
Whanganui District Council
Community Views Survey 2024

July 2024

Executive Summary

Background and Method

Whanganui District Council (the council) commissioned Versus Research to conduct its annual Community Views Survey (CVS).

This survey addressed respondents' perceptions on the services and facilities provided by the council. Data collection for this year's CVS was carried out via an online survey, with respondents sourced via a third party panel provider and social media. Interviewing was conducted across March and April 2024. The results from both sources were combined and analysed as a single dataset.

The final sample size was n=510 (n=265 from a third party panel provider and n=245 from social media) which gives a maximum margin of error (MoE) of +/- 4.34%. A summary of the key results is given below.

Recreational and Cultural Activities

In the past 12 months, the most common cultural activities among respondents were using the library, visiting museums, and attending performances at the Royal Whanganui Opera House. People under 39 were particularly likely to visit museums or attend Māori arts events. Most measures relating to attendance at cultural events were within 3% of the 2023 results, while 75% of respondents viewed Whanganui as creative, which is slightly down from 2023.

Recreational activities that respondents undertook the most centred around using local parks, beaches, and local pools. This year also saw increased use of Cooks Gardens and cycling paths. Physical activity

levels remained consistent with the 2023 results, with most people exercising at least three days a week, although respondents with disabilities were less likely to engage frequently in physical activity.

Emergency Planning

This year, just under half of the respondents reported having an emergency kit, similar to 2023, with older respondents more likely to have a kit than younger respondents. Although most respondents claimed their household could cope for at least one week during an emergency, the proportion of respondents who are capable of managing for more than a week has steadily decreased since 2020.

Safety and Wellbeing

In this year's survey, 92% of respondents felt safe in the central business district (CBD) during the day, and 58% felt safe in the evening which continues an improved evening safety rating since 2022. However, respondents with disabilities, especially those with walking or sight disabilities, reported feeling less safe during both the day and the evening.

Respondents' satisfaction with the CBD's contribution to Whanganui's image remains high, with nearly three-quarters of respondents expressing satisfaction. This has been relatively stable over the past three years.

With regards to wellbeing, just under half of the respondents consider their wellbeing to be high or very high. However, there has been a

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gradual decline in positive wellbeing ratings since 2020. Furthermore, respondents' sense of belonging has weakened over time. There has been a 20% decrease in the proportion of respondents who rate their sense of belonging as strong or very strong since 2014, and a corresponding increase in the proportion of respondents who report a weak sense of belonging.

Satisfaction with Council Facilities and Services

Respondents expressed high satisfaction with various council-provided facilities, with libraries, museums, the opera house, parks, reserves, and playgrounds all receiving satisfaction ratings over 60%. However, public toilets and the maintenance of open spaces received lower ratings and had the highest levels of dissatisfaction. Satisfaction with most facilities declined between 2021 and 2023 but there has been a recovery in satisfaction this year, particularly for sportsgrounds, playgrounds, and parks and reserves.

In terms of specific services provided by the council, respondents' rated their satisfaction with the town centre's presentation, public art, litter control, and on-street parking highest, with waste and recycling services receiving lower satisfaction ratings. While the satisfaction ratings for most services have increased slightly this year, the long-term trend is one of declining satisfaction for most services, particularly in the presentation of the town centre, litter control, and animal control.

Measures for transportation in the district showed that 79% of respondents found it easy to get around the district and over half of

respondents were satisfied with the shared pathways and footpaths and the cycleways and lanes. However, only 39% of respondents were satisfied with local roads, which has continually declined since 2021.

Performance of Council

This year, only 30% of respondents felt the council responded well to community needs, with older respondents more likely to view the council's response positively and younger respondents more likely to rate it poorly.

Similarly, the performance of the mayor and councillors was rated as good or very good by 30% of respondents, with 23% rating the performance as poor or very poor. Similar to the result for the council's response to community needs, older respondents tended to rate the mayor and councillors' performance more favourably, while younger respondents often opted for a 'don't know' rating.

Contact with Council

Two-thirds of respondents who had contacted the council rated the performance of council staff as good or very good, which is a 27% increase in positive ratings since 2022. Respondents reported the council's website as their primary source for information, followed by news media and the council's Facebook page. Fifty-eight percent of website users found the website easy to navigate, which is a slight improvement from last year's result.

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Over half of the respondents were satisfied with their access to the council's information. The most common methods for participating in the council's decision-making included completing online surveys and making online submissions.

Rural Community Board

This year, 38% of rural respondents reported that they were familiar with their rural community board (RCB), while 52% knew the name but were not familiar with its activities. These results are similar to those from 2023. Among respondents who were aware of the RCB, 22% rated its performance as good or very good, 13% rated it poorly, while the majority were either neutral or unsure about its performance.

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Project Overview

Background

Background and Method

Whanganui District Council (the council) commissioned Versus Research to conduct its annual Community Views Survey (CVS).

Interviewing for this year's survey was carried out via an online survey between the 13th of March and the 2nd of April (slightly earlier than 2023 dates of 15th of May and the 9th of July). Responses were collected from residents via both a third party panel provider and social media. The results from both sources of interviewing were combined and analysed as a single dataset.

Sample

The final sample size (total number of residents interviewed) was n=510 (n=265 from a third party panel provider and n=245 from social media) which gives a maximum margin of error of +/- 4.34%. This means if the observed result on the total sample of n=510 respondents is 50% (point of maximum margin of error), then there is a 95% probability the true answer falls between 45.66% and 54.34%.

Sample Structure

The following tables outline the number of unweighted interviews collected for age, gender, and ethnicity demographics along with the proportion responses from each suburb.

Age	Total n=
16 – 18	2
18 – 29	39
30 – 39	89
40 – 49	96
50 – 59	64
60 – 69	86
70 – 79	110
80 – 89	23
90+	1

Gender	Total n=
Male	189
Female	321
Gender diverse or non-binary	0
Prefer not to respond	0

Background

Ethnicity*	Total n=
Māori	72
European/Pākeha	435
Pacific Islander	5
Asian	8
Other	36
Prefer not to say	12

Disability	Total n=
Seeing, even when wearing glasses or contact lenses	26
Hearing, even when using a hearing aid	24
Walking or climbing steps	95
Remembering or concentrating	33
Communicating using your usual language	6
None of the above	351
Prefer not to say	26

Suburb	Total n=
Aramoho	49
Bastia-Durie Hill	27
Blueskin-Pakaraka	2
Brunswick-Papaiti	6
Castlecliff	40
College Estate	20
Gonville	38
Kaitoke-Fordell	9
Kai Iwi-Mowhanau-Westmere	9
Marybank-Gordon Park	1
Mosston	2
Otamatea	21
Putiki	2
Springvale	78
St Johns Hill	36
Tawhero	33
Upper Whanganui	4
Whanganui Central	41
Whanganui East	76
Other urban area	2
Other rural area	14

*Multiple choice question.

Analysis

Questionnaire

As with previous years, the questionnaire for the 2024 CVS was constructed by the council. A copy of the questionnaire is available in the appendix.

Weightings

Age and gender weights have been applied to the final dataset for this project. Weighting ensures specific demographic groups are neither under nor over represented in the final dataset, and each group is represented as it would be in the population.

Weighting gives greater confidence that the final results are representative of Whanganui District's population overall, and are not skewed by a particular demographic group. The proportions used for the age and gender weights are taken from 2018 census data (Statistics New Zealand).

The final weight proportions applied to the sample are outlined in the table below.

Resident Population of Interest	Weighted %
Males aged 39 years and younger	15%
Females aged 39 years and younger	15%
Males aged between 40 and 59 years	16%
Females aged between 40 and 59 years	18%
Males aged 60 years and older	16%
Females aged 60 years and older	20%

Notes on reporting

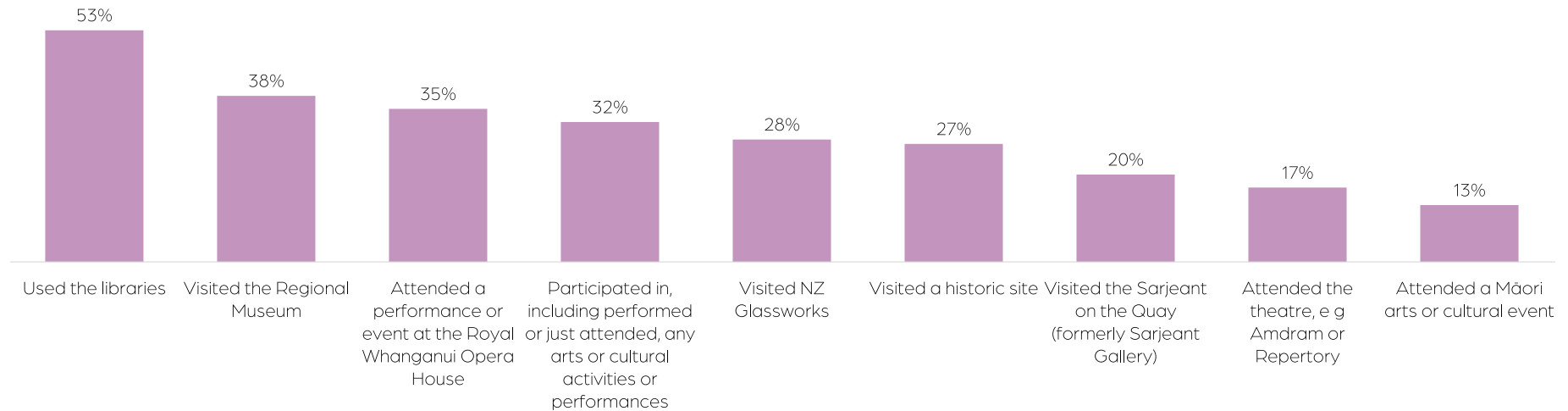
- Findings from this study have been presented in chart format with corresponding commentary around the key results. Significant differences relating to age, gender, ethnicity, or disability are noted in the commentary where relevant.
- The majority of results are presented first at a total level and include comparisons to previous years where applicable.
- Verbatim responses have been analysed with key themes from the comments outlined at the end of each section. General comments provided at the end of the questionnaire are grouped by theme and shown verbatim in the appendix.
- Due to rounding and questions which allow multiple answers, percentages will not always add up to 100%.
- Labels of charted results lower than 2% are not always shown due to the overlapping of labels making them difficult to read.

Recreational and Cultural Activities

Cultural Activities Undertaken

Respondents were asked about the cultural activities they had undertaken in the past 12 months. The most common activity was using the library, followed by using the museum and attending a performance at the Royal Whanganui Opera House. Those under 39 are more likely to have visited the museum or attended a Māori arts or cultural event.

2024 results

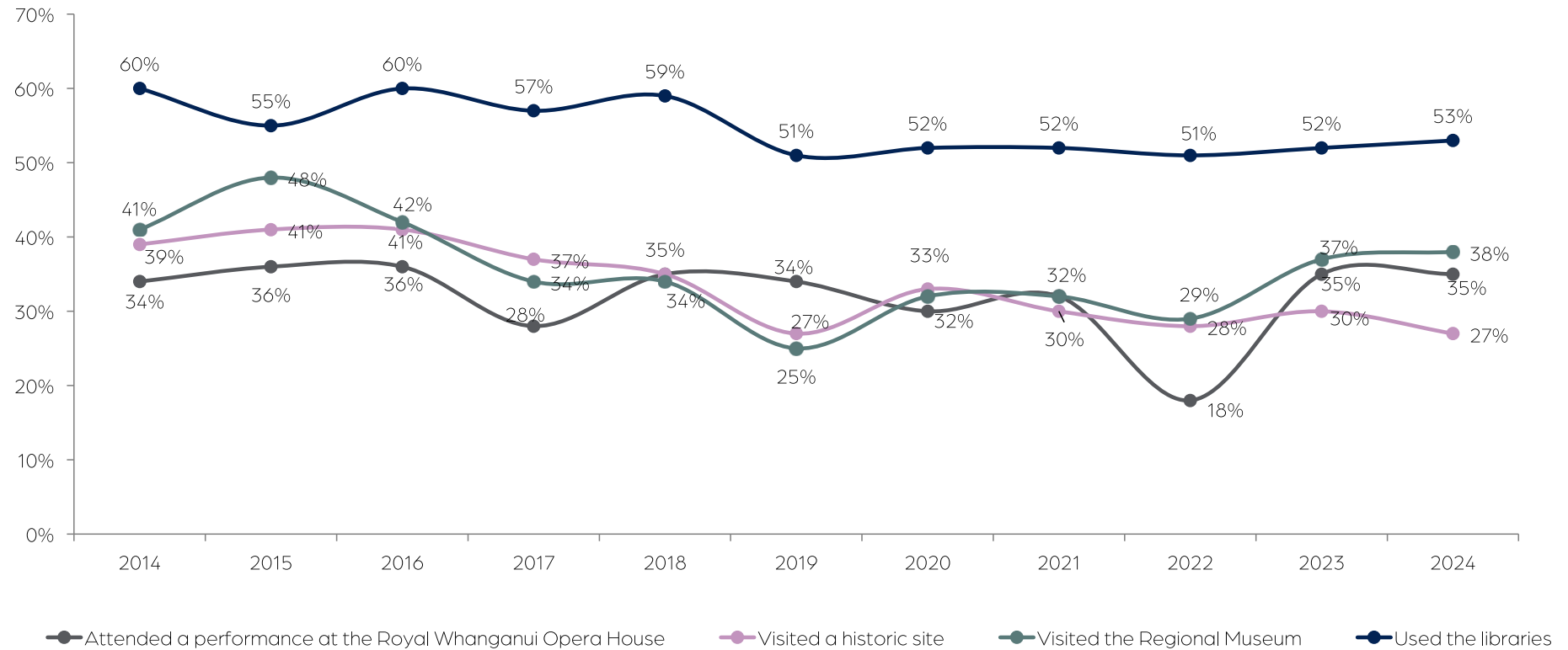


Q: Have you, or anyone else in your household, undertaken any of the following activities in the last 12 months in the Whanganui district?

Cultural Activities Undertaken

The results for this year are similar to those seen in 2023, with most measures within 3% of last year's figures. Despite a few year-on-year fluctuations, library use, museum visits, and attendance at the opera house have remained fairly stable. However, there has been a slow decline in the number of residents visiting a historic site.

2014 - 2024 results

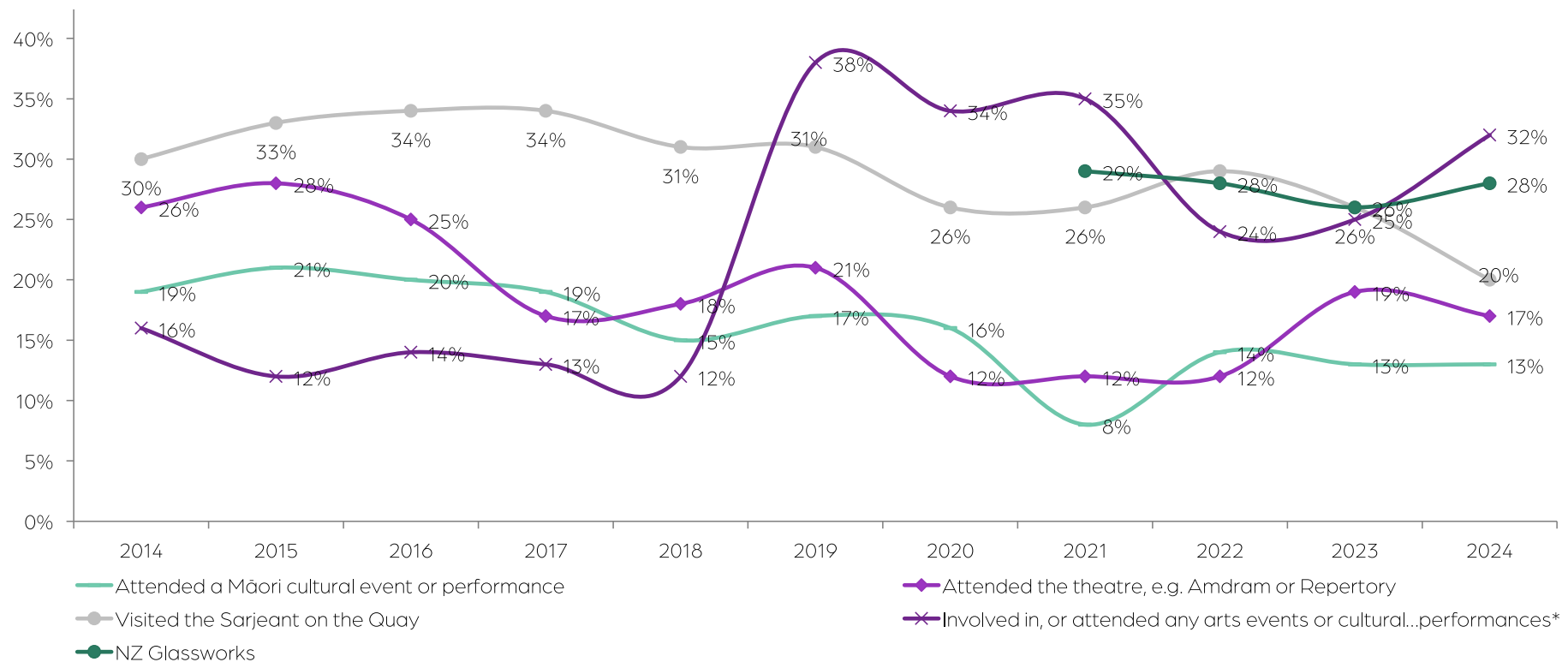


Q: Have you, or anyone else in your household, undertaken any of the following activities in the last 12 months in the Whanganui district?

Cultural Activities Undertaken

This year, there is a decline in the proportion of respondents who state they visited Sarjeant on the Quay and an increase in the proportion of respondents who have been involved in, or attended, arts or cultural performances. Other measures have remained similar to the results from 2023. Over time, there have been declines in the proportion of respondents who have attended a Māori cultural event, attended the theatre, or visited Sarjeant on the Quay.

2014 – 2024 results

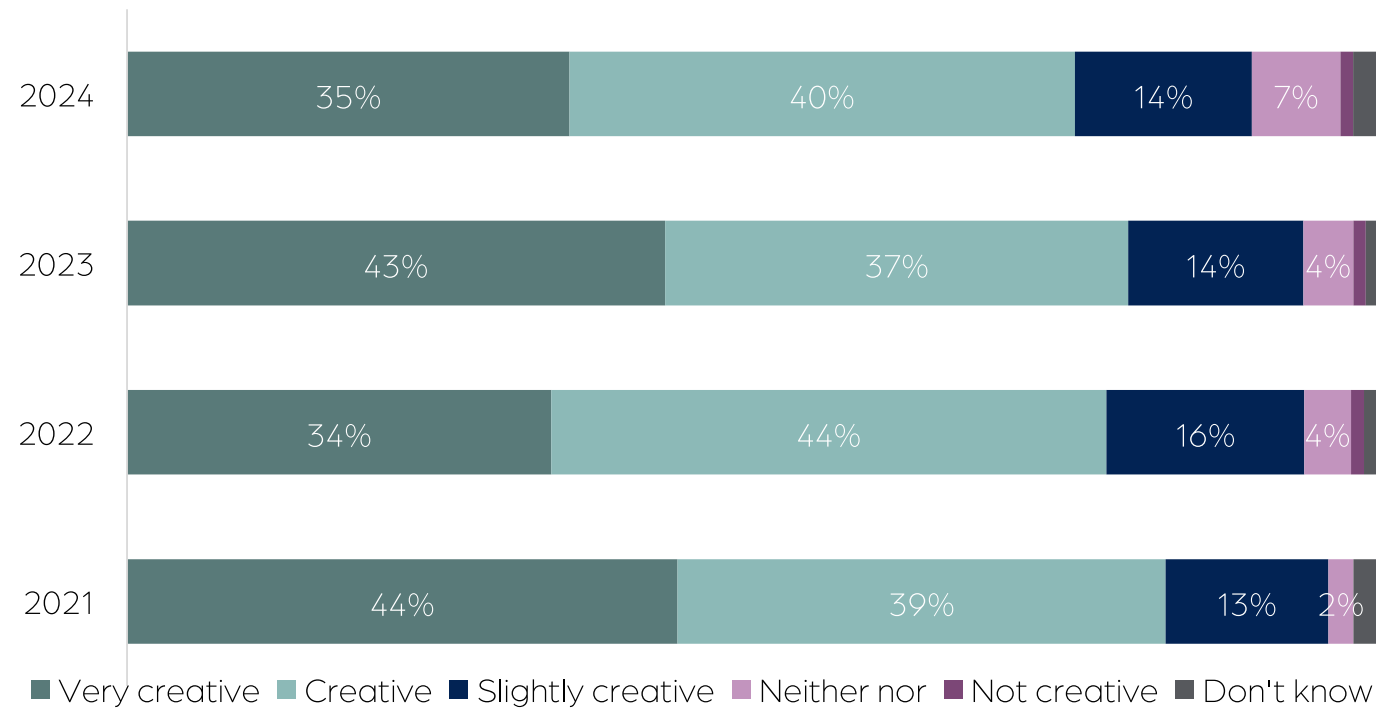


Q: Have you, or anyone else in your household, undertaken any of the following activities in the last 12 months in the Whanganui district?

Whanganui Creativity

Respondents were asked how creative they think Whanganui is. This year, 75% of respondents believe Whanganui is either creative or very creative, which is a slight decrease from the 2023 result.

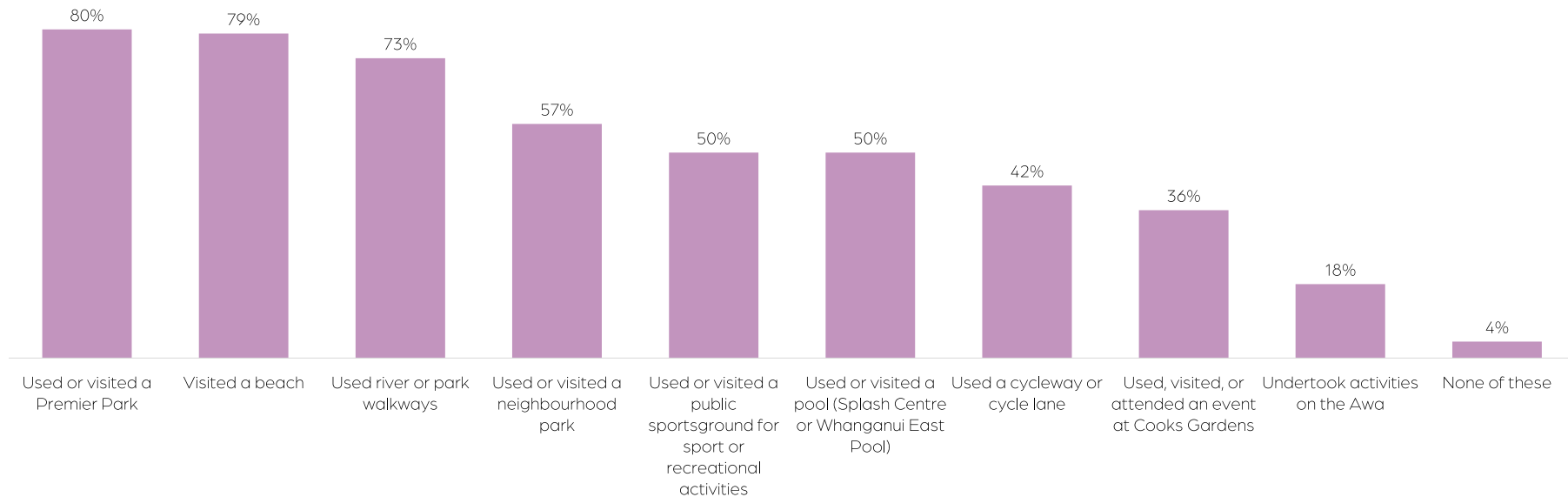
2021 – 2024 results



Recreational Activities Undertaken

Respondents were asked which recreational activities they had undertaken in the district in the past 12 months. The most common activities are using a Premier Park, visiting a beach, or using the river or park walkways. In a new option this year, 50% of respondents indicate they use a local pool (the Splash Centre or Whanganui East Pool). Respondents under 39, who are female, and who do not have a disability are more likely to participate in several recreational activities.

2024 results

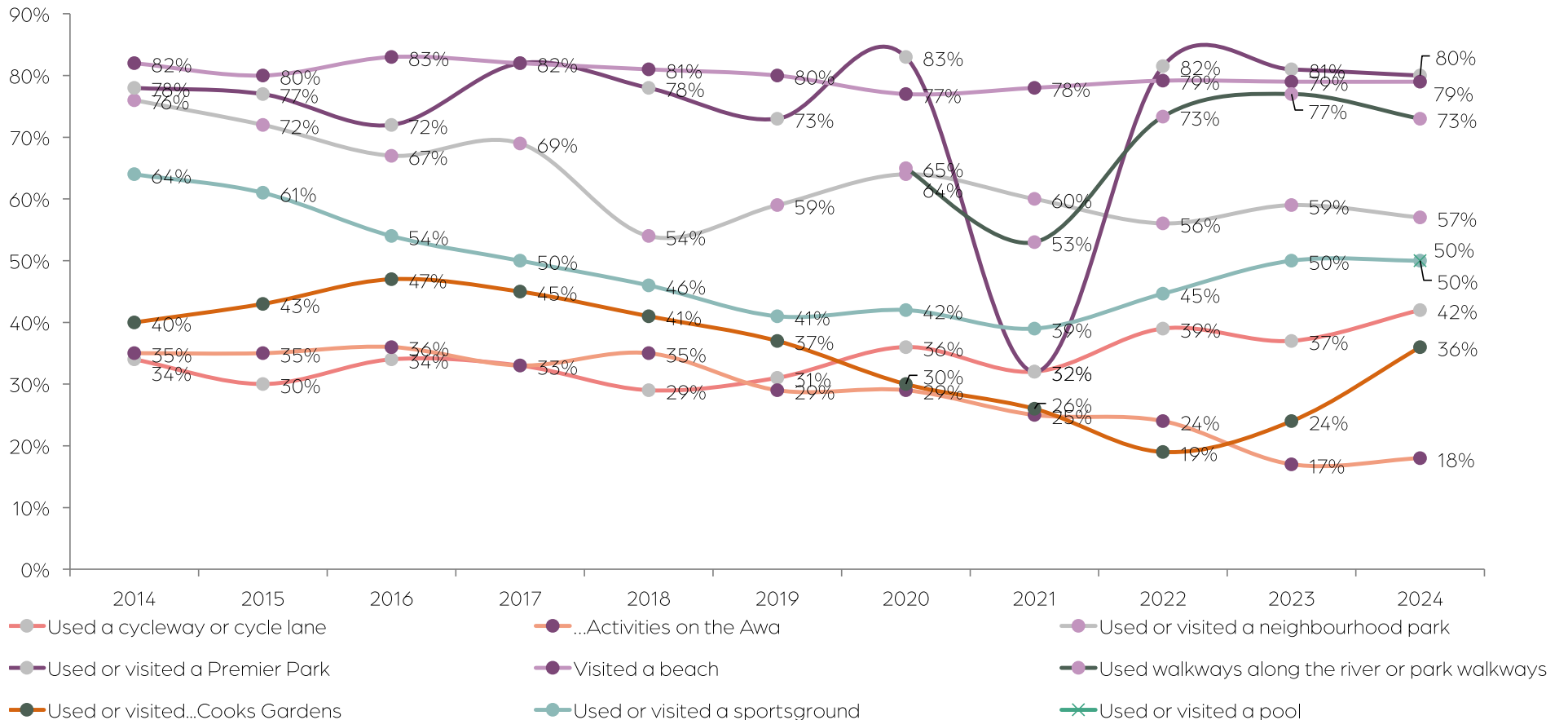


Q: Have you, or has anyone else in your household, undertaken any of the following recreational activities in the last 12 months in the Whanganui district?

Recreational Activities Undertaken

The 2024 recreational activity results are similar to those from 2023, although there are increases in visits to Cooks Gardens and the use of cycleways and cycle lanes. Use of cycleways has steadily increased over time, while activities on the Awa have declined.

2014 – 2024 results

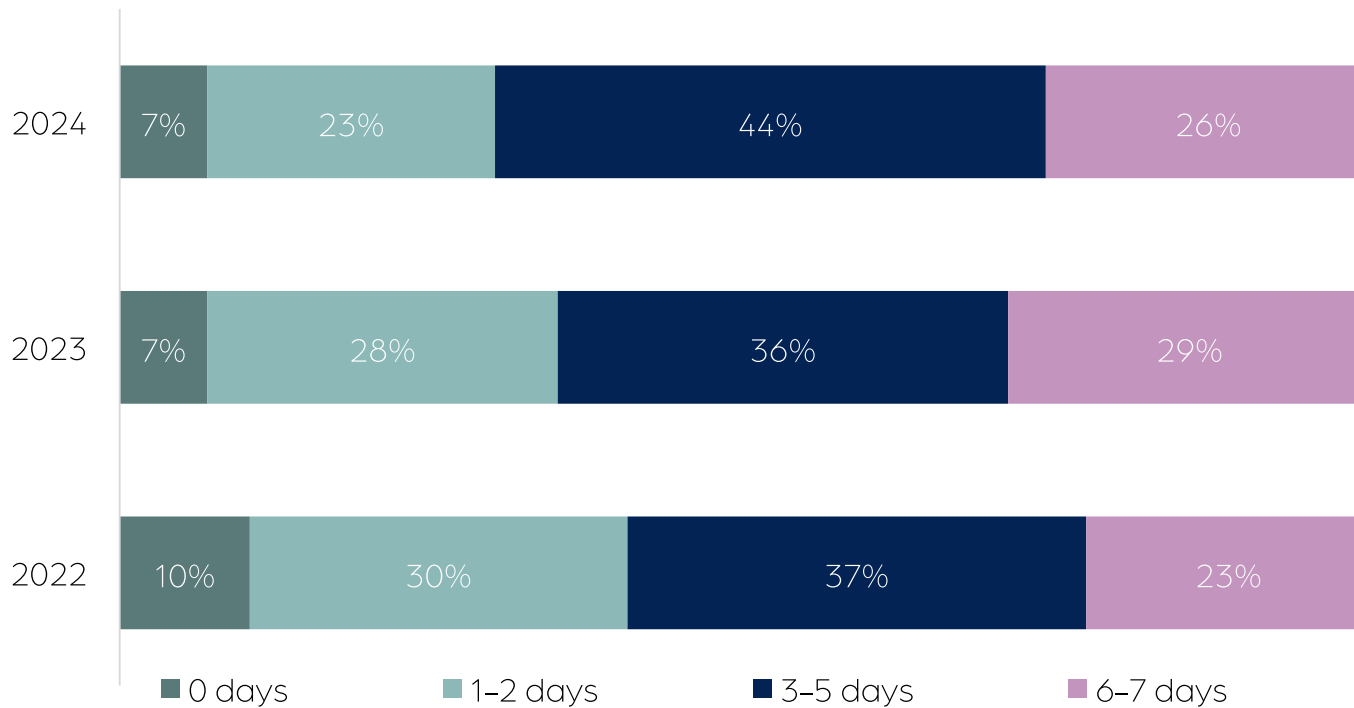


Q: Have you, or anyone else in your household, undertaken any of the following activities in the last 12 months in the Whanganui district?

Physical Exercise

Respondents were asked how many days each week they engaged in physical activity for at least 30 minutes. Most respondents exercise at least three days per week, with 30% exercising less frequently. Respondents without a disability are more likely to participate in physical exercise, and respondents who have a walking disability or who have a hearing disability are less likely to exercise as frequently as other respondents.

2022 – 2024 results



Q: On average, how many days a week do you engage in physical activity for at least 30mins?

Additional Comments

Respondents were asked if they had any other comments on culture and recreation in the Whanganui district; 134 respondents provided a comment.

Across these responses, there was a strong call for a broader range of cultural events. Respondents suggested that cultural events needed to appeal to a range of demographics, especially different age groups and ethnicities or cultures. Suggestions included organising festivals, art exhibitions, music performances, and workshops celebrating other cultures and traditions.

"It's great to see so many events and things to do in Whanganui in the late summer period, it would be amazing if there was more of this throughout the year or perhaps spread the events out a bit so that it feels like there is more life in Whanganui throughout the year."

There was also a call for enhancements to the current cultural facilities in the district, such as museums, theatres, and galleries. Respondents suggested that more funding is needed to modernize these spaces, expand their collections, or improve visitor experiences through more interactive exhibits.

"The local library and museums could use more funding to modernize and expand."

Additionally, there was a desire for increased community engagement in the arts and cultural space, with some respondents advocating for more community-driven cultural initiatives, increased opportunities for local artists and performers, better promotion of existing events, and more platforms for community members to share their cultural heritage and stories.

"More cultural celebration activities needs to be promoted. Maybe a multicultural sports fest to encourage different cultures to engage."

Respondents also raised concerns about parks and reserves in the district. While respondents acknowledged that these are appreciated by residents, some noted the need for parks and reserves to be more accessible for a broader range of residents and to have more rigorous maintenance.

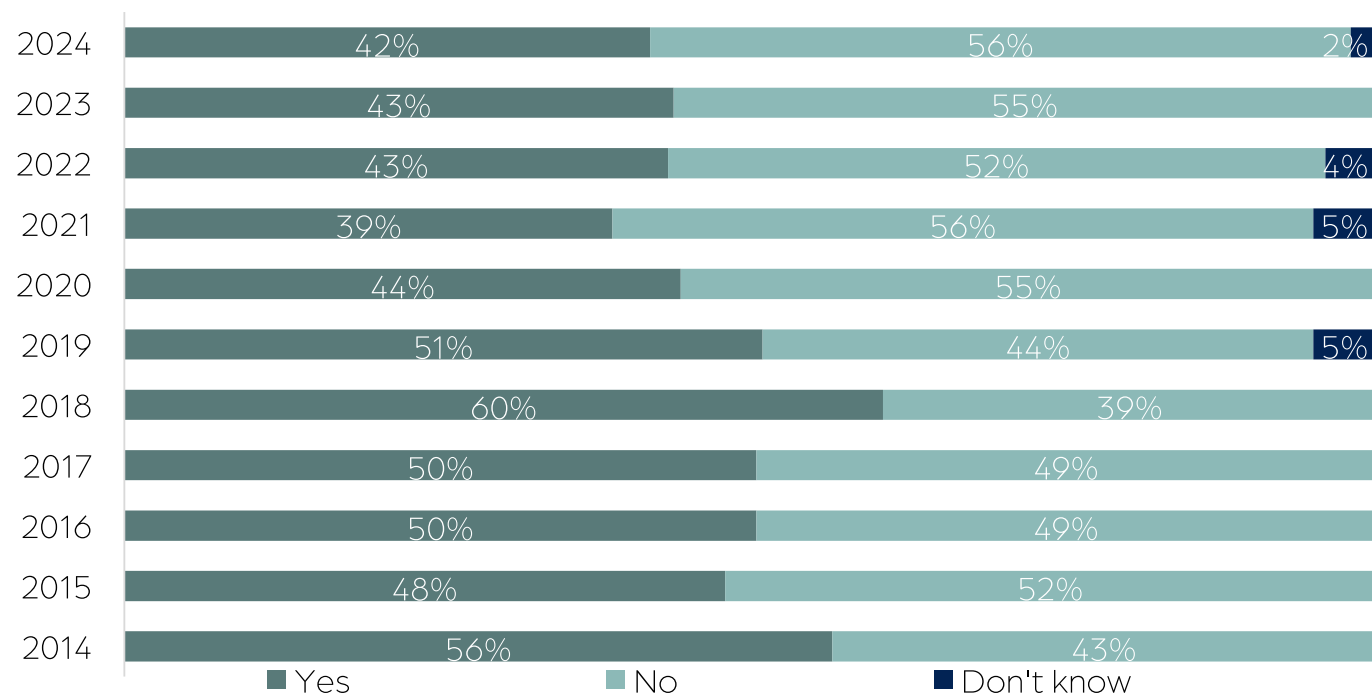
"Please upgrade Kowhai Park. It's outdated. Marton has a better park than us."

Emergency Planning

Emergency Survival Kit

This year, just under half of respondents state they have an emergency survival kit. Older respondents are more likely to have an emergency kit, while younger respondents are less likely. Kit ownership is similar to 2023 but has declined over time, particularly since 2018.

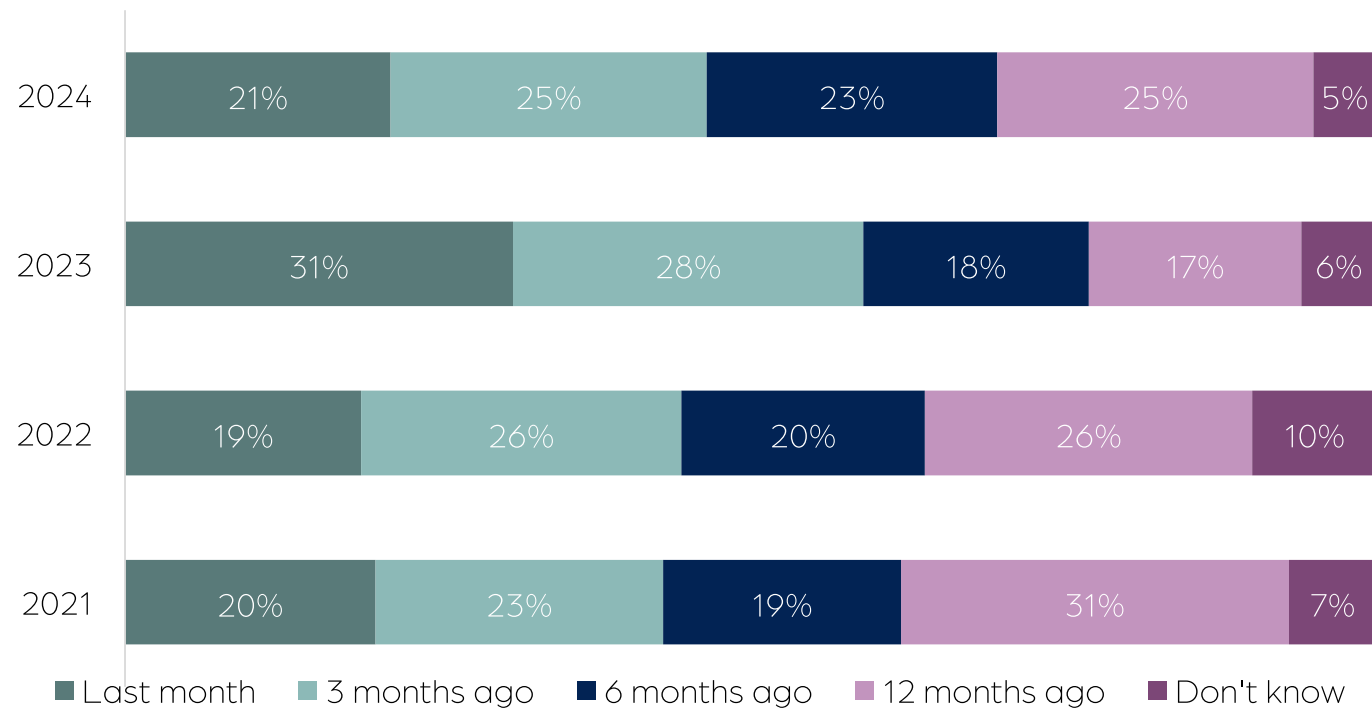
2014 – 2024 results



Checking Emergency Kit

Just under half of respondents checked their emergency kit within the past three months, with 23% checking this within the past six months and a quarter checking this over a year ago. These results have remained relatively consistent since 2021.

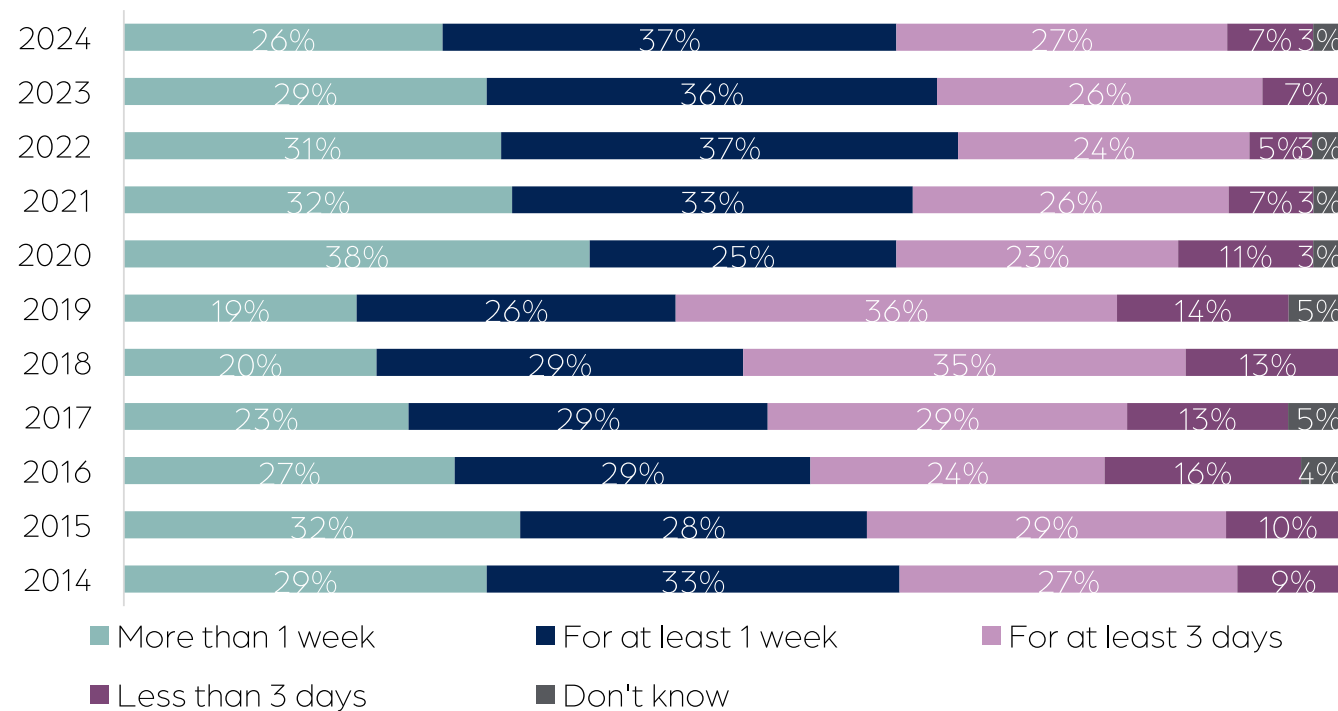
2021 – 2024 results



Duration of Coping

Respondents were asked how long they could cope during an emergency event. The majority of respondents could cope for at least one week, with just over one quarter able to cope for more than one week. The proportion of respondents who can cope for more than one week has declined steadily since 2020, when this was at its highest.

2014 – 2024 results



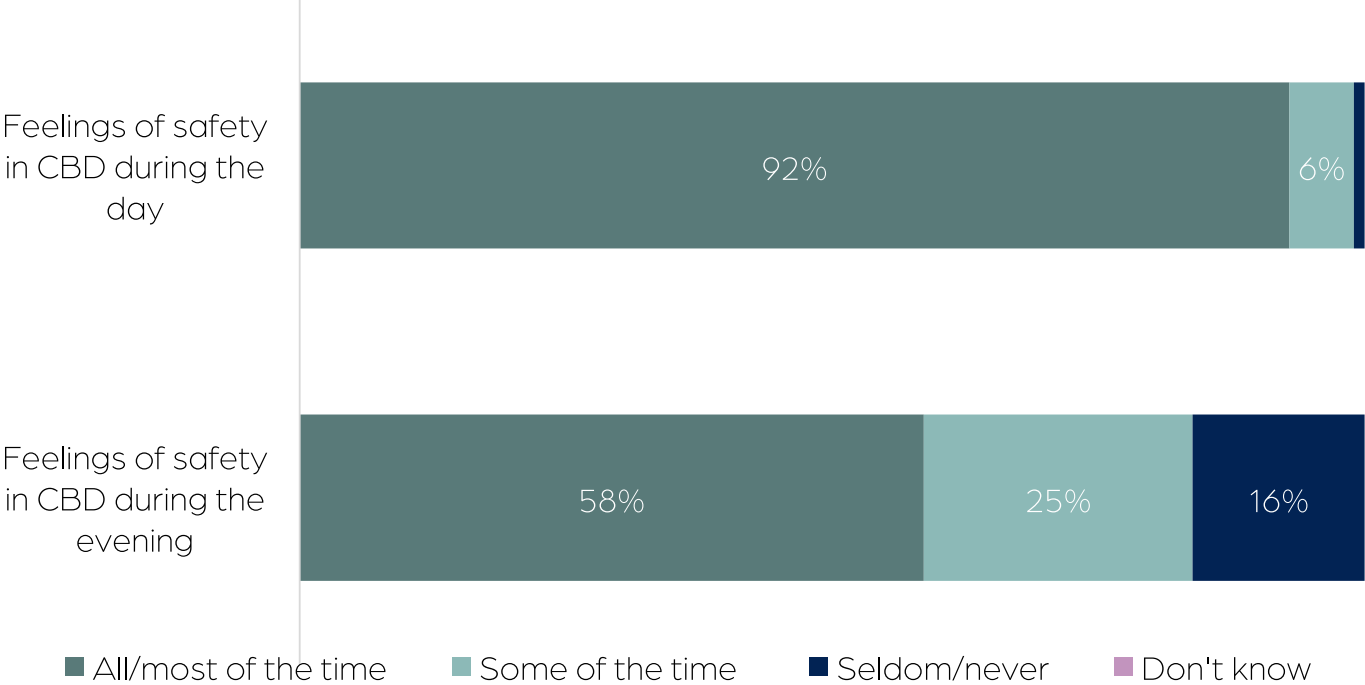
Q: How long do you think your household could go for without outside assistance?

Safety and Wellbeing

Perceptions of Safety

Respondents were asked about their views on safety in the CBD. This year, 92% of respondents feel safe all or most of the time during the day, while 58% feel safe all or most of the time during the evening. Respondents with disabilities are less likely to feel safe during the day or the evening; those who have a walking disability are significantly less likely to feel safe during the evening, while those with a sight disability are considerably less likely to feel safe during the day.

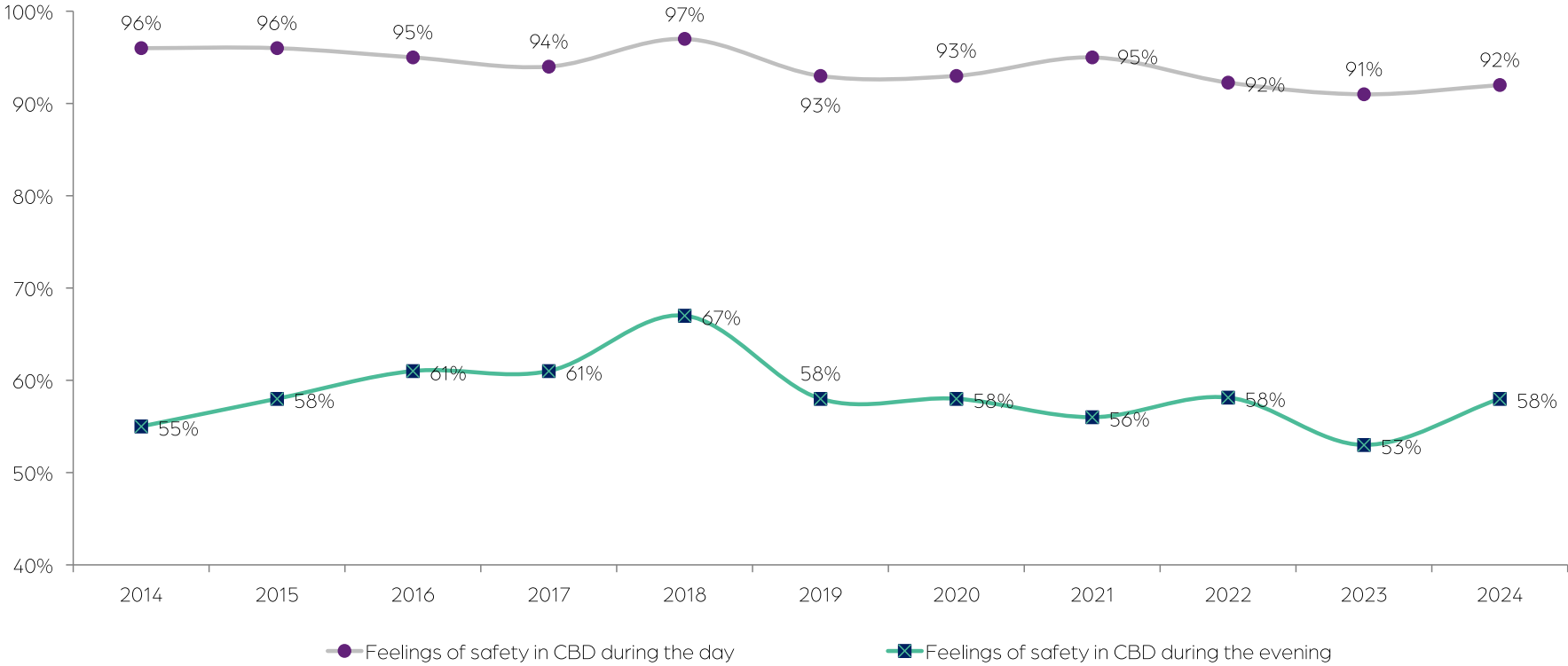
2024 results



Perceptions of Safety

The results for CBD safety during the day are similar to those from 2023 and have remained high over the past decade. This year, the proportion of respondents who feel safe in the CBD during the evening has significantly increased, returning to levels seen in 2022.

2014 - 2024 results (net all/most of the time)

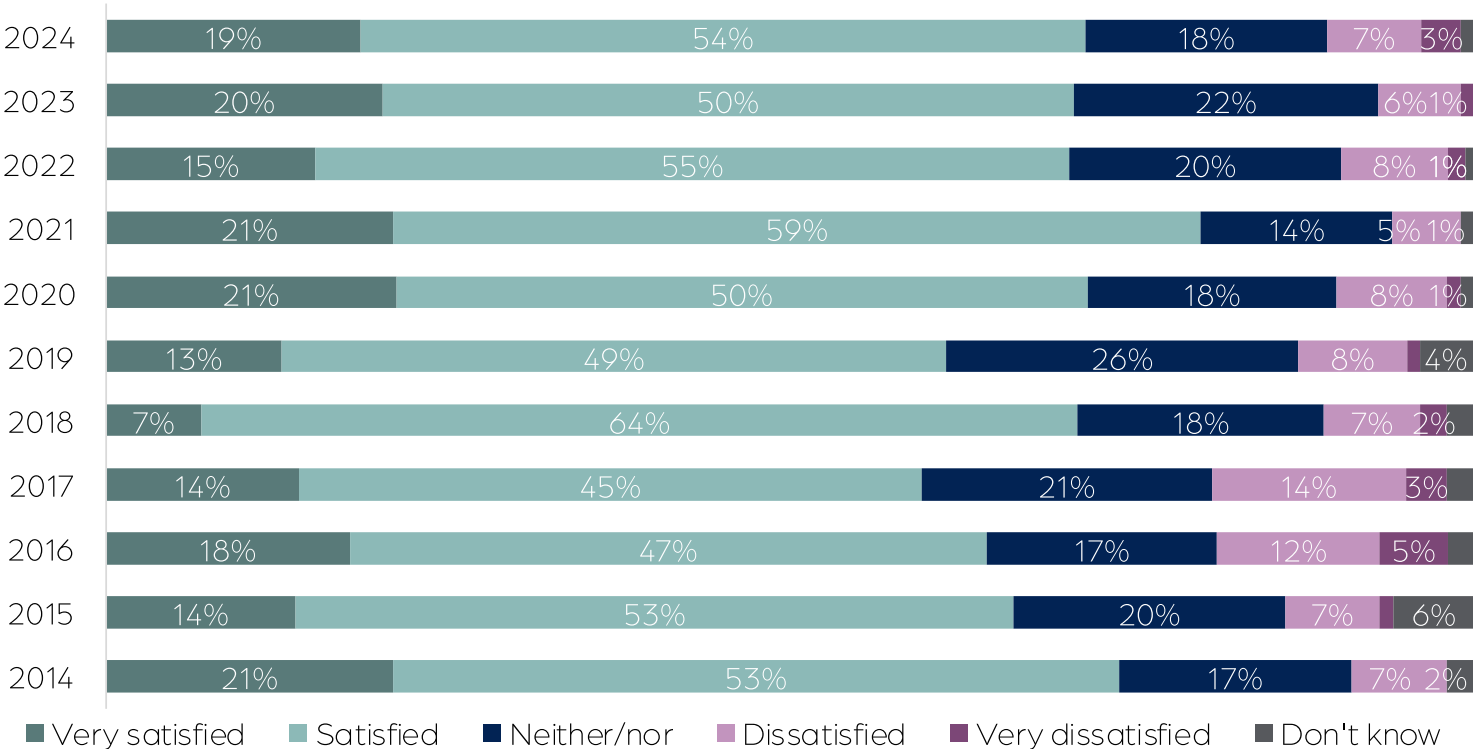


Q: For each place please indicate how safe you feel.

CBD Contribution

Respondents were asked how satisfied they were with the CBD’s contribution to Whanganui’s image. Just under three-quarters of respondents were either satisfied or very satisfied with the CBD’s contribution, while 10% were dissatisfied. These results have remained similar for the past three years after steady growth in satisfaction between 2019 and 2021. Younger respondents are more likely to be neither satisfied nor dissatisfied with the CBD’s contribution to Whanganui’s image.

2014 – 2024 results

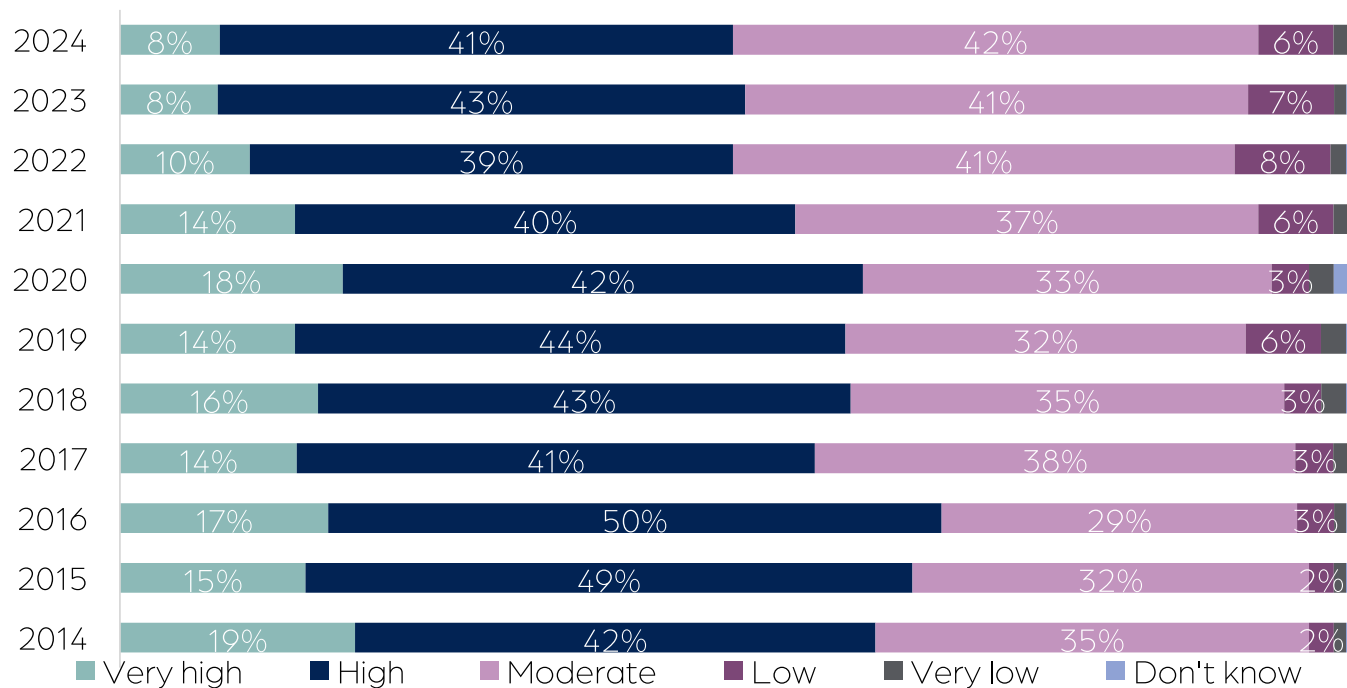


Q: When you think about Whanganui’s town centre, how satisfied or dissatisfied are you with the contribution it makes to the image of Whanganui?

Community Wellbeing

Respondents were asked about their current levels of wellbeing. Just under half of respondents rate their wellbeing as either high or very high, with a further 42% rating their wellbeing as moderate. Only 8% of respondents rate their wellbeing as low or very low. While these results are similar to those in 2023, there has been a slow decline in the proportion of respondents who rate their wellbeing as high or very high since 2020. Respondents without a disability are less likely to state their wellbeing is low or very low, while those respondents with a disability relating to memory and concentration are significantly more likely to rate their wellbeing as low or very low.

2014 – 2024 results

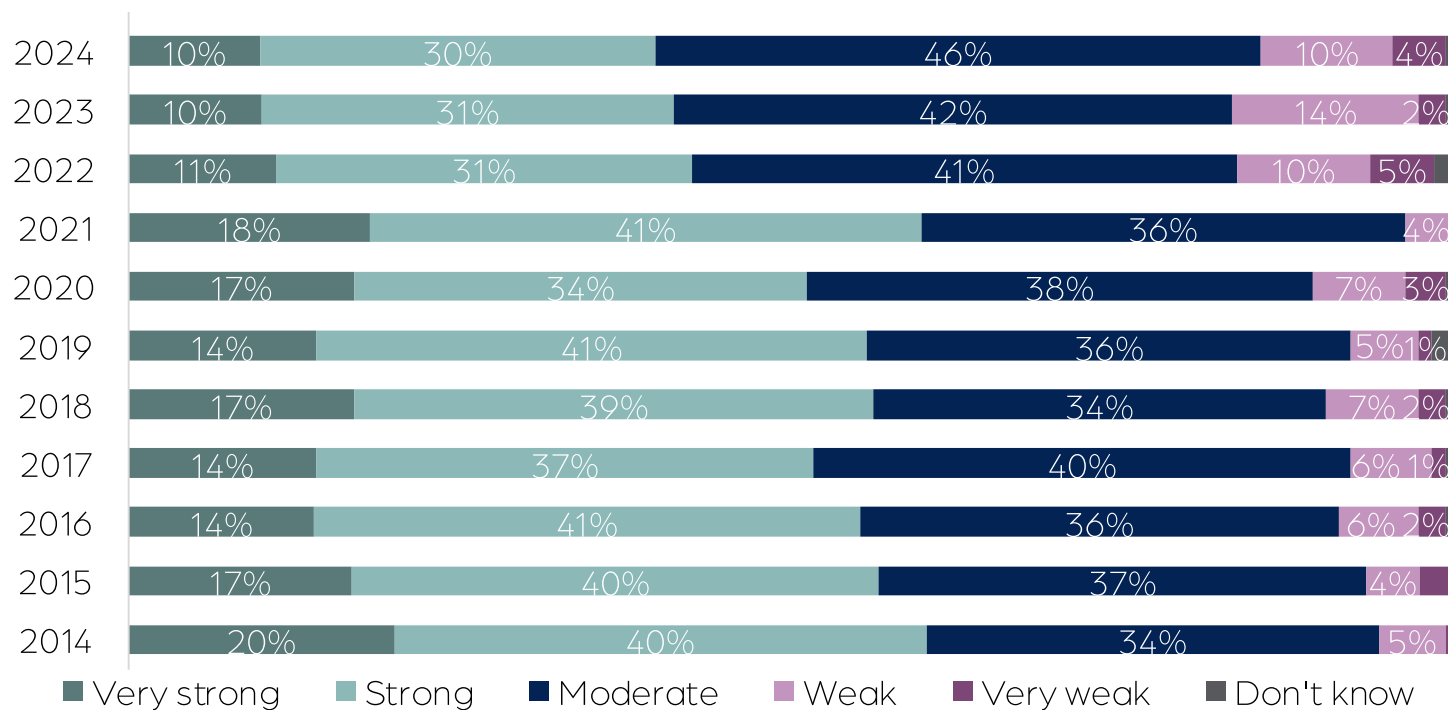


Q: Wellbeing is a broad term used to describe feelings of being happy, healthy and prosperous. With this in mind, how would you rate your current level of wellbeing? Would you say that it is....?

Sense of Belonging

Respondents were asked about their sense of belonging, with 40% rating their current sense of belonging as strong or very strong. Although not significantly different, respondents with a disability relating to seeing, memory, or communication report a weaker sense of belonging. The sense of belonging results has declined over time, with the overall sense of belonging now being 20% lower than in 2014. Similarly, the proportion of respondents who rate their sense of belonging weak has increased significantly over the decade, and is now over double that of the 2014 result.

2014 – 2024 results



Q: A strong sense of belonging means feeling that you are part of a community. With this in mind, how would you rate your current sense of belonging?

Additional Comments

Respondents were asked if they had any other comments about safety and wellbeing in the district; 101 respondents provided a comment.

Public safety came through as a significant concern for respondents. Comments noted that the growing number of homeless people in the community and the accompanying anti-social behaviour which can be abusive and intimidating. Respondents pointed out that this reduces feelings of safety and increases apprehension, particularly for younger and older people in the district.

"The homeless camps have done a great job of concentrating unsavoury people (as well as the vulnerable) close to public walkways. I dislike feeling unsafe on the riverway walks, or worrying about my mother, nieces, and nephews being unsafe on the walkways. I suggest the former Bignell Street Caravan Park might be an appropriate alternative..."

Others noted that the presence of gangs also presents safety challenges for the district. Comments indicated that solutions to such issues should come from a combination of police presence and improved infrastructure. Suggestions included more frequent police patrols in high-risk areas, installation of CCTV cameras in strategic locations, better lighting, and community policing initiatives to build trust between the police and residents.

"I believe there is a gang issue in Whanganui. Their presence brings unease, and with it comes insecurity, which is felt throughout the community. There is also a marked increase in theft (both petty and major)."

Some comments were also made about the broader community connections, noting that the community is welcoming, supportive, and friendly. Respondents commented on the importance of social connections on a person's wellbeing, and that isolation and disconnection from others can negatively affect people's wellbeing.

Respondents noted the importance of developing actions and initiatives that foster and strengthen community connections, with suggestions including community programs that promote physical and mental wellbeing, support groups for various demographics, and recreational activities that encourage social interaction and a sense of community. Again, a key focus of such initiatives is on supporting the most vulnerable populations, including older people, disabled people, and youth.

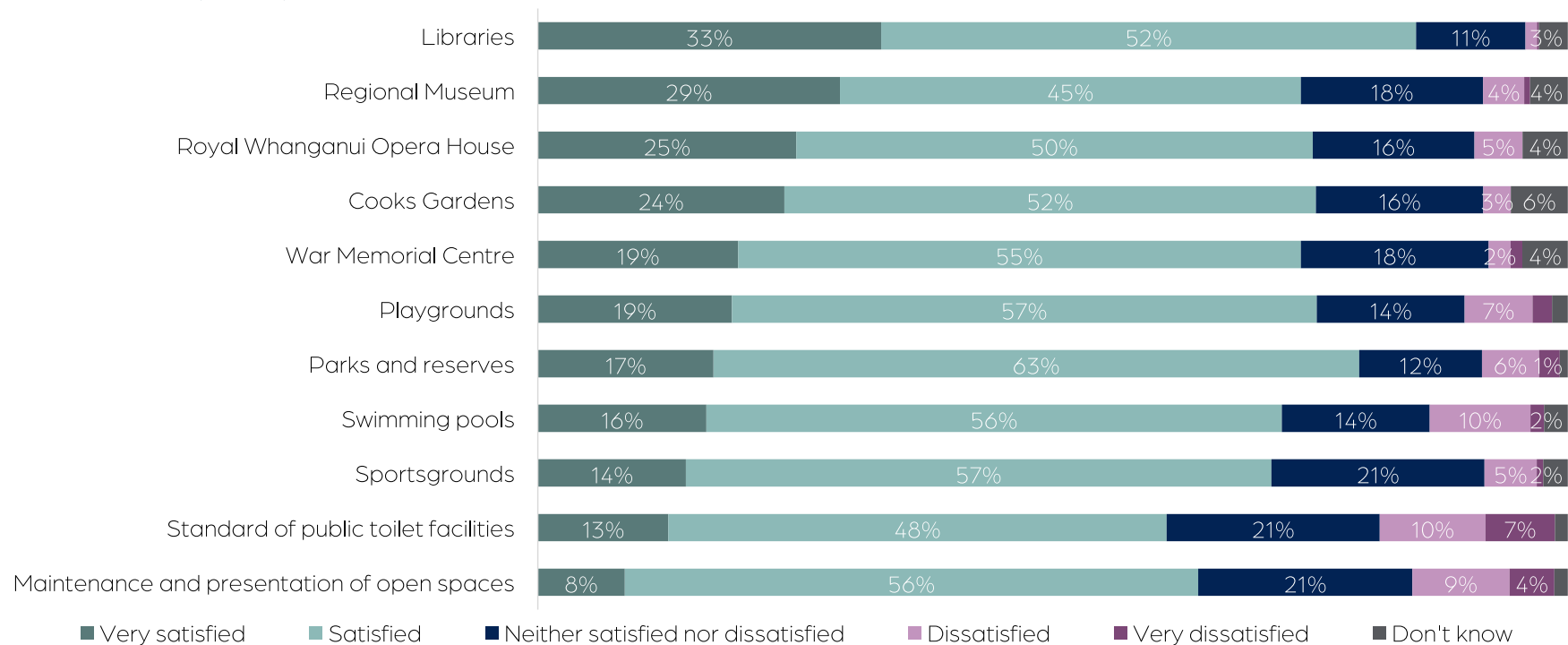
"More places to meet as a community would improve overall wellbeing. Ability to join activities and sessions would be invaluable."

Council Facilities and Services

Facilities Provided by Council

Respondents were asked how satisfied they were with the facilities provided by the council. All facilities received satisfaction ratings well over 60%, with the highest satisfaction seen for the libraries, the museum, the opera house, parks and reserves, and playgrounds. Most facilities have low levels of dissatisfaction with the toilets and the maintenance of the open spaces the facilities with the highest levels of dissatisfaction.

2024 results (users)

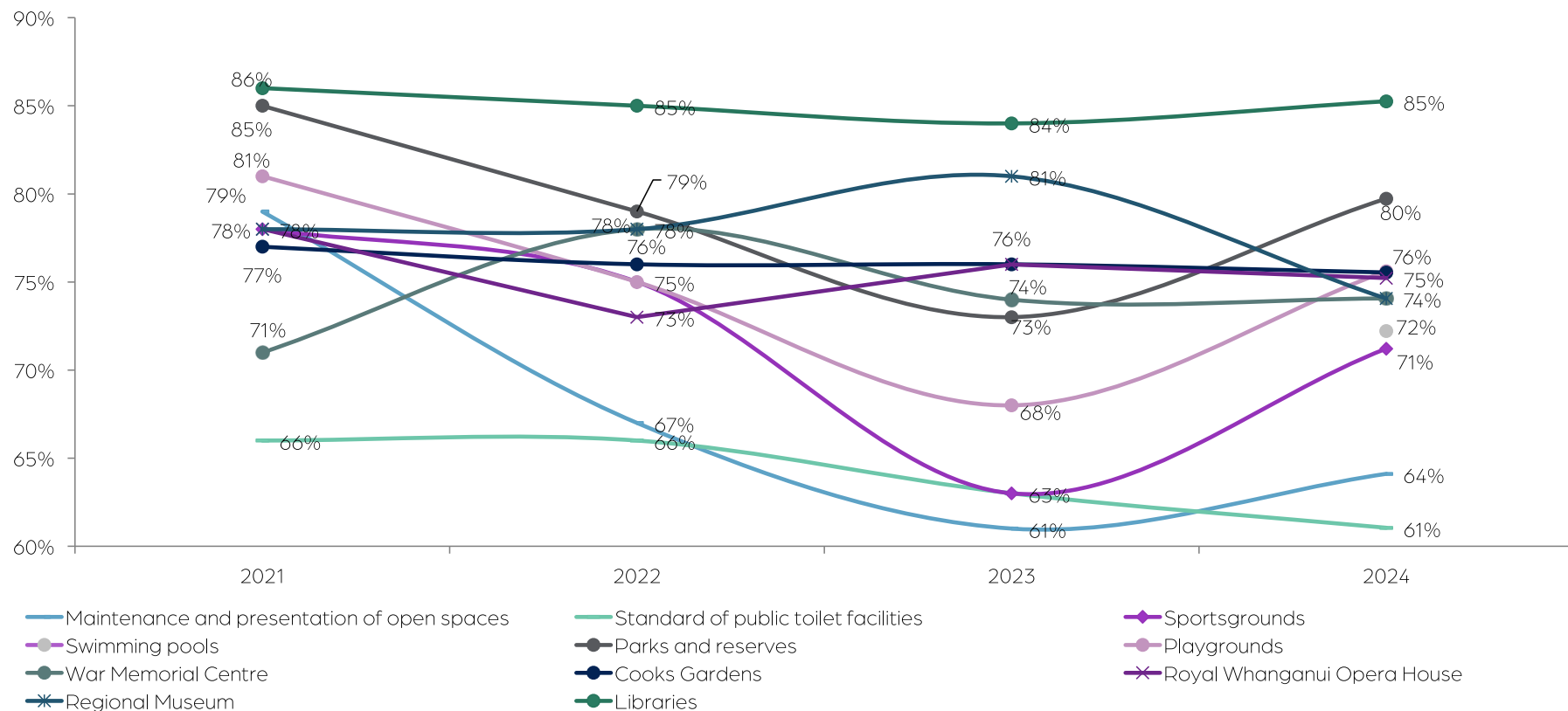


Q: If you have used the following council facilities in the past 12 months, how satisfied or dissatisfied are you with them. If you haven't used them, click 'didn't use'. NOTE: this chart only shows the responses for users of the facilities.

Facilities Provided by Council

The chart below shows the user satisfaction ratings over time. Most facilities declined in satisfaction between 2021 and 2023. However, this year, results for most facilities have recovered, with the biggest increases seen for sportsgrounds, playgrounds, and parks and reserves.

2021 - 2024 results (users net satisfied/very satisfied)

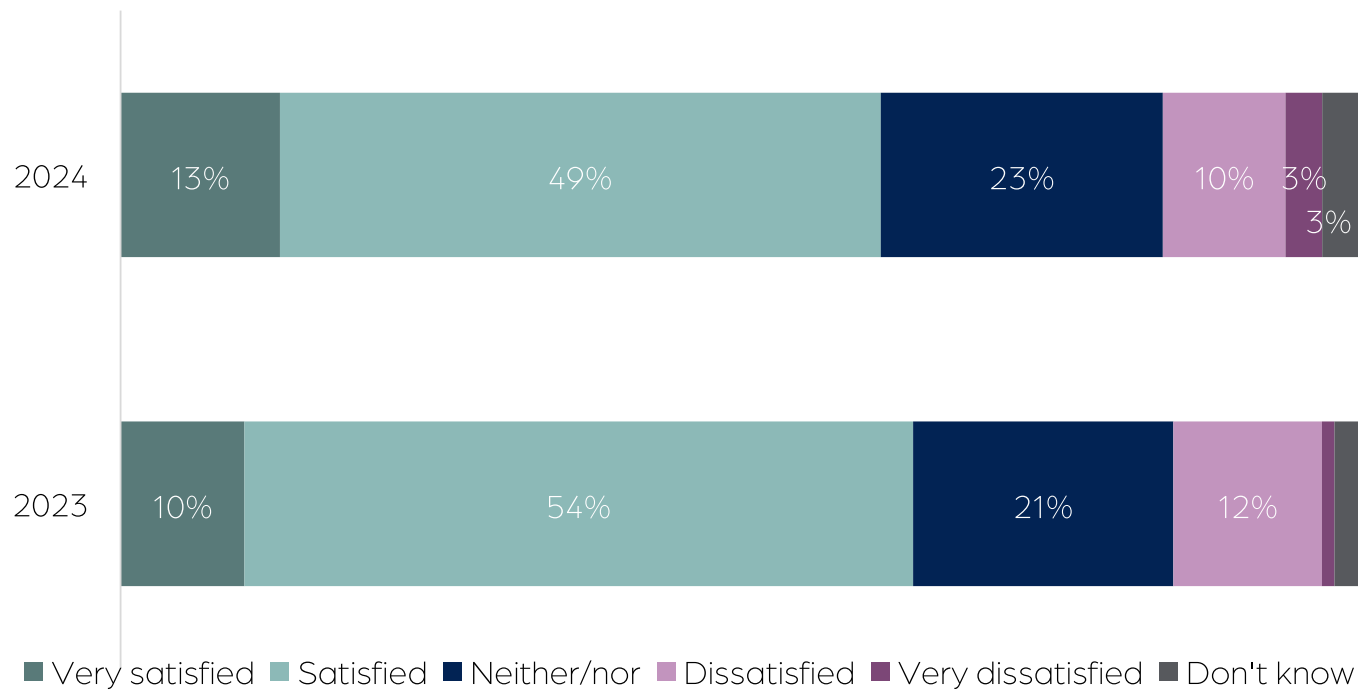


Q: If you have used the following council facilities in the past 12 months, how satisfied or dissatisfied are you with them. If you haven't used them, click 'didn't use'. NOTE: this chart only shows the responses for users of the facilities.

Toilets

Respondents who used the public toilets were asked how well the toilets meet users' needs. Sixty-two percent of respondents are satisfied or very satisfied that the toilets meet users' needs, with 13% stating the toilets do not meet users' needs. These results are similar to those from 2023. Respondents who are over the age of 80 years and who have a walking disability are more likely to state that the toilets do not meet users' needs.

2023 - 2024 results

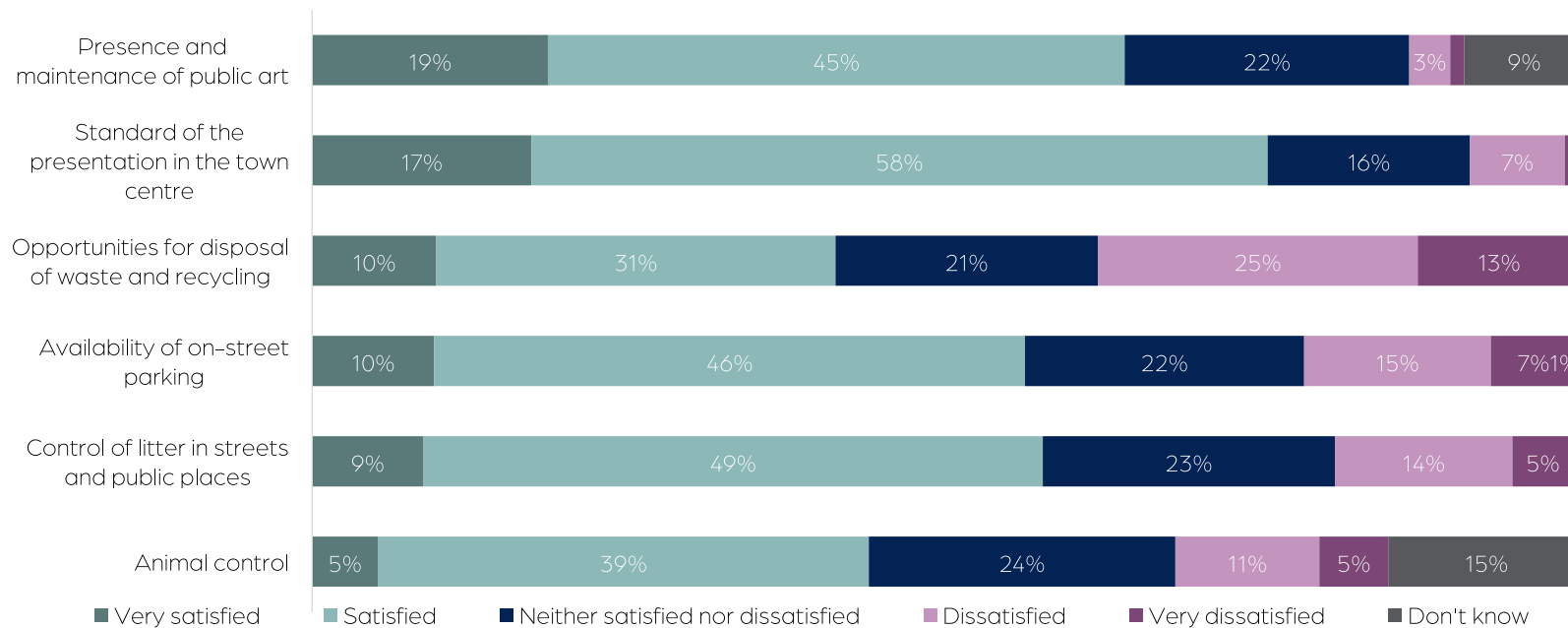


Q: How satisfied or dissatisfied are you that the toilets meet users' needs (location, layout, and accessibility)?

Services Provided by Council

Respondents were asked how satisfied they were with the services provided by the council. Services with the highest level of satisfaction are the presentation of the town centre, the presence of public art, litter control, and the availability of on-street parking. Services related to waste and recycling received the greatest level of dissatisfaction, followed by on-street parking and litter control. Respondents over the age of 80 years are more likely to rate the waste and recycling services positively; these ratings decline considerably amongst younger respondents.

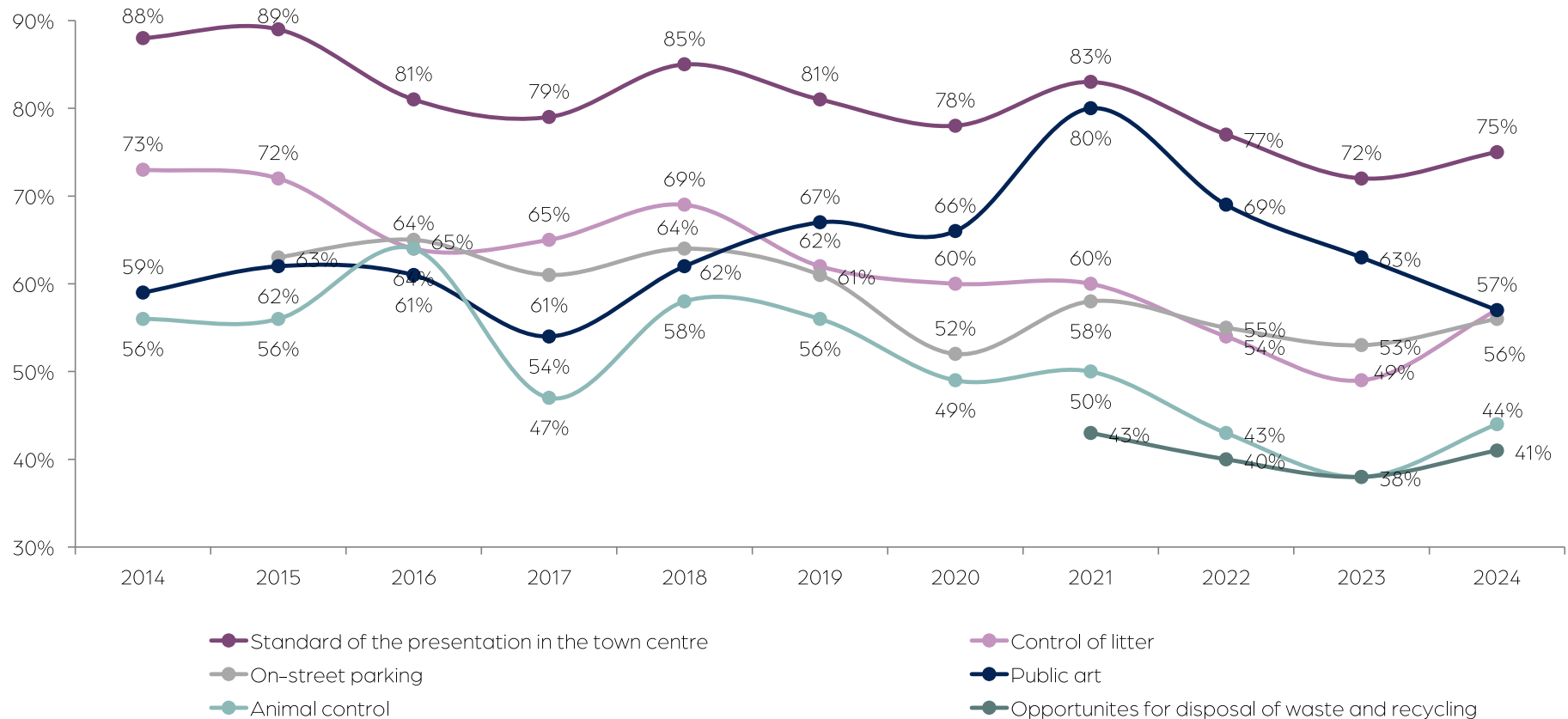
2024 result



Services Provided by Council

This year, satisfied ratings for most services have slightly increased, with the presence of public art the only service to experience a decline in satisfaction ratings this year. Despite these improvements, over time, satisfaction ratings have declined for most services, with the largest decline seen for the presentation of the town centre, the control of litter, and animal control.

2014 – 2024 results

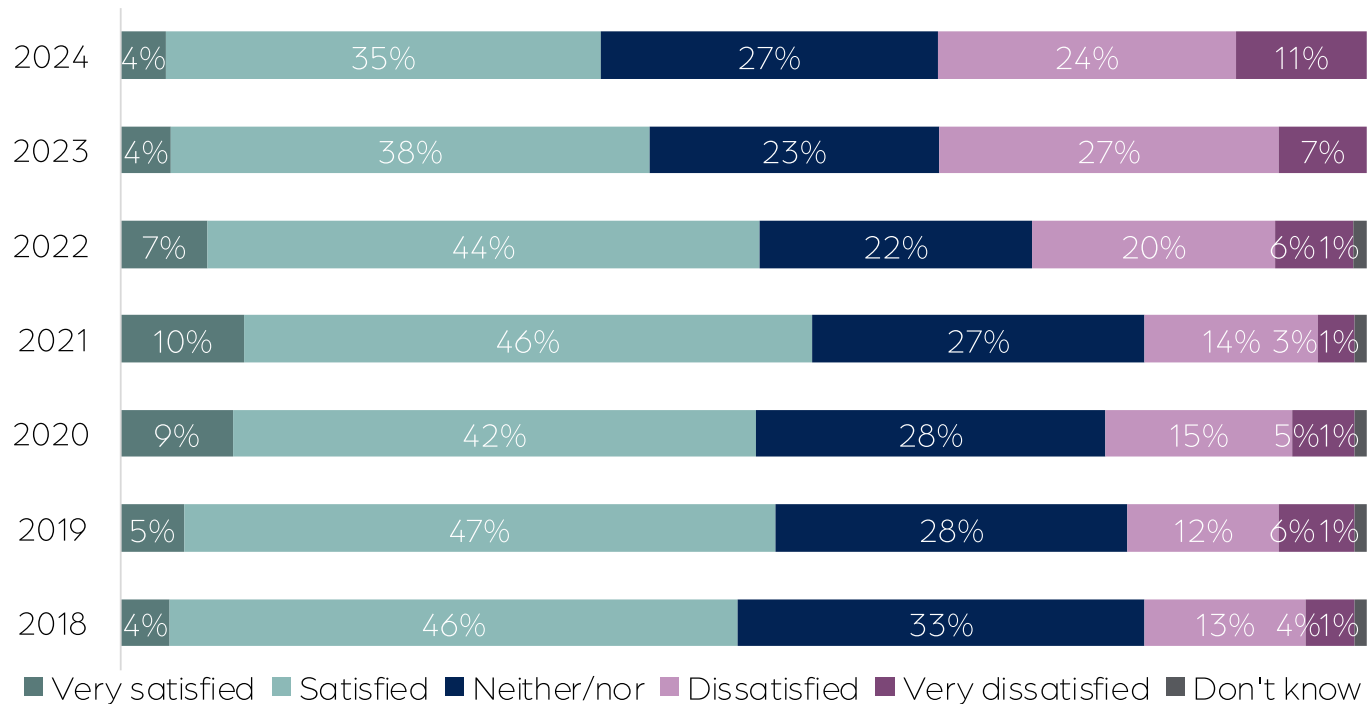


Q: How satisfied or dissatisfied are you with the following council services?

Local Roads

Respondents were asked their views on a series of transport features. Thirty-nine percent of respondents are satisfied with local roads, which demonstrates a continued decline in ratings this year.

2018 – 2024 results

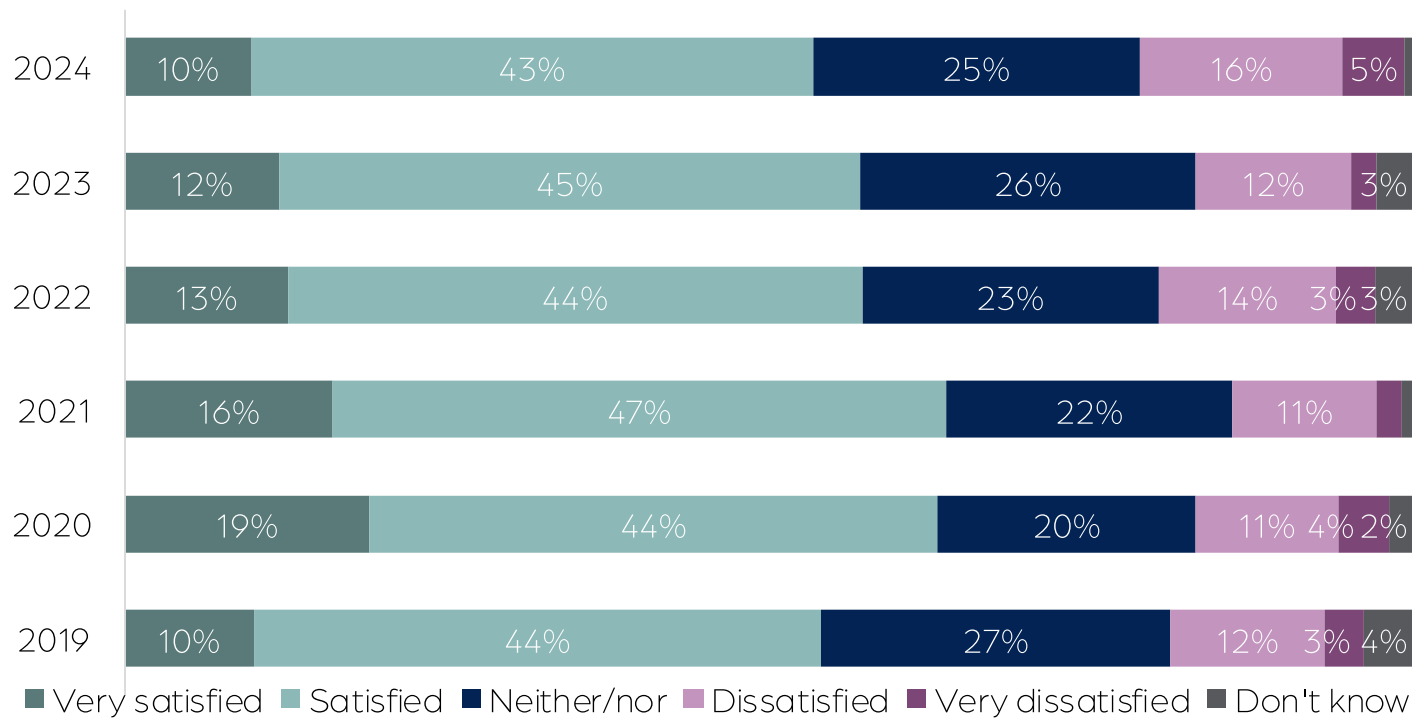


Q: How satisfied or dissatisfied are you with the following...
local roads (not state highways)?

Footpaths

Over half of respondents are satisfied or very satisfied with the shared pathways and footpaths this year. This result is similar to those from previous years, although satisfaction has declined very slowly over the monitoring period. Respondents with a walking or hearing disability are more likely to be dissatisfied with the footpaths and shared pathways.

2019 – 2024 results

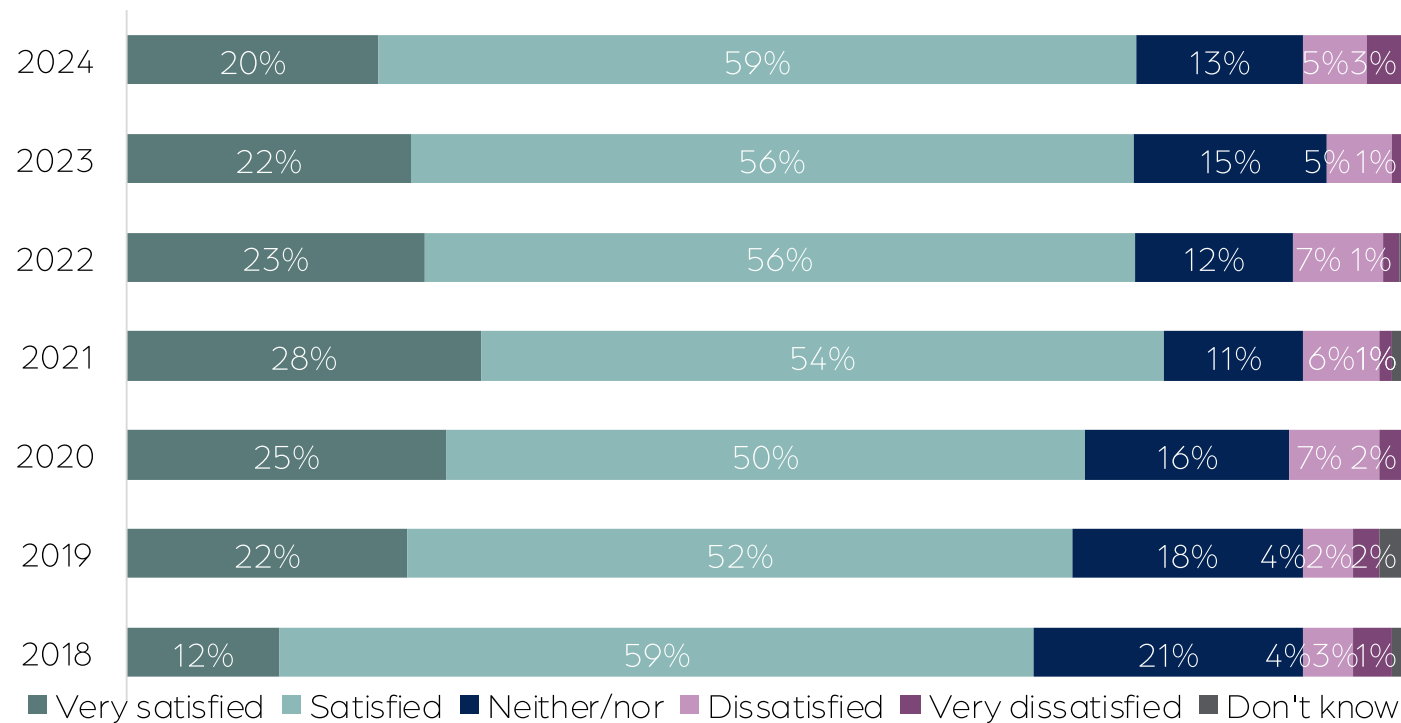


Q: How satisfied or dissatisfied are you with the following...
shared pathways and footpaths in the city?

Getting Around the District

Seventy-nine percent of respondents are satisfied or very satisfied with how easy it is to get around the district, with only 5% stating they are dissatisfied. These results have remained consistent for the past three years of monitoring. Respondents who have a memory disability or a walking disability display higher ratings of dissatisfaction with this measure. Satisfaction appears to improve with age, with younger respondents more dissatisfied with this measure than older respondents.

2018 – 2024 results

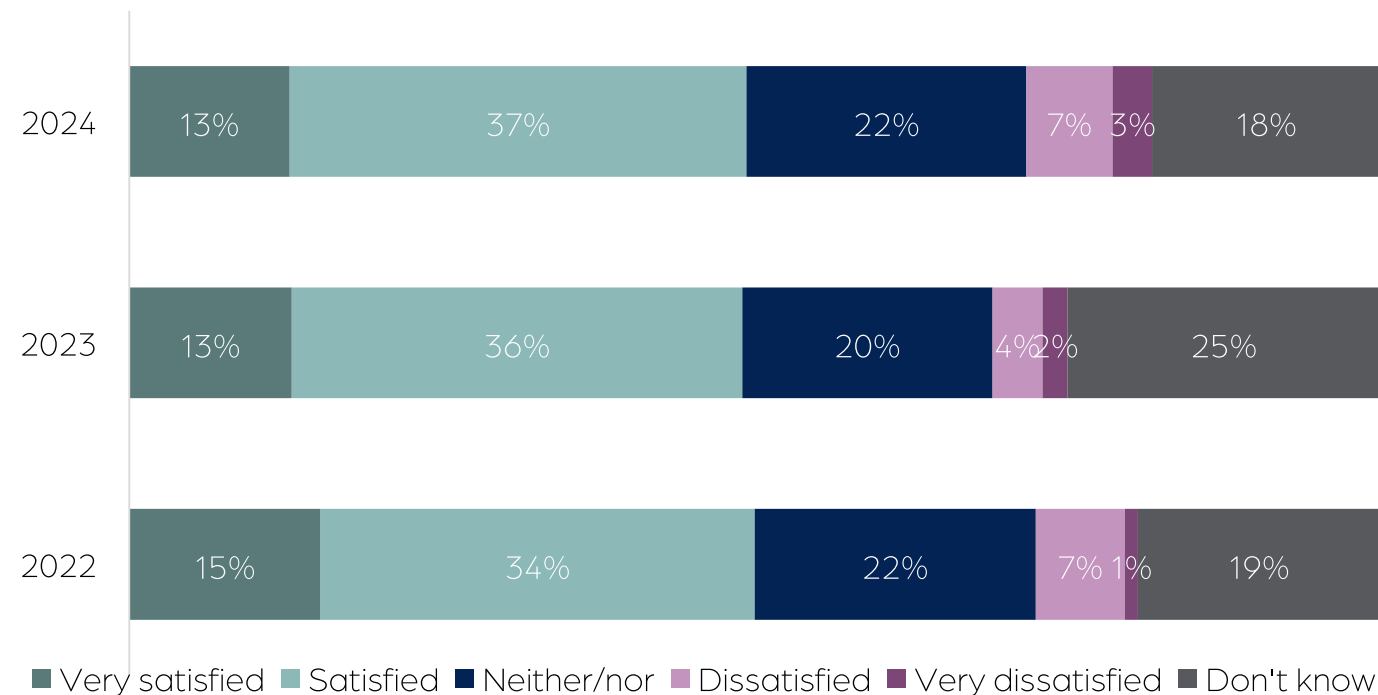


Q: How satisfied or dissatisfied are you with the following...
 how easy it is to get around the Whanganui district (think of
 all ways you travel, e.g. walking, cycling, driving, etc)?

Cycleways and Cycle Lanes

Half the respondents are either satisfied or very satisfied with the cycleways or lanes. These results have remained similar for the past three monitoring cycles, with very low levels of dissatisfaction. Younger respondents have higher levels of dissatisfaction, while older respondents have lower levels of dissatisfaction.

2022 – 2024 results

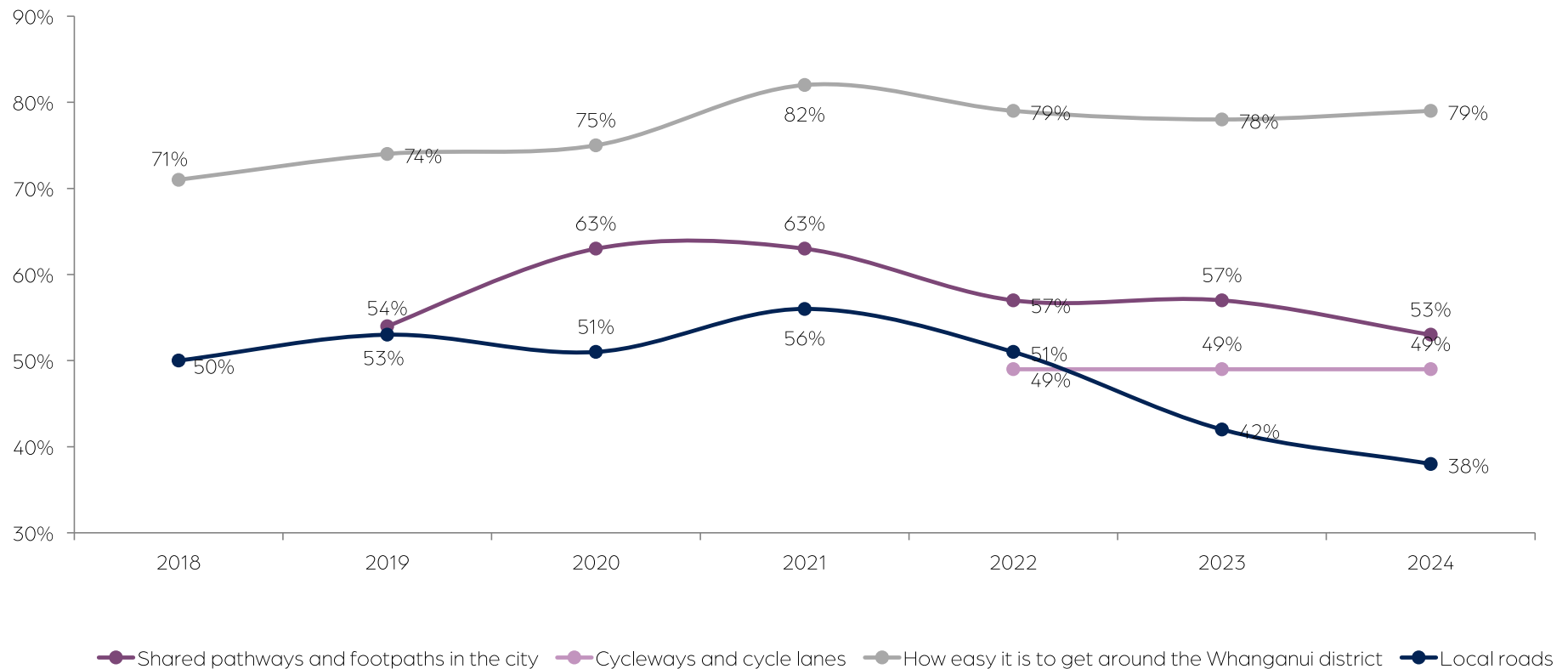


Q: How satisfied or dissatisfied are you with the following...
cycleways and cycle lanes?

Traveling Around the District

The chart below shows the results for different transport measures over time. Satisfaction with ease of getting around the district has grown over time, while satisfaction with shared pathways, footpaths, cycleways, and cycle lanes has remained fairly consistent. In comparison, satisfaction with local roads has declined significantly since 2021, dropping 13%.

2018 – 2024 results (net satisfied/very satisfied)



Additional Comments

Respondents were asked if they had any other comments about the council-provided facilities and services and travelling around the district; 127 respondents provided a comment about the facilities and services and 167 respondents provided a comment about travelling around the district (asked as two separate questions).

Facilities and services

Regarding facilities, respondents noted the importance of regular maintenance and upkeep of council owned facilities, suggesting more frequent repairs and better upkeep of parks and recreational areas. Maintenance concerns relate to rubbish removal, ensuring restrooms are clean and functional, general upkeep of the facilities, painting, and refreshing. Specific mentions of Virginia Lake, Cooks Gardens, and Splash Centre were made to highlight examples of facilities that need attention.

“Virginia Lake unfortunately looks neglected, the grass at the top of the steps that goes along the back of the houses that starts at the road has been long for weeks. There is a lot of noxious weeds, wandering jew etc. The last few Christmas periods there has been a lot of unmown grass.”

Facility accessibility was another key theme amongst these comments, with calls for improved wheelchair access, more facilities for older people, and adherence to accessibility standards to ensure all residents can utilise the facilities. Accessibility could be increased through installing ramps, elevators, improving seating form and layout, or providing clear signage and information in accessible formats.

“Need to have more toilets for disabled people and make them safer. Also, better accessible facilities for disabled people so we can connect with people and places within our community.”

There were also suggestions for expanding the range of council provided facilities, such as new sports centres, additional recreational areas, or more community centres. Respondents acknowledged the city’s growing population and the need to accommodate a greater variety of activities and create spaces for the increasing number of youth and older residents.

“I’d like to see real investment in our public facilities. The maintenance tends to be fine, but our library is too small for a city this size and our parks could use some serious updating.”

Travelling around the district

With regards to traveling around the district, several respondents expressed significant dissatisfaction with the condition of local roads. Potholes and uneven surfaces were common complaints, and many mentioned that roads often break down shortly after being repaired. There were calls for higher quality and more frequent maintenance to improve safety and durability.

“The roads are atrocious. Potholes everywhere and uneven surfaces. We are made to have road-safe cars, but we don’t have car-safe roads!”

Additional Comments

Respondents raised similar maintenance concerns about footpaths, with many noting that some footpaths were uneven and damaged, often by tree roots, making them unsafe for pedestrians and mobility scooter users.

"I have a mobility scooter and often the kerbs at intersections are not at all easy to negotiate. I do quite a lot of walking and find some of our footpaths are atrocious, with up to 45/50mm differences on some concrete joins. I use a walking stick since having a major accident – car versus pedestrian, and some footpaths are hard to negotiate."

Positive comments were made about the cycle lanes in the area, with respondents noting that these are a good alternative transport option. However, the safety and usability of the cycleways was also raised by respondents as there were concerns about cyclists not adhering to road rules and the need for more dedicated cycleways to ensure safety for all users.

"The cycleways we have are great, it would be awesome to have more of them to connect different parts of the city. Cycling from city centre to Splash Centre makes me nervous around the Pak n Sav corner and onwards towards the Splash (Centre) from there. I know there are some lanes in place, but I don't feel very safe with the cars along there."

Finally, respondents noted that parking was a significant concern for the district's residents, with reports of difficulties finding available spaces, especially in the CBD. The current parking system was criticised, for charging for unused parking time, and there were calls for more disability parking and multi-story parking options.

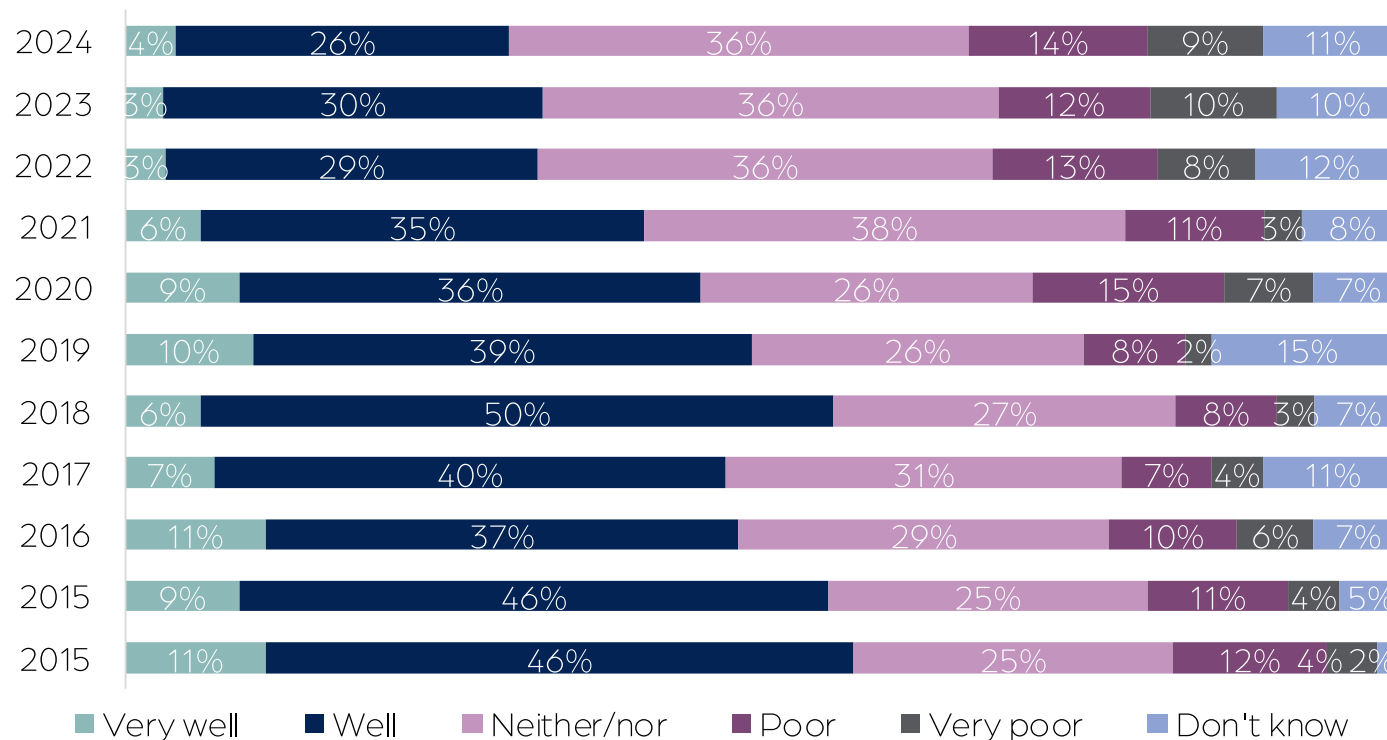
"Parking in Whanganui is atrocious. Now with number plate recognition, if you leave a park early nobody else can use the left paid-for time."

Council Performance

Response to Community Needs

Respondents were asked how well they felt the council had responded to the community's needs. This year, 30% of respondents think the council has responded well or very well, 36% are unsure, and 23% feel the council has responded poorly. The portion of respondents who think the council has responded well or very well has declined consistently since 2018. Older respondents are more likely to state the council has responded well. Younger respondents are more likely to say the council has responded poorly.

2014 – 2024 results

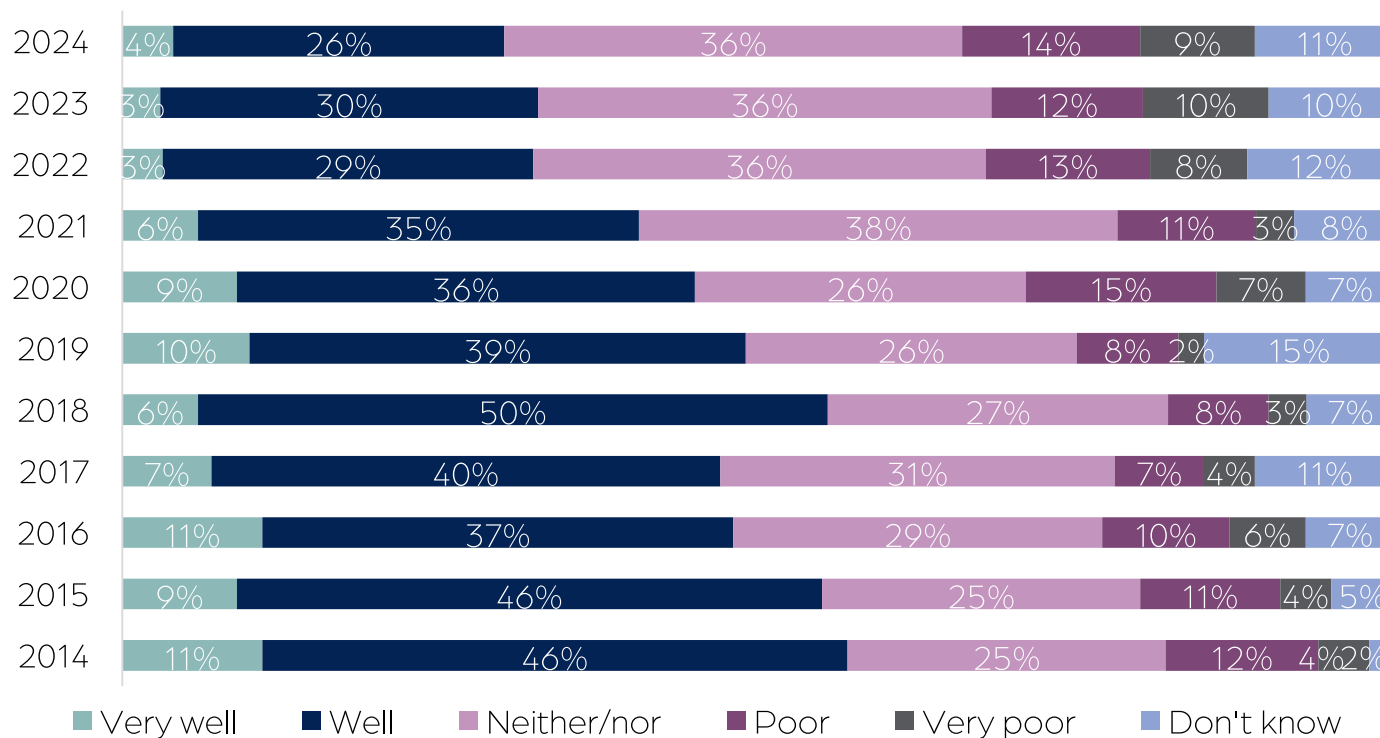


Q: In the past 12 months, how well do you think council has responded to community needs and issues?

Overall Performance

Respondents were asked to rate the overall performance of the mayor and councillors. This year, 30% of respondents rated the mayor and councillor’s performance as either good or very good, with 23% rating it as poor or very poor. These results have declined steadily since 2018, and there has been a steady increase in the proportion of respondents who rate the performance as very poor. Respondents who are older rate their performance more positively, while younger respondents are more likely to provide a ‘don’t know’ rating.

2014 – 2024 results



Q: How would you rate the overall performance of the Mayor and Councillors over the last year?

Additional Comments

Respondents were asked if they had any other comments about the council's performance; 130 respondents provided a comment.

Numerous comments highlighted respondents' dissatisfaction with the lack of visibility and engagement from the mayor and councillors. Many respondents felt that the people in these roles were not sufficiently present in the community, leading to a disconnect between the council and residents. There was a desire for elected members to engage more actively with the community, listening to their concerns and involving them in decision-making processes.

"I voted for the current mayor but I have yet to see any real action on his part. Also, I cannot say he is a very visible mayor. Very disappointed with his and council's performance to date."

In keeping with the above point, some comments reflected a lack of trust in the council and its decision-making process, with respondents feeling that their voices were not heard. Some believed that the council often acts independently of public opinion, leading to decisions that do not reflect the community's needs. There was a call for more transparency and better communication from the council to help build trust and ensure that decisions were made with community input.

"They do not listen to the people and there is wasteful spending despite surveys of the general public our voices are not heard."

Many respondents also noted they were worried about the continuous rate increases, which they found unaffordable, especially for those on fixed incomes or in lower socio-economic brackets.

"I'm sure it will be mentioned numerous times, but rates being increased is extremely difficult for all ready increased costs of living."

The perception of wasteful spending on projects like the art gallery, velodrome, and pilot academy added to this concern, with the perception of rates being used to fund high-cost, low-utility projects instead of essential services. Respondents noted their frustration with the state of local infrastructure, feeling that basic maintenance was being overlooked and not adequately addressed, leading some to suggest that the council should focus on practical improvements that directly improve basic services, rather than expensive new projects.

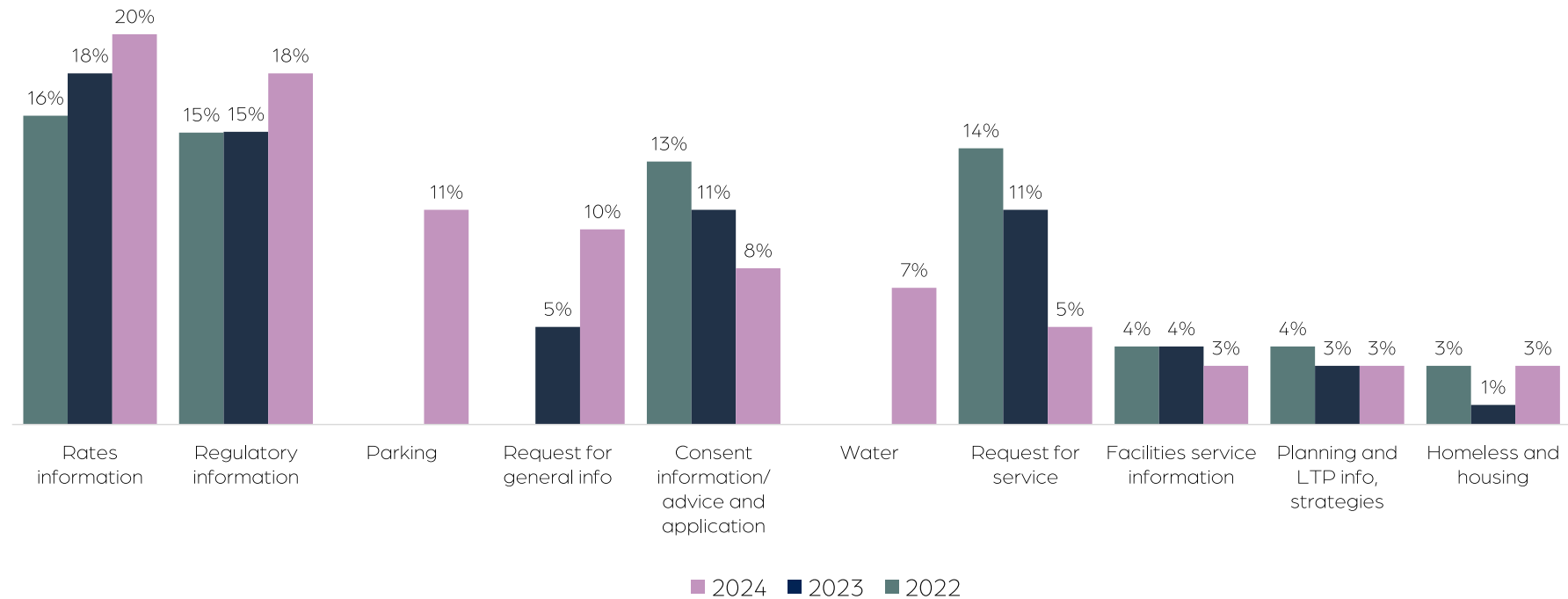
"It is very frustrating and annoying that nice to have projects such as the Sergeant Art Gallery upgrade costs are blowing out, and this is putting too much financial pressure on rate payers. We are a low socio-economic town; therefore, we have to rein in the unnecessary spending in order to keep the rates affordable."

Contact
with Council

Contacting Council

In the past 12 months, 48% of respondents have contacted the council. The main reasons for contacting the council relate to rates and regulatory information, followed by parking information, general information, consent queries, or reports of water issues. The number of people who contact the council for a request for service has declined over the past three years.

2022 – 2024 results

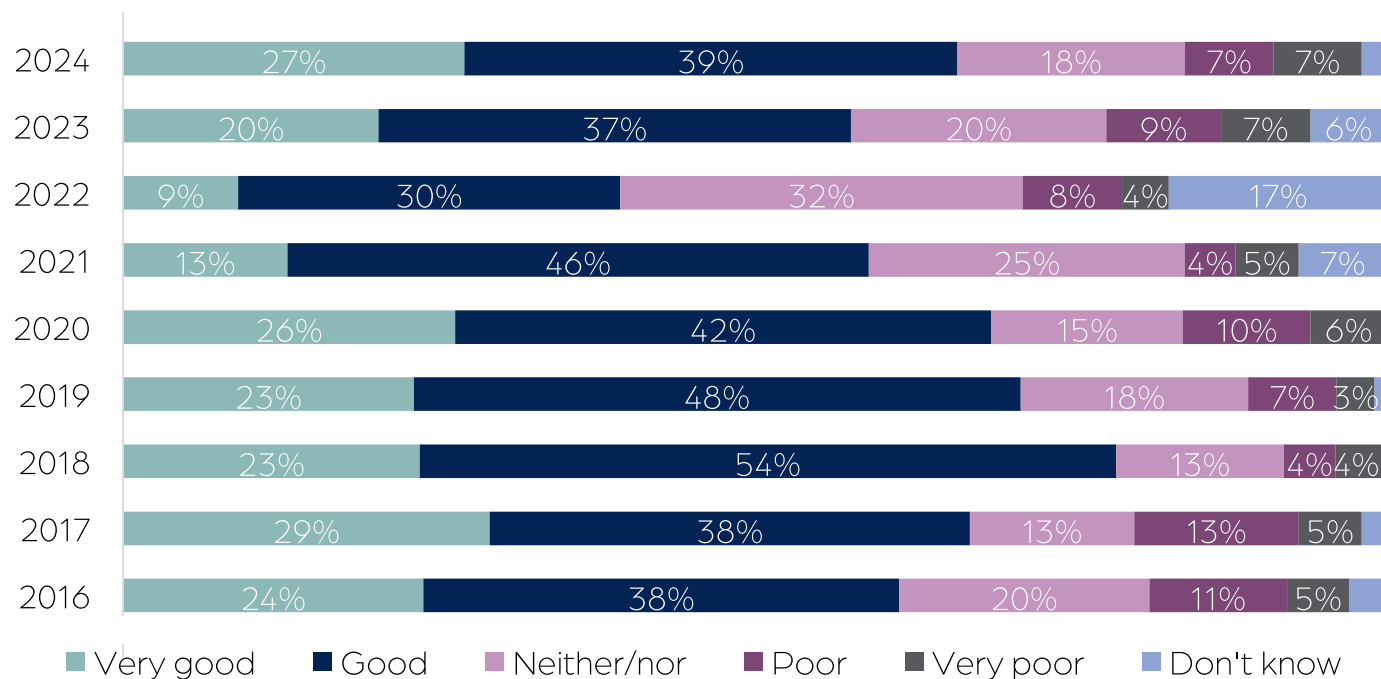


Q: In the past 12 months, have you had any contact with a council staff member (excluding the Mayor and Councillors)?
 Q: What did you have contact with council staff for?

Performance of Council Staff

Of the respondents who had contacted the council in the past 12 months, two-thirds rated the performance of the council staff as very good or good. Only 14% rate the performance poorly, while 18% provided a neither nor rating. Performance ratings have increased significantly over the past three monitoring cycles, with positive ratings now 27% higher than in 2022.

2016 – 2024 results



Q: How would you rate the performance of council staff over the last 12 months (excluding the Mayor and Councillors)?

Additional Comments

Respondents were asked if they had any other comments about their contact with the council; 60 respondents provided a comment.

Several respondents noted positive interactions with council staff. Respondents appreciated the friendliness, helpfulness, and efficiency of the staff, for example, prompt responses to inquiries, assistance with specific issues, and courteousness during phone calls or in-person visits. Several respondents mentioned how staff members go above and beyond to help, creating a sense of trust and satisfaction.

"Very happy that they answer their phone calls very quickly, always a kind and friendly person."

However, there were also complaints about unhelpful, rude, or inefficient service from the council staff. Issues included staff not being approachable or responding slowly to requests for assistance or information. Some respondents expressed frustration over the staff's lack of engagement and empathy, noting they seemed disinterested and unhelpful.

"Had no reply from my email about wanting reasons behind how they agreed on the name Hikuawa Road and got no reply. Very poor service!"

Aside from service interactions, respondents also noted the challenges faced in dealing with council processes, such as delays, shifting requirements, and inefficiencies. The frustrations stem from

repetitive paperwork, inconsistent information, and prolonged waiting times for resolutions, with examples highlighting the need for streamlined processes to avoid unnecessary delays and frustration.

"Such an arduous pain-staking process that could be so much more streamlined."

In keeping with the above feedback, some respondents criticised the council for lacking the impetus to engage with residents' requests. These respondents expressed concerns over the council's delays in responding, providing incomplete information, and relying heavily on phone calls instead of written communication. This perceived lack of engagement has led to frustration and concerns that inquiries are not adequately addressed.

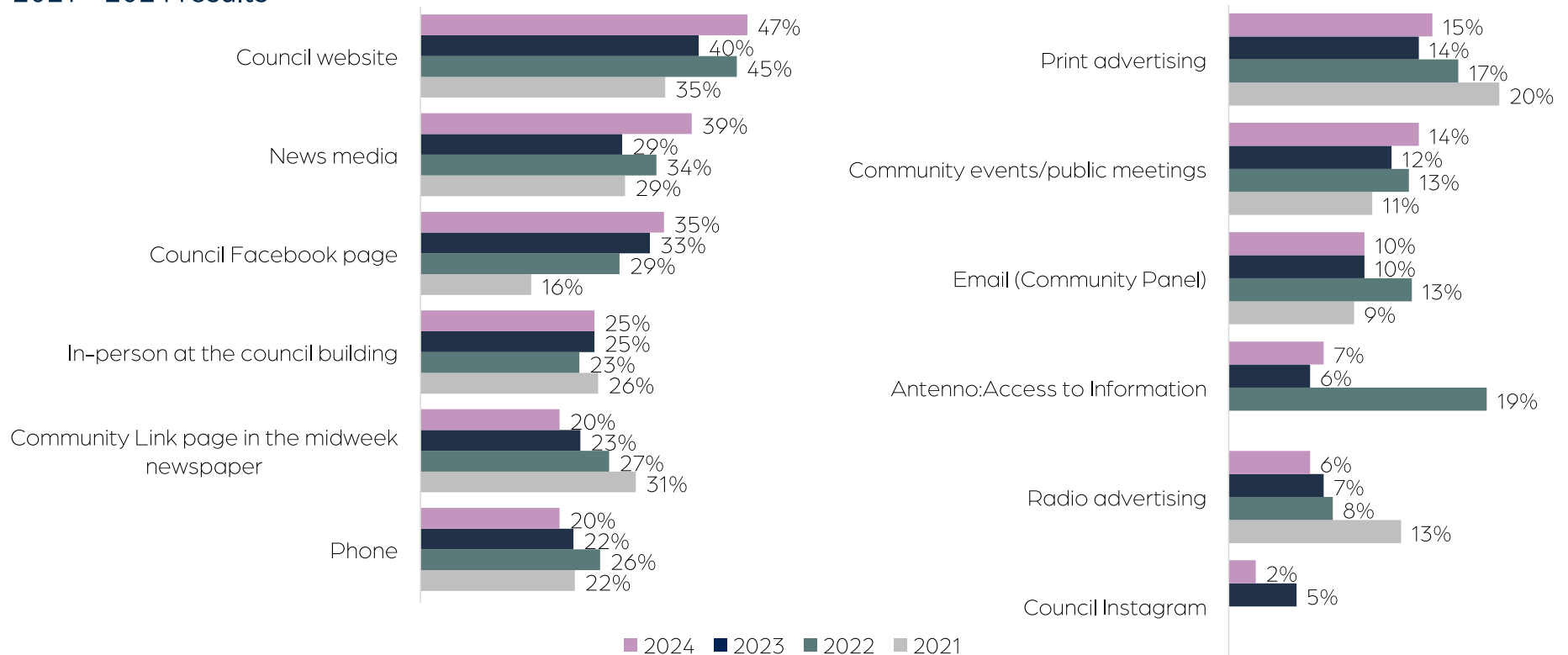
"Their lack of attention to detail meant they sent me information I shouldn't have received. Not once, but twice."

Council Information

Accessing Information

Respondents were asked how they have obtained information from the council in the past 12 months. The most common information source is the council website, followed by news media and the council's Facebook page; 14% have yet to access any information (not shown on the chart). Use of the council's Facebook page has grown consistently over time and is mainly used by respondents under the age of 39 years. This group is also the most significant user of the council's Instagram account. In comparison, the use of the Community Link page and print advertising has declined. However, those over 60 years are more likely to use this to obtain information.

2021 – 2024 results

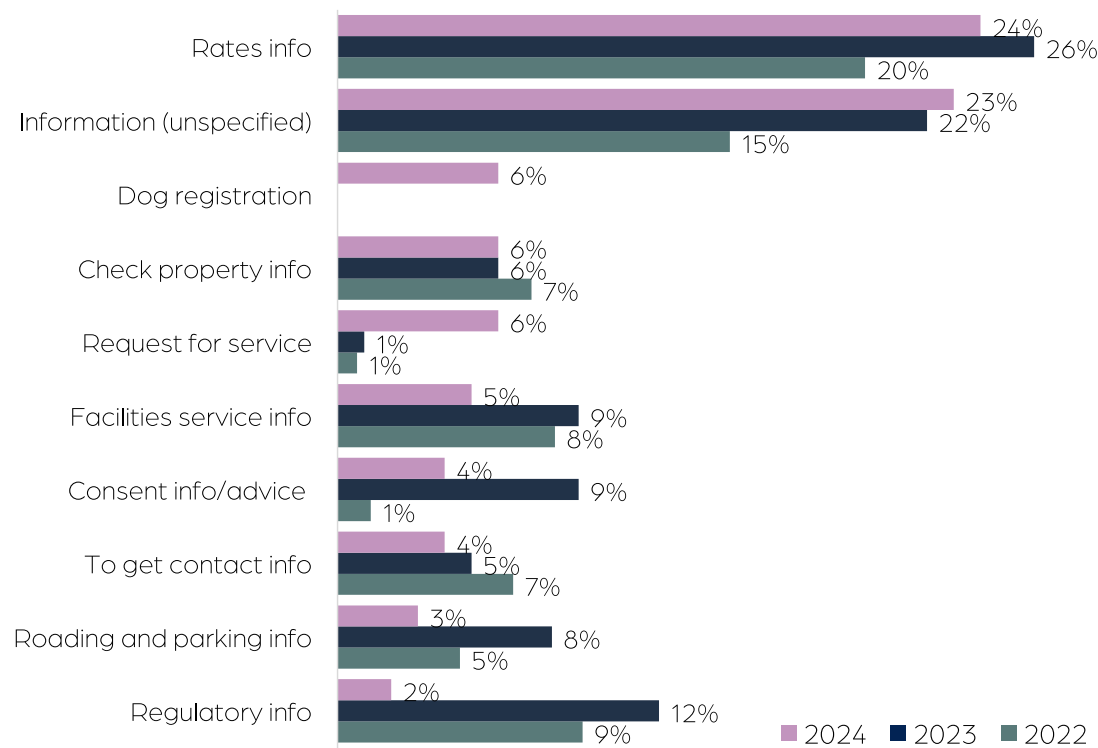


Q: Which of the following ways have you accessed /obtained information from the council in the past 12 months?

Reasons for Accessing the Website

Respondents who had accessed the website were asked what information they were looking for on the website. Most respondents note they are looking for rates information or general information which is similar to that of the previous years. This year 6% of respondents were looking for dog registration information, property information, or lodging a request for service. Slightly fewer people were looking for facilities, consent, contact, roading or regulatory information this year than in previous years.

2022 – 2024 results

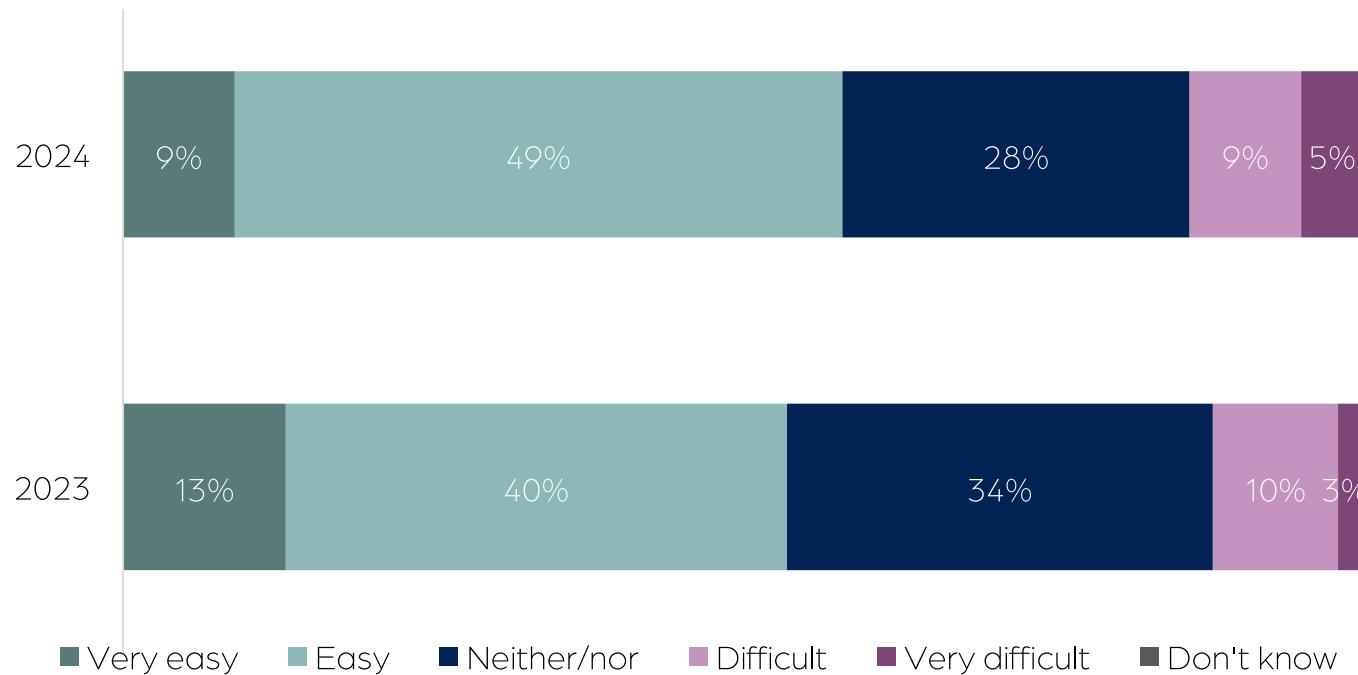


Q: You indicated that you have visited the council website in the past 12 months, can you please tell me what this was for?

Ease of Website Navigation

Respondents who had used the website were asked how easy it was to navigate. Fifty-eight percent of respondents found the website easy or very easy to use, which is a slight increase from the 2023 result.

2023 – 2024 results

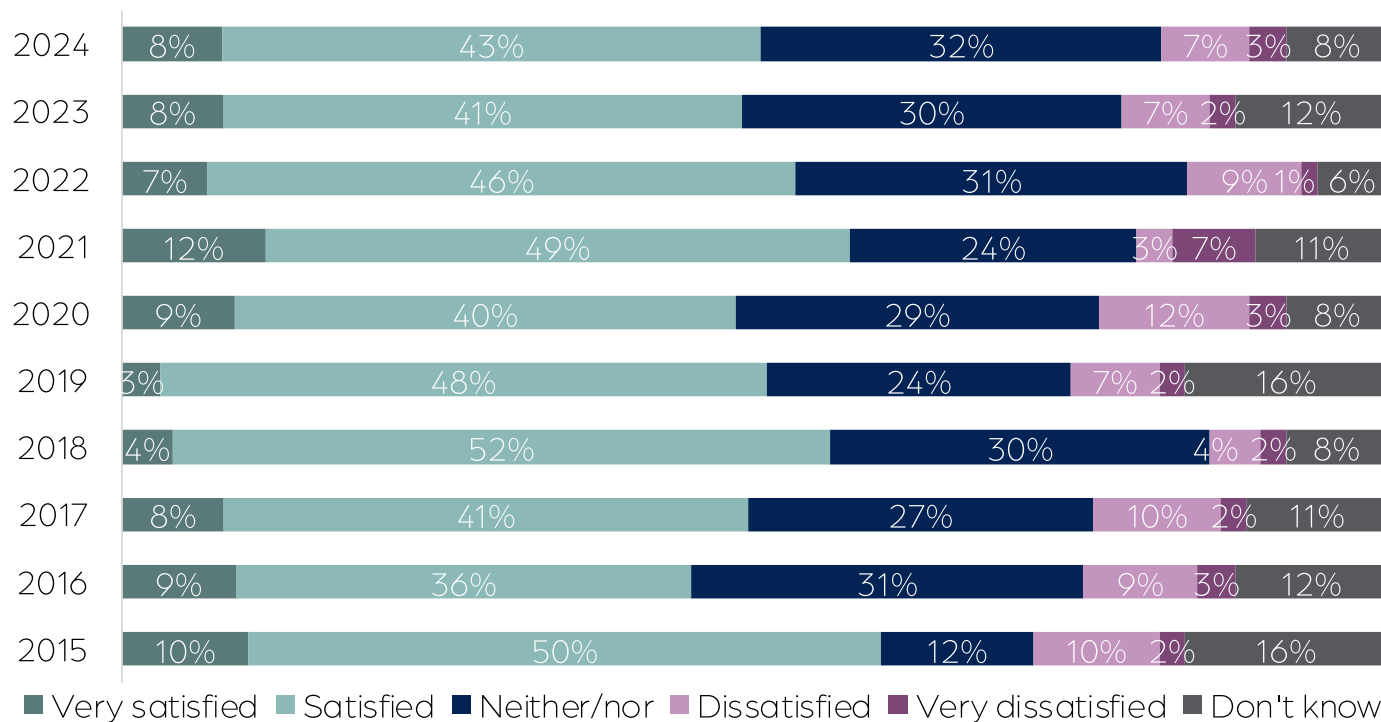


Q: Given you used the council website in the past 12 months, how strongly do you agree or disagree that you were easily able to find what you were looking for?

Access to Information

Respondents were asked how satisfied they were with the ease of accessing information from the council. Just over half of respondents are satisfied or very satisfied with the access to council information, and only 10% were dissatisfied. Around one-third provided a neither nor rating. Satisfaction has declined slowly since 2021, although there has not been a considerable increase in dissatisfaction, with this figure remaining around 10%. Dissatisfaction is highest amongst those under the age of 39 years, while satisfaction is higher amongst older respondents.

2015 – 2024 results

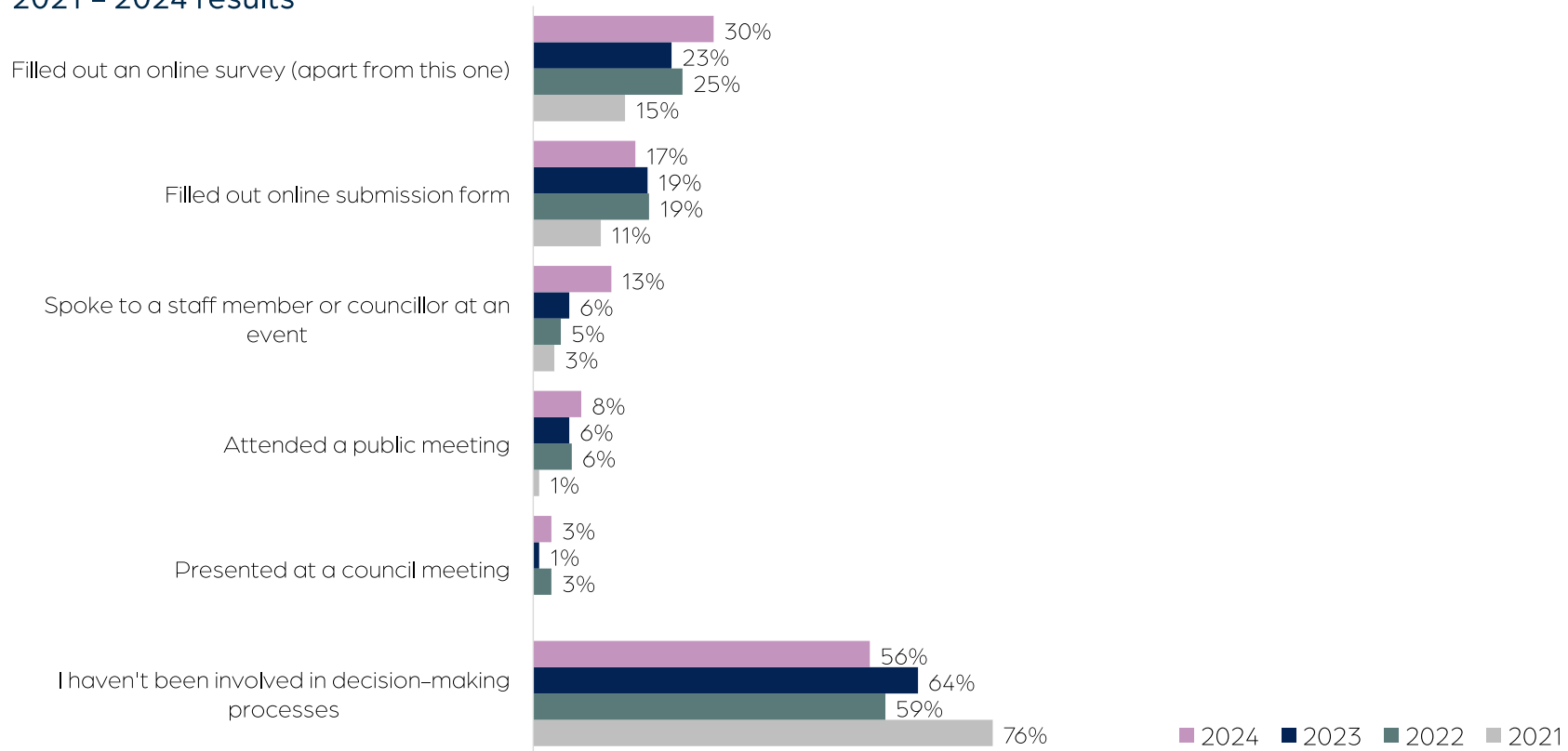


Q: How satisfied or dissatisfied are you with the ease of accessing council information?

Involvement in Decision Making

Respondents were asked about the ways they have been involved in council decision-making. The most common way to be involved is completing an online survey, then filling out an online submission or speaking to a staff member. Male respondents are significantly more likely to talk to a staff member at an event. This year, 56% of respondents were not involved in the decision-making process, and this figure has declined steadily since 2021.

2021 – 2024 results



Q: In which of the following ways have you been involved in decision-making processes for the district in the past 12 months?

Additional Comments

Respondents were asked if they had any other comments about the information the council provides; 30 respondents provided a comment.

Several respondents feel that the council's methods for soliciting and utilising public input were inadequate. They expressed difficulty knowing how to share their opinions and views effectively, and there was a call for more accessible and clear information on how to engage with the council. Several comments highlighted the need for the council to genuinely listen to the community and act on their feedback rather than making decisions independently.

"Attended a public meeting at Hakeke Street, we need more events there for those of us that find it hard to go over the bridge to everything. I feel a part of the process by being able to attend these meetings."

The council's website and digital services also received some criticism. Respondents noted that the website was hard to navigate, with outdated information and poor search functionality. There was a call for a more efficient and user-friendly online presence. Suggestions included conducting a UX review, providing digital access to important information, and updating the website regularly with current events and programs.

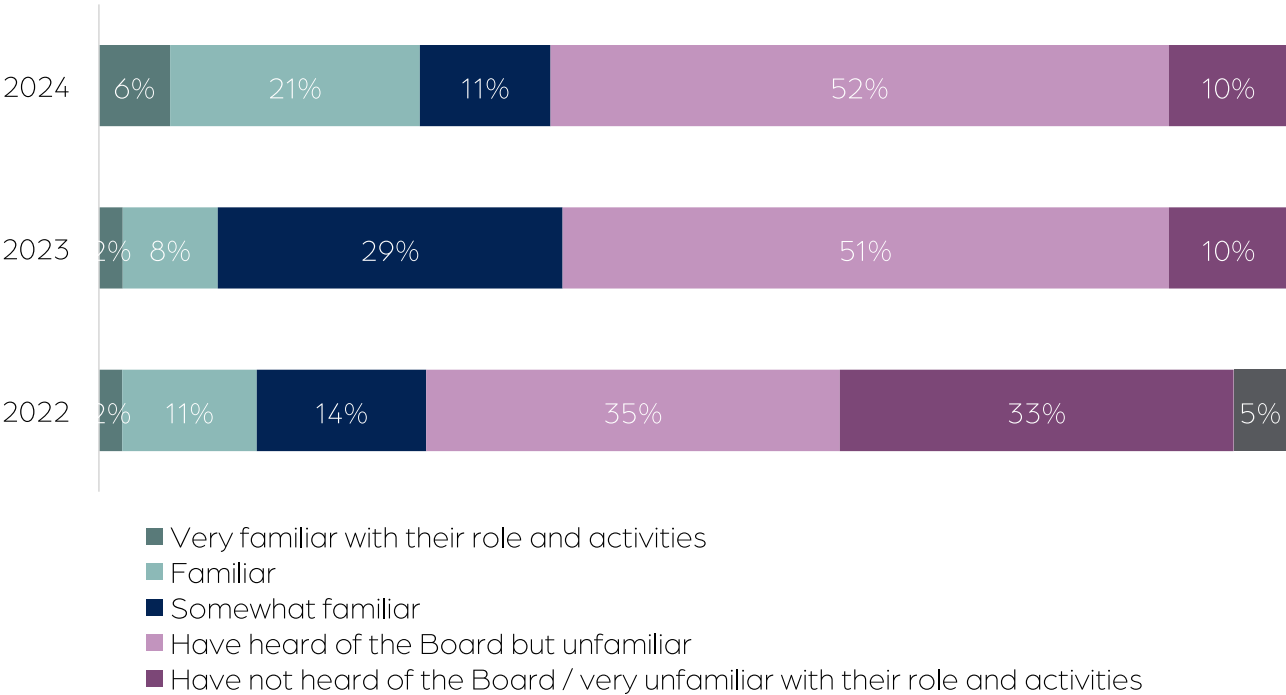
"The council website has always been poor.... it's always bad navigation or you can't find what you're looking for, or what you want to find simply isn't there."

Rural Community Board

Awareness of RCB

Rural respondents were asked how familiar they are with their rural community board (RCB). This year, 38% of rural respondents stated they were familiar with the RCB. In comparison, 52% were aware of the name but unfamiliar with their activities. These results are similar to those from 2023.

2022 – 2024 results

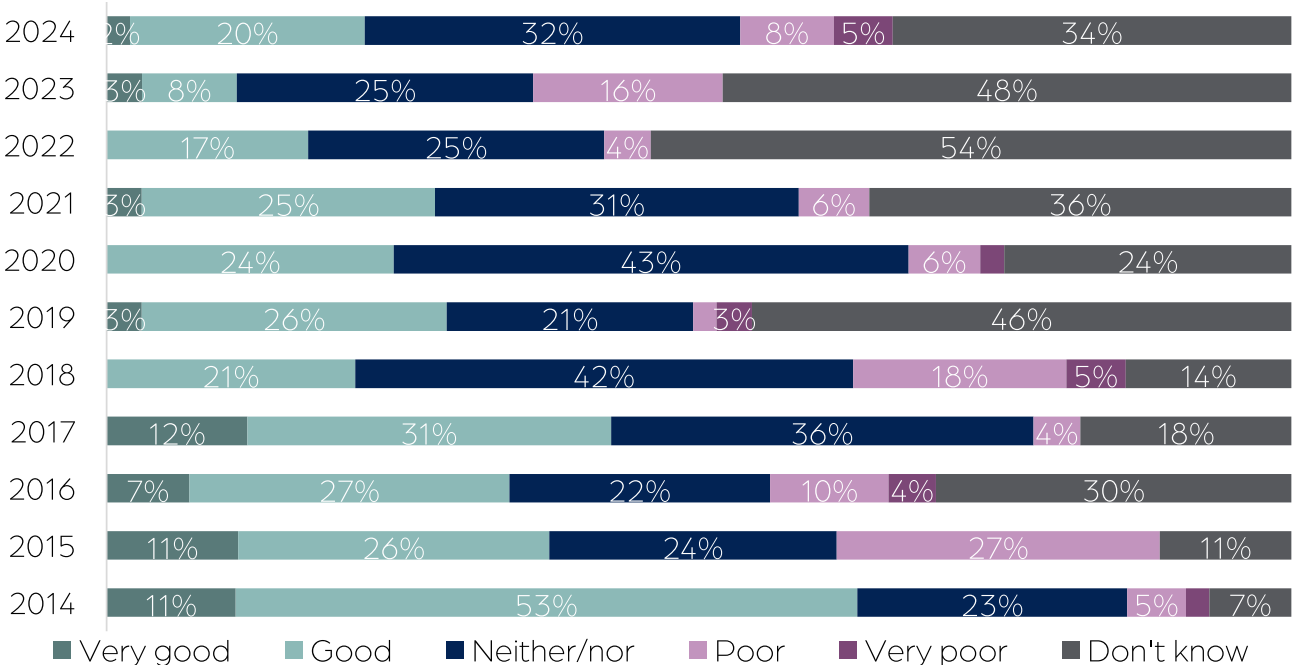


Q: How familiar are you with the Rural Community Board's role and their activities over the past 12 months?
Only rural respondents n=45.

Performance of RCB

Respondents aware of the RCB were asked how they rate the board's performance. Twenty-two percent of respondents rate the RCB's performance as good or very good, while 13% rate this poorly. Two-thirds of respondents provided a neither nor rating or were unsure what rating to provide for the RCB performance.

2014 - 2024 results



Q: When you think about the overall performance of the Rural Community Board over the last year in terms of its role to represent and act as an advocate for the interests of the rural community, would you say the Board's performance has been...?

Additional Comments

Respondents were asked if they had any other comments about the RCB. These comments are shown in full below.

- *Great to see them being proactive and sourcing funding for the upgrade of Fordell Hall.*
- *Be good if they actually did something...I live rurally and I never hear from them. We would love some camera's because we are sick of gang members doing burn outs at the cemetery, using Papaiti Road as a play ground, we sick of the rubbish dumping.*
- *Haven't heard anything from this group. NO communication*
- *Unsure if Papaiti comes under rural, but the handling of fibre up Papaiti was ridiculous. Why on earth would you get the council to do it? They took ridiculously long, dug TRENCHES, and only went 1km up the road! Chorus would've had it done in a few days, AND run the cables along the power lines, AND would've been able to run the fibre cables A LOT further to prepare for the new housing that is being built. Any repairs done to cables is super quick on powerlines, and super cheap. A really dumb decision was made that means that fibre promised further up Papaiti simply was not done AND FORGOT ABOUT!*

Appendices

Final Verbatim Comments

At the end of the survey residents were asked if they had any further comments they wished to include. These comments have been broadly post coded by their key theme and are shown below. The comments are in a respondent's own words and have not been edited.

Consultation

- *Council are a waste of time they ask our opinion on things but don't listen to what they are told and just go ahead with things anyway.*
- *Just be present and don't just listen to those who speak the loudest. Consider the best interests now and into the future for our community. Everyone is passionate about something but consider what deliverables will have the most impact for our community.*
- *Like they'll actually listen*
- *Very important in my mind that our council is open to feedback. That information is distributed widely and access to our council representatives' is encouraged.*
- *Hopefully the council website is getting updated soon (ugh more money to spend)*
- *Please listen to what the community has to say*
- *Keep the public in the loop*
- *I don't think it's a good idea to have a composting site in town. It's going to stink.*
- *Homeless do better. Rates to high. Be one with Iwi. Be present with our community. Show face at community health events*
- *Spend better. Listen to the public comments. Treat whanganui community better*
- *Provide more transparency about finances, plans, and influence over central government*

Council Services

- *Much work needed for a small city that is looking and acting much older than it is. Water quality is a huge issue coming from Auckland. Rates are substantial but still we don't get rubbish included like they do in other cities. Very poor.*
- *Whanganui has too much chlorine in tap water.*
- *Downers don't always do a great job. Half arsed jobs and repairs always work out badly.*
- *We are seniors and like to walk but can be very wary of upper Victoria Ave footpaths.*
- *The huge tree opposite me (Wicksteed St) urgently needs trimming or pollarding. The leaf shedding problem is getting too much to cope with at times in autumn. Worrying that branches could come off in strong winds.*
- *Keep the round about in Guyton st and install more, we have lots of dangerous intersections in the central city.*
- *Public transport in Whanganui is slowly improving but needs a lot more funding to provide regular services that cover broader areas and so that the car culture can shift. People in Whanganui are extremely dependent on cars but I think most people couldn't rely on Whanganui's public transport services even if they wanted to. It's one of the biggest downsides to Whanganui*
- *I would like to look at renovating however in the past dealing with council has been a complete nightmare that multiple building inspectors can't be on the same page with what is required. It's ridiculous.*

- *Stop wasting money that is not yours, leave the Avery alone. Fix the roads, build proper cycle ways, get rid of the homeless stop encouraging them. Stop wasting money attempting to be culturally sensitive. Fix the water and make our parks accessible for everyone including our disabled children*
- *I am highly unimpressed with what's happened to Guyton Street. I now actively avoid it.*
- *We need Roberts Avenue road fixed,*
- *Reduce the rates, spend money on the water supply. Springvale has terrible water and is often brown. The lime is disgusting. Maybe I should bill the council for the endless appliances I need to replace maybe they should take some responsibility*
- *I LOVE the app Snap, Send, Solve – it just seems that issues get sorted a lot quicker and it is so easy.*

Cycleways

- *Cycleways along Mosston are a must. Someone's going to get hurt :(*

Mayor and Council

- *The new mayor is doing really well and is not procrastinating.*
- *Generally the council staff do a great job, especially considering their resources seem to be more and more limited. I believe they could do with more resources and would support paying more rates to support council staff*
- *I believe the council staff and Councillors try to do a good job.*
- *CE and mayor seem out of their depth, both have history of bad decisions if you look into them so at a loss how either of them managed to get where they are*
- *Useless mayor and useless councilors that's all I can say*
- *Internal admin costs (staff) Need a 12% cut each year through to 2027.*
- *Council needs to work smarter. Stop paying ludicrous fees to engineer's, and consultants & interpreters for the Iwis that push*

- *a job that should cost \$100,000 up to \$800,000. Employ local. There are plenty of smarts here that can do the jobs. We don't need a big hotel & definitely not big covered carpark. Whanganui is a boutique heritage city with a fantastic cultural & arts scene. We don't want to be another ugly mainstream city. We have plenty of locals with wonderful air bnbs making good money hosting our out of town visitors. Not to mention our wonderful campgrounds that our visitors just love (even the big city ones love staying in the cabins out Aramoho) Making a large car park isn't going to with our lack of public transport use either. The busses will literally be running backwards if we make it any easier for people to drive into town.*
- *Very please the last mayor Hamish is gone. Supposedly independent but the speaker of the house of parliament had his signage outside his house! Joke*
- *Do a better job. As a rate payer I'm very disappointed with the current council*

Recycling

- *Much work needed for a small city that is looking and acting much older than it is. Water quality is a huge issue coming from Auckland. Rates are substantial but still we don't get rubbish included like they do in other cities. Very poor.*
- *In general, the Council is doing a great job, in town. However, we need to do curbside recycling asap. Also Gisborne sent out Rubbish Stickers, 13 per quarter, with the rates quarterly bills. This let us think we were getting something personally back from the Council. We also got 1 free ticket for Aqua-fitness and family pass, once a year, for our pools. It expired after 3 months, was always in the summer late season. Equals bums on seats plus they would spend money on other stuff like goggles or treats. Just an idea.*
- *The recycling centre is a model of excellence.*
- *More waste services and longer times on parking meters*

Relationship with Māori

- *I would like the council to remember that this beautiful city is lived in by both European and Māori, and its history is of both cultures, and when making or doing new art or surroundings that ideas considered are also European not just Māori.*
- *Not at all happy with the Māori wards decision.*

Social Issues

- *Beggars on the street are frustrating especially when they can afford cigarettes etc, they need to be banned as it's frustrating when they harass you for your hard earned money.*
- *I think we are lucky to live in Whanganui - it's got a great climate, it's central, it's got everything big cities have! Unfortunately that also includes some bad people and increasing crime with a smack on the hand for the perpetrators.*
- *Move the freedom campers that take up actual car parks at Motua Quay, there are 2 designated spots for them that are never used*
- *Please someone change something! The youth are getting worse and there is nothing we can do except try and make things better in town for them!*
- *I would really love for there to be more activities for younger kids. Me having two young kids the playground is really the only activity you can do around here.. it gets boring and you have to make fun up at home.. There is the arcade but for the amount you pay it only lasts 10-20 minutes (can barely afford to actually go there with my two kids) and we have to make trips to Palmerston North to do something fun (which we can barely do either because petrol costs and the activity costs is to much)*
- *Homelessness at Kowhai Park, on the walkway between the bridges and in upper Victoria Avenue is still a major problem and eye sore - especially the ones who camp and congregate at the main entries into the city. Also can someone please tow the*

white car that always parks illegally just down from Four Square on Great North Road - diagonally parked half on the footpath and half on the road. Another eyesore on an arterial route, from someone who is obviously just taking the mickey. Thanks!

Spending

- *Much work needed for a small city that is looking and acting much older than it is. Water quality is a huge issue coming from Auckland. Rates are substantial but still we don't get rubbish included like they do in other cities. Very poor.*
- *Its time to dump non-paying things from the Rates Equation. The WaiMarie, the Glass Factory, the Tram. I would prefer a 'user pays' method.*
- *Please fight for funding for replacing Dublin Street bridge. If it becomes unusable there will be chaos. It is already a carpark at rush hour.*
- *Spending ratepayer money in the wrong places - speed bumps, art gallery, facilities in general that few people use.*
- *Please stop wasting money on unnecessary things over Whanganui*
- *We do not need a council owned hotel or carpark*
- *I think that council should stop funding community groups and unnecessary projects instead of raising rates when they are operating out of budget. Trim the fat and get back to basics - look at the roadblocks you are putting in front of residents and how much it is costing to enforce the council's will on the people who they are supposed to represent.*
- *Would like to see the aviary stay open. Don't think Whanganui should spend money on the hotel investment*
- *Stop putting money into the cycle ways. Stop putting money into the underused bus system. Stop with art that no one cares about. Majority of rate payers see these things and see their rates increase. It's not worth it*
- *Please don't put our rates up again. We are struggling as is with the cost of living.*
- *If a new hotel in Whanganui was financially viable then private*

industry would have built one. Events in Whanganui are too inconsistent for it to hold it's own during the quiet periods.

- *Spend better. Listen to the public comments. Treat Whanganui community better*
- *I was pleased the rates in Springvale did not increase this year as they were already high enough so thanks for that.*
- *Get back to the basics instead of wasting money on wish-list*
- *Stop wasting money that is not yours, leave the Avery alone. Fix the roads, build proper cycle ways, get rid of the homeless stop encouraging them. Stop wasting money attempting to be culturally sensitive. Fix the water and make our parks accessible for everyone including our disabled children*
- *Reduce the rates, spend money on the water supply. Springvale has terrible water and is often brown. The lime is disgusting. Maybe I should bill the council for the endless appliances I need to replace maybe they should take some responsibility*

Whanganui General Comment

- *Love the street wall art.*
- *I think we are lucky to live in Whanganui - it's got a great climate, it's central, it's got everything big cities have! Unfortunately that also includes some bad people and increasing crime with a smack on the hand for the perpetrators.*
- *A pleasure to live in Whanganui.*

Other

- *If the council is going to save heritage buildings they should have the money to do them up.*
- *Please don't take away the hanging baskets. My Nana loves them*
- *This survey feels too long for most Kiwis these days to engage with. Only older (or well educated) people are likely to take this*

amount of time to complete one survey.

- *This is an exercise in 'we have to do it' rather than 'it might influence how we do business'.*
- *Youth council is so important in helping shape these areas of city's future as a adult I'm so sad to see there voices disappear*
- *I think I have made my views known !!*
- *Please extend fibre further up Papaiti to encourage more people to live there and encourage rural business to thrive.*
- *Wish they wouldn't tell lies about the art gallery!! And Horizons is an issue for me (a BIG RIPOFF)*

Questionnaire

1) Do you work for Whanganui District Council? (If so you are excluded from this survey)

- Yes
 No

Do you normally live in the Whanganui district? (If not you are excluded from this survey)

- Yes
 No

Does a health problem or a condition you have (lasting six months or more) cause you difficulty with... (Please select any that apply)

- Seeing, even when wearing glasses or contact lenses
 Hearing, even when using a hearing aid
 Walking or climbing steps
 Remembering or concentrating
 Communicating using your usual language
 Prefer not to say
 None of the above

2) Which suburb do you live in?

- Aramoho
 Bastia-Durie Hill
 Blueskin-Pākaraka
 Brunswick-Papaiti
 Castlecliff
 College Estate
 Gonville

- Kaitoke-Fordell
 Kai Iwi – Mowhanau - Westmere
 Marybank-Gordon Park
 Mosston
 Otamatea
 Putiki
 Springvale
 St John's Hill
 Tawhero
 Upper Whanganui – areas north of (including) Upokongaro
 Whanganui Central
 Whanganui East
 Other- urban
 Other- rural

Culture and Recreation

3) Have you, or anyone else in your household, undertaken any of the following activities in the last 12 months in the Whanganui district...

- Attended a Māori arts or cultural event
 Visited the Regional Museum
 Attended a performance or event at the Royal Whanganui Opera House
 Visited the Sarjeant on the Quay (formerly Sarjeant Gallery)
 Attended the theatre, e.g. Amdram or Repertory
 Visited the NZ Glassworks
 Used the libraries
 Visited an historic site
 Participated in, including performed or just attended, any arts or cultural activities or performances.
 None of these

4) How creative do you think Whanganui is?

- Very creative
 Creative
 Slightly creative
 Neither creative or uncreative
 Not creative
 Don't know

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5) Have you, or has anyone else in your household, undertaken any of the following recreational activities in the last 12 months in the Whanganui district...

- Used or visited a Premier Park (Kowhai Park, Pukenamu Queen's Park, Majestic Square, Bason Botanic Gardens, Castlecliff Domain, Rotokawau Virginia Lake)
- Used or visited a neighbourhood park and/or playground
- Used or visited a public sports ground for sport or recreational activities, excluding Cooks Gardens (Gorville Domain, Horrocks Park, Laird Park, Landon Park, Spriggens Park, Springvale Park, Victoria Park, Wembley Park, Whanganui Ball Park, Williams Domain, Fordell Baths)
- Used a cycleway or cycle lane
- Visited a beach
- Undertook activities on the Awa
- Used a river or park walkway
- Used, visited, or attended an event at Cooks Gardens
- Used or visited a pool – the Splash Centre, or the Whanganui East Pool
- None of these

6) On average, how many days a week do you engage in physical activity for at least 30mins?

- 6-7 days
- 3-5 days
- 1-2 days
- 0 days

If you have any other comments on culture and recreation in the Whanganui district, please add them below. Otherwise, just push next to continue.

Emergency Preparedness

7) Does your household have an emergency survival kit?

- Yes
- No
- Don't know

Logic: Hidden unless: #7 Question "Does your household have an emergency survival kit?" is one of the following answers ("Yes")

8) When did you, or someone else in your household, last check this kit?

- Last month
- 3 months ago
- 6 months ago
- 12 months ago or more

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- Have never checked/ Don't know

9) How long do you think your household could go for without outside assistance?

- More than one week
- At least one week
- At least 3 days
- Less than 3 days
- Don't know

If you have any other comments about emergency preparedness, please add them below. Otherwise, just push next to continue.

Safety and Wellbeing

10) Which of the following best describes how safe you feel in the CBD during the EVENING?

- I feel safe all of the time
- I feel safe most of the time
- I feel safe some of the time
- I seldom feel safe there
- I never feel safe there

10a) Which of the following best describes how safe you feel in the CBD during the DAY?

- I feel safe all of the time
- I feel safe most of the time
- I feel safe some of the time
- I seldom feel safe there
- I never feel safe there

11) When you think about Whanganui's town centre, how satisfied or dissatisfied are you with the contribution it makes to the image of Whanganui? Please note this refers to the physical environment of the CBD and not the mix of shops.

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied
- Don't know

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12) Wellbeing is a broad term used to describe feelings of being happy, healthy and prosperous. With this in mind, how would you rate your current level of wellbeing?

- Very high
- High
- Moderate
- Low
- Very low
- Don't know/ Prefer not to answer

13) A strong sense of belonging means feeling that you are part of a community. With this in mind, how would you rate your current sense of belonging?

- Very strong
- Strong
- Moderate
- Weak
- Very weak
- Don't know/ Prefer not to answer

If you have any other comments about safety and wellbeing, please add them below. Otherwise, just push next to continue.

Council Facilities

14) If you have used or visited the following council facilities in the past 12 months, how satisfied or dissatisfied are you with them. If you haven't used them, click 'didn't use'. Think about your satisfaction with the facility generally.

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know	I have not used this facility
Parks and reserves	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Playgrounds							
Sportsgrounds	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cooks Gardens	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Swimming pools							
Libraries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Regional Museum	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Royal Whanganui Opera House	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
War memorial centre							
Standard of public toilet facilities (cleanliness/ general maintenance)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Maintenance and presentation of other open spaces	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

14a) How satisfied or dissatisfied are you that the toilets meet users' needs (location, layout, and accessibility)?

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied
- Don't know

If you have any other comments on the council's facilities, please add them below. Otherwise, just push next to continue.

Council Services

15) How satisfied or dissatisfied are you with the following council services?

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know
Animal control	()	()	()	()	()	()
Control of litter in streets and public places	()	()	()	()	()	()
Presence and maintenance of public art	()	()	()	()	()	()
Standard of the presentation in the town centre	()	()	()	()	()	()
Availability of on-street parking	()	()	()	()	()	()
Opportunities for disposal of waste and recycling	()	()	()	()	()	()

16) How satisfied or dissatisfied are you with the following...?

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know
Footpaths and shared pathways	()	()	()	()	()	()
Cycleways and cycle lanes	()	()	()	()	()	()
Local roads (not state highways)	()	()	()	()	()	()
How easy it is to get around the Whanganui district (think of all ways you travel, e.g. walking, cycling, driving, etc)	()	()	()	()	()	()

If you have any other comments on the council's services, please add them below. Otherwise, just push next to continue.

Council Performance

17) In the past 12 months, how well do you think council has responded to community needs and issues?

- () Very well
- () Well
- () Neither well nor poorly
- () Poorly
- () Very poorly
- () Don't know

18) How would you rate the overall performance of the Mayor and Councillors over the last year?

- Very good
- Good
- Neither good nor poor
- Poor
- Very poor
- Don't know

If you have any other comments on the council's performance, please add them below. Otherwise, just push next to continue.

Contact with Council

Page exit logic: Skip / Disqualify Logic IF: #19 Question "In the past 12 months, have you had any contact with a council staff member (excluding the Mayor and Councillors)?" is one of the following answers ("No", "Don't know") THEN: Jump to [page 22 - Council Information](#)

19) In the past 12 months, have you had any contact with a council staff member (excluding the Mayor and Councillors)?

- Yes
- No
- Don't know

20) What did you have contact with council staff for?

21) How would you rate the performance of council staff over the last 12 months (excluding the Mayor and Councillors)?

- Very good
- Good
- Neither good nor poor
- Poor
- Very poor
- Don't know

If you have any other comments on contacting the council, please add them below. Otherwise, just push next to continue.

Council Information

22) Which of the following ways have you accessed / obtained information from the council in the past 12 months?

- Council website
- Council Facebook page
- News media/newspaper articles
- Community Link page in the Midweek newspaper
- Printed materials
- Radio
- Council Twitter page
- Council Instagram page
- Email (Community Panel)
- Phone
- In-person at the council building
- Community events / public meetings
- Antenna
- Other, please specify: _____
- I haven't accessed any information

Logic: Hidden unless: #22 Question "Which of the following ways have you accessed / obtained information from the council in the past 12 months?" is one of the following answers ("Council website")

23) You indicated that you have visited the council website in the past 12 month, can you please tell me what this was for?

Logic: Hidden unless: #22 Question "Which of the following ways have you accessed / obtained information from the council in the past 12 months?" is one of the following answers ("Council website")

24) Given you used the council website in the past 12 months how easy was it to find what you were looking for?

- Very easy
- Easy
- Neither easy nor difficult
- Difficult
- Very difficult
- Don't know

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25) How satisfied or dissatisfied are you with the ease of accessing council information?

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied
- Don't know

26) In which of the following ways have you been involved in decision-making processes for the district in the past 12 months?

- Attended a public meeting
- Filled out an online survey (apart from this one)
- Filled out a submission form
- Presented at a council meeting
- Spoke to council staff or councillors at an event
- Other please specify: _____
- I haven't been involved

Logic: Hidden unless: #26 Question "In which of the following ways have you been involved in decision-making processes for the district in the past 12 months?" is one of the following answers ("Attended a public meeting", "Filled out an online survey (apart from this one)", "Filled out a submission form", "Presented at a council meeting", "Spoke to council staff or councillors at an event", "Other please specify")

27) How satisfied or dissatisfied are you with your ability to be involved in council decision-making processes?

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied
- Don't know

If you have any other comments on council information, please add them below. Otherwise, just push next to continue.

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Whanganui Rural Community Board

Logic: Hidden unless: #2 Question "Which suburb do you live in?" is one of the following answers ("Blueskin-Pākaraka" / "Brunswick-Papaiti" / "Kaitoke-Fordell" / "Kai-Iwi-Mowhanau-Westmere" / "Upper-Whanganui" / "Marybank-Gordon-Park")

28) How familiar are you with the Whanganui Rural Community Board's role and their activities over the past 12 months?

- Very familiar with their role and activities
- Familiar
- Somewhat familiar
- Have heard of the board but unfamiliar
- Have not heard of the board / very unfamiliar with their role and activities

Logic: Hidden unless: #2 Question "Which suburb do you live in?" is one of the following answers ("Blueskin-Pākaraka" / "Kai-Iwi" / "Westmere", "Marybank" / "Fordell")

29) When you think about the overall performance of the Whanganui Rural Community Board over the last year in terms of its role to represent and act as an advocate for the interests of the rural community, would you say the board's performance has been...

- Very good
- Good
- Neither good nor poor
- Poor
- Very poor
- Don't know

If you have any other comments on the Whanganui Rural Community Board, please add them below. Otherwise, just push next to continue.

31) If you have any other general comments or feedback you would like to provide, please include these below.

Demographics

32) Which gender do you identify with?

- Male
- Female
- Gender diverse or non-binary
- Prefer not to say

33) Which of the following age groups do you belong to?

- Under 18
- 18 to 29
- 30 to 39
- 40 to 49
- 50 to 59
- 60 to 69
- 70 to 79
- 80 to 89
- 90+
- Prefer not to say

34) What is your ethnicity?

- New Zealand European
- Māori
- Pacific
- Asian
- Middle Eastern / Latin American / African
- Other: _____
- Prefer not to say

35) Would you like to go in the draw for one of three \$100 grocery vouchers?

- Yes
- No

36) Please enter your contact details below:

Name: _____
Postal address: _____
Email Address: _____
Phone Number: _____

versus