

**NEW PLYMOUTH DISTRICT COUNCIL  
COMMUNITRAK SURVEY APPENDICES  
FEBRUARY 2015**



**NEW PLYMOUTH  
DISTRICT COUNCIL**

**COMMUNITRAK SURVEY**

**APPENDICES OF  
VERBATIM RESPONSES TO THE  
OPEN-ENDED QUESTIONS**

**FEBRUARY 2015**



National Research Bureau Ltd  
PO Box 10118, Mt Eden, Auckland, New Zealand  
P (09) 6300 655, F (09) 6387 846, [www.nrb.co.nz](http://www.nrb.co.nz)



# CONTENTS

	Page No.
Q3	Reasons why they were not very satisfied with the Council's response - ..... 1
	a. "by phone"..... 1
	b. "in person"..... 2
	c. "in writing"..... 3
	d. "by email"..... 4
	e. "by social media (eg, Facebook, Twitter)"..... 5
Q7	Reasons why they were not very satisfied with - ..... 6
	a. "the ability to drive around the District quickly, easily and safely" ..... 6
	b. "the quality of roads overall"..... 8
	c. "the quality and safety of footpaths"..... 10
	d. "the quality and safety of cycleways" ..... 13
	e. "flood protection" ..... 15
	f. "stormwater services" ..... 16
	g. "the availability of car parking in the District" ..... 18
	h. "the water supply" ..... 22
	i. "animal control" ..... 24
	j. "the quality of parks and reserves, including the Coastal Walkway and Pukekura Park"..... 26
	k. "the maintenance and presentation of urban landscapes and streets, particularly flowerbeds and displays"..... 27
	l. "the quality of the venues for entertainment, cultural and sporting events in the District" ..... 28
	m. "the quality of entertainment, cultural and sporting events in the District" .. 29
	n. "the quality of the District's sportsfields"..... 30
	o. "the quality of the District's playgrounds"..... 31
	p. "the quality of public toilets"..... 32
	q. "access to the natural environment, including the rivers, lakes, the mountain and the coast" ..... 34
	r. "rubbish collection and disposal" ..... 35
	s. "the sewerage system"..... 39
	t. "the library at Puke Ariki" ..... 40
	u. "Community libraries other than the Puke Ariki library" ..... 41
	v. "the museum at Puke Ariki" ..... 42
	w. "the airport" ..... 43
	x. "the assistance Council gives to the community, ie, grants to community organisations and general support to community groups"..... 44
	y. "public swimming pools" ..... 45
	z. "the quality of the New Plymouth District living environment is being maintained (both the natural environment and the built environment"47
Q11	Examples/instances that has led them to feel not very satisfied with the way rates are spent on the services and facilities provided by Council ..... 48
Q13	Where or from whom do they mainly see, read or hear information about Council..... 51
Q14	Newspapers where they mainly see or read information about the Council ..... 52
Q16b+c	Things Council has done well in the past year ..... 53
Q17b+c	Things Council could have done better in the past year ..... 61
Q18	Things they would do if they wanted Council to do something ..... 71
Q19a	Services/facilities that it does best and reasons why ..... 72
Q19b	Services/facilities that it does the worse and reasons why ..... 81



### Q3 Reasons why they were not very satisfied with the Council's response -

#### a. "by phone"

##### Poor attitude / poor service / unhelpful

- *"Made me get information myself regarding overgrown vegetation on footpaths. If you tell them the address, this should be someone's job."*
- *"Told to phone insurance company when water went brown and all whites in wash went brown."*
- *"The Roding Department was not interested in our problem, it was about roding in Tikorangi."*
- *"They never passed on the message about our missing dog."*
- *"Information given not very helpful."*
- *"Felt they were not equipped to answer my question and fobbed me off."*
- *"She tried to give me information but it was awkward."*

##### Hard to get to right person

- *"Refused to put me onto someone who could help so no resolution to my problem."*
- *"Council passed me around to wrong people about rural residential zoning."*

##### Lack of action / slow to act

- *"Rang about resealing of the road which damaged the driveway, rang twice, hasn't been fixed, Atkinson Road."*
- *"Because they did not trim the trees that I requested be cut away in McFarlane Street."*

##### Unsatisfactory outcome

- *"Tiles outside chemist shop lifted, have been replaced but not satisfactory."*
- *"Was a resource consent matter, did everything they said, was a nightmare, eventually pulled the plug and got some of the money back."*
- *"Because I think their thinking and reasoning was ridiculous. At Sting concert had to have tops off bottles. When asked why they said people pee in bottle and then throw it."*
- *"Not happy with response I received, action inefficient."*
- *"Enquiry about increasing water to our property, have no options about getting more water. \$90 needed just to come out to increase our water plan."*

##### Others

- *"We weren't notified of an upgrade to water system, two months, most of Inglewood."*

**Q3 Reasons why they were not very satisfied with the Council's response -  
b. "in person"**

Unhappy with outcome / response

- *"Had an appointment with Mayor that didn't go well, about Maori wards."*
- *"Not very happy with outcome."*
- *"Not happy with the response I received."*

Inefficiency / methods used / lack of knowledge

- *"Was helping a friend to get an environmental permit, the science involved was quite difficult and the staff at the Council did not know enough to help, they were quite obtuse to the science of job."*
- *"Petro-chemical consents, they need to move away from a checklist approach as this doesn't cover complex issues."*
- *"Hopeless, was a resource consent matter, did everything they said, was a nightmare, eventually pulled the plug and got some of the money back."*
- *"Action inefficient."*
- *"We gave permission for neighbours at the beach to subdivide. Without any consultation the new property was given our number and not number of property it is behind. Owned property for over 65 years so went in to see them."*
- *"Have been overcharged on my rates for a non-existent house on some land."*

Lack of action / not interested / no follow up

- *"Don't stay in contact or follow through with the public."*
- *"They didn't want to know about the problem, parking ticket."*
- *"Didn't do anything about airport parking concerns, have an annual parking permit for airport, the price continues to go up and the parking is often all taken and have to walk in the rain, should be designated parks."*

**Q3 Reasons why they were not very satisfied with the Council's response -  
c. "in writing"**

Unhappy with outcome / response

- *"Wrote asking for meeting, meeting didn't go well."*
- *"The cost of Engineer's report, \$200k, initially \$60k for our coastal erosion group, Omaero ratepayers."*
- *"They didn't do what I wanted them to do."*
- *"They sent me reams of paper, out of the blue, and they were dictating changes to my land, I had no say, they did it and now they've just sent out more papers. Have invited me to speak at a meeting which is way too scary for me, would have been much happier if Council had sent someone to talk to me one-to-one."*

Inefficiency / not enough information given

- *"Hopeless, was a resource consent matter, did everything they said, was a nightmare, eventually pulled the plug and got some of the money back."*
- *"We gave permission for neighbours at the beach to subdivide. Without any consultation the new property was given our number and not number of property it is behind. Owned property for over 65 years so went in to see them."*
- *"Reply not in depth enough, just don't give you the information you need."*

Lack of action / slow

- *"Only replied sometimes and needed to reply, I had to chase them up to get responses."*
- *"Didn't do anything about airport parking concerns, have an annual parking permit for airport, the price continues to go up and the parking is often all taken and have to walk in the rain, should be designated parks."*

**Q3 Reasons why they were not very satisfied with the Council's response -  
d. "by email"**

No reply

- *"The Mayor did not reply."*
- *"Mayor didn't reply."*

Others

- *"Took a while to get to right person, not happy with the way I was treated."*

**Q3 Reasons why they were not very satisfied with the Council's response - e. "by social media (eg, Facebook, Twitter)"**

- *"Not happy with answer given."*
- *"Need more notice to say the water will be off for maintenance. The message wasn't received early enough."*
- *"They never respond."*

**Q7 Reasons why they were not very satisfied with -**  
**a. "the ability to drive around the District quickly, easily and safely"**

Poor traffic flow / congestion / too much traffic

- *"Going into town, traffic congestion."*
- *"Waitara to New Plymouth at times is very busy, where it goes from 100kmph to 80kmph or before turnoff to Inglewood."*
- *"Congestion in centre of city."*
- *"Management of traffic not the best."*
- *"Traffic management plan is non-existent, particularly the flow around the city, especially from the north, we shouldn't have jams."*
- *"At midnight, five to six minutes, but during the day up to 30 to 40 minutes to get to town, Bell Block, when you get into the city is the main problem."*
- *"Mangorei Road going into city, too crowded around schools."*
- *"Congestion mainly, nothing else."*

Waiwakaiho Bridge / Waiwakaiho area hold-ups

- *"Bridge should have been fixed years ago."*
- *"The Council could have done more to address the traffic congestion at Waiwakaiho Bridge, could have worked more with Transit New Zealand."*
- *"Waiwakaiho Bridge area congested, only one bridge, single lane."*
- *"The Waiwakaiho Road, lots of roadworks."*
- *"Waiwakaiho Bridge is a disaster."*

Need more roundabouts / lights

- *"Need roundabouts, only way to get traffic to flow."*
- *"Need more traffic lights."*
- *"Need lights back at Devon Street and Mangorei Road intersection."*

Traffic light sequences slow traffic / too many lights

- *"Green light spacing on Coronation Street is not helping."*
- *"Too many sets of lights."*
- *"None of the lights are synchronised, bloody useless, long gaps between each phase."*

Poor planning / design / bad intersections

- *"Devon Street is difficult to turn into, can't turn right into Devon Street because of traffic, have to turn left and double back."*
- *"Mangorei Road and Devon Street intersection, you sit for ages."*
- *"Don't like going through city when heading south, one way streets, no flow."*
- *"The roading design is not as good as it could be, through to Bell Block not good."*
- *"Silly roads that merge but go nowhere, becomes bottlenecked, Clifton area generally."*
- *"New subdivision roads are too narrow, Bell Block and Wills Road areas."*
- *"Roads around our area, Clifton, are very windy."*

Poor visibility

- *"Intersection of Cameron Street and Coronation Street, it is difficult to look left to see the traffic coming up the hill, overgrown foliage from private property."*
- *"Corner of Record Street and Sackville Street, intersection visibility is not good, you're onto it before you can see properly."*

### Roadworks cause congestion/slow to complete

- *"Roadworks at Bell Block, doubling the driving time."*
- *"Frankley Road, the work has been going on too long and it's difficult to get past."*
- *"Too many cones all over the district where roadworks occur, waste of taxpayer money."*
- *"Perth Road, they haven't worked on it for a few days, signs and cones are still there and lots of loose gravel."*
- *"Where the roadworks are at Fitzroy, taking so long to complete."*
- *"Roadworks going on, especially into town from Bell Block and return."*
- *"New roading at Northgate, going to take a long time, not well coordinated."*
- *"Don't think the roadworks will achieve anything, Northgate."*
- *"Too many cones."*

### Poor condition of roads/poor quality of work done

- *"Some road surfaces need maintaining."*
- *"Tarata area, roads are shocking."*
- *"The work standard is not good enough, keep having to fix the same roads."*
- *"Some bad, bumpy roads, eg, Mangorei Road by Rimu Street."*
- *"Bosworth Street, part of the road is unsealed, a single lane, dirt road with no footpath and dangerous for kids to walk on the road and dirt from road gets into our tank water."*
- *"Generally roading is average but would like attention on the Timaru Road, lots of traffic on road, needs immediate upgrade."*
- *"Rata Street, Inglewood has not been sealed in last 25 years, many others in the area not maintained."*
- *"Plymouth Road, potholes."*
- *"Need more metal on rural roads around Clifton."*

### Others

- *"Signage is not adequate."*
- *"Because I get very frustrated with people in New Plymouth, 99% of the people you see are careless drivers."*
- *"Waitara angle parking, people just back out in front of through traffic and do not seem to look."*
- *"We live in Egmont Village, 50kmph speed zone, people do 90kmph through. Contacted Council, still waiting for results."*
- *"Seem to want to slow the traffic down with traffic islands, etc."*

**Q7 Reasons why they were not very satisfied with -**  
**b. "the quality of roads overall"**

Poor condition of roads / need attention

- *"Port to main area needs attention."*
- *"Certain areas require urgent attention, ie, road coming out of Inglewood on Mountain Road going to Lepperton."*
- *"Need some work, Frankley Road, Mill Road roundabout."*
- *"Tarata area, roads are shocking."*
- *"Country rural roads are not up to scratch, Mataro Road, Kaipikari."*
- *"Roads need attention."*
- *"Not flash."*
- *"Taranaki roads are worse than the rest of the country, overall condition."*
- *"Poor condition generally around city especially high volume traffic areas."*
- *"Very poor in Taranaki. People travelling through talk about how bad they are."*

Lack of maintenance / slow to do maintenance

- *"Off main street, roads not maintained well, disgraceful, Tukapa Street."*
- *"Urenui, tarsealed but not maintained."*
- *"Not enough work done on sealing and repairing."*

Potholes / uneven / bumpy / rough / broken edges

- *"All Uruti area, uneven."*
- *"Lots of potholes, general."*
- *"Potholes, Taranaki roads."*
- *"Waitara bypass, potholes, is in bad condition."*
- *"Devon Street West, three humps outside my place, trucks and trailers hit them, makes a hell of a row. Several times Council have been out, looked at the humps and marked them with paint but nothing else is done about them."*
- *"Potholes on a lot of roads around Waitara."*
- *"Inglewood, Waitara, potholes, local rural roads."*
- *"Upland Road towards the mountain, the edge of the tarseal is so rough it can cause an accident, it is very uneven."*
- *"Water mains on the roads are lower than the road surface, makes a bumpy road to drive on, general roads in the city, majority of roads."*
- *"Some areas, back roads are pretty rough in the Inglewood area generally."*
- *"Surface is uneven coming through Devon Street West from Spotswood."*
- *"Smart Road, uneven surface."*
- *"Some of the streets you go up, down, up, down, they fixed Coronation extension but it still goes up and down."*
- *"Potholes when changing layout of road, Fitzroy Road, Smart Road, Girls High."*
- *"The roads around Waitara and New Plymouth town are not good, uneven surfaces, bumpy, shocking, not very good for vehicles."*
- *"Uneven, generally suburbs, Westown."*
- *"Potholes near Woodley School and the roundabout."*
- *"Uneven, Devon Street West."*
- *"Not good in country, potholed, rough in Oakura and Okato, city okay."*
- *"Between Inglewood and New Plymouth, potholes."*

### Poor quality of work/materials/patching

- *"Temporarily fixed, not good enough, between Inglewood and New Plymouth."*
- *"Around Ohura, lots of resurfacing that is melting and stones get caught in disc brakes and wheels."*
- *"Surfacing not good, they do the chipping thing, bits come off."*
- *"Road surfaces throughout suburbs, just patch up jobs and still not done properly."*
- *"Don't think all the patching makes for smooth roads, keep doing again."*
- *"Too much patching of roads between Inglewood and New Plymouth."*
- *"Random roadworks, what they fix doesn't seem to last, Inglewood."*
- *"A lot of patchwork goes on, everywhere."*
- *"Pretty poor, when the work's been done it's not to a high standard."*
- *"Otaraoa Road has no surface, the tar has come through."*

### Narrow roads/need to widen the roads

- *"Narrow roads, Oakura and Okato."*
- *"With the growing population, roads should be wider."*
- *"Pukearuhe Road, very narrow."*

### Dangerous roads/areas

- *"North of Mt Messenger, major accident today."*
- *"Blind corners, Waitara and Lincoln roads."*
- *"Camber of roads not good."*
- *"Otaraoa Road is slippery and smooth, has no grip."*
- *"Pukearuhe Road, so many trucks, tankers, very dangerous, pushed off road."*
- *"Bosworth Street, part of the road is unsealed, a single lane, dirt road with no footpath and dangerous for kids to walk on the road and dirt from road gets into our tank water."*

### Ongoing roadworks

- *"Traffic management during roadworks is bad."*
- *"Seem to repeat the roadworks over and over, no particular areas, why can't they do it once properly."*
- *"They keep doing small bits at a time so it's never finished, so cars get damaged by ongoing roadworks."*
- *"Frankley Park roundabout, consistently being dug up, congests traffic badly."*

### Others

- *"Many un-kerbed roads around Rata Street."*
- *"Surrounded by oil and gas sites, big trucks wear the roads down, as does the heavy machinery."*
- *"Waiwakaiho Road, the bridge, it's a bottleneck."*

**Q7 Reasons why they were not very satisfied with -**  
**c. "the quality and safety of footpaths"**

Uneven / potholes / broken / cracked / rough / bumpy / can easily trip

- *"Waitara and New Plymouth footpaths are a disgrace, cracks, uneven surfaces and can be dangerous, lots of older people walking, dangerous for them."*
- *"Uneven, I've tripped over, Kendal Place."*
- *"None are flat, like Westown, Frankley Park, two holes on Govett Avenue with broken grates that are dangerous."*
- *"Anywhere there are trees, roots pushing up surface."*
- *"Bell Block, uneven surfaces."*
- *"Uneven and rough, all around town."*
- *"Waitara main street, uneven in places."*
- *"Moturoa area, uneven and hard to navigate."*
- *"Roto Street, tree roots lifting footpath."*
- *"Mangorei Road, uneven."*
- *"Westown area, Clawton Street, Dawson Street, has holes, it's frightening when you have a youngster on a trike."*
- *"Crownhill Street, Spotswood, difference of levels on it, some of it has been ground away to make it even, needs replacing."*
- *"The roots of the pohutukawa trees, roots are uplifting the footpaths in Ngatoki Street, the sea side of the street."*
- *"Molesworth Street, with re-laying of services, lumps and bumps causing risk of falls."*
- *"Not good around Waitara, many are uneven."*
- *"Not all good, some are broken, caused by trees, Powderham Street, Lemon Street."*
- *"Uneven and some areas falling apart, downtown pavement is lumpy."*
- *"Uneven, up and down."*
- *"Root structure causing problems around parks where trees are close to pavement in CBD."*
- *"Gilbert Street, near Pukekura Park, very uneven."*
- *"Quite uneven at times, Inglewood area generally."*
- *"Footpaths poor and cut up in Cracroft Street, McLean Street, Waitara, near Blake Street."*
- *"At Waitara the slabs are very uneven in places, Princess Street bad."*
- *"They have cracks and are uneven."*
- *"Not very satisfactory, uneven, could be better."*
- *"Uneven surfaces and unreliable, too easy to trip, Rogan Street is not good."*
- *"Moturoa area, footpaths on a lean, uneven."*
- *"Need evening up, around Spotswood especially."*
- *"Currie Street near Michael Hill Jeweller has manholes and my mother tripped and fell and had to go to hospital."*
- *"I often trip over or kick things, Fitzroy."*
- *"Not even enough, eg, between south of Westown and Young Street."*

### Poor condition/need improving/lack maintenance

- *"Need upgrading, Spotswood."*
- *"Main street footpaths are great, other streets not too good, slowly improving though."*
- *"Very poor and not maintained in our area, Urenui."*
- *"Main pathways to and from Oakura School need improving."*
- *"Footpaths are not repaired for a long time."*
- *"Down at the Waitakaiho area, with the Valley coming on stream, footpaths need to be improved."*
- *"There are some really bad footpaths in Waitara, Maui Street."*
- *"Main street of New Plymouth is quite poor and in fact the whole CBD needs upgrading."*

### No footpaths/not enough/only on one side/incomplete

- *"None in Egmont Village."*
- *"Stoke Street, no footpath."*
- *"We would like a footpath at Onaero, Beach Road."*
- *"Footpaths don't join up, just a strip here and there, can't walk around the block, incomplete, Urenui."*
- *"Wills Road area, half way down road only."*
- *"We need footpaths in Bosworth Street, Egmont Village."*
- *"None, Kaitake area."*
- *"No footpaths in some streets in Urenui."*
- *"Should be more footpaths."*
- *"Need footpaths in Inglewood."*
- *"Egmont Village, need a footpath, one section for kids to go to school, have to walk through 50kmph zone while all trucks speeding through, can't walk on verge, can't ride bikes through Village."*

### Overhanging trees/vegetation coming over footpaths narrows footpath

- *"Not wide enough because of over growth, Moturoa area."*
- *"Smeaton Road, olive trees need to be trimmed back, have to duck when walking past."*
- *"Baring Terrace, one side you can't walk safely, need to cross the street, bank has grown out over the top."*
- *"Awanui Street coming up the hill is messy, long grass overgrown over the footpath."*

### Difficulties for disabled people/walkers/mobility scooters, etc.

- *"My mum's on a walker and footpaths are not good, CBD."*
- *"Powderham Street, Vivian Street, not comfortable for disabled, wheelchairs."*
- *"In Waitara the sloping of the footpath down over the gutter is needed for mobile scooters in Browne Street and Grey Street and by Central School, too sloped, I got stuck here."*
- *"They are useless, I have a mobility scooter."*

### Slippery surface

- *"Tree leaves can make for slippery surfaces, too many trees, Waitara."*
- *"Slippery tiles dreadful when wet, New Plymouth CBD."*
- *"Around the Post Office area with very smooth tiles and then slippery when wet."*

### Poor standard of work/repairs/patched up

- *"Doing in tarseal instead of concrete, Mangare Road, outside Girls High, the tarseal doesn't last well, it should be concrete."*
- *"Hot mixing footpaths sometimes unnecessarily, doing it for mobility scooters."*
- *"Main street, walking down the hill, Windy Point to Seaview Road, loose gravel on the footpath, unsafe, may have been new housing but needed to sweep it up."*

### Others

- *"Because of roadworks at the Waiwakaiho, Fitzroy bridge, being upgraded, please return the underpass at end of work, the underpass is unavailable."*

**Q7 Reasons why they were not very satisfied with -  
d. "the quality and safety of cycleways"**

No cycleways / not enough / need more

- *"Would like to see cycleways in the outskirts, ie, Waitara, not New Plymouth city."*
- *"Not enough in Waitara."*
- *"A lack of cycleways, improved but still need more."*
- *"Not enough places to cycle safely generally."*
- *"I don't think our cycleways are very good, there's not enough of them."*
- *"There could be more throughout the district."*
- *"They need to make cycleways on many roads that have high cycle numbers, particularly around the middle of town."*
- *"Could be improved on, more cycleways required."*
- *"Not many."*
- *"Need separate cycle lanes on the roads in New Plymouth district."*

Not continuous / disappear at intersections / no consistency

- *"Not consistent, they stop and start in New Plymouth area."*
- *"Unsafe near intersections."*
- *"Confusing at intersections."*
- *"They go nowhere, Boys High bad after school."*

Need to be more clearly defined / more signage

- *"Where we are mixing cars, bikes and trucks on the roads where lanes are only marked, eg, Coronation Avenue."*
- *"They are not as clear as they should be."*
- *"Not clearly defined, ie, Northgate."*
- *"Better definition is needed at intersections and traffic lights, small physical barrier works."*

Inconsiderate motorists / driving on cycleways

- *"Cars are often parked on them at Northgate."*
- *"Improving but drivers' education is needed. Drivers cutting into cycleways on corners."*

Dangerous / unsafe / not much room / need better provision for cyclists

- *"Too close to the cars generally."*
- *"Streets aren't wide enough for cyclists, supposed to give a one and a half metre berth, can't do it, not safe."*
- *"Width of cycle lanes needs to be wider, Coronation Avenue is very busy at school times."*
- *"Not wide enough for cyclists, Powderham Street."*
- *"They all could be wider."*
- *"Pedestrians and cyclists are very close together which is a safety issue but quality of the cycleways is good."*
- *"State Highways, Bell Block, bit tight when you go across the bridge, not enough room for everyone."*
- *"Not separate enough from the traffic everywhere."*
- *"Make cycle lanes safer on the roads everywhere."*
- *"Too narrow."*
- *"Egmont Village, too dangerous."*
- *"Some are not safe."*

continued ...

### Dangerous / unsafe / not much room / need better provision for cyclists (continued)

- *"Would like a hard shoulder for cyclists between Oakura and New Plymouth."*
- *"Too dangerous."*
- *"Think they are too narrow, putting cyclists at risk of accident."*
- *"Not safe on our roads for bikes or even walking."*
- *"They don't do anything for cyclists, don't feel it's safe at all."*
- *"Amazed there's not more accidents, not enough room for cyclists, old roads not designed for cycleways, particularly older areas close to central city."*
- *"Need separation from traffic, need a vision for safe cycling, particularly central city."*
- *"Cycleways next to car doors opening, dangerous."*
- *"Always scared to open the car door, built up areas of the district."*

### Cyclists' behaviour

- *"Mainly in New Plymouth on side streets, sometimes it's the cyclist's fault, should be compulsory to have reflective lights back and front to improve visibility."*
- *"Cyclists try to control, ride two, three and four abreast, should be single."*
- *"Cyclists not using cycleways correctly."*

### Issue with cyclists sharing Coastal Walkway with pedestrians

- *"The Coastal Walkway is too crowded for bikes, maybe should be a separate cycle lane there."*
- *"Some cyclists not taking as much care with pedestrians as they should, especially on walkways."*
- *"Cyclists too close to pedestrians on walkways."*

### Others

- *"Still so much footpath space instead of cycleway."*
- *"Very rarely see anyone in them, cut down road use."*

**Q7 Reasons why they were not very satisfied with -  
e. "flood protection"**

Flooding problems

- *"Have got flooded, Wairau Road, Oakura."*
- *"Maranui Street floods in winter, can't get out of car when it floods."*
- *"In Estate Grove we have a problem with excess water from rain."*
- *"Garage floods, Vancouver Place."*

Blocked drains/leaves need sweeping

- *"In town drains get clogged."*
- *"Frankley Road drains are blocked."*
- *"Tree leaves need sweeping in Magnolia Drive."*

Against trees being cut down

- *"Cut the trees down, Waiwakaiho River, now banks caving in."*
- *"Not for what they are doing to the trees, cut down a whole lot of pohutukawa trees."*
- *"In Waitara, upset about cutting down of pohutukawa trees on riverbank."*

Lack of action/slow to do anything

- *"Council not onto it quickly enough, flooding Maranui Street."*
- *"They don't appear to be doing anything about our subsidence, Vancouver Place."*
- *"Need more protection from the Ureti River which connects to the Waitara River, so backs up."*

Others

- *"Too much money spent on flood protection in case of a one hundred year flood."*
- *"They way some things are done, shallow channelling, not deep enough."*
- *"I feel they have gone overboard with the stopbanks at Rifle Range Road."*

**Q7 Reasons why they were not very satisfied with -  
f. "stormwater services"**

Flooding / surface flooding

- *"When rains it floods in parts of New Plymouth, highways and Princess Street towards bridge."*
- *"It floods when it rains, it doesn't have to be heavy rain, Blake Street, Waitara."*
- *"We have flooding out front of our place regularly, have rung Council but haven't done anything."*
- *"Vogel Street, flooding in heavy rain."*
- *"In Estate Grove we have a problem with excess water from rain."*
- *"Pomare Place floods in heavy rain."*

Blockages / drains and gutters need cleaning / maintenance

- *"Not enough cleaning done, the grass from the lawns they mow goes in there, several streets in Waitara."*
- *"Deciduous trees planted on berms block the gutterings and block gratings, Frankley area generally."*
- *"Need to clear leaves more in autumn in the tree lined streets."*
- *"Drains and gutterings need cleaning out more often, grates clog up with leaves and rubbish, this is throughout the city."*
- *"Grills are not kept clean and free of debris in Waitara, in autumn is really bad, more clearing needed."*
- *"When it rains the leaves from the pohutukawa trees block the drains in Ngatoki Street in Urenui and the sea side of the street."*
- *"Drains are not cleaned or maintained, Lemon Street. Also between Elliott Street and Hobson Street."*
- *"When it rains, gutters flood as have not been cleaned, the gutters all around New Plymouth."*
- *"Clear more culverts, Uruti and Urenui."*
- *"Could clean out drains and grates before the rains come, they fill up with leaves and rubbish."*
- *"Drain gets blocked up a lot, Te Mara Place."*
- *"Drains at front of property need maintenance in Perth Road."*
- *"Trees are terrible, so many leaves lying around and not being cleaned."*
- *"Drain in the area outside my house blocked up which obviously contributed to my house being flooded, drains need clearing more often."*

### Inadequate system / drains can't cope / overflows / needs improving

- *"The drains can't cope, Pomare Place."*
- *"Drains are not working one hundred percent in Lemon Street."*
- *"Culverts were upgraded in Timaru Road but missed the one at number four, dangerous for getting in and out, please upgrade."*
- *"Lower parts of Waitara gutters fill up and don't drain."*
- *"Planned work programme is needed to maintain the infrastructure, old systems break down and emergency measures needed to fix problems then."*
- *"Drainage systems in Waitara are old and need to be updated."*
- *"Heavy rain causes overflows, Penrod Drive."*
- *"Rata Street, stormwater system not working and backs up, not just in heavy rain."*
- *"Phoned Council when the drains haven't worked a few times."*
- *"Needs to be upgraded, Inglewood, more when rains."*
- *"Stormwater cover pops when flooding, I am not able to replace it myself."*

### Run off issues

- *"Fitzroy Road, neighbour has stormwater going out to park. Issued an infringement notice but nothing has changed."*
- *"Most of the stormwater goes through my section when it rains in Seymour Street, Waitara."*
- *"Water from people's driveways and properties pools on the lowest point on the road in Bosworth Street."*
- *"No gutters and water runs down into driveway in heavy rain, Corbett Road, Bell Block."*

### Others

- *"Pukearuhe Road, there are only stormwater drains around driveways."*
- *"We have no stormwater services currently but in Waitara they have huge problems and have had for last ten years and it's no longer on the ten year plan, please put it back on the plan."*
- *"Shouldn't go into the sea, should eliminate silt and other material like rubbish before it heads out to sea."*

**Q7 Reasons why they were not very satisfied with -  
g. "the availability of car parking in the District"**

Not enough parking / not enough in city centre / need more

- *"Not enough parking in New Plymouth. Evenings not good either if you want to go out for a meal."*
- *"It's very difficult to get a park in town."*
- *"In the city, can't find one where all the shops are, Devon Street East area."*
- *"CBD can be difficult."*
- *"Not enough parking at the Waiwakaiho netball courts."*
- *"Hard to find parking in New Plymouth."*
- *"Not enough car parks in the city."*
- *"There could be more in Westown."*
- *"New Plymouth parking is not good, not enough parks."*
- *"Hard to find parking at night in CBD when go for a meal."*
- *"In the CBD, more parks please."*
- *"Could be more in the centre of town for pensioners."*
- *"City centre can be very congested, extra parks would help."*
- *"City centre, not easy to get a park in."*
- *"An issue at certain times of the year, ie, holiday time."*
- *"CBD, need more."*
- *"Never find any, CBD."*
- *"Not enough in CBD, New Plymouth."*
- *"Waitara, not enough parking."*
- *"There could be more in CBD and out of town."*
- *"Probably not enough in town."*
- *"There could be more in general."*
- *"Very hard to get a park anywhere in town, New Plymouth."*
- *"Outside local library is appalling, parking available a bit further away but not everyone mobile enough to do that."*
- *"Lack of parking at netball courts, sports facilities and some of the schools in the district, Kaitake and New Plymouth."*
- *"Not enough parking in Inglewood."*
- *"Need more for the later arrivals as the workers have already taken it."*
- *"Need more convenient parking for elderly or mothers and children."*
- *"Devon Street parking is difficult."*
- *"CBD fairly good but out in other areas not good, not enough, lack of."*
- *"Need more angle parking in Devon Street East."*
- *"Devon Street, Dawson Street area, shortage of parks."*
- *"Need more parks."*
- *"Can never get a car park at the library."*
- *"Cannot find a park on the outskirts of the CBD of New Plymouth where it is free to park."*
- *"Could be better in main centre of town, areas hard to get parks. To bring people back into the city, make parks more available."*
- *"City is chaos, Devon Street, CBD so difficult."*
- *"Elderly people are unable to park close."*
- *"Hard to find parking in CBD of New Plymouth."*
- *"Not enough parks in CBD or surrounding areas."*
- *"Lack of parking."*

continued ...

### Not enough parking / not enough in city centre / need more (continued)

- *"In the CBD, not good."*
- *"When things get crazy like Christmas, hard to find parking."*
- *"Lack of parking in CBD."*
- *"In town, CBD, insufficient parking."*
- *"More parking in town needed."*
- *"Lack of parking due to population increasing."*
- *"Shortage at certain times."*
- *"CBD, not enough."*

### Parking too expensive / meters too expensive

- *"Disagree with the way it's run, costs, etc."*
- *"Make parks cheaper."*
- *"Parking fees are too expensive."*
- *"Fees are way overpriced."*
- *"CBD is expensive."*
- *"Too expensive in town, CBD."*
- *"The fees are too high."*
- *"Don't like the idea of parking in Devon Street, too expensive."*
- *"Too expensive."*
- *"Pricing far too expensive."*
- *"The parking cost in the city is too much."*
- *"So expensive."*
- *"Too expensive in CBD."*
- *"Overpriced in the CBD, \$2 per hour."*
- *"Charges are too high, prefer now to shop in Bell Block or the Valley."*
- *"Too expensive compared to other areas."*
- *"Very expensive in city."*
- *"Cost is too high."*

### Have to pay for parking / need more free parking / too many meters

- *"We find people are parking all day outside our offices and walk into town to not pay."*
- *"Can't find parking without paying for it."*
- *"User pays spread out too far."*
- *"Parking meters, am anti extending the paid parking hours."*
- *"Going to charge until 9pm, meters, talking about it."*
- *"Charges should not be extended to 9pm."*
- *"Shouldn't charge at night."*
- *"It's a money gathering exercise, using the meters."*
- *"Came from an area where the parking was free, not happy with parking in CBD."*
- *"The cost has an effect and people have to park where there is no charge."*
- *"Charge when shouldn't be charging."*
- *"In New Plymouth a problem if want a free space, too far away."*
- *"Put in meters in the inner city."*

### Don't like new parking meter system

- *"I don't like the metering system."*
- *"New meter system is difficult for elderly, hard to see the screen."*
- *"Overly complicated with remembering the numbers."*
- *"Many people dislike the new parking meters."*

### Not enough parking for workers

- *"Businesses have not got enough parking for their employees in CBD of New Plymouth."*
- *"Not enough long term parking for the working people."*
- *"Not enough and you have to pay for right in town, central city for workers."*

### Poorly designed parking/narrow/visibility

- *"Sizes are too small, have a double cab utility, very narrow in carpark building."*
- *"Some parks are smaller."*
- *"Hate the little bump things."*
- *"I like angle parking better."*
- *"If they make any smaller, won't fit in, if go in an angle park, hanging a foot out."*
- *"Gill Street angle parking, the big SUVs stick out too far and you have to go around them."*

### Wardens very quick to ticket

- *"Strictly patrolled by wardens."*
- *"Penalties are too harsh too soon, should stop ticketing at noon on Saturdays."*
- *"Too tough with tickets."*
- *"Easily able to get a parking ticket, especially Saturday in town."*

### Businesses are suffering with pay parking

- *"The place where I work, clients have trouble finding any parking nearby."*
- *"I feel sorry for the main street businesses affected by late charges."*

### Parking restrictions/need more long term parking

- *"Too many parks have a limited time and they sit empty."*
- *"Need to be able to park for longer without having to go back and feed meter again."*
- *"30 minute parking only is not good for people with a one hour appointment."*
- *"Maximum of three hours is not long enough."*
- *"Two hours is not long enough maximum."*
- *"Parking at Bell Block, new limit of 30 minutes is too short for elderly who have appointments or have to park and walk a long way."*

### Parking spaces have been reduced

- *"Installing broadband so parking disrupted at present."*
- *"Not happy with reduced parking at library."*
- *"They take away good spaces and put planter boxes in them."*
- *"CBD has less with alterations to the library."*

### Parking impact on residential property

- *"Student parking around schools take up the residential streets."*
- *"Fulford Street, I can't park in street for cars parked free, my guests have to park around the corner. I have to use my garage even for a short time."*
- *"Fulford Street, people park there all day."*
- *"Can get very congested when there are rugby games at the Yarrow Stadium, we live nearby in Pembroke Street."*
- *"A problem around school residential areas, locals can't park near their homes, Carrington Street, Lemon Street areas."*

## Others

- *"Asked for submissions and then didn't listen."*
- *"In McLean Street, need more disabled parking in the central parking, spaces in the main shopping area in Waitara."*
- *"Cars should be discouraged in city centre, should be used for walking."*

## Q7 Reasons why they were not very satisfied with - h. "the water supply"

### Bad taste/smells

- *"Has a mud taste."*
- *"Has a fishy taste in New Plymouth."*
- *"Water tastes disgusting."*
- *"Not happy about the taste of water."*
- *"Tastes like dirt, Inglewood."*
- *"Smells, tastes horrible."*

### Pay rates for inferior service

- *"A rip off, they charge but don't give the services they say they will."*
- *"Pay water rates regardless of the condition."*
- *"With rates high, there should be water available."*

### Should have fluoride in the water

- *"Want water fluoridation."*
- *"Because there is no fluoride in the water."*
- *"Not fluoridated."*

### Water storage capacity needs improving

- *"Could do better, the storage capacity could be improved."*
- *"Need another storage dam as don't have enough water, another river required."*
- *"The water storage could be better, the reservoir could be increased."*
- *"Better needs for water storage that comes from rain."*
- *"Need more reservoirs, especially for summer."*

### Water restrictions / no water

- *"It gets turned off frequently."*
- *"Had water turned off on more than one occasion with no notification."*
- *"Sometimes no water at all."*
- *"Water restrictions are bad as gardens need the water."*
- *"Water restrictions were early after the heavy rain in November."*
- *"Too many water restrictions in summer."*
- *"They tie in the water supply with New Plymouth, water restrictions should be looked at better."*
- *"Rationed as soon as the sun shines."*
- *"Object to restrictions."*
- *"Need to raise the water level of the dam so we do not need water restrictions in New Plymouth."*
- *"First to go on restrictions and last to go off it in Okato."*
- *"When they put water bans on New Plymouth, in summer will get worse and worse."*

### No water supply

- *"We would like town supply in Bosworth Street."*
- *"We want town water supply in Smart Road."*

### Poor quality of water / discoloured / dirty water

- *"In Inglewood it is always brown."*
- *"One of our businesses is affected by dirty water at times."*
- *"The water is sometimes dirty."*
- *"Water in Waitara is disgusting, comes from New Plymouth. I filter my own, my fairly new taps are stained."*
- *"Quality of water, not palatable in Westown."*
- *"Inglewood, often brown water, improving slowly."*
- *"Waitara has an inferior quality of water to other townships."*

### Others

- *"Lime scale is very bad."*
- *"Water lines need updating, has failed in past."*
- *"Should spend money on upgrading water processors."*
- *"Close to reservoir and my house lacks pressure, Oakwood Drive."*

**Q7 Reasons why they were not very satisfied with -**  
**i. "animal control"**

Too many roaming / uncontrolled dogs / dogs off leashes

- *"Too many stray dogs around."*
- *"Too many roaming dogs."*
- *"Wandering dogs at night in Waitara."*
- *"Some dogs roaming around loose in Waitara."*
- *"Too many dogs wandering around, MacFarlane Street, Oakura."*
- *"Bad, lost a cat to a dog that was roving in Lemon Street."*

Too strict

- *"Over zealous in some aspects, over react in some instances, taking the innocent dog away."*
- *"Dogs are banned in the city and they should be allowed, maybe up to 10kg in weight."*
- *"Too restrictive, I can't walk dog in town."*

Barking dogs

- *"Continual barking of neighbour's dog."*
- *"Neighbour has just moved next door with a barking dog, had to leave the city because of it. Council does not care where it goes as long as it is not in the city."*

Complaints not dealt with well / nothing has been done

- *"Regular phone calls for dogs roaming and not dealt with."*
- *"When animals are picked up, they don't contact the owners effectively. I have heard that a dog can be there for a week before the owner knows about it, even if registered."*
- *"Council try to fix but they don't back it up."*

Dogs fouling

- *"Too many dogs leaving dog poo on grass verge in MacFarlane Street, Oakura."*
- *"Walking in Barrett Road area, lots of dog excrement around."*
- *"Lots of dogs fouling beaches and our local rugby ground in Kaitake."*

Problems with other animals

- *"Wandering stock on Okoki Road."*
- *"Lots of rats in New Plymouth, Severn Place is where we live, lots now because it is very dry."*
- *"Horses on the road and leave their poo in Wairau Road, Oakura."*

Dog registration is expensive / don't get much for it

- *"Registration is too expensive for owners who look after their dogs and keep them fenced in, especially for pensioners."*
- *"Dog registration, very dear, what do I get for the money?"*

### Owners are irresponsible

- *"People should have to clean up after the horse, the owners."*
- *"I walk to work from home early mornings, people let dogs out for runs, we live in Westown, Tavistock. Dogs need to be checked."*
- *"The owners don't pick up after them on the soccer fields and kids play on there, no particular area."*

### Others

- *"Should be policing."*
- *"Dog registration never arrived and despite many calls over eight years, so I haven't bothered, no animal control officer has ever called."*
- *"Animal control turned up to collect a fee that was due and was very intimidating."*
- *"Suggest that phone numbers may be made available to facilitate the quick return of stock to owners."*

**Q7 Reasons why they were not very satisfied with -  
j. "the quality of parks and reserves, including the Coastal Walkway and Pukekura Park"**

Untidy/lack of maintenance/need a tidy up

- *"Not enough rubbish collection, disgusting, in front of Puke Ariki."*
- *"The lake needs cleaning, full of weed, it's a major attraction so should be well maintained."*
- *"Rubbish, has gone backwards."*
- *"Have stopped mowing the parks and they should maintain them better."*
- *"They don't mow the lawns as often as they used to. Should look after, especially summer months when visitors come down, Marfell playground."*
- *"Reserve by Waitara Cemetery, nothing is done, other areas the same."*
- *"They look after the city more than the fringe areas."*

Need improvements/not as good as they used to be

- *"Not up to the standard of 13 years ago by any means."*
- *"Pukekura Park could be revamped."*
- *"Need disabled parking by kiosk, I can't go there now they have taken away the parking in Pukekura Park close to the kiosk."*
- *"Need more shaded picnic tables and shade trees, especially on the walkway."*
- *"Native trees to be planted on buffer by Waitara Cemetery promised 15 years ago, hasn't happened."*

Money should be used elsewhere

- *"Money needs to be used on other things, use it where people want it spent, eg, on water supply, demand will only increase."*
- *"This is not a local government issue."*

**Q7 Reasons why they were not very satisfied with -**  
**k. "the maintenance and presentation of urban landscapes and streets, particularly flowerbeds and displays"**

Need a tidy up/overgrown/have cut back on spending

- *"Like trees to be trimmed a little in Walkways, sometimes Council over trim."*
- *"The Council has cut back on mowing strips of land, most entrances to the city."*
- *"Could use more PD workers to keep things looking neat and tidy."*
- *"Council not cutting lawns, penny pinching, looks dreadful."*
- *"Gardens not being kept up. Council trying to save money by not doing the gardens regularly."*
- *"They do not maintain properly at all."*
- *"Terrible, cut back on cleaning and maintenance, was going to write a letter of complaint."*
- *"They are abysmal between New Plymouth and Waitara, gardens have not been kept up, not a good look."*
- *"The gardens and lawns on roadsides coming into New Plymouth are disgraceful. People from Bell Block comment on how bad they are."*
- *"Fallen back lately, overhanging vegetation, hanging over kerbs and footpath and grass overgrown on verges."*
- *"In general, Council is not doing good, coming into town from Inglewood, grass looks overgrown and not trimmed, not a good look for visitors."*
- *"A noticeable deterioration lately due to lack of funding."*
- *"Not maintained as often as previous."*
- *"Think they're crappy, to be honest, the mowing of the grass makes New Plymouth look extremely scruffy, not done enough."*

Improvements needed/boring/need more colour

- *"Not as exciting or pretty as previously, entrance to New Plymouth is boring."*
- *"Not enough colour for flowerbeds."*
- *"Northgate bridge, Waiwakaiho Valley doesn't look very nice anymore, too much emphasis on natives, not enough colour."*
- *"Should leave trees in Devon Street and not replace with palms, don't agree with palms."*
- *"They could do more in little towns like Inglewood and make them pretty."*
- *"Nothing stands out, where are the flower beds?"*
- *"Boring, need brighter colours."*

Spend too much/wasteful

- *"Spend too much on it, like using annuals instead of perennials, would save time and money if more permanent plantings used."*
- *"Street bedding plants, Fitzroy Road, flower quality maintenance cost is ridiculous. Planting flowers where people could park their cars, also an extra cost."*
- *"Overkill."*
- *"As a gardener, I plant everything so if they did that, plant for seasonal gardening, not renewable all the time."*

Others

- *"Too much signage on left from Coronation Avenue into city."*
- *"Waste their time putting stuff in and taking it out, fruit trees would be better."*
- *"Absence of berm in street, Hussey Street, on some driveways."*

**Q7 Reasons why they were not very satisfied with -**  
**1. "the quality of the venues for entertainment, cultural and sporting events in the District"**

Need better facilities

- *"The netball courts need to be revisited, courts are dangerous to play on, water sits on them, not enough cover."*
- *"Need more toilets in Pukekura Park when a big show is on. They have Port-a-loos for Womad but other big shows not well catered for."*

Others

- *"Bowl of Brooklands, lake moves people away from stage, need to get rid of it."*
- *"Rugby park is under utilised, could be used for a variety of events and should be used more for local rugby, all grades."*
- *"Excess to our needs."*

**Q7 Reasons why they were not very satisfied with -  
m. "the quality of entertainment, cultural and sporting events in the District"**

Not enough / need more

- *"Not utilised enough like the Bowl, need more."*
- *"Should be more events for the money."*
- *"Not enough but what there is, is very good."*

Lack of variety of events / not available for all age groups

- *"The Bowl of Brooklands, not a wide enough range of acts going there."*
- *"Not many events for my age group, 18 years."*
- *"Mixed bag of entertainment, need more contemporary artists, move to more modern stuff as well as the seventies stuff."*

Lost some events / not getting events we used to get

- *"Not getting as much as we used to get at the Bowl. Also a letdown with the cricket."*
- *"Should never have got rid of the Military Tattoo. Country music concert should be brought back."*

Others

- *"Not allowed to take own food and drink to Taranaki rugby games."*

**Q7 Reasons why they were not very satisfied with -  
n. "the quality of the District's sportsfields"**

Poor standard / need upgrading / improving

- *"Council ones are under-sized, cricket ones are too short and too narrow."*
- *"New Yarrow stadium where rugby is played doesn't meet criteria for cricket."*
- *"Please keep cricket areas up to scratch, some get water logged."*
- *"Cricket grounds for juniors are sub-standard, no access to toilets for kids, no shade."*
- *"The soccer field in Inglewood is sloping and numerous soccer fields in town are sloped."*
- *"Poor quality netball courts, Waiwakaiho."*
- *"Some need better drainage."*
- *"Not as good as when the Events Manager of three years ago was there, he died and it hasn't been the same since."*

Lack of maintenance / upkeep

- *"Council ones are poorly maintained."*
- *"Tidiness has been let go, especially around edges."*
- *"Clifton Park looks a mess, think they are going to work on it."*

Others

- *"Very sad that the nets at Pukekura Park are not being utilised to full extent."*
- *"Don't agree with changes for flushing sewerage, all sports clubs will have to pay for sewerage from sports clubs' funds."*
- *"Not local government ones we use, owned by the schools."*

**Q7 Reasons why they were not very satisfied with -**  
**o. "the quality of the District's playgrounds"**

Rundown/ need more maintenance/ cleaning

- *"The one at Ngamoto Beach and other less prominent ones, not as well maintained."*
- *"At Ngamoto Beach, no ground cover, equipment and toys broken, not well maintained."*
- *"Often not clean, poorly maintained, rubbish and smell."*
- *"Hurdon Street, not very good, broken see-saw, been like that for a few months, most playgrounds."*
- *"Corner Towai Street and Kelly Street, needs a spruce up."*

Need an upgrade/ improvements

- *"Not enough shade cover provided in certain areas, need sunshades on equipment, play stuff."*
- *"Some need updating, Oakura, Spotswood."*
- *"Need updating, Kawaroa."*
- *"Need an upgrade, like Te Henui walkway, is dark and damp."*
- *"Inglewood playground could be upgraded."*
- *"Not fenced, one on the walkway not far from the Wind Wand."*

Boring/ need more variety

- *"Need a skateboard ramp area, Inglewood playground."*
- *"Not a lot of variety, the one on the walkway not far from the Wind Wand."*
- *"Nothing compared to what Kapiti has, eg, water features, playground caters for two to ten year olds, compared to Pukekura Park, much better at Kapiti."*
- *"Seem to have standard playground equipment, nothing new, go more natural."*
- *"Room for improvement for the equipment, should be interesting for the children, not old and boring, make it exciting for the kids."*
- *"They are all the same and don't encourage imagination."*

Not enough/ need more

- *"A few more playgrounds needed."*
- *"Could be more small ones within easy walking distances."*

Others

- *"Excessive for our population."*

**Q7 Reasons why they were not very satisfied with -  
p. "the quality of public toilets"**

No toilets / not enough toilets / need more

- *"Never enough, we need more."*
- *"Not enough toilets."*
- *"Not enough of them, eg, the Valley."*
- *"Should be more of them."*
- *"Hardly any here in Oakura, nothing on the main road there, have to go down to beach, Messenger Terrace, need some in the CBD."*
- *"There are not enough, Bell Block, Waitara, along the walkway."*
- *"Not enough, none in the Valley shopping area."*
- *"More needed in CBD."*
- *"Could be more public toilets in the centre of town and in Bell Block."*
- *"There are not enough around."*
- *"Needs to be more available in town, New Plymouth."*
- *"Need more toilets in area, particularly at shopping area at Waitara, Fitzroy areas."*
- *"There are not enough of them in New Plymouth at the Mega Village and in Waitara."*
- *"Could be more around."*
- *"Not enough."*
- *"Not enough toilets available, especially at Mega Centre of Waiwakaiho Valley Centre."*
- *"Need more of them."*
- *"Don't think they have enough."*
- *"More in main CBD needed."*

Dirty / disgusting / smelly toilets / untidy / wet / need cleaning

- *"Horrible to use, dirty."*
- *"Not very clean and sometimes wet from being hosed down."*
- *"Not up to scratch, cleanwise."*
- *"East End beach area and Kawaroa Playground, toilets are pigsties."*
- *"In Pukekura Park and other venues for shows, etc, are grotty but in town good."*
- *"I've been into the one, playground by East End Bridge, been disgusting, sanitary pads, etc."*
- *"They are unsanitary."*
- *"Not cleaned that often, none of the ones I have used have been clean."*
- *"Disgusting, East End Street and other public toilets, 10am in morning, had been cleaned for one hour but smelt and was very dirty."*
- *"TSB showplace over the road needs a good clean."*
- *"Some need cleaning attention, eg, Waitara at New World or down by the beach at Waitara."*
- *"Battiscombe Terrace, Waitara, disgusting."*
- *"Generally dirty, all of them."*
- *"Gover Street, not cleaned enough, doesn't smell good."*
- *"The ones at the back of the shopping centre in Fitzroy, they are not clean, always damp."*
- *"Gover Street has a horrible smell, been six times, always smells."*
- *"Not clean, not hygienic."*
- *"Cleaning not up to standard, generally."*
- *"Puke Ariki full of rubbish, Te Henui was messy, used as a dump."*

continued ...

### Dirty / disgusting / smelly toilets / untidy / wet / need cleaning (continued)

- *"Could be cleaner, on the walkways."*
- *"Poor cleanliness."*
- *"One opposite Puke Ariki is pretty dirty."*
- *"Toilets below KFC are very dirty."*
- *"Smelly and gross, need cleaning more often, Wind Wand, Kawaroa, Fitzroy Beach."*
- *"Disgusting in Inglewood, they don't seem hygienic."*

### In poor condition / need upgrading / improving / better upkeep

- *"Quality is marginal."*
- *"Fitzroy could do with a proper one, not just a cubicle."*
- *"Not good quality on the walkways."*
- *"Need an upgrade."*
- *"One in Moturoa could do with a facelift."*
- *"Need ones similar to New Plymouth, more modern, in Inglewood."*
- *"Could be better, especially the one down by the Hub."*
- *"Near beaches, not good quality."*
- *"The Valley, Fitzroy toilets leave a lot to be desired."*
- *"Maintenance, not good enough generally."*
- *"Not really up to standard."*
- *"Not good in any areas."*
- *"Some could be upgraded, one by KFC in town."*
- *"Could be a little better, East End Beach."*

### No toilet paper / soap, etc.

- *"Not serviced enough, toilet paper, etc."*
- *"No soap, no paper towels."*
- *"Need soap, Inglewood."*
- *"As a rule, no soap in toilets."*

### Others

- *"Hard to find parking near the toilets below KFC."*
- *"Not suitable for kids, particularly at domains as kids can't sit on the seats properly as they are too big, the actually toilet seat is too big and thin for kids' bottoms."*
- *"Had to leave ride on scooter outside toilets to go and my gear was all stolen, no security or place to leave scooter safely while I visit toilet."*
- *"Some are locked when they shouldn't be."*
- *"Main CBD toilets are not user friendly for elderly needing walking support, the ones by KFC."*

**Q7 Reasons why they were not very satisfied with -**

**q. "access to the natural environment, including the rivers, lakes, the mountain and the coast"**

**Need better access to beaches**

- *"Access to some beaches is not easy, some a bit steep, going from carpark to Fitzroy Beach is impossible for me and I'm quite fit."*
- *"Beach at Oteroa Road, access is badly overgrown and badly designed. People have to battle through the growth."*

**Concerns other than access**

- *"Rivers could be cleaned, should be fines for people who throw rubbish about."*
- *"They are polluted and unfit for swimming or eating shellfish that are caught."*
- *"Access is good but more restrictions needed, dogs to be on leads to limit impact on seashore birds and penguins."*

**Others**

- *"Rivers are closed for swimming and they shouldn't be."*

**Q7 Reasons why they were not very satisfied with -  
r. "rubbish collection and disposal"**

**Need bins for recycling / plastic bags not satisfactory**

- *"They should provide recycling bins."*
- *"Recycling bins should be provided, plastic supermarket bags are not ideal in New Plymouth."*
- *"We need better recycling receptacles."*
- *"Separate bins should be provided for recycling in Westown."*
- *"Need designated bins."*
- *"Need bins."*
- *"Like to have bins with separate partitions."*
- *"It's ridiculous that they don't supply recycle bins."*
- *"Wouldn't mind a recycling bin, depending on cost."*
- *"Need bins for recycling."*
- *"They don't give us bins, a selection, so people are encouraged to do proper recycling."*
- *"Bags forever blowing away as is recycling. Bought own wheelie bin."*
- *"We should be supplied with bins for recyclables."*
- *"Stop making us put everything in plastic bags, would like bins like South Taranaki."*
- *"Want the three bins like South Taranaki."*
- *"Not satisfactory to put recycling in plastic bags."*
- *"Need to have recycling bins, would encourage more people to recycle."*
- *"We should be provided with bins, it makes it easy for the old folk in the New Plymouth district."*
- *"We need bins, bags blow down street."*
- *"Need proper recycling bins."*
- *"Like to see bins."*
- *"Should have recycling bins."*
- *"Recyclables in plastic bags so have to buy supermarket bags."*
- *"If we have separate recycling bins, people will recycle more maybe in New Plymouth."*

**Need bins for rubbish / better than bags / one bag not enough**

- *"Why can't we have wheelie bins, my rubbish gets picked up at 6.30am and dogs and cats tear into bags overnight, Waitara."*
- *"Need the wheelie bins, modernise the process."*
- *"Bins would be better, dogs can't get in them like they do with bags."*
- *"We need wheelie bins instead of bags."*
- *"We should have wheelie bins instead of bags."*
- *"Can't use bags in town because of dog problem."*
- *"Not more than one bag without having to pay for extra."*
- *"I provide my own bin because we only get one free plastic bag in Waitara."*
- *"Compared to Hawera it's not good, there you get bins."*
- *"Bag too small."*

### Cost issues / dump charges too high / recycling charges

- *"Pay rates for collection so we have to pay an extra \$350 for bin, so have to pay twice."*
- *"We have to pay for a bin."*
- *"Have to buy a wheelie bin."*
- *"We pay for bins, recycling bins."*
- *"Pay \$300 for wheelie bin."*
- *"It costs too much at the transfer station, it is unrealistic in New Plymouth."*
- *"The cost of the landfill, dump is exorbitant in New Plymouth."*
- *"Dump is expensive."*
- *"Not satisfied with the cost of \$340 a year plus the rates fee, Murray Street."*
- *"Hawera gets theirs for free and we don't, yet we all pay the same in rates."*

### Rubbish everywhere on rubbish day / don't always pick it up / wind blows rubbish around

- *"Hate people putting rubbish out night before as gets spread all along street, it's gross."*
- *"Wind blows rubbish everywhere in New Plymouth."*
- *"Because rubbish dump down end of Egmont Road and the trucks don't have covers and drop rubbish. A number of residents have rung Council and the residents go and pick up rubbish, shouldn't have to."*
- *"Rubbish distributed all around when picked up."*
- *"Should be repercussions or penalties for residents not putting stickers on extra bags, black bags get left on roadside for dogs to get in."*

### No rubbish collection

- *"They don't come to our home because the road is unsealed, Bosworth Street."*
- *"5.8 kilometres out of Inglewood, Dudley Road doesn't get a rubbish collection, would like it extended."*

### Collection times sometimes too early

- *"Rubbish truck comes before 7am in James Street, Inglewood, despite Council asking that rubbish is put out by 7am, can be as early as 6.30am."*
- *"Rubbish pick up is before 7am, can be as early as 6am."*
- *"We have to put our bags out on road, change times without notice so have to put out night before."*

### Improve recycling / promote recycling

- *"Their recycling system is antiquated."*
- *"Behind the times, Council does a poor job with recycling."*
- *"Recycling could be improved."*
- *"Recycling could be maintained."*
- *"Need better recycling."*
- *"Improve recycling."*
- *"Needs to be improved."*
- *"Problem is not a proper recycling programme, too complex, like to see more plastic recycling."*
- *"More grades of plastic need to be recycled."*
- *"Plastic recycling only goes to Number Two, lots of things that can't be recycled."*
- *"Would like to see a wider range or recycled goods."*
- *"Should have separate bottle and paper collection."*

continued ...

### Improve recycling / promote recycling (continued)

- *"No place for us to take our cans anymore."*
- *"Recycling is a shemozzle, glass recycling is poor."*
- *"No longer pick up cardboard."*
- *"Would like more effort for recycling."*
- *"Need a proper recycling programme."*
- *"We need a better recycling system in Waitara."*
- *"Could be better in the reusable recycling department."*
- *"Need to encourage people to recycle more."*
- *"Lack of recycling facilities, restrictions too steep, no incentives."*
- *"More recycling, encourage more recycling, need incentive to recycle, have bins available to put it in around town, maybe rates rebate for those who recycle."*
- *"Bins in the community would be good that would facilitate recycling of more goods."*

### No recycling

- *"There is no recycling in New Plymouth, room for improvement."*
- *"We don't have recycling."*
- *"Don't get recycling collection, Dudley Road."*
- *"No specific collections for recycling."*
- *"Disappointed that there is no recycling system."*

### Rubbish and recycling put together

- *"People just tend to put all rubbish in landfill."*
- *"Sometimes the recycling goes in the rubbish compartment of truck."*
- *"Recycling is contaminated by normal rubbish."*
- *"Because we make a big effort to separate our rubbish into recyclable stuff and we've seen it all thrown into one."*
- *"People need to learn to separate the rubbish and recycling."*
- *"Too often recycling put in with rubbish."*

### Lots of litter / rubbish around / bins removed / overflowing

- *"Rubbish disposal bins in town gone, rubbish now being dumped everywhere."*
- *"House to house collection good but not enough bins at Bell Block and at the beach, always overflowing."*
- *"At sportsground, Waitake, rubbish not collected regularly."*
- *"Seems incredibly unpredictable and nothing at Pukekura children's park, there is rubbish everywhere."*
- *"Pick up points become disgusting due to wind blowing over bins, bus stops get messy from rubbish."*
- *"Pick up point needs to be serviced more often."*
- *"Bins overflowing."*

### Would like green waste collection / disposal

- *"We don't have green waste."*
- *"Need to accept compostable green waste to prolong sustainability or we'll end up with tip full and having to truck out of the area, more expensive."*
- *"We don't have a composting service, they don't look after the environment in the end."*
- *"Have to pay a \$1 a day for a wheelie bin, it's for lawn clippings."*
- *"Would like to see more recycling of green waste."*

## Others

- *"Have a green bin, why can't I have two small green bins?"*
- *"No food waste collection."*
- *"Would like to see recycling of food waste."*
- *"Dump is only open one day a week."*
- *"Need a yearly inorganic rubbish collection."*
- *"Do not like recycling of plastic bags."*

**Q7 Reasons why they were not very satisfied with -  
s. "the sewerage system"**

No sewerage here

- *"We don't have one here in Urenui, when is it going to happen?"*
- *"No sewerage service, Onaero."*

Old/needs an upgrade/get blockages

- *"Getting aged, should be some planning for it."*
- *"Gets blocked, lack of maintenance, all over New Plymouth."*
- *"Share a sewerage line with three neighbours, if one blocks everyone has a blockage."*

Others

- *"Smells in the Mangati walkway."*
- *"People put their overflows of water into the system instead of where they are supposed to go."*

**Q7 Reasons why they were not very satisfied with -  
t. "the library at Puke Ariki"**

- *"Good if you could park there, not much parking."*
- *"Extravagant."*
- *"Very dark, not very inviting, all grey, lacks warmth."*

**Q7 Reasons why they were not very satisfied with -**  
**u. "Community libraries other than the Puke Ariki library"**

Need a better selection of books

- *"Need more variety of books, selection of books, Mobile library collection."*
- *"Books get very much the same, not replenished very often."*

Others

- *"Extravagant."*

**Q7 Reasons why they were not very satisfied with -  
v. "the museum at Puke Ariki"**

Poor displays/boring/uninteresting

- *"I don't like the themes and exhibits, too Maori."*
- *"Need more interactive things."*
- *"I find it boring, the things in there don't interest me."*
- *"Waste of time, been once with school children and that's the only time."*
- *"Uninteresting, not conducive to visitors, locals and outsiders."*
- *"Very poor displays, etc. Not up to scratch."*
- *"A bit pitiful."*

Too dark

- *"Dark and dismal."*
- *"Too dark."*

Need to change displays more often/something new to look at

- *"Never much change."*
- *"Change displays more regularly."*
- *"Maori exhibition, no change for a long time, need different displays more often."*
- *"Local displays need to change, an area for local exhibitions, need something new to look at."*

Others

- *"They don't use all the space available."*
- *"Extravagant."*
- *"Was better, suffering from lack of adequate funding."*
- *"It looked terrible on the outside."*

## Q7 Reasons why they were not very satisfied with - w. "the airport"

### Too small

- *"Too small for usage it's getting, need a bigger terminal."*
- *"Overcrowded and too small."*
- *"Too small, needs to be expanded, the facility doesn't meet the needs of users."*
- *"Needs to be made bigger."*
- *"Needs a bigger terminal, too small with more flights now available out of New Plymouth."*
- *"Needs to be made larger. More planes using it now, public need more space."*
- *"Too small."*

### Extend runway / bigger planes / international flights

- *"Would be happier if it was an international airport but I'm happy with it as it is."*
- *"Runway could be longer for international travel."*

### Needs upgrading / updating / better facilities / seating

- *"Needs improvement."*
- *"Clinical and boring, old chairs."*
- *"Needs a shop for the sale of magazines, etc."*
- *"Needs more seating."*
- *"Needs upgrading, needs more seating and heating in winter."*
- *"Café, etc, closed sometimes, even when planes coming and going."*
- *"Not done up nicely."*

### Car parking issues

- *"Car park area not large enough."*
- *"The parking that is close to the airport should be left to people that are picking people up or dropping them off, not for long term parking."*
- *"Parking is expensive."*

### Others

- *"Baggage area, poor construction."*
- *"Café too expensive, good otherwise."*

## Q7 Reasons why they were not very satisfied with -

### x. "the assistance Council gives to the community, ie, grants to community organisations and general support to community groups"

#### None given/minimal support/funding given/cuts to funding/support

- *"They have cut many grants that would help the community."*
- *"Some have been withdrawn which hasn't gone down well, not listening to the community."*
- *"New ventures don't get a look in, like the Arts Trail."*
- *"Not very sensitive to the needs of the community."*
- *"Has been outstanding, under threat, Council proposing to do away with community support and this when population is ageing."*
- *"Not much happening."*
- *"It's very minimal support."*
- *"Councillors don't come to community events like they used to."*

#### Unfair allocation of funding/support

- *"Lots for the businesses but not for others."*
- *"Giving too much to the Arts, too much given to Brewster."*
- *"Council is putting money into areas that it shouldn't and not giving assistance where they should."*
- *"More is given to the town than rural areas."*
- *"Only seems to be for the selected few, eg, arts, but nothing else."*

#### Not Council's job/give out too much ratepayers' money

- *"Not satisfied because they shouldn't be dishing out our money."*
- *"Grossly excess cost to ratepayers for the minority of users."*
- *"Some things don't warrant ratepayers' money spent on them."*
- *"I don't think it is their role."*
- *"Rather not see Council funding going towards community groups."*
- *"They give away too much, groups could do more to help themselves."*
- *"Unnecessary as we have TSB and TEI Trusts. Council keep out, they do not need to do anything."*
- *"Most of it comes from TSB and not the Council."*
- *"Don't think they should give to charities, they can get help from their own organisations."*
- *"Council shouldn't be doing this as rates already high."*

#### Others

- *"Youth group was disbanded, failed to act on complaints by youth group."*
- *"Pan tax, disadvantages sports facilities that may be used only a few times a week or less."*
- *"A bit arbitrary, how do they decide who gets what?"*

## Q7 Reasons why they were not very satisfied with - y. "public swimming pools"

### Too expensive / should be free entry

- *"Should be cheaper to enter the pools, Inglewood, New Plymouth."*
- *"The Aquatic Centre would be the one I would use but find very expensive. Our children are 11 and 14, over the summer it gets expensive, think they should make it cheaper."*
- *"Expensive compared to other facilities the Council provide."*
- *"The swimming pools around the district, they put up their charges and families cannot afford to go."*

### New rule / ratio of one adult per child unrealistic

- *"The new rules, one child, one parent. I think they could raise the age from eight to ten to be parented."*
- *"The one to one ratio is too harsh, even with a baby in a pram, only in New Plymouth Aquatic Centre."*
- *"Not liking the ratio when having more than two kids."*
- *"One adult, one child makes it difficult."*

### None here / need a pool here

- *"None in Tikorangi but would like one."*
- *"Need one in Oakura, it is a growing community, need one badly, Okato has one."*
- *"Would not like to see the pool closed, we use it and it seems to be okay and good for the community."*

### Need upgrading / improvements

- *"Upgrade the outdoor pool area, needed, Kawaroa."*
- *"Not adequate for demand, Kawaroa one."*
- *"Could be upgraded, enlarge them."*
- *"Waitara pool is being done up and sports area."*

### Need longer opening hours

- *"Disappointed that pools aren't fully utilised, should be open longer hours."*
- *"Okato, used to be able to go at any time, now can only go during certain hours, was okay when it was more accessible."*
- *"Inglewood, pool could stay open longer in summer. By the time get home from work only have half an hour and it closes."*

### Closed for maintenance

- *"Shut middle of summer, indoor pool with slides, main pool in town. Good facilities when opened."*
- *"New Plymouth being upgraded at present, taken too long and closed through summer when people wanted to swim."*
- *"Out of action at moment for four months, bit of a nuisance."*
- *"Aquatic Centre was upgraded in school holidays, closed recently, I wanted to take guests there."*

### Should run free swimming lessons for children

- *"Council should run free swimming classes for kids in the New Plymouth district."*
- *"Should be free swimming lessons for the young ones around the New Plymouth district."*

### Others

- *"More than enough."*
- *"Better lifeguards, don't seem efficient."*
- *"Too cold, especially at community pools like the big Olympic one."*
- *"Children come home with ear infections, warts, hygiene issues."*
- *"Indoor pool was disgusting in lead up to closure, strange men in spa pool, wouldn't take my children there."*
- *"Inside pool, the chlorine is too strong."*

**Q7 Reasons why they were not very satisfied with -  
z. "the quality of the New Plymouth District living environment is being maintained  
(both the natural environment and the built environment)"**

Council spending / charges

- *"We are getting charged heaps more."*
- *"Spending money on the wrong things."*

More maintenance / needs to be cleaner / tidier

- *"Clean it please, especially where visitors travel."*
- *"Needs more street clean up, especially CBD."*
- *"The Council has eliminated rubbish bins, resulted in lots of rubbish on the ground."*
- *"Don't think they are doing enough to maintain areas on Devon Street near Blagdon Road, around the mural there by the shops, needs tidying up, got weeds around it."*
- *"Noticeable decline in presentation of lawns, etc."*

Pollution issues

- *"Oil pollution, eg, fire burn-offs or streaks of oil on the ocean. The beach is dead now, no animals, etc, in local beach pools."*
- *"Pumping sewage out into the ocean means the environment is damaged and can't get seafood anymore."*

More control on building

- *"More green so that houses don't fill up all of their sections, needs a plan change to ensure green space around each house."*
- *"Too many homes built on the coastline, homes could be ten metres back then it would be more enjoyable for the public beachgoers."*
- *"Building and ruining centre of the town."*

Need more consultation / listen to people

- *"Have more consultation about the environment."*
- *"Not listening to the people."*

Specified services / facilities needing improvement

- *"Parking meters and costs are expensive."*
- *"Room for improvement regarding recycling, bigger environmental impact, quite restricted."*
- *"The roading is too narrow in parts."*

Others

- *"One rule for one and another rule for others."*
- *"They could improve."*
- *"Should make it easy for people to walk or cycle, there is too much traffic everywhere."*

## Q11 Examples/instances that has led them to feel not very satisfied with the way rates are spent on the services and facilities provided by Council

### High rates / rates increases / too high for services received / unfair rating system

- "Rates going up but in the country getting no more services."
- "The escalation of the rates without control."
- "Being in rural area, charge a lot for no services apart from rubbish, not in boondocks."
- "Pay \$10,000 a year, it's too much."
- "Rates go up with inflation and Council put them up as well."
- "I have a dairy farm between New Plymouth and Oakura, my rates are \$2,000 pa. Council will not reduce the rates because there are about eight different titles."
- "Don't need automatic increase of rates every year."
- "Everyone struggling now and rates keep going up."

### Unfair allocation of rates money / areas neglected

- "We don't get a lot of services out here in Urenui."
- "Would like the Waitara rates spent in Waitara."
- "Rural areas are being neglected."
- "Live in the country and get no services."

### Lack of communication / information to the people

- "Lots of people are unhappy as they have never seen the Mayor, in newspaper or in person."
- "I'm not sure how rates are spent."
- "Not listening to the people."

### Waste money / overspend / priorities wrong / financial mismanagement

- "Investment in Tasmania, only get 3% return. Council should get out of Tasmania."
- "Overspend."
- "Too much is being invested into new subdivisions and centres."
- "Rates are not being spent where the community thinks they are needed."
- "Too much money spent on extras instead of the basic services, ie, lawnmowing."
- "Quite a lot of money spent unnecessarily, surplus of buildings maintained by Council, community halls in the rural areas not used, rural in general."
- "Rates are being used on things that aren't going to bring money to the district."
- "Instead of doing a walkway, should do other things like get good bands or spend it on something that will bring in money."
- "Core services should be dealt with before unnecessary entertainment."
- "The Council expenditure."
- "Money is spent on unnecessary thing."
- "Could do a better job, need to look at where they are spending the money."
- "The money, spending is incorrectly prioritised."

### Council administration / spending on themselves / overstaffed / high salaries

- *"The restructuring is not targeting appropriate areas of Council."*
- *"Administration area, wasted funds, should be spent on ratepayers, Council jobs should be a privilege, Council could tighten belts."*
- *"Overstaffed."*
- *"The ivory tower needs leaning out, they say they've done it but I don't believe they have."*
- *"CEO and management keep getting large pay rises but then put rates up to run Council facilities. What they do doesn't warrant their salaries, shouldn't have facilities cut to give them a 6% pay rise."*
- *"The perceived level of bureaucracy in the Council."*
- *"The structure of the Council gets top heavy, grossly overloaded with Managers."*
- *"Overstaffed in the administration and management of Council office, building they can't afford."*

### Spending on arts / Len Lye Centre / Art Gallery / Museum / should be user pays

- *"Lots of money gets spent on arts and sculptures, etc."*
- *"Len Lye building is a waste of money, very much against it."*
- *"The Len Lye cost \$27 million to build."*
- *"Too much spent on museum and such, entrance fees should be charged for Govett Brewster Art Gallery and Museum."*
- *"Len Lye Centre, my biggest one, what it's costing the ratepayer."*
- *"Building the new art gallery, cost mainly."*
- *"Len Lye, there should be a charge for entry, the ratepayers shouldn't have to pick up the cost."*
- *"Money spent on projects like Len Lye, not on core services, water, rubbish, etc."*
- *"Len Lye shouldn't be there, waste of money, nobody wants it."*
- *"More Council could do especially when money is spent on Len Lye opening in July, not a good use of rates."*
- *"Not happy with money spent on Len Lye Centre."*
- *"Because of the cost of the Len Lye Gallery, we don't need such an expensive gallery."*
- *"They bought a piece of art from someone for \$6,000, too extravagant, paid \$10,000 for black and white prints, a few, not sure how many, waste of ratepayers' money."*
- *"Get rid of the Len Lye art gallery, too expensive and unnecessary to the ratepayers, the Wind Wand can go too, unnecessary, too much money spent."*
- *"Len Lye Centre, people are struggling with the rate increase to pay for things that are not wanted, eg, Len Lye Centre."*
- *"Amount spent on Len Lye Gallery, ugly building beside a lovely old building so it looks ridiculous, out of place."*
- *"The Len Lye Centre is a waste of money."*
- *"Len Lye Centre, people were opposed, money could be spent in better areas where it's really needed and do things like that if or when funds available."*
- *"Too much spent on Len Lye Centre, could have spent money on roading or upgrades anywhere else."*
- *"Money being spent on Len Lye Gallery, do not agree."*
- *"The Len Lye Centre, not as important as it's made out to be, too much money put into it."*
- *"Cost over-runs on projects like the Len Lye Centre."*
- *"Spend more money on one programme such as arts and cut money where more people would attend."*

continued ...

### Spending on arts / Len Lye Centre / Art Gallery / Museum / should be user pays (continued)

- *"I think when it comes to the arty things it should be user pays, I've travelled all over the world and I've paid for everything, user pays."*
- *"Building a place for Len Lye, totally unnecessary."*
- *"Don't like Len Lye Centre, the cost to ratepayers."*
- *"They spend too much on art and the Len Lye is a waste of money and there should be an entry charge."*
- *"Spending unnecessary, ie, Len Lye Centre building, very expensive, unnecessary, only be visited once, that will be it."*
- *"The Len Lye, waste of money."*
- *"Len Lye Centre, don't agree with rates going into that building and then charging us."*
- *"The Len Lye building, opposed to the Len Lye building."*
- *"Spent big money on Len Lye."*

### Roads / footpaths need attention / expenditure

- *"Money should be spent on roading and footpaths, etc."*
- *"Cost expenditure not being spent where it should be on essential services like the roads."*
- *"Roading issues for country roads, we pay for our roads, cutbacks have left them worse, not repairing."*
- *"Roading overall, too many patch-ups."*

### Other services need attention / expenditure

- *"Not supplying better bin service, rubbish."*
- *"Housing for the elderly, going to put the rents up, nothing much gets done to them maintenancewise."*
- *"Talking about parking meters at night all over the middle of the CBD."*
- *"Not being spent on water supply."*

### Cutting back of services / entertainment

- *"Things that are going to bring money into the district are being cut."*
- *"Talking about cutting the library service and swimming pools and sports facilities."*
- *"Don't like the way they cut back on public services."*
- *"When talk about taking services away like Brookland Zoo, I think they should charge a small entrance fee."*
- *"Cost cutting exercises at the moment, like not mowing the lawns, stopping the security for New Years Eve at motor camp."*
- *"Festival of Lights cut short this year, should continue through school holidays."*
- *"Festival of the Lights was run too short compared to other years."*
- *"Council cutting grants to organisations, especially events like Womad."*

### Others

- *"Photographs of Inglewood Mayors all gone, why should they go? Want to know where the photographs have gone, centre still there so why have they been taken and where are they?"*

**Q13 Where or from whom do they mainly see, read or hear information about Council**

Newspapers

Meetings

Radio

Newsletters

Personal contact

From other people/hearsay

Council's website

Social Media (eg, Facebook, Twitter)

Not aware of any

Council does not consult public

Others

- *"Rates demand."*
- *"Stuff Taranaki."*
- *"Inglewood Library."*
- *"The New Plymouth Club."*
- *"Mailbox drops."*

**Q14 Newspapers where they mainly see or read information about the Council**

Taranaki Daily News

The North Taranaki Midweek

The Stratford Press

Live Magazine

Moa Mail

Opunake and Coastal News

TOM Oakura

Others

- *"Hawera Star."*

## **Q16b+c Things Council has done well in the past year**

### **Beautification/ tidying up/ improvements**

- *"Keeping the environment and District up to scratch."*
- *"Graffiti removal ongoing is excellent and there is a Council service on private property, keeps New Plymouth immaculate and pristine."*
- *"Tidying up graffiti, got rid of the graffiti and the area looks much nicer, the whole New Plymouth area."*
- *"The gardens in the roundabouts and at Puke Ariki, they are lovely."*
- *"Public gardens at intersections, makes city look friendly and presentable."*
- *"Planted lovely trees, more visibly appealing."*
- *"Keeping the District clean and tidy, especially in New Plymouth, done properly, it's nice for us and good for visitors too."*
- *"Keeping the District clean, looks good."*
- *"Keeping the District looking good, flowerbeds."*
- *"Maintaining the appearance of the city, makes the community feel good."*

### **Events/ concerts/ entertainment**

- *"World class events, music, Womad, the events that they get I enjoy."*
- *"Womad, brings a diverse range of people to the region."*
- *"Kept Womad, they listened to the public."*
- *"Supporting Womad, the organisation, facilities and the band that was brought in."*
- *"Done quite well with good events, to get someone like "Sting act" is quite good."*
- *"Entertainment and cultural shows, really good to have Sting."*
- *"Entertainment, top class, bringing good talent to New Plymouth."*
- *"Pleased with recent musical events but still need more at the Bowl, better than it has been over the past few years."*
- *"Events held at Bowl of Brooklands, because people loved the events."*
- *"Entertainment for city, the entertainment is of good quality."*
- *"I think they do a fantastic job financing shows and entertainment, people have to come here for a reason, when they come here they want to move here, need to have something for people to come and see."*
- *"Promotion of local events, they are well established and attract better events, tourist attraction."*
- *"Good place to come for events, people like to come and visit the area."*
- *"The entertainment they bring into the District, the quality, the events were managed well."*
- *"Organised events, etc, good for the community overall."*
- *"Entertainment, well organised and lots of variety."*
- *"The events at the Bowl of Brooklands, the quality of the entertainment is good."*
- *"Events, we bring in top music events."*
- *"Events for families and children, always supply water, sun-block, fruit, etc, greatly appreciated."*
- *"The entertainment and bringing outside people into town, it has helped bring money into the town."*
- *"Promoted region well with support of events, Lights in Park, brought a lot of people into the region and recognised as a good quality event."*
- *"I think the lights display, New Plymouth has been publicised a lot. I heard people from outside the province say that they loved things here."*

continued ...

### Events / concerts / entertainment (continued)

- *"Pukekura lights, it's been an excellent show this year."*
- *"Keeping the lights at Pukekura Park, good drawcard for out-of-towners."*
- *"Festival of the lights, it's a good event."*
- *"The lights in Pukekura Park, it signifies a pride in our town, becoming well known around New Zealand."*
- *"The annual Festival of the Lights, good entertainment for free, for people who can't afford to go to shows."*
- *"They make the lights go longer in Pukekura Park, because they listened to the people."*
- *"Festival of the Lights done well, it's an ongoing drawcard for the District so important that it's well done."*
- *"Festival of Lights brings visitors in and it's awesome."*
- *"The Christmas lights, family orientated, brings people into the District, a good investment."*
- *"Lights at the Park, the amount of people there was incredible on the two nights we were there, visitors love it and the locals."*
- *"Festival of Lights, always a big turnout, good entertainment provided at the park."*
- *"Keeping the Festival of Lights, it brings tourism to New Plymouth."*
- *"Festival of the Lights, brings visitors and residents together, good entertainment there too."*
- *"The concerts at the Bowl and Festival of the Lights, brilliant as ever."*
- *"They have continued concerts and events, Womad, Lights in the Park, really enthusiastic team and continued support of the Council, these people have a passion for the community."*
- *"Still funding our Christmas festival, a lot better this year, enjoyable for everyone."*
- *"Getting the big concerts at the Bowl and Christmas at the Bowl, the quality was better last year, a lot of big name artists at the Bowl."*

### The Coastal Walkway / extensions to walkway

- *"City front walkway has opened up the city to look at sea, pleasant to walk on."*
- *"Fixed the coastal walkway, parts of the path."*
- *"Walkway, family friendly and encourages visitors and locals to be active."*
- *"Coastal walkway is brilliant and they have been extending it and they have put access for cycleway to Bell Block, everybody you talk to local and visitors love it."*
- *"Extended the coastal walkway, done simply and effectively."*
- *"Doing the walkway further on because people are getting fitter and using it."*
- *"Coastal walkway, beautiful venue and vista."*
- *"The coastal walkway, it's very easy to use, it's tidy and clean, easily accessible for everyone."*
- *"The walkway is brilliant and it has been extended, well designed and well executed."*
- *"The coastal walkway, a lot of people use it and it is good for New Plymouth."*
- *"Admire that they have maintained the walkway, expense was not excessive but added to vision of creators."*
- *"The way they have done the walkway, attracts many people to it."*
- *"Walkway, great resource."*
- *"Linking cycleways to the coastal walkway and to each other, because of the links and they go all around the city."*
- *"Increased walkway, love to see it growing towards Waitara, what about towards Oakura next?"*

continued ...

### The Coastal Walkway / extensions to walkway (continued)

- *"Extending the walkway, it enables disabled people and elderly, prams, etc, to use it and is very safe, very good."*
- *"Coastal walkway, simple ease of access."*
- *"Spending on coastal walkway, well spent, tourists, residents all enjoy."*
- *"Extension of walkway, it's superb and a real asset."*
- *"The extension of the coastal walkway to Bell Block, even further into Bell Block, we use it and it is great to walk further and into Bell Block Village."*
- *"Coastal walkway, it's a very popular venue for all age groups."*
- *"The coastal walkway, it captures the heart of the community, happy people there, something to be proud of."*
- *"Extending the walkway to Bell Block, it gets a lot of use from the community."*
- *"Extending the coastal walkway, make it awesome for town, extends fitness."*
- *"The coastal walkway, the upgrades, the views being highlighted and having access to Bell Block."*
- *"Coastal walkway, extra drawcard for visitors coming here, can access it from anywhere, ie, East end, Wind Wand."*
- *"Extending coastal walkway, it's good for the region to attract people and also for the benefit of local people."*
- *"Walkway, it's a pleasure to walk."*
- *"Coastal walkway extensions show great vision."*
- *"Walkway, maintenance and extension of it, great to use, used by many."*
- *"Walkway, very accessible to all, public love it."*
- *"Walkway, extension up to Bell Block, very good and makes more folk use the walkway."*
- *"The walkway by the sea is excellent, easy access and absolutely beautiful."*
- *"Walkway, very pleasant place to be, done well."*
- *"Maintaining seafront walkway, it's an ongoing thing and the Council does well with it."*
- *"Walkway, to see thousands use it and to have it extended, very pleased."*
- *"Walkway, good job, well done."*
- *"Walkway, drawcard for people, families."*
- *"Walkway, extending it to Bell Block, continue it further would be excellent."*
- *"Walkway, extending it, the coastal walkway, everyone is talking about it, how good it is, families and all ages use it and there's always people on it."*
- *"They've extended walkway, done a really good job."*
- *"Walkway is quite good, right beside the sea, pleasant walk."*
- *"Coastal walkway, branches everywhere and heavily used, it's awesome."*
- *"They have put in a beautiful walkway down by the beach, used by a lot of people and enjoyed by them."*
- *"Keep the coastal walkway well maintained, clean and tidy, got plants on corners, lovely."*
- *"Improved walkway to Bell Block, good concrete, good to have longer options."*
- *"Coastal walkway is maintained well."*
- *"Walkway, looks good and it's very popular."*
- *"Extending the walkway, helps to make the area, the vision of using the coast is brilliant."*
- *"Coastal walkway, used by all."*
- *"Developing the walkway, marvellous job, used by lots of residents."*
- *"Bell Block, extension of walkway, it's more access for us and is longer."*
- *"The coastal walkway has opened up the coast to more people, physically and mentally better for town folk and visitors, added another dimension."*
- *"The walkway extension to Bell Block, it's very nicely done and good access for me."*
- *"Improvements of the walkway from Rewarewa Bridge to Bell Block, it's picturesque, suits all ages, it's become a great facility."*

### Len Lye Centre

- *"The Len Lye Centre, I like investing in the arts."*
- *"Very impressed with the Len Lye Centre, the whole spectacle, I like the whole thing."*
- *"The Len Lye Centre, the new stainless steel structure is incredible."*
- *"Len Lye Centre, because we are an art centre, another facet of our cultural heritage."*
- *"The Len Lye Gallery, it will draw people to New Plymouth from overseas even but please do not charge entry, it's good for young people and children and locals, the Gallery."*
- *"Len Lye, in favour, great for community, spectacular."*
- *"Len Lye Centre, it's an amazing thing that will attract visitors."*

### Provision/improvement of services/facilities

- *"Maintaining core services, continuity of supply and services, have had no problems."*
- *"Maintained services well, water, sewerage, rubbish, good for the community."*
- *"Most things, maintaining of services, keeps things going."*
- *"Keeping facilities and services running well generally, no major hiccups, everything running smoothly."*
- *"Keep up their standards, they have maintained their level of service."*
- *"Fluoride in water, got rid of it."*
- *"Maintained my water supply and picked up my rubbish, they turn up on time and deliver."*
- *"Stormwater, improving that in Waitara."*
- *"Libraries, I love reading."*
- *"Public toilets being upgraded at the Valley and all over the district in general, standardised and upgraded, nicer to use."*
- *"Installed toilet at Waitara cemetery, there wasn't one before and should have been."*
- *"Animal control, response is quick."*
- *"Ongoing dog control is excellent, putting dogs to sleep that bite people."*
- *"Responding to our request for a footpath very quickly."*
- *"Stop banks for flooding in Waitara, built it up so high, covering a wide area."*

### Good sporting facilities/sporting events

- *"Sporting events, bringing them here."*
- *"We bring in top sporting events."*
- *"Rugby events."*
- *"Velodrome at Bell Block, good design and great for kids."*
- *"To get the soccer World Cup here, the fact that they got it to New Plymouth."*
- *"Supporting the Rugby Union, as a team, for events, promotes the district."*
- *"TSB Stadium has lovely facilities, it's used an awful lot, wonderful place."*
- *"Sporting events are great, games, etc, in good venues."*

### Good parks / reserves / playgrounds / upkeep and improvements

- *"Our parks are world class."*
- *"Investment in the parks."*
- *"Other attractions, parks, etc."*
- *"Pukekura Park, maintained well."*
- *"Parks, Pukekura Park, great for locals and visitors."*
- *"Pukekura Park maintenance, maintained well to a high standard."*
- *"Pukekura Park, the amount of work they put in to look after it, which they do well."*
- *"Parks are beautifully kept and maintained."*
- *"Pukekura Park, the new nets look really good and the playground is a well used area, nets blend in with the natural environment."*
- *"Maintenance of Pukekura Park, it's important as park is a drawcard for locals and visitors."*
- *"Pukekura Park, family friendly."*
- *"Quality of playgrounds in areas, not all the same though, more interesting equipment for different age groups."*
- *"Improving the playground near Parsons Street, the playground used to look forgotten, reduced the speed of cars near playground."*
- *"Parks, maintaining the standard, high."*
- *"The parks, they try and make safe for people."*
- *"Parks are a real asset to the province, everywhere in parks looks good."*
- *"Upgrades to the parks, looking nice."*
- *"Maintaining of parks and reserves, the city looks good and people comment on this."*

### Sewerage system

- *"The Waitara sewerage was done well."*
- *"Diversion of Waitara wastewater to New Plymouth, done on budget, people kept informed and the quality of the wastewater being discharged at Waitara needed to be improved."*
- *"Waitara sewerage, came in under budget."*
- *"Fixing the sewerage problem in Waitara."*

### Roading / traffic / road safety

- *"Resealing Dudley Road, road needs to be wider but an improvement has been made."*
- *"Began improvements to roads to Waiwakaiho Bridge."*
- *"Fixing the roads at Waiwakaiho, they fact they are actually doing something about them."*
- *"The roads where we are, Moturoa seem to be very well maintained, any problems like potholes, on to it straightaway and it's fixed."*
- *"The Northgate improvements, it has to be a plus improving the road."*
- *"The Waiwakaiho Bridge, it is a bottleneck and they are improving it and in an emergency it will be an easy exit."*
- *"Started work on the bottleneck at Waiwakaiho Bridge, will ease the congestion."*
- *"The roadworks to widen Waiwakaiho Bridge, because it was necessary."*
- *"Road access, Waiwakaiho past the Girls High School going north to Auckland, improved traffic flow."*
- *"Started the new roading and bridges heading out of town out to Waiwakaiho, because very necessary and will help traffic flow."*
- *"The roads and bridges in New Plymouth being built, good for access to various places."*
- *"Roading improving, especially access from Bell Block to central city, helps get to work easier and quicker."*

continued ...

### Roading / traffic / road safety (continued)

- *"Roothing, a big job and they keep upgrading and maintaining well."*
- *"Improving access into New Plymouth, new highway from one lane to two lanes into New Plymouth, great."*
- *"Bypass Bell Block, takes less time to get where you are going."*
- *"Improving roads, Strandon area, made easier."*
- *"Roothing in Clifton area, after several approaches the Moki Road, Kaipikari Road areas were improved."*
- *"Improved our road beautifully, Davies Lane, dug it right down and levelled it and done it thoroughly and well."*
- *"Major events traffic control, good general organisation."*
- *"Upgrading our road at the moment, Mataro Road, will make a difference, two lanes now."*
- *"The start of the rooding upgrade between Waiwakaiho and Plymouth Hotel, it will improve traffic flow in the district."*
- *"Addressing the road going into town, when finished the flow will be better, Waiwakaiho."*
- *"The crossing signal for pedestrians and the count down timing, did not have a crossing prior to this, no lights, traffic lights now have the signal and count for pedestrians to cross safely."*

### The cycleways / cycle trails (excluding mentions of cycling on Coastal Walkway)

- *"Upgrades to cycleways."*
- *"Extended the cycleway, because I use it, it's wide and 12-13 kilometres long, well thought out, it's beautiful, a complete asset."*
- *"Cycleways, well done, well maintained, used by many people."*
- *"Cycleways, world class."*
- *"Extension of cycleway, we use this extensively, serves a greater percentage of the New Plymouth population rather than arts and cultural facilities."*
- *"Cycleways, brings a lot of feedback from out of the district."*

### Council does a good job / good communication / information / keep rates down

- *"The way New Plymouth has developed, done with consultation."*
- *"General attitude of trying to keep rates down."*
- *"Keep the rates down, saves us money."*
- *"Low cost of rates compared to other regions."*
- *"Came out and had a referendum in our little area, well advertised, supported well. After everybody had their say they put out a flyer follow up telling you about the day and results."*
- *"Doing a good job overall, keep it up."*
- *"The Council performs well generally, can't pinpoint anything in particular, our rates are spent responsibly by Council."*
- *"They have done a good job overall because Taranaki has become a destination for people and people all over the world and New Zealand visit."*
- *"Asking for more public input, find them to be open to ideas."*
- *"Public meetings arranged in community, a first to organised, good for community, getting out there."*
- *"Pamphlet, quarterly update on each dollar spent by the Council, visual, spells it out nice and simple."*
- *"The discussion of ideas is done well, everything is out in the open, there seems to be a willingness to discuss and engage the public."*

continued ...

### Council does a good job / good communication / information / keep rates down (continued)

- *"Have spent well."*
- *"They are pretty efficient."*
- *"Restructuring, too many people working there at the Council offices so good to see Council restructuring it."*
- *"Community Board member very pro-active in fixing our local hall, listening to her and getting things done. We pay high rates and rural areas have few services provided, most are community owned and maintained."*
- *"Great early consultation with Hapu regarding Waihi Taonga, educating farmers about tapu sites on their farms."*
- *"Community engagements, meetings and consultation, talking to the people, Council has been quite out in the open about things, new Councillors have done this."*

### Good service from Council staff

- *"Their own office staff are excellent, they are approachable, informed and willing to listen."*
- *"My water toby broke, Council people fixed it and repaired the concrete better than it was, fast and friendly."*
- *"When I rang to fix water toby they came straightaway."*
- *"Council when approached were prompt with action and very helpful."*
- *"Staff are always super helpful when I go into the office."*
- *"District manning office staff, very helpful when building onto house. Being farmers, out of our expertise but we were very well looked after."*

### Keeping Council housing

- *"Keeping Council housing, listened to public pressure."*
- *"Backing down on selling Council housing for elderly, they listened to Grey Power."*
- *"Keeping Council housing, listening to the submissions."*
- *"Keeping the Council houses, listening to the submissions of the people."*

### Walkways generally / other specified walkways (apart from Coastal Walkway)

- *"Te Henui walkway."*
- *"Upgrade to the Te Henui walkway."*
- *"Te Henui, created to fit in with the natural layout."*
- *"Te Henui walkway, opened it out with the cycleway, done a great job, really good."*
- *"Huatoki walkway improvements."*
- *"Walkway from Bell Block through to Wills Road, very good, opened up a loop road without having to go on main road."*
- *"Walkways are a real asset to the province."*

### Improving swimming pools

- *"Going to improve the swimming pool, it needed it."*
- *"Upgraded the Aquatic Centre because it has needed it and it looks a lot better."*
- *"Doing up the local pool, Aquatic Centre in New Plymouth, we use it a lot working with people with disabilities, good facilities and staff brilliant."*
- *"The swimming pool at Inglewood, meets the needs of the customers."*
- *"Ongoing upgrade of swimming pool, just that it is being done."*

### Maori Ward issue

- *"The Maori ward issue has been handled well, nice to know Councillors prepared to stand by their outlook, good consultation with the community."*
- *"Just putting challenges out, the Maori ward department, tried to open communication channels."*
- *"Creating a Maori ward, it's fair and will help addressing issues of Maori."*
- *"Maori ward, equitable if introduced for Maori people."*
- *"Bringing the issue of Maori representation to the forefront, Maori should be represented."*

### Others

- *"Look after staff, turnover slow so must be doing well by them."*
- *"Let's Go" project, gets kids walking or biking to school, road safety and bike safety, because they are extremely helpful."*
- *"Puke Ariki, it's an asset to Taranaki."*
- *"Puke Ariki."*
- *"Puke Ariki, it is free to get in now."*
- *"Disability programming, take it as an important matter."*
- *"Done a great deal of improvement as far as disabilities are included, because they include both able bodied and disabled."*
- *"Maintenance on the Opera House, has been done to a high standard, it's a credit to community."*

## Q17b+c Things Council could have done better in the past year

### Keeping the rates down/other rates issues

- *"Rates astronomical."*
- *"Should not put our rates up, spending it on things not relevant to certain areas."*
- *"Need to do more for middle income people, rates kept down, these people do struggle."*
- *"Rates rises."*
- *"Put up rates too much but incomes not increasing as fast."*
- *"Lifting rates beyond inflation and this is not sustainable long term."*
- *"The rates should not be going up."*
- *"Talking about rates going up 6-8%, grossly unfair."*
- *"Shouldn't be so scared of putting rates up, they need to keep everything updated, eg, sewerage and water."*
- *"Unhappy with suggestions that there be a rates "cap", unrealistic to be considered if they want the district to progress."*
- *"Don't agree with our rates being capped, if they charged a gold coin donation at Brookland Zoo and Puke Ariki Museum, etc, people wouldn't mind going and that would go towards our rates."*
- *"Need to be more positive about rates."*

### By-election/ two recently elected Councillors resigned

- *"By-election they are having, could have gone with the next two highest polling candidates from the last election instead of wasting money on this."*
- *"Two recently elected Councillors have already resigned, they resigned over the Maori wards, it costs a lot of money to have an election so the candidates should have communicated with each other better."*
- *"By-election happening and shouldn't be, the Councillors leaving have let the people down."*
- *"The by-election didn't need to happen, the next people on the voting list should go in rather than have an expensive by-election."*
- *"By-election, too soon after election, too much money spent on it."*
- *"Not having to have election papers sent out to choose two more Councillors, should have been handled better in Council, keeping the Councillors and not having them resigning."*
- *"By-election, cost of this is very costly, should wait until next election."*
- *"Two Councillors have resigned in the past two to three months, this could have been prevented."*
- *"Two Councillors have quit."*

### Maori Ward issue

- *"We don't need Maori wards, we should all have the same."*
- *"Maori ward, nobody wants it, Mayor is beating his own drum, shouldn't be his own opinion but what people want."*
- *"Mayor's position on Maori ward, he's following his personal agenda causing strife in the Council."*
- *"Having a Maori seat on the Council, everyone should be voted on and no ethnic group should be singled out."*
- *"Bringing in the Maori ward, everyone has equal opportunity in New Zealand."*
- *"Disappointed with the Maori ward thing, waste of money."*

continued ...

### Maori Ward issue (continued)

- *"A lot more consultation about the Maori ward, it was sprung on the public and there was no referendum."*
- *"The proposal to provide Maori wards, it is creating unnecessary division in the community of New Plymouth district."*
- *"Regards the Maori ward seat, needs to be more information as to what that all means, it's a national issue as opposed to regional issue."*
- *"Bringing the Maori wards in, the Mayor bent to pressure to bring Maori wards in."*
- *"Council could have handled Maori representation better than it has, when you get animosity and squabbling from the population, there should have been a better way of handling it."*
- *"The Maori wards, it has not been handled well and has given Council a bad name, communication has been bad between them and the public."*
- *"Talking about having a Maori ward at present, we are one nation, it is divisive."*
- *"Don't think there should be any Maori seats, Mayor didn't consult with public on Maori seats."*
- *"Consultation on Maori wards, take time to think these through and get public to have their say."*
- *"Could communicate more effectively regarding the Maori wards, because there is a lot of misinformation about it."*
- *"Too much bickering about the Maori ward."*

### Poor investments / Australian investment

- *"Investment side, after selling power shares should have been placed in diverse portfolio."*
- *"Attracted better Councillors utilising the investment fund, have misgivings about the investment fund growth, it seems to be under-performing, more transparency, proactive, not reactive."*
- *"Could do better managing their financial assets, Tasman investments, there's uncertainty about the investment in Tasman farms, they are getting paid a lot to make the decision, too much in one investment."*
- *"The investment trust, they have not investigated fully the investment manager's performance, has performed very badly over last few years, they should be looking more closely at this."*
- *"Their fund portfolio to subsidise rates, manage it better."*
- *"Asset rich and cash poor, the Tasman farms, feel they are putting all their eggs in one basket."*

### Expenditure on the Art Gallery / Len Lye and other artworks

- *"Not spent so much on the Len Lye Centre, there are more important things rather than a select niche group."*
- *"Len Lye Gallery, spent less money."*
- *"Len Lye, spent too much public money on it."*
- *"Len Lye, spent less."*
- *"Len Lye, what an expense, cut back."*
- *"Len Lye, waste of money."*
- *"Shouldn't have built Len Lye Arts Centre, not nice looking art, spend it on other things like upgrading sewerage."*
- *"Len Lye Art Centre, not built it, has a limited appeal, should be a door charge."*

*continued ...*

### Expenditure on the Art Gallery / Len Lye and other artworks (continued)

- *"The Len Lye building is a complete waste of money, people will only go there once, people attending should have to pay, it's going to fall back on the ratepayers to pay for it."*
- *"Not built the Len Lye Centre, build something more value for money."*
- *"Spent unnecessary amount on art pieces around the place, money could have been better used elsewhere."*
- *"Stop buying ridiculous art at ridiculous prices, could support the local artists' work instead of spending ridiculous money."*
- *"Shouldn't have spent so much money, ie, Len Lye Centre, the Council are there under false pretences, their spending was not mandated."*
- *"The Len Lye building, gallery, they can have it only if it is user pays."*
- *"Not happy about the Len Lye building, cost of the building, disputes over charging for entry."*
- *"The Len Lye Centre, new art exhibition centre, funding issues, the ratepayers are going to have to pick up the running costs and also could have to pay, ie, visitors only will have to pay entry fee."*
- *"The Len Lye Gallery, it is so expensive for the district."*
- *"Len Lye Art Gallery, the Council make decisions and then change them, ratepayers should not have to pay to go in."*
- *"Len Lye, too much money being spent."*
- *"Funding the Len Lye Centre, reluctance to face up to financial realities."*
- *"Not built Len Lye when so much opposition to it, should have listened to the public mood and spent money more wisely."*
- *"Len Lye Centre, they should have listened to the opposition to it."*
- *"Could have stopped the new arty farty thing, must have cost a fortune to build."*
- *"Len Lye project, New Plymouth residents I think should be free to enter, out of town visitors pay."*
- *"The art gallery, the concrete slabs stuck around are not very pleasing to the eye so I haven't been inside."*
- *"Govett Brewster art gallery, should be scrubbed, costing a fortune and it's rubbish."*
- *"Art Gallery, plenty of confusion and waste of money."*
- *"Way they handled the Len Lye Centre, better consultation with the community would have been appreciated."*
- *"Len Lye Centre, the back-tracking on the charges, they promised there would be no charge but now they are saying there will be a charge."*
- *"Should have kept user pays for the Len Lye art gallery, the art gallery is a white elephant. Council pays \$3 million a year before it's even opened."*
- *"The Len Lye building, a complete and utter waste of money, it should be publicly funded, not ratepayers, doubt if it will bring extra folk or business to town, they took no notice of public opinion."*
- *"Len Lye gallery, spent too much money on it."*
- *"Len Lye, waste of money, far too much spent."*
- *"Art gallery, spent too much on it."*
- *"Stop the Len Lye building, money we haven't got."*
- *"The Len Lye gallery, should have to pay entrance fee, visitors to the gallery."*
- *"Len Lye building, ratepayers have put a lot of money into it, should have had nothing to do with it."*
- *"Len Lye Centre, we could have kept our money for something modest and better looking."*
- *"Len Lye issues, communication could be better."*

continued ...

### Expenditure on the Art Gallery / Len Lye and other artworks (continued)

- *"Could have handled Len Lye much better, been more consultative."*
- *"Not built the Len Lye Centre, it is a waste of money, going to cost us more."*
- *"The Len Lye Centre operating costs, should have stood their ground and not be duped by the Len Lye foundation, Council spent too much on it."*
- *"Len Lye Centre, bad budget planning, should have budgeted better before started, delays and costs are ridiculous."*
- *"They should not have been involved in the Len Lye Centre, the money could have been used for other purposes, money spent is only for a limited group of people, it should bring in its own money."*
- *"Not built Len Lye, a waste of money, inconvenience with road diversions for something nobody wants."*
- *"Upgrading the art gallery, it's a waste of money, money could be better spent elsewhere and there should be entrance fees."*
- *"Spend less on artworks, Len Lye, waste of money."*
- *"Len Lye building, a waste of money, should have other facilities that are better for the area."*
- *"Bit of back tracking on various cost, eg, Len Lye."*

### Events / concerts / entertainment

- *"Festival of lights, needed to be kept on longer, until 6th February."*
- *"Could have had Festival of lights on for longer, the good weather has continued, still could have been, people still come into city for later holidays."*
- *"Fireworks display, community paid for it and it was cancelled."*
- *"Rugby park under utilised, could be used for a variety of events and should be used more for local rugby, all grades."*
- *"Fireworks display, poor publicity, not enough."*
- *"Why are Council paying for events, eg, sports when sports bodies, etc, take money at gate?"*
- *"Bowl of Brooklands needs promoting much more."*
- *"Council is hard on music entertainment, nothing major on Christmas and New Year, what little is on at those times finishes too early."*
- *"Festival of Lights cut short by two weeks, should ask the public to fund for those two weeks."*
- *"Lights at the park, turned off too early."*
- *"Event management at Yarrows Stadium, at the rugby finals there was a lack of alcohol beverages at half time, whereas the car parks had endless access to alcohol."*

### Town planning issues / land use / building consents / resource consents

- *"Administration of land use, they haven't applied the rules."*
- *"The fees for a building consent, rules say you can't build any closer than 30 metres from road, had to pay \$1,700 more for a resource consent."*
- *"Consent process take a long time, need to put more people on the job to get through faster."*
- *"Resource management costs, they hide behind process, there's no planning and they just respond to checklists and it's very disempowering for the public, everything is wrapped in bureaucracy, not there to serve the public."*
- *"Interpretation of the District Plan and resource consents, injection of commonsense needed."*

continued ...

### Town planning issues/land use/building consents/resource consents (continued)

- *"Need to open up more subdivisions, inject some life into the place, shops are closing down, etc, we need to attract more people."*
- *"To assist members of the public understand the resource consent process and how to participate in that, I see lots of people and they have no idea or understanding of resource consents."*
- *"Urban sprawl, development into farmland, farmland should remain farmland."*
- *"Beach subdivision issue, respond properly to ratepayers."*

### Rubbish collection/recycling services

- *"Recycling of rubbish, there should be provision for recycling bins."*
- *"Rubbish and disposal, a survey was sent out and nothing done from the survey."*
- *"Recycling, clarified more, what we can and what can't recycle."*
- *"Rubbish collection is poor, Brooklands, people should adhere to Council rules regarding collections, eg, breaking and folding cardboard."*
- *"Recycling, letting people know which plastics can be recycled, can only recycle 1 and 2 so the rest goes in the rubbish."*
- *"Rubbish disposal, improve recycling."*
- *"They need to do something about rubbish, encourage people to recycle."*
- *"Recycling, householders need free bins provided to put recycling in."*
- *"Rubbish service, present alternatives to community other than current way."*
- *"Bins for rubbish, home collection and recycling bin instead of bags, dogs can get into them and the recycling would be easier in a bin."*
- *"Rubbish collection, would prefer wheelie bins, dogs rip plastic bags open."*
- *"We need services like provision for rubbish disposal, too far and too expensive."*

### Poor consultation/communication/information/don't listen to the people/more transparency needed/be more open and honest

- *"Listen to the majority of the people."*
- *"More transparency on matters in relation to expenditure."*
- *"Information to ratepayers, more in newspaper and newsletters."*
- *"Having more meetings with public instead of being behind closed doors."*
- *"The through bridge upgrade could have been clearer for the local community, kept in contact with residents on a more regular basis."*
- *"More positive information, improve perceptions on money still being spent on things people use for recreation, communication of the vision better so that spending isn't considered frivolous."*
- *"Listen to the public, just don't go ahead after asking for public opinion and ignoring it."*
- *"Keep community informed of what they are doing, too much behind closed doors, we're entitled to know what's going on, what's being considered, no particular issue but on everything."*
- *"More communication needed, website not updated regularly."*
- *"Communicating their intentions, social media polarises issues and is reactionary so I only get what people are arguing about, the media seem to get in first before we know about it and blow things up."*
- *"Delivery of information is not always easy to understand, not always effective."*
- *"Don't listen to ratepayers or public opinion, should listen to ratepayers instead of their own agenda."*

continued ...

Poor consultation/communication/information/don't listen to the people/more transparency needed/be more open and honest (continued)

- *"They did meeting in different communities which was good but most of the residents thought it would be about our community but was about budget and the Maori ward."*
- *"Inform public properly to improve awareness of risks, eg, highlight danger motorists pose to cyclists and damage unleashed dogs pose particularly on coast walkway."*

Swimming pool issues

- *"Swimming pool ratio at Aquatic Centre, a baby in a pram does not stop the mum from actively supervising a seven year old."*
- *"Opening hours of swimming pool, Bell Block, should be open earlier."*
- *"Improvement of the pool at Fitzroy Beach, needs to be bigger."*
- *"Why refurbish the swimming pool at Kawaroa Park, it seemed fine to me."*

Expenditure/wasting money/need to control spending/better financial management

- *"Spending money, New Plymouth may look very nice but new Council building, relatively new, spent millions, now looking like a mansion, not the money available for things like that."*
- *"Use ratepayers' money more wisely, things like infrastructure, need water, sewerage, etc."*
- *"Need to look at money being spent, trim costs, user pays for some of the facilities rather than rates keep increasing."*
- *"Spend less."*
- *"Council, running of their staff, too much money spent on administration."*
- *"Sorted finances out better and spent wisely, where has the money gone from the housing rentals?"*
- *"All we see is exorbitant spending on things that we are not going to use."*
- *"Spending \$60-70 million on consultant to help Mayor is a waste of money, a Mayor should be able to do the job on his merit."*
- *"Get rid of the consultants, over priced and Mayor should back himself."*
- *"Too much spent on consultants, plenty of talent within the Council."*
- *"Redundancy debacle, shouldn't employ consultants, CEO should be able to handle it, that's what she is paid for."*
- *"Some of the spending seems odd, the wooden seats on the walkway being replaced."*
- *"Restructure management team, cost saving."*
- *"Look at internal cost structure, employing contractors where costings are Chief Executive's responsibility, need to look at Council internal structure for saving."*

Parking issues/new parking system

- *"Parking, they could improve, more parking."*
- *"Car parking in CBD, have more to help young families and the elderly."*
- *"Parking is too expensive, parking fee puts me off going to the city."*
- *"Parking situation, parking fines unfair."*
- *"Proposal to increase parking, I am against the extended hours that the Council are going to charge for parking."*
- *"The parking has been handled poorly, parking meters in town, there was not much public consultation in regard to parking meters, people are stressed about paying the meters while in town."*
- *"Not enough parking around the library, far too much space for buses, could make more room for cars and less room for buses."*
- *"More parking, Devon Street needs more."*
- *"Parking in New Plymouth city centre, you have to drive around to find one."*

### Upkeep/appearance of area

- *"Maintenance to main entrance into the city."*
- *"Weed control in Waitara, that they have not checked lately, fennel is now flowering and needs control and is getting out of control."*
- *"Cemeteries generally, they need a bit more maintenance and a tidy up."*
- *"Maintaining all the little reserves, small pockets of land Council owns but doesn't know they do, out of sight, out of mind, important for people who use them, Council owned and they need to be maintained as the larger ones are."*
- *"Not cleaning out the main lake at Pukekura Park, it's weedy and as a tourist asset should be attended to."*
- *"The tidy up around the streets as you enter the city and in Awanui Street, the grass in lower Awanui Street, the bank there, it needs a good tidy up, looks messy."*
- *"Rubbish collection at parks and reserves being done by a contractor, needs to be improved, cost factor so bins not emptied as often as they should be, too much rubbish being dumped and not collected."*
- *"Trimming of vegetation on roadside."*
- *"The old Westtown supermarket site definitely needs attention because it's an absolute eyesore. If it was someone's house I'm sure they would have been made to do something about it, broken windows and urine everywhere."*
- *"Taken the rubbish bins away from Tukapa Street, bus shelter right beside it and you can imagine the rubbish being dropped on the ground."*

### Cost cutting measures

- *"I'm not convinced that reducing costs means to have to reduce services, look at some of the Council's processes, I feel they could be done more effectively."*
- *"Tried to scare us saying cuts would have to be made to keep the rates bill down, talk about closing library and cutting hours."*
- *"They gave emotive examples of services that would be cut - parking for elderly at Bell Block library, to justify what they are doing instead of sorting things out properly."*

### Improve Council performance / too much bickering

- *"Less fighting amongst themselves, why spend a lot of time discussing CEO salary which is set by Higher Salaries Commission."*
- *"Stop infighting."*
- *"Spend less time bickering with each other and get on with the important things, to move forward."*
- *"Have a lot of in-house arguments, forever changing what's going to happen."*
- *"Think that the communication between Councillors and Council staff could be better, the behaviour of some of the Councillors and Council candidates sometimes brings New Plymouth into disrepute."*
- *"Stop the infighting, too dysfunctional."*
- *"Stop their bloody bickering and get on with it, they would be more efficient, more could be done."*
- *"Handle the media stuff better, too much infighting, Youth Council became too personal, commenting on things that had nothing to do with them."*
- *"I wasn't impressed with the handling of the Youth Committee, it's a missed opportunity to engage with the people most affected by the discussions."*
- *"Whole environment of Council should be more harmonious and stop infighting, there could be more positive vibes."*

continued ...

### Improve Council performance / too much bickering (continued)

- *"More unity and less fighting amongst themselves, stop fighting and work in harmony."*
- *"Councillors to work together better, too many bullies among the Councillors."*
- *"Stop fighting amongst themselves, they are meant to be one unit helping the public."*
- *"Bickering and arguments in Council, should be more businesslike, run by professionals."*
- *"Councillors bickering, shouldn't be hearing about it, always seems to be friction."*
- *"Council's behaviour running Council, they bicker and fight in the media and in their meetings."*
- *"A growing disquiet exists with the Mayor and some Councillors, they are not truly picking up on the genuine feelings of portions of the community."*
- *"The fact that they didn't approve single transferable voting, with that voting system you end up with more people on Council that more people are happy with."*
- *"Internal thing of prioritising, they cannot seem to decide what is important and what needs doing first."*
- *"Councillors not following up on promises, should be more efficient with less staff."*
- *"Not happy with the way the Council conducts its administrative affairs, get a better Mayor."*
- *"Mayor is not delivering what he talked about in lead up to election, find a better Mayor."*
- *"In house fighting and bullying, not very professional and a waste of money."*
- *"Their in house bickering I don't like, think it's a shame."*
- *"Work together as a team."*
- *"In house bickering, a better service in Council required, need vibrancy in the town."*
- *"Exposure of relationships within Council. One hand doesn't know what the other hand is doing, communication lacks within Council, much conflict between Councillors."*
- *"To more efficiently run the Council, too much time wasting."*

### Condition of roads / maintenance of roads / other roading / traffic / cycling issues

- *"Local roading, Chilman Street, need a system to check road conditions."*
- *"Pukearuhe Road maintenance, upkeep of roading."*
- *"Roading, too many trips being made to look at problems before anything happens."*
- *"The cycleways are too narrow, cars are still too close to cyclists."*
- *"Fitzroy Park footpath to cycleway, you have to be careful watching out for cycles, could put a centre line in cycleway, it's dangerous for walkers."*
- *"Congestion around Fitzroy and Bell Block, they are working on it but it needs to be finished."*
- *"The bridge over Waiwakaiho River, northern outlet, if the bridge goes there is no other way north out of New Plymouth, no other outlet across the river."*
- *"Waiwakaiho Bridge, need another one, one is not enough in an emergency."*
- *"Need a second bridge over Waiwakaiho River for better transport flow."*
- *"Handling the speed restrictions on Otaraoa Road, lack of communication with the people who wanted it done."*
- *"Reducing the speed limit, Devon Street West, Central and East, should have been done sooner."*
- *"Town planning in terms of roading, road surfaces in the northern parts of the city are surfaced with a cheaper option."*
- *"Roads upkeep, uneven surfaces, potholes, make it hard for wheelchair people in vehicles, generally across the region."*
- *"Roading around Wills Road and Corbett Road, around the Allied petrol station, cars darting out into traffic, it's quite high risk, I've seen lots of accidents and near misses on that piece of road."*
- *"Should work on roads at night time, not during the day, easier flow of traffic."*

### Footpaths / walkways / pedestrian crossings

- *"South Road near Spotswood schools, needs a better controlled crossing at this point as it is very dangerous, traffic is very fast, a light controlled crossing would help."*
- *"Kipling Crescent, hedge, north end, grown right over footpath, no good for prams or wheelchairs."*
- *"The footpaths in Ngatoki Street, Urenui on the seaward side, roots are uplifting the footpaths."*

### Improvements needed to other specified services

- *"Could have put fluoride back in the water, out of control paediatric dental problems, especially in lower socio-economic areas."*
- *"Taking the fluoride out of the water, need it in for public health."*
- *"Fluoride in the water, didn't consider evidence and ignored expert advice from Ministry of Health and Dental Association."*
- *"A better water supply for Okato needed, can't wash car or water plants in summer."*
- *"Inglewood water, keep turning off the wrong valve and stopped water. Should have been informed that the water was off, has happened more than once."*
- *"The lack of and the state of the public toilets, other than the main street ones, they are not looked after properly, they need more constant attention."*
- *"Public toilets, more cleaning needed, more frequent."*
- *"Dog registrations, too high, pay twice as much as other Councils for the same size district, ie, Nelson is \$49 and New Plymouth is \$80."*
- *"Animal control services, we notified Council of last dog and we eventually had it returned, the finder called Council so they could return the dog but were not able to access information, surely that would help everybody, Council, owner and finder."*
- *"Council could supply small dog parks, makes it more pleasant for the community not having to contend with dogs. Like the dog parks in Christchurch."*
- *"Bike stands at Fitzroy Beach and walkway, need more bike stations to tie your bike to, both places."*
- *"Sun protection needed at playground at Pukekura Park, there is no shade or trees covering the swings and play equipment."*
- *"No shading provided by the Council. Kids activities, very hot in middle of the day and no shade sails or cover."*
- *"I'd like to see a better bus system, there are some routes that need more buses, Oakura."*

### Others

- *"More stringent on oil and gas industry, could have been done better."*
- *"Not keen on Maori wardens at the hospital, it brings in segregation. Otherwise you will get Chinese wardens, Indian wardens, etc. There are so many different cultures here, we should all be one culture called New Zealand."*
- *"The website is appalling, difficult to follow and hard to navigate."*
- *"Replying to emails, sent one a long while back regarding recycling, never got a reply."*
- *"Would make sense for there to be a direct line to facilities like the museum or library rather than having to go through the Council offices every time, waste of resources."*
- *"Too many Councillors for New Plymouth, smaller areas need better representation."*
- *"Need more concern about the Onaero erosion, the erosion has increased quickly, I'd like them to move a lot quicker on the issue, like put it into the next 10 year plan."*
- *"Sewerage and stormwater going into the ocean, it needs to be treated and settled and not pumped straight into an area where people swim and fish."*

continued ...

### Others (continued)

- *"Housing, keep the units upgraded and up-to-date, some looking very untidy, talk to tenants."*
- *"Could help elderly more, eg, more Council flats, not enough flats for elderly people."*
- *"At the airport they have done a large grass strip beside terminal, this could have been made better use making if five minutes parking for drop offs and pick ups."*
- *"The restructure of the Council, the letting go of senior staff before Christmas, some of the staff let go were close to retirement, should have waited for their retirement rather than let them go."*
- *"Found better candidates for filling in Councillors, they are scraping the bottom of the barrel with these guys."*
- *"Our driveway has not been done in Hussey Street, every other house has one but not us, absolute mess in the winter."*

**Q18 Things they would do if they wanted Council to do something**

Phone the Council offices

Phone the Mayor

Phone a Councillor

Phone a Community Board member

Visit the Council offices

Write a letter / send an email

Others

- *"Visit a community centre."*
- *"Internet, website." (2)*
- *"Stay away from future events."*
- *"Phone a friend for advice/phone a friend." (2)*
- *"Call centre."*
- *"Make a submission in writing."*
- *"Through social media, Facebook."*

## Q19a Services/facilities that it does best and reasons why

### Rubbish collection / disposal / recycling

- *"The rubbish collection, it keeps Taranaki nice and tidy."*
- *"Rubbish collection is good, no problem with the rubbish."*
- *"The rubbish collection, it is regular and you do not see rubbish on the streets or in the district."*
- *"Rubbish collection is brilliant."*
- *"Rubbish collection is very good."*
- *"Rubbish collection is always on time, I know exactly what to do in Oakura."*
- *"Rubbish is reliable."*
- *"Maintaining rubbish."*
- *"Waste, more recycling needed though."*

### Water supply

- *"Water, satisfactory supply in our area."*
- *"We have plenty of water."*
- *"Water is reliable."*
- *"Maintaining water."*
- *"Water, keeping it up to date and upgrading where necessary."*
- *"Maintaining water supply."*
- *"Water done well."*
- *"Water, all urban new houses should have water tanks."*

### Sewerage / sewerage treatment

- *"Sewerage, no problems."*
- *"Sewerage, good."*
- *"Maintaining sewerage, essential service."*
- *"Sewerage, upgrading where necessary."*
- *"Maintaining sewerage."*
- *"Sewerage done well."*
- *"Sewerage, like the system."*

### Parks and reserves / recreational areas / well maintained / well presented

- *"Parks and reserves are maintained well."*
- *"Parks and recreation, keeping them maintained, that's why people come to the region."*
- *"Parks and recreation spaces, every visitor always comments on them."*
- *"Parks, maintain the high standard."*
- *"Parks and reserves, they are looked after very well, eg, Marsden Hill."*
- *"Upkeep of the parks and reserves."*
- *"Parks are extremely good."*
- *"Maintaining parks."*
- *"Maintenance of parks and reserves, always look very nice."*
- *"Provide good parks, makes good use of what we have and makes the area as usable as possible."*
- *"Parks and reserves in general, letting the people see what the town has got in New Plymouth."*
- *"Looking after parks, etc, for people to enjoy."*
- *"Maintenance of parks, keep up the high standard."*

continued ...

### Parks and reserves / recreational areas / well maintained / well presented (continued)

- *"Parks, world class."*
- *"Parks and reserves, well maintained and fabulous facilities."*
- *"Maintenance of parks."*
- *"Parks and reserves, they are great."*
- *"Parks and reserves, visitors and locals both enjoy."*
- *"Parks are very good generally."*
- *"Parks, awesome place to be."*
- *"The upkeep of parks."*
- *"All the parks are great."*
- *"Parks and reserves, keep clean and tidy."*
- *"Parks and reserves, pleased to live in New Plymouth, do a good job, looks nice."*
- *"Parks and reserves, they are great, good for entertainment."*
- *"Upkeep of our town park, because it's for everybody."*
- *"All the parks and reserves, they do a wonderful job."*
- *"The parks are well laid out and maintained."*
- *"Parks and reserves, they always look good."*
- *"Parks, etc, a beauty for all to enjoy."*
- *"They do a good job with parks and reserves, look good and attract visitors."*
- *"Parks and reserves, they always look beautiful."*
- *"Parks and recreational areas, particularly for young children."*
- *"Parks are well maintained and clean."*
- *"Recreation areas, greatly maintained for all public."*
- *"Parks and reserves, well maintained and attractive."*
- *"The parks, well maintained and provide a lot for everyone."*
- *"Maintain the parks and reserves to a good standard."*
- *"Excellent job looking after the parks, kept up to scratch."*
- *"Parks and reserves, it keeps ticking on and is popular with community."*
- *"Keeping parks tidy, well maintained."*
- *"The parks and reserves, managed and maintained well."*
- *"The parks, because it's for the whole community, everyone can use it."*
- *"Parks and reserves are marvellous."*
- *"Parks are very well maintained."*

### Library facilities / services

- *"Library service, staff there are good."*
- *"The Waitara library is used quite a bit."*
- *"Inglewood library, do that really well."*
- *"Service at the Inglewood library, ladies are very helpful."*
- *"The libraries are great, friendly and a great selection of books, keeping up with technology."*
- *"The library updates its books regularly, good service."*
- *"Staff in the New Plymouth district library are great."*
- *"Libraries, I love reading."*
- *"Inglewood library, good service."*
- *"Waitara library is great, can pay rates there in Waitara, staff great."*
- *"Library, accessible and has good resources."*
- *"Inglewood community library, done well."*
- *"Library, helpful staff."*

### Swimming pools

- *"Swimming pools, well kept and wonderful to be able to use."*
- *"Swimming pool, once it is revamped I'll be back there, have bad legs so can't walk a lot."*
- *"Swimming pool, the pool is great for families."*
- *"Swimming pools, used by many."*
- *"The New Plymouth swimming pool, safety for children, excellent."*
- *"The Aquatic Centre is brilliant for the kids, swimming lessons and swimming club."*
- *"Swimming pools, the value for money especially Waitara pool, excellent staff and cleanliness, Waitara pools are cleaner than New Plymouth."*
- *"Fitzroy pool is great."*
- *"Swimming pools, Aquatic Centre in New Plymouth, have the staff to keep it upgraded and tidy."*
- *"Aquatic Centre and the staff there, we have a child with disabilities, they are great."*
- *"Roading is good."*

### Roading / footpaths in good condition / well maintained

- *"Roading, not many potholes, fairly good maintenance."*
- *"The roads, doing the best that they can."*
- *"Road maintenance, Ngatoko Road North, grade well, etc."*
- *"Our roading in the country, keep them safe and upgrading, Johnson Road."*
- *"Negotiating the upgrade of the northern outlet so it could start at last."*
- *"Maintaining roads."*

### All services done very well / public amenities well maintained

- *"All are good, everything is good."*
- *"They provide a safe infrastructure and well functioning."*
- *"Does all the basics, water, rubbish, etc."*
- *"All general services, always there, reliable."*
- *"They supply all the essentials like water, sewerage system, etc, effectively."*
- *"I think they do everything well."*
- *"All pretty good."*
- *"Maintenance of current assets."*
- *"Core services, that's what they do."*
- *"The core services, roads, footpaths, storm services, parks, etc."*
- *"Overall they do a good job on them all."*
- *"Overall do a pretty good job."*
- *"Basic infrastructure, water and sewerage."*
- *"The basic services, water, gas and sewerage, no nonsense, they just work."*

### Gardens / flowerbeds / beautification

- *"Landscaping in city, flowerbeds, always colourful and tidy."*
- *"Maintenance of gardens."*
- *"The gardening in the district."*
- *"They are out and about being proactive doing gardening, etc."*
- *"Gardens look good."*
- *"Keeping flowerbeds in top condition."*
- *"It looks after our gardens, etc, grounds, roads and surrounds always look good."*
- *"Flowerbeds are well maintained."*
- *"Gardens, general layout, pleasing to the eye."*
- *"Flowerbeds, nice displays, enhances city look."*
- *"Keep the gardens in good order."*
- *"The gardens, because they do a good job."*
- *"The gardens are very beautiful."*

### General maintenance of city area / public areas / clean and tidy / general presentation

- *"Streets being kept properly, continued maintenance of CBD, great to take in visitors."*
- *"General maintenance, everywhere looks good."*
- *"Town is well looked after."*
- *"How the district looks."*
- *"Towns look great and tidy, doing maintenance."*
- *"Make the city look great, general look of the place."*
- *"Maintenance, looking nice."*
- *"Maintaining city commercial buildings, they are well maintained and upkept which is important for New Plymouth."*
- *"Keep city clean and tidy, not much rubbish around."*
- *"Landscaping is always lovely and I often see them working, the upkeep is great."*
- *"I think they look after the city, the grounds, they keep the city tidy."*
- *"Pick up rubbish regularly, even on Christmas Day."*
- *"Graffiti removal."*
- *"Maintains the general look of the area and keep everything up-to-date."*
- *"Local hall, community own it, Tongaporutu Hall, they have helped with tidying up the area and giving it a spruce up."*
- *"Maintenance is great."*

### Pukekura Park

- *"Maintenance of Pukekura Park, available for everyone."*
- *"Pukekura Park, looked after very well."*
- *"Maintaining Pukekura Park."*
- *"Recreational facilities like Pukekura Park."*
- *"Pukekura Park, great place to visit, upkeep good and a treasure for New Plymouth."*
- *"Pukekura Park, very good."*
- *"Pukekura Park, zoo, enjoy taking visitors there."*
- *"Pukekura Park, natural park, scenic."*
- *"Pukekura Park, it is a huge asset, lucky to have it right in town."*
- *"The Pukekura Park, looks beautiful."*
- *"Beautiful Pukekura Park, great asset for New Plymouth."*
- *"Pukekura Park done well, upkept."*
- *"Pukekura Park, great asset, well managed."*

continued ...

### Pukekura Park (continued)

- *"Pukekura Park, kept to a high standard."*
- *"Pukekura Park looks exceptional."*
- *"Pukekura Park, well maintained and a pleasure to be in, not over done, natural."*
- *"Pukekura Park is excellent."*

### Playgrounds/sportsgrounds

- *"Sportsfields are good for the young of the community, always well mown and tidy."*
- *"Sportsgrounds upkeep."*
- *"Provide good playgrounds, are all family and user friendly."*
- *"The ice skating rink in New Plymouth."*
- *"Playgrounds, we are a young family and these are great."*
- *"Sportsfields for young people, maintaining them."*
- *"Excellent job looking after the playgrounds."*

### Tourism promotion/promoting Taranaki/encouraging visitors

- *"Does a good job and continues to attract visitors to the district."*
- *"They encourage tourism."*
- *"Bringing tourism things to New Plymouth."*
- *"Promoting Taranaki, they do a really great job of it."*
- *"Promoting New Plymouth as a good place to live and be."*
- *"Promoting the area better."*
- *"Promotion of Taranaki generally."*

### Puke Ariki/Puke Ariki Museum and Library

- *"Puke Ariki library, great resource."*
- *"Puke Ariki, it's a great place to go."*
- *"Museum, good service to the community."*
- *"Maintenance of library and museum."*
- *"The library and museum, important part of our community and much needed."*
- *"Council staff in the Puke Ariki library are great."*
- *"Puke Ariki, they do that very well."*
- *"Museum and library, well used, people enjoy them."*
- *"Museum, accessible and has good resources."*
- *"The Puke Ariki museum, enriches our community."*
- *"Museum, library, family environment, easy to get around, enjoyed by all family any time."*
- *"Puke Ariki is stunning, the library and museum."*
- *"Puke Ariki, done well, has a high profile."*
- *"Puke Ariki library, high quality within the context of how big the province is."*
- *"Puke Ariki, used and used well."*
- *"Puke Ariki because it's become an icon of the area."*

### Good cultural amenities/the arts/Len Lye Centre

- *"What they do for the arts, brings life into the district."*
- *"The Len Lye Centre, good once it's finished."*
- *"Culture and art events, the Council does well."*
- *"Promotion of the arts."*
- *"The financial support with the arts."*
- *"Arts and culture."*

### Cycleways / green cycle lanes

- *"Cycleway, well used by locals, wonderful to have."*
- *"The new green cycle lanes in town of New Plymouth."*
- *"I think it's the cycleways."*
- *"Cycle tracks are really a great advertisement for the city."*
- *"Cycleways, good way to get around and lots use them."*
- *"The idea of off road cycleways is fantastic, commuting and exercise."*
- *"Cycleways, I can bike from home to CBD without use of main roads."*
- *"Upkeep of cycleways, they are really good."*
- *"All cycleways are good."*

### Good customer service / helpful / knowledgeable staff

- *"Customer services in the office are consistently excellent."*
- *"Reception services, very prompt and knowledgeable."*
- *"They act on what I tell them, very obliging when I point out problems to them regarding scooter rider problems for old folk like me that can't walk or drive."*
- *"Great customer service people, front desk people, excellent knowledge, etc."*
- *"Front desk staff, particularly those who deal with property issues are absolutely fantastic."*
- *"Customer service, excellent at reception."*
- *"Customer service, really good."*
- *"The front desk receptionists at Council offices."*
- *"Ladies in Council office very helpful."*
- *"The field staff that have contact with the public, the Council has a more professional attitude now."*
- *"The call centre, they are extremely efficient."*
- *"Reception staff are brilliant, they are awesome, provide all information."*
- *"Customer service and communication people are really good."*
- *"They are a central hub, if you have a question you can usually get an answer from the Council."*
- *"They came and looked at the situation, then they wrote a letter, a report, communicated."*
- *"Council staff at Waitara are very helpful and go the extra mile."*
- *"The help desk is wonderful."*
- *"Building inspectors, they are wonderful."*
- *"The building team is very user friendly."*
- *"Phone service help desk, staff knowledgeable and helpful."*

### Walkways / coastal walkway

- *"Walkways, they are well positioned and easy to use."*
- *"Coastal walkway, done very well."*
- *"Walkway, well maintained."*
- *"The walkway, everything they do that's out in the fresh air."*
- *"The quality of facilities like the walkways."*
- *"Te Henui walkway and coastal walkway."*
- *"Coastal walking, pedestrian access, it's so well used, encourages people out of cars."*
- *"Coastal walkway, enjoy using it and it attracts people to the region."*
- *"Walkways, good resource."*
- *"The coastal walkway is a great success, people use it a lot."*
- *"Walkway is a fabulous job."*
- *"Walkway, it's an asset, visitors and locals both enjoy."*

continued ...

### Walkways/coastal walkway (continued)

- *"Walkways, safe and look great."*
- *"Walkway, opening up foreshore, opened up west coast, greatest thing that ever happened."*
- *"Walkways, encourage activity and they are very good."*
- *"The coastal walkway is used and so easy to access, promotes Taranaki."*
- *"The coastal walkway, we often use it and a lot of people use it, it provides an area for all sorts of age groups for activities."*
- *"Coastal walkway is amazing, so many people use it every day."*
- *"I love the walkways, the foreshore extension, wonderful, it makes it a pleasure to walk and gives so much joy to everyone."*
- *"Improving the walkway has been beautifully done."*
- *"Walkways are well maintained."*
- *"Maintain the coastal walkway to a high standard, the Council people are passionate about it, people using it suggests it's good."*
- *"Coastal walkway, awesome for the town, social hub."*
- *"Coastal walkway development."*
- *"The coastal walkway, done well."*
- *"Walkways, a real credit to them."*
- *"The walkway is excellent."*
- *"Walkway, lots of walking, pleasant even on a wet day."*
- *"The coastal walkway, access, Te Henui, old cemetery walkway looks wonderful."*
- *"Coastal walkway, accessible and well maintained, bridge between land and sea."*
- *"The walkway, the amazing asset to the city, always gets utilised, fabulous location."*
- *"Coastal walkway, it's just so good for everyone."*
- *"Walkways, great for the people."*
- *"Coastal walkway, it's wonderful."*
- *"Walkway, great asset for the community."*
- *"Walkway is great, lots of walks to do and interesting."*
- *"Walkways, enhances the look of the city."*
- *"Coastal walkway, having it available, it is world class."*
- *"Coastal walkway, I love it, it's awesome."*
- *"Walkways maintained, gets people out there, creating spaces to get people outside and off the couch, increase their wellbeing."*

### Events/entertainment/festivals/sporting events/free events/family events

- *"Events side of things, I'm into cars and that, so anything to attract people to the area."*
- *"Entertainment, generally do very well."*
- *"The lights, the events."*
- *"Lighting festival, very popular, very good."*
- *"Festival of Lights, well planned, enjoyable, attracts lots of people, do not get rid of it or reduce it."*
- *"Festival of Lights, music events are all done very well."*
- *"Events, world class."*
- *"Upkeeps activities well, eg, Festival of the Lights."*
- *"Events held here, Festival of the Lights."*
- *"The entertainment like the Festival of the Lights."*
- *"Festival of lights, a community based project and well known throughout the country, free concert almost nightly through January, very good."*

continued ...

### Events / entertainment / festivals / sporting events / free events / family events (continued)

- *"Festival of the Lights, I liked it and it brings a lot of people to New Plymouth, even overseas people."*
- *"Had major tournaments, in-line hockey, at the skating rink in New Plymouth."*
- *"Entertainment, great for visitors."*
- *"All the entertainment provided, always done well and lots provided."*
- *"Events, Womad."*
- *"Entertainment, lots of good events."*
- *"Events, Council do an excellent job here."*
- *"Entertainment is very good."*
- *"The local events, eg, Womad, garden festivals."*
- *"Very good at getting sporting and cultural events here."*
- *"Events for a small town, eg, Womad, bands, festivals, etc."*
- *"They've done very well with attractions, all the events here, shows the Council and communities function very well together."*
- *"Allowing events to come to the city."*
- *"Events, they enable many events and it makes New Plymouth stand out."*
- *"The public events, they are managed well."*
- *"The events held in the park are good."*
- *"Active entertainment group, organising entertainment."*
- *"The running of the entertainment side of it."*

### Good communication / information / keep public informed

- *"Very good at consulting with the public and listening."*
- *"Information, the access to it."*
- *"Making the public aware of the problems of rate increases in the district."*
- *"The open forums so that the general public can go in and put forward their ideas, great idea for the general public to benefit from."*
- *"The public relations."*
- *"The website, there's lots on it about what's going on and what's available, business information."*

### Good venues for events / entertainment / sporting events

- *"TSB stadium, put on shows."*
- *"Bowl of Brooklands."*
- *"Bowl of Brooklands, good place to watch concerts."*
- *"Bowl of Brooklands, it's lovely and very good for tourists and so on."*
- *"Sports amenities are looked after well."*
- *"Sports at Yarrow Stadium."*
- *"Have got world class facilities, like the Bowl, Stadium."*
- *"The public venues, because they are frequented."*

### Public toilets

- *"Toilets, kept clean."*
- *"Provides good toilets."*

### Animal/dog control

- *"Animal control, because of the people who work for them, very supportive, offer good advice."*
- *"Dog control."*
- *"Animal control, seems to be the best, they act on a phone call, it gets addressed immediately."*
- *"The animal control because they act on it and it's done quickly."*

### Good community

- *"Community activities, "Let's Go"."*
- *"Let's Go" is awesome."*
- *"Helping groups in practical ways to run events by coordinating and networking like environmental, resource consent, planning, etc, people to smooth the path for us."*
- *"Assisting community groups, very helpful in keeping costs down."*
- *"Community orientated."*

### Good environment/natural environment

- *"The natural environment."*
- *"Have a genuine concern for the environment of New Plymouth."*
- *"Access to our natural area."*
- *"Environment of our city, well kept and looks good."*
- *"Good job of maintaining natural environment."*
- *"Maintaining the environment."*

### Others

- *"Funding of Venture Taranaki, it's the best investment for the province with everything they do."*
- *"Airport."*
- *"It runs the airport the best, there is a good manager, he caters to everyone's needs including travelling public and professional users."*
- *"Management of rates on a shared property was handled sensitively and proactively with a good outcome."*
- *"Wonderful restaurants."*
- *"Beach kept really well."*
- *"The mountain."*

## Q19b Services/facilities that it does the worse and reasons why

### Poor consultation/communication/lack of information/don't listen

- *"Council's inability to listen to ratepayers, about proposal of having a Maori ward, people can stand for themselves, don't need to have a special ward."*
- *"Public consultation, it can be a little bit sub-standard to do with policies and changes, eg, sewerage for Waitara."*
- *"Consult public but still go ahead, not thinking it through."*
- *"Council doesn't explain their point of view, they fail to convince the public they were doing the right thing at times."*
- *"Need to listen to the residents and get back to the basics."*
- *"Need to listen to the community more often."*
- *"Listening to public opinion and working on it, there were a couple of people in Council, not there anymore and they argued for the people instead of a lot of "yes" people."*
- *"Need to clarify, beat around the bush, people don't know what they're talking about."*
- *"Getting information to the residents."*
- *"Not good about providing information to the community."*
- *"Continue with projects regardless of whether the people like it."*
- *"Getting the opinion of the ratepayers, getting their input."*
- *"Communication to the public, they do it badly, eg, Maori wards, downgrading Maori, not giving the public any credibility."*
- *"There is no communication in New Plymouth."*
- *"Communication, keep it broad, when rates come out, should take more advantage of this method."*

### Wasting money/overspending/not spending wisely

- *"Spending money, their expenditure is over the top, wasting ratepayer money."*
- *"The civic and democracy services, getting consultants, wasting ratepayer money."*
- *"Employ consultants, should have enough expertise among its staff."*
- *"Inner city, ugly development, Plaza, too much money."*
- *"Too much money spent at computerising parking."*
- *"Farming out jobs on to contractors that should be done by Council staff, more cost effective."*
- *"Some public buildings, Council building good but expensive. Huatoki Plaza, too much money spent, poorly executed architectural concepts, now an eyesore, prefer money spent elsewhere."*
- *"They spend money where it is not needed, need to get priorities right."*
- *"Amount of money spent on rugby ground, was told it was going to be multi-sports, leaving out other sports, eg, hockey and soccer."*
- *"Allocation of funds to special interest groups, eg, arts, sports communities, living beyond our means instead of reflecting what's happening and trimming expenses, borrowing has to be paid back."*
- *"Money available but spending it on the wrong things, not on core services."*

### Dog/animal control

- *"The price they charge for registration for companion dogs, small dog which is not fair, the price keeps going up."*
- *"Animal control, wandering dogs, no follow up from phone calls to prevent repeat offending, too gentle with awareness."*
- *"Lack of animal control, fouling public places, beaches, sportsgrounds."*

## Parking

- *"The parking fines are ridiculous."*
- *"There should be tougher rules around disability parks, more control around schools in particular, there is a legal obligation for these to be available for the people who need them, all too often there are people parked there who shouldn't be there."*
- *"Need more parking in Pukekura Park, would like more areas that cars can park and passengers can view the sea, lots of the sea views now hidden by Council initiated plantings."*
- *"The parking management, it's revenue gathering instead of user friendly parking."*
- *"Car parking now goes to 5pm, Council want to put up to 9pm, revenue gathering. No-one wants to pay \$2 an hour."*
- *"Parking, charging, a lot of people won't pay, thinking of changing until 9pm."*
- *"Parking fees on Saturday night until 9pm, not a good idea. Hard enough for businesses now extending fees, hard to get a park if you are going out to dinner, then paying to park and risking a fine if you forget to keep feeding the meter, dreadful idea."*
- *"Parking is too expensive, need to make it more attractive to attract people into town to do their shopping, otherwise they will stay away."*
- *"Private cars are parking in the boating and trailer parks at the Lee Breakwater in New Plymouth and we can't park our trailer there."*
- *"Parking is overpriced."*
- *"Airport and CBD parking."*

## Public transport

- *"Buses, because there isn't enough encouragement to use public transport."*
- *"Local bus service, irregular, very limited."*
- *"Better bus services, small buses for rural areas so not the bigger buses, then they should be more frequent."*

## Rubbish collection / recycling / rubbish disposal

- *"Rubbish collection, too expensive to hire bins."*
- *"Recycling, the Council could do it better."*
- *"Not having the wheelie bins like Hawera has, it's easier because no lifting of bags and would keep the rubbish from flying everywhere on windy days. Also should have inorganic weeks where folks can put out items they no longer need and other folk can then help themselves like Hawera does."*
- *"Rubbish collection, talk about having a collection every fortnight."*
- *"Rubbish and recycling, you can pay for the bin, easier than plastic bags but I think more could be recycled."*
- *"Rubbish collection could be improved, more recycling."*
- *"Rubbish collection, wheelie bins preferred, plastic bags are old technology."*
- *"Recycling, for the environmental challenges, need more recycling options and bins, there's no Council assistance or initiative."*
- *"Recycling could be improved by providing specialty trucks and collections."*
- *"Recycling, should have bins for kerbside collection."*
- *"Rubbish collection in rural areas."*
- *"Waste collection, no reason why New Plymouth couldn't be zero waste, shouldn't need a landfill, everything is recyclable."*
- *"Don't like the plastic bags for rubbish, should be supplied with proper bins, better for the environment and keep animals out."*

continued ...

### Rubbish collection / recycling / rubbish disposal (continued)

- *"Recycling, should provide bins."*
- *"Rubbish collection, because they sometimes don't pick it up."*
- *"Rubbish service, should be done better, need alternatives."*
- *"The lack of recycling, not promoted enough, no incentives to reduce rubbish."*
- *"The rubbish collection, Council doesn't supply easy facilities, have to pay too much at the dump."*
- *"Rubbish and recycling, don't even have it, Fitzroy."*
- *"Recycling, needs improvement drastically."*
- *"Could do better with refuse collection, in particular, recycling."*
- *"Need a recycling collection, the bins provided by Council to encourage recycling."*
- *"Rubbish collection, not sure if the recycling is being recycled."*
- *"Recycling, improvement in general."*

### Roading

- *"Roading maintenance."*
- *"Roading, I was not happy with the job they did outside our place, the surface of the road was very rough just after they had resurfaced it in Holsworthy Road."*
- *"Roading, two blind corners that are 25kmph and Council says it is too much paperwork to shift and repair, a mirror was declined, then a private building firm supplied one for free."*
- *"Dealing with separate roading issues, eg, the unsealed road in Bosworth Street."*
- *"Northgate Road, off the road things needs improving, including the road."*
- *"Rural roading, not maintained."*
- *"Road maintenance, I am a truck driver, especially Otaraoa Road and all country roads in the district need maintenance."*
- *"The road, in some areas the best quality work isn't being done, Taranaki."*
- *"The roads are really rough, Fitzroy."*
- *"Roads not kept up to standard, quick fix."*
- *"Road maintenance, repairs don't last, not repairing them properly."*
- *"Too many potholes on sealed roads."*
- *"Repairs are sketchy, results poor, poor surface, chips off."*
- *"The country roading needs attention, the state of the roads."*
- *"Roads to the beaches need metal."*

### Traffic flow / traffic management / Waiwakaiho bottleneck

- *"Speeding, road speed limits need to come down in residential areas and in danger zones where there are corners."*
- *"Roading, the congestion of traffic at Northgate going to Bell Block and the Waiwakaiho Bridge area."*
- *"Getting out of New Plymouth is a real issue for me, too much congestion on northern outlet, Tauranga a good example."*

### Public toilets

- *"Public toilets, vandalism, etc, not Council's fault but is a problem, especially for rural residents."*
- *"Public toilets need upgrading."*
- *"The toilets in the Fitzroy shopping centre, they are not of a good standard."*
- *"Public toilets are sometimes not kept up that well in central city."*
- *"Public toilets generally, lacking in cleanliness."*
- *"CBD the toilets are good but around Waitara, not so, not cleaned and vandalised."*
- *"Public toilets, Vogeltown and Moturoa are disgusting."*
- *"Contractors to public toilets not good."*

### Footpaths / walkways / pedestrian facilities

- *"Footpaths in Ngatoki Street, the pohutukawa trees are uplifting."*
- *"Lack of maintenance of vegetation over walking tracks, footpaths."*
- *"Footpaths need upgrading."*
- *"Footpaths, repairs are sketchy, results poor."*
- *"Uneven footpaths mainly, not good for motorised scooters or walking frames."*
- *"Footpaths, they are dangerous."*
- *"Waiwakaiho Hill, the footpath stops and lots of elderly go from Bell Block to the Valley on their mobility scooters for shopping and the footpath needs to be finished, dangerous."*
- *"Unsafe pedestrian crossings, takes two years to do anything once Council is notified."*

### Aquatic Centre / swimming pools

- *"Swimming pools in Waitara, Inglewood, Stratford and Opunake."*
- *"Maybe a voluntary donation for Fitzroy Beach swimming pool."*

### Infighting by Councillors / Council governance

- *"The Council should work together better and cooperate together, there has to be consensus."*
- *"They don't provide a united front to the community due to infighting."*
- *"Behaviour within Council needs to improve, they're childish, like parliament."*
- *"Dealing with public, had in the last few years, scrapping in Council, continual problems with people, there are problems with having a united voice."*
- *"Too much infighting, two Councillors have resigned, need a unified Council."*
- *"Wasting time and money with bickering instead of making decisions."*
- *"The Councillors need to get on with the job, no bickering."*
- *"Running their meetings, bickering and bad for the image, like a pack of kids."*
- *"Council infighting."*

### General maintenance of the city / public areas / parks / playgrounds

- *"The edging of country roads, spraying of weeds on roadsides and the mowers transfer weeds from place to place. When spraying do a full job of road as very inefficient and waste of rates money."*
- *"Upkeep of roadsides in all roads in north district, not highways."*
- *"Need weed control on all country roads."*
- *"Many areas that Council should have better weed control in Waitara area."*
- *"Street maintenance, streets should be swept and should be no weeds in gutters."*
- *"Maintenance of trees around roads in general, pruning or removing them because they are old or a hazard in New Plymouth."*
- *"Cemeteries needing maintenance and a tidy up."*
- *"Playgrounds need upgrading."*
- *"To tidy up the general appearance of the side of the roads and footpaths in Awanui Street."*
- *"Puke Ariki Park is not well maintained."*
- *"Cleanliness of city, like bird poop on streets, haven't seen the street cleaner truck for months."*

### Art Gallery / Len Lye Centre / expenditure on the arts / museum

- *"Spending money on the art gallery."*
- *"Len Lye, shouldn't have started it."*
- *"Not enough user pays on some facilities, Len Lye should be user pays, especially for those from out of town."*
- *"The Len Lye Centre is a complete and utter waste of money, they shouldn't be doing it, there's no need for it."*
- *"Len Lye leaves a lot to be desired."*
- *"Len Lye art gallery, just a waste of money."*
- *"Len Lye, Council should recoup some money by charging the public."*
- *"Funding regarding Len Lye, we are not getting the full picture."*
- *"The Len Lye Centre and art gallery, because it's rubbish."*
- *"The art gallery and museum should be user pays."*
- *"Len Lye Centre, waste of money."*
- *"The Len Lye building as it appears already as an eyesore."*
- *"Charge high entry fee to swimming pools and yet it's free to enter art gallery."*
- *"Art gallery, didn't listen to the public opinion and just went ahead with the Len Lye."*
- *"Len Lye Centre, spending on that, spending money on a building which is free to the public, like to see a charge made."*
- *"Council should charge to enter Len Lye, eg, gold coin donation."*
- *"Len Lye Gallery, ridiculous amount of money spent when the population were not in favour of the gallery."*
- *"Putting money into Len Lye gallery, more important things to spend the money on, Council need to get their priorities sorted."*
- *"The Len Lye Centre is terrible, the Council is hiding behind a façade."*
- *"Not listening to people regarding the Len Lye."*

### Building services / consents / permits

- *"Building consents over regulated and money gathering, they're over doing the paperwork."*
- *"Housing and permits for building, the RMA is a money making lark."*
- *"The consent, resource and building consent services, because they have the personality of a wheelbarrow and they make things as hard as they can without helping."*
- *"Resource management, too much red tape."*
- *"Building consents, because of lack of communication."*
- *"Building control officers, not enough practical experience."*
- *"Council doing building consents, people are waiting too long to get their building consents and things."*

### Town planning / development / subdivisions

- *"Waitara leasehold land issue, holding the community back, seems to be very little progress happening, rundown properties and transient people."*
- *"Opening up all the land around the city, population not increasing much so I would prefer to make city building much more dense rather than spreading out."*
- *"Need more subdivision development, New Plymouth seems a dying place."*
- *"Town planning, population density is too high."*
- *"Long term planning is weak, more focused on short term, whatever is going to get them elected."*
- *"Resource management, because they are now reactive rather than planning ahead so no cohesive plan."*
- *"Planning, stuff like the city centre needs input from citizens, involving public, need to consult more."*

### Poor performance / decisions from Council

- *"A lot of negative stuff in the paper, redundancies, etc."*
- *"Investing in farms that are outside New Zealand, not a farmer on Council, they're paying someone to run that."*
- *"The investment fund, too many eggs in one basket."*
- *"The arts and recreation team have an unstructured role relative to other parts of the Council, they have no fixed set of rules."*
- *"Sale of liquor and the planning department policy team have spent a few years revising the District Plan with little or no effect, the consents team, their inconsistent approach to applications which gives uncertainty to outcome."*
- *"Prioritising things."*
- *"Running the ivory tower, too many people covering themselves."*
- *"I think they are not good at promoting themselves, an efficient Council is a lot more respected."*
- *"Community engagement on decision making, because some of their decisions in the past haven't been good."*

### Sewerage

- *"Sewerage plant."*
- *"Sewerage needs addressing, going into the ocean, it needs to be treated and not pumped straight into an area where people swim and fish."*
- *"The sewerage system to Onaero because it's non-existent."*
- *"Sewerage at Waitara, over-run on costs."*

### Water supply

- *"Water supply."*
- *"Water services, should have fluoridation."*
- *"The water system, not a good decision to take out the fluoride."*
- *"Water, because of the taste and the smell."*
- *"The water because it tastes horrible."*
- *"The water supply, the taste is not as good as it should be and there are water restrictions in summer, we should have plenty of water as it rains quite a lot in the district."*
- *"Water, need to improve on it and store rainwater better to cover dry periods."*
- *"The water services could be improved, the lake level should be raised so we have no water restrictions, water level at Lake Manamahoe."*
- *"Fixing leaking water mains, can be quite lengthy sometimes."*
- *"Communicating our water problems, need more communication through email or letter drops."*

### Rubbish everywhere/have removed rubbish bins

- *"Rubbish on the sides of the roads, plastic, cardboard, etc, all country roads."*
- *"Rubbish on the streets, roads and causeways, only one cleaning crew for the Taranaki area."*
- *"Rubbish collection, bins overflowing in city, gutters full of rubbish."*
- *"The public rubbish bins, need continual clearing to prevent rubbish being blown around."*
- *"Public rubbish collections, bins are overflowing, would like to see more bins, more frequent collections."*
- *"Rubbish collection in public areas could be done more often, eg, bins."*
- *"When you go down the walkway the rubbish bins are overflowing due to seagulls and humans."*
- *"Rubbish collection, especially in public areas."*
- *"Cleaning the gutters and the drains out."*

### Care of the environment

- *"In some places we plant to sustain the river banks and outsiders at camping grounds ride jet ski boats too fast, create a big wash and wreck the banks, need education."*
- *"Riverton streams could be kept protected."*
- *"Waitara, the removal of pohutukawas and other natives."*
- *"Monitoring the water quality, the quality of the rivers, there is no communication to residents about that, not promoting water quality, to improve it."*

### Events/entertainment organisation

- *"Event management is very unsatisfactory, eg, rugby finals."*
- *"The Lights Festival, they have cut it shorter and missing out visitors, have three families that visit to see them and now don't."*
- *"Excessive amount of events in New Plymouth, there's no let up so it's not really a novelty anymore."*
- *"As a ratepayer I subsidise the entertainment."*

## Others

- *"Need more Maori on Council and using Maori wards would be a positive step."*
- *"Seniors have trouble coping with rate increases."*
- *"The cycleways are not safe enough, too narrow and near the cars."*
- *"Only give us a country road, no services like water, sewerage, rubbish collection."*
- *"Employ consultants who don't know what they are talking about."*
- *"Communication, it's hard to get the right person when you call."*
- *"Need community based things for people who are struggling to afford things like housing."*
- *"Walkways between houses, Council won't meet you with the cost of fencing if you require repairs but if branches going over public land, etc, you get a letter from the Council quick smart to fix it yourself."*
- *"The "Lets Go" programme, I was very unimpressed with a couple of the people, they didn't participate, it hasn't got off the ground enough."*
- *"Employ too many managerial staff, empire building."*
- *"Be good if the website was more dynamic and interactive."*
- *"The website is not user friendly."*
- *"Not fitting iwi forums into their current bureaucratic practices."*
- *"I don't want any non elected Maori on a Maori ward."*