

**NEW PLYMOUTH DISTRICT COUNCIL
COMMUNITRAK SURVEY APPENDICES
FEBRUARY 2014**

**NEW PLYMOUTH
DISTRICT COUNCIL**

COMMUNITRAK SURVEY

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

FEBRUARY 2014



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

a. "by phone"..

Poor attitude / poor service

- *"Not co-operative."*
- *"I had to collect our house plans and deliver them to a lady in the Council after she phoned me."*
- *"Not happy over service."*

Hard to get to right person

- *"It took a while to get what I needed, got passed from person to person."*
- *"Rang phone number and was mucked around."*

Lack of action / slow to act

- *"Ask them to do something and it is not done. This has happened twice in three weeks."*
- *"Party down the road - they spilt about 20 litres of paint on road. Rang Council as did five other residents, nothing happened, Marama Crescent. On video (recorded)."*
- *"Rubbish bins at cemetery still full two days later after phoning Council."*
- *"Roading issue - reception process, do not know if they have done anything."*

Don't get back to you

- *"No one phoned back in response to my phone call."*

Unsatisfactory outcome

- *"I wasn't happy with the answer about the Government Valuation of my property."*
- *"Council made a friend take down her pool which was unnecessary."*
- *"I phoned the Council because we pay rates and we live near a Council reserve in Inglewood, like an estuary, on a river. I said I've got this flowering plant on the riverbank, can I bring it in and I did. Drove all the way to New Plymouth to show them the plant and they said we haven't got any pamphlets to show what the plant is and I was to contact the Regional Council. They didn't even have pictures of noxious weeds. There was no one from Parks and Reserves there."*
- *"The info they gave was not helpful at all."*

Lack of staff

- *"Too many people on the lines, too few phones - hold the line they say. You hold it for ages."*
- *"There was nobody there to talk to - holidays. Just the lady at the desk, could not deal with my direct debit enquiry."*

Others (issue only given)

- *"Asked about rubbish collection to be removed from my rates. I am paying twice."*
- *"Dog taken by dog ranger, entered through shut gate because registration a week overdue. Fine \$350. 15 year old dog. Very stressful for dog and owner."*
- *"Contractor that was hired cut wrong trees on property. Left all except two."*

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

b. "in person"..

Poor attitude / poor service

- *"Ignored and had to wait about half an hour."*
- *"I had to collect our house plans and deliver them to a lady in the Council."*

Lack of staff

- *"You have to get an appointment. They take ages to have an appointment."*

Lack of action / slow to act

- *"General Manager promised to do something for us but he failed to do so."*
- *"My stove in unit is anti-clockwise and won't go. It needs to be fixed so I can cook on it. Please, please fix it for me."*

Others

- *"Dog taken by dog ranger, entered through shut gate because registration a week overdue. Fine \$350. 15 year old dog. Very stressful for dog and owner."*

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

No response / slow

- *"Haven't received a reply."*
- *"Too long to reply. Very slow, couple of months to reply instead of standard reply. Did sort in the end."*
- *"Building consent 10 working days. They miss their deadlines. You have to keep phoning. It is unsatisfactory. This is commercial work. You pay a cheque and action is delayed."*

Others

- *"Parking ticket matter poorly handled by the Council."*

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

d. "by email"..

Lack of action/slow

- *"They took a while to answer, didn't answer until I sent a second email."*
- *"Expect more from them. No action. They need to do more about complaints."*
- *"Roading issue - three months before something was done."*
- *"They did respond but they did not fix the problem. I have contacted them by phone now and waiting to see if they will fix the problem - the Engineers."*

Don't get back to you/no follow up

- *"They don't get back. I'd give them two out of ten. Revamping must start at the top - CEO. It is worse than it used to be."*
- *"Should have had an acknowledgement by now (one week). Parking ticket not justified. Rang and Council said to email."*
- *"No feedback."*

Others

- *"Council employees recommended actions to me which contradicted hearing decisions and went against local legislation."*

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

No comments for this question.

Q7 Reasons why they are not very satisfied with

a. "the ability to drive around the District quickly, easily and safely" ..

Poor traffic flow / congestion / too much traffic

- *"Congestion - so much traffic around."*
- *"I lived here when I was young and then I moved back and was sitting in traffic."*
- *"I am not satisfied with Northgate, it is congested."*
- *"Drive to Bell Block, there is a bottleneck. Area not good."*
- *"Too many cars, congested. Fewer cars would be better. Park and ride would be good."*
- *"Streets don't flow."*
- *"Ngamotu Road at 8.30am is usually blocked to the right."*
- *"Changing routes leads to congestion."*
- *"Region has expanded and roads have not kept up."*
- *"The amount of traffic - roads could be improved to cope with more traffic."*
- *"Too many road works and build up of traffic."*
- *"Traffic congested - Inglewood to New Plymouth."*
- *"Getting out of Bell Block around 8 to 9, hard to get out. By Girls High the traffic backs up. I have to leave early to get to an appointment - Nugent Street to Devon Road it is difficult."*
- *"It is hard to get into town, too many queues - I come from Tongaporutu. I go to Inglewood, no meters, easy access."*
- *"Some roads are hard to get out of especially turning right with the amount of traffic about - Blagdon Road, Stuart Place area can be very busy at times."*
- *"Devon Street a problem, congestion very bad."*
- *"Bypass at Fitzroy, hold-ups, slows everything down."*
- *"Traffic builds up at Fitzroy Bridge - traffic flow."*

Waiwakaiho Bridge / Waiwakaiho area hold-ups

- *"Bottleneck at rush hour in morning, school in and out, home from work - Northern outlet Waiwakaiho Bridge."*
- *"Waiwakaiho Bridge because four lanes go down to two, bottleneck."*
- *"The bottleneck at the Waiwakaiho Bridge (Northgate exit) is a major problem."*
- *"Waiwakaiho - the bridge is atrocious, causes delays at peak times."*
- *"Waiwakaiho River Bridge - traffic jams even in non busy parts of the day. Need to upgrade the bridge urgently."*
- *"The congestion on Waiwakaiho Road. Waiting on bridging - not sure if tendered for. Urgent need for people going to work and business."*
- *"Devon Street - traffic gets held up here because of the bridge at Waiwakaiho."*
- *"Should be second crossing at Waiwakaiho. There is only one bridge going into the city, Hamilton has more entrances to the city. Bridge is on state road - it is the Council's job to make more in roads."*
- *"Nose to tail several times a day - motorway between Fitzroy and Waiwakaiho Bridge and Girls High."*
- *"Bottleneck between Waiwakaiho and Mangorei Road."*
- *"Fitzroy going to Waiwakaiho usually takes five to ten mins tops, can take 25 mins."*

Need more roundabouts / lights

- *"Ngamotu Road needs a roundabout or lights. End of one way system (Morley St) needs something."*
- *"Need to have more roundabouts."*
- *"Live in Moturoa, intersection with three roads, needs roundabout."*

Traffic light sequences slow traffic

- *"Lights change very quickly."*
- *"Traffic lights - not set up with regard to timing. Sometimes only one car gets through then next lights you wait for ages - corner Morley and Devon Street."*
- *"Hard to get from Bell Block to town. Five changes of lights."*

Poor planning / design

- *"Unsafe intersections, anywhere where you have to turn right onto the main road."*
- *"One way system needs looking at - out of town people find it a nightmare."*
- *"I drive big vehicles and a lot of the changes to roading are very unsatisfactory."*
- *"Turnoff to Inglewood is not good."*
- *"Don't like roundabouts they are putting in Omata Road, Waimea Street, Tukapa Street - waste of money."*
- *"They appear to be messing around with the roads and junctions. They are putting islands in. They are flat ones. It appears to be a bit of a waste of money."*
- *"One way streets."*
- *"Layout of city. Some intersections not clear - not at 90 degree angle so you can't see over your shoulder. Some intersections only 45 degree angle."*
- *"Powderham Street - one way North to Bell Block/South bound one way from Bell Block to New Plymouth."*

Big vehicles cause problems

- *"Hursthouse Road - fertiliser trucks."*
- *"Upper Turangi Road, Greymouth Petroleum, Fonterra trucks do not slow down."*

Poor condition of roads / poor quality of work done

- *"Roading is an issue in North Taranaki."*
- *"Roads in a mess. Should be more prompt to fix rural roads after notification of a fault."*
- *"Uruti Road is a disaster - potholes and washed out culverts in this area. Culverts washed away with flooding."*
- *"Roads are disgusting - Tikorangi, Otaraoa Roads, Waitara not safe, patchy, potholes, seal gone in places."*
- *"Out in country, roads not maintained, Dover Road, Okato. Between Okato and New Plymouth need some attention. Carrington Road needs desperate attention."*
- *"Hursthouse Road needs work, lots of potholes on edges."*
- *"Could do a bit more work - grading, fixing bits up or sealed - Okoki Road."*

Poor driving

- *"Peoples driving not good."*
- *"Bad driving decisions are made frequently."*
- *"People don't care how they park or where they park - Highlands Intermediate School. Police used to come by to check but I haven't seen them this year. Every afternoon we can't get out of our driveway in Evelyn Place."*
- *"Couriers bad on bikes."*

Others

- *"People driving around and around the block due to lack of decent parking. In New Plymouth itself parking is hopeless."*
- *"Some parking for schools is bad."*
- *"Window washers - every intersection you go to they are there."*
- *"Signage could improve, especially one way. Can't work out whether one way or two."*
- *"I just think that some of our stop signs are in the wrong sequence, eg at one lot you stop, the next side street they stop. Devon/Pendarves are examples."*
- *"Oakura, along beach front road needs white marks/lines on judder bars."*
- *"When kids go back to school they hog the roads."*
- *"Pedestrians cross when shouldn't against signs that say 'don't cross'."*

Q7 Reasons why not very satisfied with

b. "the quality of roads overall"..

Poor condition of roads/ could be better

- *"Upper Turangi Road not good."*
- *"Back country roads poor - Urenui Road."*
- *"Quality of roads - all roads not great."*
- *"Mainly Bell Block and Waitara roads could do with upgrading."*
- *"When we go away we notice the difference in the roads."*
- *"Not good coming from New Plymouth to Waitara."*
- *"Very poor quality of roads."*
- *"General condition. Don't think it is satisfactory for a city this size. In disrepair."*
- *"Could do with improvement."*
- *"Winter slippery, no tarseal, have to drive very carefully."*
- *"The roads are falling to bits and continue to do so as far as I can see in Waitara and Inglewood."*
- *"Main North Road needs upgrading."*

Lack of maintenance/ slow to do maintenance

- *"Roads neglected. More maintenance on country roads."*
- *"General repair needed - doesn't seem to happen - Okoki/Uruti."*
- *"Some places around coast need maintenance."*
- *"Our road has slipped out to a single road - Okau Road. They just put cones around it and left it - about three weeks ago."*
- *"Some of the surfaces not in good repair."*
- *"Some under slips are left for a while, eg Ahititi Road."*
- *"Onaero River Road is not up to date - no maintenance."*
- *"Lots of work needed."*
- *"Roads not serviced well."*

Potholes/ uneven/ bumpy/ rough/ broken edges

- *"Inglewood - New Plymouth, rough and potholes."*
- *"Coming from New Plymouth to Waitara, bit rough."*
- *"Rough roads - Fitzroy to city."*
- *"Very uneven - Parris Street, Waitara."*
- *"I ride a motorbike, I go around Inglewood - Tarata Road - lots of potholes."*
- *"Between bottom of Waiwakaiho and lights, roads are too bouncy."*
- *"The potholes here in Bell Block shopping centre are shocking."*
- *"Wesley Park, a lot of heavy trucks and the road is getting bumpy."*
- *"Roads quite rough in places."*
- *"Fitzroy to the Girls High, I think it is Devon Road, has potholes, it is rough."*
- *"Potholes in some roads, especially some country roads."*
- *"Uneven surfaces out by Port - Magog Club Rooms."*
- *"Potholes, uneven surfaces Waitara North to Mount Messenger."*
- *"Main North Road has potholes."*
- *"Richmond Road, edges crumbling away in a lot of places. Dips in Lincoln Road leaving Inglewood, also Richmond Road."*
- *"The traffic is becoming so dense and heavy, roads are cut up quite badly, between Inglewood and Waitara - corners are badly cut up."*

Poor quality of work/materials/patching

- *"Roads patchy in places."*
- *"The quality of the seal on the roads is very patchy in general."*
- *"All over the area surface seems to rip up - patchy. Not enough stones."*
- *"Road just been sealed then soon starts to break up again - Gill Street."*
- *"Okoki roads - realignment of roads. They should have consulted locals. It was badly done - Okoki Road."*
- *"A lot of patched up jobs."*
- *"Contractors are not repairing the roads satisfactorily. Junction Street - repairs substandard."*
- *"Road repairs poor, Hampton Road. Have tackled the same potholes at least three times."*
- *"They don't spend any money on roads, just do patch-up jobs."*
- *"When they fix road do a section, a month later section worse than when they started."*
- *"Lots of roads that have been dug up and not sealed properly."*
- *"Resurfacing not very good."*
- *"Patchy- Parris Street, Waitara."*
- *"Some damage caused by a truck on Ohanga Road - not repaired adequately."*
- *"Melting - tar sticking to car."*

Narrow roads/need to widen the roads

- *"Too many cycle lanes, our roads are too narrow for them - Tukapa Street."*
- *"The road up from us called Kiwi Road and you can't get a truck and trailer around it. It is narrow enough to be trouble with the car if you meet someone coming the other way."*

Dangerous roads/areas

- *"Shocking corner, Petone Road and from two lanes to single lane merger, dangerous for car, damage happens all the time."*
- *"Dangerous intersections - Frankley Road roundabout etc."*
- *"Uruti Road is beyond belief - dangerous to say the least."*
- *"Roading - should cover a wider range of users. Too many accidents due to the design and usage, generally all around New Plymouth areas."*

Others

- *"They need to be done at a different time, not Xmas or January. Kids are biking on new seal. Has sand on it."*
- *"Back country rural roads, major works only done in wintertime which causes more problems due to the wetness of the ground - Okoki Road, Maikaikatea Road, Tarawai Road."*
- *"Tukapa Road needs lights or roundabout (turn off to Wrantage St)."*
- *"I think that some of the markings are not clear."*
- *"In the cycle tracks on the roads."*
- *"Repair areas not in need and don't repair areas that need it."*
- *"Between Oakura and New Plymouth, constant road works. Road chips a problem. I have had two cracked windscreens in the last 12 months."*
- *"Mangorei Road, tarsealed. There are more people up my end of street. We need more areas to park comfortably."*

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

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

- *"Whiteley Street, New Plymouth, uneven footpath due to tree roots. Late wife fell over. Not sure if fixed."*
- *"Most of the footpaths around Waitara are cracked and uneven."*
- *"Footpath is uneven - Powderham Street."*
- *"Concrete cracked by trucks - Baring Terrace."*
- *"Variable - Strandon Place very bad and dangerous, especially sunken driveway for walking and running."*
- *"Uneven on Borrell Avenue. Nearly tripped over. Sea View to Blackden shops area too."*
- *"Devon Street from main shopping street to corner of Mangorei Road, not very satisfactory. Old people have motorised buggies and it is hard to control them when surface is uneven."*
- *"I work with disabled - going into town with a wheelchair, tree roots growing out of footpaths."*
- *"Uneven path opposite Magog Club Rooms and outside Vet Clinic in Baring Terrace."*
- *"Marfell area - old, cracked - Endeavour Street, Omata Road."*
- *"Cracks, uneven - Strandon and Fitzroy."*
- *"Some are uneven because of tree roots - Lantana Avenue."*
- *"Tree roots coming through - Karamea Street."*
- *"Central CBD area - Liardet to Devon Street - roots from trees making footpaths very uneven. Not good for elderly and disabled."*
- *"I have tripped over a few times - Devon Street, New Plymouth."*
- *"Quite rough in places. Blocks can be higher than the rest of it - Clemow Road."*
- *"I am a postie and all over New Plymouth tree roots are uplifting the footpaths, especially Riverdale Drive."*
- *"Uneven surfaces, tree roots outside Centre City."*
- *"I'm visually impaired. Footpaths shocking in Inglewood, main streets - uneven surfaces."*
- *"Some of the concrete slabs dropped and quite a lip on them - Bell Block."*
- *"Uneven surface - Hospital area, David Street."*
- *"Trees pushing up footpaths in Chesney Street and Smeaton Road."*
- *"Work done on my road, broke up the footpath - Tukapa Street, New Plymouth, so not easy to walk on for elderly people."*
- *"Uneven footpaths - Buller Street."*
- *"Uneven surface - Matai Street, Inglewood."*
- *"A hollow in the street like a gutter. Chemist shop up to Shop Write - main road to Stratford, it is dangerous."*
- *"On corner Devon Street and Currie Street, outside Lander and Black Chemist - they are very poor on the window side of the chemist. There is a big dip and your foot can go down it. I jarred my back and fell against the window as your foot goes in it, it is uneven."*

Poor condition/need improving/lack maintenance

- *"Not maintained enough."*
- *"One side of Mangorei Road not good."*
- *"Devon Street needs maintenance."*
- *"Needs more maintenance around the district."*
- *"Bridge Street - a bit rugged in places."*
- *"Most in disrepair."*
- *"A few where the edges are protruding. Need grinding down on the edges - Bell Block."*
- *"Some are pretty terrible in New Plymouth."*
- *"Some need attention - Spotswood area."*
- *"Need upgrading."*
- *"They are appalling in the Waitara/Brixton area."*
- *"All the streets are bad."*
- *"Junction Street - a place that is narrow due to a hill subsiding."*

No footpaths/not enough/only on one side

- *"There are no footpaths in some Waitara areas, eg Parris Street."*
- *"Waitara could have more paths."*
- *"We don't have any."*
- *"Urenui - can't walk to store on footpaths - no footpaths on sides of road."*
- *"Down Pembroke and Carrington Street, have to cross over because there is no footpath."*
- *"Need more footpaths - minor roads where there aren't any."*
- *"Cumming Street, no footpath at all."*
- *"Could be better. Some but not enough. Part where you have to walk on the road. Where I live it is a popular walking strip."*

Overhanging trees/vegetation coming over footpaths narrows footpath

- *"Bush growing over them - Queens Road."*
- *"Walk son to school, footpath overgrown with weeds and need to walk onto busy road. Devon Street, excess weeds."*
- *"Urenui footpaths. Ngapapa Street, growth growing over them."*
- *"Urenui village area, Mokena and Whakapaki Streets, grown over with bush and in a mess."*
- *"Overhanging foliage and some of the berms have grown into drains, Dowman Street."*

Slippery surface

- *"Slippery when it rains. In front of Centre City is bad."*
- *"They are very dangerous for elderly - they are slippery when wet."*
- *"They put in fancy pavers that are slippery in the wet weather."*

Poor standard of work/repairs/patched up

- *"Patched repairs - Hospital area, David Street."*
- *"Dug up and patched - Vivian Street."*
- *"Easy to fall, King Street, Powderham Street. Only patched, not fixed properly. Too much digging up over the years."*
- *"Piecemeal approach. Patchwork effect. They did lots of kerbing too."*
- *"It is patchy and they don't meet at the joins, you can trip."*
- *"Only small parts done at a time. Too many patch-ups."*

Cyclists/skateboarders using the footpaths

- *"They need to teach cyclists to ride on the road, not the footpaths. They should be on cycle lanes for people like me with limited mobility."*
- *"Pain in the butt - used by bikes, scooters and skateboards."*
- *"Young children on bikes."*

Others

- *"It's mainly from commercial buildings and residential driveways when people back out and expect the pedestrian to give way to them. They need more education. It's not being made public enough."*
- *"High fences, driveways coming into footpaths, poor vision to drivers. People park cars half on footpath and roads. Lower part of Belt Road. Women with pushchairs and prams being forced on road."*
- *"Streets where broadband roll out has disrupted access."*
- *"Some footpaths disrupted by broadband roll out. Not Council's fault."*
- *"Outside post office, broken seats."*
- *"Bollards in front of car parks - awkward for disability drivers."*
- *"Contours wrong in CBD."*
- *"It is money for jam for contractors. No prevention methods. They do things when it is bad."*
- *"Bottom of Belair Avenue, Omata Road, redesigned footpath, looks like a road and easy to drive mistakenly on footpath."*

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

No cycleways/ not enough/ need more

- *"Not enough cycleways around the District."*
- *"We need more cycle tracks."*
- *"On some roads no cycleways. A little more on arterial roads and streets."*
- *"Could have more cycleways in CBD and the main highways need wider verges to allow for cyclists."*
- *"A bit concerned. Cycle short distance to work and in my area it is 100k's and no cycling lane - Tukapa Street."*
- *"Not very many cycle lanes out of town."*
- *"Would like to see more of them including on State Highway."*
- *"Some places to be developed yet - Waiwhakaiho area still needs work to create safety."*
- *"Could be improved. Need more cycle lanes or alternative tracks for them."*
- *"School children need a full cycle track, Coronation Avenue. They have to use the road now."*
- *"Not enough cycleways. Country roads have gravelly berms."*

Not continuous/ disappear at intersections/ no consistency

- *"They end abruptly in places."*
- *"Seem to stop and start. As a motorist you have to watch out otherwise you could hit them."*
- *"Could be better - they don't merge very well into major intersections."*
- *"Stop and start."*
- *"Tricky with contours in New Plymouth."*
- *"I am a cyclist. There doesn't seem to be any consistency. Some areas are good, others not so good."*

Need to be more clearly defined/ more signage

- *"Need more signs for cycle lanes."*
- *"Not very well marked."*
- *"Need a definite mark on the road where cycles go."*
- *"Driving in Omata Road you get a false idea of where the cycleway merges with the footpath, at night mainly."*
- *"They don't put out merging cycling signs. Down Coronation Avenue should be signs."*
- *"There is not enough signage to ask motor transport to give room."*
- *"Confusing for motorists, don't know whether to drive on them and unsure who gives way to whom."*
- *"Should be arrows so people can stay within limits."*
- *"Some need improving - more obvious and definite."*

Inconsiderate motorists/ driving on cycleways

- *"Cars blocking cycleways in Waitara."*
- *"Cars impinge on bike ways."*
- *"There are still a large amount of car drivers that don't understand they are not allowed in cycleways. They need education."*
- *"Traffic not considerate to cyclists, generally all over District."*
- *"Consequences for infringement on road users and parked cars."*

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

- *"Don't feel safe as a cyclist."*
- *"Not safe, too much traffic."*
- *"Westown cycleway too narrow for bikes."*
- *"I biked up crematorium hill, no room for cyclists."*
- *"I ride a bike - we need better cycle tracks."*
- *"Too dangerous for cyclists. Not enough room for both cyclists and motorists, all over District."*
- *"They are dangerous - road cyclists are in great danger mostly."*
- *"Areas for cycling not safe enough - Inglewood and New Plymouth."*
- *"All of them unsafe. Dangerous in city. Too narrow. Could get hit by passing cars and trucks."*
- *"Cycleways on the road I'm dead against. They are too close, narrow the lanes up and you can't get the 1.5 meters."*
- *"There is no room for them, they narrow the roads which is not safe. It is a disaster - anywhere in town."*
- *"The cycleways are a bit narrow in places on Huatoki Street."*
- *"Not easy in Mangorei Road. Have to drive carefully."*
- *"What they appear to do is the cycleways are outside the parking on the road. It cuts down the width of road dramatically. The berms should be moved, especially where there are lots of cars. The roads should be widened to include the berms. It makes it safer."*
- *"Not enough room on the roads for cars and cyclists."*
- *"Roads are too narrow to have cycle lanes and many are dangerous to cycle on."*
- *"I believe the cycleway should be separate from the highways. What price for safety."*
- *"It is getting dangerous - opposite Spotswood College School."*
- *"Kaitake - we have horses, Mums with prams, logging trucks - Surrey Hill at top end. Narrow road. Dangerous for cyclists and pedestrians."*
- *"Merrilands supermarket, cycleways in car parks. Silly place to put them - dangerous. Cars back out and hit or nearly hit cyclists."*
- *"We pass cyclists on Mt Messenger going to town and it is dangerous."*
- *"There isn't enough room on road for cyclist and cars. Isn't sufficient room for both."*
- *"Not enough space for cycleways in the town. Dangerous."*
- *"On the one way system in Courtenay Street and Powderham Street I did not feel safe as a lot of traffic there and it is too close to you."*
- *"Cycleways are not wide enough. Cyclists and motorists need to be careful."*
- *"Not wide enough between verge and passing traffic. No particular area - all over District."*
- *"The one way streets through town - driving along there we are getting groups of cyclists which makes it quite congested at times. You sort of have to merge with the other traffic to get around the cyclists."*

Cyclists behaviour

- *"It is good if they use them but more often they are on the footpaths."*
- *"Need to talk to the cyclists."*

Issues with cyclists sharing Coastal Walkway with pedestrians

- *"The Coastal Walkway - it is not big enough with the amount of bikes on it and people."*
- *"Concerns along coastal walkway - cyclists be aware of cars and walkers. Near miss with cyclist in my car."*

Others

- *"In Tukapa Street there are potholes on the cycleway area."*
- *"User should pay."*
- *"Overrated, not used much, cycleways should be left rustic and natural."*
- *"Too wide. Take up too much of the road."*
- *"Flax bushes have their flower stems leaning out over streets and footpaths."*
- *"I've heard people complain about them."*
- *"Big Jims Hill - two ways. Confusing, 80 - 100km - not removed. Long temporary!!"*
- *"Cycleways are overcrowded. Do cause confusion for the motorist and other users."*

Q7 Reasons why they are not very satisfied with e. "flood protection"..

Flooding problems

- *"Saunders Road, Okato - worst flood 07, property all under water. Nobody wants to know about it. Water runs off the hill down into our place. River water is a big problem, Mangtete Stream."*
- *"We live up one of the valleys at Uruti and when we get a couple of inches of rain everything goes under the water. In the big flood in October I couldn't get to work."*
- *"No maintenance for at least a year onto the Uruti Road. Floods with the river elevations - rises fast and high."*
- *"Our river floods quite often - Kaihihi and Stony River."*
- *"Downtown area floods, especially Pukeiti Landing."*
- *"Our house floods. NPDC has shut off something. There is no place for the water to go to - Inglewood."*
- *"Don't build houses where land floods."*

Others

- *"Most unsatisfactory- Urenui Beach erosion control needs finishing."*
- *"Damming destroys the eco-system."*
- *"Blocked drains. Contacted Council, they say the drains have been tarsealed over. Ongoing for 13 years. Pioneer Road, Moturoa, New Plymouth."*
- *"It is undergoing major in Waitara area. It has been most drastic."*
- *"Would like more information from Council about where the risks lie and what they have done about risks."*
- *"Do have problems with slipping in Uruti roads."*

**Q7 Reasons why they are not very satisfied with
f. "stormwater services (excluding flood protection)"..**

Flooding/surface flooding

- *"Egmont Village floods when we have heavy rain."*
- *"Water builds up on Omata Road in heavy rain."*
- *"Seaview Road floods after heavy rain."*
- *"Lawry Street reserve ends up being a lake, quite a few properties bordering."*
- *"Wrantage St/Tukapa Street - off bus, water up to knees."*
- *"Our place floods - Nikorima Street."*
- *"We are in a dip and we catch all the water in our street and it comes up our driveway - Birdwood Avenue."*
- *"Seen lots of water all over the roads, usually after a big downpour."*

Blockages/drain and gutters need cleaning/maintenance

- *"Our stormwater drains don't get cleaned out enough."*
- *"Should clean stormwater gratings."*
- *"Should be cleaned more - all the streets. Parklands Avenue, leaves get in drains."*
- *"They don't clean away the leaves from the entrance to the stormwater grates. Get clogged with branches and leaves."*
- *"Surrey Hill - contractors are useless. We have to complain before they come."*
- *"Drains seem to get blocked - Cracroft Street, Waitara."*
- *"One drain by Bell Block School, it catches all the leaves and a few plastic bottles."*
- *"Guttering needs attention - Turakina Street."*
- *"Leaves etc not cleaned out enough - Lynmouth and Fitzroy."*
- *"The leaves from the trees block the drains in Govett Avenue."*
- *"Need more cleaning of drains."*
- *"Grates need cleaning out, corner McLean Street and Strange Street, Waitara."*
- *"Build up of leaves over grates in street. Don't know when that will be cleaned away."*
- *"The streets aren't cleaned in autumn and the water gets trapped in the drains by the leaves - in town, New Plymouth."*
- *"No maintenance for at least a year on Uruti Road."*

Inadequate system/drain can't cope/overflows/needs improving

- *"By Bell Block School, really heavy rain, it overflows."*
- *"Could be improved to prevent the flooding."*
- *"Could do with upgrading, eg Wrantage Street, Tukapa Street."*
- *"Lawry Street Reserve needs attention."*
- *"Not enough cesspits. An open drain on our verge - the pipe is not big enough - Nikorima Street."*
- *"Appalling, believed to be the worst example. Hopefully will now be addressed with flood protection."*
- *"I don't think the stormwater runs off very fast."*
- *"Town has some intermittent problems - generally."*
- *"Guttering overflows on one way streets - Vivian Street, Powderham Street."*

Run off issues

- *"Bayly Street - water runs down one side of street and into people's properties."*
- *"Runs under our house to the river (underground) Queens Road."*
- *"Water running on my farm from the roads."*

Others

- *"You pay a lot for a connection for the roof water from your home to the drain in the street in Karina Road."*

**Q7 Reasons why they are 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 areas. Need more multi storey parking."*
- *"No spare parks in the town."*
- *"Oakura does not have enough parking spaces."*
- *"Hard to get a park in New Plymouth CBD after 8am."*
- *"Devon Street, hard to find one sometimes."*
- *"Mainly in the main shopping centre - New Plymouth. I try to avoid going there now as there is no parking available."*
- *"Should be more parking in CBD."*
- *"Just in town, trying to get park in Gill Street. Bit short of parking."*
- *"Not in main street these days. Not to us elderly people anyway."*
- *"Could be better - more of them."*
- *"Bit difficult. Town pretty busy. Even up my street parking difficult, especially busy times."*
- *"Central area -Morley Street area, hard to find parking spaces."*
- *"Lack of - needs car parking buildings CBD."*
- *"As car numbers increase there are not enough car parks."*
- *"Easiest thing is to go into car parking building, nothing else is left, waste of time looking."*
- *"Limited parking in central city, mainly the main street in the shopping district."*
- *"Finding parking near library a problem sometimes - at Puke Ariki."*
- *"Strandon Place - slight problem, only one side of street where you can park. When a house was being built not much room to park."*
- *"Clawton Street, near rest home - too many cars, dangerous."*

Parking too expensive / meters too expensive

- *"The cost is too high in the CBD."*
- *"In the city they cost too much."*
- *"Pay and Display expensive."*
- *"Meters far too expensive."*
- *"Meter cost too extreme."*
- *"High car parking price in central city compared to down in the valley."*
- *"I'm not wanting to pay rock star prices in a provincial town. I have meetings in town which can cost me \$12 every time."*
- *"Charges are the problem. Too dear. Money-spinner."*
- *"Greed - District Council - wanting more meter money."*
- *"New Plymouth, the parking meters are very expensive. I don't park in New Plymouth because of them."*
- *"Parking charges too high. Motorists choosing not to pay."*

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

- *"Meters down town."*
- *"All paid parking, not much free parking, CBD."*
- *"They are changing all the allocations - have to pay more."*
- *"Would be better to have it free."*
- *"I just don't like having to pay for them - New Plymouth."*
- *"Not enough free parking CBD."*
- *"Disagree with parking meters. Think it should all be free. Bigger businesses supply parking, eg Mega stores."*
- *"Westown - no free parking."*
- *"No free parking if you have a meeting for three to four hours - CBD."*
- *"We have to pay for everything. The Council is well off, we should get something for free."*
- *"Not enough free parking - Devon Street."*
- *"Metered parking."*
- *"Need more say free for one hour and cheaper long term."*
- *"There is no free parking anywhere in town in New Plymouth. I don't think parking outside a bank should be revenue gathering."*
- *"Sundays they charge over two hours when no charge for Sunday normally."*

Don't like new parking meter system

- *"I hate the new system."*
- *"Don't like the way parking meters have been changed. If you make a mistake, car next door has to pay."*
- *"Bad. Hate new paying thing."*
- *"All over town, new meters are useless."*
- *"New system of Park and Pay. Anxiety provoking."*
- *"Car parking in New Plymouth is a bit of a nightmare. It is the way they have set things up with that new metering system. I think they are losing a lot of money with it. We end up parking in the city centre as there is no time restriction. If you could park in the middle of town and go back every two hours we would do that."*
- *"The fact that they have put in this sophisticated system. It is an electronic device."*
- *"New meter system in central city is a nuisance. Trotting along footpath trying to remember a number when you are busy. Liked old meters better. Even in Fitzroy it is bad."*
- *"Have to walk all the way back to original meter to put money in to top up. On-line way too hard to do."*
- *"Hassles in CBD with new system."*
- *"New meters - half of the numbers have fallen off."*

Not enough disabled parking / illegally parked

- *"Can be difficult to find a mobility car park."*
- *"Sister has a disability and often cannot get a park because of other cars parked illegally."*
- *"People park in the disabled parking which aren't meant to."*
- *"Not enough disabled car parks. WINZ etc have offices in Gill Street - pay and display and only one disabled car park."*
- *"Parking for mobility is on the wrong side at the library. The parks are not by the ramp. They are by the steps."*

Not enough parking for workers

- *"I have to park miles away - few parks for people working in city."*
- *"Workers have to park well away from the CBD."*
- *"If you work in New Plymouth there are no car spaces near your work."*
- *"Need more affordable parking for working people CBD vicinity."*
- *"Workers have to walk distances, parking has to be in residential streets."*
- *"Where I work it is hard to get a park - by the Mad Butcher."*
- *"Increasing problem on outskirts - office workers taking up free car parks."*

Poorly designed parking / narrow / poor visibility

- *"Don't like parking in Devon Street, I can only park in angled parking."*
- *"Very contentious. Don't like parking system in town. Spaces are too close."*
- *"I drive a car - parking is rubbish on outskirts of the CBD."*

Wardens very quick to ticket

- *"Parking meter people a bit overzealous."*
- *"If you drive around town and you have to find a park, get parking tickets."*
- *"Slightly over time - should be grace period. Over monitored."*
- *"New system has its merits but they appear to be abusing it. The wardens sit in the car at certain times when they know they are going to catch someone - where they have hairdressers and restaurants. It makes it difficult for people."*
- *"Hate monitored parking."*

Businesses are suffering with pay parking

- *"Motorists choosing not to pay. Shorter time in town and not shopping."*
- *"I have to hurry back to meter so I don't buy much."*

Parking restrictions / need more long term parking

- *"All restricted close to town - Devon Street."*
- *"By Mad Butcher they are now 15 minute parks."*
- *"Too many parking restrictions like P10, P30, P60, P120 - Powderham Street."*
- *"Too restrictive in some places - all over New Plymouth."*
- *"Time thing a bit of a nuisance, not encouraging you to go to town - main street, Devon Street."*
- *"A bit of a problem - anywhere that you could leave car for whole day."*
- *"Two hour limit on meters."*

Need more short term parking

- *"Need parks for quick visits to shops."*
- *"A lot more five to ten minute parking please."*
- *"No free parking for short term, quick jobs in town."*

Parking spaces have been reduced

- *"Devon Street - trees planted and taken half the parking spaces away."*
- *"Council put in trees and cut out parking places."*
- *"There are less parks."*

Parking impact on residential property

- *"People park on my front lawn. Leave them all day. As I am visually impaired I need people to be able to drive up to my property to collect me."*
- *"I live in the CBD and there is all day parking outside my house. Day time parking impacts how I use my property."*
- *"Parking outside my house on road is difficult as opposite are yellow lines so those people park on my side. Also a traffic hump, tree, stop sign at my driveway making it difficult to reverse out or park directly outside my house. (Pioneer Highway). All Council have done to date is take a photo."*

Others

- *"Not enough forethought."*
- *"Too many car parks."*
- *"In New Plymouth central, not metered so people don't move."*
- *"Poor - better use of parking facilities. Maximising the areas we have already."*
- *"Lately you put money in and it doesn't give you ticket. Machine on Devon and Gill Street."*
- *"More access for internal car parking."*
- *"Depends on time of day. One way system for funerals at St Mary's is poor."*
- *"Did not know I could stay by library for 30 minutes without paying."*
- *"Like the free to 11am for Gold Card holder."*

Q7 Reasons why they are not very satisfied with h. "the water supply"..

Bad taste

- *"City water has a bad taste."*
- *"Supply is fine, taste is shocking."*
- *"Taste not good."*
- *"Taste - Glen Almond Street."*
- *"Buy water because do not like taste of tap water."*
- *"Taste not good - never has been. 40 years of this."*

Expensive

- *"Metered water. Charges have risen significantly over the last six years - Bell Block."*
- *"We have to buy our water - Brixton."*

Should have fluoride in the water

- *"Would like fluoride back in the water."*
- *"Should be fluoridated."*
- *"I would like fluoride back in the water."*

Low pressure

- *"Mangorei area - water pressure very low. Many people have their own tanks and pump town water into it and use pump to get more pressure."*

No water supply

- *"Not at my gate - Smart Road."*
- *"Rates high. No itemised invoice provided when requested. What am I paying for? No water supply."*
- *"Live on one acre block outside of Bell Block - times I run out and have to buy water."*

Poor quality of water / discoloured / dirty water

- *"Don't drink New Plymouth water, drink well water."*
- *"Our water goes brown when there is lots of rain."*
- *"The times that the water goes brown. Often happens after workmen have been working in the vicinity. A bit of trouble before xmas, three days of it."*
- *"We get bad water in Inglewood - something to do with stormwater. Sometimes water is brown. It has happened three times in last 12 months."*
- *"City water dirty."*
- *"Smell not good."*
- *"There are grit bits in our water, we have had to get a line strainer - Tiverton Terrace."*

Others

- *"Water pressure too high."*
- *"Water is not stored properly. Need to have man-made dams to store water."*

Q7 Reasons why they are not very satisfied with

i. "animal control"..

Too many roaming / uncontrolled dogs / dogs off leashes

- *"Waitara and Bell Block have dogs roaming. Broken rope attached sometimes."*
- *"Dogs wandering on walkway and down on beach - East end reserve. Dogs not on leads."*
- *"Far too many dogs unleashed."*
- *"Dogs unleashed in streets and parks - CBD and Pukekura Park."*
- *"Westown, New Plymouth, quite a few dogs roaming the streets."*
- *"Dogs running loose, no leashes, not under control."*
- *"Too many dogs loose, running - generally all around New Plymouth."*
- *"Roaming dogs Moturoa area."*
- *"Fitzroy beach, running loose regularly."*
- *"Too many dogs around here - Waitara. I have had my rubbish broken into a couple of times."*
- *"Too many dogs at my local park - Strandon and Fitzroy area parks."*
- *"I have come across a few dogs on the loose - Smeaton Road area."*
- *"Too many mutts running around - generally everywhere."*
- *"Dogs not on leashes. Bell Block beach my friend was frightened by four dogs."*
- *"Concerned about them with small children."*

Too strict

- *"Had son's dog which barked and wasn't used to being chained. They came and took the dog which was put down. Only given seven days notice. Not enough time to reorganise another alternative home."*
- *"I feel they target the responsible dog owners. I had a friend who has had a dog 15 years and has always registered him but genuinely forgot and they came and took him and it cost \$300 to get him back."*
- *"Dog taken by dog ranger - entered through shut gate because registration a week overdue. Fine \$350. 15 year old dog. Very stressful for dog and owner."*
- *"Very few places where you can take a lead off a dog."*
- *"Disgusting that no pets are allowed in the city."*

Need more control / policing / enforcement / need to be stricter

- *"Dogs on beaches need more control."*
- *"Council needs to prosecute people more re dogs wandering etc."*
- *"Officers need more control to take action."*
- *"Dog control was okay but not strong enough. Person went to dog owner, not complainant."*
- *"NPDC should make people aware of their responsibilities."*
- *"Too casual about dogs on beaches, in parks and in the city."*
- *"More could be done with aggressive dogs rurally. Not much seems to be done."*
- *"Would like to see them out more when dogs out on their own. Good when you ring them."*
- *"Could be tougher on roaming dogs - Waitara area and in town."*
- *"Could do more with stray cats and dogs, mainly in National Parks."*
- *"Certain people get away with driving cattle up the road - rules for some and not for others."*

Complaints not dealt with well / nothing has been done

- *"I've heard quite a few reports where people have rung about cats and nothing has been done."*
- *"I've had issues with a dog for three to four years and they've done nothing - contacted Council."*
- *"There is nobody to ring who takes enough notice and deals with the person who owns the dog so they continue to run out at you. Just out of Inglewood going towards Kaimata, on the left when you leave the town about half way between the saleyards and Dudley Road corner, where I walk or bike around the block, I had a dog run out at me. I had to throw stones at it. The neighbour came out when he heard me yelling at the dog. He had rung the Council three times and nothing has been done about it."*
- *"We live in a kind of rural area and a pig dog keeps coming onto our property and I have a one year old son. When I complained the animal control didn't share my concern."*
- *"Contacted Council and they didn't get back to me."*
- *"I contacted Council about dog - put onto dog control person who made me speak to person. I didn't want to do this as she is my neighbour."*
- *"Response inadequate - the dogs chase cars and buses."*
- *"Phoned Council, Council phoned back and explained procedure - problem still occurs."*

Dogs barking

- *"Dog barking - Vogeltown, Manu Crescent."*
- *"We have a dog in our neighbourhood that is continually barking. I've seen the animal control people there but it still carries on - Fitzroy area."*
- *"Neighbours with barking dogs - Tuahu Place, Waitara."*
- *"Lots of dogs barking often in my area."*
- *"Barking dog in Kowhai Street during week mostly until 1pm. Haven't complained to Council."*

Dogs fouling

- *"Dogs pooing all over the lawn."*
- *"Not too bad but see dogs defecating everywhere."*

Problems with other animals

- *"Cats - 13 cats poo on my property. Dogs taken care of but nothing done about cats. Stoats and weasels are blamed for bird kill but feral cats are just as much to blame."*
- *"Horses and riders not carrying a spade to allow picking up of droppings. Horses also use the footpath and grass verge."*
- *"Neighbours cows always on road."*

Dog registration unfair / don't get much for it

- *"Dog registration - we are paying for dogs that aren't registered when they go to pound."*
- *"We pay too much for registration for dogs and we don't get much for it. No dog friendly areas. We pay more than Auckland."*

Owners are irresponsible

- *"No pooper scoopers used."*
- *"People don't clean up after them."*
- *"(Dog runs out), gate is usually open. Has sign on it 'Beware of dog'."*
- *"She lets two bull mastiffs run loose. My dog is just little."*
- *"A lot of other owners do not exercise their dogs around here. Irresponsible owners are the problem. Very good experience with dog control staff."*

Others

- *"Neighbours complained about dog too often, just being nasty."*
- *"Dogs are okay, this area is over indulged."*

Q7 Reasons why they are 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

- *"They need staff to do the job of maintaining them. We are losing the character of things."*
- *"Don't mow often enough. 20 years ago better condition."*
- *"Should mow Inglewood Park. Should be mowed more regularly. We get our feet wet when I take grandchildren to the park."*
- *"Reserve by Thames Street is not maintained at all."*
- *"Heta Road park, broken bottles and rubbish. (Coastal Walkway and Pukekura Park excellent)."*

Need improvements/not as good as they used to be

- *"Children's play area, there is nowhere to change babies and no water fountains."*
- *"Need showers and changing rooms at Waitara Beach."*
- *"No shade in children's play areas. Coastal Walkway fine."*
- *"The Festival of Lights - they were not that great. Other years have been better."*
- *"Pukekura Park - the lighting isn't good at Xmas - Festival of Lights."*

Others

- *"Bicycles on Walkway behind you, don't let you know that they are coming."*
- *"Walkway because of the cyclists. They take over. I like Pukekura Park."*

Q7 Reasons why they are not very satisfied with

k. "the maintenance and presentation of urban landscapes and streets, particularly flowerbeds and displays"..

Need a tidy up/overgrown

- *"We live by Port. Our end of Coastal Walkway gets neglected. Ramp between West end of Ngamotu Road, beach and Breakwater Road. I've seen horse poo there for weeks and weeks. I've seen other rubbish too on ramp."*
- *"Could improve weed control by removing dead plants in Merrilands area."*
- *"Matakoi Park needs mowing properly more frequently."*
- *"They need staff to do the job of maintaining them."*

Improvements needed

- *"Lost some of the delights of flowerbeds."*
- *"They do not have enough flower displays in New Plymouth, especially CBD."*
- *"Not enough. Some streets there is nothing."*
- *"Huatoki Plaza needs grass."*
- *"Town ones very nice. Urenui were damaged - chopped off and not replaced - Ngakoti Street."*
- *"Could improve by replanting in Merrilands area."*
- *"There are a couple of parts in town that are very ugly - on the State Highway coming into town from Waitara to Bell Block."*
- *"In the middle of Inglewood - big bare space where station is. It is a car park - not attractive. Unofficial car park."*
- *"Really good but I would like there to be more."*
- *"We need more of these in the outer streets and roads of New Plymouth."*
- *"Okura especially, garden beds not good."*

Others

- *"They should be done by volunteer groups."*
- *"Why do Council cut back the agapanthus just as they are going to bloom? Northgate."*
- *"Weeding traffic islands is unnecessary use of ratepayers money. Look nice though."*
- *"Better ways to spend the money. Some are too near to zebra crossings, eg Moturoa crossing."*

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

Too much money spent / should be user pays

- *"Too much money spent on Yarrow Stadium for upgrades and maintenance. Ongoing expense."*
- *"Too much money spent, not all people interested."*
- *"It should be user pays."*

Others

- *"Pukekura Park Stadium too small. Can't have international sport or real sport there."*
- *"For most of them I am very satisfied but we need a decent auditorium. I think sports venues are excellent."*
- *"TSB Stadium needs toilet facilities and showers, especially for people in wheelchairs."*
- *"ANZ TSB seats not good, small and uncomfortable. Food choices and price not good."*
- *"Not always up to standard - rubbish not cleaned up."*
- *"Could be better utilised. Slowed up amount of time bowl used. Need more advertising."*
- *"Do not agree with the Govett-Brewster Art Gallery/Len Lye Centre. Not all the public use these facilities as they are only for a small group of citizens. Local artists are not allowed to use these facilities for their art."*
- *"The cinema that we had to show foreign films has closed down."*
- *"Need to shift Netball from Waiwhakaiho up to the race course. Could bring several sports clubs together."*

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

Not enough / need more

- *"Should be more."*
- *"They have had less concerts at the Bowl."*
- *"Could do with more shows."*
- *"Could do a bit better - they are trying."*
- *"Lacking in 'big acts'."*
- *"Not utilising the Bowl by not having enough contemporary acts there."*
- *"John Farnham and Lionel Richie - they are the only ones apart from Womad at the Bowl. Could get more artists."*

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

- *"Could do with more children's things especially."*
- *"We don't see any foreign films any more. I think that is a great pity."*
- *"Not as much as in previous years - not the same variety of overseas acts."*
- *"They are very limited for what they cater for. They cater for sports and Womad. Council doesn't underwrite them."*
- *"The variety of entertainment."*

Gone downhill / not as good as used to be

- *"We don't get the big act names we used to get. Not as good as it used to be."*
- *"Problems - world class event centre - up until a while ago there was a guy who got some big acts and he died, then went through a lull with nothing. Will still have Womad. They are cutting the funding."*

Disappointed with the quality / calibre of events

- *"We don't secure as many really good ones."*
- *"It is a waste of ratepayers' money because they don't get anybody good to come."*
- *"Could get more top artists."*
- *"The Bowl could do with better international acts. In two years, no international acts."*

Too expensive / cost to user

- *"Beyond my means of going."*
- *"Costs to the user of the arts and music are too expensive."*
- *"Catering too expensive for attendees due to preferred suppliers engaged, eg Bowl of Brooklands."*

Others

- *"Too many."*
- *"Don't make a profit, ratepayers pay."*

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

Poor standard / need upgrading / improving

- *"Pukekura Park sportsfield needs replaced seating. Money not spent here for a long time - looking worn."*
- *"Lots of fields in poor condition. Public facilities in this area not good."*
- *"Karo Park in Inglewood, if we have heavy rain can't have games there on a Saturday."*
- *"Pukekura Park stadium - too small. Can't have international sport or real sport there."*
- *"Yarrow rugby ground stadium - too small for international cricket."*

Lack of maintenance / upkeep

- *"Not maintained in town."*
- *"Lynmouth Park needs maintenance."*
- *"Parks generally in New Plymouth could do with more upkeep."*
- *"Could be better with sportsfields, the back fields at Rugby Park are not very well maintained."*
- *"A lot of dog poo on sportsfields - Carrington Avenue. Should be notices up."*

Others

- *"When they upgraded it they should have covered it."*
- *"Don't cater for soccer. Balance with rugby in the way of funds."*

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

Rundown/ need more maintenance/ cleaning

- *"Uruti Domain is quite rundown but not sure if it is under the jurisdiction of the Council as a whole."*
- *"Ngamotu Beach - playground has been let go recently. Swings broken."*
- *"These are maintained by Council - Whalers Gate is very rundown. Park facility including play implements are poor."*
- *"Heta Road park, broken bottles and rubbish."*
- *"Took our grandchildren to play in the park by the Inglewood swimming pool and there was broken glass everywhere. There needs to be someone to check the playgrounds after a weekend when teenagers have been drinking."*
- *"More cleaning should be done after weekends - rubbish everywhere including broken glass."*

Lack of equipment

- *"Ngamotu Beach - taken away the see saw."*
- *"Pukekura Park lacks equipment."*
- *"Some only cater for a few kids at once."*
- *"Some could be better, not enough play equipment eg swings, etc."*
- *"No swings at East End."*

Boring/ need more variety/ children don't like them

- *"Needs creativity in the parks for children - more variety."*
- *"Boring - could be improved."*
- *"Grandchildren find them boring, equipment, simplistic, children finding themselves isolated, not talking to each other."*
- *"The kids don't really like them."*

Too much money spent on them

- *"Lovely but too much money spent on them. What's wrong with children's imaginations. Pukekura Park they spent too much."*
- *"Amount of money spent - Pukekura Park."*
- *"East End in New Plymouth. Park - too much money spent on it."*
- *"Seems like lots of money spent on playgrounds (but kids don't really like them)."*

Not enough/ need more

- *"Not enough of them. Should not be one great big one but smaller and closer together."*
- *"Would like to see more in area in Kaitake."*

Others

- *"No shade in middle of park - only on perimeter, sun safety for adults watching children not good."*
- *"Vandals at night - groups drinking and drugs, Pukekura Park especially."*

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

No toilets / not enough toilets / need more

- *"Need more toilets all over district but especially Kaitake."*
- *"The Mega Valley has no toilets."*
- *"Not enough public toilets."*
- *"Only one in New Plymouth City on Gill Street, women's toilet. This is good, need more."*
- *"Insufficient everywhere especially Bell Block, Waitara."*
- *"Not enough toilets in the District especially at Valley Shopping Centre."*
- *"We need more at the beaches and parks."*
- *"Not enough of them, all over area. More so out at Waiwakaiho Valley as there is nothing out there at all. More so for the elderly. We go to the Valley and come home again and there is no need to go into town at times."*
- *"More needed. A couple not enough, otherwise you have to go into a bar in New Plymouth."*
- *"There are not enough of them. More of them needed in the New Plymouth town."*
- *"Need more in public area in city - Devon Street."*
- *"Need another toilet - Valley at Waiwakaiho."*
- *"We need more toilets in Fitzroy and the CBD."*
- *"Need more in all areas."*
- *"Need a few more, especially at Ngamotu Beach."*

Dirty / disgusting / smelly toilets / need cleaning

- *"Not cleaned often enough - all areas."*
- *"Need to be cleaned more often - CBD and generally all around."*
- *"At Fitzroy they are disgusting and stink. Need cleaning more regularly."*
- *"Kawaroa - not particularly clean."*
- *"At Pukekura Park I've walked away from them. They are dirty. Other dirty ones also."*
- *"Some not good. Be nice if they were cleaned daily in New Plymouth."*
- *"When I've been out walking I've used the Inglewood ones and they have been left dirty with paper on the floor. The only one I use when in town is the women's restroom and that is always great."*
- *"In the Coastal Walkway area the cleanliness is not up to standard."*
- *"Need more cleaning at weekends when more people around - Coastal Walkway."*
- *"The one by Puke Ariki and the back beach one are not clean and they smell of pee."*
- *"They are dirty and smelly - Breakwater car park and Wind Wand ones."*
- *"Avoid them - smelly - not kept up with cleaning. Ones by Port walk, Breakwater - not good. Bell Block Beach also."*
- *"It could be the person who uses it. I try not to use them, Fitzroy not good."*
- *"Dirty and smelly."*
- *"Hygiene of toilets - main street by Kina Store opposite TSB Showplace New Plymouth and the one by the Wind Wand which is worse."*
- *"Waitara ones not clean."*
- *"Okato quite disgusting."*

In poor condition/need upgrading/improving/better upkeep

- *"Out dated - Moturoa, CBD especially."*
- *"Some are terrible."*
- *"The one opposite Kentucky Fried needs an overhaul but don't want it to be removed. Great up that end of town."*
- *"Could be maintained better."*
- *"Toilet overflows when flushed at Port car park toilets."*
- *"Tongaporutu toilet could be more inviting."*
- *"Hickford Park toilets are a mess, I won't go in."*
- *"Public toilets not that flash - Fitzroy area."*
- *"Needs more maintenance - New Plymouth."*
- *"Toilet down Breakwater, one of the metal toilet holders was a bit bent and I caught myself on it and had a big scratch."*
- *"Toilets rundown - parks and town."*
- *"Some very rough."*
- *"Okato needs maintenance."*
- *"Do not like the seats, eg rubber on steel - not good. Proper seats should be installed."*

Need better servicing/toilet paper/soap provided

- *"At Pukekura Park no toilet paper at Lights festival and Okato toilets suffer lack of soap."*
- *"Valley at Waiwhakaiho, no soap - always."*

Vandalism/graffiti

- *"So much vandalism."*
- *"Vandalism - Kawarua Park ones and Fitzroy one in arcade."*
- *"Waitara toilet can be badly graffitied, especially by Sunday morning. People do it, not Council's fault."*

Others

- *"Need more signage."*
- *"Some are locked."*
- *"Getting better."*

Q7 Reasons why they are not very satisfied with

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

100% Hand Tab

- *"Could do better out of town, eg surf beaches like Okato."*
- *"Need better access to beaches."*
- *"Bone of contention. People inclined to push boundaries. People roaming over farms."*
- *"Don't like people walking on edge of rivers, private property, Mangatete Stream."*
- *"Better public transport, getting harder to get to places."*
- *"More should be there for the disabled."*
- *"Serious concerns. Really disappointed to see sewerage affecting the swimmers. Nationally Fonterra fenced all the farms from dairy stock. New Plymouth decided not to be part of that. They need to advertise more."*

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

Need bins for recycling / plastic bags not satisfactory

- *"Like to see them bring in separate bins for recyclables."*
- *"Would like to see recycling bins available in the New Plymouth District for collection."*
- *"Need a recycling bin. Makes it a lot easier for people to recycle."*
- *"Special bins for recycling - Tainui Street."*
- *"I hate having to put paper in plastic. I think recycling bins are more environmentally friendly."*
- *"Recycling - containers should be provided in a different colour."*
- *"Need recycling bins introduced in New Plymouth. Less plastic and waste."*
- *"Would like recycling bins like South Taranaki District for us."*
- *"Would like New Plymouth Council to come into the 21st century re bins etc for recycling."*
- *"We need recycling bins to encourage us to recycle in Lynmouth."*
- *"Bags of plastic recyclables blow around streets. Need bins for recyclables."*
- *"Really confusing. No one told me about the way recycling is organised here. Should use wheelie bins for recycling. Plastic bags tend to blow away."*
- *"They need recycling boxes for every day use."*
- *"Other areas have plastic bins provided by the Council for rubbish and recycling - Eltham, Stratford, Hawera. We want the same in Waitara."*
- *"There should be a recycling bin provided in Spotswood and around New Plymouth District."*

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

- *"Should upgrade the collection to bins - Taylor Place."*
- *"Sometimes people put things into bags and they go flying. We need green wheelie bins or cubby bins."*
- *"Would like to have bins. Animals do get into the bags you put out."*
- *"Need to have bins instead of plastic bags - all New Plymouth area."*
- *"Proper bins - green. Dogs rip black plastic bags open."*
- *"I get a green bin. The bag is not enough. Not much we can put out. Stratford is a good model."*
- *"Only allowed one free bag a week."*

Cost of rubbish collection / disposal / dump charges too high / recycling charges

- *"We have to pay for it in the country."*
- *"Have to pay for your rubbish disposal."*
- *"Should not have to buy stickers for extra bags in Spotswood."*
- *"Bags too expensive."*
- *"We have to pay again which is an extra expense - Brixton."*
- *"We should not have to pay for rubbish bags and rubbish stickers."*
- *"Double purchase of bags to dispose of rubbish - not happy."*
- *"Could be better and cheaper."*
- *"It costs a lot from Tongaporutu. We have a transfer station and it costs a lot after I've paid rates."*
- *"Expensive to take things to the tip, especially biodegradable and items like bricks that are heavy."*

continued ...

Cost of rubbish collection/ disposal/ dump charges too high/ recycling charges (continued)

- *"Landfill is too expensive. Locals find it too dear. Make them much cheaper to stop road dumping. People target rural areas to dump - all around district."*
- *"Recycling - containers should be provided without additional charges to encourage recycling."*
- *"Yet to find out whether have to pay for it? Some buy stickers and put on bags, others don't use stickers and it still gets taken."*

Don't take all rubbish/ don't always pick it up

- *"Stuff blows away and rubbish men don't pick it up."*
- *"The drivers are too temperamental, everything has to be too correct in Upland Road."*
- *"Ongoing battle with rubbish left about Heta Road."*

No rubbish collection

- *"Don't offer me a service - Smart Road."*
- *"We pay rates but no collection in our area - Kaitake."*

Pay a firm to collect rubbish/ should not be charged in rates

- *"Don't use the service but have to pay rates."*
- *"Don't like paying rubbish rates when have a wheelie bin."*
- *"I end up paying extra. I get a green bin."*
- *"Pay for bin and Council rates for rubbish."*
- *"We are being charged for rubbish pick up. We are paying through our rates and Waste Management. It is a farce, unjust, this rubbish matter."*

Improve recycling/ promote recycling

- *"Recycling could be done better."*
- *"I don't think they are doing enough recycling. Don't like people using green bins."*
- *"More effort needed to recycle."*
- *"Recycling is not considered a priority by Council - actual recycling and education."*
- *"Not enough emphasis on recycling."*
- *"Have to separate our recycling - makes streets look scruffy."*
- *"Not in favour of current recycling scheme."*
- *"We are still only saving 1, 2 and 3 plastics. They should be looking to do something about the other plastics. Correct disposal."*
- *"There is no disposal for tin etc."*
- *"Recyclables are not good enough."*
- *"Need more emphasis on recycling. Needs a stronger education programme on this."*

No recycling

- *"Don't have recycling."*
- *"Nothing for recycling."*
- *"Recycling system needed."*
- *"Recycling - Council will not allow Waste Management company to collect recyclable material."*
- *"We get rubbish picked up twice a month but there is no recycling and that is a concern."*

Need inorganic collection

- *"They need the occasional larger item collection. Perhaps one a year. Even if you have to put it at a central point, eg the corner of the street."*
- *"It would be lovely to have an inorganic collection once or twice a year. Awkward to dispose of large items."*
- *"Last town we lived in the Council picked up "unwantables" once a year. Elderly find it hard to get rid of larger items."*

Lots of litter / rubbish around / bins removed

- *"Personal collection good. Needs Council to pay more attention to rubbish on streets."*
- *"Rubbish bin at corner Carrington Street and behind St Andrews has disappeared. Usually pick up rubbish on my walk."*
- *"Rubbish bins moved away from public areas - they are needed."*

Would like green waste collection / disposal

- *"Would like separate collection for garden waste in New Plymouth."*
- *"I would like a green waste collection."*
- *"Needs to be green waste disposal."*

Others

- *"Getting it to the place where they collect it from - have to go a long way - live in a unit."*
- *"I recycle but the rubbish man just puts it in with all household rubbish - Tuahu Place, Waitara."*
- *"Rest area bins should be discouraged. Not a good policy. Encourages unnecessary disposal of rubbish."*
- *"Rat shit. No itemised invoice as asked for."*
- *"Service at transfer station terrible. They don't recognise prices on sign and stick to what is written."*
- *"Rubbish collection is not done well in the rural areas."*
- *"Wicked" needs to be updated badly."*

Q7 Reasons why they are not very satisfied with s. "the sewerage system"..

No sewerage here / on a septic tank

- *"Not connected on Smart Road."*
- *"We don't get it in Brixton."*
- *"Highlands Park still on septic tank. Mangorei School area, cost on ratepayer for their tanks."*
- *"Election promise some six to nine years ago for sewerage but never happened - Urenui."*

Sewage discharge/leakages

- *"Sewage discharge Bell Block beach and Urenui. Signs up but situation not good enough."*
- *"Leakages out into waterways at Te Henui River mouth and Waiwhakaiho River mouth."*

Needs an upgrade/improving

- *"Been here 22 years - Cracroft Street. Have had trouble. Been promised sewerage system would be upgraded, not done yet."*
- *"When there has been a lot of rain, some things don't run well."*
- *"Room for improvement."*

Sewerage problems/smell

- *"Sewage in Oakura pumping station is very smelly - vents everywhere. Promise of no odour not upkept."*
- *"The facility they have where the sewage goes, our pump failed and cost us \$4,000 to have it fixed."*
- *"Toilet needs attention - probably Housing NZ and not Council?"*

Others

- *"Too expensive."*

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

Lack of parking / no drive-by for book drop off

- *"Need more parking available in that area - Brougham Street, Ariki Street."*
- *"Parking can be an issue. Provide a good service. Good to see changing displays."*
- *"The access to the library very restricted now - Brougham Street."*
- *"Library good - parking bad."*
- *"No drive-by for book drop off. Since revamp done this is not available. Otherwise library is great."*

Need more books / better selection

- *"Taken a lot of the novels away. Smaller amount of novels than used to be."*
- *"Needs more modern books. A lot of old stuff there."*
- *"Neighbour says nothing in reference section that she needs. Poor selection."*

Others

- *"Need to do something in children's department - new puzzles needed."*
- *"Too much money spent."*

Q7 Reasons why they are not very satisfied with
u. "Community libraries, other than the Puke Ariki library"..

100% Hand Tab

- *"Would like a service - mobile library bus to Okato. Did come here once, I used it. Needs to be regular."*

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

Poor displays/boring/uninteresting

- *"The direction it has taken, you don't see a variety of things."*
- *"Need to change displays more often."*
- *"Museum a bit stale - could be more vibrant."*
- *"Not as good as Tawhiti in Taranaki."*

Should be user pays

- *"Not interested in Museum and as a ratepayer not happy paying for this."*

Big empty space/needs more displays

- *"Okay generally but more displays would be good."*
- *"Disgusting. Don't like huge space with nothing much in it. Doesn't reflect New Plymouth."*

Others

- *"Too much entertainment, not a museum."*

Q7 Reasons why they are not very satisfied with w. "the airport"..

Too small

- *"Need a larger one, more facilities."*
- *"Time we got a bigger airport."*
- *"Could do with expansion - have to look to the future."*
- *"Needs to be extended."*
- *"It is not big enough."*
- *"Could be bigger."*
- *"Very busy, needs upgrading to a bigger airport, more flights."*
- *"Too small inside, gets very crowded."*

Extend runway / bigger planes / international flights

- *"It should be made bigger to include larger aircraft. We should be making the airstrip bigger. We should be going across to Australia from here."*
- *"Need a new airport to extend so larger planes can come."*
- *"Larger one that could use bigger planes."*
- *"Could do with an international airport. It is a nuisance to have to catch a connecting flight."*
- *"The runway needs to be extended."*

Terminal unattractive / needs updating

- *"Urgently needs terminal upgrade."*
- *"Not attractive for arrivals, too old. Needs a spruce up."*
- *"Could have better set-up."*
- *"Dated, café not open long enough hours. Luggage area, prehistoric."*
- *"Needs to be upgraded."*
- *"Sterile environment. Could do more like looking as though it is from Taranaki. Could look more happy."*
- *"Could be tidier."*
- *"Toilets leave a lot to be desired at the airport."*

Lack of parking

- *"Lack of car parking. Can't get out of there easy, needs work done."*
- *"Needs more parking."*
- *"Car park was full."*
- *"Parking difficult."*
- *"More parking."*

Others

- *"Over priced."*
- *"Parking at airport expensive, especially if you are just dropping someone off or picking them up."*
- *"When you put your ticket in for parking they are right in the doorway. People lining up block the doorway."*
- *"Facilities provided for "Search and Rescue" group."*

Q7 Reasons why they are 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/ could give more funding/ support/ could be better

- *"Council could do more but have no money."*
- *"They are not doing enough but if they did our rates would go up. There are a lot of places around like the TSB that fill in the gap Council doesn't meet."*
- *"We were involved with Searchlight Tattoos after being turned down for funding last event. It was a community event in conjunction with NZ Defence Force and also overseas Defence Force."*
- *"I think the Council should invest money they got from Power Board into a Trust, then use the interest to provide grants to the community."*

Unfair allocation of funding/ support

- *"Assistance from Council is not going in the right direction - Len Lye Centre. Local Bridge Club and other Clubs could make far better use of assistance."*

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

- *"Ratepayers' money should be spent on other things. Raise their own funds."*

Need more information/ transparency

- *"Council need to make public aware of grants and how to apply for a grant."*
- *"I haven't heard of that."*
- *"Not transparent enough. Public is not informed on the eligibility of these grants."*
- *"Needs to be more transparent."*

Others

- *"Concern re Council selling building and ground at the Port. This facility has been used by five small organisations. They will then have to find alternative rooms."*
- *"They need to sort out leases in Waitara. There are a variety of leases, we should own the land."*
- *"I am part of a football club and we have no way to reduce our rates for ground lease etc. We have water rates as well."*

Q7 Reasons why they are not very satisfied with y. "public swimming pools"..

Too expensive / should be free entry

- *"Charges a bit high."*
- *"Odd that we have to pay to go swimming which is a very healthy exercise but not to go to Govett-Brewster Gallery."*
- *"Charges and rules not good - needs to be lowered."*
- *"Too expensive. Ratepayers should be able to use the pool at no cost."*
- *"Don't like paying to be a spectator."*
- *"Too dear at Kawaroa Aquatic Centre."*
- *"Prices too high."*
- *"Should be free entry."*

New rule / ratio of one adult per child unrealistic

- *"New rules at Kawaroa pool, ratio of adults to children."*
- *"Swimming ratio overzealous for parent/caregiver to child ratio - not realistic."*
- *"Not happy with the new ratio - child/adult that has just been brought in. Unpractical for a mother."*
- *"Don't like the new ratio - one adult to one child."*
- *"They have changed the criteria for parent/child supervision and if you have a one year old and a four year old you have to have two adults to supervise. You can't just take along two kids anymore."*
- *"One person per child silly - what are lifeguards for?"*
- *"One adult per child ratio just ridiculous."*

Need upgrading / improvements

- *"Internal pool at Aquatic Centre feels dirty. Tiles getting a bit old now."*
- *"Tired inside New Plymouth Aquatic Centre."*
- *"Number of filter systems inadequate."*

Others

- *"Swimming pool in Waitara needs to be open longer in winter."*
- *"Parking a problem."*
- *"Stole roof off pool in Waitara. Went to New Plymouth. Waitara people paid for it but it went under amalgamation."*
- *"It would be nice to reinstate pools at Kawaroa. Where swimming pools, salt pools, sea washed them in and out with tide. They are in Australia."*

Q7 Reasons why they are not very satisfied with

z. "the quality of the New Plymouth District living environment is being maintained"..

Council spending

- *"They appear to be erratic in their spending."*

More maintenance / needs to be cleaner / tidier

- *"Need the truck that sweeps to come by and pick up - Waitohakailho."*
- *"Council left rubbish in Seaview Road, right hand side. Been there a week so far."*
- *"Taken away rubbish bins. Should be more - East End."*
- *"In some places it wouldn't hurt to have some rubbish bins available. At places like skate parks and playgrounds. Sometimes they are a good place to go and have picnics with the family."*
- *"Some state houses could be improved and updated."*

Rural land taken for development

- *"Not managing Resource Management Act very well. Rural land is not being protected - is being allowed for residential purposes when it should be farming."*
- *"Too many lifestyle blocks, using up good farming land."*

New Mayor / Council

- *"Gone back a bit since the new Mayor."*
- *"Council is new - it is important that they maintain quality of lifestyle and environment and culture."*

Others

- *"Local people being shut out."*
- *"In jeopardy of family with our access to the environment."*
- *"Too carried away with earthquake strengthening."*
- *"Shouldn't have the Len Lye building."*
- *"Sustainable model would be better."*
- *"Noise problem. Droning from plant on Mamaku Road. They don't seem able to shut them down."*
- *"Not utilising the foreshore for retail and cafes. More based incorporating the railway line."*

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

- *"How do they justify the amount of money. They charge us too much."*
- *"We are rural 2¼ acres so classified as residential. Pay the rates for services and facilities but we get hardly any."*
- *"No rubbish, sewerage, library etc. Should be addressed in our rates. Country residents like us do not get the value for rates in comparison to urban ratepayers."*
- *"Rates increasing every year."*
- *"Rates could be cheaper, otherwise mainly okay."*
- *"Would like to see the rates frozen and Council learn to manage the money they get."*
- *"Reduce rates."*

Unfair allocation of rates money / areas neglected

- *"The way they spend a lot of money in New Plymouth itself. The further out of New Plymouth the less is spent."*
- *"They don't spend any money out here."*
- *"They spend nothing here - Tongaporutu."*
- *"Pressure groups - the ones who make a big noise get something - not backing the community. They are not always the most needy."*

Lack of communication

- *"I would like to know where they spend the money."*

Waste money / overspend / priorities wrong / financial mismanagement

- *"They should not spend money attracting events here. Misuse of the rates."*
- *"They waste some of the money like putting in roundabouts that don't need to be there."*
- *"Need to assess spending rates - increasing every year due to overspending or unnecessary Council spending."*
- *"Vandalism has cost \$500,000, should have got the culprits to fix."*
- *"Too much money spent on the Sister City."*
- *"Priorities mixed up. Get on bandwagon and do things that affect a small number of people, not the majority."*
- *"Spend too much on entertainment and big events. Okay for minority. Benefits minority, not majority."*
- *"Spending \$2 million on the Yarrow Stadium. I am not into sports."*
- *"More money for Yarrow Stadium. Not long since money was spent on it."*
- *"Concern with the way money has been invested overseas."*
- *"Do not like borrowing money to keep rates down."*
- *"Withdrawing funds from Womad."*
- *"I think they have to be a little more discreet and vigilant in their spending."*
- *"Too much money spent on the accesses - the facilities that are for a chosen few."*
- *"Not happy with the way they use our rates."*
- *"They spent \$35,000 on a bike pad for people who ride to work on the bicycles. It only holds 10 bikes. To me that is very, very extravagant. I'd like a rebate. I could have designed one myself. You can buy a shipping container for \$10,000. It was overspending."*
- *"Too much being spent on walkways, footpaths etc. eg new footpath in Inglewood heading towards Stratford, 500 meters or more. Not used much. Ridiculous."*

continued ...

Waste money / overspend / priorities wrong / financial mismanagement (continued)

- *"Wasting money on things that are not needed like concrete pad outside the New Plymouth library."*
- *"Overspend on temporary things. \$100,000 beautifying Mangorei Road, unnecessary."*
- *"We pay for Yarrow Stadium and we hardly ever use it. Spent too much money on Pukekura playground and cricket pitch. How do they justify the amount of money."*
- *"Our City Council bought a huge farm. The idea was we would become rate free. Not working."*

Spending on themselves / overstaffed / high salaries

- *"Would like to say the Council is way overstaffed. Too much money spent on staff."*
- *"Over managed. Too many managers - overstaffed with too many managers. Too much money spent on salaries at the management level."*
- *"The Council are extremely overpaid for a small community."*

Spending on arts / Len Lye Centre / Art Gallery / Museum

- *"Spending millions on Art Museum, should be spent on something else more beneficial to whole community."*
- *"They should not spend money on Len Lye or continue to spend money on Govett-Brewster Art Gallery."*
- *"Some of the things we could do without, for example the Len Lye Museum."*
- *"The Len Lye Centre was not really a must for the city. It is going to cost ratepayers."*
- *"The Len Lye Centre - don't think it should be a ratepayer issue, should be privately funded."*
- *"Too much money spent on the Arts - Len Lye. They have put millions of dollars into it. It doesn't make sense. There are a lot of unhappy ratepayers."*
- *"Len Lye Centre - too much money spent on it and the ratepayers have to fund it. This centre is far too expensive to maintain."*
- *"Controversy over Art Gallery they are building - it is \$12 million."*
- *"Too much spent on the Arts, eg Museum. Too much cultural stuff."*
- *"The Len Lye building - the money should have gone to something more necessary."*
- *"Len Lye Centre - Council not listening to the ratepayers. Ratepayers didn't want the money spent on building it."*
- *"Too much money spent on the Arts. Len Lye and building next door. The Arts are not changed enough. Need to have more displays as there is room."*
- *"Purely because of the Len Lye Centre which I don't think we should be funding."*
- *"Len Lye Centre - should be spent on children."*
- *"Len Lye thing. Could be putting the money to better use - health and rest homes. Spread it out more. Len Lye is a lot of money on one thing."*
- *"Len Lye Centre - I don't like Council paying for that. It should be user pays. It is costing too much."*
- *"Get rid of Len Lye proposal."*
- *"Excess funds spent outer city art work. Should use local art."*

Roads / footpaths need attention / expenditure

- *"More money should be directed towards more important things like roading."*
- *"We are on a metal road and we are lucky if we get a grader once or twice a year. They just put some metal on our road and we don't know why they did as it didn't need it where they put it. There is an underslip on our road. The problem is not the water coming off the road but rather it is the creek coming from underneath - Kiwi Road."*
- *"Roads need attention - too patchy."*
- *"Roads and footpaths not maintained properly."*
- *"Maintenance of grass along top of walkway. Need to keep it maintained to a safe standard."*

Other services need attention / expenditure

- *"Recycling could be done better."*
- *"Need to subsidise recycling and improve it."*
- *"We need to get more stuff out here like a rubbish collection. We are on the main road. Uruti Valley collection could be extended. Happy to pay for rubbish bags."*
- *"Not happy with rubbish collection - have to pay for wheelie bin and one rubbish bag, it is not included in rates and nothing for recycling."*
- *"When they took rubbish bins away and wanted to reduce rubbish, it didn't work."*
- *"Should be doing more maintenance of parks and reserves."*
- *"Bus service to Oakura is inadequate. Some people require an earlier leaving time to go to work. Also pedestrian crossing has no lights on dusk and people using it can't be seen easily."*
- *"Lots of areas need to be improved, would like to see some trees. Need to be managed more and pruned so they don't grow too tall."*
- *"Sewerage and street lights here at Waitara. Not enough of them, Cracroft Street. Too dark to walk at night."*

Others

- *"It is just a lot of things overall."*

Q13 Where or from whom do you 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." (x 3)*
- *"Postal information."*
- *"TV."*

Q14 Which newspapers are those..

Taranaki Daily News

The North Taranaki Midweek

The Stratford Press

Live Magazine

Moa Mail

Opunake and Coastal News

TOM Oakura

Others

- *"NZ Herald."*
- *"Bell Block and Waitara newspapers."*
- *"Online access."*

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

Beautification/tidying up/improvements

- *"The general appearance of the District - looks good, attractive."*
- *"Upkeep of the District compared to other towns/cities - New Plymouth presentation is very good."*
- *"Gardens in streets."*
- *"General town enhancement."*
- *"New Plymouth is a nice looking place - a clean and tidy place, generally all around."*
- *"Graffiti - Council taking no tolerance to this and if it occurs they get rid of it immediately."*
- *"Town looks very good - Council regularly cleaning."*
- *"Maintaining the look of the city. Tidy and beautiful. City kept clean."*
- *"Gardens are excellent. Colour co-ordinated. Wherever the entrance you see the same colours - it is beautiful."*
- *"As a whole, Taranaki was voted one of the nicest towns to visit. Have enough staff to maintain it well."*
- *"Maintain the status quo. Keeping the city to the standard it is."*
- *"Waitara well looked after, spread over district now."*
- *"The streets are clean and attractive in New Plymouth."*
- *"The tree was making a mess between Whakapaki Street and the main road. They pruned the tree, cut it right down and cleaned up around it - in Urenui."*
- *"Wind blew trees all over New Plymouth last winter. Removed fallen trees promptly."*

Events/concerts/entertainment

- *"Community events - Americana. Always a lot of free things. Lots of events to go to."*
- *"Summer entertainment series. People who attend are excited. Good choices of entertainers."*
- *"Free entertainment at Pukekura Park, Bowl of Brooklands. Christmas in the Park - lights were good, kids loved it."*
- *"Festival of Lights - attractive for all ages."*
- *"The concerts at Pukekura Park because they are free."*
- *"The Festival of Lights - the music was good and it was free. Visual arts were awesome."*
- *"Festival of Lights - great event, free to the public and great promoting of it."*
- *"Festival of Lights - free, great for families."*
- *"Lighting display at Pukekura - ongoing event and getting 'good' at it."*
- *"The lights in Pukekura Park - really good lighting display this year."*
- *"The entertainment side of 'Festival of lights' at Pukekura Park - very well presented. Brings a lot of people here."*
- *"The lights in Pukekura Park at Christmas and school holidays - good outing for families during these periods."*
- *"The Arts Festival very good and Festival of Lights very good. Variety and cost - a lot free, something for everyone, fireworks displays excellent."*
- *"Pukekura Park Festival of Lights is a brilliant free event. Well advertised, free event to take the family to and the display changes every year."*
- *"Cultural activities, Womad, Arts Festival - the calibre of artists, opens New Plymouth up to the rest of the country."*
- *"The lights display at Pukekura Park over Xmas and Womad - attracts people. People from all over New Zealand come to the Park and Womad."*
- *"Funding Womad and Light Festival, Bowl of Brooklands - Council do these very well."*

continued ...

Events / concerts / entertainment (continued)

- *"Womad - rubbish was collected and the crowd respected the venue. Great organisation, good security."*
- *"Womad - run well, community love it."*
- *"Womad - diversity from all over the world."*
- *"Done a lot of things for children, especially Christmas celebrations. Well organised and enjoyed it."*
- *"Bowl of Brooklands had some good groups, been going well."*
- *"The Christmas at the Bowl, especially the fireworks display - great entertainment for all the family."*
- *"Entertainment over Xmas period at Pukekura Park from 19 December to end of January, every night. Very well done and much appreciated."*
- *"Xmas concert and fireworks, flowed along, well organised."*
- *"Entertainment because of big names and international names to New Plymouth. Neat shows."*
- *"Entertainment - they pick good quality entertainment."*
- *"They have organised events at Tupare for all ages."*
- *"Promotion of their events, 'Midweek' centre piece, really good and easy to understand."*

The Coastal Walkway / extensions to walkway / bridge completion

- *"Coastal walkway, people have freedom to exercise, also transit route."*
- *"Continuing the Coastal walkway - a great community asset. It encourages people to get outside and be active."*
- *"Coastal walkway excellent, used almost 24 hours a day. Natural facilities are here, the Council has made the most of this."*
- *"Coastal walkway a great feature."*
- *"Coastal walkway opened up a great part of the country for people to walk and appreciate."*
- *"Improvements to the Coastal walkway. The fact that it has been maintained well and can be used by everyone safely."*
- *"Putting in the Coastal walkway. Old people can go for walks now without the problems of access."*
- *"Maintenance of the Coastal walkway, great for all to use."*
- *"Coastal walkway, it has benefited everyone, friends, tourists and families."*
- *"Kept the Coastal walkway up to scratch, extended it, opened it up to everybody to use."*
- *"Consultation on extension of Coastal walkway, processed well and got community on board."*
- *"Improvement of Coast walkway, extension of the seafront access way from City to Bell Block. It makes a more enjoyable pathway. New Plymouth to Bell Block. Cyclists and walkers enjoy this."*
- *"Foreshore, Coastal walkway, wonderful walkway, great for families."*
- *"The foreshore, eg the Coastal walkway. It is maintained well and well used."*
- *"Foreshore walkway and cycleway, it is a beautiful area, well built and safe."*
- *"Coastal walkway and cycle tracks - it is a healthy environment for people to walk along, visitors too."*
- *"The walkway, money spent was well worthwhile. A great asset and many people use it."*
- *"Walkway, well signposted, easy access."*
- *"Repairs to walkway - has stopped erosion before major damage caused."*
- *"Walkway is a real gem, well used and improving people's health."*
- *"Walkway extension from Fitzroy to Bell Block, it is great. Nice and wide. Places that you can get on and off. Signage good."*

continued ...

The Coastal Walkway/ extensions to walkway/ bridge completion (continued)

- *"Planning for the Bell Block extension of the walkway, good consultation."*
- *"The ongoing extension of the walkway, enjoyed by all."*
- *"Extension to the Coastal walkway, bridge completion. Young people use it a lot. Mobility scooters do too. Bridge is iconic and well photographed."*
- *"Foreshore walkway, it is nice along the beach to walk or ride."*
- *"Extended the walkway and continue extending it. So well used, even people cycle to work instead of using cars."*
- *"Just the foreshore, major tourist attraction. Given access to whole coast."*

Len Lye Centre

- *"Started to build the Len Lye Centre. We need art in the community."*
- *"Proceeding with Len Lye Centre. A community needs a wide variety of sporting and cultural facilities."*
- *"Len Lye Centre, well done, it is a good thing."*
- *"Len Lye Centre, it is actually started and progressing. I'm a fan of it."*
- *"The Len Lye Gallery, the fact it is going ahead with minimal cost to ratepayer."*
- *"Len Lye Centre, it is a real good input to the culture of New Plymouth and is recognised internationally. Puts our culture and respect for culture on the map."*
- *"The Len Lye funding. Showing well that it was good money spent."*
- *"Len Lye Centre, it is going to be a piece of iconic architecture which people will come and see."*
- *"Supported the building of Len Lye Centre. Despite opposition the Council was still visionary."*
- *"Carried on with the Len Lye Gallery. I think it is good for our community and it is good for tourism."*
- *"Pushing through the Len Lye Centre. It is important to our development as a tourist centre."*

Provision/improvement of services/facilities

- *"Upkeep of services in the District is very good."*
- *"Good facilities, rubbish collection etc."*
- *"Maintaining the basic essential services without a rates increase."*
- *"Good shopping, good services."*
- *"Public facilities, they make living in New Plymouth enjoyable."*
- *"The new public toilets at Ngamotu and East End and the Mega Valley, they were needed."*
- *"Upgrade of Ngamotu Beach toilets and changing facilities. It is clean, tidy and modernised, it is light inside."*
- *"Dealt with the fluoride in water issue. They managed the extremists quite well."*
- *"Water supply and rubbish collection. Continuous water. Basic utilities, Council have done well."*
- *"Rubbish collection much better than it used to be."*
- *"Looking after our total environment with improved amenities, these have wide appeal and the Council put in the efforts to sustain the public's approval."*

Good sporting facilities/sporting events

- *"Sports programmes."*
- *"Sports fields look good."*
- *"Having sports fields well maintained, great for the community."*
- *"All Black Test, good community involvement."*
- *"Tourism - inviting All Blacks into town. Good for tourism operators."*

Good parks / reserves / playgrounds / upkeep and improvements

- *"Maintenance of Pukekura Park. The park is a good draw card for us and visitors."*
- *"Presentation of parks, particularly Pukekura."*
- *"They are trying with Pukekura Park. The people on the frontline that are doing their jobs. As individuals they work to a high standard and working so hard."*
- *"Parks and reserves, they are well presented and maintained."*
- *"Maintained Pukekura Park (all aspects) very well. Good organisation, staff know what they are doing."*
- *"Upkeep of parks. We are lucky in Taranaki with all the parks and open space that we have."*
- *"Parks are a credit to them. Probably great personnel that know what they are doing and what the public want."*
- *"The maintenance of Pukekura Park, they spend a lot of money on it."*
- *"Pukekura Park, great for visitors, well maintained."*
- *"Parks and reserves are excellent."*
- *"Upgrade of playground at Pukekura Park - excellent."*
- *"How they did the playground at Pukekura Park, it is good for all ages."*
- *"The playground at Pukekura Park - design done well by the Council."*
- *"Upgrade to children's playground at Pukekura Park, it is lovely. Flying fox, climbing frame and the water features are lovely. Everyone who goes there says "wow, this is free"."*
- *"The improvements they are doing to the playground in Pukekura Park. What they had there was quite outdated, this one is more child orientated, safer, exciting for kids to go to."*
- *"Pukekura Park playground upgrade. Amazing. The kids love it. Unlike any other playground we have been to. The kids play there for hours."*
- *"Pukekura Park, good playground."*
- *"The new playground at Pukekura Park. Playground good for safety of children."*
- *"Wonderful job on kiddies playground. The layout and toys for children to play on, great."*
- *"Playground at Okato, brilliant. Good for the community."*
- *"Started the playground at Okato. Turning old primary school site. Nice thing for kids to have."*
- *"Updating children's play areas. Maintained well, good, healthy, safety, look good."*
- *"Playgrounds, parks, venues - well done."*

Sewerage system

- *"Change to sewer system, made much better."*
- *"Out here they upgraded the sewerage and are still installing them. People are still getting connected."*
- *"Sewerage treatment, Carrousel treatment. One of the best in the country. They have just upgraded it recently, it is marvellous."*

Roading / traffic / road safety

- *"Rural roads in Urenui, the roads needed upgrading and it was well done."*
- *"The roundabouts around New Plymouth have made a huge improvement at intersections, Brooklands Road, Tukapa Street."*
- *"Upgrade bridge, needed it and they did a good job."*
- *"The maintenance of the streets is done very well."*
- *"Filling a crack in right near home."*
- *"Bringing down the speed limit onto the motorway to 80kph. Makes it easier for people to get onto the motorway from roads, merging traffic. Mine is the Waitara or Richmond or Mountain Road."*
- *"Gardens in the streets, eg Pendarves Street, good for the school, making it safer, cars go slower."*
- *"Putting bus turning bays along Coronation Avenue so not holding up traffic. Looks smart."*
- *"Very impressed where, they have gone over the lumps on the footpaths and ground them down. Ideal for peoples safety. Has been in need for some time."*

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

- *"Cycleways, they are well done."*
- *"Cycleway, very good for all including visitors, kids, adults, young and old."*
- *"Cycle tracks - good basic planning."*
- *"Cycle trails - the fact that they are being extended is good."*

Council does a good job / good communication / information

- *"Generally overall everything done well."*
- *"Carried on despite extra expense."*
- *"To do with the rates increase, I think they have presented the information well through the newspapers and media. It was made open and allowed it to be discussed openly without being behind closed doors."*
- *"Been upfront. Council has started to control outbursts which never helped."*
- *"Communication around their budget. It was an open and transparent process."*
- *"Take care of everything really well. Seems to be ticking along nicely."*
- *"Making a decision on Northgate. Communication and decision was made."*
- *"Consultation on new District Planning. Meetings were well arranged with many Councillors available for public. Process very good indeed."*
- *"Overall they are doing a good job."*
- *"Everything has been performed as it should be."*
- *"Appeared in Tongaporutu, meeting with the people here. Asked people what they want. That is good."*
- *"Everything great. Not many complaints about things."*
- *"Communication. Inform the public of what they do."*
- *"Good communication with dairying and oil."*
- *"Not one thing but general excellence."*
- *"Their performance is reasonable."*
- *"Keep city going well and looked after general welfare. Reasonable Council, some good people."*

Good service from Council staff

- *"Sorting out a neighbourhood problem. Person understanding and could relate to us."*
- *"Council offices, a property enquiry - helpful and generous response from person at desk. Person polite and informative."*
- *"Responding to my questions. They took my queries seriously. They respond well, sometimes taking their time about it."*
- *"Generally providing a good service."*
- *"Dealt with them when building our house - Inspectors, good communications for consents etc."*
- *"They helped look after my kauri tree. Helped clean up the gutters of my house."*
- *"Signed our new house off, eventually. We now have a new home."*

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

- *"Te Henui walkway, great walkway for walking or cycling, well utilised."*
- *"Walkways, good for families."*
- *"Walkways, they are always tidy and look in 'mint' condition."*
- *"Two new bridges on Te Henui walkway."*
- *"I think they developed a bit more of Te Henui walkway. I think it has made the walkway and cycleway more usable."*
- *"Upgrade of Te Henui walkway. The quality. They have done a good job of development."*
- *"Walkways, cycle tracks, parks - consolidated good basic planning."*

Bus service / transport

- *"Bus service has way more stops from the suburbs to New Plymouth CBD, excellent."*
- *"Oldies can get on the free bus. Looking after the old people is a good thing."*
- *"Buses - Oakura buses come here now, for about two years, it is great."*
- *"Bus services - providing more services to outlying areas."*
- *"The new bus stops in Tukapa Street and Cook Street are good in seeing the bus coming and are hard to vandalise."*

New Mayor / new Council

- *"Getting a new Mayor. It was time for a change and shake up."*
- *"Got a new Mayor. I believe the previous Mayor who was an MP for Labour thought he was still an MP."*
- *"Kept the rates steady. New Mayor with a different outlook."*
- *"Have a better Mayor. His campaign was better."*
- *"Changed the Mayor. It was pandering to Grey Power."*
- *"Putting new Mayor in, things have improved."*
- *"The new Mayor. He seems to have get up and go."*
- *"New Governance (Mayor) should give the place a shake up. Time for a change."*
- *"New Mayor - he is leading district better than past Mayors."*
- *"The new Council and Mayor elected in, trying to keep the rates down."*
- *"Getting rid of the Mayor and some Councillors, got some fresh new faces."*

Others

- *"The 'Lets Go' Project. People running it are fantastic to deal with, especially Carl Wittlestone."*
- *"Improved disability awareness in the District. We get a flow on effect for other Council services."*
- *"Flood protection - Council took the initiative, be prepared."*
- *"At the Museum they have put on some good displays, eg Joseph Banks. Would be a fair bit of effort to organise it and display it."*
- *"The utilisation of green space in front of the Museum. The rock carving, symposium. The fact that it is such a great area and to have it used."*
- *"Access to mountains."*
- *"Brookland Zoo."*
- *"Wind Wand on the seafront area, absolutely stunning."*
- *"Oil and Gas - boosted the area financially."*

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

Keeping the rates down/other rates issues

- *"The rates increases are not good, especially for older people. Rates increase unnecessary."*
- *"Rates are going up in a time when it is hard to find the money."*
- *"The challenge to keep rates down."*
- *"The rates increase was too high."*
- *"Maintain lower rates increase."*
- *"Rates rises. My rates have gone from \$4,000 to \$20,000 in 10 years."*
- *"Put rates up sky high and run for cover, no support for residents. People are struggling especially the elderly to pay the increased rates, a few people even talking about suicide, stressful with no support from Council."*
- *"I believe the Council is neglecting the rural community. Rural people are paying rates and the urban services take all. We do not get the value for our rates at the same ratio."*
- *"Ratepayers in Waitara seem to be left out. Must do more for Waitara. Council needs to look at this."*
- *"Council has started Retirement Centres/Villages rates charges."*

Rubbish bin debacle/ removed rubbish bins

- *"Rubbish bin debacle - Pig Out Point. Instead of getting people to empty them they took rubbish bins away."*
- *"Rubbish bin collections at Pig Out Point, they took away bins. Empty more often."*
- *"Taking rubbish bins away at Pig Out Point. Should have put more in instead of taking them away."*
- *"Rubbish point, it is called Pig Out Point. They wasted time and money, removed bins and then put them back."*
- *"The rubbish bins at Pig Out Point, not a lot of logic behind their thinking. Took away bins, it doesn't work."*
- *"Sorting out rubbish situation at Pig Out Point. It was a total mess and cost lots of money."*
- *"Withdrawn rubbish collection at Pig Out Point. New Council reinstated."*
- *"Rubbish bins removed and put back. There was considerable cost to do this, unnecessary, Inglewood area."*
- *"Removing the rubbish bins at Mt Bryan was stupid."*
- *"Rubbish collection was stopped in places, most people against it. Took bins from areas where people eat and drink. Bad move."*
- *"The fiasco at the car park where they took away all the rubbish bins, Mt Bryan Domain. I don't think taking away the rubbish bins where there are going to be messy people is the answer. They should put intermittent surveillance cameras there and charge the offenders. They should have put back bigger bins to hold pizza boxes for example."*

Sewerage issues

- *"There needs some improvement in the sewerage system. There are too many discharges which shouldn't happen."*
- *"Sewerage into beach areas shouldn't happen."*
- *"Pipeline in Waitara - sewerage. Could have had it all installed already. Still on the waiting list."*
- *"Could have spent more on sewerage."*

Poor investments / Australian investment

- *"Manage their investment fund better. Have a terrible return. They should manage it better going forward and publish the information sooner."*
- *"The Australian Investment affair was poorly handled. The indecisiveness shown created confusion for the public."*
- *"Rates investment because it is a failure. The farm in Tasmania."*
- *"Bad investments, didn't understand why they sold Power Company and bought Tasmanian farm."*
- *"Crap investment in Tasmanian forest. Poor return. Really poor investment choice."*
- *"Investing our money on Tasman farms. They were silly doing it. They have invested and bought the rest of it so they are now a major shareholder. It hasn't worked out that good. Should have done it in New Zealand."*
- *"Investing money overseas, especially Tasmanian investment, losing money."*
- *"Managing the P.I.F. (the Council's Permanent Investment fund). The results have been very poor."*
- *"The P.I.F. fund needs to be addressed. Not performing properly, something wrong there."*
- *"Communicate their investment opportunities better and have better transparency. Would lead to less misunderstanding."*

Expenditure on the Art Gallery / Len Lye and other artworks

- *"Contract on Len Lye building. Should never have been started."*
- *"The Len Lye Centre, it cost a lot of money and I don't think it is needed."*
- *"Don't put so much money into the Len Lye Centre because it is about the Arts and not everybody is into that."*
- *"Len Lye Centre, could have delayed it. I think we have enough debt to service and we should cut our cloth to suit the coat."*
- *"Not replacing the Len Lye building. Millions of dollars wasted."*
- *"Len Lye Centre, money could have been spent better elsewhere."*
- *"Len Lye building, Council should have said no to it."*
- *"Len Lye Centre, they should have scrapped it and spent money on something else. It is a waste of ratepayers money."*
- *"Len Lye building, shouldn't have done it. Voting was close so we have to go with the majority."*
- *"Len Lye thing, plenty of museums around in bigger cities. Should never have started it. Didn't have the money to do it."*
- *"Len Lye Centre that has been built, or at least started. Money could have been spent elsewhere, like on our roads."*
- *"Len Lye Centre, are we trying to run more projects before we are ready for them financially. Have a good look at what we are already committed to before embarking on another project."*
- *"Not spent money on the Len Lye building. A lot of money for a select few."*
- *"Not passed the bill to build the Len Lye Centre. It is going to cost the ratepayers too much money to maintain it. It is a want, not a must."*
- *"The Len Lye Centre, I think it is a bit of a white elephant."*
- *"Not fund the Len Lye Centre. Costing the ratepayers too much for no benefit."*
- *"Len Lye Centre, supposed to be for core services, not 'unusual' things."*
- *"Can't stand the Len Lye building. Huge waste of money. Shouldn't be done at all. Disrespectful to Govett-Brewster Gallery. Probably won't be used much. Spent over \$20 million - too much."*

continued ...

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

- *"Len Lye Arts Museum. Money could be spent elsewhere like extension to Coastal Walkway out west."*
- *"Len Lye Centre. Rate increases have been large to cover this. Council has to keep propping up this centre. Now Council are talking of getting a loan to help this facility."*
- *"Wasting money on the Len Lye Centre. Could be well spent on sewerage, roads, anything else like parks, footpaths."*
- *"Could have refused for Len Lye Centre, decided not to do it at all. Nobody has ever heard of him."*
- *"Don't listen to public voice, Len Lye. It costs too much. Not for everyone."*
- *"The Len Lye building, should have consulted more with the public."*
- *"Could have communicated better over financial situations, Len Lye Centre."*
- *"Len Lye Centre, it was not consulted properly on before starting. Nobody likes it. Nobody is trying to make people like it. A lot of distrust about it. People are not convinced that it is not going to cost them a lot of money in the future."*
- *"Could have explained the Len Lye Centre better, its existence and spending on it. Communication very patchy about this, very patchy and polarised community."*
- *"Could have done better with the Len Lye Centre. Could have listened to the average public more on what they could and could not afford. Not enough consultation."*
- *"The Len Lye thing. I don't think we should be funding it. They should listen to people."*
- *"Len Lye thing. Millions of dollars committed. Pushed it through very quickly. Lack of consultation outside of New Plymouth."*
- *"They don't listen to us. Ignored majority of submissions that opposed the project when consulting with the public. The Len Lye Museum. Why spend millions on it? Ongoing expense to commit to. People are very unhappy with it. Why could they not have just added a wing to the Govett-Brewster facility?"*
- *"Don't approve of help given to Wind Wand Gallery. (Kinetic Art). (No charge, Council to pay). Council should not have to pay for it."*

Events / concerts / entertainment

- *"The Festival of Lights should have gone longer. It wasn't long enough for everyone to go and see."*
- *"Should not have removed the promotion fund of \$400,000. Fund should have been retained to attract different entertainment groups. Groups may have performed in New Plymouth, notwithstanding that economic success may have been doubtful."*
- *"Have withdrawn funding to underwrite the entertainment events. We would have a boring community."*
- *"Withdrawn funding from Womad. Restore it (funding)."*
- *"Could keep spending money on events. It generates more money for the region."*
- *"Electrical Company out of town employed to put up lights at Pukekura Park. Should have supported local business here in New Plymouth."*
- *"The Opera House, could be better organised. Very crowded. Very congested with foot traffic."*

Town planning issues / building consents

- *"Don't want buildings pulled down for new projects."*
- *"Being quicker with building consents. Have a sleepout and applied in May for a septic tank. That was put in in June. Then wanted a toilet. Still have not had permission to do it. We wanted it done by summer. Too much toing and froing. Almost a year now. Bit slack."*
- *"Very hard to get consent for moving building. Too late and the building now stands by the river. Wrong person, too late!"*

Rubbish collection/ recycling services

- *"Rubbish collection in rural areas.*
- *"Consultation could have been in more depth about rubbish collection service. A better result may have been achieved, (a more creative one perhaps)."*
- *"We need bins and not bags for rubbish. Could have provided rubbish bins in Inglewood."*
- *"Rubbish collection should be changed to bins and recycling."*
- *"Rubbish collection, public need bins so they can recycle. Get bags at a cost, bins would be better."*
- *"Paying \$300 a year on top of rates is not acceptable when it comes to wheelie bins. We should not have to pay twice for bins in our rates and privately. Council should provide bins for the collection."*
- *"The rubbish collection, should have recycling bin for each household."*
- *"Need a better rubbish recycling system. Should have bins provided for us."*
- *"Recycling, they need a better Waste Management contractor."*
- *"The recycling, to not recycle in plastic bags."*
- *"Rubbish collection, a recycling system should be introduced."*
- *"Recycling is not being done at all so anything in this direction has got to be better."*
- *"Recycling. The fact that we use plastic bags. Would like to see green boxes and collected and sorted at the centre. Collect food scraps and get them composted then people could go and collect compost free."*

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

- *"Len Lye Centre, lack of communication." (x 9) see comments on page 62.*
- *"Communication with ratepayers. Don't know how it could be done better but I'm sure there is something."*
- *"Selling ground and buildings to the Port. More consultation with the people needed."*
- *"Transparency overall, keep public informed more."*
- *"Listen, Council need to listen more as to what the people are saying."*
- *"The Council officers could have been more available to residents by attending community board meetings. They don't come and haven't been available to take back to Council, concerns of the community."*
- *"They could have more information out. You go in with a query and they can't help you. They should have someone there from each department."*
- *"Better information to the public, needs more detail. Council members have a standing response that public critics are misinformed."*
- *"The information that is published in the newspaper is not very well presented. It seems as though decisions are made that are not very well presented to the reader."*
- *"More forthcoming in general issues in the public domain. Need to put people's minds at rest."*

Overstaffed/high salaries

- *"Some areas they could save money, eg salaries and wages of Council staff."*
- *"What they pay themselves."*
- *"High payment of Council executives. Unrealistic for a small community."*
- *"The general area of manpower needs is far too high for what they do. I compare with the real business world - they are an inefficient organisation with too many department heads and managers. Needs to be streamlined."*
- *"Could have organised themselves better to reduce staff."*
- *"Staff levels too high which is costly."*
- *"Staff and Councillors expenses, too much spent."*
- *"They have paid themselves well. Higher salaries, commission! Why should the Councillors get paid more and more? A company would go bust."*

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

- *"Could have curbed Council spending. Too much money spent."*
- *"If you haven't got the money, don't spend it."*
- *"Spend money more wisely."*
- *"Not spend as much money."*
- *"Cost of playground. Best of everything used, expense."*
- *"Should not have committed ratepayers money to arty farty toys. Should not have committed us to a debt that goes on and on. Should have agreed to user charges for the facility to cover the cost."*
- *"Stop spending money unnecessarily when the community is struggling, don't spend on luxuries, put effort into building our communities, they have to do the right thing."*
- *"Could be more efficient, could spend more productively."*
- *"Reduce their debt. Some shouldn't exist."*
- *"Stop borrowing money. Get carried away spending. Need to be more conservative."*
- *"Too much money goes on impractical issues when other more practical money could be spent. The Arts are fine but there seems to be an imbalance here. Would like more funding on practical issues, eg the needs of the community."*
- *"Need to decide whether to do jobs for the cost of the quote. People know Council will pay so contractors put their prices up. Ripping our own Council off."*

Parking issues/new parking system

- *"Parking by library, CBD gets expensive, parking tickets. Don't go there very often because of this. Take some of the meters away."*
- *"Parking system in CBD should have had further investigation prior to implementation. Nobody is going there because of the system which requires parking payments. Now fully expired to be paid in when new parking is made. It is a rip off."*
- *"Shambles that was created in the city with new parking ticket system. Partner and I paid, we were overcharged. Ticket could be worked better."*
- *"Parking meters, waste of money, takes away people's jobs."*
- *"Parking system, costing tens of thousands to maintain these in CBD."*
- *"Parking around the library. It is a problem for people not being nearer to the lamp. I know of people who don't go there because it is too hard to get in and out."*
- *"Parking, Council didn't appear to have communicated with the public regarding the parking meters. Meters just seemed to have appeared."*
- *"Paying parking, not efficient, number system stupid."*

continued ...

Parking issues / new parking system (continued)

- *"New meters in car park, pay and display. Coin in outer meters but not in Gill Street. Confusion for elderly people. I work nearby and frequently have older people coming in to ask how it is done."*
- *"Parking. Pay and display very expensive and doesn't work sometimes."*
- *"Shouldn't have parking meters in the suburbs."*
- *"Parking meters, these new ones aren't being used as much. Doesn't look good when empty car parks are in CBD."*
- *"Less parking meters, format confusing people, especially older people. Very quick to give out tickets, older people find it very difficult, not user friendly."*

Upkeep / appearance of area

- *"I would like to see our end of Coastal Walkway get more attention, by the ramp. "Lee Breakwater" to the ramp. A lot of rubbish around it. Beach area is nice."*
- *"Parks - Carrington Street - no signs to warn people to pick up poo after dogs. Drake Street seesaw broken, it is dangerous. My partner saw a syringe in the park at Drake Street."*
- *"Upkeep of lawns at side of road. They could do them more often."*
- *"New Plymouth township untidy, could be upkeep better."*
- *"Street cleaning. Not done often or well enough. Used to be a lot better."*
- *"More rubbish bins on the walkways, save people littering."*
- *"Rubbish trash that is thrown around. Council need to put more resources in this area, Coastal Walkway."*
- *"Spray gorse, Mangamahoe Bike Track. It is overgrown."*
- *"Tidying up by the railway at Inglewood and the station too. It is like a big vacant area. Put in a little garden."*
- *"Agapanthus plants at Northgate. Let the flowers bloom to make a lovely entrance into New Plymouth."*

Waitara leasehold issue

- *"Waitara leases. Needed a stronger approach to finalise."*
- *"Leased sections at Waitara. Need to be honest and front up if they can't get the valuations lower to cost us less."*
- *"Lease properties in Waitara. Need to look more closely how much they are putting them up and people's affordability."*
- *"Waitara leasehold issue - seems too many unknowns, values could go up if it was sorted because then the area would take off."*
- *"Lease land problem in Waitara."*

Improve Council performance / too much bickering

- *"Do not address the political issues that well. The Council should be at all times on the front foot."*
- *"Think outside the square. Too bureaucratic in their thinking. Need more vibrant thinking."*
- *"Get internal working sorted. Experts have stuffed it up. They charge too much."*
- *"A response to a complaint I made, they just didn't action it. I had to be very persistent. You shouldn't have to do that."*
- *"Fighting, stop in-fighting with each other. Just get on with the job at hand."*
- *"Stop their in-fighting. They do seem to get tied up on silly childish matters, like parliament."*
- *"The way in which elected members behave at Council meetings. They are preoccupied with public brawling between themselves rather than debating public issues."*
- *"Stop Councillors bickering together and get on with the job. Was like a personal vendetta, became ineffective."*
- *"Way they interact with each other. One or two of them are always causing issues. It is the way it is being dealt with. They seem like kids in a school ground rather than working on what is best for the city."*
- *"Squabbles in Council. Get on with running the Council, use commonsense."*

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

- *"Money needs to be spent on more important things like roading."*
- *"Roading could be better. Providing better maintained roading. People's driving could be improved."*
- *"Do rural repairs in the warmer and drier months, not the winter time as this makes much more mess, Okoki Road, Maikaikatea Road, Tarawai Road."*
- *"Roads, make it safer."*
- *"Waiwakaiho road should have been campaigned with Government so it didn't get so bad and take so long to fix."*
- *"Rural roading. I believe the Council is neglecting the rural community."*
- *"Roading, dangerous Waiwakaiho by netball courts, no through way if accident, needs attention."*
- *"Waiwakaiho Bridge, only two lanes and it is the main route north out of New Plymouth. If a disaster happens we would be cut off and there is no other way out going north."*
- *"Solving the bottleneck problem at Waiwakaiho. It would give more traffic flow, extra lanes."*
- *"The Len Lye building is covering quite a chunk of the road and it is causing a bottleneck at times for traffic flow. The timing of the construction could have been better or they could have chosen a different way of getting the building down. Two things altered the roadway because another road was changed at the same time as another street became one way. Either King or Queen Street."*
- *"Money could have been spent on our roads instead of Len Lye Centre. We need the bridge widened to accommodate increased traffic."*
- *"The cycle lanes disappear when coming up to lights and busy traffic areas."*
- *"The way cycleway upgrade on Coronation Avenue was handled. While they were upgrading it my husband felt unsafe on his bike. We live on a hill by Boys High. Cones and signs but nothing to tell cars that cyclists would have to merge with traffic. They've done a good job but while they were doing it my husband felt unsafe on his bike."*
- *"The cycleway. I think the ones in town still quite dangerous for cyclists. Some of the cycleways they should have concentrated more on making new cycleways rather than adapting cycleways."*

Footpaths / walkways / pedestrian crossings

- *"Footpaths, make it safer, elderly can trip on uneven surfaces."*
- *"They should be spending money on the footpaths."*
- *"Footpaths, they are really neglected and need to be better maintained - Strandon and Fitzroy areas."*
- *"More upgrading of footpaths. Concrete is breaking up, is dangerous, especially Spotswood area."*
- *"Overgrown footpath in Bowman Street in Urenui. Grass and weeds are growing over it."*
- *"Should add more pedestrian crossings outside the schools. Safety outside is 'horrific' at times. Motor traffic flow is generally very heavy and some school signs are not really good enough."*
- *"Cars parking on the footpath in the Frankleigh Park area in Govett Avenue and Doralto Road and all around New Plymouth. It is dangerous for children and mothers with kids."*
- *"Sharing walkway with cyclists. Have dedicated walkways."*

Improvements needed to other specified services

- *"In New Plymouth and Districts toilets could be upkept better. Toilets could do with a good going over."*
- *"A better bus service. I have to walk a ¼ mile to bus stop from home and there are not enough bus stops in CBD."*
- *"Flooding. Council could have provided better drainage to reduce the effects of flooding to farmlands."*
- *"Would like reminder notice for renewing books."*
- *"Dogs - not helpful regarding barking dog. Council person could have liaised on my behalf instead of telling me to approach the person. Did not think this was appropriate."*
- *"Public relations could be better handled - dog situation, pound not open until 5pm. Wanted to contact them sooner and get stressed old dog out and back home."*
- *"Council should consider Matakoi Park for possible improvement. More people would then use it if more accessible."*
- *"Sun protection - trees in playground. There are trees on the perimeter of the playground but not in the middle where you have to sit to be able to watch your children."*
- *"Could spend more on parks."*
- *"Put in changing and drinking fountains for young children at parks. They have a water feature so piping is there, need drinking fountains."*
- *"They should be spending more on the airport."*

Others

- *"Contaminated site, IWD, Westown. Supposedly contained but no one seems to want to live nearby. NPDC fob me off when I ask about how they intend to deal with the contamination leaking into the air, the water and ground water on the outskirts of New Plymouth."*
- *"I think people generally in NZ are committed to the land and its preservation. Anything that is going to affect that, they should not think about the profit."*
- *"Could be better communication between Policy and Environmental Planners - Methanex - noise."*
- *"I am an Okato resident and I could only vote for the Mayor, not the New Plymouth Councillors. I think it is silly, why can't we vote for the New Plymouth Councillors? I go to New Plymouth a lot."*
- *"Soccer sportsfields. We are going to have the Junior World Soccer Championships and the Council haven't or say they can't afford to buy soccer goalposts - \$20,000 needed."*
- *"Facilitating Bridle paths. They don't recognise the money spent in the district on things equestrian."*
- *"Insulation Loan over 9 years. It was not explained properly to me and later I learnt it was interest bearing. I thought it was to be interest free."*
- *"Huotaki Plaza, bland, waste of space. Need to encourage people to go there without rushing through, give people a reason to gather and enjoy the space. More vendors. This may bring people to that end of town."*
- *"Beach access - Rapanui. Give us oldies access to the beach."*
- *"Supervision rules for children at pool changed to 1:1 ratio which is not suitable for parents."*
- *"Faster broadband being delivered by cables on power poles - an eyesore. In eye view instead of underground."*
- *"The Council being for the car window washers at intersections in New Plymouth. Council should bring a bylaw in to stop car window washers at intersections."*
- *"Instead of so much mail coming through the mail, why don't they send by email? On my 80th birthday I was bought an I Pad, best thing I've ever had."*

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

- *"Communicate with people I know in there."*
- *"I would personally attend to the matter."*
- *"Go to public meeting and have my say."*
- *"Speak to the appropriate Council person."*
- *"Go to the Council Website."*
- *"Contact NPDC via Website."*
- *"I use the facebook on Council page."*
- *"Through an organisation that would have more "clout", eg Lapidary Club Association/
Horticulture Society."*
- *"Forms to post in."*
- *"Depending on the issue."*

Wouldn't contact Council / they don't listen / wouldn't do anything

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

Rubbish collection / disposal / recycling

- *"Rubbish collection, it is clean, it is tidy, it is picked up on time, streets are not cluttered with rubbish."*
- *"Rubbish collection, consistent times for collection and they do a good job."*
- *"Rubbish collection, how would we get on without it."*
- *"Rural refuse collection. Urenui township has a rubbish collection which is great as we live 30kms out of New Plymouth."*
- *"They pick up rubbish well. They collect it on Christmas Day. People don't take the trouble to secure their recycling and it blows about on windy days."*
- *"Rubbish collection, mundane but vital, keeps the city clean."*
- *"The rubbish, we don't have a problem with it."*
- *"Rubbish collection brilliant."*
- *"Rubbish collection, keeps city tidy."*
- *"Rubbish collection. Do it all the time. Never miss out. I like the rubbish collection."*

Water supply

- *"Water because we don't have a problem with it."*
- *"Water is a great service."*
- *"Water, it is good and available."*
- *"Water supply, there is seldom a shortage of water and quality is good."*
- *"Water supply, it is a necessity."*
- *"Supply of water, it is a single essential service and treated as such."*
- *"Water, no breakdowns with this."*
- *"The water, I have no complaints."*
- *"Water, well done."*
- *"Provide a continuous water supply in New Plymouth."*
- *"We have a good water treatment facility."*

Sewerage / sewerage treatment

- *"Waitara sewerage just about complete. Excellent and up to date system."*
- *"The sewerage system, much better than septic tanks that we had before."*
- *"The sewerage. The highest quality discharge and do a good job maintaining it."*
- *"Sewerage system world class."*
- *"Sewerage, would be lost without it."*
- *"Very good sewerage."*
- *"Sewerage, I have no complaints."*
- *"Sewerage is done well."*

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

- *"The parks and reserves are well maintained."*
- *"Parks and public spaces are outstanding."*
- *"Parks and reserves, the way they are presented, visitors extremely impressed."*
- *"Do a wonderful job with our parks. They are always clean and tidy and very inviting."*
- *"Parks and recreational facilities, continuous upgrade."*
- *"The parks and recreation areas. The community has a lot to visit, they are clean and well maintained."*
- *"Public reserves and recreational facilities, this promotes the city and attracts visitors."*
- *"The parks. Always nice place to go. Free, everyone can access."*
- *"Parks are attractive and inviting to visitors."*
- *"The parks because they are maintained so beautifully."*
- *"Outdoor spaces."*
- *"Parks and reserves, these are the frontage of the Council. They are the first things that visitors and community people see."*
- *"The keeping of the parks and reserves, it is quite stunning."*
- *"Parks and reserves, access to natural areas."*
- *"Parks and recreation well done, maintenance good."*
- *"Parks and reserves, well maintained on a limited budget. They do what they can with a restricted budget."*
- *"Parks and reserves. These the public can enjoy on any budget or income. Family orientated."*
- *"Parks and reserves, they always look nice."*
- *"Providing and maintaining parks. They are making good use of what we have to show. Great for kids and an attraction for tourists."*
- *"Parks, these are kept to a high standard and makes residents proud of their city and environment."*
- *"Maintain parks exceptionally well."*
- *"Parks and recreation, always keep clean and tidy."*
- *"Parks and reserves, a credit to the Council."*
- *"Parks, great for visitors."*
- *"Parks and outdoor spaces, eg Kawaroa Park, has been improved."*
- *"Parks and reserves, keep it always nice, upkeep good."*
- *"Amazing parks, they are everywhere. Really accessible. Must be a whole lot of work maintaining it all."*
- *"Maintaining the parks, brings visitors to the town."*
- *"Parks and reserves, good job."*
- *"Parks, really family orientated."*
- *"All the parks are good on the whole, the grass is cut always."*
- *"Parks and recreation, use a lot as a family. Happy with the way they are maintained."*
- *"Presentation in parks."*
- *"Parks are good and outdoor areas."*

Library facilities / services

- *"Libraries well maintained."*
- *"Library, free to people."*
- *"Library, well managed."*
- *"The library because it does a good job."*
- *"Library, great for young and old people."*
- *"Manages the library very well. Library staff are very knowledgeable and helpful."*
- *"Library, staff are very good and range of material is good. Change books around. Waitara and Bell Block are both very good, particularly staff."*
- *"Library is a good space and enjoyable to use."*
- *"Continue to run effective libraries."*
- *"Community library bus - I can get on it and go to the library."*

Swimming pools

- *"Swimming pools, well maintained."*
- *"Pool in Inglewood, well maintained and presented, lovely staff."*
- *"Aquatic Centre."*
- *"Swimming pool managed well. Waitara and the Aquatic Centre."*
- *"Swimming pool, main pool in centre CBD New Plymouth, great facility."*

Roading / footpaths in good condition / well maintained

- *"Roads maintained well, generally all around New Plymouth District."*
- *"The roads and footpaths are done well."*
- *"Keep footpaths in great order."*
- *"Their roading is great."*
- *"Roads are well maintained."*
- *"Roading, excellent."*
- *"Road closures for events, makes it safe, well organised and publicised."*

All services done very well / public amenities well maintained

- *"Core services, Council have done okay, no breakdowns with these things."*
- *"All core services are great."*
- *"Keeping everything (services and facilities) going the same as it is now."*
- *"Keep the basics running, no dramas."*
- *"All the services are important and excellent."*
- *"Their core infrastructure that they are responsible for they do well apart from rubbish."*
- *"Mostly they do a good job on services. I am not out and about as I once was, I am retired to my own villa in retirement village."*
- *"The public facilities are a constant source of amazement to visitors from out of the province."*
- *"Community facilities."*
- *"They do okay with all of them, everything."*
- *"Overall, satisfactory."*
- *"Infrastructure, for the size of the city it is pretty impressive."*
- *"The core services because that is what they should be doing."*
- *"Public amenities they provide are worth it."*
- *"All pretty good."*

Gardens / flowerbeds / beautification

- *"Gardens etc in great order."*
- *"Flowerbeds nice and colourful."*
- *"Flowers in the City Centre, they look pretty."*
- *"Landscaping good."*
- *"Landscapes look pretty."*
- *"Everywhere looks lovely and plenty of flowers, just leave the agapanthus to bloom."*
- *"Gardens, really nice to see city and area looking good."*
- *"Good class of gardens etc."*
- *"Gardens around the city and Pukekura/Booklands, always colourful and brilliant. Well looked after."*
- *"Plantings around Inglewood, they never look shabby."*
- *"New things going in parks in terms of plants. It is something that I notice. It makes the district look good and cared for."*
- *"The gardens look nice and tidy."*
- *"Well kept gardens."*
- *"Colourful flowerbed planting. Need to compliment whoever is in charge of that."*
- *"Nice gardens around New Plymouth especially, it is tidy."*
- *"Flowerbeds very colourful."*
- *"Flowerbeds absolutely beautiful."*
- *"They keep our city beautiful."*
- *"I like the way they do the gardens and keep the lake in beautiful condition."*

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

- *"Lawns and berms are lovely, well mowed."*
- *"Really nice to see city and area looking good."*
- *"The appearance of the city, clean."*
- *"Road berms nice and tidy, looks great."*
- *"General maintenance of the city. Pretty neat. Attractive for visitors."*
- *"Looks nice."*
- *"Maintenance of area."*
- *"Keeping the District looking good. Upkeep done well generally."*
- *"The general look of the city."*
- *"Continuous improvement around area."*
- *"Upkeep of the CBD area is very nice, tidy trees which are very attractive."*
- *"New Plymouth is clean, well maintained and nicely presented."*
- *"NPDC keep the city itself clean and tidy compared with others."*

Pukekura Park

- *"Pukekura Park well maintained and promoted."*
- *"Pukekura Park enhances our city."*
- *"Looking after Pukekura Park. Money put into it. Well maintained, brings visitors."*
- *"Pukekura Park, they are continually improving this area."*
- *"Pukekura Park is a jewel and it is kept so well and always nice to go to."*
- *"Pukekura Park because of the way it is set up."*
- *"Pukekura Park, they keep the place looking good."*
- *"Pukekura Park is a joy and wonderful for all to take time in."*
- *"Pukekura Park, so many people make use of it in so many ways. Good planning."*
- *"Pukekura Park, there is a huge variety of action there and it gets a lot of traffic flow and people. It does seem everything is being catered for. There is security and food and it is safe. Not worried about getting mugged."*
- *"Pukekura Park, best in New Zealand."*
- *"Pukekura Park great facility for the community."*

Playgrounds/sportsgrounds

- *"Playgrounds very good."*
- *"Playgrounds, we have a little girl now and we have just started using them. Didn't realise how good they were because I wasn't interested before."*
- *"Playgrounds, these the public can enjoy on any budget or income. Family orientated."*
- *"The playgrounds are really good."*
- *"Playground, what we use the most with a young family, excellent."*
- *"The way they look after playgrounds."*
- *"New children's playground fantastic. My sons love the flying fox."*
- *"The playgrounds in the area, eg Pukekura Park, one at Sutherland Park. Lots of people use them."*
- *"Great playground at Pukekura Park."*
- *"Sportsgrounds maintained well."*
- *"Sportsfields."*
- *"Sporting facilities."*
- *"Good fields at Rugby Park."*

Tourism promotion/promoting Taranaki/encouraging visitors

- *"It is the tourism that brings people to the area."*
- *"They are making good use of what we have to show. An attraction for tourists."*
- *"Promoting New Plymouth."*
- *"Try and put us on the map."*
- *"Tourist facilities are very good. We look to having tourists."*
- *"The attractions we have are really good."*
- *"The visitors that come."*
- *"We have Dutch visitors and they love coming here."*

Puke Ariki/Puke Ariki Museum and Library

- *"Puke Ariki Museum is a big one."*
- *"Puke Ariki, dealing with individual enquiries well with research etc."*
- *"Puke Ariki is the jewel in the crown."*
- *"The Puke Ariki library, I think the facilities there and the personnel are very helpful."*
- *"Puke Ariki library, staff are helpful and obtain the information. Books that I wish to read."*
- *"Library and Museum at Puke Ariki, it is lovely. I take my nieces there. Available for everyone."*

Good cultural amenities / The Arts / Len Lye Centre

- *"Arts capture many but sometimes 'over cooked' (money could be spent on more practical things)."*
- *"The Arts and cultural aspect is brilliant."*
- *"Len Lye Centre is a great project."*
- *"The Arts and Culture Centre."*
- *"The continued emphasis on the cultural aspect. Nationally and internationally these are of a high standard including the Arts."*

Cycleways

- *"Cycleways, great facility and they are improving it all the time in New Plymouth."*
- *"Cycleways are good."*

Good customer service / helpful / knowledgeable staff

- *"Friendly people in the Council generally. They are very approachable."*
- *"We have been involved in subdivision and property and they have been very helpful. In the process of discussing water volume and they have been very helpful with that."*
- *"General information about New Plymouth District, the ladies at the reception are very good."*
- *"Building consents. Just built a house, very helpful."*
- *"Dealing with them personally is good, they can't do much however."*
- *"Front people at Council offices are very good, very polite and friendly."*
- *"Girls in the property department, they are fabulous."*
- *"In the past when I have rung, the person on the other end of the phone is very informative. Same on the front desk."*
- *"Reception is very helpful in the main office. Call Centre is great at all hours."*
- *"The 24 hour phone system if you do have a problem."*
- *"I have gone back to them about consents and regulations and they were very helpful."*

Walkways / Coastal Walkway

- *"Very good at walkways, does cost money though."*
- *"Walkways, they are continually improving."*
- *"Walkways, I really enjoy the outdoors."*
- *"Maintenance of the walkways around New Plymouth."*
- *"Walkways, kept to a high standard and makes residents proud of their city and environment."*
- *"Walkways, a credit to the Council."*
- *"Walkways, they are always clean and tidy and very inviting."*
- *"Walkways are a highlight in New Plymouth. They are extensive, wide range of environments."*
- *"The walkways around the District, safe, good for exercising. It opens up areas that wouldn't be used."*
- *"Taking care of the walkways. It is just so impressive, tidy, been well maintained, it is a showcase for New Zealand."*
- *"Walkway, everything of high standard, well done and quality work."*
- *"The walkway, it has just opened up New Plymouth."*
- *"Walkway, big and delightful."*
- *"Walkway, nice for exercise."*
- *"Walkway, good job which is working, everybody enjoying it."*
- *"Walkway, lower income families can enjoy without a lot of money."*

continued ...

Walkways/Coastal Walkway (continued)

- *"Our walkway because our visitors enjoy it and good for exercise."*
- *"Walkway, keep it maintained well. The extension will make it better, great asset."*
- *"The walkway, always nice place to go, free, everyone can access."*
- *"Walkway is the best, very streamlined and runs with minimal maintenance."*
- *"The walkway and the bridge at Te Rewa Rewa."*
- *"Walkway, gets people and families out together. I'm a great believer in walking."*
- *"The walkway along the beachfront - stone carving."*
- *"Coastal walkway well maintained, good signage. They are improving it and extending it."*
- *"Coastal walkway well maintained and the Te Henui walkway they have put two new bridges there and it is better for cyclists now."*
- *"The Coastal walkway, it gets people out and about."*
- *"The introduction of the walkway along the coastline. There are a lot of people who will go on the walkway on bikes to work. It keeps bikes off the road."*
- *"Coastal walkway, good for the future and also stopping more development."*
- *"Coastal walkway, maintained so beautifully."*
- *"Coastal walkway, sort of tied in with the natural ambience of the city, maintaining the natural beauty."*
- *"Coastal walkway, people out of town, visitors, know it is there and use it."*
- *"Coastal walkway, good for my kids who enjoy biking along the walkway."*
- *"Coastal walkway, well maintained, give a nice feeling to the area."*
- *"Coastal walkway which encourages people to keep fit and enjoy the scenery. Walkways by river also very enjoyable."*
- *"Coastal walkway, just wonderful. People there every day. You can bike on it too."*
- *"The Coastal walkway, it is such a drawcard for visitors to New Plymouth and brings money into the area."*
- *"Coastal walkway, it has opened up the coast. Plans for extension. Good for cyclists and pedestrians, good mix."*
- *"Coastal walk, I enjoy the area and they have developed it well without spoiling it."*
- *"The walkways, eg the Coastal walkway and the walking tracks at Te Henui and others in New Plymouth. They have upgraded them and made them more accessible."*

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

- *"Festival of Lights."*
- *"What they do at Xmas is very good, lights and entertainment."*
- *"Music, really family orientated."*
- *"Events - cultural, sporting etc."*
- *"Entertainment and sports."*
- *"The outdoor events that they draw into the area. They do very well at drawing in the big events, eg multicultural events, Womad, sports. It is very good for getting tourists in."*
- *"Round the mountain relay, lights at the park, Pukekura Park at Christmas and one just finishing now."*
- *"The lights at Pukekura Park every year, very nice."*
- *"Entertainment in New Plymouth is excellent, especially Festival of Lights, draws a lot of people."*
- *"The free concerts we have and the Festival of lights are outstanding. The month of free events in Pukekura Park."*
- *"The entertainment, especially at Christmas is very good."*
- *"Getting big acts into town."*
- *"Events, light festival and Womad, local festivals, Council do these very well."*

continued ...

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

- *"Festival of Lights, drawcard for visitors and public and is organised very well."*
- *"Community concerts, gatherings, only ask for donation, not expensive for families."*
- *"Community events, well organised and publicised."*
- *"Xmas lights."*
- *"Events programme, like going, festival of lights especially."*
- *"Great entertainment in the summertime. Had Dame Malvina Major last weekend, poor turnout, perhaps more advertising."*
- *"Summer entertainment in the park, nice lights around the lake."*
- *"They put on good entertainment that is family based and it is free."*
- *"The events they try to bring to New Plymouth, from publicity you read in the paper. Some great sporting events in New Plymouth."*
- *"Summertime entertainment, it is something to look forward to."*
- *"Entertainment - brings people to New Plymouth."*

Good communication / keep public informed

- *"The communication from the new Mayor, it has improved because he is having regular articles in the newspapers and complaints about trees do get passed on and fixed."*
- *"This Council is a little bit more open than the last elected Council."*
- *"Taking back views to the Council (that's the Community Board member)."*
- *"Public relations, you can tell they are trying."*
- *"Ratepayers get a lot of information which is good."*
- *"We get good information on what is going on."*
- *"Provides opportunities for people to have information."*
- *"Information database."*

Good venues for events / entertainment / sporting events

- *"Good range of venues and professionally run."*
- *"Venues - Bowl of Brooklands, unique."*
- *"The Bowl of Brooklands, a beautiful, well maintained park."*
- *"TSB Stadium and Yarrow Stadium, a great asset for the city."*
- *"The outdoor entertainment facilities, so many facilities are unique to New Plymouth allowing the opportunities to take place, eg functions."*

Public transport / free bus service

- *"Bus service is regular and I can get out without bothering anyone."*
- *"The buses to and from Waitara to New Plymouth. There is quite an old population and it makes a safer option to go shopping in New Plymouth. It is cost effective."*
- *"Public transport, a lot of people don't have access to cars or can afford cars. Public transport around here is pretty good."*
- *"Public transport is good and our ability to get around."*
- *"Manage the bus services very well. Buses give a good service to residents and school children."*
- *"Bus service is very good for us pensioners."*

Animal / dog control

- *"Animal control is excellent. No animals roaming around the District."*
- *"Animal control because they are really prompt."*
- *"They do a great job, dog control very effective."*

Good community

- *"Community gatherings, brings community together and is enjoyable."*
- *"'Lets Go'. They are really great at their community involvement. They let community participate."*
- *"'Lets Go' team, excellent."*
- *"People are compassionate, especially in the work forces."*
- *"Community activities."*

Good environment/ natural environment

- *"The environment is generally very good and makes the public proud of it."*
- *"Managing the environment, it is a good place to live."*
- *"Create an almost perfect environment in the city in general."*
- *"Environment in centre of city is great."*
- *"Continued emphasis on the environment."*
- *"Maintenance of the environment. Council does encourage a lifestyle environment that pleases me."*
- *"Care and protection of our beaches and rivers. Ours are pristine."*

Others

- *"Drainage, done well."*
- *"Maintenance of public toilets, especially around the Port area. They are well located."*
- *"Pleased they restricted the height of an apartment block."*
- *"I think New Plymouth is NZ's hidden treasure so I think it is a combined effort of many facets of the Council."*
- *"Free zoo - Brooklands."*
- *"Pool compliance, we have a pool and it is peace of mind they keep control of that sort of stuff."*
- *"Recent programme for insulation included in your rates. You could finance it through them."*
- *"Street lighting in Inglewood is excellent. Keeps the streets very safe."*
- *"Noise control."*
- *"Disability services."*
- *"Housing for the elderly - Council was very helpful with this."*
- *"The free parking until 11am for the elderly is great."*
- *"Hospital does a great job."*
- *"The Health Board, eg the Hospital, runs well, the food has improved and it is smoke free."*

Q19b Services/facilities that it does the worst and reasons why..

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

- "Lack of consultation/did not listen re Len Lye Centre." (x 3) see comments on page 83.
- "Consultation with Maori. Don't have enough staff."
- "Public liaison."
- "Communicating with the public much more and negotiate with the people of the area and organisations that use these facilities, eg Lapidary Club."
- "Communication with citizens poor."
- "Communication is bad with the general public."
- "Community communication - information given to the community, only find out about stuff when it is too late."
- "Last Mayor communication was atrocious. New Mayor hasn't been in office very long."
- "The Mayor's communication, rarely see any statements in the newspaper from the Mayor, don't know what he thinks."
- "Lack of communication with the rural community - advice on time frame where money is to be spent and rural facilities."
- "Communication from salaried people. Council hide behind elected people."
- "Feedback from Council re issues."
- "Response to complaints, they need to listen."
- "Council do not listen to the people, just ignore us and go ahead with it."
- "Council not taking people's views into consideration, they just go ahead and do what they want, eg walkway."
- "Listening to ratepayers."

Wasting money/ overspending/ not spending wisely

- "Wasting money, this is badly managed, need to spend it more wisely."
- "Need to spend more on infrastructure and less on entertainment."
- "Spent lots of money on Rugby Park and not used much."
- "Resources used currently, wasteful, don't achieve the purpose."
- "Spend our money - new library, Len Lye, lights and the new museum. There are millions being spent and I don't think there is any need for it."

Dog/ Animal control

- "Dogs in Waitara out of control."
- "Dog situation, pound not open until 5pm. Wanted to contact them sooner and get stressed old dog out and back home."
- "Dog control, quite a few dogs roaming around the District, especially on Fitzroy beach, needs better policing."
- "Lack of dog control."
- "Dog services, expense of registration."
- "Dog registration. What it cost, I don't see returns as being of any value to me."
- "Animal control. They target responsible animal owners."

Parking

- *"Some issues around parking. Gone to paid parking now. Parks difficult to get."*
- *"Parking, do not like the new system. Costs are too high for maintaining this system."*
- *"Car parking, it is overpriced."*
- *"New parking system is a big waste of money and less parking for us."*
- *"Car parking, I think it pushes people out of the town. I think people would think twice about shopping in town. The Sunday shopping is really busy which I don't think is a positive thing. I think it is because there are no fees for parking on Sunday."*
- *"Car parking, never enough."*
- *"Parking, should have free parking, be more generous."*
- *"Parking, money shouldn't have been spent on those fancy meters in CBD."*
- *"Lack of parking, Pioneer Highway."*
- *"They do not spread out the parking fees to enable more night parking availability. Late shopping, dining out times are free parking times and it is often impossible to find a park. Parking times should be paid till 6.30-7.30pm."*
- *"Car parking, needs more in Oakura, eg around the hall, more shops and services here now."*
- *"Change to parking around the Post Office. Should standardise parking meters. Some you have to get a ticket, some not. Confusing visitors and out of town residents."*
- *"Parking, particularly for disabled."*
- *"Parking, pay and display too expensive."*
- *"Parking tickets, they are so prolific."*
- *"Parking, it is a pain because you can't just leave the car there. With the old meters you could go back and feed it."*
- *"Complicated, parking cost in CBD New Plymouth, double dipping."*

Rubbish collection / recycling / rubbish disposal

- *"Rubbish collection, recycling, current scheme does not encourage people to care."*
- *"Rubbish collection, no recycling."*
- *"Proposed rubbish changes. Council lacks imagination."*
- *"Rubbish collection. A lot of wastage. Need separate bins for rubbish, recycling and garden waste."*
- *"Don't think they know what they are doing for rubbish."*
- *"Rubbish collection and disposal, expensive."*
- *"Rubbish collection, it is not unusual to see the rubbish coming out of the backs of the trucks as they are driving along the road."*
- *"Rubbish, need recycling bins."*
- *"The rubbish collection could be improved, eg given recycling bins."*
- *"They do not have recycling with the rubbish collection."*
- *"The rubbish collection, the amount of rubbish you are allowed to put out free at Oakura, RD4."*
- *"Rubbish collection, there is no collection point in our area. What was there has been taken away."*
- *"Rubbish collection disposal, more effort needed. No recycling in Inglewood. Want recycling in all areas."*
- *"Rubbish collection, recycling encourages plastic bag use. No green waste."*
- *"Rubbish, it is crazy the recycling on Sunday afternoon 4 to 6, Tongaporutu."*
- *"No recycling."*
- *"Recycling, not enough emphasis on it."*

continued ...

Rubbish collection / recycling / rubbish disposal (continued)

- *"Recycling, not bad but could be improved. Get rid of plastic bags and use containers."*
- *"The dump, don't get recycling in our area, RD1."*
- *"Recycling, outside city limits not done. Landfills must be getting filled with all of the recyclable material going into household rubbish."*
- *"Rubbish collection. Landfill charges too high. The contractor is from outside Taranaki, making high profit."*
- *"Entry to the dump station, too expensive."*

Roading

- *"Some services need upgrading, eg roads."*
- *"Coast road out Okato way."*
- *"Maintenance of roading."*
- *"Road maintenance, although mostly outside Council hands and Central Government should be taking responsibility. Prime case is the Port road, logging vehicles are breaking up the roads. This should all go by rail service lines."*
- *"Roading, reason why haven't got the funding to do it, think Central Government swallowing up all the money."*
- *"Maintaining the roads, especially single exit out of New Plymouth which could make New Plymouth vulnerable if bridge is out of action."*
- *"The roading, basically they are not really up to a good standard."*
- *"Roads in rural areas not good."*
- *"The city roads and streets, the quality of the surfaces is substandard."*
- *"Roads, quality poor, surface bad, you notice this when cycling."*
- *"Roads generally in the District, bad condition, potholes, inadequate maintenance."*
- *"Always digging up Devon Street, why?"*
- *"Surrey Hill in Kaitake, an accident waiting to happen. Road narrow, lots of fitness people and lots of logging trucks, need more room."*
- *"Country road surfaces are not good. Seems something has not been done right here. Country road, vision off main road, needs to be widened and visually safe. There are dangers here."*
- *"Poor visibility on Pioneer Highway."*

Traffic flow / traffic management / Waiwakaiho bottleneck

- *"Speed control, could be more humps to slow down traffic throughout many parts of the city."*
- *"Northbound roading, bottleneck."*
- *"Delays, traffic to get to work."*

Public toilets

- *"Keeping the toilets clean, always smelly and dirty."*
- *"Toilets, poor cleaning and lack of paper. More frequent cleaning and servicing needed generally all around New Plymouth."*
- *"Public toilets not always clean."*
- *"Public toilets, central district, wouldn't sit on toilets, they are disgusting."*
- *"The toilets, rundown."*

Footpaths / walkways / pedestrian facilities

- *"Footpaths need upgrading."*
- *"Maintenance of footpaths."*
- *"Footpaths need to be better maintained."*
- *"Maintenance of the Waitara footpaths. Footpaths are dangerous."*
- *"Footpaths are worst. Old people with mobility scooters. It affects old people."*
- *"Footpaths, difficult for elderly to navigate. Environment unsafe. Goes against the 'Lets Go' policy of leaving the car at home."*
- *"Coastal Walkway. Accessibility to the walking."*

Aquatic Centre / swimming pools

- *"The pool, the ratio at the pool is unrealistic."*
- *"Swimming pool. Council has now changed the 'ratio rules' regarding children. Ages of children vary per adult so it means some of the kids in a family can swim and others can't."*

Infighting by Councillors / Council governance

- *"Councillors are fighting."*
- *"Council meetings aren't run well, seems to be lots of chaos and bad feeling and not working as a unit."*
- *"When they go into Council they go a bit silly."*
- *"It pays its management staff too much. Council's managers get too much."*

General maintenance of the city / public areas / parks / care of the environment

- *"Keeping the streets tidy from litter."*
- *"Lack of bins in public places."*
- *"Sometimes rubbish lies around."*
- *"The public rubbish at the reserves."*
- *"Should do more in the CBD. Street cleaners need to come back."*
- *"Council flats need upkeeping better. Letting things run to ruin. The elderly deserve to be looked after better."*
- *"Upkeep of lawns, grounds and flowerbeds throughout the District."*
- *"Parks need cleaning, eg Drakes Road and Carrington, dogs poo, broken seesaw."*
- *"Pohutukawa tree pruning is needed, don't seem to be kept safe as protected trees."*
- *"Environment, trees and view shaft being ignored. NPDC claim that they can't do anything about it. Other cities and Councils control their trees."*
- *"Waste Management, too many discharges to our natural environment."*

Govett-Brewster Art Gallery / Len Lye Centre / expenditure on the Arts

- *"Len Lye Arts Centre, money could be spent on upgrading footpaths and roads."*
- *"Art Gallery, Govett-Brewster (includes Len Lye)."*
- *"Arts, Len Lye, waste of money. Money that could be spent on roading."*
- *"Don't want Len Lye Centre built."*
- *"Len Lye Centre, residents weren't asked if the Centre was needed. Not worthwhile."*
- *"Len Lye Centre is a great example of Council not listening to the people."*
- *"Len Lye, waste of money and Council did not listen to ratepayers. Not enough consultation with public."*
- *"Some art work around the Len Lye Centre, too much money spent, unnecessary."*
- *"Our enthusiasm in artistic areas with spending like Len Lye facility."*
- *"Investment of Council funds which are backed by minority group, Len Lye Centre. He never lived in New Plymouth. Sensitive issue, lot of people against it."*
- *"Art Museum and Len Lye Project, far too much money tied up in it."*
- *"Len Lye Centre spending. Small minority only will benefit."*
- *"Len Lye, don't go along with it. He had an open show in New Plymouth and there was very little that I found pleasing."*
- *"Len Lye Centre, too much money spent on building it. Because of the cost and it doesn't get much interest, a waste of money."*
- *"The worst is the Len Lye Centre, overspending."*
- *"Wasting money on Len Lye building."*
- *"Len Lye building - Art galleries, should not be run or sponsored by Councils, private enterprise should be doing this."*
- *"Art gallery extension has not been able to get the wider public support."*

Building services / consents / permits

- *"Building consent and resource consent, too slow. They come up short, dysfunctional."*
- *"Getting consents, building consents, business consents, Council give the people the run around, upstairs, downstairs, couldn't the Council get staff to do that."*
- *"Building and planning approval and requirements not good, are over excessive, charging."*
- *"Building consents."*
- *"The building consent process is quite slow."*
- *"Building consents, takes too long."*

Poor performance from Council

- *"Running the Perpetual Investment Fund, made a botch of that."*
- *"Past Council in general could have done better with Power Company shares. Farm in Tasmania a white elephant."*
- *"Get involved in things they shouldn't, eg not core, wrong priorities."*
- *"Lack of accountability by the Council."*
- *"Senior Management is toxic. High staff turnover, constantly recruiting. Bad behaviour. In Wellington they would have lost their jobs by now."*
- *"Think their public relations needs improvement."*

Sewerage

- *"Sewerage, not taking care of Waitara residents for sewerage."*
- *"Sewerage, been promised to no effect, Urenui. If anything goes wrong with septic tank, new regulations will make a difference, cost more."*
- *"Sewerage, should not be spills and overflows in the sea etc."*

Water supply

- *"Keeping my water clean because it goes brown."*
- *"The water, so important to have. If you haven't got the quality of water colour it is a worry."*
- *"Water quality, taste and smell not good."*
- *"Water treatment. Occasionally I get a glass of water and it might be slightly more tainted by chemicals from the water treatment but on the whole I think it is done well."*

Removing public rubbish bins

- *"Rubbish bins taken away. Had to bring them back, didn't work."*
- *"Cost cutting on the rubbish bins outside shops. The way they took bins away in Bell Block and Pig Out Point."*
- *"Spending money on Pig Out Point, taking away rubbish bins, then putting back."*
- *"Took the rubbish bins away in public places. They then had to employ a contractor to do the same job."*
- *"The rubbish bins decision. The cost involved plus inconvenience to residents."*
- *"Discontinuing certain services to save money, eg public rubbish bins."*

Charging of rates/high rates/rates issues

- *"Rates, they have always promised to keep the rates down low but they haven't."*
- *"Rates capping, eg annual increases. Too blasé about the size of increases."*
- *"Rate increase. Not on a beachfront here at Oakura, very expensive."*
- *"Rates are too high."*
- *"Rates are too high for pensioners."*
- *"Invoices for rates could be emailed."*

Neglecting the community/rural areas of the District

- *"Putting the community first, not enough about the people who live here."*
- *"Don't take country people seriously. They come to Urenui and ask opinions but don't take them seriously. All show and no go for country people. We have walked out of meetings because it was pre-decided."*
- *"Council doesn't look after rural land needs. It is not in the interests of the District Council."*

Need more emphasis on sport/sports facilities

- *"Yarrow Stadium, New Plymouth, not utilised enough."*
- *"Some fields are lumpy in town. Back fields at Rugby Park, they have holes and lead to accidents. Not very well maintained."*
- *"Taking care of sports fields. Pretty widespread. My kids play sports in the winter. They are poorly drained. They don't seem to take care of them."*
- *"The TSB Stadium near the racecourse, not enough toilets, no wheelchair friendly toilets and there are no showers there."*
- *"Sports field for children plus bathrooms etc. Need to spend more money there."*

Events/entertainment organisation

- *"Major events, should leave to private entrepreneurs."*
- *"Festival of Lights."*
- *"Lights in the Park, contracted out of the District. Should support local businesses."*
- *"Attracting arts to the Bowl of Brooklands as it is under used. Variety of concerts needed."*

Cycleways

- *"Cycleways, overdone."*
- *"Accessibility to the cycling tracks."*
- *"Cycleways, they still need further improvement including education of users, making it more safe."*
- *"Cycle safety, more planning needed."*

Others

- *"New Plymouth Central City planning, eg the Huatoki Plaza, it is a nothing, it needs to be made more user friendly with shelter and outdoor furniture."*
- *"Subdivision, in the rural areas, lifestyle blocks are a waste of land, they become non productive."*
- *"Locally, stormwater. This is a large issue. In our area it has no system of piping it away. The streets are awash when it rains in Waitara."*
- *"Cleaning the gutters in Spotswood area. I haven't seen anyone coming around to clean them recently or for the last two to three years."*
- *"Noise control, you ring to complain and phone switches to ADT. They may have turned up but I haven't heard from them."*
- *"Noise control was contacted and their response was not great, didn't control noise - Marylands area."*
- *"Need street lights left on for longer."*
- *"We need a drinking fountain in the new kids play area in Okato."*
- *"Transport - need more bus stops."*
- *"Tourism."*
- *"The timber on the walkway is rotting and dangerous. Wrong wood used. Should have used tanalised pine."*
- *"Waitara leases. People can't afford them. Can't sell the house because of leases. What do people do?"*

