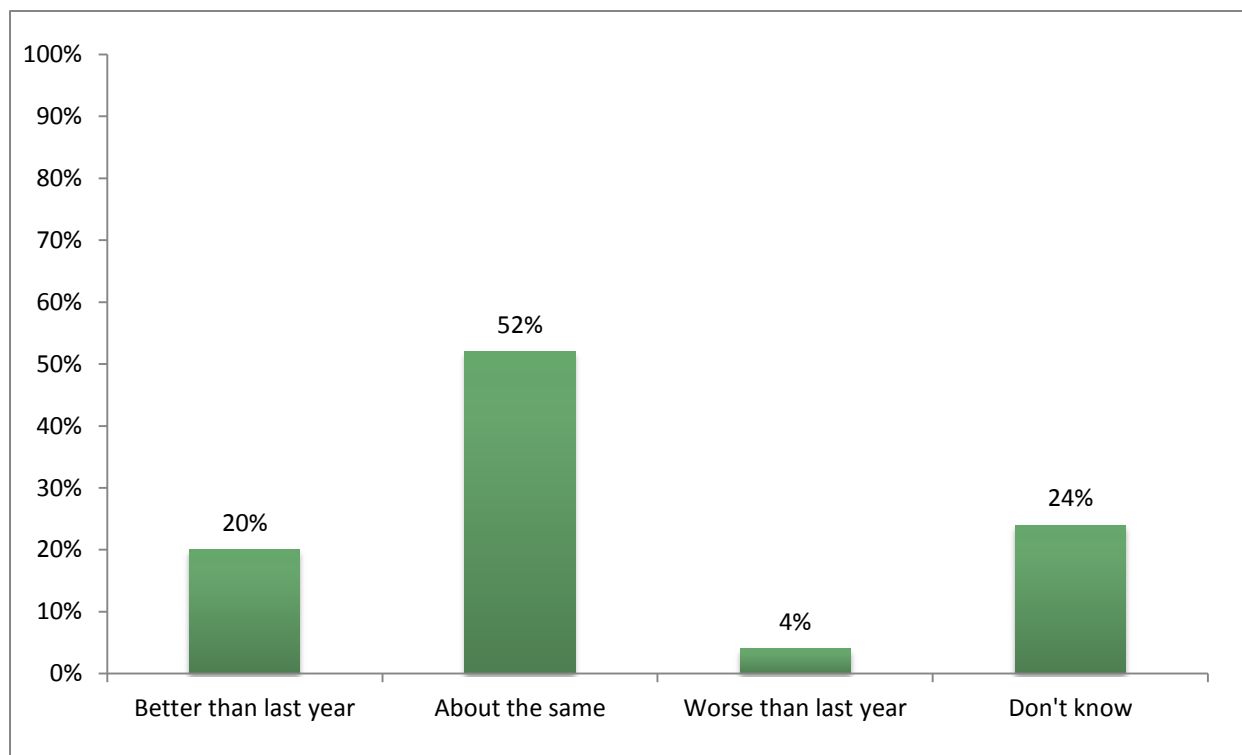
Key demographic differences

- Bulls urban residents are much more likely to state that there were no upgrades at public libraries and these facilities stayed the same over the last year (13%, cf. the total, 3%).
- Taihape urban residents are more likely to state that staff at libraries offer good service/friendly/efficient (37% cf. the total, 20%).
- Residents from Koitiata/Ratana/Turakina (53%) and Marton rural (55%) are much more likely to state that they do not use public libraries much/at all (cf. the total, 30%).
- Marton urban residents are more likely to state that public libraries are well maintained/tidy/adequate (20% cf. the total, 13%)

¹⁶ Q: Thinking about how you just rated the Council's provision of public libraries what is the single most important factor which has influenced your view? Base: n=269.

Suitability of current provision of public libraries for community's future need of this facility¹⁷

When asked about how well the current provision of public libraries meets the community's future need for this type of facility, 20 per cent of residents rate it as better than last year; 52 per cent believe it is about the same as last year, only four per cent think it is worse than last year while 24 per cent are unsure of their opinion on this subject.



Key demographic differences

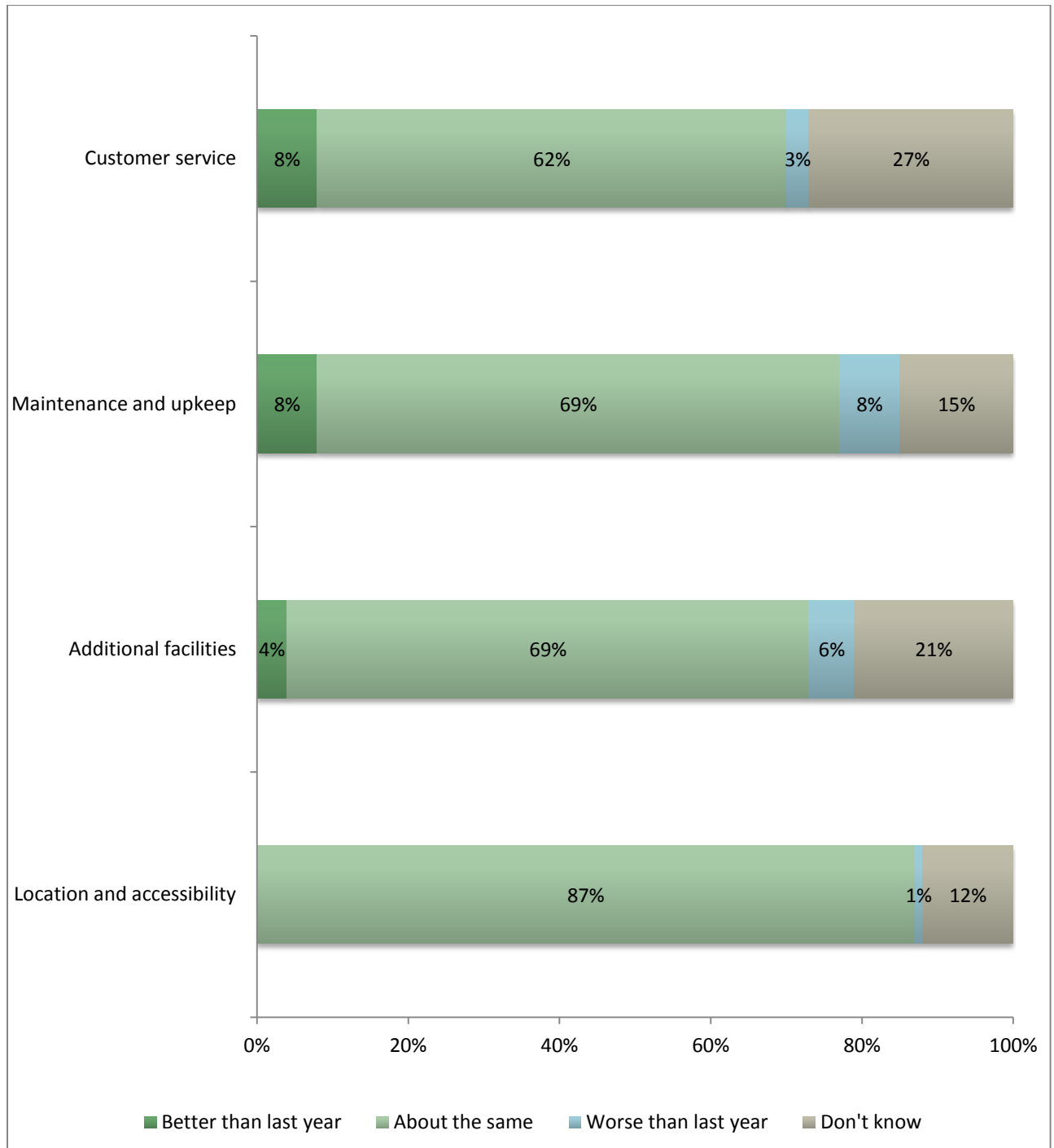
- Taihape urban residents are much more likely to rate Council's current provision of public libraries as about the same as last year in meeting the community's future need for this type of facility (73% cf. the total, 52%).

¹⁷ Q: Regardless of your opinion about the existing provision of public libraries, including any maintenance that has taken place recently; how do you think that the current provision meets the community's future need for this type of facility? Base: n=345.

Community buildings

Community buildings related detailed measures¹⁸

The majority of residents believe that most elements of Council's provision of Community buildings have remained about the same as last year. Only eight per cent identify any enhancements in customer service and/or maintenance and upkeep, while four per cent think that additional facilities at Community buildings are better than last year.



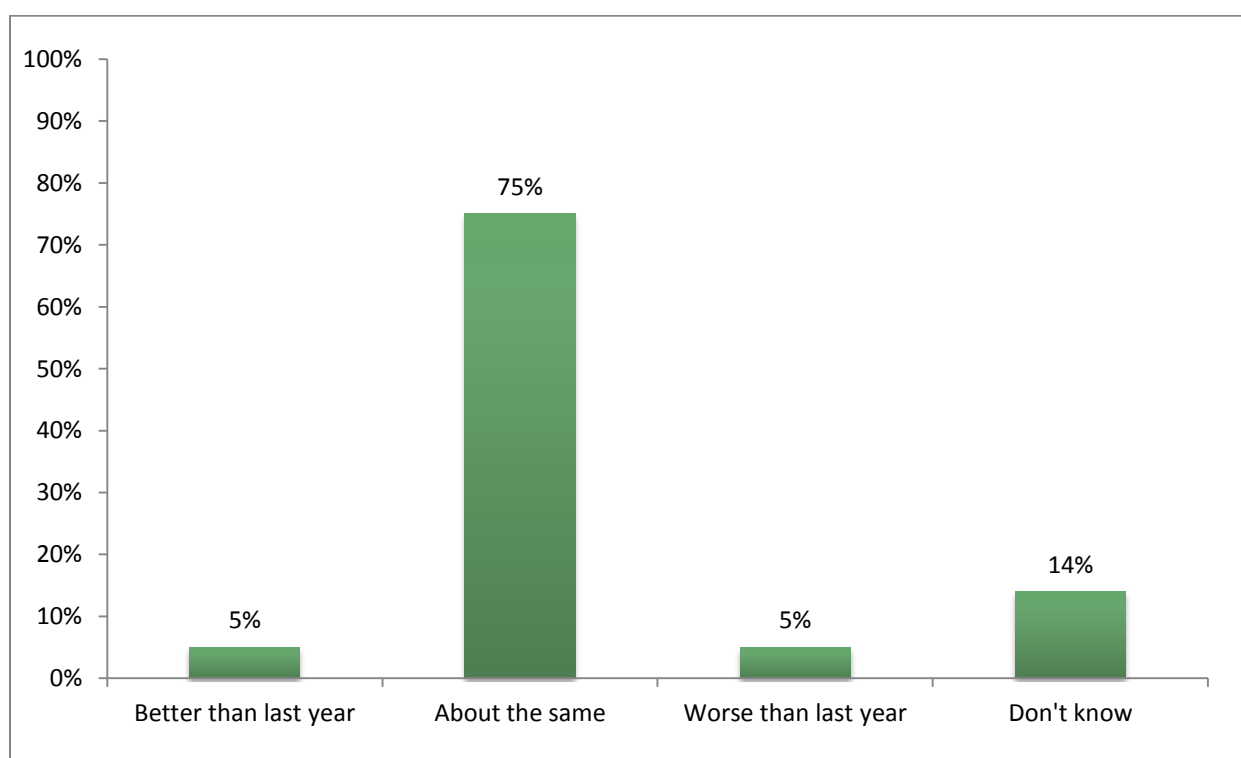
¹⁸ Q: Thinking about existing provision of Community buildings for each of the following aspects of the facility please indicate whether, in your opinion, the service provision is better or worse than last year, or about the same. Base: n=342

Key demographic differences

- Hunterville residents are more likely to rate maintenance and upkeep of Community buildings as better than last year (15%, cf. the total, 8%).
- Taihape urban residents are more likely to rate location and accessibility of Community buildings as about the same as last year (97%, cf. the total, 87%). Whereas Bulls urban residents are much more likely to rate it as worse than last year (5% cf. the total, 1%).
- Also, Bulls urban residents are more likely to rate the customer service at Community buildings as worse than last year (7% cf. the total, 3%).

Overall measure for Community buildings¹⁹

Overall, the majority of residents believe that Council's provision of Community buildings is about the same as last year. Only five per cent of residents state the provision is better than last year, while an identical proportion share the opposite opinion and rate it as worse than last year. Furthermore, 14 per cent are unsure of their opinion of this subject.



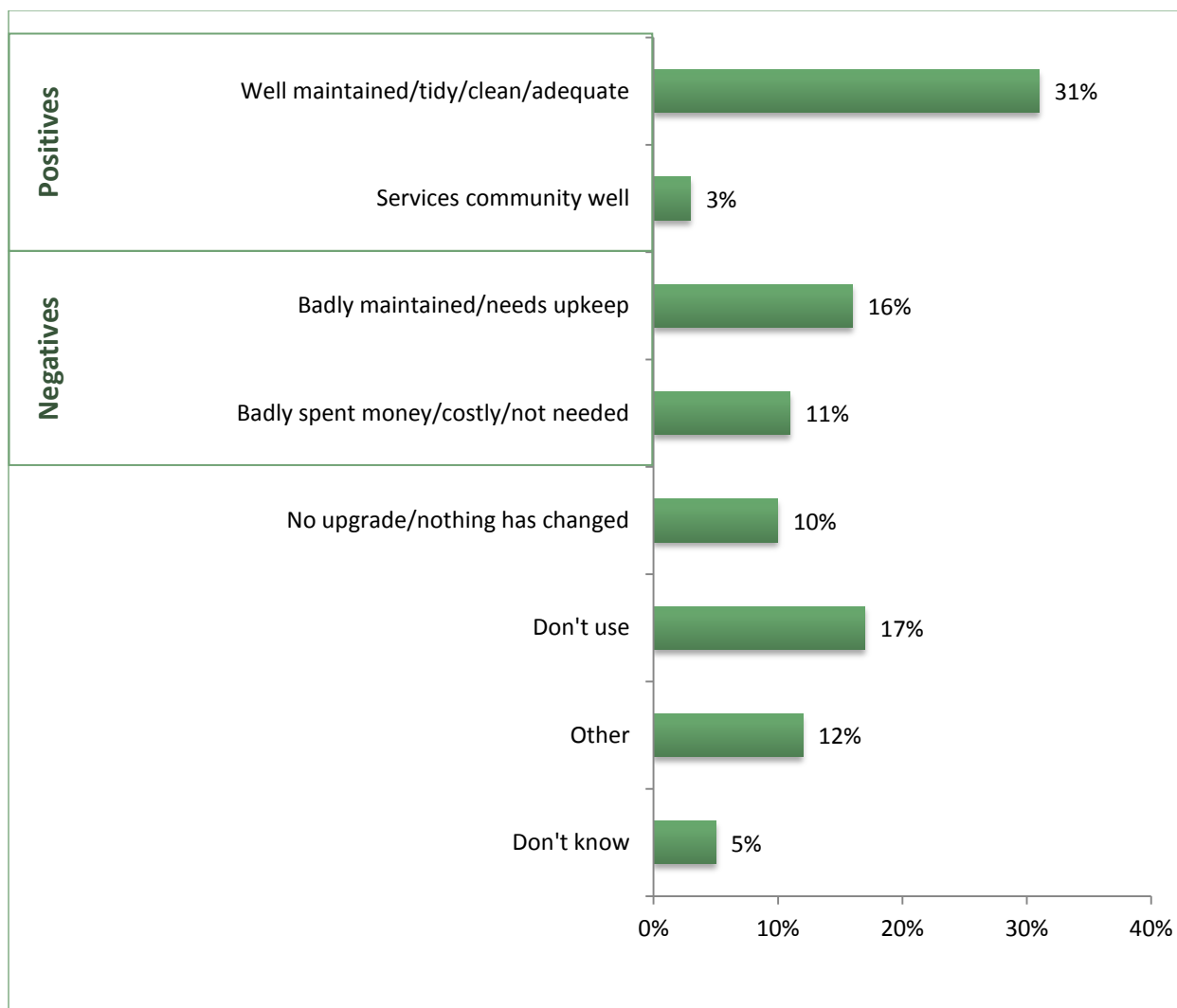
Key demographic differences

- Koitiata/Ratana/Turakina residents are more likely to be unsure of their opinion about Council's provision of Community buildings (26% cf. the total, 14%).

¹⁹ Q: Overall do you think the Council's provision of Community buildings is getting better or worse than last year, or about the same? Base: n=346.

Factors that influenced resident views of Council's provision of Community buildings²⁰

When looked at factors that influenced resident views of Council's provision of Community buildings, slightly less than a third of residents (31%) feel that Community buildings are well maintained/tidy/clean/adequate. However, 16 per cent state these facilities are badly maintained and needs upkeep. Eleven per cent think that these facilities are costly/not essential/badly spent money. Eleven per cent think that these facilities are costly/not essential/badly spent money.



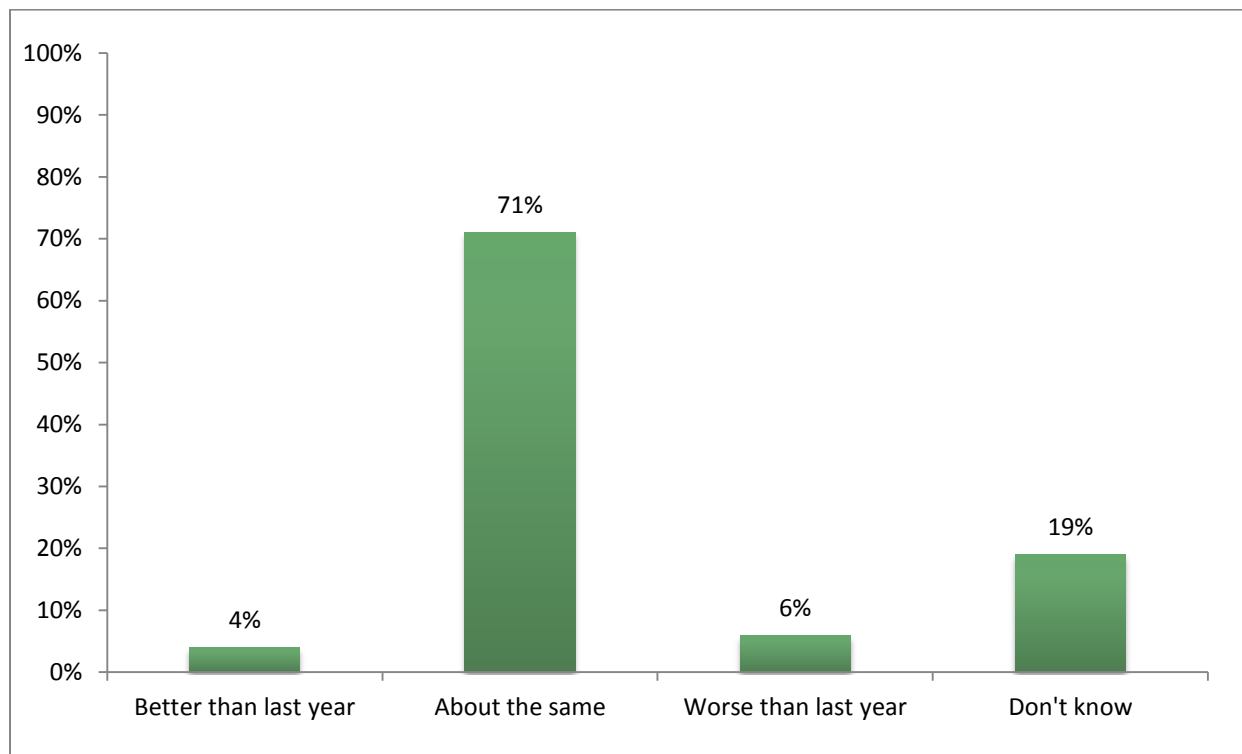
Key demographic differences

- Hunterville residents are more likely to state that Community buildings are badly spent money/costly/not needed (20%, cf. the total, 11%).
- Whereas, Bulls urban residents are more likely to believe that these facilities services community well (9% cf. the total, 3%).

²⁰ Q: Thinking about how you just rated the Council's provision of Community buildings what is the single most important factor which has influenced your view? Base: n=251.

Suitability of current provision of Community buildings for community's future need of this facility²¹

When asked about how well the current provision of Community buildings meets the community's future need for this type of facility, four per cent of residents rate it as better than last year; 71 per cent believe it is about the same as last year, six per cent think it is worse than last year while 19 per cent are unsure of their opinion on this subject.



Key demographic differences

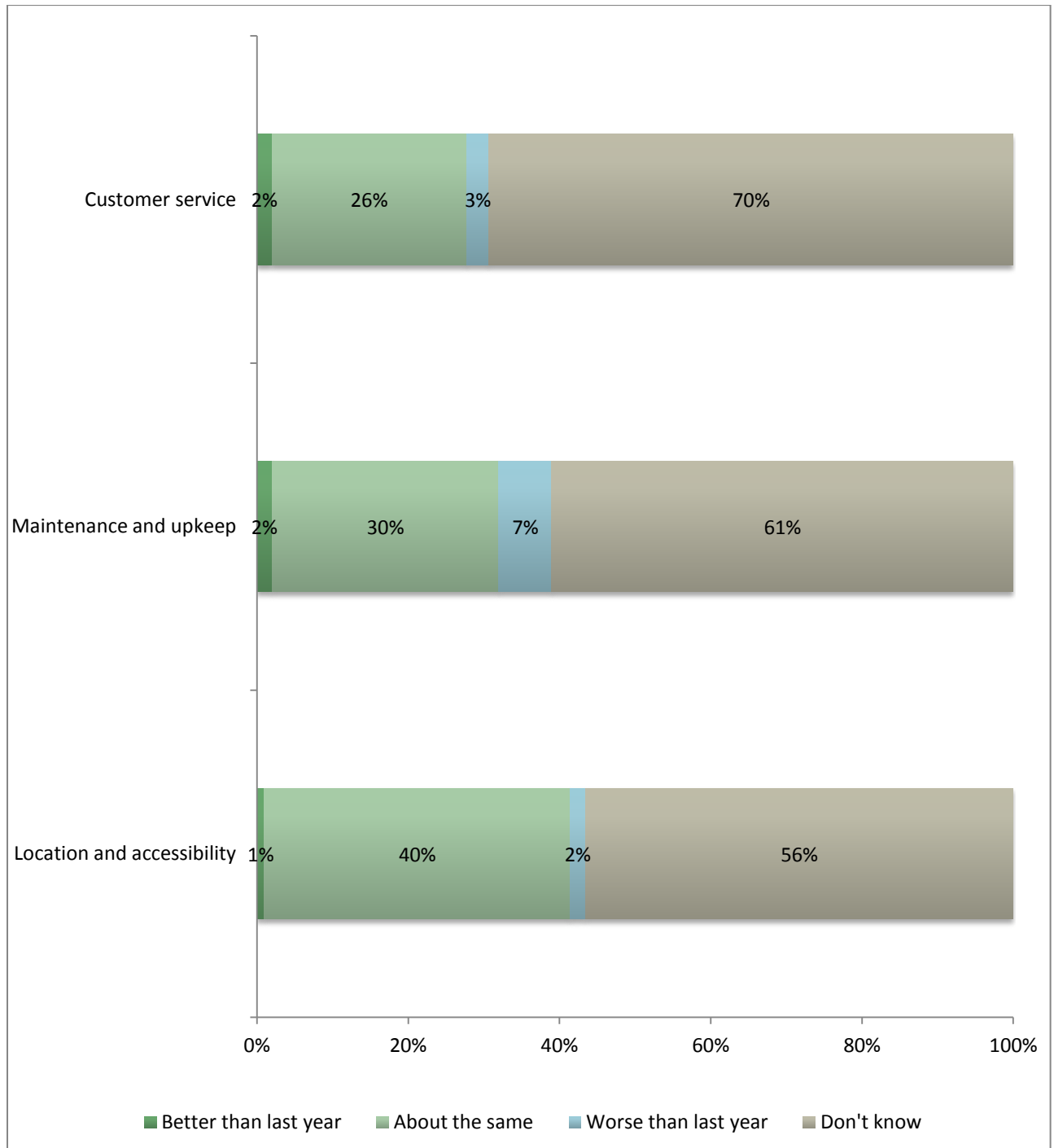
- Bulls urban residents are more likely to rate Council's current provision of Community buildings as worse than last year in meeting the community's future need for this type of facility (15% cf. the total, 6%).
- Taihape urban residents are more likely to rate Council's current provision of Community buildings as about the same as last year in meeting the community's future need for this type of facility (86% cf. the total, 71%).

²¹ Q: Regardless of your opinion about the existing provision of community buildings, including any maintenance that has taken place recently; how do you think that the current provision meets the community's future need for this type of facility? Base: n=345.

Community Housing

Community housing related detailed measures²²

The majority of residents are unsure about Council's provision of Community housing. Only two per cent of residents believe that customer service and/or maintenance and upkeep of Community housing facilities has been better than last year. It is noteworthy that seven per cent of residents rate the maintenance and upkeep of these facilities as worse than last year.



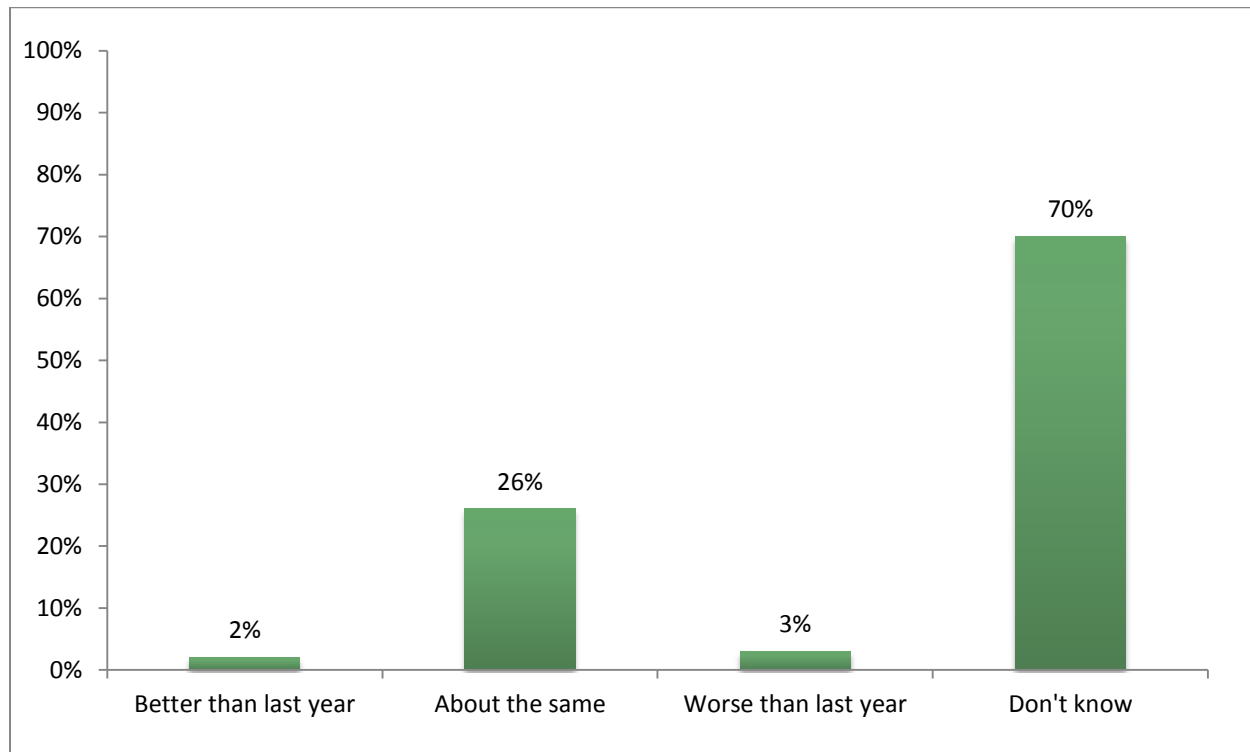
²² Q: Thinking about existing provision of Community housing for each of the following aspects of the facility please indicate whether, in your opinion, the service provision is better or worse than last year, or about the same. Base: n=337.

Key demographic differences

- Bulls urban residents are much more likely to rate the location and accessibility of Community housing facilities as worse than last year (10% cf. the total, 2%).

Overall measure for Community housing²³

Overall, the majority of residents (70%) are unsure of Council's provision of Community housing in the district. Only two per cent of residents state the provision is better than last year, 26 per cent believe it is about the same, while three per cent rate it as worse than last year.



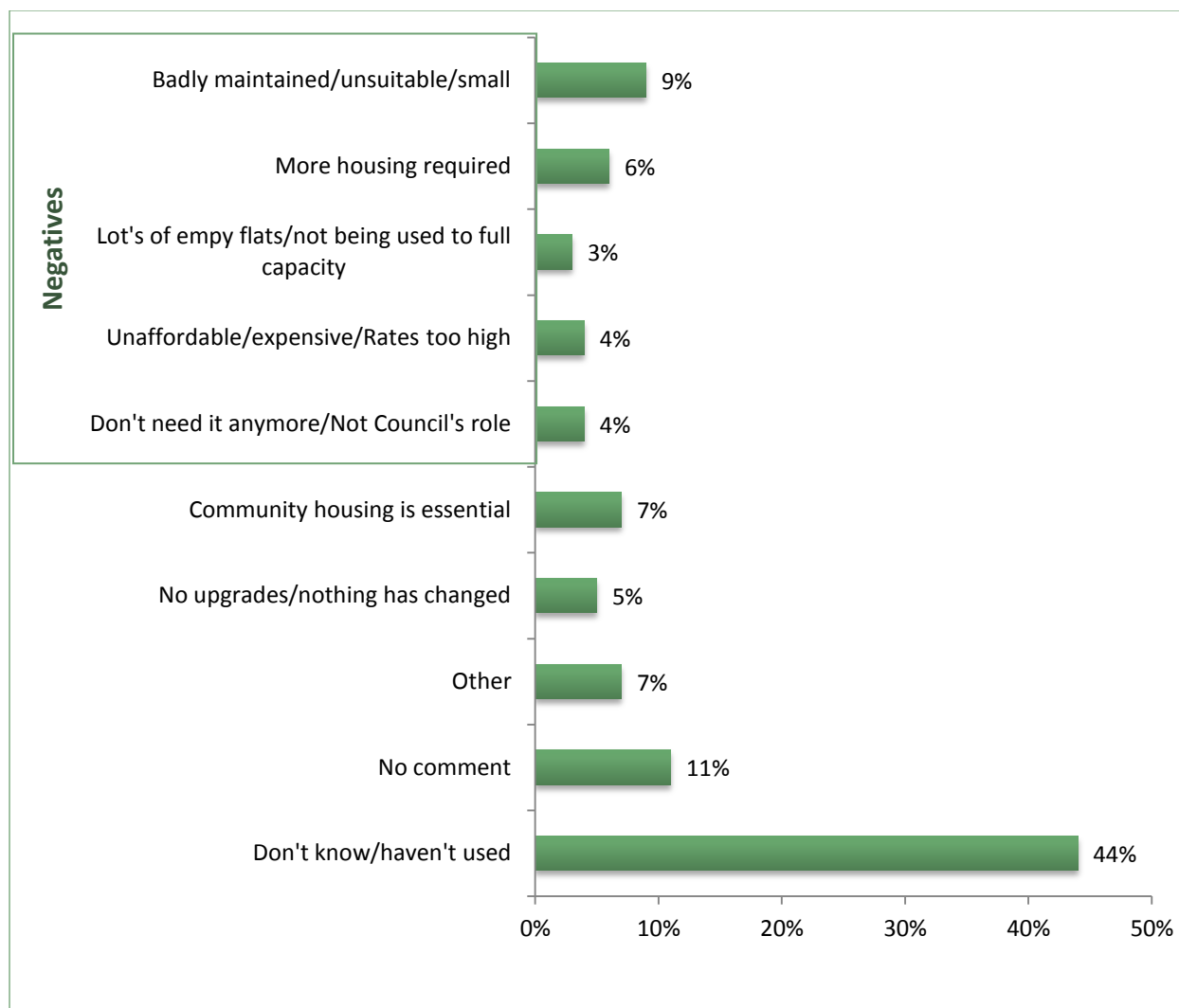
Key demographic differences

- Marton urban residents are much more likely to rate Council's provision of Community housing as about the same as last year (45%, cf. the total, 34%).

²³ Q: Overall do you think the Council's provision of Community housing is getting better or worse than last year, or about the same? Base: n=328.

Factors that influenced resident views of Council's provision of Community housing²⁴

Slightly less than a half or residents (44%) do not have an opinion on Council's provision of Community housing as they haven't used or visited the facilities. Furthermore, a small proportion of residents (9%) believe that these facilities are badly maintained/unsuitable/small and more of these facilities are required in the district (6%).



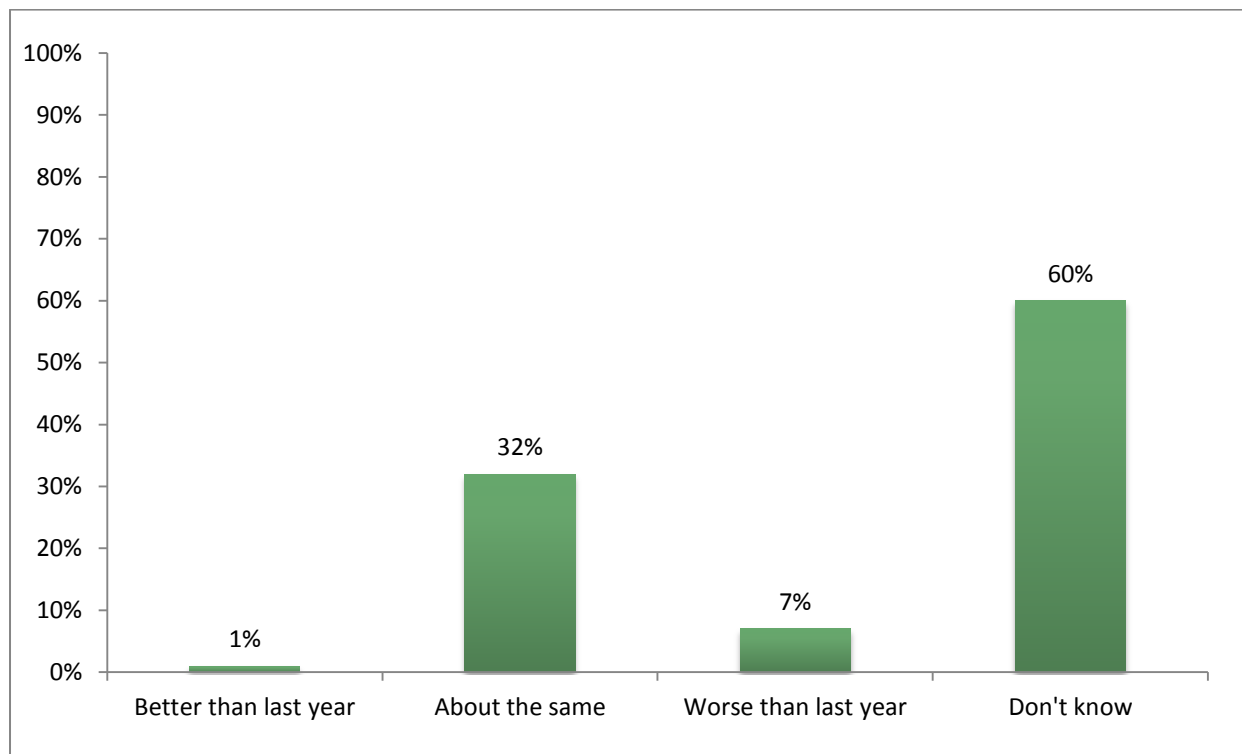
Key demographic differences

- Bulls urban residents are much more likely to state that Community housing is not needed anymore/it's not Council's role (13% cf. the total, 4%).

²⁴ Q: Thinking about how you just rated the Council's provision of Community housing what is the single most important factor which has influenced your view? Base: n=221.

Suitability of current provision of Community housing for community's future need of this facility²⁵

When asked about how well the current provision of Community housing meets the community's future need for this type of facility, only one per cent of residents rate it as better than last year; 32 per cent believe it is about the same as last year, seven per cent think it is worse than last year while 60 per cent are unsure of their opinion on this subject.



Key demographic differences

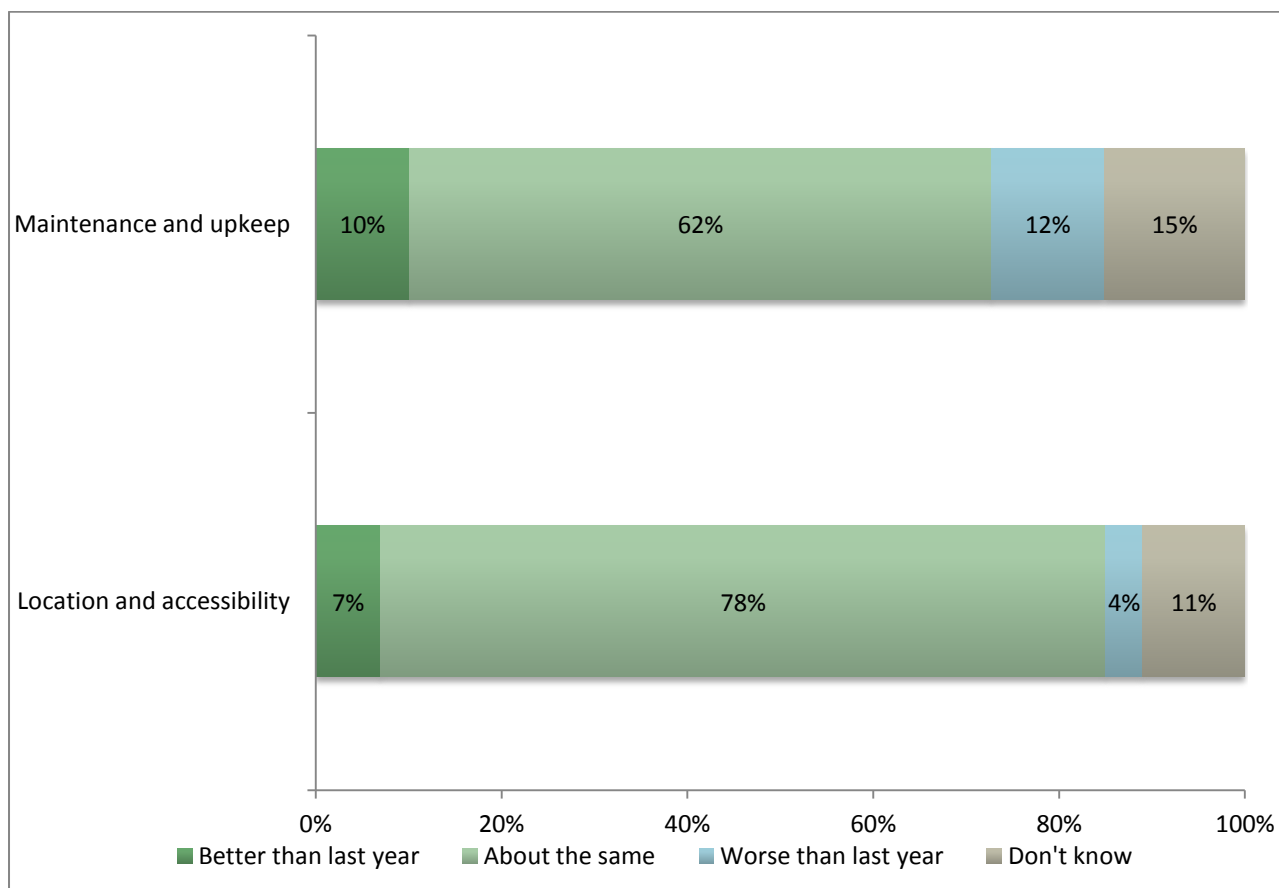
- Bulls urban residents are more likely to rate Council's current provision of Community housing as worse than last year in meeting the community's future need for this type of facility (15% cf. the total, 6%).
- Hunterville (84%) and Marton rural residents (81%) are much more likely to be unsure of their opinion about Council's provision of Community housing in meeting community's future need for this type of facility (cf. the total, 60%).

²⁵ Q: Regardless of your opinion about the existing provision of community housing, including any maintenance that has taken place recently; how do you think that the current provision meets the community's future need for this type of facility? Base: n=335.

Public toilets

Public toilets related detailed measures²⁶

The majority of residents rate the maintenance and upkeep as well as location and accessibility of public toilets as about the same as last year. Furthermore, ten per cent of residents identify year-on-year improvements with maintenance and upkeep of public toilets and similarly seven per cent believe that location and accessibility of public toilets has improved when compared with the previous year.



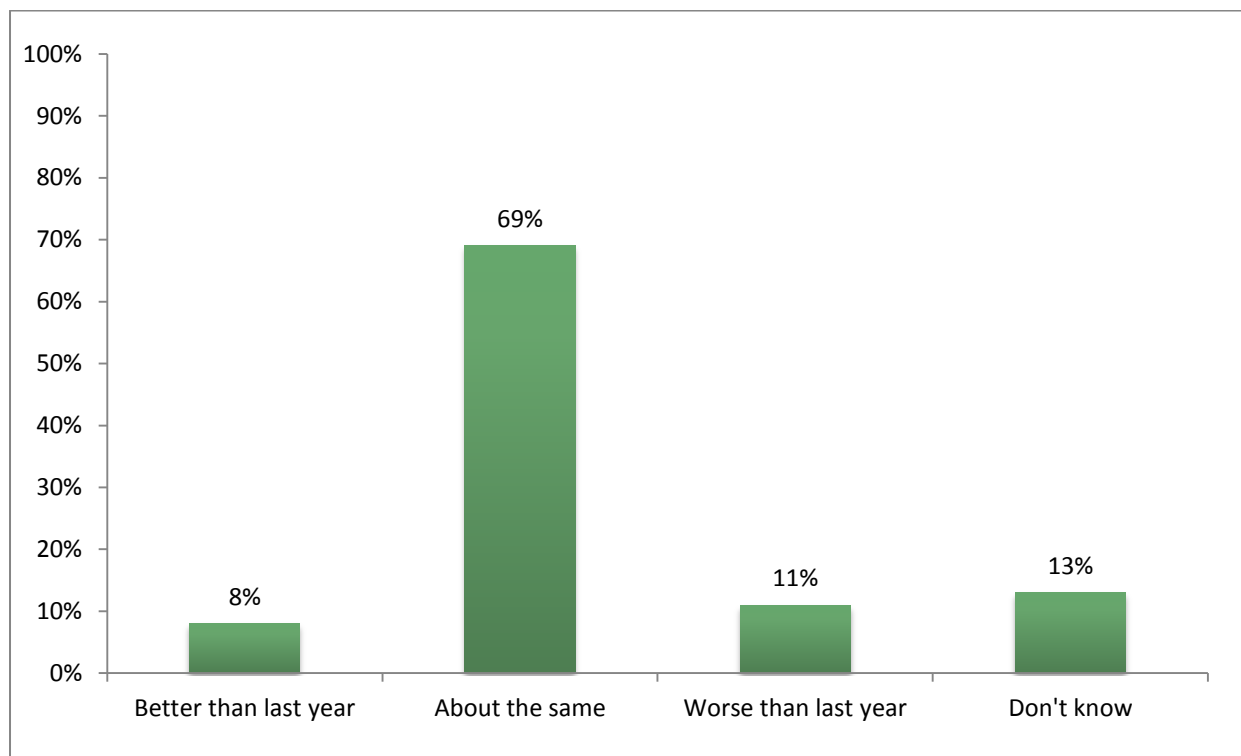
Key demographic differences

- Bulls urban residents are much more likely to rate maintenance and upkeep of public toilets as worse than last year (27% cf. the total, 12%) while residents from Hunterville (28%) and Taihape urban are more likely to rate it as better than last year (cf. the total, 10%).
- Marton urban residents are much more likely to rate the location and accessibility of public toilets as worse than last year (9% cf. the total 4%) whereas Taihape urban residents are much more likely to rate it as better than last year (18% cf. the total, 7%).

²⁶ Q: Thinking about existing provision of public toilets for each of the following aspects of the facility please indicate whether, in your opinion, the service provision is better or worse than last year, or about the same. Base: n=337.

Overall measure for public toilets²⁷

The results show that Council's provision of public toilets has been consistent and has largely stayed about the same as last year (69%). Furthermore, eight per cent of residents rate it as better than last year while eleven per cent state it has been worse than last year. Thirteen per cent are unsure of their opinion on this subject.



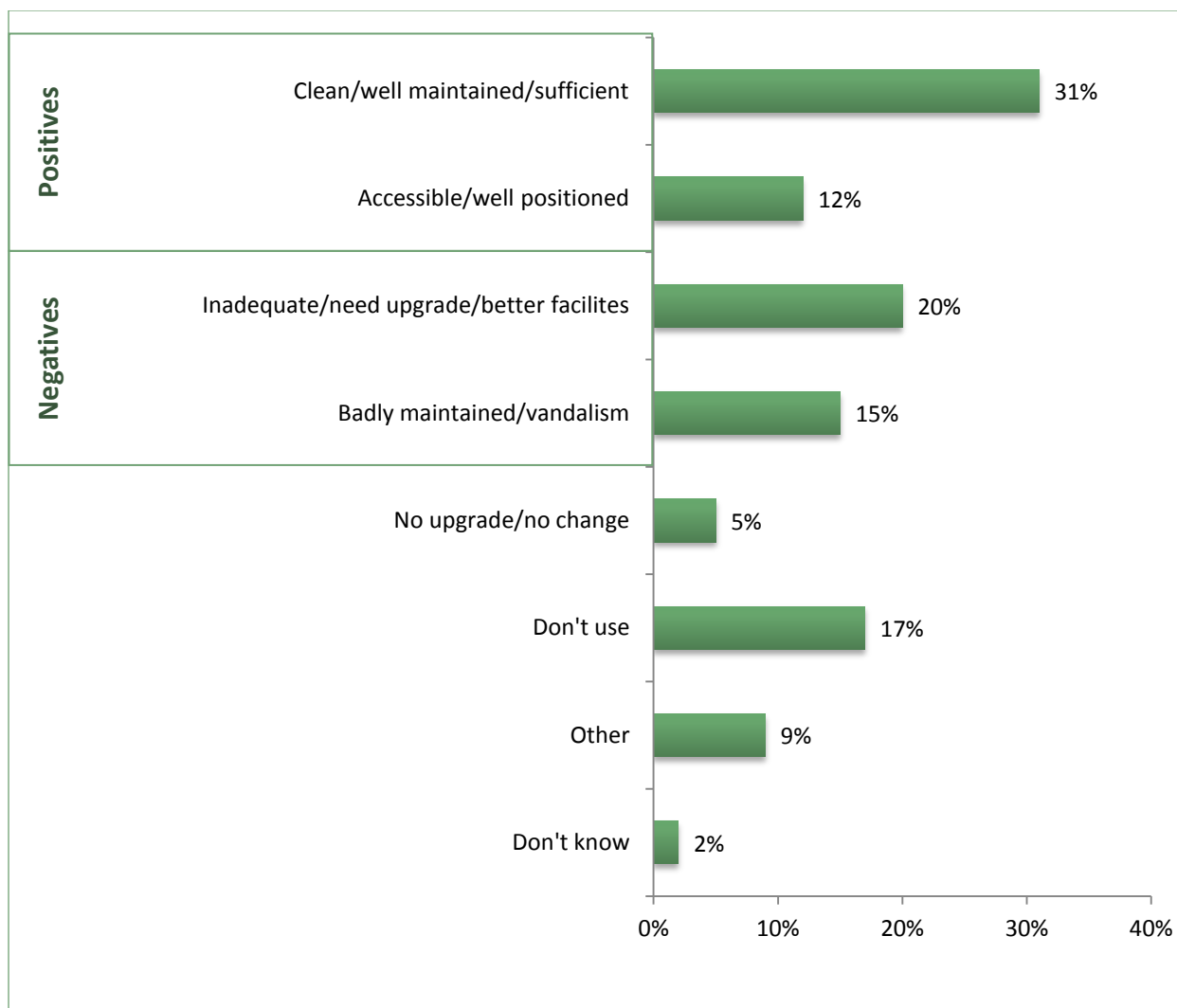
Key demographic differences

- Residents from Hunterville (15%), Koitiata/Ratana/Turakina (16%), and Taihape urban (22%) are more likely to rate Council's provision of public toilets as better than last year (cf. the total, 8%), while Bulls urban are much more likely to rate it as worse than last year (31%, cf. thte total, 11%).

²⁷ Q: Overall do you think the Council's provision of public toilets is getting better or worse than last year, or about the same? Base: n=343.

Factors that influenced resident views of Council's provision of public toilets ²⁸

When looking at factors that influenced resident views of Council's provision of public toilets, slightly less than a third of residents (31%) feel that public toilets are clean/well maintained/sufficient. However, 20 per cent state these facilities are currently inadequate/need to be upgraded. Fifteen per cent feel these facilities are badly maintained and are often vandalised.



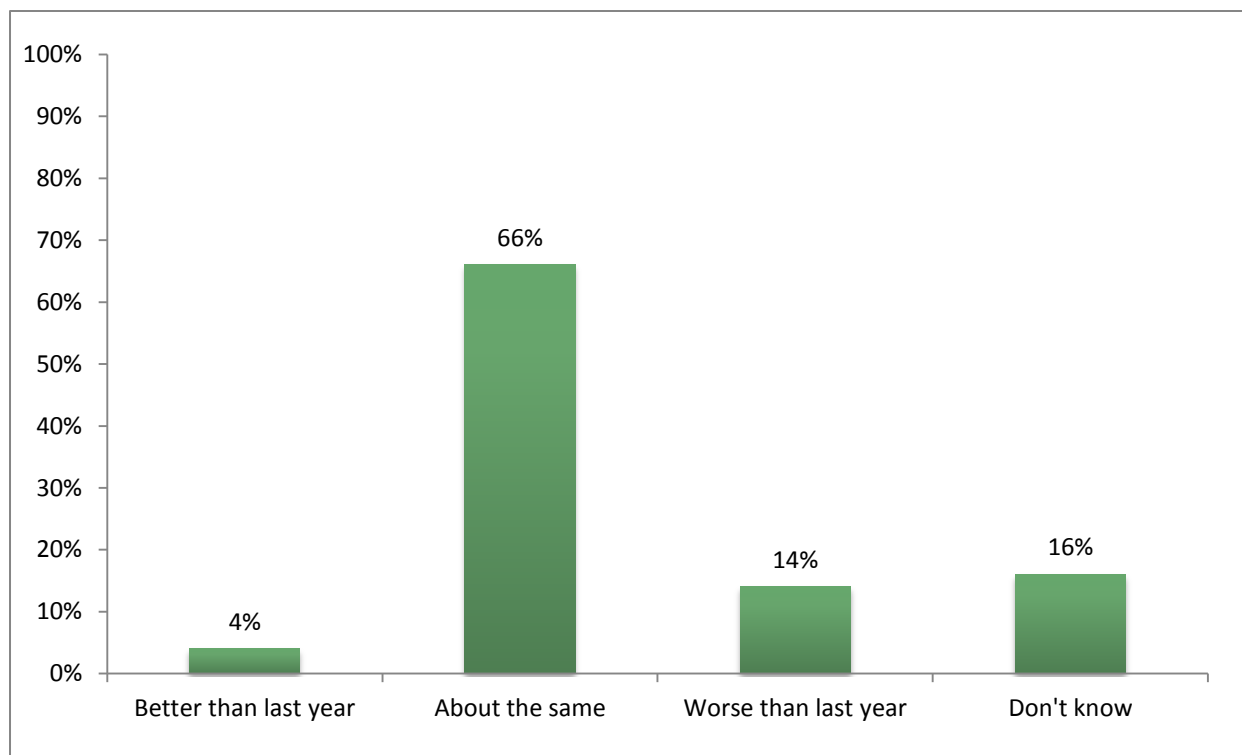
Key demographic differences

- Hunterville residents are much more likely to state that public toilets are clean/well maintained/sufficient (55%, cf. the total, 31%).
- Whereas, Bulls urban residents are much more likely to believe that the facilities are currently inadequate and/or need to be upgraded (45% cf. the total, 20%).
- Marton urban residents are more likely to state that public toilets are badly maintained and/or often vandalised (23%, cf. the total, 15%).

²⁸ Q: Thinking about how you just rated the Council's provision of public toilets what is the single most important factor which has influenced your view? Base: n=258.

Suitability of current provision of public toilets for community's future need of this facility²⁹

When asked about how well the current provision of public toilets meets the community's future need for this type of facility, four per cent of residents rate it as better than last year; 66 per cent believe it is about the same as last year, 14 per cent think it is worse than last year while 16 per cent are unsure of their opinion on this subject.



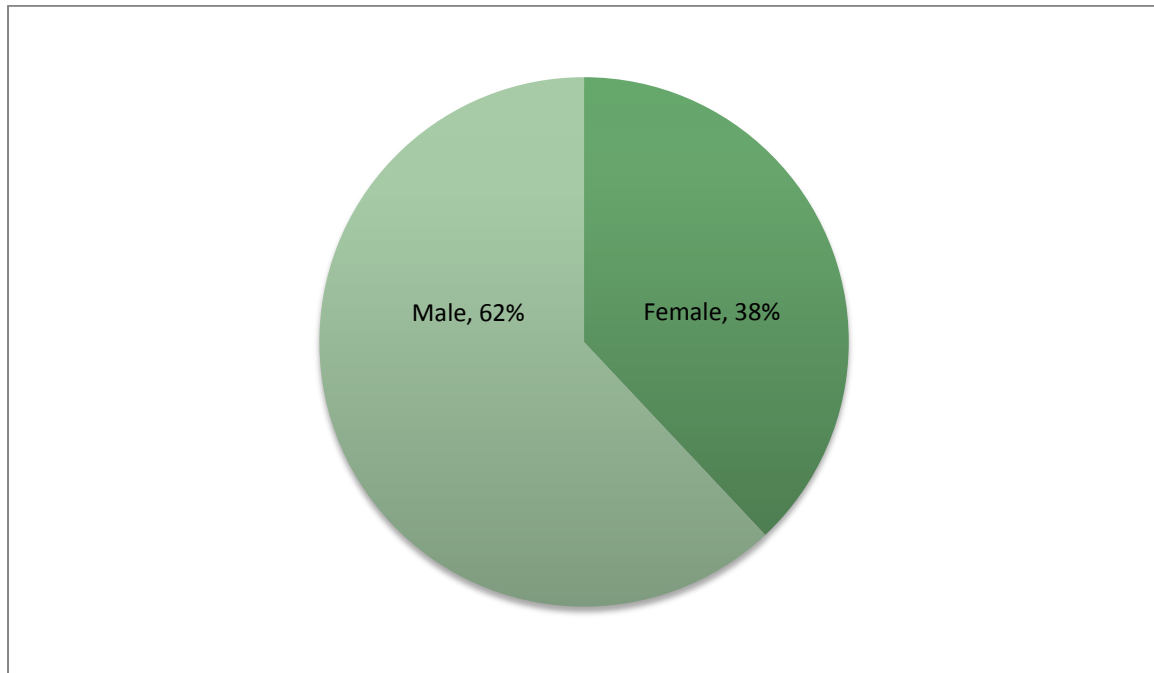
Key demographic differences

- Bulls urban residents are much more likely to rate Council's current provision of public toilet as worse than last year in meeting the community's future need for this type of facility (38% cf. the total, 14%).

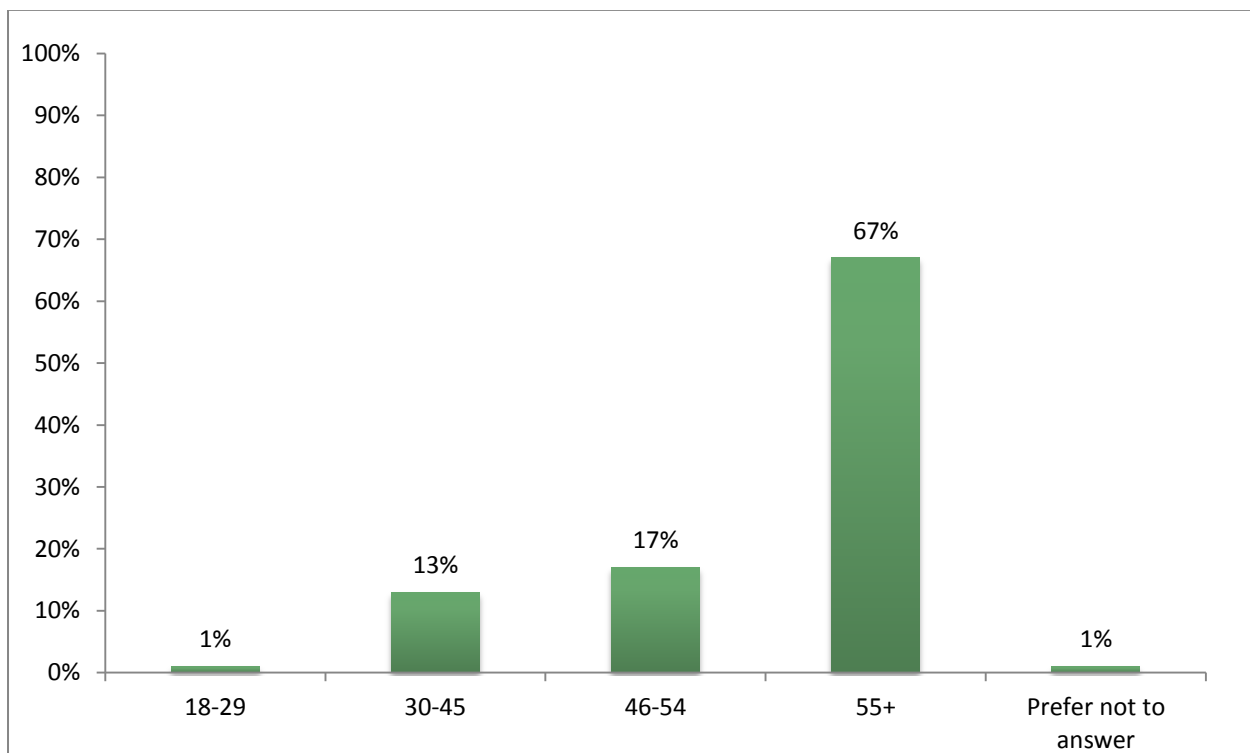
²⁹ Q: Regardless of your opinion about the existing provision of public toilets, including any maintenance that has taken place recently; how do you think that the current provision meets the community's future need for this type of facility? Base: n=337.

Sample profile

Gender³⁰

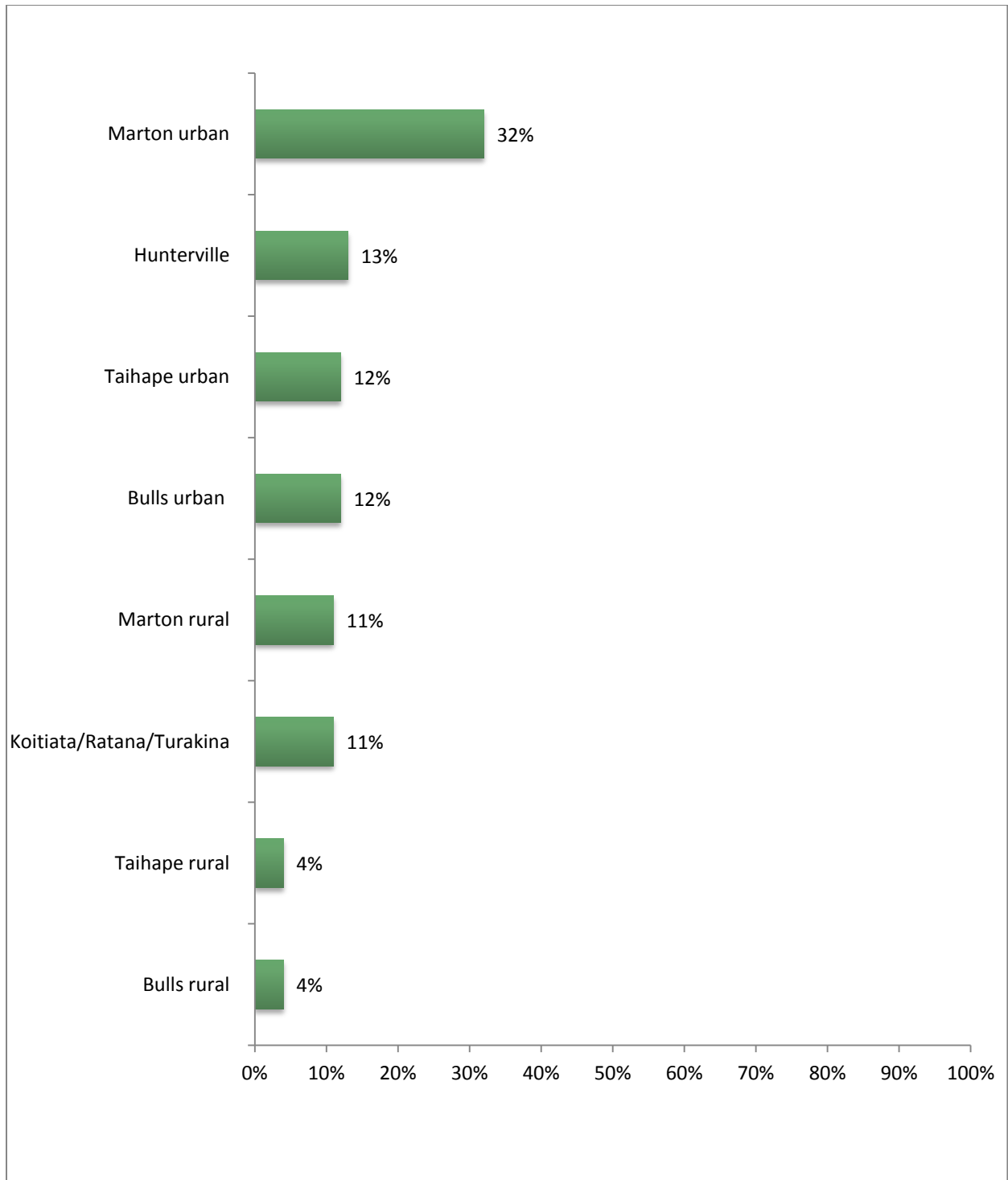


Age³¹



³⁰ Q: Gender recorded. Base: n=356.

³¹ Q: Which of the following age groups you are in? Base: n=359.



³² Q: Area recorded. Base: n=365.