

**NEW PLYMOUTH DISTRICT COUNCIL
COMMUNITRAK SURVEY APPENDICES
FEBRUARY 2016**

**NEW PLYMOUTH
DISTRICT COUNCIL**

COMMUNITRAK SURVEY

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

FEBRUARY 2016



National Research Bureau Ltd
PO Box 10118, Mt Eden, Auckland, New Zealand
P (09) 6300 655, www.nrb.co.nz

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

a. "by phone"

Poor attitude / poor service / unhelpful

- *"We paid a parking ticket and had to ring them when they said we hadn't paid. A stubborn resistance to listen to our explanations."*
- *"I rang with a concern and was forwarded to engineers who laughed off my concern."*
- *"Rang about a friend's rubbish. She bought extra stickers for extra bags but Council left them behind. I rang the Council and was told "it's not our problem", Hume Street, Waitara."*
- *"Changed rubbish collection. Rang to see if can buy bins. Answer, "take it to Okato," cost of petrol and time???"*
- *"I had no water so I rang the Council, this is a long story bear with me: Across the road from my house is a building site where excavation had created a large pile of topsoil. This topsoil would get blown across the road onto my house coating everything in my house of dust and clogging my taps. All the pile of topsoil needed was to be kept damp so that it didn't get blown as dust everywhere but the Council refused to turn the water on at the building site, saying that the owner required only a trickle of water, one litre an hour. No matter how many times I rang and tried to explain the problem to the Council they simply refused to listen. It was like talking to a brick wall. Very, very frustrated and annoyed by this. If only they had listened my house would not have been filled with dust and my taps would not have been clogged."*
- *"Wouldn't get put through to superior, she basically told me to take a running jump. I rang her about trying to get out of paying for a rubbish collection I don't get."*

Do not return calls

- *"Over a lack of/no parking at Len Lye Art Gallery. Put me through to planning and have not had the courtesy of a return call. Before Xmas I rang."*
- *"They didn't get back to me. Have rung again, still didn't get back to me."*

Lack of action / slow to act

- *"Nothing got done. Contacted them about the road, Pukearuhe Road, Waikaramarama Road."*
- *"Contacted them about a dog barking and Council didn't appear to do anything, Waitara, Rawley Street."*
- *"Noise control issues, amount of details of caller questioned, slow reaction, needed to call twice. Have given up ringing."*
- *"Back onto park, trees cause a problem, took a year to get some attention, given email address to contact someone."*
- *"Trying to get the Council to trim trees from Council road front and walkway. They won't take responsibility. The conservation man tidied up for me, Upper Wairau Road."*
- *"Rang Council re large amount of grass left after mowing, in neighbour's garden, Tuiti Street, Waitara. Fire risk. Council referred me to Fire Department who referred me back to Council Offices. Unhappy that no one prepared to take responsibility for a danger to the area in such very hot weather."*
- *"They didn't collect the rubbish bags when they said they would, Mangati Road, Bell Block. We had to keep them for an extra week."*
- *"They failed to pick up my rubbish so I rang but was told I would have to wait for next week's collection. Believe they have now changed to a new contractor."*

continued ...

Lack of action/slow to act (continued)

- *"At start of new recycling rubbish collection we were two weeks without any collection at all. Phoned in several times. Complete lack of knowledge by help line staff. Happened in many areas of New Plymouth. Communication breakdown. Felt sorry for Council staff."*

Unsatisfactory outcome

- *"The response wasn't what I hoped it would be regarding the rubbish bags. I wanted to return them, but no."*
- *"Problem not resolved."*

Others

- *"Water supply problem, pressure problem. A bit better now."*

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

b. "in person"

Unhappy with outcome / response

- *"Apparently law change so fencing problem is now legal and Council can't fix it."*
- *"Council approved the construction of a fence on section in front of my home. Developer erected an 8ft high fence unapproved by Council. Now replaced by retaining wall presently in danger of collapse. In hands of my Solicitor for future reference, Takiroa Street, Urenui."*
- *"Problem not resolved. Problem not dealt with to my satisfaction."*
- *"Rubbish bins, we didn't want one but told still have to pay for it on our rates."*

Lack of action / not interested / no follow up

- *"No response. No follow up. I went in to tell of a water leak. Still leaking."*
- *"Had to go in to see them at Council (regarding trimming trees). It is a walkway that goes up in the ranges towards Opunake, Upper Wairau Road. Lots of people walk the walkway. It is next to my house."*

Others

- *"If they want CBD alive they should give people a bit of leeway with meter charges. They need to change their time. Too mean with charges."*

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

Unhappy with outcome / response

- *"Problem not resolved. Problem not dealt with to my satisfaction."*
- *"I wrote about a parking ticket when I was at an appointment and I went over time, there were roadworks where the free parking was. I wrote to explain and they sent back a letter that showed no empathy or understanding."*
- *"They sent me a letter about the swimming pool in the building next door to my house. That pool is inside a locked room. There is no access to the swimming pool without a key for the door. Nevertheless the Council insisted that merely a locked door was insufficient protection for a swimming pool. I understand about the need to keep kiddies safe around swimming pools but this seems like bureaucracy gone mad. As a result that swimming pool behind the locked door is empty."*

Lack of action / slow / no reply

- *"Often not responsive to things that they don't think are high priority, eg, dog control, disability parking, health and safety."*
- *"No outcome so far."*
- *"It takes a long time to get an answer."*
- *"Haven't heard a word back."*
- *"I had no reply. Don't want to say what it was about."*

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

No reply / lack of response

- *"Chased up re tree problem. Gave up due to lack of response."*
- *"Often not responsive to things that they don't think are high priority, eg, road quality."*
- *"No response to an email as a general enquiry regarding a roading issue. No response at all. Just the once as they respond to all other contacts I've made with them."*

Others

- *"Parking ticket issue. In the end we found the ticket receipt and emailed them."*

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

Lack of response

- *"Did not get an answer in reply to our comment. Nobody replied. Was four months ago."*
- *"Often not responsive to things that they don't think are high priority."*

Q7 Reasons why they were not very satisfied with

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

Poor traffic flow / congestion / too much traffic

- *"Getting up Coronation Avenue, 10 minutes from Coronation Shops to motorway, far too long, road blockages everywhere."*
- *"Roads are a bottleneck due to growth of New Plymouth."*
- *"Very congested everywhere at present, around Northgate, Fitzroy and Girls and Boys High Schools."*
- *"Devon Street, trade and delivery vehicles blocking the road, it is dangerous."*
- *"Much busier roads than 10 years ago."*
- *"Road to White Cliffs so very busy."*
- *"Ngatimaru Road is an extremely busy road, it runs into Princess Street and SH3. Have contacted Council re population who live southern side of SH3, very, very dangerous intersection."*

Waiwakaiho Bridge / Waiwakaiho area hold-ups

- *"Waiwakaiho towards Port is terrible to get across sometimes as bridge isn't big enough. Wait up to 45 minutes, especially at 3.15pm."*
- *"Satisfied except for Waiwakaiho gridlock."*
- *"So many roadworks at the Waiwakaiho bridge."*
- *"Would like to see another bridge over Waiwakaiho River. A second route over river going into New Plymouth, make driving much quicker."*
- *"Roadworks at Waiwakaiho creates hold ups."*
- *"Waiwakaiho intersection, real traffic hold up, been that way far, far too long."*

Need more roundabouts / lights

- *"All areas, intersections waiting to turn right. Roundabouts would help flow of traffic."*
- *"Very tricky to get out of Corbett, De Havilland Drive, Wills Road, Richmond Road, need more roundabouts."*
- *"Roundabouts needed, eg, like the two on Upper Tukapa Street, they work well. Lots of places need them."*
- *"There should be more roundabouts instead of "give ways"."*
- *"Cutfield Road to Devon Street, can't get out, have to go up and do a U-turn, going left to turn right. Need traffic lights to stop accidents."*

Traffic light sequences slow traffic / too many lights

- *"Mangorei Road, traffic lights changing too quickly. Northgate traffic."*
- *"Traffic lights are appalling. The lights next to Girls School, long delays, badly set up, timing wrong, Mangorei Road."*
- *"Issues at the lights."*

Poor planning / design / bad intersections

- *"Waikaramarama Road only one way road."*
- *"Uruti Valley area, roads windy and twisty, not wide enough for trucks."*
- *"They took away the passing lane at Waitara, also at Ahu Ahu Road."*
- *"We have so many very narrow bridges in the Kaitake district, too many to specify individually, with so many four wheel drive larger vehicles used in rural areas now. Council need to review the widening of them especially with so many trucks using our country roads now. Just not safe."*
- *"Need widening and sealing and the dangerous narrow bridge on main road to Okato from New Plymouth."*
- *"There seems to be changes all around New Plymouth from dual carriageways to single lane traffic. Is this a good move by Council?"*
- *"Egmont Road, Hillsborough is far too narrow a road to allow heavy trucks to use. Need some restrictions to be put in place by the Council. Very dangerous road on which to live."*
- *"Judder bars silly on side of roads. They push traffic to centre line. More dangerous."*
- *"Council changed original parallel parking in Takiroa Street to angle parking. With the new subdivision in the street, now presents a dangerous aspect. Council should review to change back to parallel parking. Wills Road in Bell Block also presents road hazard. Road too narrow for parking on either side of the road."*
- *"Number of intersections."*
- *"Two lanes at Mangorei Road confusing people at the main roads between Fitzroy and Northgate lights area."*

Poor visibility

- *"Blind corners on Plymouth Road not safe."*
- *"Council allowed trees to be planted outside boundaries on a corner making it a blind corner."*
- *"Due to restricted vision to residents in Ridge Lane Council put in yellow non parking lines. Contractors employed at later date dug up the road these lines were on. Council have not re-instated these lines therefore back to being a hazard to residents."*

Roadworks cause congestion / slow to complete

- *"Live in Bell Block and the roadworks have been going on for two years."*
- *"Not repaired in timely manner."*
- *"Roadworks causing problems."*
- *"Roadworks a nightmare."*
- *"Northern outlet taking so long to get done. The contractors should have been able to get it finished much quicker."*
- *"Significant roadworks affect school runs and getting to work, Mangorei Road."*
- *"Roadworks, Devon Street West, people can't park there at the moment. We weren't informed about it."*
- *"Roadworks, building new bridges."*
- *"Horrendous because of constant roadworks, Waikiwa River."*
- *"Roadworks all the time in various areas of New Plymouth."*
- *"Too many roadworks all the time, especially main road into New Plymouth."*
- *"Northern side of town has roadworks too often."*
- *"Roadworks annoying but generally fine apart from that."*

continued ...

Roadworks cause congestion/slow to complete (continued)

- *"Roadworks between Bell Block and town has been going on for eight to nine months. Inconvenient. Bell Block only five minutes to town, now it is 30 minutes plus to get into town."*
- *"Roadworks are a nightmare in large number of areas. Two bad ones are Paynters Avenue and Devon Street. Just take too long getting things done."*
- *"They have allowed contractors to work too long and cause traffic to back up on Northgate, it should not take so long."*
- *"The Devon Street West roadworks that are delaying me getting to work."*
- *"When roadworks at Northgate are finished it will be okay."*
- *"New bridge construction causes big problems. Big hold ups all the time, can cause impatience and consequent accidents. Council need to get cracking with completion."*
- *"No system in place to look after Fitzroy residents as the traffic avoiding the State Highway roadworks are coming down Devon Street so need forethought to look after the residents."*
- *"Have to mention SH45, when doing roadworks put signs further out. Corner Bayly and Breakwater Road intersection too hard to get around."*

Poor condition of roads/poor quality of work done

- *"Surface in centre of the town, Molesworth Street, road is bad."*
- *"General poor quality of roading repairs. Weld Road has potholes. They just throw rocks at the potholes."*
- *"Roads are bumpy and have potholes."*
- *"Hurford Road is very dangerous, the gravel spreads onto seal making it slippery."*
- *"Not safe due to potholes, Koru Road, Plymouth Road."*
- *"Road here very poor, Pukearuhe Road."*
- *"Potholes with trucks turning into our entrance, Smart Road. Have attended to but keep an eye for further damage."*
- *"Roads deteriorating rapidly, eg, potholes, manhole covers set up, Tararua Road, Carrington and Brooklands Roads."*
- *"Handicapped by the many potholes on so many of our roads. All areas of New Plymouth."*
- *"We live on a metal road, we pay special rates, Pukeho Road, Inglewood."*

Others

- *"Weld Road, road marking not done."*
- *"Signage warning of what is coming up is far too late."*
- *"Molesworth Street should have a sign saying it is at least 60k's. Some traffic is doing 40k's and some are doing 50-80k's. It causes confusion."*
- *"Our street, Parsons Street, is a race track, dangerous."*
- *"Raleigh Street, speeding motorists through our street and Waitara."*
- *"Council needs to improve access to beaches further down the coast and utilise paper roads on farms."*

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

Poor condition of roads / need attention

- *"Lots of areas where surface could be improved."*
- *"Quite a few roads not up to standard, Warehouse down to Waiwakaiho intersection."*
- *"Ride a motorcycle, roads not motorbike friendly."*
- *"The country roads, all of them, the unsealed ones."*
- *"Needs new seal, Okau Road, Tongaporutu."*
- *"Shocking, Northgate area."*
- *"Pretty bad everywhere."*
- *"Roads deteriorating rapidly."*
- *"Some could be done better."*
- *"Terrible in Tarata district. Road is good for rally drivers but not for locals."*
- *"In general roads poor."*
- *"All the heavy trucks going up to the Port, the roads are getting wrecked, St Aubyn Street, Watson Street, Mangorei Road, Devon Street."*
- *"Logging trucks eating up roads, particularly St Aubyn Street."*

Lack of maintenance / slow to do maintenance

- *"No money being spent on maintenance of roads throughout the town."*
- *"Lacking maintenance right across the board."*
- *"Contract out for fixing roads but take too long to do minor repairs which then turn into major problems."*
- *"Not keeping up with wear and tear on country roads around Inglewood."*
- *"Maintenance not done, Mataro Road."*
- *"No maintenance done on rural roads, eg, Otaraoa Road. No program to monitor the roads, only address them when you notify Council, when roads get really bad."*
- *"Devon Street needs work, out East."*
- *"The amount of new subdivisions but the roads aren't keeping up. Maintenance, Koru Road, Plymouth Road."*

Potholes / uneven / bumpy / rough / broken edges

- *"Some are a bit rough, Devon Street East."*
- *"Potholes in Kaitake area, hard on tyres."*
- *"Little Island, Bell Block, bumpy, think it is the trucks but lots of other ones are bad too."*
- *"Bumpy, we get lots of trucks, Mangorei Road."*
- *"Not good for trucks, very uneven between New Plymouth and through the Gorge and between Hawera and New Plymouth."*
- *"Bitumen very rough in some places, eg, top end of Coronation Avenue."*
- *"Devon Street is full of holes from Morley Street to South Road."*
- *"Ongoing large pothole situation in much of New Plymouth."*
- *"Lumps and bumps on roads."*
- *"Go to the gym every day and drive through a pothole, Dawson Street."*
- *"Potholes everywhere. St Aubyn Street area, potholes."*
- *"Towards Oakura, potholes caused by trucks."*
- *"There is ongoing sinking of tarmac on Breakwater Road."*
- *"Carrington Street, rough."*

continued ...

Potholes / uneven / bumpy / rough / broken edges (continued)

- *"The roads are bumpy and have potholes in some Council roads in Inglewood, can't recall where."*
- *"Lots of potholes, Fitzroy streets."*
- *"Waitara area, potholes."*
- *"Lots of roads around city are very rough."*
- *"Roads around town are bumpy, eg, Devon Street East/West."*
- *"The surfaces are rough and uneven in Upper Plymouth Road, Hurford Road and Barrett Road."*
- *"More potholes, especially on Mangorei Road."*
- *"Potholes, Mataro Road."*
- *"Roads between Fitzroy and Northgate lights, bumpy and potholes."*
- *"Break up of roads, in general."*
- *"Potholes and manhole covers set up, Tararua Road, Carrington and Brooklyn Roads."*
- *"Really bumpy."*
- *"Northgate area, potholes etc, generally."*
- *"Lots of bumps and potholes in general."*
- *"Very bumpy, Okau Road, Tongaporutu."*
- *"Devon Street North is falling to bits."*
- *"Koru Road, Plymouth Road, needs lip smoothing out on edge of tarmac for the smaller cars. They have little tyres and the lip is a big bump for them."*

Poor quality of work / materials / patching

- *"Roading companies do not settle the base correctly so break up of roads again."*
- *"So much patching and mending in all areas, lasts a short time then collapses into potholes again."*
- *"Roads around town very patchy, eg, Devon Street East/West."*
- *"Carrington Street, surface patchy."*
- *"Breakwater Road, patching done on regular basis but road continues to sink."*
- *"Patching up generally on lots of roads."*
- *"Do temporary repairs all the time, only lasts about a year. Need to completely rebuild to fix."*
- *"Our road was not well done, Hurford Road, Omata."*
- *"Cheap resealing so needs redoing. Has to be done again too soon, ends up costing more and bigger inconvenience for all."*
- *"Quality of roads throughout Taranaki very poor compared to other areas, say Tauranga. Patching and mending instead of major resealing."*

Narrow roads / need to widen the roads

- *"Our road is too narrow."*
- *"Bell Block, Wills Road, this is too narrow, especially when cars parked on side of road."*
- *"Rural roads around Urenui need to be widened."*
- *"Our road is the most narrow road. Bought new car, forever seems to be mud, Otaraoa Road."*
- *"The bike ride out to Lepperton, the back roads, the white lines at the side of the roads are very marginal, eg, not enough room for cyclists."*

Ongoing roadworks

- *"Roadworks always on the go."*
- *"They seem to do roadworks but then redo them within a few months."*
- *"The bridge at Waipapa, taking too long to fix the problem. The new bridge is taking too long to get finished."*
- *"A lot of traffic at construction area, holding traffic up. By the Fitzroy area, roadworks, badly congested."*
- *"The roads are all over the place, roadworks all over the place and messy. They don't know what they are doing at Waiwakaiho. Takes forever to get through on the bus."*
- *"Mangorei Road, constantly being dug up and resurfaced. Every six months."*
- *"Pretty poor because of constant roadworks by Waikiwa River."*

Others

- *"Big trees hanging over road, need cutting down. Trees are on Council reserve."*
- *"Back roads off the main highways, visibility due to trees."*
- *"Leaves everywhere."*
- *"Waitara streets have got scruffy, weeds on less used areas, streets look untidy, just generally around Waitara."*
- *"Many streets in Waitara need kerbing and channelling."*
- *"Loose gravel on sides of tarmac is dangerous, across whole district."*
- *"Paint work and signage is appalling."*
- *"Manholes in interesting places, Waiwakaiho, throughout town."*
- *"Some of the one way systems."*
- *"White Cliffs, public walkway, no car park."*
- *"Culverts overflow, Mataro Road."*
- *"Council seem to lay metal chips on roads continually during the hottest weather. As a motor mechanic I see the havoc this can wreak on motor and cycle tyres. Can Council not review their timing of this procedure?"*
- *"Not good, when being repaired bad communication with stop/go holders, Rata Street."*
- *"Residents of both Breakwater and Peace Avenue subjected to excessive noise due to large number of trucks which pass on a regular basis. Going on for many years now with no real resolution."*
- *"Do work just to spend budget, not necessarily in the right areas."*

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

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

- *"Some footpaths in New Plymouth are uneven."*
- *"Tree roots lifting paths. Cherry trees lifting the lawn too, Kinross Drive."*
- *"Damaged concrete on footpaths in Westown. The concrete is broken outside our house."*
- *"By the 4-4 theatre on Fitzroy and on Victoria Road, both uneven and dangerous."*
- *"My father tripped over a join in the concrete in Endeavour Street. I know there are other streets like it too around town."*
- *"When out running, trip hazards, uneven concrete, all over New Plymouth."*
- *"The tarseal on the footpaths is not good, your foot can catch them and stumble."*
- *"Potholes in footpaths in CBD area."*
- *"Quite a few are uneven, loose pavers in Devon Street."*
- *"Lots of cracked footpaths, eg, Waiwaka Terrace. Uneven surfaces, damaged driveways and culverts also."*
- *"General footpaths in main street, Devon Street and throughout the town, uneven and dangerous."*
- *"Tiled, had bad fall. Slightly sloped."*
- *"Footpaths up and down like a yoyo, York Crescent area."*
- *"Uneven pavers so is a trip hazard, Newton Street."*
- *"Lots of obstacles, tree trunks, etc."*
- *"Rough footpaths throughout the town. Surfaces very rough and uneven."*
- *"Footpaths outside my Mum's house in Margaret Place, my Mum tripped on an uneven surface and was quite hurt."*
- *"Tripping up people in Waitara."*
- *"Vogelton, Manu Crescent, uneven, rough."*
- *"Inglewood, potholes, up and down."*
- *"Too many trees (roots) making too many bumps. Streets off Mangorei Road area."*
- *"Uneven, I stumble sometimes."*
- *"Surface uneven, tree roots, in general areas."*
- *"Around Parsons Street area part of footpath raised, some concrete slabs that move, definitely unsafe, hazard for children with scooters, etc."*
- *"Waitara not safe, up and down joins, dangerous."*
- *"Some not good, dangerous, eg, St Aubyn Street, Egmont Street, where footpaths meet road and lights etc, there is a ledge."*
- *"My mother had a bad fall due to a protruding manhole in the main New Plymouth street recently. You encourage us for fitness to walk but our footpaths are not designed for this."*
- *"Manhole covers not always lying flat on Devon Street, CBD. Some of the bricks also sunk a bit, outside centre of City."*
- *"Outside my place two people have tripped over and one has arm in plaster, Webster Street."*

Poor condition/need improving/lack maintenance

- *"In town good, out of town not so good."*
- *"Throughout the town, not being looked after at all. Footpaths good in the newer areas."*
- *"No one has been to fix footpath in Webster Street. A lot of old people in this street, a lot go for walks."*
- *"Not being repaired, eg, Devon Street. Gill Street, paving is horrendous."*
- *"Vivian Street, bank falling down, between Morley and Cutfield Street."*
- *"Footpaths in Waitara, they are generally poorly maintained. Council don't like spending money out here."*
- *"Some paths in Inglewood need attention."*
- *"They are dangerous in Waitara area."*
- *"State of footpaths in Ropiha Street bad. Has been reported to Council on a number of occasions, quite dangerous to pedestrians and children and older people in particular."*
- *"Footpaths in Vogelstown in a poor state of repair. Could be dangerous to older people in the area."*
- *"Breakwater Road up Ngamotu Road, very narrow and poor surface."*
- *"St Aubyn Street, Egmont Street, there is loose gravel."*
- *"Questionable – highly variable."*

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

- *"Footpaths in Waitara, not everywhere has them."*
- *"Waitara has a lot of streets without footpaths."*
- *"Oakura, near school, no footpaths for safety of children."*
- *"Waitara, no footpaths in some areas."*
- *"Out here in Bell Block there are some places that don't have footpaths and you have to walk on the road. Wills Road is one of the worst."*
- *"There are none here in Tarata."*
- *"Would like footpaths upper Wairau Road and finish lower Wairau Road by the last few houses in road."*
- *"Waitara area, lack of footpaths."*
- *"Wills Road, Tiromoana Crescent, no walkways or paths. A hazard to walk on."*
- *"We don't have a footpath in the Urenui village area, also none over the bridge. Very tricky with 100k speed limit in the area."*
- *"Clifton could do with more."*
- *"In Inglewood paths on both sides would be helpful, especially with prams etc, Nikau Street."*

Overhanging trees/weeds in footpath

- *"Home owners need to trim back flax bushes, dangerous over footpaths, Oakura."*
- *"Weeds in footpath meant I fell over, like High Street in Waitara."*

Difficulties for disabled people / walkers / mobility scooters, etc

- *"Path dangerous for mobility scooters, down opposite the old hospital, not the main entrance but at the opposite end near the cricket pitch."*
- *"All over New Plymouth, especially for elderly on mobility scooters, etc."*
- *"Ramps from the footpath to the road not always well designed for disabled access. They can be too steep or non-existent, especially around Westown."*
- *"I think they should be wider (wheelchairs etc) accessibility."*
- *"All over New Plymouth, using mobility scooter, find cannot get over gutters, wheels get stuck. More small ramps please."*
- *"At times difficult when using a motor scooter (invalids) where road and footpath meet, often too steep."*
- *"Too narrow, Brown Street, for wheelchairs and pushchairs."*
- *"The level is not right, I'm nearly blind."*
- *"Vogelton, Manu Crescent, not good for mobility scooters."*
- *"Not good for people who are unsteady on their feet, CBD area."*
- *"Wheelie bin placement, blocks mobility scooters."*

Slippery surface

- *"The tiles on Devon Street and outside Centre City are dangerous. When wet they are very slippery."*
- *"Fall from trees creates slippery surface which is dangerous."*

Poor standard of work / repairs / patched up

- *"Brooklands Road, area of footpath, rough job done by contractor, cheap and nasty."*
- *"The resurfacing of footpaths not good, then Chorus came and ripped it up. Hot tarry surface not nice and too soft in hot weather in Young Street."*
- *"Keep just patching on top, Cutfield Street. Although I specifically told them, the contractors went on top sealing my garage doors closed so they had to redo and fix that."*
- *"Molesworth Street, stones running off leaving melted tar, very bad."*

Others

- *"New bridge over the Te Anui River, no barrier between pedestrians and cars so it is very dangerous. Someone is going to get hurt there."*
- *"There is a shared cycle/pedestrian pathway the length of Coronation Avenue, separated by a grass verge and then another cycleway. Surely this is unsafe due to the large amount of foot traffic in this area. Particularly to the old people in the residential home in the area as well as the various schools. Whilst Coronation Avenue may be a State Highway, footpaths and cycleways are, as far as I'm aware, under the control of New Plymouth District Council."*
- *"Live on Coronation Avenue/John Street. Traffic accidents on corner damaged fence, needs barrier or grass verge. School kids walk this way, it is dangerous."*
- *"Woodleigh area, Sutherland Park, Brois Street, cars park half on footpath."*
- *"Concrete blocks in Inglewood's Ngahere Street slows up people and makes drivers impatient."*
- *"Wheelie bin placement etc blocks walkers and kids biking, a constant hassle, bins fall over and are not taken in soon enough."*
- *"Devon Street, signs and 'walls' outside shops/pubs causing hazards for pedestrians."*
- *"The footpaths are closed at the moment because of roadworks in the Spotswood area, eg, in South Road."*

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

No cycleways / not enough / need more

- *"We have none."*
- *"In Waitara hard to ride my bike. Would like more. Not any at all in Waitara."*
- *"Cyclists prefer to cycle on country roads, there are not many roads in New Plymouth with cycle lanes."*
- *"Needs more dedicated cycle lanes in general."*
- *"There are not enough cycleways for children to bike to school safely in New Plymouth."*
- *"Should be more cycleways."*
- *"There is not enough painted cycle areas, like to see more on the main road and town."*
- *"There is not enough of them. More needed in Waitara, down the river there."*
- *"None in Fitzroy."*

Not continuous / disappear at intersections / no consistency

- *"Very poor, they appear then disappear when road narrows, New Plymouth area. Not consistent."*
- *"Not always continue, Mangorei Road area. Not safe when cycleways stop."*
- *"Not quite good enough yet to train children. Paths seem to end in the main abruptly with no indication as to where they may recommence. Needs a lot more thought to integrate State Highway cycleways with those under jurisdiction of our Council."*
- *"On Highways they taper down to nothing."*
- *"Seem to start and stop."*
- *"Cycleways disappear at the tricky bits like coming down Molesworth before the Windward from hospital end, it just disappears."*
- *"Readjustment in Northgate Highway, lost cycleways there."*

Need to be more clearly defined / more signage

- *"Should be well advertised, especially on the walkways making separate lanes for cycles and skateboards."*
- *"More signage."*
- *"By New World the cycle lanes should be completely green."*
- *"No indication of where they start."*

Inconsiderate motorists / driving on cycleways

- *"Cars park on cycleway, Seaview Road area, creates danger for cyclists."*
- *"The traffic and their disregard for cyclists."*
- *"The cycle lanes are sometimes not used correctly when drivers are turning on one way systems."*

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

- *"You don't feel safe."*
- *"Whenever there is roadworks the signs for cars go onto the cycleway causing a hazard and we have to choose to go into road traffic or onto footpath."*
- *"Impinge on the roads, room for improvement in all areas."*
- *"Don't think they are very safe at all, needs more funding. Also needs better provision for cyclists."*
- *"Complete waste of money. Green strips are not going to protect cyclists from being run over."*
- *"There is a shared cycle/pedestrian pathway the length of Coronation Avenue, separated by a grass verge and then another cycleway. Surely this is unsafe due to the large amount of foot traffic in this area, particularly to the old people in the residential home in the area as well as the various schools. Whilst Coronation Avenue may be a State Highway, footpaths and cycleways are, as far as I'm aware, under the control of New Plymouth District Council."*
- *"Cycles on walkways – should be special place for cyclists, I had the dog."*
- *"I wouldn't bike on the roads here."*
- *"Disaster. Cycleways on roading system. The roads are narrow and go onto a State Highway, eg, Devon Street. Hence can be dangerous. Cycleways should be away from the roads."*
- *"Could hit cyclists as cycleway too close to road."*
- *"Elliot Street, turning into service station is really unsafe as cyclists are speeding up."*
- *"Cyclists, dangerous for them on our 80km area, Otaraoa Road. No lines for them. Oil fields on this road, lots of traffic."*
- *"Not a lot of safe cycle lanes around town. Not wide enough, cars too close to be able to cycle around the city safely."*
- *"Cyclists become a problem to vehicles. Cycleways in places too narrow and they get too close to vehicles, Waiwakaiho Valley area."*
- *"Could widen them a bit, maybe have safety bays for areas to pull off."*
- *"Tight corners sometimes up around the stadium."*
- *"They are built in ridiculous places, inconveniencing other users by taking up berm space, etc."*
- *"Some areas better than others."*
- *"Our new cycleways are great but those along State Highways which many people use to cycle to work are positively dangerous. Whilst these may not be under Council jurisdiction I believe there is a "Let's Go" Co-ordinator who could liaise with the roading people. Gravel and glass on these cycle paths a hazard. Roadworks people leave bollards in cycleway when working."*
- *"Lots of broken glass along Carrington Street. Regularly broken glass along Morley Street also."*

Cyclists's behaviour

- *"Cyclists don't always stick to area, often ride on the line, seen aggro in city around Smart Road."*
- *"The cyclists should respect the pedestrians. They just take over."*
- *"Cyclists don't use cycle lanes, go on footpath. That's adults, not children."*
- *"Hate the cycle lanes. Don't stay in lanes. They cycle on white line."*
- *"Cycles use the walkways from the Port to Bell Block and can be very inconsiderate to walkers."*
- *"Most ride on the footpath so why have cycleways and where are their helmets, across the district."*
- *"Cycles should stay in the cycle lane rather than moving to the left if there is a clear way, that would be safer if there is no cars parked."*

Issue with cyclists sharing Coastal Walkway with pedestrians

- *"Coastal Walkway, I walk and don't hear them coming, people on bikes. I'm deaf in one ear."*
- *"On the Coastal Walkway cyclists should have bells as they come very rapidly behind you and we can't move over if we don't hear them coming."*
- *"Main Coast Walkway, an accident could happen between walkers and bikes. Bikes are very fast, need to be aware of small children. Hard of hearing could also be in trouble."*

Others

- *"More education."*
- *"Too much money spent on these."*
- *"I object to them. Cyclists should pay. All the space on the road they use and yet they pay nothing towards it."*

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

Flooding problems

- *"Area around Fitzroy Surf Park always prone to flooding whether heavy rain or not."*
- *"Every time we have heavy rain our side of road floods, Veale Road, very narrow road."*
- *"Parklands Avenue in Bell Block, whenever we have heavy rain roads can't handle the water and water comes down our driveway and into our shed. Hopefully now rectified."*
- *"Part of the Firth's ready mix yard never used to flood but does now. Have the stopbanks actually made it worse!"*
- *"Belair Avenue and South Road it floods, could be improved."*
- *"We've had major flooding in our area and have never heard from Council, Tarata district."*
- *"Last year flooding, lots of slips, Mangahia Road and took over a week to fix so we could get off the property."*
- *"Wallace Place gets flooding in basements."*
- *"Flooding with last lot of rain."*
- *"Not good in Tokamaru Street, even with not great downpours."*

Blocked drains/leaves need sweeping

- *"Tokamaru Street, gutters rarely cleared, could lessen problem."*
- *"Don't clean gutters out enough, Rata Street."*

Others

- *"Waitara River dirty with sewage and rubbish, also the beachfront and is not good for the public and the Kai Moana."*
- *"Development done near my property, developer under estimated run off and now they want me to fix it on my property, Windsor Road, Inglewood."*
- *"Made a mess in Waitara, put up solid concrete wall. Wall will collapse with the weight of water."*
- *"Some of it a waste of money in the Waitara area."*
- *"Not at all satisfied! Cutting down trees not helpful. (Council recently cut down Pohutukawa trees bordering river)."*

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

Flooding / surface flooding

- *"Belair Avenue and South Road, here it floods."*
- *"Some areas keep flooding, Devon Intermediate."*
- *"A lot of flooding in Tikorangi area and inland Clifton district flooding happens every winter."*
- *"South Road, Spotswood still has flooding issues in heavy rain."*
- *"Flooding in Kowhai Street, Strandon with heavy rain."*

Blockages / drains and gutters need cleaning / maintenance

- *"Drainways in Oakura, grids get cluttered."*
- *"The storm grates, leaves fall in as we have a lot of trees in Urenui, they are not cleaned often enough, all around Urenui."*
- *"In Autumn the leaves block the grating of the gutter in Koromiko Street in Inglewood."*
- *"Council does not keep them clean, they are full of rubbish, plastic bottles and paper tissues in St Aubyn Street, Ocean View Parade and Whiteley Street."*
- *"See a lot of stormwater drains blocked in a lot of heavy rain, no particular area, everywhere."*
- *"Don't clean any of the drains, everywhere, eg, Whiteley, Croquet Green Te Henui."*
- *"Neighbours have to clear the leaves so water can get away."*
- *"Very slow in cleaning out blocked drains over winter in Pennington Road. Took them ages to get them sorted."*
- *"Drains blocked by leaves, CBD."*
- *"Leaves in the gutters, Budleigh Street."*
- *"We have a "well-up" at the end of our drive and it backs up and fills up our one, Baring Terrace. It needs to be kept clear, it fills with leaves and rubbish."*
- *"I clean my own Waiwaka Terrace drains. Never seen Council cleaning street drains at all."*
- *"Leaves near Kairau pool, road gutterings will be a problem."*
- *"Need more clearing, general area. My house in Cutfield Street, gutter blocks. Used to see truck more often."*
- *"Culverts here were blocked. Problem fixed after four years, Pukearuhe Road. We had to do some work on this ourselves."*
- *"Not cleaned out enough, get lots of back up water."*
- *"Drains block up very quickly, trees and leaves. Cleaner not around as often as he used to be, Young Street."*

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

- *"Wallace Place, stormwater service does not cope well enough with heavy rain."*
- *"Not enough drainage in Paynters Avenue in Fitzroy."*
- *"I'm a roofer and I see poor drainage across town."*
- *"Culverts overflowing, Mataro Road plus others."*
- *"Hurford Road the water table isn't right so carries debris onto the road."*
- *"Need upgrading of stormwater in Inglewood, throughout the whole village."*
- *"Lower level areas, eg, CBD, need help."*
- *"The gutters are overflowing all around Urenui."*
- *"In Tikorangi area, farmers could be at fault but culverts could be larger."*
- *"Belair Avenue and South Road could be improved."*
- *"Okay for us, we are rural but sewage through the town in Waitara and Council just said it was a one off because of heavy rain. Need to check the system properly or it will keep happening."*

Others

- *"Living in Wicksteed Street, subdivided own property. Cost more money, had to acquire an extra sump for stormwater."*
- *"Council upgraded my road without informing us. It is steeper and worse than it was before, Waitara Road."*

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

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

- *"Not enough in the CBD, need more."*
- *"Need more in Devon Street."*
- *"More places needed like underground in central New Plymouth."*
- *"Devon Street, always difficult."*
- *"New Plymouth, I hate it. Really hard to get parking in central city."*
- *"There is not enough in the CBD. Need more near the Museum."*
- *"Poor in town, insufficient parking, main street, Devon Street."*
- *"Can't find parking in central New Plymouth, can't go to movies, etc."*
- *"Lack of adequate parking when Council plan special events. Much needed to encourage people to both live in and bring new business to our city."*
- *"Not enough in town at busy times, very difficult to find a park, baby 15 months."*
- *"Hard to get park on Devon Street. Have to park a long way away from where I want to go."*
- *"Getting tough all over New Plymouth CBD to get park."*
- *"Not enough car parks for the amount of people who go into town."*
- *"Bugger all in town. Getting crowded in Fitzroy."*
- *"Round by bus area not enough spaces for people collecting and dropping off."*
- *"CBD always full."*
- *"CBD, problem in busy periods. Should be planning for more parking buildings."*
- *"If busy it is shit around Starbucks in New Plymouth."*
- *"Struggle to get a park handy to the central city area."*
- *"Need better and more parking in Richmond centre."*
- *"Lack of it, mainly central New Plymouth."*
- *"Not enough parking at the main beach area in Oakura."*
- *"Main street of Oakura is full during the day, there is a lack of parking at Oakura. It is good that people park their cars and get the bus to town but it does take up the spaces so leaves no parking for other people."*
- *"In New Plymouth central city and main shopping area needs an additional nice parking precinct, also down at the Port boat ramp, both for trailers and ordinary cars."*
- *"On busy school days we run out of car parks, otherwise good."*
- *"White Cliffs Walkway is advertised as a public walkway – no car park."*

Parking too expensive / meters too expensive

- *"Too expensive, CBD generally."*
- *"Prices too high."*
- *"In the central CBD, charging too much."*
- *"Very expensive."*
- *"The cost, it is too dear."*
- *"Costs too much in the main CBD in New Plymouth."*
- *"Overdo charging, particularly on outskirts of town."*
- *"\$2 is overboard."*
- *"Overpriced."*
- *"Could improve, charging too many people, especially at wharf."*
- *"Cost of parking in CBD. Because of that everyone is using side streets."*
- *"Too expensive. If charged less more people would use."*

continued ...

Parking too expensive / meters too expensive (continued)

- *"Charges are far too high, everywhere in the District."*
- *"Council parking too expensive. I use parking buildings instead, half price."*
- *"The parking is too expensive in the CBD. A lot of parks are empty there because it is expensive."*
- *"Not great, mainly in town. Shouldn't be charged too much for parking, all around town."*

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

- *"Not enough free parking in CBD and the dress circle."*
- *"Should be free."*
- *"New Plymouth is a "pain", no free parks."*
- *"Don't like meters, time and cost for parking."*
- *"Putting meters in streets where they don't need to."*
- *"Should be free one hour parking in the CBD."*
- *"Have stolen free parks in an endeavour to get revenue, only to find often they are empty."*
- *"Around the Courthouse there is no free parking now and in the weekends you should not have to pay for parking in the CBD."*
- *"Should be more free parking on streets."*
- *"The main street, Devon Street, should have free parking."*

Not enough parking for workers

- *"No facilities for worker parking."*
- *"In CBD, more parking for the workers who work in town."*
- *"Not for workers, Devon Street East area, lack of all-day parking."*
- *"More free parking required for town workers."*
- *"More free parking required for workers in New Plymouth."*
- *"A shortage of day-time inexpensive parking for workers."*
- *"Too far for workers to walk. They have to park too far away for free parks."*
- *"Needs prices reducing for workers."*

Poorly designed parking / narrow / visibility

- *"Parking in New Plymouth not now adequate for larger vehicles of which there are many. Need to provide at least some wider parking space."*
- *"Cars too big for the spaces."*
- *"If I park my ute in a park in Devon Street, the front and rear of the ute occupy the full park. Just not enough room, then they will ticket you. Parks not big enough."*
- *"Down at the Port boat ramp the parks are too small."*
- *"One way systems."*
- *"Narrow streets are unsafe."*
- *"Very narrow near Gilbert Road."*

Wardens very quick to ticket

- *"No grace in ticketing."*
- *"I'm always getting parking tickets, can never park close enough."*
- *"The issuing of fines is quite aggressive and unfriendly. Aggressive as in no leeway for a couple of minutes over or a good reason."*
- *"Parking laws over the top re fines."*

Businesses are suffering with pay parking

- *"The main street, Devon Street, should have free parking to help the smaller businesses."*
- *"They are killing the CBD. Why would people pay when they can go to the Valley and park for free."*
- *"The parking fees in the CBD of New Plymouth are damaging to the businesses with expensive parking outside."*
- *"The expensive parking does not encourage business in the CBD."*
- *"Charges stops people attending cafes, etc."*
- *"Learnt not to go into central city as there is no parking so those businesses miss out on my business."*
- *"Disgusted, middle of New Plymouth sometimes can't get a park at all around 6pm so can't go out to eat. Thursday nights really bad for February and other businesses are missing out."*

Parking spaces have been reduced

- *"They have taken away the car parking under bridge."*
- *"Removing parks around area, makes getting parking around school very hard."*
- *"Down Carrington Road got rid of car parks so there are fewer there now."*
- *"Not enough car parks in Pukerua Park, they have taken some away and put grass there instead, by Cricket Pavilion."*
- *"Parking outside St John Bosco School, lack of consultation about road markings, School lost car parks, Darnell Street."*
- *"Waitara CBD, too many trees taking up car parks."*

Parking impact on residential property

- *"(Removing parks) residential parking negatively affected, CBD."*
- *"The cost of parking in town causing people to park in residential areas."*
- *"The Waitakaiho netball courts, when netball is on people park over my driveway in Darnell Street."*

Others

- *"Need more invalid parks."*
- *"Able bodied park in handicapped parks. People park anywhere when meters are off."*
- *"More disability parking would be helpful."*
- *"Shambles, could be improved with better bus services. City growing very quickly."*
- *"Should be a shuttle bus service and not so many cars."*
- *"Parking in New Plymouth is fine if people learnt to park correctly. I think Council should consider fining offenders who park inconsiderately."*
- *"Cars parking not straight near library and shops in Waitara."*
- *"Victoria Road at our end has a grass berm but no area for parking safely as traffic speeds up the hill."*
- *"So spread out."*
- *"CBD needs directions for parking."*
- *"Why is there lots of free parking in centre of town around Council offices – staff convenience?"*
- *"Too many on Devon Street, makes too much traffic."*
- *"Parking required for two hours. People can then have coffee and lunch in cafes."*
- *"Carrington Road area often blocked off. Makes parking more difficult."*
- *"Trouble with the meters, needed to write in to get the ticket cancelled."*
- *"Depends where you are."*

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

Bad taste/smells

- *"Water smells and tastes horrible."*
- *"I don't like the taste in New Plymouth."*
- *"Oakura, the water smells and doesn't taste very nice."*
- *"Not happy with Inglewood, tastes disgusting."*
- *"It stinks sometimes, Westown."*
- *"We have to use water filters as find the taste of our water unpleasant."*
- *"Don't like the taste. Used to drinking water from farm. Buy my water now for drinking."*

Too much chlorine

- *"Had to put in a water filter, chlorine content too high, affecting the kids. Put filter in, no more problems but should not have happened."*
- *"Too much chlorine, I have had to put a filter in."*

Lack of water pressure

- *"Bit more pressure."*
- *"Fix water problem – pressure."*
- *"Water is slow for residents in Princess Street, Waitara."*
- *"Whalers Gate area, we have a small holding. While we were overseas Council changed the supply to a trickle feed and pressure is now abysmal."*
- *"Rural, Bell Block, we have a trickle supply only and it is not enough."*

Water storage capacity needs improving

- *"There should be enough water stored to allow for the new housing areas in New Plymouth."*
- *"Could do with another reservoir. City is big enough to have another."*
- *"We have been promised a second reservoir (tank) and it hasn't happened."*

Water restrictions / no water

- *"There should not be water restrictions."*
- *"It could be better. Every summer restrictions."*
- *"Restrictions are on, shouldn't be. The whole thing should be managed better, there is enough water."*

Poor quality of water / discoloured / dirty water

- *"Often end up with brown water after doing work on pipes."*
- *"In Inglewood we get mud in our water. They are aware of it, it has been a problem for a number of years."*
- *"In Koromiko Street in Inglewood after a blockage in the water pipes, when they stop the water, when they turn it back on the water is very dirty and it takes about a half hour to clear."*
- *"Inglewood. Brown water often, not nice at all! Takes overnight to settle. Happens too frequently."*

Others

- *"I can see the water supply from my house but can't get it and the Kirangi School can't get onto the town supply even though it is only a kilometre away."*
- *"Like to see fluoride in the water. It is a free way of providing families with oral health especially in the lower social economic groups so they have some form of oral protection. If people don't want fluoride they can buy bottled water."*
- *"People could have tanks instead of wasting water."*
- *"Issues in Inglewood because of stormwater problems."*
- *"Need updates on the water drilling. Have they found anything in the bores they are doing?"*

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

Too many roaming / uncontrolled dogs / dogs off leashes

- *"Nikau Street, some problem dogs in Inglewood roaming."*
- *"Roaming dogs in Waitara, especially in the mornings."*
- *"Stray dogs in Waitara area."*
- *"Concerned re lots of stray dogs, Heta Road."*
- *"There are stray dogs wandering around, Raleigh Street."*
- *"Dogs roam around cemetery and behind stadium TET, Inglewood."*
- *"Lot of wandering dogs in Waitara area."*
- *"Some stray dogs in Waitara area."*
- *"Not happy with stray dogs on our property, Wairau Road."*
- *"Dogs running loose. Not as many now as used to be, Strange Street, Waitara."*
- *"Don't like dogs unleashed walking through the cemetery peeing on the flowers and headstones."*
- *"Big problem in Waitara re wandering dogs, Leslie Street."*
- *"Had an issue with about six dogs surrounding me, didn't attack but lunging in. Happened at the beach."*
- *"I walk a lot and I get challenged by dogs."*
- *"Lots of animals on street, Frankleigh Park area."*

Barking dogs

- *"Aggressive barking."*
- *"Neighbour's dogs barking when away."*
- *"We've had problems with dogs barking."*

Complaints not dealt with well / nothing has been done

- *"Almost need photographic evidence of dogs straying."*
- *"Have complained about our neighbours dogs barking when away two or three nights and sometimes during the night. Nothing done."*
- *"They didn't do anything when I phoned them about stray dogs wandering around Raleigh Street."*

More control needed / more enforcement

- *"Dogs on beach. No enforcement. Oakura Beach, dogs not meant to be there all day."*
- *"More effort needed on beaches. Penalty needs to be enforced. Ngamotu Beach, Fitzroy. Dogs should have short leashes."*
- *"People on the walkway not controlling animals."*
- *"A lot of breeds of dogs should not be allowed in residential areas, Pitbulls, Dobermans and large dogs should be banned."*
- *"Really, really pissed off. Animal control is not a priority, seen in writing on facebook page."*
- *"Could do with a bit of a tidy up."*
- *"Council could do better, Waitara, undesirable dogs without collars. Council could be more diligent on ownership of animals."*
- *"Dogs without collars in Waitara area."*
- *"(Problem with dogs barking), they take the dogs away, then they show up again later."*

Dogs fouling

- *"Wairau Road, dogs do their business on garden and lawn."*
- *"Roaming dogs leaving droppings on my lawn, an ongoing problem."*
- *"Dogs fouling main beach at Oakura and even down at the river."*
- *"Dog poo on grass areas everywhere."*

Problems with other animals

- *"Wild cats, Waitara."*
- *"Feral cats – can anything be done?"*
- *"Horses fouling main beach at Oakura and even down at the river."*

Others

- *"As a good dog owner not happy with cost of registration."*
- *"Fences not always high enough. One on Thames Street, a dog could easily jump."*
- *"When you are not at home and you dog barks during the day, I have no control, in Rosendale Avenue."*

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

Untidy/lack of maintenance/need a tidy up

- *"Please clean up the town."*
- *"Lawns not tidy. Rest areas, eg, Pig Out Point, rubbish bins removed entirely as they overflowed but should just be emptied more frequently."*
- *"Pig Out Point, the rubbish bins need emptying more often and when Rodeo in Urenui there are a lot of broken bottles around the next day."*
- *"Lawns need mowing on some parks and walkways."*
- *"Tidiness no longer a priority. Rubbish collection is cut back and now Pukekura Park lake is just building up with silt. Not maintaining it at all."*
- *"There are a number of paper roads in Kaitaki, one of which goes over our farm in Perth Road, Okato. It leads to the beachfront. We have no control over who uses the road and are constantly clearing up the debris left by users, on one occasion had to extinguish a fire. Council notices advising both fire caution and no litter signs are warranted."*

Need improvements/not as good as they used to be

- *"Walkway could be wider, sharing with cyclists. Otherwise it is beautiful."*
- *"In Fitzroy area cycle and pedestrian ways should be separated for health and safety reasons, otherwise fantastic."*
- *"Good, but cycles all over the walkway going too fast and come up behind and frightening folk and dogs. Suggest two lanes for bikes and the rest for walkers."*
- *"Coastal Walkway too busy with bikes and they don't watch out properly for pedestrians. Come up too fast behind."*
- *"Need more dog walking areas. Too far to find places, like near the beach, closer than the back beach so not needing to go by car first. Not safe by Countdown to walk the dog so need more."*
- *"No dog parks or beach areas where dogs are allowed."*
- *"Please upgrade facilities in Waitara, eg, a walkway and parks."*
- *"Access to Pukekura Park could be better when event on. Could be more parks available."*
- *"Pukekura Park is lovely. For safety reasons Council need to consider putting some more adequate fencing around lake area."*
- *"More signage needed for tracks in Pukekura Park, especially the top tracks, I think it is the Fuller Track."*
- *"Not happy with refurbishments. As fixtures move out have been replaced with badly designed, ugly furniture. Walkway received international awards so it is surprising this has happened."*

Others

- *"Not good, parking meters there, doesn't encourage visitors."*

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

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

- *"Terrible, before Mangorei Road, New Plymouth there is gorse along railway line."*
- *"Could improve the walkway with the lawns, they need mowing."*
- *"Bell Block could be cleaner."*
- *"Pukekura Park isn't as pristine as used to be, long grass, etc. Bad for image of New Plymouth."*
- *"Not the standard it used to be. This is in the city and outlying towns. Not maintained like it was. Council trying to save money."*
- *"We used to have beautiful displays in New Plymouth but with the latest Council cost cutting they now leave a lot to be desired."*
- *"Flower beds and displays mostly good. Council seem to neglect the verges, left untended on sides of many roads. Not a good look for visitors."*
- *"It has gone backwards. In the last Mayoral period it is not as well kept and verges not kept."*
- *"Lawns, edgings and verges in public areas, eg, Northgate Road, outside school, St Johns Bosco School, overgrown. Needs to be tidied up and mown more regularly."*
- *"Not mowed."*
- *"Gone backwards in City Centre."*
- *"Grassy areas not well mown in Bell Block area, Tiromoana Crescent and sea front."*
- *"Mostly good apart from mowing of grass in public areas over Christmas and New Year periods. Airport road to Bell Block area case in point. Not a good look when large numbers of tourists in area."*
- *"Throughout the year Council present very good standard apart from over Christmas and New Year when standards seem to decline on an annual basis. Despite it being a time of annual holidays for Council employees this is a time when the city should look its best, especially to promote visitors and tourists to our area. More diligence required please."*
- *"The concrete landscapes (planters) around town need tidying up. Gardens really nice though."*

Improvements needed/need more colour

- *"Good in New Plymouth, not good in Waitara and Inglewood."*
- *"Bit more in Waitara is needed."*
- *"Suggest we stress the Rhododendrons more effectively using them in planting by signs of entrance to the City."*
- *"Not many places that have flowerbeds."*
- *"Not many flower beds left in the city, now it is grass in many places like Awanui Street, Cumberland Street, Plymouth Hotel."*
- *"Not as many in City Centre."*

Not aesthetically pleasing

- *"Intrinsic layout and number of parks is fantastic but detailing in these areas has complete lack of design. The person who designed these has not got an aesthetic bone in their body."*
- *"Don't like the little flower boxes on corners in town, Devon Street. Doesn't suit the coastal theme."*
- *"Just around Cumberland Street, put bollards around the triangle, Heta Road and Awanui Street corner. Bollards look horrible."*
- *"New traffic island in Spotswood has been grassed, it looks like a jungle."*
- *"Remove those gardens in central New Plymouth like Devon and Gover intersection."*

Others

- *"In the main good displays but concerns me there is no accountability by Council over priority given where horticulture funds are spent. No system over what is spent where. Surely the most expensively funded areas should be those people see or visit the most."*
- *"Don't agree with pieces cut out on intersections, should take them out for a left hand turn."*

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

Venues are not being used enough

- *"The venues are good but are not being used enough for high profile entertainment in New Plymouth District."*
- *"Bowl of Brooklands should be used more."*
- *"I'm concerned we focus too much on the Len Lye Centre, forcing other galleries to close."*

Need better facilities

- *"Queues at the toilets at Bowl of Brooklands when an event on. Get sorted, very poor. Further toilets required."*
- *"Council taken away public toilets. Bowl of Brooklands, Brooklands Road. Now lack of toilets TSB arena. Insufficient toilets altogether."*
- *"TSB Stadium needs to be enlarged to cater for patrons. Yarrow Stadium and TSB need upgrading."*
- *"Bowl and Yarrow Stadium need proper seating rather than sitting on grass."*
- *"Basketball uses TSB Stadium, it is outdated, limited availability, at its capacity, needs to be redeveloped."*
- *"Consider the catering needs to be upgraded. Check for Eftpos connections. Some places need Eftpos facilities."*

Others

- *"Not core job of Council to organise concerts, etc."*
- *"The Council has involved itself in a range of activities. They should just stay with services and facilities, not entertainment and events."*
- *"Can't play cricket at Rugby Park."*

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

Not enough / need more

- *"The Bowl is under utilised."*
- *"Just not used enough, Bowl of Brooklands."*
- *"Nothing is happening at Brooklands Bowl. Need to jack up more Acts."*
- *"Could be better, not enough."*
- *"Need better events – update!!"*
- *"Lack of artists at Bowl of Brooklands."*
- *"We don't use the Bowl of Brooklands enough. We don't get the quality of people we need to get here."*
- *"Need more shows in Bowl of Brooklands, have WOMAD."*
- *"Could improve, utilise the Brooklands Bowl more, eg, more big entertainers."*
- *"Could have more entertainment, eg, more groups at the Bowl of Brooklands. Lovely venue and outdoor venue."*
- *"More culture, eg, NZ Symphony Orchestra."*
- *"We hardly get anything here. No A League, no Tests."*

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

- *"Could be more diverse, eg, I would like more live theatre."*
- *"The young teens (12-15), not enough for them. Discos etc are needed."*
- *"More entertainment for 18-30's, otherwise good."*

Lost some events / not getting events we used to get

- *"Bowl of Brooklands doesn't seem to have as much as before."*
- *"Not getting the international acts we used to get four years ago when Gary Sharp Young was in charge."*

Others

- *"Pricing of food and drinks at Rugby matches too high."*
- *"Not happy with events during the week (workers)."*
- *"Council focused too much on these areas at the expense of core services. Not Council's job to provide entertainment to this level."*

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

Poor standard / need upgrading / improving

- *"Spotswood's United park, need upgrade."*
- *"Netball courts are overdue for relocation, in Fitzroy."*
- *"Waiwakaiho netball courts need to be moved, traffic congestion and not enough parking."*
- *"The Waiwakaiho netball courts, a lot of leaves and water on the courts, kids are getting injured."*
- *"Generally sports fields in Taranaki District are not level."*
- *"Should do something about the hockey fields."*
- *"We need a Taranaki Sports venue for all sports, eg, football, netball, rugby, all under the same Club and tennis too. Need upgrading."*
- *"The old camp reserve has gone to pack where the rugby and tennis used to be and it is a waste of a good resource and should be used. Need stands and shelter at the grounds opposite High School."*

Lack of maintenance / upkeep

- *"Some need better maintenance in New Plymouth itself."*
- *"They are not well mown and kept. Not just one, generally."*

Others

- *"In New Plymouth they have shifted the cricket field to Yarrow Stadium, it is held at night, not many people are going to cricket now."*

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

Rundown/ need more maintenance

- *"Some are neglected."*

Need an upgrade/improvements

- *"The park in Tokomaru Street is okay but very out of date as are many play areas within parks. Needs upgrading."*
- *"They need more shade sails. The playgrounds get unusable when the hot sun is out, generally."*
- *"Pukekura Park great but it needs to be sun smart there. Need sun shades to prevent sunburn on children."*
- *"Would be good if they were fenced like in England, would be safer for two year olds."*
- *"The playground on Heta Road is very out of date, unsafe and unappealing. More families now in the area. With a large family under six, find unfenced grounds unsatisfactory."*
- *"Quality of equipment at some of the kids playgrounds not very good."*

Boring/ need more variety

- *"In general rather bland, boring for children. Need more climbing frames."*
- *"Way too plastic. Too PC. Bring back pirate ships, etc. Too much netting, etc."*
- *"Playgrounds at Pukekura Park and Richmond Park do not cater for children under 5."*

Removed play equipment/ need more equipment

- *"Good items they've taken out as not meeting standards yet they've been there and popular for 50 years, near the Zoo and at East End Beach."*
- *"Down end of Timandra/Tokomaru Street nothing much in playground now. There are plenty of kids who would use it. Need to put more in there."*
- *"Taken away part of good kids playgrounds. Kawarua Park Road, nothing now in their place for kids."*
- *"Down at walkway should be more play equipment for the children."*
- *"East End Reserve off Buller Street, nothing to play on."*
- *"The park in Tokomaru Street needs more equipment as do many play areas."*

Not enough/ need more

- *"Need another in New Plymouth like in Pukekura Park."*
- *"Not happy about Ngamotu Beach one being removed. Nothing in its place."*

Others

- *"Last three developed by people who don't know anything about child development. Too complicated, German equipment, (not necessary)."*

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

No toilets / not enough toilets / need more

- *"Not enough at small shopping centres."*
- *"Need more of this facility."*
- *"Only one in Devon Street West. Need another one in Devon Street East."*
- *"Not many around."*
- *"The availability is not great in some areas – beach areas."*
- *"None in the village, need some in the main street of Oakura."*
- *"There are not enough toilets especially by the skating rink at East End in the day, I had to walk to Strandon beach."*
- *"Need some more in Central City as you can't find parking close to existing toilets."*
- *"Need more. Walkway needs one near Bell Block end and on other side of bridge, Bell Block side of bridge."*
- *"Very poor, the ones in Waitara, only one in and two out of town, we need more."*
- *"No toilets at cycle park even though 7,500 people a month through there."*
- *"Not enough. More needed in New Plymouth CBD."*
- *"There could be more overall around the District."*
- *"Toilet at the beach in Oakura but no toilet in the main street although the Council has been promising one for years so people use ones at the businesses (cafes and pub)."*
- *"Council taken away public toilets, Bowl of Brooklands, Brooklands Road. Now lack of toilets TSB Arena. Insufficient toilets altogether."*
- *"More toilets required on Walkway."*
- *"More accessible for people to use toilets at the same time, eg, 10 urinals are okay."*

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

- *"Could be checked a bit more for cleanliness."*
- *"Stratford was filthy and Waitara always smells bad."*
- *"The Waitara toilets down by the kiosk dirty."*
- *"They could do with some work on them, cleaned more often."*
- *"Smelly with wet floors."*
- *"Rubbish and mess around them, try not to use Puke Ariki."*
- *"It was two years ago the toilet in Gover Street in CBD of New Plymouth was unclean. Had poo on the floor."*
- *"Wind Wand ones, when I used them they were disgusting, tagged as well."*
- *"At the children's park by the river, on the walkway, the toilets are always gross. It is a health hazard."*
- *"They don't clean them properly, just hose them out, Devon Street West."*
- *"Some are disgusting, Moturoa Shopping Centre and Kawaroa Park. Need cleaning more often. Floors often flooded."*
- *"Ngamotu Beach toilet grubby and needs a good clean up."*
- *"Toilets in town cleaned daily, should be cleaned twice daily."*
- *"Everywhere, the state of hygiene, unsafe, particularly for children."*
- *"Some of the toilets could be cleaned more regularly, Ngamotu Beach."*
- *"All the districts toilets are always smelly."*
- *"Toilet cleanliness often seems to be neglected at Christmas holiday period. Not a good look for tourists."*

continued ...

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

- *"Not sure if it is a cleaning issue or a user problem. Always seem to be dirty and they smell except one in middle of town. Walkway toilets are gross."*
- *"Waitara needs more cleaning, also in New Plymouth."*
- *"The toilets by KFC in New Plymouth weren't great – grotty, rubbish and smelly."*
- *"Toilets, Devon Street, hygiene low."*
- *"Need more regular cleaning, one in Devon Street, lower end by Len Lye Centre."*
- *"The cleaning of the public toilets by the Richmond Centre is terrible."*
- *"New Plymouth, Gover Street, men's is disgusting."*
- *"Need tidying up. Some have improved. Fitzroy one is disgusting."*
- *"Those in town fine. Those in parks and shopping centre in the Valley not always clean."*
- *"Disgusting, East End Reserve, foreshore ones."*
- *"Waitara, across the road from New World supermarket, paper on the floor and poo on the floor and the toilets opposite Centre City on sea side are not clean."*
- *"Disgusting, won't go to the one next to Plunket in Waitara, not clean, grubby."*
- *"Cleaned more often, eg, at Centre City."*

In poor condition / need upgrading / improving / better upkeep

- *"All toilets in general seem to need a complete upgrade, just old and need reviving."*
- *"The ones near KFC are terrible, very old, they need to be pulled down and replaced."*
- *"Some of the toilets at the beaches need more regular attention."*
- *"Some need upgrading. Weld Road, they are getting old."*
- *"Some better than others. Waitara, Marine Park. Bell Block beach not good."*
- *"Not very nice, overall."*
- *"Gover Street ones could do with a make-over."*
- *"Maybe "paid toilets!"*
- *"In CBD need upgrade."*
- *"Toilets in Devon Street, quality poor."*
- *"Ones at Pukekura need attention, especially with young."*
- *"Not maintained frequently."*
- *"Those in parks and shopping centre in the Valley quite old."*
- *"The maintenance of the public toilets by the Richmond Centre is terrible."*
- *"Waitara needs more attention, also in New Plymouth."*
- *"Dark and damp."*
- *"The Waitara toilets down by the kiosk not maintained."*
- *"Generally, not very well kept."*
- *"Ngamotu beach not good."*

Hard to find / need better signage

- *"Hard to find in New Plymouth, not well signposted. Very hard to find, especially at night."*
- *"Not easy to find."*
- *"Some not well advertised like the Westown one."*
- *"Urenui toilets do not have a signpost indicating it is in fact a public convenience."*

Others

- *"The timing automatic doors are scary and the lighting in them is poor – the ones at the beach and town."*
- *"Can't find parking close to existing toilets. Need 5 minute parking by toilets."*
- *"The one down at East End was shut once in the middle of the day, no notice up to say why."*
- *"The one next to Plunket in Waitara, no toilet paper."*

Q7 Reasons why they were not very satisfied with

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

Lack of access/need better access

- *"Access to certain areas is not accessible. Generally, access not good."*
- *"North Taranaki, poorly served to the coastal beaches, Onaero, Urenui and Waititi beaches. All have camp grounds. Hard to visit the beaches in summer. Waitoetoe Beach, can't get to it because DOC have blocked it off due to erosion."*
- *"Lacking river access in rural areas – not through subdivisions, eg, Oakura River. We need walkways to the river from the subdivisions."*
- *"Access to the ski fields could be improved but not sure if it is the Council's area."*
- *"Okato, at the swimming hole there, owners are getting stroppy and not allowing public access and trying to treat it as their private pool."*
- *"Boat ramps, North Taranaki, poor access. There is about three or four of them."*
- *"Need areas allowed to take dogs at the coast."*

Concerns other than access

- *"More monitoring of water quality in swimming holes, the signs need to be clearer as to when and where it is safe to swim as it is confusing at the moment. The community could be involved in this testing."*
- *"The lakes are dirty. People leaving their rubbish there and it ends up in the lake and is a danger to the ducks and looks bad. Underneath the shops in New Plymouth. Underneath The Good Home."*
- *"Rubbish chucked out frequently by lazy people on accesses."*

Others

- *"Some things should not be accessed due to cultural beliefs, some reserves. Not saying where."*

Q7 Reasons why they were not very satisfied with r. "kerbside rubbish and recyclables collection"

New system / confusing / prefer old system

- *"Mediocre because the new system is confusing to people. Outsiders and visitors can't understand it."*
- *"New system of recycling seems to be much more difficult. Seems not good and somewhat clumsy."*
- *"Great for us younger folk, good move by Council. Older folk however may need a little help from Council with leaflets distributed to assist adapting to the new system."*
- *"Info is going to the landlord, not the tenant so they don't know the when and where's and new tenants struggle to find out the regime."*
- *"Inglewood, prepaid bags – would rather old system. Too regimented."*
- *"Change to the system great, they are looking at recycling more BUT, too complex, different weeks, etc. Was one truck, now three and people not sure when/what to do. Need to simplify it, one truck, one day."*
- *"Funny, alternative weeks."*
- *"Too many different collections now, different trucks for different things."*

Need bins for rubbish / better than bags / bags too small

- *"Bin instead of bags would be better."*
- *"Should have bins for the rubbish instead of plastic bags in Tikorangi area. Otherwise good."*
- *"I want bins for the rubbish, the dogs get in the bags in Inglewood."*
- *"Not impressed with rubbish bags. My son lives elsewhere and they have wheelie bins."*
- *"A bin would be better than plastic bags for the rubbish. I don't like the plastic bag going into landfill, a bin would be easier but I know some people would probably stop sorting it if we had bins."*
- *"The rubbish collection should have bins for the rubbish, no plastic bags please."*
- *"Bags are too small, should be larger."*

Cost issues (excluding green waste)

- *"Having to pay, Fitzroy area."*
- *"We didn't want any bins and I went and saw Council but they still charge us for the service even though we don't have it as we have an alternative system."*
- *"I am one angry bugger. I have to pay \$400 on rates and I don't have to put out rubbish. Daylight bloody robbery."*

Collectors / disposal staff could improve

- *"They did break and leave glass twice but I complained and it has not happened again."*
- *"We get collection every two weeks and when we go to get our bins there is always rubbish lying around – Brixton."*
- *"The collectors are very pedantic."*
- *"The new system is good if the disposal staff did not leave bins blocking the footpaths when emptied, presents a hazard to older people and runners alike."*

No rubbish collection

- "Council do not come out to RD1."
- "We are rural, we don't get any collection out here. Needs to be some collection in rural areas, eg, Clifton area."
- "We don't get any pick up yet 1km down the road they do, Hurford Road. They used to collect but then stopped. This should be available over the whole district."
- "Rural Bell Block needs this service."
- "Don't pick up my rubbish. I live 500 metres from boundary, had to pay \$135 for private collector."
- "Not offered to us. Not fair for country folk."
- "Rural people not being catered for."
- "We don't have it in Carrington Road, RD1. People dump rubbish in our road instead."
- "We have to pay for our own private pick up of rubbish and bin. With more people coming into the area we need the rubbish service back."

Could do more recycling/should recycle plastic bags

- "Think we could do more. Richmond Estate, no provision for glass."
- "Happy with new system except the Council does not recycle plastic bags."
- "Major oversight in not taking plastic bags."

No recycling collection

- "We used to have it all collected but now we don't get the wheelie bin or glass bin on Urenui roads. We are allowed to buy the rubbish bags if we want to but there is now no recycling collection."
- "Recycling comes near us but doesn't get to us. Goes up Plymouth and down Koru but doesn't go up the top road, the road that goes up the mountain."
- "Recycling is a disgrace as rural can't get it and should be able to. Applies to all rural in New Plymouth district."
- "Only $\frac{3}{4}$ Plymouth Road gets free wheelie bin and recyclables, goes to 400's. People at higher numbers miss out. Why only do half a road?"

Need more bins/bigger bins

- "Compared to where we lived in Sydney, the system is inferior. We had three bins there for general, green and recycling (cardboard and glass). We only have two bins here."
- "Plastic containers for glass either need to be bigger or two supplied or collected every week over Christmas and the holiday break."
- "The glass recycle bin is too small."

Issues with disposal of green waste

- *"No green waste collection across town."*
- *"What do we do with the green waste? Can't burn it, lots of us don't know what to do with it."*
- *"The green waste now contaminated with plastic bags and now green waste can't go to composting person because of contamination."*
- *"Needs reviewing again, the rubbish collection should have bins for the rubbish so we can put our green waste in there, not in plastic bags."*
- *"Getting rid of green waste is difficult, have to pile it up then take it to the dump once a year."*
- *"Green waste is our problem, they charge us to get rid of it."*
- *"Basic new format rubbish collection fine. As with other ratepayers though, not happy that we now have to pay for our green waste to be taken away. We are pensioners with a large garden, costly."*

Others

- *"It is difficult for elderly people getting the bin up the hill or steep driveway, quite difficult."*
- *"Two weekly, so heavy if you have lots of glass."*
- *"Would like the yearly large item collection re-instated."*

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

Sewerage spillage / leakage / pumped into ocean

- *"Especially with overflow in the river in Waitara. Terrible."*
- *"Sewage leakages in Waitara."*
- *"We had a stormy night here in Waitara and New Plymouth and the sewerage tank overflowed and sewerage leaked into the Waitara Beach. Now there are warnings out not to use the beach."*
- *"They had a technical fault and it was pumped out to the ocean. We didn't get notified until four days later."*
- *"Sewage spillage in river (Anakiho) at times. Signs are up but it shouldn't be even happening, Fitzroy end."*

Others

- *"We wanted composting toilets. Would have liked to have the choice."*
- *"We have to have sewerage pump. Why? Surely this should have been part of the building requirements as a new house (3 years old), in Heta Road."*
- *"Still on septic tanks 34km's from New Plymouth, not got there yet and not going to in the next 20 years it seems."*
- *"Dreadful, we don't have one although we were promised one, Clifton area."*
- *"Bell Block is really smelly, Connett Road East. They (Council) don't seem to do anything and just blame everyone else. My boss has phoned them about it and they say not their fault and don't do anything."*
- *"Broadway (Waitara), problems with pipes, smell from system."*

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

- *"Lack of parking near the library or within walking distance of the library."*
- *"Parking issues – not enough and not user friendly."*
- *"The South Taranaki libraries reserve a book for you, no charge, in New Plymouth you have to pay."*
- *"Should be user pays."*
- *"Not good culture for employees there. Poor pay and mean to workers."*
- *"Think it is overstaffed."*

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

- *"It would be nice to see it bigger with more books, needs more room, verandah could be utilised for that, even for a reading area. Delighted that Urenui library is there though."*

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

Poor displays/boring/uninteresting

- *"Not enough display area, nor enough exhibitions."*
- *"Not a lot in there for a city of this size."*
- *"Disappointment. They've tried to be too clever and used technology too much. Boring, less to look at than used to be."*
- *"They need more objects on display. Get stuff out of storage. Not enough pieces on display."*
- *"Needs an upgrade, lagging a bit behind."*

Too dark

- *"Too dark, you need a torch."*
- *"Too dark inside, really struggle to see."*

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

- *"Perhaps a bit more variation needed from time to time. Children love the place but in need of change of displays from time to time to retain their interest, as with adults."*
- *"Needs change of the exhibitions more often so there is new stuff to see."*
- *"Could turn over items more often. Same ones out. Stale situation."*
- *"Main displays, need to be changed more regularly."*

Others

- *"Should be user pays."*

**Q7 Reasons why they were not very satisfied with
w. "Govett-Brewster Art Gallery/Len Lye Centre"**

Not enough displays / very little to see inside

- *"I am very disappointed, I like the building but there is not much in it, has not many displays, nothing to go back for."*
- *"Building very nice, number of exhibits too few. Perhaps a few more of those presently in storage might be displayed for the enjoyment of more residents."*
- *"Beautiful outside but needs more inside."*
- *"I think the Len Lye hasn't turned out to be what they said it would be. Great on outside, inside seriously lacking in substance."*
- *"The building I'm a fan of, the display not so much. The building is stunning, the displays are disappointing in number."*
- *"It is so empty, one picture on one wall, waste of space. Not as good as 'Real Art' who was there before. Wall to wall pictures there."*
- *"Not much in there."*
- *"It was not as big as I thought, there are not many displays."*
- *"Pathetic, nothing in there, empty."*
- *"That's awful, lacking degree and display of work. Becomes very minimal."*
- *"Don't display enough on their walls."*
- *"Art Gallery should be full, it should take hours to browse through."*
- *"Inside is disappointing as there is nothing to see but the outside is fantastic. Heads should roll as they had plenty of time to sort it."*
- *"Beautiful building but seems empty, the Len Lye. For cost the Len Lye needs more displays."*
- *"Nice building but not a lot to see."*
- *"Very impressed with outside but very little to see inside and a big empty space."*
- *"Len Lye Centre a waste of space, 12 foot of nothing. Given height of main exhibit area another floor could have been put in to display a wider range of exhibits."*
- *"Too few exhibits at any one time. Visitors often disappointed with lack of exhibits."*
- *"Need stuff in there to actually look at – the Len Lye Centre."*
- *"Inside, need more in Len Lye, too empty."*
- *"Massive building and one photo on the wall."*
- *"Virtually nothing in Len Lye Centre. Hopeless internally, looks good from the outside."*
- *"The Len Lye Centre a bit disappointing. Needs more exhibits."*
- *"Building lovely but nothing in the Len Lye."*
- *"Not much in the Len Lye Centre."*
- *"Beautiful building, not enough on display."*
- *"The building is great outside but inside there is not enough content."*
- *"Inside is disappointing. Not enough on show. Too empty. Outside of building spectacular."*
- *"The building is great but visitors said they wouldn't come back as "less is not more" as the designer, John, had promoted."*
- *"Len Lye Centre only, building very nice although exhibits too sparse for general public appeal."*

Uninteresting/boring

- *"The outside is far more interesting than the inside."*
- *"Have heard that it is not very interesting."*
- *"Len Lye Centre, it is absolutely boring in there."*
- *"Nothing there to entice children, it hasn't changed much, no 'wow'."*
- *"Building is brilliant but the display inside could be amped up."*
- *"Building is superb but needs more interest – changes, boring if you have been several times before."*
- *"Nothing really grabbed me, no wow factor."*
- *"The exhibits seem quite similar and it is a shame."*

Poor quality of exhibits / don't like Len Lye art work

- *"Building is great but the quality of the exhibits is very poor."*
- *"Building an asset but exhibitions inside not good at all. Not good enough to go back to."*
- *"Len Lye, some of the contents not suitable for families."*
- *"Displays are horrific, very disappointing."*
- *"Len Lye Centre, what is in there is awful."*
- *"An abomination. Len Lye building itself is beautiful but not what is inside."*
- *"Len Lye inside is a huge disappointment, displays not working. Govett-Brewster has posters and floor things, not art to me."*
- *"Absolute rubbish, Len Lye Centre is underwhelming."*
- *"Don't talk to me about that load of rubbish."*
- *"Like the building (Len Lye) but not his work."*
- *"Love the building, not the art work. Not my thing."*
- *"Len Lye wasn't a New Zealander. Didn't do anything for NZ art. I think it is stupid."*
- *"Len Lye work is rubbish."*

Overspending / spent too much ratepayer money / waste of money

- *"Amount of money put into the Len Lye Centre."*
- *"Disappointed! The amount of money that the public had to pay compared with the number of displays is disproportionate."*
- *"Far too much of ratepayers' money spent."*
- *"Although beautiful in concept, far too much of ratepayers' money spent with not as much patronage as would be expected for the cost of it."*
- *"Disgusted, the amount of money and the way it was pushed through and there were other things that needed the money more."*
- *"Cost too much money, another example of money being spent in New Plymouth. Quite striking but too much money spent on display area."*
- *"Don't like the amount of money spent on it."*
- *"A drain on the ratepayer for a non-event."*
- *"Running costs too high."*
- *"A little bit too much spent on it and too much maintenance."*
- *"Gross waste of money."*
- *"The cost – not sure whether it was worth it."*
- *"Could have put that money towards doing cathedral up."*
- *"Waste of money. Have not got the foot traffic. Ratepayers should not be paying for something they didn't want."*
- *"Art Gallery not what public are interested in, not happy with level of ratepayer financing."*
- *"Govett-Brewster Art Gallery is not value for money."*

Doesn't cater for all tastes / niche market

- *"Len Lye is a niche market. Should be a more generalised display to appeal to more people."*
- *"I don't think it caters for all tastes."*
- *"Only caters for a minority of residents."*
- *"With both of these Art Centre's the appeal is to those who admire contemporary art only."*
- *"Entirely an elitist establishment."*
- *"It is for the affluent few."*
- *"Too hi-brow."*

Need more local artists / other artists / artworks

- *"No community gallery for local artists. 85 artists not allowed to exhibit at Len Lye. Build a local gallery."*
- *"Need more local art."*
- *"Need other artists and artworks."*
- *"It is the type of art. Need to see more local artists. Don't think people will come from all over to see Len Lye."*

Don't like it / never in favour

- *"Hate it. That Todd Energy Corporation financed it."*
- *"I was never in favour of it right from the start."*
- *"Why should I pay for something I don't want."*
- *"Don't like it, glary, a bit unsightly."*
- *"The building design is unimpressive, no positive comments about the design or works. The concept was good but it doesn't do it."*
- *"Haven't been inside but DON'T like the outside. Think it is silly, ugly."*

Should be entry fee / user pays

- *"Could introduce entry fee."*
- *"Too much money to maintain the gallery so they should be charging for the Gallery and Len Lye Centre when people visit."*
- *"Should be user pays."*
- *"Should charge for people to go in."*
- *"Free entry not appropriate when swimming pool fees have gone up."*
- *"Should be free for local residents and nominal fee for visitors."*

Others

- *"Too many staff for the amount of visitors."*
- *"The people are obnoxious."*
- *"Lack of parking at Len Lye Centre on corner Devon and Queen Street."*
- *"Building itself is great, curator should have been sacked re Trilogy being withheld."*
- *"Everybody is denting the stainless steel. It needs a bit more thought. The stainless steel on the outside needs lifting a bit to prevent the denting."*
- *"Lovely building – who is Len Lye? What is in the building?"*
- *"Big cracks in floor, don't know what they are going to do."*

Q7 Reasons why they were not very satisfied with x. "the airport"

Too small

- *"Gets crowded now they have Jet Star so need more room."*
- *"Terminal needs to be bigger, waiting area needs to be bigger."*
- *"A bit cramped."*
- *"Size of airport."*
- *"Needs expansion."*
- *"Too small."*
- *"Inadequate for the size of the city."*
- *"It's pokey."*
- *"The airport needs to grow."*

Needs upgrading / updating / better facilities / seating

- *"It is behind the times."*
- *"Shabby. Know it is going to be upgraded."*
- *"They are supposed to be upgrading it."*
- *"Needs more money spent on it."*
- *"Could do with facility improvement."*
- *"Needs an upgrade."*
- *"Need better tearoom, especially after 3pm through to when planes stop flying at night."*
- *"There is a lack of amenities at the moment but I think it is a work in progress."*
- *"Facility needs upgrading."*
- *"Not good enough for the number of people going through now. Needs doing up."*
- *"Like to see it improved, better seating and dining."*
- *"Needs an upgrade."*

Car parking issues

- *"Need more parking."*
- *"Not enough parking."*
- *"No parks."*
- *"Hard to find a car park, it is only just coping."*
- *"We are rapidly running out of available parking space for the amount of usage the airport now has."*
- *"Parking problem, got to park miles away, not enough parks."*
- *"Too expensive to park there."*
- *"Parking no good."*
- *"Parking is getting worse and needs sorting. Congestion with parking."*

Others

- *"The road to airport is dangerous."*
- *"Corner of Airport Drive and main road is dangerous. You wait ages to get on the main road."*
- *"Only regional airport, hard to get to a lot of places, only three destinations at present."*
- *"Need to address cross wind situation."*
- *"South runway should be concreted."*
- *"Can't find their phone number and have had to phone Council to get the phone number for operations for the airport."*

Q7 Reasons why they were not very satisfied with y. "the assistance Council gives to the community, ie, grants to community organisations and general support to community groups"

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

- *"Below average as I belong to several groups and don't see money from Council for these."*
- *"It absolves its responsibility to the community whenever it can. No longer has a Youth Council. Has removed itself from all youth activities."*
- *"Where we live we don't get any support, Clifton area."*
- *"Lack of funding. Lots of organisations closing because of lack of funding."*
- *"Could be better, need more funds."*
- *"The Council came out to Waitara a few years ago but stopped the funding for foreshore development, then said for the community to develop it. They reneged on the deal."*
- *"Lack of provision for Maori Wardens."*
- *"There have been cuts to community funding with Volunteering New Plymouth, also Big Brothers, Big Sisters. Less money for good work."*
- *"The Waitara Memorial Hall needs fixing. I think community projects are very good for the community and Council needs to help more throughout the New Plymouth District."*
- *"The closure of the Real Art Community Gallery was a great loss to New Plymouth ratepayers. To keep it open pending approval for funding from other cultural organisation required \$10,000 only. New Plymouth District Council turned the request down. Little areas left now to display local culture and art."*
- *"Rely on TSB to do all the grants."*

Unfair allocation of funding/support

- *"Things that are contributed to shouldn't be while other more deserving organisations miss out, eg, TSB cricket nets, barely used."*
- *"Waste of money - \$80,000 spent on a tennis court in Inglewood and it will only get used a few times."*
- *"Do more for Waitara, we are shoved aside. Tidy up areas, get work for the young people in Waitara."*
- *"Concern about youth issues and how much involvement with youth. Good for older groups."*

Others

- *"There is not enough said about what the Council sponsors. Needs more publicity about what the Council does in the positive form. Let the public know what they are saying."*
- *"What happened to the Mayor's fund that we had years ago. Want to know why we haven't heard what has happened to the money."*
- *"Give far too much."*
- *"New Plymouth Old Boys Sport Club – issues with Council, not dealt with very well."*
- *"Community Development Department is not as good as it was. Difficult to complete applications for funding."*

Q7 Reasons why they were not very satisfied with z. "public swimming pools"

Too expensive / should be free entry

- *"Great main pool, Kawaroa Park Aquatic Centre. Shouldn't charge for little toddlers."*
- *"The pools are fine but they charge too much, \$5.50 and the Len Lye Centre is free."*
- *"Cost, it is going up. I would rather pay for Len Lye and have cheaper swimming, user pays."*
- *"Families with young children have to pay to go there, should be free. Families out of town can go to Len Lye for free. Not right is it!"*
- *"Should be free."*
- *"Overpriced. Need better publicity for cheaper swim times."*

Need another pool / separate pool

- *"Need a pool for elderly and disabled, that pool was closed, Oakura."*
- *"New Plymouth Aquatic Centre is very good mainly but could a "learn to swim" separate pool be considered for the future. Presently incorporated into the main pool. A purpose built separate building would be of great value in a scheme to integrate with local schools, especially in view of New Zealand's present high rate of drowning incidents."*

Need upgrading / cleaning / improvements

- *"The Aquatic Centre is quite run down, not very hygienic and the chlorine is very potent, hurts eyes in half an hour."*
- *"Waitara pool needs better cleaning."*
- *"Changing rooms, Aquatic Centre, nowhere for disabled to change."*

Need a longer season

- *"Fitzroy pool season has closed already, still in summer. Lifeguards should still be available till March and available after 5pm."*
- *"Should be open for longer."*

Others

- *"Diving pool is for diving, not for aged fitness programmes."*
- *"Bad management. Got the facilities but do not use as well as could be. Waitara High and the Intermediate School double booked the Waitara pool. Very poor."*

Q7 Reasons why they were not very satisfied with

aa. "the quality of the New Plymouth District living environment is being maintained (both the natural environment and the built environment)"

More maintenance / needs to be cleaner / tidier

- *"Untidy streets, grass on berms, especially in Waitara."*
- *"Could mow lawns in Inglewood, the railway area, not just roughly and leaving the cuttings."*
- *"Around town, empty sections, long grass, fire hazard."*
- *"Waitara, overall, needs attention and general upkeep."*
- *"Mostly Council do a good job in maintaining our environment apart from Pig Out Point where the rubbish left by people often is left uncleared for a long period. Not a good look for either us residents or tourists. Spoils an otherwise beautiful spot."*
- *"Not as good as it used to be. Have taken rubbish bins away, out of areas of New Plymouth, so rubbish is strewn everywhere."*
- *"Waste ground around the parks is not cut regularly enough, eg, Kaweroa, East End."*
- *"State of some of the buildings in town, dilapidated, untidy. When I think of the environment, the walkways are focused on more than the buildings and other areas."*

Rivers/lakes need attention

- *"Mostly Council do well in preserving our environment, Lake Rotomanu being an exception. Sadly neglected. Used to be a great place to fish with kids."*
- *"The rivers have got higher colic in them, you can't catch shellfish or swim in them. The river down in Timaru Road and Lake Rotomanu, Lake Rotokare are not okay."*
- *"At times can't swim in rivers because of bacteria."*

Specified services / facilities needing improvement

- *"Rural areas are serviced poorly, eg, rubbish."*
- *"Subdivisions fine, but connection with the roads is bad."*
- *"Building consents and planning needs reviewing, inspections need to be stepped up, eg, spouting from neighbour's house goes over fence into other neighbour's property."*
- *"Need more public pools to make up for all the school pools disappearing. Too many kids aren't learning to swim."*

Others

- *"Spraying is a concern, concern that individuals need to be able to choose for outside their property. We need an opt out option. This applies to the grass berms and weeds outside our own properties. We should be able to say no to it being sprayed with weedkiller."*
- *"The erosion at Onaero Beach is getting closer to the residences and the cliff is falling into the sea, is dangerous."*

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

- *"Considering I pay the same rates as those who live in the city, I get little for my rates, eg, no water, rubbish collection, piped stormwater, sewerage system, etc. Surely concessions should be in place for lack of these services."*
- *"I am in the country, the only service I get out here is rubbish collection, no water or sewerage. Pay just as much or more."*
- *"We pay over \$10,000 in rates and we get absolutely nothing, Tarata area."*
- *"Rates have increased. It takes three weeks wages to pay my rates, used to only be one weeks wages."*
- *"The rates are supposed to be coming down but they put them up three times higher than inflation."*
- *"The comparison between what we pay in New Plymouth and Sydney. Our quarterly instalment here is about \$650 and it was about A\$250 three years ago. Rubbish was picked up and a similar range of services were provided."*
- *"Worried about rates going up."*
- *"Has become very expensive."*
- *"Not equitable, beach residents pay twice as much as everyone else for amenities/services."*
- *"We pay too much for our rates."*
- *"I subdivided my property and the rates doubled. Why, I had a smaller plot of land and rates doubled, rates increase annually but rural services do not increase."*
- *"Don't put rates up."*

Unfair allocation of rates money / areas neglected

- *"The Kaitake district appears to be the Cinderella of the district. Often overlooked."*
- *"The spending is all done in New Plymouth, not in the outer areas – all outer areas."*

Waste money / overspend / priorities wrong / financial mismanagement

- *"Waste money on consultants."*
- *"Too much money spent on bicycle shelters. Eyesore at City Centre Complex."*
- *"Council a bit mean, will stunt the growth of New Plymouth. Not spending money on services."*
- *"Not spent wisely."*
- *"Not overly satisfied, spent money on wants, not needs."*
- *"Their focus is on attracting tourists and visitors, not on provision for residents uses."*
- *"Happens every year, spend money on roads which are okay, not where it is needed, eg, Ninia Road, off Corbett Road, by Mountain Road, fixed when it was fine before."*
- *"Better spent more wisely."*
- *"Should not spend on extras that we can do without."*

Council administration / spending on themselves / overstaffed / high salaries

- *"(Rates higher than in Sydney), one can only conclude that the administration costs are far higher in New Plymouth than they were in Sydney."*
- *"Too many staff."*

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

- *"They spend too much on Art."*
- *"Spent money on wants, eg, Len Lye."*
- *"Len Lye Centre, ratepayers shouldn't have to pay for maintenance."*
- *"Len Lye Gallery, costs too much to run the Gallery."*
- *"Vast amount of money spent on Govett-Brewster/Len Lye from rates and visitors to area pay nothing. True costs hidden in Library/Visitor/Museum Centre and other budgeting areas."*
- *"Len Lye Centre I'm not happy with. Should be a charge for the Len Lye Centre at the door instead of being subsidised by ratepayers."*
- *"Object to money spent on Len Lye Centre."*
- *"Should not have money spent on extras like Len Lye."*

Roads / footpaths need attention / expenditure

- *"Roading mainly. Not enough. Not spending enough on country roads. Still a lot of metal roads in North Taranaki."*
- *"More could be spent on roads."*
- *"Roads haven't had enough money spent on them."*
- *"Roads, spend money on roads where it is needed."*
- *"The Kaitake district, in regard to roading infrastructure and design of bridges in the area, with changing vehicle fashions and sizes, together with increased heavy traffic volumes in rural areas."*
- *"Roadside maintenance, cutting back growth on corners needs attention."*

Other services need attention / expenditure

- *"The essential services haven't had enough money spent, eg, rubbish control, parks and recreation."*
- *"Not spending enough on rubbish collection, general upkeep of the city."*
- *"The Council removing the rubbish bins. Supposed to be recycling and there are not as many rubbish bins around town."*
- *"The stormwater in Waitara needs upgrading to cope better with heavy rain."*
- *"The sewage in the Waitara River and the Kiosk public toilets."*
- *"Address needs, not wants or like to have, spend the money on the core services first, eg, water systems and communities first."*
- *"I believe that the main machinery things should have money spent, not on extras that we can do without. Spend on necessities."*
- *"Not getting new rubbish collection."*
- *"Need a toilet by the parks and cemetery at Waitara, originally promised then told it costs too much. No public toilet at Waitara."*
- *"The maintenance budget cuts have reduced frequency of mowing of reserves. Edges of concrete walkway between Fitzroy and the Te Rewarewa Bridge haven't been mowed since royal tour."*

Others

- *"TSB Stadium I'm not happy with."*
- *"We are provided with information by Council through ratepayers quarterly update, where we are presumably told where our rates are proposed to be spent but do we really have full disclosure of where ratepayers money actually goes. More accountability needed please."*

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

Newspapers

Meetings

Radio

Newsletters

Personal contact

From other people/hearsay

Council's website

Social media (eg, Facebook, Twitter)

Not aware of any

Council does not consult public

Others

- *"Library/public library pamphlets." (x 3)*
- *"Internet – stuff.co.nz/Stuff website/'Stuff' online." (x 3)*
- *"Rates notice/rates report." (x 2)*
- *"Online news."*
- *"TV."*
- *"See when walking what is going on and what they are doing."*

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

Taranaki Daily News

The North Taranaki Midweek

The Stratford Press

Live Magazine

Moa Mail

Opunake and Coastal News

TOM Oakura

Others

- *"Local Waitara paper."*
- *"Local Inglewood paper."*

Q17b+c Things Council has done well in the past year

Beautification/tidying up/improvements

- *"Appearance of the CBD, New Plymouth. It is a nice inviting town with plants and trees."*
- *"Making such a good job of brightening up the town."*
- *"The gardens in New Plymouth District, they look absolutely amazing. An awesome job done and very colourful."*
- *"Gardens. Council do a great job with the gardens."*
- *"Keeping a clean green city."*
- *"Flowers and gardens in city always look great."*
- *"Central district looks pretty good and is well looked after."*
- *"Town always looks good. Gardens and appearance are good."*
- *"I love the art work around town."*
- *"Improved the riverside in Waitara, it is quite lovely."*
- *"Waitara River, pohutukawa trees had to be removed and replaced with a concrete wall and paving. Very good outcome because they spent some money wisely to make it look good."*
- *"Taking the trees out from along the riverbank in Waitara West. They were causing the banks to erode."*
- *"Care that is taken of the environment and the area, looks great."*
- *"Kept the place lovely, I have no complaints. Put fence up to stop people crossing railway lines to stop people getting hurt."*
- *"City presentation, new buildings."*

Events/concerts/entertainment

- *"Lights in Pukekura Park, lovely. On every night, went from mid-December to end of January."*
- *"The park, love the festive season, lights, festivities and entertainment, really awesome."*
- *"Festival of Lights, each year public interest has increased with the innovative presentation."*
- *"The Festival of Lights at Pukekura Park, just well done. Different each year also entertainment they have, music and dancing."*
- *"Festival of Lights is readily available for all ages, it caters to everyone. New displays every year, it is a bit of a magical experience seeing people enjoy themselves."*
- *"Lights display over the holidays, free concerts in the parks, attracts people into area."*
- *"Entertainment. Attracting entertainment and tourists to the district. Great shows, Festival of Lights and entertainment at the Bowl."*
- *"Pukekura Park, there are good summer programmes."*
- *"Public entertainment, Festival of Lights, brings people in."*
- *"The Festival of Lights, always great, attractive and good entertainment."*
- *"The Festival of Lights for Christmas extended."*
- *"Pukekura Park lights, beautiful every year. Popular, so good for the district."*
- *"Pukekura Park, the lights and free shows. Like that there is something for everyone, family friendly, fantastic environment. I really like that there is lots on that is free so everyone can enjoy it."*
- *"Christmas, January/February entertainment at Pukekura Park. Very effective, good for all age groups, great variety too."*
- *"Festival of Lights, free entertainment, could be on longer, good opportunity to show off lights."*
- *"Festival of Lights, well done this year."*

continued ...

Events / concerts / entertainment (continued)

- *"Festival of Lights at the park brings tourists, etc."*
- *"Run the Festival of Lights, there was a good variety of performances, well organised."*
- *"Lights in Pukekura Park, slightly different, disco lights over bridge, lovely to walk through."*
- *"Festival of Lights, draws big crowds, entertainment very lively and attracts lots of people."*
- *"Light show, free music, Festival of Lights. Exceptional job this year. Great, gets people out and about walking around."*
- *"Good job with the Festival of Lights and excellent that they have increased the time of the displays."*
- *"Lighting display at Pukekura Park, different, huge crowds every night and the park is a jewel."*
- *"Festival of Lights, clean, tidy, free activities, makes New Plymouth a desirable place to live or visit."*
- *"Event co-ordination. Music events, etc. Bringing international artists to Taranaki, Womad and free entertainment at Pukekura Park, Festival of Lights. It is free or affordable and quality of organisation."*
- *"Womad brings a lot of people to the district and shows what we have in New Plymouth."*
- *"Promoting Womad, Americana and the Festival of Lights, it encourages tourism to the area. Gives good vibes about the area."*
- *"Womad is good, it is good for the town and brings people in and the cash that comes to the town."*
- *"The holiday programmes during summer, when we have family come from out of town they always enjoy them."*
- *"Cultural events are great in Taranaki. Great variety of events."*

The Coastal Walkway / extensions to walkway

- *"Tidying up the Coastal Walkway."*
- *"New Coastal Walkway is good, icon of our town, landmark."*
- *"Extension of Coastal Walkway, New Plymouth towards Waitara. Very user friendly, wide paths, room for cyclists and pedestrians."*
- *"Maintenance and improvement to Coastal Walkway, very good facility for residents."*
- *"The Coastal Walkway, user friendly, people use it a lot."*
- *"The Coastal Walkway is very good, it encourages people to get out in the fresh air and encourages visitors to New Plymouth."*
- *"Coastal Walkway, nice place to be, no cost, everyone can use it."*
- *"Extension to Coastal Walkway, a great asset to the city."*
- *"Built Coastal Walkway, was installed well and well used by the public."*
- *"Coastal Walkway, lots of people using it, shows everyone the coast."*
- *"Extension of Walkway to Bell Block Beach. Given a very safe environment for people, especially people cycling to work."*
- *"Walkway, drawing people to New Plymouth."*
- *"Walkway, amazing asset, done thoughtfully, people come from away to enjoy it and personally I use it nearly every day."*
- *"Extending the Walkway. Recently done another extension, a good thing for Taranaki and well done."*
- *"The extension of the Walkway attracts people to town and promotes healthy lifestyles/ activities."*

continued ...

The Coastal Walkway / extensions to walkway (continued)

- *"Walkway, really good for community and for people to get out and about."*
- *"Extension of the Walkway at Bell Block, different places to walk to see the coast, etc."*
- *"Extension of Walkway, great for everyone. I love the art work on Walkway."*

Len Lye Centre / Govett-Brewster Art Gallery

- *"Len Lye Centre, important for the city. The arts and cultural exhibitions very good."*
- *"The Len Lye Centre, it has become an asset to New Plymouth and will be beneficial to Taranaki, bringing tourists to Taranaki so they spend money here."*
- *"Len Lye Centre, it is an icon for New Plymouth City, done sensitively, an asset to the city and to the country."*
- *"Len Lye building, it is world class and brings people to Taranaki. Makes town beautiful and arty."*
- *"Len Lye Centre, it has to be good for New Plymouth. Tourists come for it."*
- *"Len Lye Centre, it is an investment in an asset that will encourage people from outside the area to visit."*
- *"The vast improvements to the Len Lye Centre. Afforded great pleasure to ratepayers, high standard."*
- *"Len Lye Centre, looks really good, attracts tourists."*
- *"The Len Lye Centre, I like that they are improving the city, providing good facilities."*
- *"The Len Lye Centre, they overcame fierce opposition from a guerilla campaign based on lies."*
- *"The Len Lye Centre, the presentation and quality is brilliant. It will draw more visitors to the district as it is so unique. It is all mirrored on the outside, it is beautiful."*
- *"Len Lye Centre, it is just amazing. It is great for the district, attracts tourists."*
- *"Opening the Len Lye Centre. It has been a huge commitment from Council, they believed in it."*
- *"Len Lye Centre, brilliant. A great asset to New Plymouth and the country as a whole."*
- *"Len Lye Centre, looks impressive, feather in cap for New Plymouth. Brings tourists to city."*
- *"Len Lye Centre, a new attraction to the city, looks very good."*
- *"Upgrade to Govett-Brewster and establishment of Len Lye Gallery. Asset to the district."*
- *"Our Museums, particularly Govett-Brewster and Len Lye Centre, big assets to us local art lovers and visitors alike."*
- *"Govett-Brewster/Len Lye, brings lots of tourists into Taranaki, good asset. We see an increase in our business as a result."*
- *"Govett-Brewster Art Gallery, good for general public."*
- *"The Art Gallery, it has made New Plymouth so cool and lots of people visit."*

Provision/improvement of services/facilities

- *"Widened the stormwater drains in Waitara, it has helped the flow."*
- *"Fixed the flooding problem in Parklands Avenue. We hassled the Council all the time and they finally fixed it."*
- *"Improved stormwater and footpath, Mayne Street, Waitara. Improved the quality of street, no blockages any more."*
- *"Upkeeping footpath, looks better."*
- *"Keep up with everything like water, etc. If they didn't do all that stuff the district would fall apart real quick."*
- *"New water tanks, increases capacity."*
- *"New water management draft plan on website, explains how they are updating water quality. Very interesting."*
- *"Services have all been fine, no problems with water, sewerage etc, the basics."*

Good sporting facilities/sporting events

- *"Sporting fixtures they have been bringing in, sports events. Enjoyed the events, makes Taranaki a better place, brings tourism into city so brings in money to area."*
- *"Care that is taken of the sports fields. Looks great and available for everyone to enjoy, visitors and residents."*
- *"Maintain sports grounds etc, in Bell Block. They are in good order."*
- *"A major sporting event – can't think of which one. It was run very smoothly."*
- *"Fantastic job locally on the sports field, Waitara."*

Good parks/reserves/playgrounds/upkeep and improvements

- *"Maintain the parks, community enjoyment."*
- *"It is much better than other cities for green spaces."*
- *"General maintenance first class, especially around parks and reserves."*
- *"Pukekura Park, it is lovely. The trees from the Tea House are beautiful and the Tea House is lovely."*
- *"Parks always look great."*
- *"Parks, things that need to be done to promote New Plymouth and the public enjoy them."*
- *"Pukekura Park, consistently done well."*
- *"Managing the parks, looks nice."*
- *"Care that is taken of the parks, look great and available for everyone to enjoy, visitors and residents."*
- *"Fantastic job locally on the parks, Waitara."*
- *"Improved the children's play areas. Made good facilities even better. Showing commitment to community, families are important. Good playgrounds attract people, visitors and new residents."*

Flood protection in Waitara

- *"Waitara Bridge, have put in flood protection. We are protected from a flood if it happens."*
- *"There has been a lot of work done on the flood bank at Waitara. It will stop the houses getting flooded like they did before."*
- *"The flood protection is looking good."*
- *"Flood protection upgrade. It was really needed and it is a relief to have it done – Waitara area flood banks."*
- *"The flood fences in Waitara are good."*
- *"Flood reinforcement at Waitara. Prevention of a massive flood due to timely Council intervention in provision of reinforcement."*

Roading / traffic / road safety

- *"Roads, they are in good order."*
- *"Upkeeping roads, makes driving safer and easier, also looks better."*
- *"Keep up with everything like roads."*
- *"Roothing, improving this around the district."*
- *"Lots of road maintenance. Doing up areas, State Highway 45."*
- *"Widened our road but not done well, potholes already. Pleased it was done in first place, needs more maintenance though."*
- *"Widening the roads, will be better traffic flow New Plymouth/Bell Block."*
- *"Council is finishing new roading into New Plymouth from the North, well done. Was limited lane wise into New Plymouth. Will improve traffic flow."*
- *"Motorway was a necessity and the flow of traffic."*
- *"The streets and parking by schools, etc. Made driving safer. Spotswood schools, upgrade to road, good."*
- *"They redid street in Spotswood, near Countdown, changed parking, crossings etc. Smoother and safer."*
- *"The two bridges in and out of New Plymouth will ease up traffic in and out of the city when completed."*
- *"Roothing, Waiwakaiho Road project. Improvement will be phenomenal."*
- *"The major road construction from the Waiwakaiho to the CBD. They are looking to the future putting in more lanes and bridges. Been going on for a long time but will be a great improvement to the area when done, traffic flow."*
- *"The new structure coming into town, the bridges and roadway. It will keep traffic flowing better in and out of the city."*
- *"New bridges, pretty good."*
- *"Helped to push for Waiwakaiho Bridge. Finally happening, very pleased."*

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

- *"The bike lanes are becoming more regular, more accessible."*
- *"Made a new road cycleway for kids in Bell Block. It is pretty awesome."*
- *"The new cycleway in Bell Block, great encouragement for Council "Let's Go" campaign."*
- *"Cycle track at Bell Block. Brings more people to Bell Block."*
- *"Bike park at Bell Block. It is great for youngsters re outlay and space but no toilets."*
- *"Cycleways, increasing them and maintaining them."*
- *"Cycleways, enjoyable."*
- *"The cycleway and access to the riverbeds and mountain. I visit lots of other regions and we are doing much better than them. Giving more access to a larger range of people with their upgrading and expansion."*

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

- *"Do everything well. Council has vision plus previous one did too."*
- *"Bold steps have worked out. Vision planned and executed well."*
- *"Doing well as a Council."*
- *"I think they have done everything well and they are a good team. They work together and plan things."*
- *"Doing a good job as a Council. Overall performance fine."*
- *"Council does a good job, good for community."*
- *"In everything, have continued to do an excellent job."*
- *"Everything really. Got Prince Charles here, I was there, something special."*
- *"They do what they have to do and do it well. There is a range of things."*
- *"Pretty happy with function of Council."*
- *"Everything is ticking over nicely. I have no problems with their work and they are all doing a good job, nothing stands out as it is ALL good."*
- *"They keep it all going real well."*
- *"The city is a comfortable place to live. Assume Council doing as much as possible to make it pleasant and functioning."*
- *"They do good for the community, good for the lives of people."*
- *"Communication is excellent, good for ratepayers."*
- *"The Mayor has been amazing at consulting and communicating with everybody. It has given people an opportunity to let the Council know what the people think."*
- *"The Mayor welcomed my wife and myself when we arrived 10 years ago from the Philippines. It was a nice thing to do and made us welcome."*
- *"General feeling of the whole district overall. It covers the ambience of the district."*
- *"Website, very informative."*
- *"Reduced their spending and maintaining what they have got. They managed to hold the rates, driven for efficiency."*
- *"Well run town. Kept rates from increase, good for everybody."*
- *"Done well to contain rates rises. We are on a fixed income."*
- *"Cut back on Council staff numbers. Reduction in cost to ratepayers."*
- *"Efficiency in Council services and spending. Appreciate that they can't just raise rates and spend money. Understand need for efficiency."*
- *"The visual cartoon representing rates expenditure. It is easily digestible and appeals to a wider audience. It is quite easy to understand."*
- *"Doing a good job and doing things – when I go past they are always working hard. When I see Council workers in parks and on roads they are always working hard."*
- *"Trying to be more efficient, a big shake up. Things were getting a bit loose, costs were getting a bit big. Restructure costs were necessary and people needed to know that Council were looking. It was reassuring to see them looking."*

Good service from Council staff

- *"Their 24/7 service, very valuable for locals and tourism. I've used it many times and found it really useful."*
- *"Noise control, good response, fast and reliable, do a good job."*
- *"Lightweight vandalism in the area, Highlands Park. Signs being turned around to face wrong direction. Phoned Council who came out and fixed the signs immediately and after second time fixed them and cemented them in to permanently fix the problem."*
- *"Positive and personal response to enquiries online. Expedited efficiently and in a timely manner."*
- *"Enquiries regarding property development and resources. They were clear and precise. No mucking around."*
- *"The way the staff would either know the answer themselves or find someone who does. Good after hours service. They must have training."*
- *"Service when contacted. They rang back promptly."*

Selling farms in Tasmania

- *"Sold farms in Tasmania. Needed to loosen up the money for better control of it. They had no control of the money when it was tied up in farming."*
- *"Selling the farms in Tasmania. Should invest in Taranaki rather than overseas. There are good farms in Taranaki to invest in which helps the local economy."*
- *"Getting out of dairy farm in Tasmania. Need to do more locally, not overseas."*

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

- *"Keeping up with the walkways, more accessible."*
- *"Walkway by Waitara River. Waitara didn't have any. Now it is wonderful, more people out walking."*
- *"Maintenance of walkways."*
- *"Walk bridge over Waiwakaiho River, excellent land very attractive and helps the walkway."*
- *"The walkways, a real asset to the district."*
- *"Walkways etc that grow New Plymouth. Puts New Plymouth on the map, growing the walkways, non-sports like people are out there using the walkways, used like a park, vibrant and alive."*
- *"Waitara walkway very pleasant."*

Improving swimming pools

- *"Pools upgraded. Needed doing and they have done a good job of it."*
- *"The Okato swimming pool, natural environment it is in, it is fantastic."*
- *"The Aquatic Centre, the services and staff are amazing, friendly, welcoming, very obliging and helpful."*
- *"Redone public pool, Todd Energy Aquatic Centre. Upgraded, keeping it fresh."*
- *"Upgrading of the pool at the Aquatic Centre, safer, cleaner, better to look at."*

New system for rubbish/ recycling

- *"Like new kerbside rubbish collection. Now we have a recycling bin I am recycling. Need a free green waste."*
- *"Kerbside recycling. Good that everything isn't going to the tip."*
- *"Recycling has been long overdue and very much appreciated."*
- *"The way recycling is done now. It's good that it is done and cheaper. The pink bags are a good idea."*
- *"Recycling. We have never had it before. We live in Bell Block so it is new. Very good."*
- *"New recycling and rubbish collection. So convenient to have a bin to put recycling in and a glass bin. We get a supply of rubbish bags as well."*
- *"Recycling, it needed to be done. It's an easy and simple way to recycle."*
- *"New recycling and rubbish collection. I see the reduced amount going to landfill. Good to see so much less going out to be dumped."*
- *"Upgrading rubbish collection. More recycling available and reduced the cost to families."*
- *"The change to the recycling/rubbish collection. It has standardised the kerbside collection and a backward step for transfer station."*
- *"Recycling bin, tidy and convenient."*
- *"The rubbish and recyclable collection. It is actually making you think what you put in the red bag and it cuts down the wastage."*
- *"The rubbish collection and recycling. They give us a big bin for recycling and a bin for the glass and plastic bags for rubbish. They give enough for a year."*
- *"Upgrading rubbish and recyclables collection. Clearer recycling instructions with bins for recycling provided."*
- *"Recycling, they have made it very easy with the new bins."*
- *"The new recycling collection is a plus. More efficient. They give you a bin each for your plastics, bottles and paper."*
- *"Rubbish collection update. This helps with recycling."*
- *"They have increased recyclable collection at kerbside. Makes it easier for householders to get rid of their recycling."*
- *"The new rubbish collection. It was communicated pretty well and emphasis on the recycling."*
- *"Change over the rubbish system. Happened well. We were well informed and no hiccups."*
- *"New recycling system excellent. Will make a major improvement to our environment."*
- *"Introduction of recycling individual groups within our rubbish collection system. Great move by Council for environmental reasons. Perhaps a little more guidance and reminders need to be provided still by Council until people are familiar with requirements."*
- *"Recycling system, keeps streets tidy."*
- *"The recycling changes. Easier to recycle so people are doing heaps of recycling."*
- *"Recycling collection. Well informed information at the beginning. Good for environment."*
- *"The new rubbish collection is good, we now have wheelie bins for recycling."*
- *"Recycling, good job well done. Much needed improvement in line with other areas who have already adopted, environmental advantage."*
- *"New Waste Management, good step forward."*

Maori warden issue

- *"Maori wardens, it was a sensitive issue and they handled it well."*
- *"I have gone to all the Maori warden talks, impressed by Mayor arguing for Maori wardens."*
- *"Council tried to get Maori representation on the Council. It was a good try and a move in the right direction."*
- *"Engage the community with issues of Maori getting voice into Council. They have a way to go yet but are making a start."*
- *"Andrew Judd has tried his hardest to create a fairer playing field for Maori. He has actually put his head on the chopping block, has gone over and above being fairer to Maori. Tried to make a more level playing field."*
- *"Maori demanding more, Council aren't listening. Don't have money. Bad news always sells, eg, Media."*

Promotion of district

- *"Advertising Taranaki as a tourist destination. They put thought and time into keeping Taranaki in the public eye."*
- *"Efforts to attract people to the area, good for the area."*
- *"Promotion of the district."*
- *"Money can be seen to be spent and bringing visitors to the area."*

Others

- *"When they brought in the Saturday free parking. It was great for popping into town on a Saturday."*
- *"Free parking on Saturdays but stopped it."*
- *"The annual stone sculpture symposium. I just love art."*
- *"Support of the local buses. Important as it could have gone as it is not used a lot but it is vital for those that can't drive or don't have a car."*
- *"Put signs up at the bottom of road to stop people dumping rubbish."*
- *"The CBD cameras in Urenui. Done with no hassle, completed on time and within budget."*
- *"They have supported bi-cultural issues. It was innovative and needed to be confronted."*
- *"The airport upgrade. It was a high priority."*
- *"Good network of tracks close to New Plymouth. Can do 50k's on these, staying close to town but out on good quality tracks, they've done a good job of these."*

Q18b+c Things Council could have done better in the past year

Lower the rates

- *"Lower rates for pensioners, some people can't afford them."*
- *"Drop the rates, user pays. I believe our rates could come down and if I use a service I could choose to pay, otherwise the people who use services should pay."*
- *"Think the rates could be less."*

Maori representation on Council/ warden issue

- *"Debate on Maori representation on Council not handled well. The Mayor was going against the majority."*
- *"Maori representation on Council. It splits the community. Handled very badly."*
- *"Representation for local Iwi. They don't communicate well and they kept changing the negotiation parameters."*
- *"Voting a Maori seat on Council. This was a first for the country. Not only did Council deny the seat but there was no consultation with Iwi."*
- *"I have gone to all the Maori warden talks. New Plymouth very racist area and Mayor didn't get support from Councillors for Maori warden."*
- *"The Council Maori candidate proposal. Despite my not being entirely in agreement with this proposal I didn't think it right that the Mayor 'about faced' on the issue and that it was rejected completely."*
- *"Controversy over the Maori wards, not well done. Done poorly by Mayor. Should have to be more sensitive to the different cultures in the city in future."*
- *"They should encourage more Maori to go on the Council. You can get into a lot of trouble if they're just put onto the Council without voting for them."*

Playgrounds

- *"Some playgrounds not suitable for young children. Check the Hamilton Lake playground which is age appropriate. Has facilities for different age groups."*
- *"Playgrounds, they need more shade sails."*
- *"Sun shade over playground at Pukekura. Sun safe for children."*
- *"They need more sun shade at the parks and playgrounds. There is hardly any shade for children, this is a health and safety issue. I am reluctant to take the children out in the heat."*
- *"Playgrounds need to be better fenced and updated."*
- *"Playground, Pukekura one, lack of shade and seating."*
- *"Playground at Ngamotu Beach, not up to spec so took it out to be upgraded at the beginning of summer but they have done nothing about it. Very popular, just think it is very odd, they should get a move on."*

Expenditure on the Art Gallery / Len Lye and other artworks

- *"The Len Lye Centre, should not have spent money on it. Arts are not popular, should have discos for young people instead."*
- *"Len Lye, should be user pays, not Council funded."*
- *"The Len Lye Centre, it was a big waste of money that could have been better spent."*
- *"Don't like the Len Lye building, outside."*
- *"Not built the Len Lye Centre. It is so naked, a big building with few things."*
- *"Len Lye Gallery, what they display."*
- *"Not spending on Len Lye. Money could have been spent elsewhere."*
- *"Better allocation of Council funds, particularly with reference to Govett-Brewster/Len Lye Centre."*
- *"Spend less on Len Lye, money should have been spent on roading."*
- *"Should have never built Len Lye Gallery. Should never have built it in the first place."*
- *"Len Lye building, need to cut back spending, user pays, not ratepayers."*
- *"Len Lye Centre needs a user pays entrance fee, especially for visitors to the city."*
- *"Could have listened re Len Lye, waste of money."*
- *"Public should have been informed about the Len Lye Centre. They tried to keep it very quiet, very cagey about the cost."*
- *"Listen to the people more about the development of the Govett-Brewster/Len Lye Centre. The Council did not inform the public about just what they were doing and when they did it. People did not know what was going on. Roads would close with no prior warning."*
- *"Listen to the ratepayers, the Len Lye Centre, the majority of ratepayers voted against but they carried on."*

Events / concerts / entertainment

- *"Festival of Lights, displays not as good this year as in the past."*
- *"Contract for the Festival of Lights, contract let out of town and not using a local contractor."*
- *"Spent more on Festival of Lights. In the past they have invested in more performers and quality but the last couple of years they have been mostly locals who you might see more often. Not as interesting for locals. The balance has shifted from a wider mixture to more locals."*
- *"The Festival of Lights, it should go on longer, maybe until March."*
- *"Extend light show in Pukekura Park. It is cut off too soon. Should be for a longer period of time."*
- *"Lights at Pukekura Park could have been on longer. It is a great attraction, longer season would be better, brings visitors."*
- *"Puke Ariki Park, could have put up a large billboard TV so people could watch TV or films while they are in the park."*
- *"Better entertainment at the Bowl of Brooklands. Lovely venue, hardly used."*
- *"International artists in music etc at the Bowl of Brooklands. Not bringing as many shows from international artists, not the big names they used to."*
- *"Use of Brooklands Bowl and the way it is catered for, food and bathrooms. People wait too long for these, queues too long."*
- *"Continuation of encouraging and promoting events, cultural, sporting and entertainment in New Plymouth. Improve the quality of events held. Advertise for people to visit from both New Zealand and overseas."*
- *"Attract higher profile sports teams, attract more people to area."*

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

- *"They could have found a better place for 'Placemakers' building. It blocks the view of the spectacle of mountain and ranges for visitors."*
- *"City planning, walkway and parks. Outcome for the future, Council should not look for tomorrow but further on. The city and industrial altogether. Prime coastal land should be preserved for the future, not for industrial."*
- *"Speed up some internal decisions in their departments, eg, planning and resource consents. Simple decisions should not take six months, it brings business dealings to a halt."*
- *"Subdivisions, only takes a year to go through in New Plymouth, over four years for one in Waitara, still not through. We need new sections in Waitara, stop the delays. Now it is over what they are going to call the new street. Need to get a move on."*
- *"Could be faster with consent for building of garage. 20 working days and then another 20 days, bumbling around."*
- *"Building consents, takes too long."*
- *"The lease land with no titles, hasn't been sorted out yet."*
- *"The difference in cost of leasehold land in Waitara to existing leaseholders. Land presently leased in Waitara was offered to Maori land leaseholders at \$25,000 per section. Iwi turned the offer down. Was then offered to non-Maori leaseholders at \$93,000 per section. This is nearly four times more. Seems a massive difference. As many leaseholders are now approaching retirement age, are the Council perhaps not looking ahead?"*

Rubbish collection/recycling services

- *"Amount spent on rubbish, new collection. It should have been a choice. I still use a paid Waste Management Bin as well."*
- *"Updating the rubbish collection. Communication from Council to people, very confusing. Hence we don't get rubbish collected anymore."*
- *"Could have sorted the rubbish collection in the Urenui rural area better. A bit of communication between contractor and Council would have been nice in the beginning because at first we thought we were going to get recycling and then it was taken away."*
- *"Some confusion over the new changes to the rubbish collection and new recycling. Possibly better communication, people were told, although how much you have to spoon feed information to residents I don't know."*
- *"The change to rubbish disposal system. I think the publicity and the introduction could have been better."*
- *"Hard to generalise, obviously they can always do better but with limited resources often hard to follow through. Rubbish collection still not up to all ratepayers' expectations, especially for us older folk. Hard often to get our act together with recycling."*
- *"The rubbish thing, it confused some people."*
- *"Recycling bins – need a bin for general rubbish, not bags. Ease of use, red bags going into tip not good."*
- *"Should have added a wheelie bin for rubbish as well. Only half did the job."*
- *"Could have had rubbish bins instead of bags and hard rubbish collected once or twice annually."*
- *"The rubbish collection, should have a bin for rubbish too, not plastic bags please."*
- *"The rubbish collection, give us a wheelie bin for the rubbish, like South Taranaki."*
- *"The rubbish collection, they are not doing their job properly. It has just been taken over. Animals are ripping into the rubbish and wind blows it all down the street because they take too long to pick it up."*

continued ...

Rubbish collection/ recycling services (continued)

- *"In regards to the pink rubbish bags, dealing with anomalies, eg, moving house over that period and finding there are no rubbish bags. Needs to be a better way of dealing with those people because it was out of our control. We now have to buy bags and we left our bags in the other house."*
- *"The structure of delivering the pink bags. Bags cost money, they were delivered to letter boxes and being stolen."*
- *"Recycling, it is restricted for us in our area, Omata. The service changed recently. We would like to be able to recycle more, it is something we are passionate about."*
- *"Recycling – more smaller wheelie bins."*
- *"The rubbish and recyclables, too many trucks picking up the rubbish and carbon admissions to pick up rubbish has increased a lot."*
- *"0800 dumping number, there has been no follow up when I've contacted them and no one has picked the rubbish up, near Waitara."*
- *"Glass collection is too early in the morning, makes a lot of noise. Should be done later in the day."*
- *"Should have offered everyone in area a recycling service. I wasn't offered one."*
- *"Rubbish collection, we don't have one."*

Poor consultation/ communication/ information/ don't listen/ more transparency

- *"Len Lye/Govett-Brewster.", see comments on page 68*
- *"Maori representation.", see comments on page 67*
- *"Find out what ratepayers in the area actually want and need by face to face discussion at public meetings. Phone calls from Council to random ratepayers could be the answer, also asking their opinions of their needs in the area. This survey is a good example where we can state our opinions directly to Council."*
- *"Meetings – communication was poor, the Councillors themselves elected Council, did not listen well or answer the speakers questions properly, they need to address this."*
- *"Prevented the erection of a fence by the Railways through the centre of Inglewood. Liaison with the owners of the land (Railways) and ratepayers to reach a compromise that would have prevented the disruption and inconvenience caused to Inglewood residents by the construction of this fence along the railway line. Also don't like the glossy brochure in rates demand, want more info on issues."*
- *"More info on things they are doing at the moment. So many people don't get the paper about what the Council is doing."*
- *"Information for following – re roading, more info please, re paid parking around breakwaters (why and how, tell us beforehand), re Saturday parking, tell us a lot earlier."*
- *"Consulting about car parks outside school, the St John Bosco School. They could have informed better about their plans so the school knew what was going to happen."*
- *"Better informed re rates, what they are used for. Think the rates could be less but don't know for sure as we don't get info on how they are spent. I want to be better informed on how rates are spent."*
- *"Expenditure transparency, so all people are knowledgeable as to where the rates go."*
- *"Could have listened more to the local Iwi. Some street names in Waitara could have been done better between Council and Iwi."*

Disposal of green waste

- *"The cost of green waste when taken to the rubbish dump is too expensive, they charge you too much."*
- *"Feel they should collect green waste too. Should recycle green waste. A lot can be done with rubbish if you recycle it, even gas is produced."*
- *"The green waste should be collected at the kerb as old people cannot get rid of it any other way. Some old people are having to cut it into small bits and put it in their rubbish bags which is hard and no good for them. There needs to be a way for them to get rid of it easier."*
- *"Nothing for green waste provided."*
- *"Need to have a provision (provide) for green waste. I think it should be free when you take your green waste to the tip."*
- *"Failure to recycle green waste. It is just being dumped, not recycled."*

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

- *"I think they could be more efficient in the use of rates money. I think too much is spent on administration rather than on the execution of services to the community."*
- *"Salaries of senior staff. Does the New Plymouth District Council CEO need a salary higher than our Prime Minister?"*
- *"Not giving themselves wage rises, especially the CEO. Her wage increase was the average annual salary of most New Zealanders."*
- *"Spend rates more wisely."*
- *"Core services, eg, rubbish, roads, parks, etc, should be considered more carefully and spent wisely on them."*
- *"Deferring any spending on TSB Stadium, it is a long term project."*
- *"Should have sourced wood products for the beautification of the outside of the Puke Ariki library from local sources rather than Australia. Would surely have been cheaper if local wood products had been utilised and more patriotic."*

Parking issues/new parking system

- *"Parking, weekend meters should be done away with. Free parking would encourage people into the CBD."*
- *"The Saturday parking should be free."*
- *"The trial free weekend parking has been stopped. A lot of other CBD's in New Zealand have free parking."*
- *"Parking around Fitzroy. Free parking before Christmas wasn't well advertised. Disabled parking is limited to an hour, which isn't long enough for elderly getting their hair done, a set or perm takes longer. The metered parking isn't long enough, if there is a funeral then it really is hopeless. My hairdresser has often had to shift her clients car for them."*
- *"Parking in weekends. More free parking. Too expensive."*
- *"Parking meters, get rid of them. Now got pay stands and often people don't have cash!! Very expensive."*
- *"Parking at Coastal Walkway, needs more, especially town area and not have meters at the Walkway."*
- *"Parking, the first 30 minutes should be free, then the next 30 minutes \$1 and the next hour \$1."*

Upkeep/appearance of area

- *"Dealing with the litter at Pig Out Point. There was a litter problem there and instead of installing more litter bins, they took them all away. Four months later they put them back."*
- *"More care of the environment, especially in regard to our well-loved beauty spots. Pig Out Point, still an eyesore at times."*
- *"Sub-contractors for keeping areas clean and tidy are engaged by the Council. No accountability. Council could be more pro-active in getting the sub-contractors to work better."*
- *"City streets in general often look messy, newspapers and other rubbish littered around. More rubbish bins could be provided. Notices posted not to litter say "litter free area" in the main areas. Doesn't look good for visitors."*
- *"The clearance of rubbish dumped in New Plymouth. Rubbish bins in place but people often ignore. Ongoing clearance of rubbish thrown along roadsides by irresponsible people, together with the clearance of dumped rubbish on beach areas. Fitzroy is a case in point."*
- *"Playground at Pukekura Park, there are no rubbish bins there at playground. The gardens in and around the Coastal Walkway need weeding."*
- *"Keep the streets clear of rubbish. Get people to look after the frontage of property, encroaches on the footpaths."*
- *"Drain cleaner, road sweeper use. I live in a tree-lined street, Magnolia Drive and they don't clean up the leaf rubbish often enough so drains get blocked."*
- *"Trimming roadside trees. I asked them to trim a huge pohutukawa, the branches get blown into my garden. They did remove some but the trees are still huge."*
- *"Pruning the overhanging trees on my property in Upper Wairau Road and the walkway. People use the walkway all the time. Tourists also use it."*
- *"Their gardening section. Trees in our area, in our street, getting older and rotten looking, Hickford Place, Okato."*
- *"Roadside frontage, Waitara, corner Centennial Avenue and Wood Street. I pay rates, I should not have to mow this huge frontage!"*
- *"Maintenance of parks and cemetery. Here at Inglewood the cemetery is mowed with a ride on mower, no catcher, not a very good job."*
- *"Condition of Pukekura Park lakes. It is such an icon so they need to keep it up. I've heard there is rubbish and a weed problem."*
- *"Chopped down Pohutukawa trees in Waitara. Makes the town lose some individuality."*
- *"Pohutukawa trees cut down along Waitara River. It was unnecessary to cut them down."*
- *"Lack of aesthetics in street furniture, no consistency in signs, bollards, etc. Follow manual for signs, consult with landscape architect, decisions should be site specific."*
- *"Lack of Christmas displays on the main street, didn't look Christmassy. Lack of vibrance. Needs to have more lights, displays."*

Cost cutting measures

- *"Cutting costs within Council. Could be done better because at some stage the Council will have to spend a lot more to bring some of the services back into good repair, eg, gardens, etc."*
- *"Not cut community funding because it has had a big impact on how a small amount of money is utilised by volunteers."*
- *"Youth involvement, the scheme to get youth involved in Council. A fabulous idea to get youth involved and it shouldn't have been cut. It was a good way for youth to see how it all works and it should have continued."*

Improve Council performance / service / too much bickering

- *"Get rid of Council staff. They have 500 people "working" there. Too many. Cut numbers and get more efficient."*
- *"Redundancies, could have handled it better. They have since employed staff so was it really needed or an excuse to get rid of some staff, did they need to do it at all."*
- *"Community support. They have completely removed themselves from that area of responsibility. They have no leadership in that area."*
- *"Always room for improvement with anything."*
- *"People digging up land without permits, knocking out native areas and destroying the environment and the Council should have dealt with it much tougher as the people continue to do it knowing that they just get a minor repercussion. If Council dealt with these people tougher it would deter them from continuing to do it."*
- *"Social issues, getting people to engage. They need to take more leadership. Engage people in their community, encourage them to participate."*
- *"Work better as a team, stop bickering with each other."*
- *"They have been consistent and haven't gone forward, they can't seem to make decisions. Could have handled internal bickering better. People get sick of the pathetic stuff they do."*
- *"Their PR. The handling of controversial issues like Len Lye and the Maori seats. The spin by media needs better PR, the media hone in on the bad stuff."*
- *"Leaseholders in Waitara, more sympathetic. They could have shown more sympathy to the landowners."*
- *"Reception at Council offices seem to pass customers off asap, no need to be rude. Staff training and knowledge about how to deal with enquiries, make sure they follow up properly."*
- *"Could have got onto our issue a bit quicker, they should have got sick of us ringing."*

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

- *"Some of the back roads, they need to consult with residents how the roading is affecting them, road alignment, cutting the corners off. They go ahead and do it without consulting or considering how it will affect residents and maybe could have been done better, roads generally."*
- *"Our road, Hurford Road, they visited, made promises and now no follow up or action, nor been in touch. They promised to seal the road and said they would be in touch but they haven't done either the seal or contacted the residents back."*
- *"Improvement to the sad state of many roads. Repair some of the worst (and large) potholes in the Central district."*
- *"Better job on subsidiary roads. We still have chips flying up when driving on roads around Okato area."*
- *"Could have sorted roading better. Could have been done sooner rather than later, been a problem for a while."*
- *"Roading, better maintenance needed off the main roads for the rural areas."*
- *"The road I live up, they fix potholes but don't do it well, Uruti Road, Ngatoto Road North. They keep fixing same thing."*
- *"More road maintenance. Tarata is bad for potholes."*
- *"Road conditions could be better. There are constant problems, eg, South Road just outside New Plymouth and outside Oakura, poor condition, eg, dips and potholes."*
- *"The roadworks blocking traffic. Could be done at night, less hassle for commuters."*
- *"Road works taking far too long. Have work done at night to limit the disruption and speed the work up."*

continued ...

Condition of roads / maintenance of roads / other roading / traffic / cycling issues (continued)

- *"Roading, roadworks needed but it is taking way too long."*
- *"Roads and cycleways, they need to be done properly and more quickly."*
- *"Could have pushed road project a bit harder to finish earlier. Workers there smoking, etc, no hurry. Would save money and hassles for everyone if it was done quickly and efficiently."*
- *"Organisation of Fitzroy Bridge change. It shouldn't take an hour to get into town from Bell Block."*
- *"Northern outlet, bridge construction. Seems to be taking far too long, should be a 24 hour operation."*
- *"The time taken to complete these bridges. Seems to have taken an extremely long time to reach completion. Delay presently causing traffic hold ups, especially during peak hours."*
- *"Roadworks, they seem to be minimising the importance of the work on the Waiwakaiho intersection simply because it doesn't affect them personally."*
- *"Roading, could have been done faster, Waiwakaiho bridge."*
- *"Roading, new road at Waiwakaiho. Could have been done faster. The hold ups have been a joke."*
- *"Waiwakaiho Road alterations have caused bottlenecks. Maybe a different route or bypass, it is difficult to know. Something was needed but not sure if the current fix is enough."*
- *"Northgate traffic flows. The traffic has got really bad through there in the last month. School buses are being late by half an hour, can something be done?"*
- *"Traffic management. Hard to imagine it being worse! Peak traffic times, Northgate."*
- *"Rural roading, North Taranaki ones. A lot of money is wasted on consultants and engineers and nothing is getting done. When they do manage to do something they get outside contractors to do the work and it is expensive. Should be using local guys who know the area."*
- *"Speed limits on the areas around the outskirts of the central city. The changes and speeds need to be clearer, eg, Molesworth Street is confusing."*
- *"The change in some areas of New Plymouth from dual carriageways to single lane traffic. Dangerous for those who make a habit, rightly or wrongly, of overtaking."*
- *"Some names of new streets in Waitara. Process was abused. Should not be named after a person still living."*
- *"Improve access to the Coast. There are paper roads land locked between farms. A rejected paper road. Timaru Road, Kaihihi Road, Hampton Road to the coast. Should be illegal. Council does not want to upset farmers. Should be open for public access."*

Footpaths / walkways / pedestrian crossings

- *"Maintaining footpaths. There isn't enough in Waitara, some are poor quality."*
- *"Updating some footpaths, cracked in some places."*
- *"Footpaths in outlying areas (not New Plymouth), need improving. Need doing, been left, mobile scooters, difficult in Waitara. Leasehold areas of Waitara in particular."*
- *"Pathway in Oakura doesn't get maintained, between Waiau Road and Donnelly Street. It is overgrown."*
- *"Nikau Walkway, near Cowling Road, parts have been neglected. The bridge gets very slimy, it is used a lot."*
- *"Walkway, make provision for different areas for walkers and cyclists and skateboarders. The cyclists and skateboarders are making it unpleasant for walkers."*

Water supply / water treatment plant

- *"Water problems in Inglewood, brown and horrible."*
- *"The water in Inglewood is very dirty after they have it turned off. Takes a half hour to clear when turned on again."*
- *"I would like the Council to address fluoridation. They took fluoride out about four years ago. People in the last Council election have voted to have it returned but the Council opposed it. Trouble is, people who are against it get listened to as they are more...in your face."*
- *"Water supply, should have another storage facility to draw on during summer months."*
- *"Water treatment plant, need to look at long term plans to avoid water restrictions in the hot weather. This is an ongoing problem."*

Others

- *"Toilets in outlying areas (not NP) need improving."*
- *"Swimming pools, promote it better by not increasing fees for entering."*
- *"Airport, no good impression out there at the moment. Need everything good out there to attract tourists. The cafeteria should be run by the Council to make money instead of only collecting money from the ratepayers."*
- *"Not let the community Art Gallery close. They should have stepped in because people do like to see New Zealand artists and local work too."*
- *"Dumping of goods in charity bins. Is there anything that can be done?"*
- *"Support for lifeguards for the beaches. Longer season."*
- *"Clean-up of the river and beach at Waitara. Sewage in the river and dangerous for the health of people."*
- *"The rock wall at Onaero, a lot more money needs to be spent countering the erosion."*

Q19 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

Email the Council / write a letter

Contact the Council via the New Plymouth District Council website

Contact the Council via its Facebook or Twitter pages

Others

- *"Phone the Council Department Manager."*

Q20a Services/facilities that it does best and reasons why

Rubbish collection / disposal / recycling

- *"Household clearance of rubbish, particularly the introduction of recycling."*
- *"Rubbish collection service has always been of a good standard, now even better with recycling."*
- *"Recycling, saves so much being wasted."*
- *"The new rubbish collection and recycling, it works marvellously. Alternate week pickup encourages me to reduce waste generation. Much tidier."*
- *"Recycling is very good for most of us but good rubbish collection service has always been in place."*
- *"Rubbish, recycling not going into landfill now."*
- *"The new kerbside recycling is very good."*
- *"Waste Management, recycling is saving the landfill."*
- *"Rubbish and recycling, it is heaps easier. Not having to separate as much."*
- *"Recycling, the new system they've put in place, really good."*
- *"The new rubbish system is pretty good because it is efficient and consistent and good for environment."*
- *"Kerbside rubbish and recycling, well overdue and time we had it. Needed to develop a solution."*
- *"Rubbish system, awesome."*
- *"New recycling initiative working very well, our whole street involved, all the bins out. Amazingly good job done on that."*
- *"Rubbish collection good now that it has settled."*
- *"Recycling and rubbish collection, doing a great job of that now."*
- *"The new rubbish/recycling collection, it is working well."*
- *"Rubbish collection, rubbish not lying around all over the place anymore."*
- *"Recycling, saving putting everything into the dump and it makes it easier for the household. Easier because it is good to keep everything separate."*
- *"Refuse collection, recycling is much better for me. It is much easier to recycle than to have it all in one big bag."*
- *"Rubbish collection, 14-15km's out of town and still get rubbish collection."*

Water Supply

- *"Water, we don't have many restrictions. Ample supply."*
- *"Water supply, (no issues)."*
- *"Water, most important service done well to town people."*
- *"The water is good, they fixed ours."*
- *"Water, the quality is really good."*
- *"They provide water, power, etc and structure them so everyone has the same services."*
- *"Water supply, we take it for granted. It is always there and no need to complain so job done well."*
- *"Water, people just expect it to be on tap so they do an excellent job to keep it in excellent condition."*

Sewerage / sewerage treatment

- *"Sewerage, got one of the best systems in New Zealand to reduce pollution."*
- *"Sewerage, upgrade to the plant."*
- *"Sewerage treatment plant, not being pumped into sea anymore."*
- *"Sewage, what they do to it. Turn it into fertiliser, brilliant."*
- *"Sewerage system, working extremely well."*

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

- *"Parks and reserves, nice to visit, always tidy."*
- *"Parks and reserves, community really enjoy them all."*
- *"Outside green areas, especially for kids."*
- *"Parks and reserves, always attractive."*
- *"The parks, do a fantastic job with all of those and all credit to them."*
- *"Looking after the parks, they are well maintained."*
- *"Parks, upkeep is very good."*
- *"Parks and reserves, use them frequently, enjoy very much."*
- *"Park maintenance, they mow them and keep them looking good."*
- *"Developed and maintained the green areas, the parks and reserves. People can get out and about, safe areas, leisure and pleasure."*
- *"Parks and reserves, give you a quick response when contacting them about trees."*
- *"Beautification of parks and reserves, makes it all appealing for everyone."*
- *"Parks and reserves, good for everyone. No charge. Everyone can enjoy them."*
- *"Outstanding quality of the parks."*
- *"Parks, well maintained, always beautiful."*
- *"Maintaining park and recreation facilities to a high standard."*
- *"Open spaces, reserves and parks, excellent."*
- *"Parks and recreation, exceptional for size of city."*
- *"Parks and reserves, encourages people to use."*
- *"Parks and reserves attract visitors to the area."*
- *"Upkeep of parks and reserves encourages people to use them."*
- *"Parks are of an incredibly high standard."*
- *"Parks and reserves and these are used well by the community."*
- *"I have a young family and know parks are clean and serviced."*
- *"The outdoors and green spaces, really beautiful."*
- *"A good job in parks and reserves, always looking neat and tidy. City has lots of trees and green areas around. We are lucky in that respect as a lot of other cities don't."*
- *"The recreation areas, there are lots of different areas for people."*
- *"Parks and reserves, naturally lovely. Council encourages residents to be proud of asset."*
- *"Parks like Tupare, very impressive."*
- *"The parks, put lots of effort in and they are spectacularly beautiful."*
- *"The parks and reserves are good, all of them. Well maintained and good track markings."*
- *"Looking after parks and recreational amenities. They are always clean and tidy."*
- *"Barrett Domain, it is nice to walk there."*
- *"Our parks, beautiful and admired from people overseas."*
- *"The parks are amazing because they are well maintained, accessible and family friendly."*
- *"Parks and reserves, kept clean and fresh, adds to visitor experience."*
- *"Parks, reserves and recreational facilities, well used, promoted and maintained."*
- *"Parks and reserves attract visitors to area."*
- *"Access to National Parks, etc."*

Library facilities / services

- *"Libraries, nice environment, user friendly, good standard of books."*
- *"The libraries, they do a great job."*
- *"The library, always clean and tidy."*
- *"The libraries are looked after well."*
- *"The libraries, interact well, staff are wonderful."*

Swimming pools / Aquatic Centre

- *"Swimming pools, Kawarua pools. I want to go back, I enjoy going there."*
- *"Pools, value them and provide good facilities."*
- *"The swimming baths are good, just been done up. Pools at Kairau Park."*
- *"The swimming pool, leisure activities for a small fee."*
- *"The Aquatic Centre, looked after really well."*
- *"The Aquatic Centre, well maintained."*
- *"The Aquatic Centre because of the staff. They sure got that right."*
- *"The community swimming pools, always clean and tidy. Council seem to maintain well and number of staff is good, safe."*
- *"The Aquatic Centre, always clean and tidy."*

Roading / footpaths in good condition / well maintained

- *"The roading is very good, there are very few issues driving locally."*
- *"Start made on upgrading the roads, doing a good job sorting that out."*
- *"Country roads in Tarata are improving. This makes the area feel like part of the community."*
- *"Once the roading is finished it will be a big asset."*
- *"Have got a new bridge now."*
- *"Roads, access to National Parks, etc, 14-15km's out of town, our road is two lane, possibly because it links to National Park."*
- *"Roading, traffic flow, for accessibility into and through the City Centre."*

All services done very well / public amenities well maintained

- *"Infrastructure is managed well."*
- *"In the main Council do a good job in all areas."*
- *"In the main the Council have 'got their act together' and apart from a few exceptions are to be congratulated on the work they do."*
- *"A lot of services are done well, most services."*
- *"The Council generally does a good job in all respects."*
- *"The facilities to households, we take it for granted. It is always there and no need to complain so job done well."*
- *"Rates, we have got water, rubbish and they do a good job."*
- *"Basic core services are done really well, everything runs smoothly, rarely get interruption."*
- *"General services, water, etc, always there, reliable service."*
- *"In general don't do too bad a job overall for their ratepayers."*
- *"Not had any hassles or problems with Council over any of the services and facilities they provide, they do a good job in all areas."*
- *"Pretty good with everything."*
- *"The Council do fine as they are presently doing."*
- *"Generally do a good job overall."*

continued ...

All services done very well/ public amenities well maintained (continued)

- *"Keep city ticking over, not aware of any issues with water, sewerage, animals, etc, so they must be doing a good job of keeping it all under control."*
- *"Work within the parameters of their job, stable and sensible and within costs."*

Gardens/ flowerbeds/ beautification

- *"They do the gardens very well. Looks really good for the locals and visitors."*
- *"I think the gardens are beautiful. They look after them really well."*
- *"The gardens etc, are all well looked after."*
- *"Plantings, nice to drive into town, like Waitara, really attractive."*
- *"Do a fantastic job with the gardens."*
- *"Beautification in the city, makes it all appealing for everyone."*
- *"Gardens, landscapes, keeps city looking nice."*
- *"Beautification of the New Plymouth District in general, tree and plantings especially. Important to keep on doing what you are doing, despite being hampered by limited funds."*
- *"Beautiful, I love the gardens."*
- *"Kerbside planting, boxes and landscapes, always looking good."*
- *"Flowerbeds, very nice."*
- *"Urban landscapes and gardens, do it beautifully."*
- *"Maintaining all the gardens because they are always looking beautiful."*

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

- *"The maintenance of the 'look' of the district. Do a good job."*
- *"Graffiti, cleaning up."*
- *"Council get rid of graffiti quickly, replace hazards, good maintenance."*
- *"General maintenance of grounds, etc."*
- *"They do a good job of cleaning up the town."*
- *"Keep the streets clean and tidy. They keep the cemetery nice now."*
- *"Keeping everything clean and tidy."*

Pukekura Park

- *"Pukekura Park, real tourist trap, everyone raves about it."*
- *"Pukekura Park, brilliant."*
- *"Pukekura Park in town, really great visual masterpiece."*
- *"Pukekura Park, just love this place."*
- *"Pukekura Park, it is a jewel."*
- *"Pukekura Park, it is a beautiful park."*
- *"Pukekura Park, well looked after, always clean."*
- *"Pukekura Park, the whole park is good and tourists love it."*
- *"The Pukekura Park is immaculate."*
- *"Pukekura Park, always looks good."*
- *"Good quality of Pukekura Park."*
- *"Pukekura Park, a superb asset and looks so good."*
- *"Pukekura Park, I like the setting, good for walking and relaxing."*

Playgrounds/sports grounds

- *"Playgrounds, they are planned and cater for all ages and challenging for them. Skate park is necessary for teenagers."*
- *"The playgrounds, they are fantastic facilities which we enjoy."*
- *"Looking after the playgrounds, they are well maintained."*
- *"Playgrounds, well maintained."*
- *"Look after the playgrounds, we use them a lot, they are maintained and kept clear of rubbish."*
- *"Playgrounds, use these facilities the most with children."*
- *"Playgrounds, creative, fun, well designed."*
- *"A good job on sports grounds, always looking neat and tidy."*
- *"Sports grounds are of an incredibly high standard."*
- *"Sports facilities for the kids of Waitara, kids must play sports."*
- *"Sports grounds, they are in good condition."*
- *"Excellent upkeep of sports fields."*
- *"Looking after sports fields, attracts visitors from outside district."*
- *"Sports grounds are great, really good advertisement for New Plymouth."*
- *"The tennis courts at Tarata."*

Tourism promotion/promoting Taranaki/encouraging visitors

- *"The way they promote everything very well."*
- *"Council good at promoting Taranaki."*
- *"Advertising the area for tourism."*
- *"Good focus on making New Plymouth a desirable location."*
- *"Access to the mountain and therefore advertising Taranaki."*
- *"Doing their best to promote tourism internationally, putting New Plymouth on world stage."*
- *"New Plymouth is talked about and written about outside of the area so makes New Plymouth a destination."*
- *"Walkways/Events/Festival of Lights/Womad/Len Lye Centre/Pukekura Park/Parks and Reserves/Puke Ariki/Arts/Concerts/sports grounds." (x 20). (See appropriate codes for comments regarding tourism)*

Puke Ariki/Puke Ariki Museum and Library

- *"Museum really good, exhibitions are interesting and changed regularly."*
- *"Museum is great. I love the museum. I haven't been recently because my little boy is only 15 months old."*
- *"Puke Ariki Museum, spending money on the museum is great. Very good and very good culturally."*
- *"Public facilities like museum brings visitors to town."*
- *"The library at Puke Ariki, fantastic facility which we enjoy."*
- *"Maintaining and stocking library at Puke Ariki well."*
- *"The museum and information centre and the library, they are a good resource and altogether."*
- *"Puke Ariki very good."*

Good cultural amenities / the arts / Len Lye Centre

- *"The Art Gallery, Len Lye Centre, very good."*
- *"Len Lye Centre, a fantastic facility which we enjoy."*
- *"Len Lye Centre looks good and an attraction, helps bring people to the district."*
- *"Len Lye Centre, visitors go "Wow"."*
- *"The Len Lye Centre, the Council is paying for the running of it."*
- *"Bringing art to the community. Len Lye Centre and art and sculpture in public places, outside the library or the Post Office. It beautifies the region."*
- *"Promotes cultural events, wide and varied, good focus on making New Plymouth a desirable location."*
- *"Arts, for the good of the community and attracts people out of town."*
- *"The Arts festival, there is variety."*
- *"Arts, Taranaki big in the arts scene."*
- *"Art Gallery in the area, a big draw for everyone."*
- *"Arts, encourages outside participation of visitors."*
- *"Public facilities like Galleries brings visitors to town."*
- *"Cultural facilities, very well presented."*
- *"Cultural activities are great. Way that they are run, cater for people."*
- *"Cultural things like the arts, they've done a good job."*
- *"Cultural events, investing effort and money pays off."*
- *"Sometimes there is sculpture on the walkway."*

Cycleways

- *"Cycleway, great for everybody, done very well."*
- *"Cycleways in area are fabulous."*
- *"The extension to the cycleway, great for everybody, done very well."*
- *"Maintaining cycleways, seem to be always doing it. Part of core services and good at it."*
- *"The cycleways are marvellous, great asset to the community."*
- *"Cycling on walkways." (x 7), see comments on pages 83/84*

Good customer service / helpful / knowledgeable staff

- *"24/7 service, useful for tourists and locals."*
- *"The person on the end of the phone when you first phone. Her people skills are good."*
- *"Service at Council offices excellent. When phoning they are polite and knowledgeable."*
- *"Ringling them on the phone, gave me good service."*
- *"Property information, always prompt and accurate."*
- *"With general enquiries for planning and property they are most helpful and knowledgeable."*
- *"Planning, people are knowledgeable about what they are doing and provide good advice."*
- *"Council office, front desk staff, I have found them extremely helpful and obliging."*
- *"Help desk at the offices, always helpful."*
- *"The staff at Council. I think they have tried their best to please customers and to understand if you have an issue."*
- *"Council office staff respond well to requests."*
- *"Phone service is good, always someone to put you right."*

Walkways/coastal walkway

- *"Coastal walkway provides enjoyment for all."*
- *"Coastal walkway, physical asset, well maintained, well developed, been done properly and it holds up, looks tidy, no weeds or rubbish."*
- *"The coastal walkway makes all areas of the region accessible by other transport means."*
- *"Walkway, people use it and enjoy and it is known worldwide now."*
- *"The coastal walkway because it helps to bring tourism to New Plymouth and Taranaki."*
- *"Walkways, kept clean and fresh, adds to visitor experience."*
- *"Walkways, brings people to New Plymouth, they keep beautiful, we use it all the time, free way to amuse kids, families enjoy it."*
- *"The walkways attract visitors."*
- *"Walkways are great, really good advertisement for New Plymouth."*
- *"Walkways, for the good of the community and attracts people out of town."*
- *"Coastal walkway in Wind Wand area is very popular."*
- *"Walkway, it is of an incredibly high standard."*
- *"Walkways are a superb asset and they look so good."*
- *"Maintenance of coastal walkway, always looks good."*
- *"Walkways, families, lots of use by the whole community and it is free."*
- *"Walkway, best amount of money Council spent on anything."*
- *"Coastal walkway, so good, does what it said, visitors love it."*
- *"The Te Henui walkway, walkways in Bell Block and the coastal walkway are really good and it is done by the Council."*
- *"The walkway, just beautiful."*
- *"The walkway, it opens up options for a healthy lifestyle for whole families. It is safe and a beautiful view."*
- *"Coastal walkway, available to everyone and at no charge."*
- *"The coastal walkway, how far you can go and it is relatively safe. You can use it instead of walking on the streets and roads, beautiful place to walk."*
- *"Walkway and the waterfront, can be used by everyone, beautiful place, relaxing, artistic. The outdoors stuff available to everyone like the walkways, the town walks, the lesser known walks are well maintained too."*
- *"Walkways, designs and layout good."*
- *"The coastal walkway is good for the community and for generations to come. It is a focal point and brings generations together."*
- *"Provision of the walkway, enhanced the whole area."*
- *"Coastal walkway, it is nice, well done. Should be more control of bicycles, not safe. Should have bells."*
- *"Coastal walkway, the continuation of it."*
- *"Walkways are a great quality and standard for the size of the town."*
- *"Walkway access, it is quite good quality, easy to use, it is community building for everybody."*
- *"The outstanding quality of walkways."*
- *"Coastal walkway, well used by the community and best thing ever did."*
- *"The walkway, widely used by the community and always well kept."*
- *"Coastal walkway, encourages all sectors of the community to enjoy the assets."*
- *"Walkways are well maintained, I could take any visitors there."*
- *"Walkways, great for the community."*
- *"Coastal walkway, big boon for the town, people enjoy it and visitors."*
- *"Walkway by the creek in Devon Street, now attractive to the public."*

continued ...

Walkways/coastal walkway (continued)

- *"The coastal walkway is brilliant, great walking and cycling. Fabulous, family and community get together."*
- *"Walkway along the beach, it is good, people can walk and cycle, it is a nice refreshing walk."*
- *"Walkways, walking, cycling, the streams, great place to spend time. The coastal walkway is a great place to take the family, the kids enjoy it."*
- *"Walkways, permanent and open to everyone and a bit of thought has gone into it and it caters for all groups like cyclists, wheelchairs, old and young, visitors and locals."*
- *"Coastal walkway, I use it a lot and so does everyone else. It is great, can cycle."*
- *"The foreshore, Port to Bell Block. It is free and anyone can use it, you can walk, cycle, hire a bike, hire pedal cars for adults."*
- *"The continued development of the coastal walkway. It will be such an asset to the whole community, health-wise, for exercise, cycling, etc."*
- *"The walkways, gives fantastic access and gets people walking and cycling."*
- *"The extension to the walkway and cycleway, great for everybody, done very well."*
- *"The walking tracks, especially the track off Cowling Road, much better than the coastal walkway."*
- *"I guess it is the tracks and walkways/cycleways that we notice as done best."*

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

- *"Light Festival, great and good for the town and visitors."*
- *"Festival of Lights really good. Good to be on longer though."*
- *"The Festival of Lights is lovely and the entertainment appeals to all ages."*
- *"The lights at Pukekura Park at Christmas time. It is on every night and they are talking about extending it. It is amazing, a real family thing plus there is entertainment, singing, dancing plus you get a booklet telling you what's on."*
- *"The preservation of entertainment and cultural events that residents have always enjoyed, eg, The Light Festival."*
- *"Festival of Lights, the variety they have every year."*
- *"Festival of Lights amazing."*
- *"Christmas light displays in our parks are consistently of a very high standard. Give a great deal of pleasure to adults and children alike."*
- *"Functions for the community, really neat to go to for family and it is free so that's nice."*
- *"Entertainment, eg, Festival of Lights and free concerts and Brooklands Bowl entertainment."*
- *"Events management, especially events for kids."*
- *"Events, they always put on top quality events."*
- *"Events, they are exceptional, amazing to have free access to events for all."*
- *"Maintaining Womad and other events and venues, the lights, event promotion. World class, like attending, good excuse to invite visitors, makes me proud."*
- *"Provide a wide range of facilities, eg, entertainment."*
- *"Events in the area, they are a big draw for everyone."*
- *"Concerts, for the good of the community and attracts people out of town."*
- *"Council good at promoting Taranaki, eg, Womad, sports events, etc."*
- *"Bringing events to the region and events and activities that are free. Doing these well, brings visitors to the area, gives locals something to do in the area, unifying communities and families."*

continued ...

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

- *"Venues in the city tied up with Womad, bringing city to outside world, a tourist destination."*
- *"Womad, as it is very well known now and a big draw card for Taranaki."*
- *"Festival of Lights promotes Taranaki well. A free opportunity for locals and tourists."*
- *"Festival of Lights entertainment, attracts visitors."*
- *"Events like the Light show, really good, music in the park, free events, all great and draws people into the district."*
- *"Entertainment, encourages outside participation of visitors."*
- *"Attract events like Womad, it helps promote the region and got New Plymouth out there."*
- *"New Plymouth is known as a brilliant place for its Womad and Pukekura outside concerts. This puts New Plymouth on the map."*
- *"The events, particularly Light show and events around Christmas, best in New Zealand."*
- *"Events, Lights, Bowl of Brooklands, it is all free for all, well put on, gets people out and about."*
- *"The quality of entertainment, Festival of Lights and Womad, such a draw card for the area, all great."*
- *"Walkway along the beach, sometimes there is entertainment."*

Good communication / information / keep public informed

- *"Leaves me feeling satisfied when I've had discussions with them, eg, no bureaucracy."*
- *"Information in paper, keep us informed."*
- *"Information in general, regular updates and publications."*
- *"Communicating with people in the district about what's happening. Mayor has "stuff" in Midweek, honest in thoughts and views. People have a chance to agree or not."*
- *"They run good communications with the public. All the publications they send out and they are always available at the Council Chambers."*
- *"PR, publish material that allows you to see where rates are being spent and send updates on what is happening."*
- *"Being informative about the rates and refer to someone or something."*

Good venues for events / entertainment / sporting events

- *"Upkeep of venues."*
- *"Bowl of Brooklands, really great."*
- *"The quality of venues, eg, Bowl of Brooklands."*
- *"The Bowl of Brooklands, well maintained venue."*
- *"The show places are great."*
- *"Excellent upkeep of our Stadium."*
- *"Sports complex, easily accessible and pleasant."*
- *"Maintaining entertainment venues. I use these and I am familiar."*
- *"Events and functions, the facilities are well maintained."*
- *"Yarrow Stadium, we are a sporty family and Pukekura raceway, good service, grounds tidy."*

Good community

- *"Helping communities. Giving back to the community for the young people being involved."*
- *"Helping out the clubs. Giving money to help out, good for the community. Gymnast club, swimming club, sports clubs, kindergartens, they all need a helping hand."*
- *"(Events), unifying communities and families."*
- *"(Events), they bring us all together, community."*
- *"(Parks and walkway access), it is community building, for everybody."*

Good/natural environment/good place to live

- *"Manage the environment really well."*
- *"Natural environment."*
- *"Good design team, makes walkways blend into natural environment."*
- *"Pleasant place to live."*
- *"(Parks and reserves and walkways), they are making it vibrant and a pleasant place to live."*
- *"Maintaining our image of "The World's most livable city" in most respects."*
- *"Good quality of life."*

Others

- *"Toilets, user friendly, pleasant."*
- *"Public toilets, well maintained."*
- *"Our airport is bright, shiny and clean and it is better than others I have used overseas. Free parking for picking up and dropping people off."*
- *"Airport neat and tidy. Rest of Council facilities should be run like that."*
- *"Appear to apportion rates well. Many services catered for."*
- *"Efficient rates collection system."*
- *"At the velodrome there are little mini streets for children with stop signs, etc."*
- *"During December and January the free parking in the CBD."*
- *"Much improved bus service."*
- *"Town clock is lit up, brighter. Better than it was."*
- *"The Council giving consent for Novotel in the city. More accommodation for events in the area, also has a nice restaurant."*
- *"Services for the Masonic Village where I live are excellent."*
- *"Maintaining the river from flooding."*

Q20b Services/facilities that it does the worst and reasons why

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

- *"Interaction with the public, they don't communicate well on projects, like informing residents when their roads are going to be repaired."*
- *"The communication to the public, need to be more transparent, especially with the costs. I think they hide costs from us (hidden costs)."*
- *"Poor communication with residents."*
- *"More community consultation needed around big ticket item purchase."*
- *"Not enough information about earthquake risk in this area."*
- *"The information, need more publicity about things that are happening around the town, on their website or facebook or twitter."*
- *"They could be more transparent in general. Pockets within Council of people who are disconnected from the people they should be serving."*
- *"They don't give feedback to comments made, via personal and paper."*
- *"Their meetings and the way they come across to the public."*
- *"Don't represent themselves well in paper or on facebook. Buy art pieces without any public consultation."*

Wasting money/overspending/not spending wisely

- *"The investment fund, Power Co. They lost hundreds of millions of dollars. I could have done a better job than that."*
- *"Concerned about the cost of public building updates and aspect for the whole district."*
- *"They spend money unnecessarily on debatable subjects, eg, \$70,000 was spent on a shelter for smokers at the New Plymouth District Council location and it is viewable by traffic... looks like a bus stop, so does a lot to promote no smoking. Money could have gone where needed more, making gas accessible to residential houses so people have an alternate power supply, not just electricity."*
- *"Spending/waste money on roading." (x 5). See comments on page 89*
- *"Spending/waste money on arts/culture." (x 3). See comments on page 92*

Dog/animal control

- *"Animal control. Should teach people to pick up their dogs droppings, also how come horses can poo but the droppings can be left, they are much bigger than dogs poo. Doesn't make sense."*
- *"Dogs run free on the walkway, (particularly weekend, mornings), between Cumberland Street, Welbourn and East End Beach."*
- *"Can't get hold of dog control. People can't find them in the phone book or through Council. When you need action you need to find them quickly."*

Parking

- *"Parking, the employees have different interpretations of leniency. Five tradies parked outside a shop, one warden said put up cones and watch meter, the next warden gives ticket in same circumstances."*
- *"Parking in town, too expensive and not enough."*
- *"CBD parking, hard to find parking on main streets for quick errands."*
- *"Parking, not enough and the cost too high."*
- *"Parking, not enough availability."*
- *"Parking, generally in metered car parks, tolerance to contract vehicles could be better when they have to pop in a shop to pick up something. Gone only 10 minutes and I got a ticket."*
- *"Parking in town, not enough parks and the meters are a pain."*
- *"Metered parking needs to be cheaper and free at weekends and this will bring the shoppers back to the area."*
- *"The fee structure for car parking because it is not conducive to having a healthy CBD."*
- *"Cost of parking in the city, perhaps should try to let there be cheaper parking at times."*
- *"Car parking in city centre, Richmond Centre, quite bad. Could be improved."*
- *"Everett Park in Inglewood, there is not enough parking available."*
- *"Parking at the boat ramp at the Port, my trailer hangs over 2m outside the lines, need bigger parks for some and extra parks. Perhaps reclamation on the north side or parking where the grass outside the bulk storage buildings are."*

Rubbish collection/recycling/rubbish disposal

- *"Rubbish collection, no recyclable collection in our area, Kaitake."*
- *"Rubbish collection for country dwellers, eg, Carrs Road."*
- *"Rural recycling, not enough support for country people to recycle."*
- *"Rubbish/recycling collection should cover all district, we lost the service without explanation."*
- *"Rubbish collection is all higgledy-piggledy, I'm not convinced it is done efficiently. Different groups doing different areas on different days. Frustration that some types of rubbish go one day and another type another day so drivers get abuse. Residents don't understand why the trucks take some and not the rest and they get frustrated."*
- *"Have to pay for rubbish collection and I don't have any."*
- *"Rubbish recycling rurally, that it is not available."*
- *"Rubbish, we had a collection and then it stopped. Need to find solutions for community rubbish. Recycling, is it really sorted and recycled, is it efficient?"*
- *"The rubbish collection, we need a bin instead of a bag. The animals can get into a bag, it has to be stored inside."*
- *"The way the rubbish company works. The old contractors did recycling even in rural areas."*
- *"Rubbish bags."*
- *"Rubbish collection, changes to recycling and over large rubbish bins provided. Hopefully there may be some change in the future, especially with our rubbish tips and landfills now filling up."*
- *"The rubbish collection, should have a collection on Carrington Road, RD1, New Plymouth. They collect quite close to us, the rubbish trucks go past."*
- *"The rubbish collection, the refuse disposal, they should do a hard rubbish collection sometimes."*

Roading

- *"Waste money resealing and resurfacing roads that are okay when others need attention."*
- *"Roothing and road planning, need to pull their socks up. Poor time management, poor execution of what they do. Whoever does the road planning for the district is an idiot. Spending millions of dollars on the Fitzroy Bridge road widening and solved no issue of traffic back-up. Should be planning for future growth on our roads."*
- *"Roothing, the cost of it."*
- *"Roothing priority instead of spending money on little bumps, street narrowing and cutesy "nothing" things."*
- *"Roothing, they dig it up for the sake of spending the budget."*
- *"Roothing, safety issues. Contractors dug big hole in our road, put up barriers then not filled in so no follow up. Need more road inspections to know that these things are happening."*
- *"Maintain the roads properly, Mataro Road in particular."*
- *"Basically, the way they sealed the road wasn't good and neighbour uses sprinkler for an hour three days a week to cool the road because it exposes the tar. Been in touch with Council. Our drive, the kerb is steep."*
- *"Roothing, not keeping them in good condition. Like to see improvements around Fitzroy."*
- *"Roothing problems continue to be our bugbear."*
- *"Roothing, quality control issues with contractors, Sackville Street. Trucks turning, rip up the new seal."*
- *"Roothing, upkeep on local level is unacceptable and problems should be dealt with in a more businesslike manner."*
- *"Roothing not up to scratch."*
- *"Upgrading roads."*
- *"Roothing, funding is the problem."*
- *"The rooding, has been a lack of funding for Council roads, particularly rural roads, especially Hurford Road. It needs maintaining, parts need resealing, needs a general upgrade."*
- *"Roothing, please hurry with the completion of the roadworks."*
- *"Roads, too many roadworks going on all the time."*
- *"Roothing, roadworks affecting day to day life and it was planned badly, doing it when schools are going back, Mangorei Road."*
- *"Roadworks and repairs."*
- *"Roothing, quality of workmanship."*
- *"Taking too long with the rooding."*
- *"Potholes in the road, ruins your tyres."*
- *"Roothing infrastructure in rural areas."*
- *"Not maintaining roads quickly enough, large pothole near hospital, Doone Street."*
- *"Roothing terrible, not enough money spent on country roads. Lots still metal, North Taranaki."*
- *"Wills Road, Bell Block, narrow road and can be quite dangerous."*
- *"Some of the roundabouts and islands need upgrading."*

Traffic flow / traffic management / Waiwakaiho bottleneck

- *"The construction where they are making extension to make it wider, been going on for a while, about a year, getting fed up with traffic congestion, Fitzroy area."*
- *"The traffic coming through our town. Full of old people and little people. The heavy traffic shouldn't go through middle of town, there should be a bypass."*
- *"Organisation, there is a lot of work done during the day that could be done at night to reduce traffic disruption."*
- *"Roadworks, Mangorei Road, long delays, makes people late for work and school, could have been done at a better time."*
- *"Road planning, preparing for the future traffic."*
- *"Fitzroy Bridge, solved no issue of traffic back-up. Should be planning for future growth on our roads."*
- *"Roading, rush hour is a nightmare."*
- *"Taking too long with the roading, traffic build-up."*
- *"Submissions re speed limits from 100 to 80, ignored by Council, in Clifton."*

Public toilets

- *"Cleanliness of some public toilets."*
- *"Public toilets, don't service them enough. Because of number of people using them, should be serviced more."*
- *"Public toilets, cleaning of these, not done enough. (Not fault of cleaners)."*
- *"Public toilets on the walkway, never cleaned."*
- *"Maybe toilets in the city centre, you have to go into shops. More toilets should be provided."*
- *"The public toilets generally in New Plymouth district are not attractive inside and are not clean."*
- *"Public toilets need cleaning more often."*
- *"Public toilets, the one in the main street near the Wind Wand is to be avoided and we've lost the one in the Richmond centre. Avoid the one near the Wind Wand because it is unpleasant but the main one in town is lovely."*
- *"At velodrome, children's biking, Bell Block, no toilets or shower facilities."*
- *"Hickford Park, the public toilets there are grotty, unhygienic and smelly."*

Footpaths / walkways / pedestrian facilities

- *"Need more footpaths down our road in Bell Block, Wills Road. Only a few footpaths."*
- *"Upgrading footpaths."*
- *"Like to see improvement to footpaths around Fitzroy."*
- *"Maintenance of footpaths is poor in Waitara. The quality of the structure, broken bits, uneven."*
- *"Footpaths in Waitara."*
- *"Footpaths, not doing any, taken off list of things to do."*
- *"Tidy up Waitara a bit, eg, footpaths."*
- *"Footpaths could be done up better."*
- *"Looking after footpaths, need to think of people with mobility scooters, wheelchairs, prams. Need better ramps everywhere."*
- *"Please extend the walkway to Waitara. Has been on agenda for some time so please implement."*
- *"More walkways in town."*
- *"Rural areas, the berm of grass is being removed so no good for walking or for riding horses along safely. Used to walk or ride along our roads in Inglewood, rural, but can't any more as the berm is being graded away."*

Cycleways / cyclist issues

- *"Cycleway, not enough money spent on it or attention given to it. Not safe as have to cross roads."*
- *"Cycleways, still problems with vehicles not taking enough care. Cycleways not visible enough for drivers."*
- *"Get cycleways sorted for vehicles and walkers."*
- *"Some cyclists travel too quickly on the walkways. I love seeing them there but sometimes it is a safety issue."*

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

- *"Hickford Park, not enough mowing."*
- *"Keeping the streets clean, leaves on the streets."*
- *"Mowing roadside frontages."*
- *"Cleanliness and maintenance."*
- *"Little townships and street cleaning of them."*
- *"The maintenance of the reserve in our area, we haven't seen the Council do any maintenance."*
- *"Cut back in funds resulting in the lack of maintenance and upkeep of urban landscapes and flowerbeds. Grass verges on the approach to New Plymouth an example. Often need mowing. Not a good image for visitors who represent revenue for the city."*
- *"Maintenance of small strips of grass along banks like Frankley Road and on the riverside by the prison aren't being maintained as they were."*
- *"Don't mow our roadsides regularly like they used to and it is quite hazardous."*
- *"Make sure that core services are properly maintained, weeds in drains and things like that."*
- *"Reserve in Mayne Street has trees that need to be chopped down. Nothing has been done, (leaf problem)."*
- *"Street cleaning and keeping drains clear."*
- *"Mowing of the lawns. When you are out walking, other than the main ones, they are left longer between mowing."*
- *"Everett Park in Inglewood needs more weeding, is overgrown and needs more tables for picnics."*
- *"Maintenance of Hickford Park. They used to mow and kill the weeds on a regular basis but lately it is not getting done. There is long grass around the children's play area."*
- *"First appearances, grass edges and verges not done well."*
- *"Not reacting promptly to problems such as leaking manhole covers and pipes because too much goes unattended in the commercial area in particular."*
- *"Playgrounds, fencing and general maintenance."*

Art Gallery / Len Lye Centre / arts / museum

- *"Len Lye Centre disappointing, basically empty."*
- *"Govett-Brewster and Len Lye Centre, too much spending and not enough user pays. Comments about it being boring, "off the wall art"."*
- *"Len Lye was a waste of money."*
- *"Some of the money spent on arts/culture is a bit excessive at times. Appreciate budget but think it is too much."*
- *"The Len Lye Gallery, the ratepayers didn't want it but they went ahead and did it. It costs ratepayers now. So unnecessary, will never visit the gallery."*
- *"Built the Len Lye Gallery, Devon Street."*
- *"Len Lye shouldn't be sponsored by ratepayers, user pays."*
- *"Len Lye building, don't like it (the outside)."*
- *"Len Lye Centre, it does not have many displays."*
- *"Some public artworks look ugly, eg, outside the Post Office and library."*

Planning / consents / permits

- *"Building consents, too slow."*
- *"Building consents, they take too long."*
- *"Issuing of resource consents to oil and gas companies. They hand them out without taking into consideration the people who live in the area."*
- *"Planning process for a new house, resource consents for this is over the top. Very lengthy and expensive."*
- *"Planning and resource consents, internal time frames, decisions."*
- *"Planning department, take a long time to get a result."*
- *"Need to run like a proper business and get things organised and properly streamlined for efficiency, eg, District planning, consents, subdivisions."*
- *"Haven't trained the frontline Council staff with correct training, eg, Planning."*

Over staffed / salaries too high

- *"Administration, top heavy."*
- *"The high salaries paid to "top brass" in Council."*
- *"Not really a service or facility but elected Councillors consistently receive regular annual pay increases, the general public don't. Perhaps need to review to see if their increases are earned or merited."*
- *"Pay too many Councillors to do nothing. Don't need so many Councillors. Need less people and more efficiency."*

Poor performance / decisions from Council

- *"Bureaucracy, Council staff seem scared to make decisions in case they get it wrong."*
- *"Public relations, needs improving."*
- *"Too much opposition to proposals made by the Community Board, eg, street name change proposals in Clifton by the Community Board. Surely some compromise should be made."*
- *"I'm very involved with the local Iwi and the Council's dealings with that Iwi leave a lot to be desired. For example, when we heard that they were going to sell the buildings to the surf clubs for a dollar, we thought "great this selling buildings to community groups for a buck, we will try to get one", but they refused to even consider it telling us we had to pay full market rate. In negotiations with them on anything they are always shifting the goal posts midway through negotiation, we think we are negotiating on one thing and then we find out we are not."*
- *"The election of Councillors, should perhaps be a limit placed on the number of terms they serve. New blood sometimes needed."*
- *"Many of our Councillors are of long standing and well respected, possibly they may be out voted on occasion in areas that would benefit some ratepayers."*
- *"Looking after community groups. They have shut the door on community organisations."*
- *"Spending on core services. They are cutting costs and it shows."*
- *"Area near our business in Oakura gets all muddy. We wanted to pay ourselves to get it tarsealed but Councillors said no. Ridiculous because it benefits everybody, is needed and would cost Council nothing."*
- *"Lack of representation for Maori."*
- *"Still struggling to have Maori well represented on Council. 80% white and 20% Maori."*

Disposal of green waste

- *"No collection of green waste. Think it is a good idea, Council surely could collect and compost the green waste and make money out of it."*
- *"Green waste, there needs to be a way for it to be collected at the kerb like the recycling."*
- *"Removal and free disposal of green waste, rubbish collection sector of services."*

Water supply

- *"The water quality, it smells, too much chlorine and tastes unpleasant."*
- *"Water issue, the fluoride, I feel that decision was made too hastily and one small groups opinion came through."*
- *"No provision of fluoridation in Inglewood water supply, in fact the removal of provision for fluoride in New Plymouth water entirely several years ago, contrary to many residents wishes."*
- *"Water, taste not good and no fluoride in it."*
- *"Fixing water problems (pressure)."*
- *"Water supply in Inglewood."*
- *"Water conservation, we could do better. Council should promote different ways of water collection and use it for people in urban areas to do."*
- *"Water meters needs thought."*

Rubbish everywhere/have removed rubbish bins

- *"Public rubbish bins overflowing. Need to empty more regularly."*
- *"Rubbish bins in certain areas, bins in parking areas, eg, beaches, not being emptied enough."*
- *"Lots of rubbish lying around."*
- *"Rubbish on the streets."*
- *"Rubbish bins in Bell Block. Not helping to keep the area clean as the Council has removed several and they should be reinstated."*
- *"Rubbish bins in town. Not enough in the CBD."*
- *"More rubbish bins required in parks and walkway and Strandon Point as many overflowing."*
- *"Sometimes there is a bit of rubbish lying around the city, eg, Ngamotu Beach bins overflow. Bins need to be emptied more often."*
- *"Rubbish bins by Hobson Street, by the sea, seagulls make a mess. They should put bigger bins there with proper lids."*
- *"At Pig out Point, need to provide more bins for rubbish and to empty bins more often or have recycling scheme there."*
- *"Collecting rubbish in public areas, the bins are full and rubbish overflowing."*
- *"Too many rubbish bins in places, if less bins then people would take it home, fewer bins. Pig out Point has a real problem, people just throw rubbish at bins or dump in rural areas. DOC proved it when they removed bins from reserves and then people got used to it and just took their rubbish with them."*

Care of the environment

- *"Waitara River, sewage, etc."*
- *"Lake Rotomanu, previously a beautiful fishing lake, now very neglected and verging on "dump" territory."*
- *"Water quality in rivers, is it safe to swim?"*

Rates issues

- *"Rate increases, it is such a strain financially for people."*
- *"The fact of the differential between certain areas in rates charge. Properties closer to beach areas pay higher rates which is often very hard for those pensioners who may have owned their property for in excess of 50 years. Some concessions should perhaps be afforded to them."*
- *"Changes Council made to the road, they left a small piece of our land separate, now get an extra rates demand but they are awkward and difficult to deal with to find out or get information, eg, where is this land, how big is it, etc."*
- *"Womad shouldn't be sponsored by ratepayers."*
- *"Council could endeavour to give out information more readily and speedily, eg, enquiries about rates, etc."*

Others

- *"Noise control contractors not good enough. Delays in responding during the week, need to do better."*
- *"Can't get hold of noise control people, can't find them in the phone book or through Council."*
- *"People who design new playgrounds, not good. They are not designing fun playgrounds for today's kids. Too safety conscious."*
- *"Parks and services, lack of design (it was superb)."*
- *"Libraries (last time I went, not last year or so) but all the ones I visited had poor outdated selections."*
- *"Library services could be better. Range of books getting a little tired."*
- *"Recreational – sports grounds. Western Park, cricket."*
- *"Yarrow Stadium, not used enough. Yarrow was paid for by ratepayers but still have to pay to go even though businesses operate from there like Rugby Union."*
- *"Funding to help keep kids occupied, as lots can't afford the gear and fees to play sport."*
- *"Young people, are they being catered for and are their needs being met as I see them hanging around the streets."*
- *"Ladies changing rooms in the Kaiwau Park pools. They need to clean them up. We (us ladies) are picking up infections in our feet from the concrete floors which are worn down. Not satisfactory."*
- *"Worst facilities for boats in the country."*
- *"Polytech, could improve on running that."*
- *"Not settling the lease land in Waitara."*
- *"Airport, totally unsuitable for numbers going through. Not a nice entrance for our city at all."*
- *"Bridal Path for horses. Need more paths for our horse riders in the district."*
- *"Spending on core services, they are cutting costs and it shows."*
- *"Small businesses jumping through Health and Safety hoops."*
- *"Change in legal fencing height up from 2 metres to 2.4. Fence on corner of Smart Road to Albert Street into cul-de-sac, completely blocks visibility. Cars and children can't be seen, really dangerous. Trees would be trimmed if they obscured the visibility."*
- *"There could be more support from Council for public transport and other transport options such as bike lock-up areas."*

