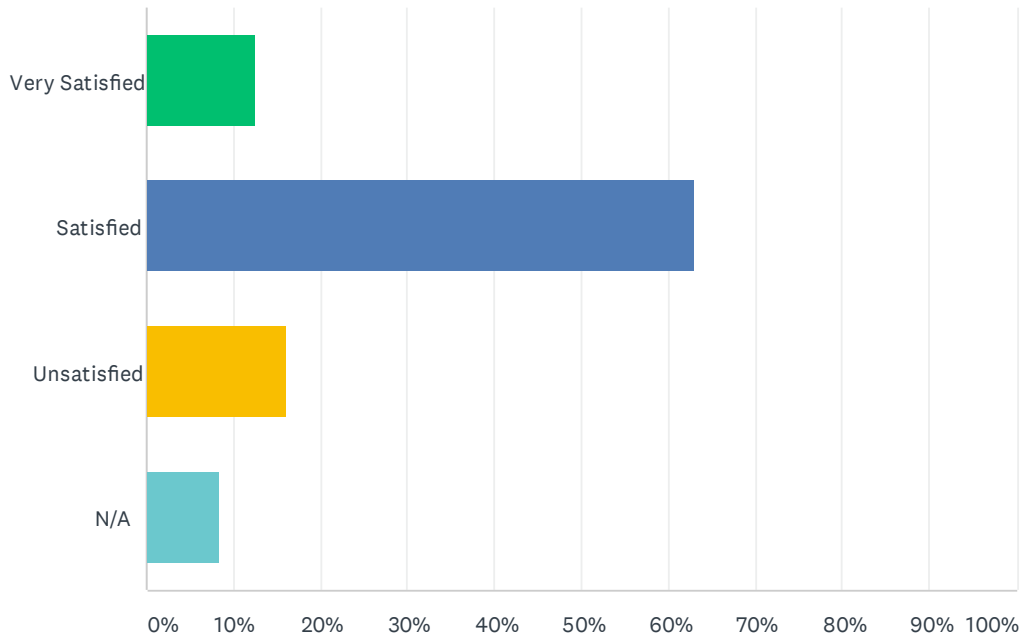


# Q1 How satisfied are you with RDC's overall leadership and performance?

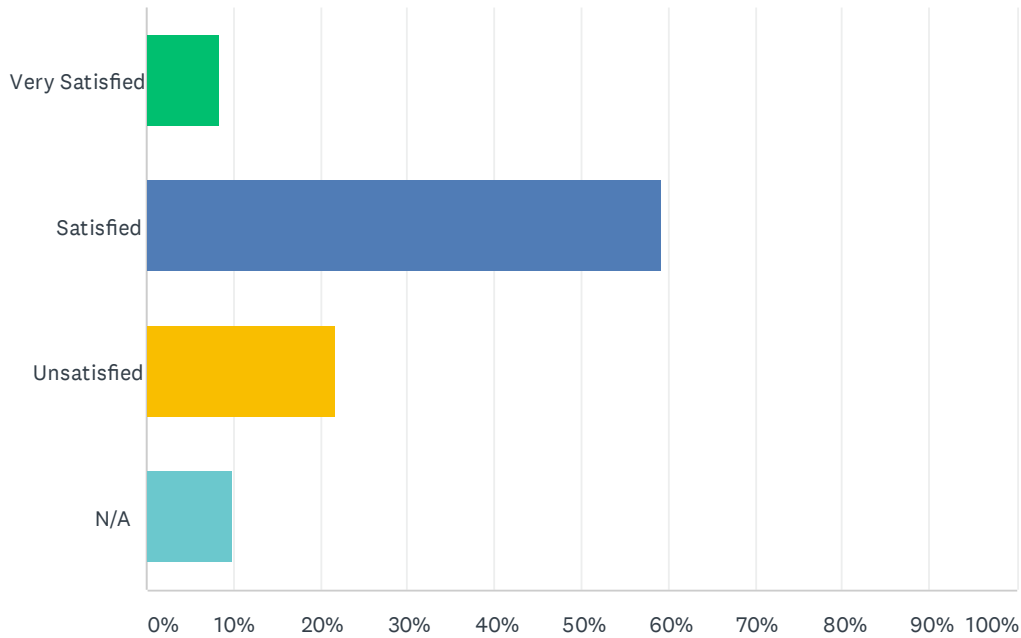
Answered: 143 Skipped: 2



ANSWER CHOICES	RESPONSES	
Very Satisfied	12.59%	18
Satisfied	62.94%	90
Unsatisfied	16.08%	23
N/A	8.39%	12
<b>TOTAL</b>		<b>143</b>

## Q2 RDC consults with the public when making decisions, for example when we consult on the Long Term Plan and Annual Plan. Do you feel you are adequately informed on consultation matters?

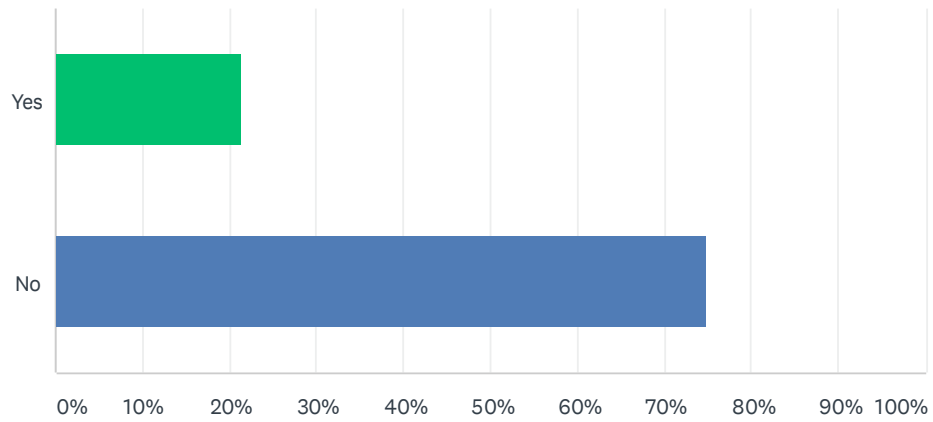
Answered: 142 Skipped: 3



ANSWER CHOICES	RESPONSES	
Very Satisfied	8.45%	12
Satisfied	59.15%	84
Unsatisfied	21.83%	31
N/A	9.86%	14
<b>TOTAL</b>		<b>142</b>

### Q3 Are you aware of the various ways Council engages with Maori? If yes, please list examples.

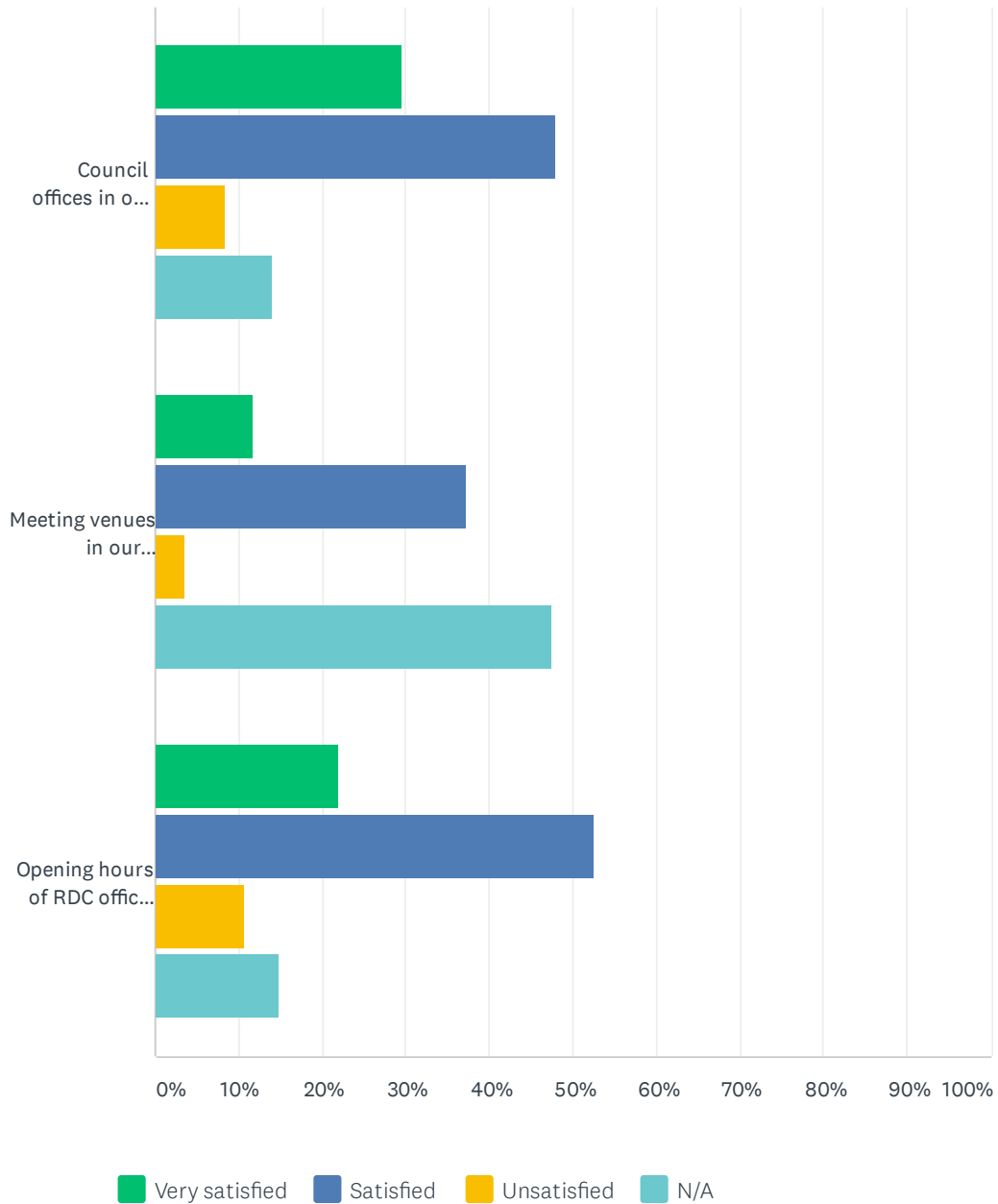
Answered: 140 Skipped: 5



ANSWER CHOICES	RESPONSES	
Yes	21.43%	30
No	75.00%	105
TOTAL		140

### Q4 How satisfied are you with:

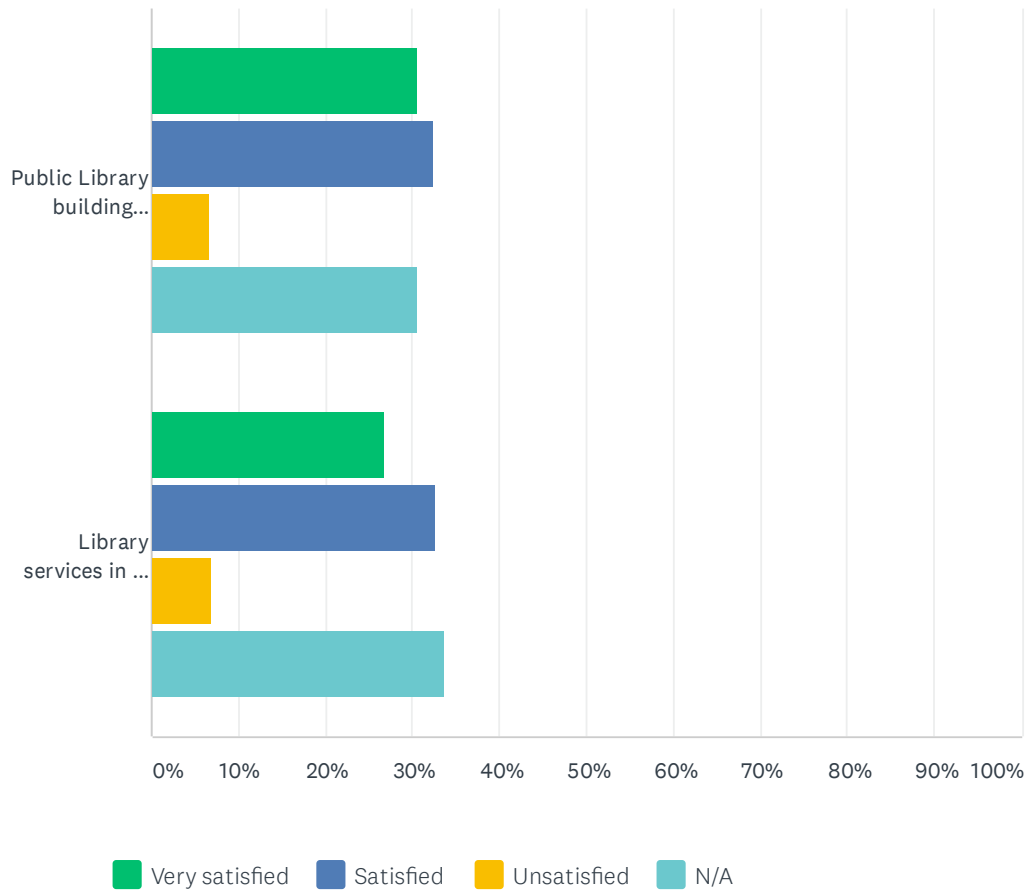
Answered: 143 Skipped: 2



	VERY SATISFIED	SATISFIED	UNSATISFIED	N/A	TOTAL
Council offices in our District?	29.58% 42	47.89% 68	8.45% 12	14.08% 20	142
Meeting venues in our administration buildings?	11.68% 16	37.23% 51	3.65% 5	47.45% 65	137
Opening hours of RDC offices and libraries?	21.99% 31	52.48% 74	10.64% 15	14.89% 21	141

Q5 Do you use the Library services in our district - If yes, answer below, if not please continue to the next question. How satisfied are you with:

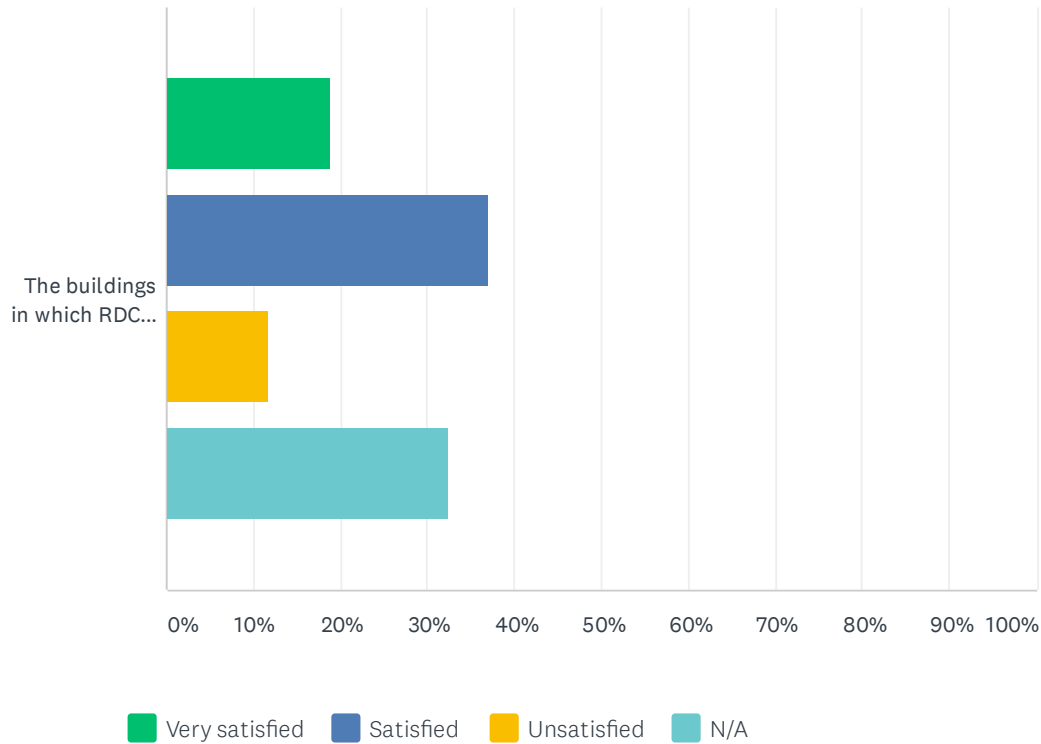
Answered: 106 Skipped: 39



	VERY SATISFIED	SATISFIED	UNSATISFIED	N/A	TOTAL
Public Library building facilities in our District?	30.48% 32	32.38% 34	6.67% 7	30.48% 32	105
Library services in our District?	26.73% 27	32.67% 33	6.93% 7	33.66% 34	101

**Q6 Do you use the i-SITE visitor centres or RDC administration offices in our district - If yes, answer below, if not please continue to the next question. How satisfied are you with:**

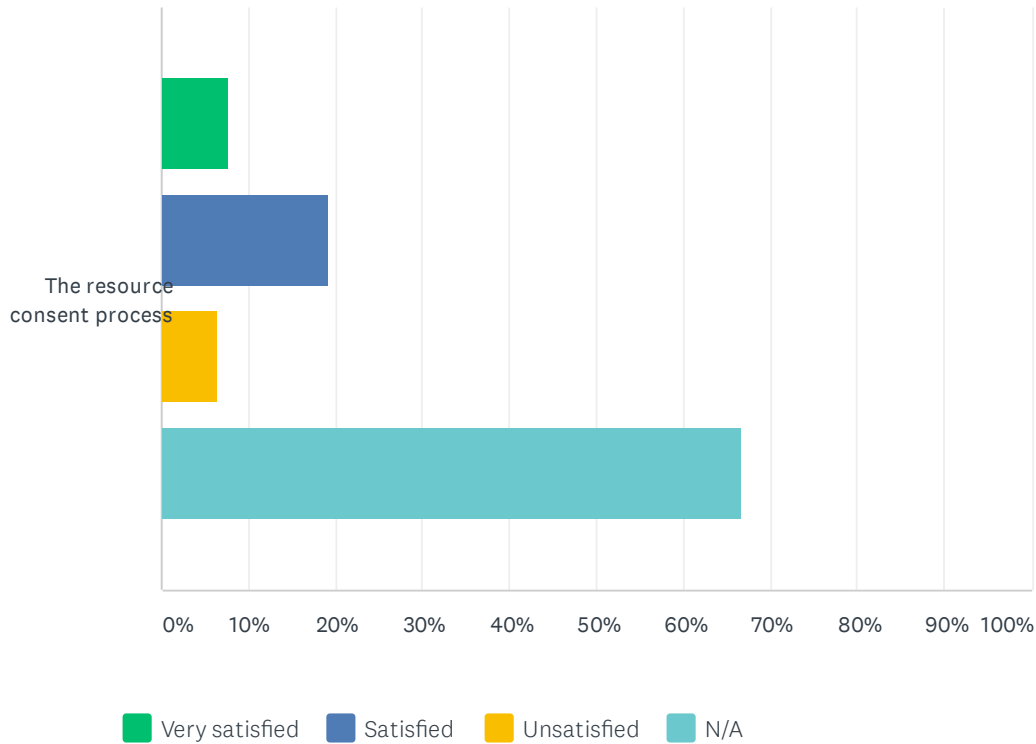
Answered: 111 Skipped: 34



	VERY SATISFIED	SATISFIED	UNSATISFIED	N/A	TOTAL
The buildings in which RDC i-SITE visitor centres and RDC administration offices are located.	18.92% 21	36.94% 41	11.71% 13	32.43% 36	111

### Q7 Have you made a resource consent application recently? - If yes, answer below, if not please continue to the next question. How satisfied are you with:

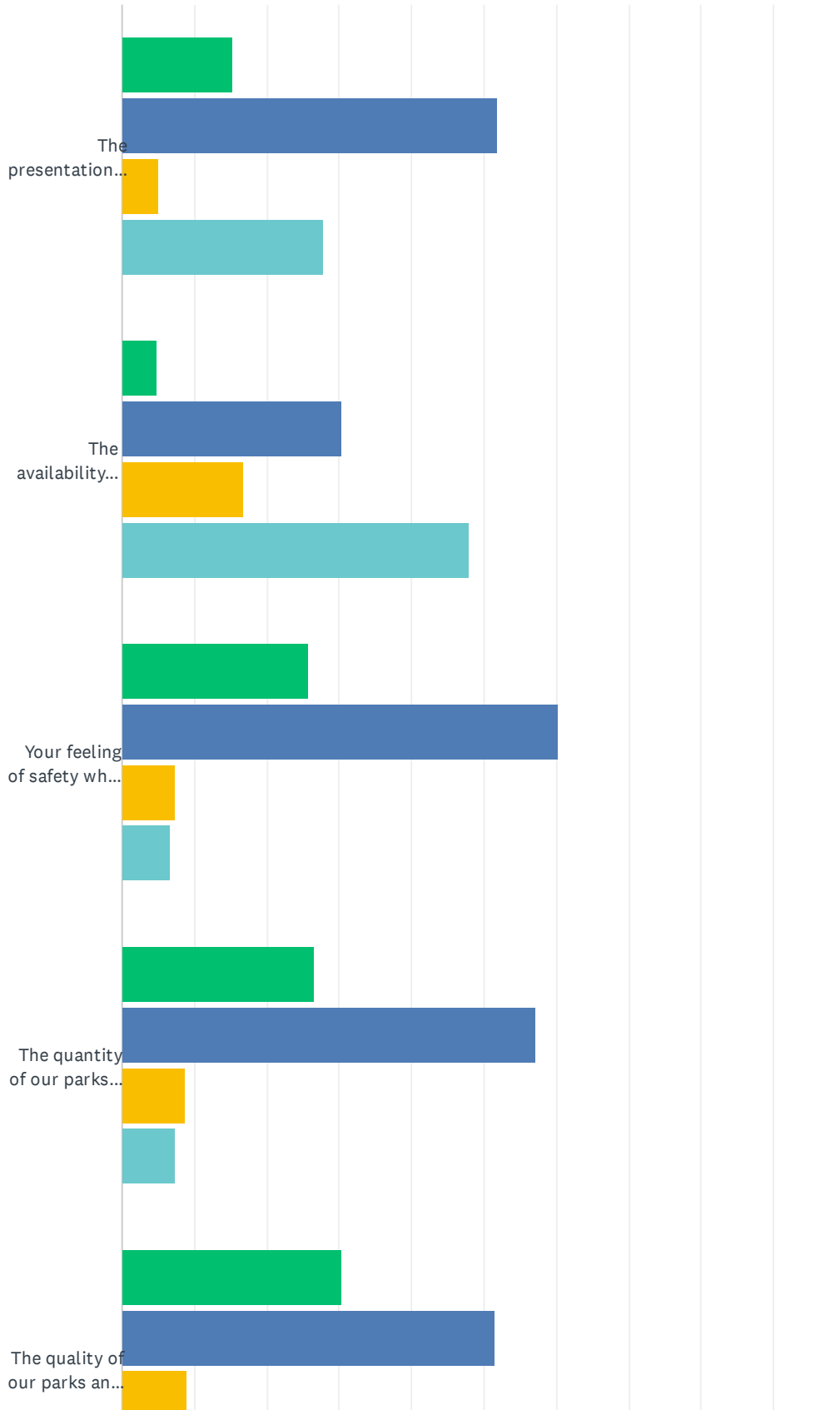
Answered: 78 Skipped: 67



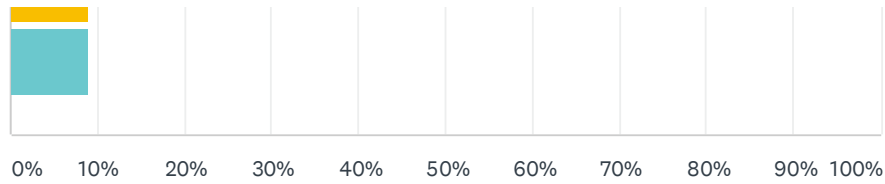
	VERY SATISFIED	SATISFIED	UNSATISFIED	N/A	TOTAL
The resource consent process	7.69% 6	19.23% 15	6.41% 5	66.67% 52	78

### Q8 How satisfied are you with:

Answered: 140 Skipped: 5





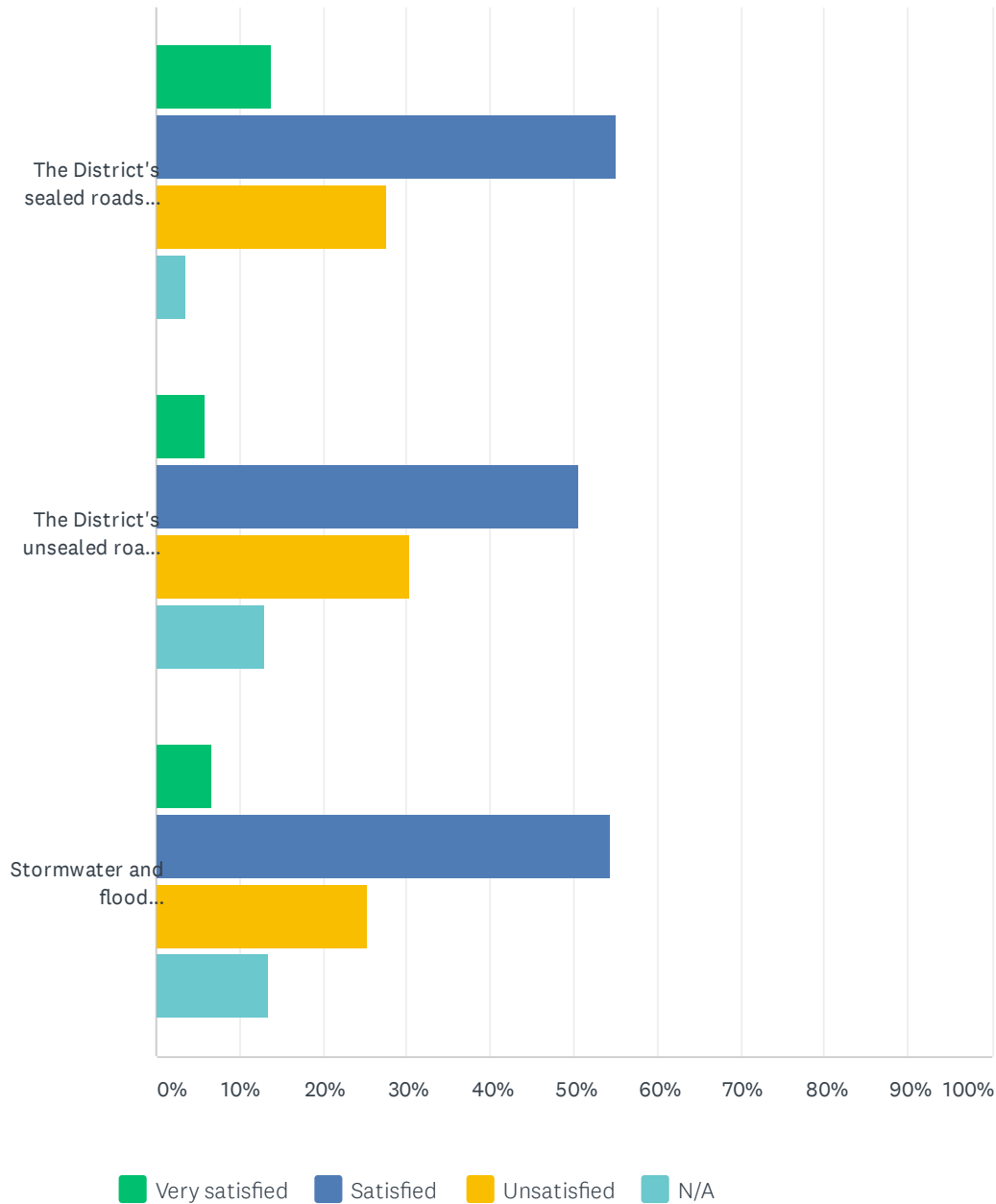


■ Very satisfied  
 ■ Satisfied  
 ■ Unsatisfied  
 ■ N/A

	VERY SATISFIED	SATISFIED	UNSATISFIED	N/A	TOTAL
The presentation of cemeteries in our District?	15.33% 21	51.82% 71	5.11% 7	27.74% 38	137
The availability and standard of facility of your community hall? (Where applicable.)	4.80% 6	30.40% 38	16.80% 21	48.00% 60	125
Your feeling of safety when using our parks and reserves?	25.74% 35	60.29% 82	7.35% 10	6.62% 9	136
The quantity of our parks and reserves?	26.67% 36	57.04% 77	8.89% 12	7.41% 10	135
The quality of our parks and reserves?	30.30% 40	51.52% 68	9.09% 12	9.09% 12	132

### Q9 How satisfied are you with:

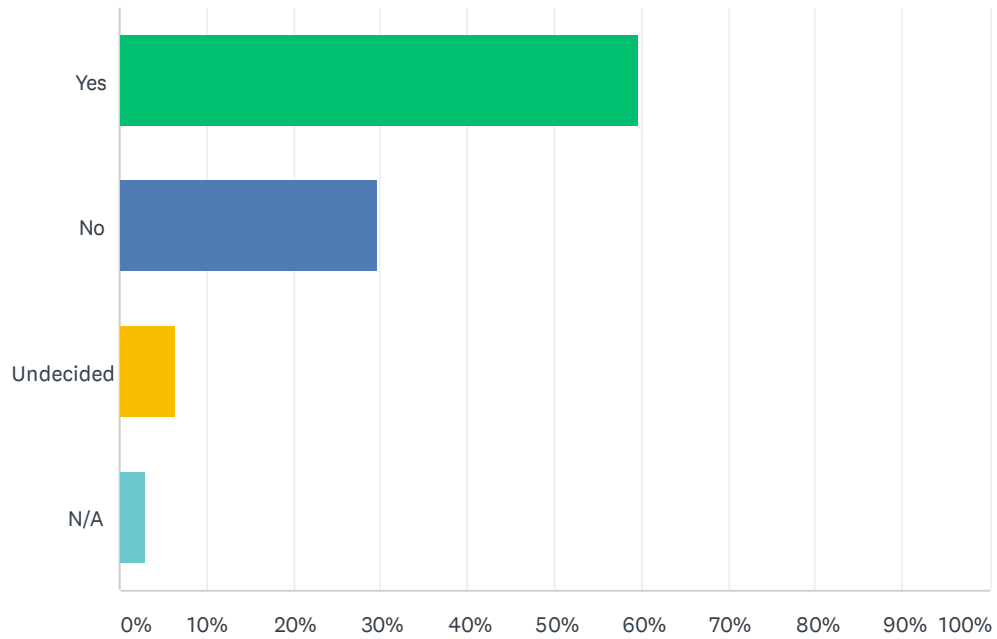
Answered: 142 Skipped: 3



	VERY SATISFIED	SATISFIED	UNSATISFIED	N/A	TOTAL
The District's sealed roads (excluding state highways)?	13.77% 19	55.07% 76	27.54% 38	3.62% 5	138
The District's unsealed roads (excluding state highways)?	5.80% 8	50.72% 70	30.43% 42	13.04% 18	138
Stormwater and flood protection?	6.72% 9	54.48% 73	25.37% 34	13.43% 18	134

### Q10 Do you feel RDC provides you with adequate opportunity to recycle?

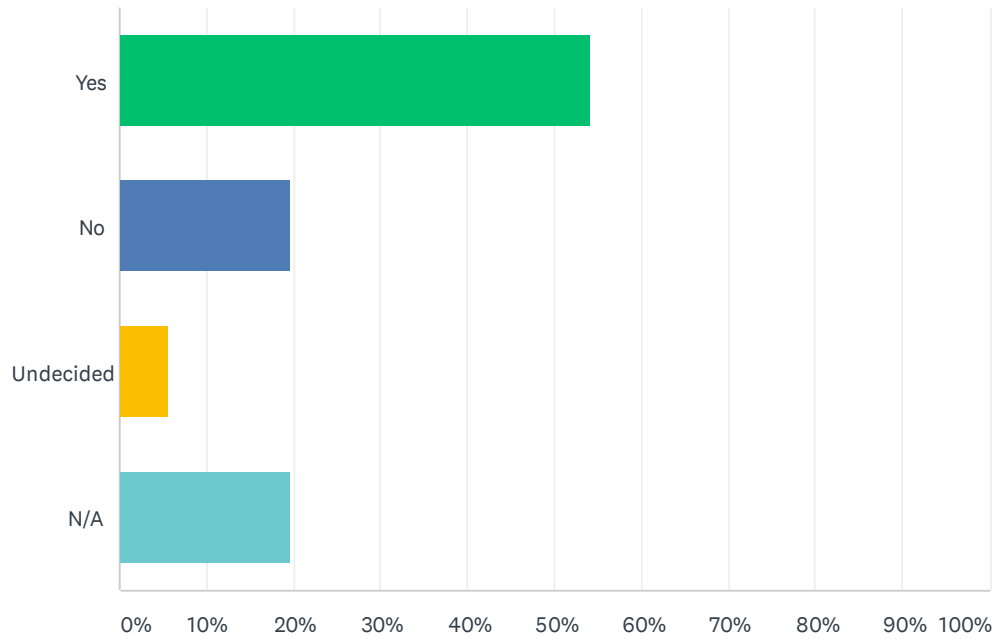
Answered: 141 Skipped: 4



ANSWER CHOICES	RESPONSES	
Yes	59.57%	84
No	29.79%	42
Undecided	6.38%	9
N/A	2.84%	4
<b>TOTAL</b>		<b>141</b>

### Q11 Are you satisfied with rubbish collection services in our District?

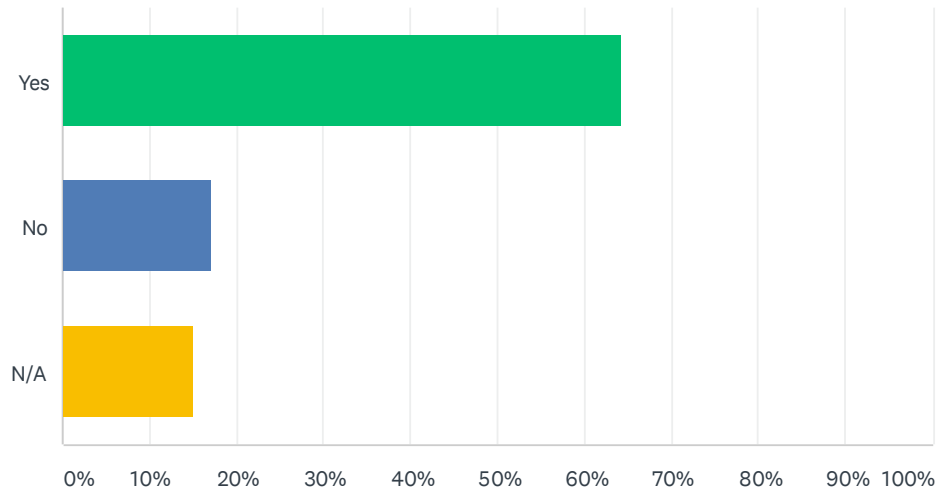
Answered: 142 Skipped: 3



ANSWER CHOICES	RESPONSES	
Yes	54.23%	77
No	19.72%	28
Undecided	5.63%	8
N/A	19.72%	28
<b>TOTAL</b>		<b>142</b>

## Q12 Are you satisfied with transfer stations in our District?

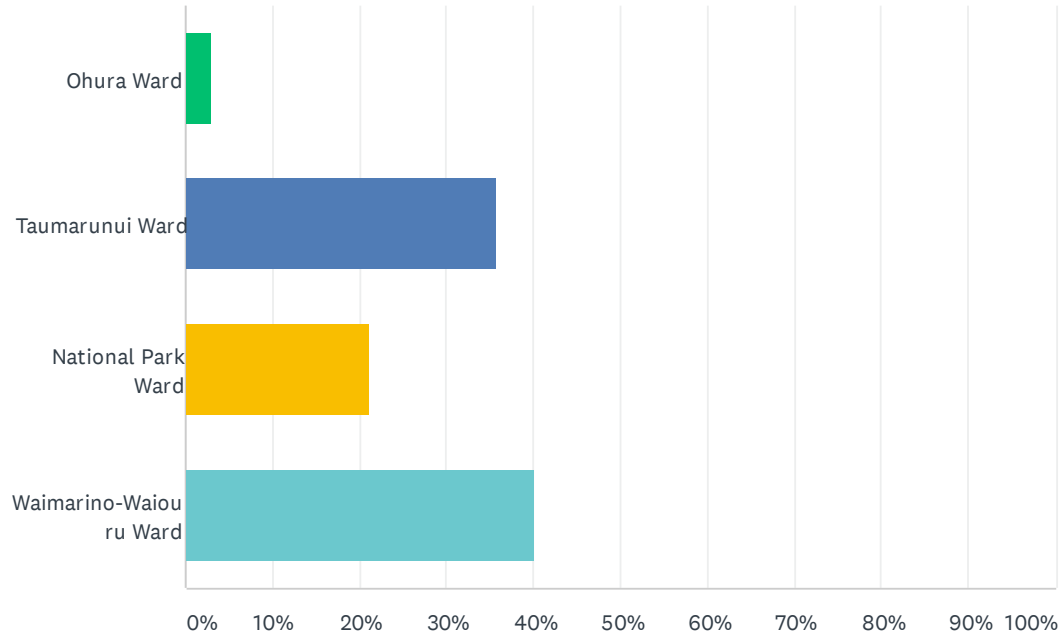
Answered: 140 Skipped: 5



ANSWER CHOICES	RESPONSES	
Yes	64.29%	90
No	17.14%	24
N/A	15.00%	21
TOTAL		140

### Q13 What Ward do you live in or own property in?

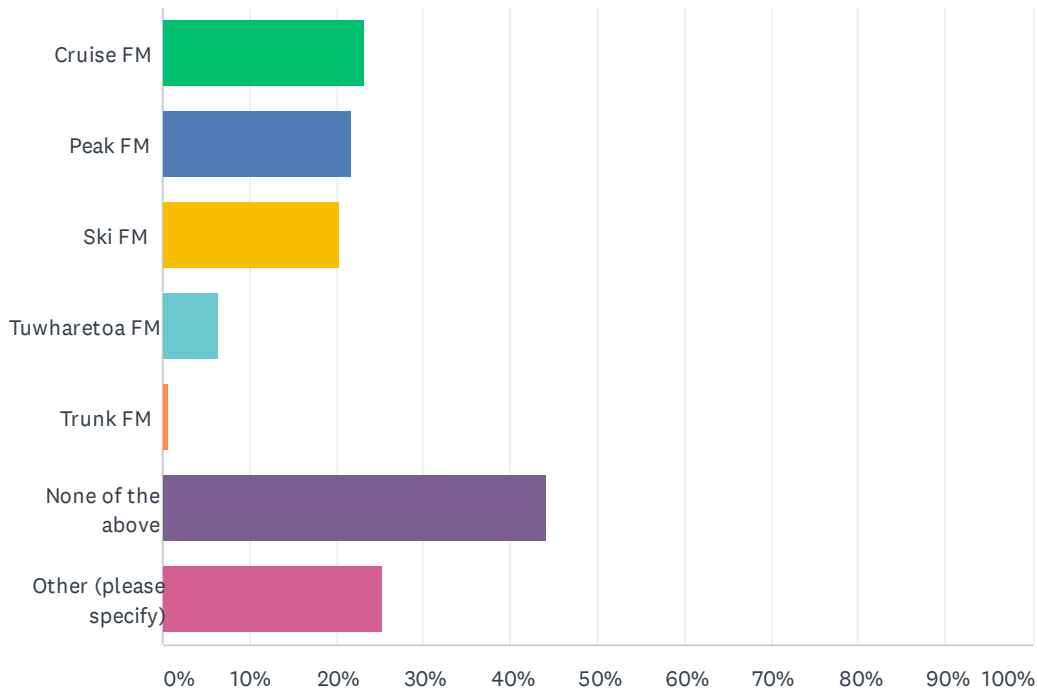
Answered: 137 Skipped: 8



ANSWER CHOICES	RESPONSES
Ohura Ward	2.92% 4
Taumarunui Ward	35.77% 49
National Park Ward	21.17% 29
Waimarino-Waiouru Ward	40.15% 55
Total Respondents: 137	

### Q14 What Ruapehu Radio station(s) do you listen to?

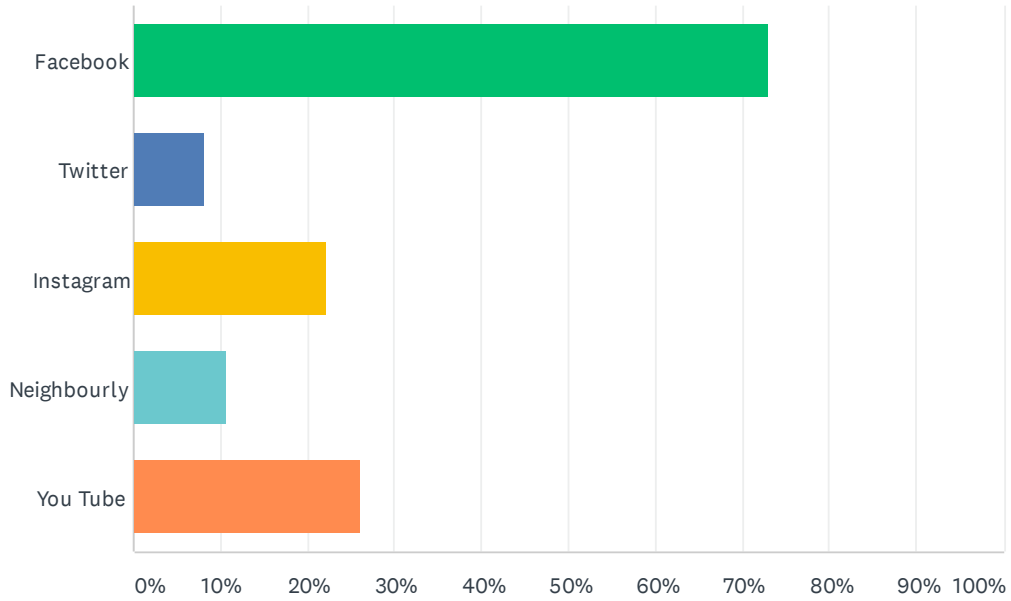
Answered: 138 Skipped: 7



ANSWER CHOICES	RESPONSES	
Cruise FM	23.19%	32
Peak FM	21.74%	30
Ski FM	20.29%	28
Tuwharetoa FM	6.52%	9
Trunk FM	0.72%	1
None of the above	44.20%	61
Other (please specify)	25.36%	35
Total Respondents: 138		

## Q15 What social media platform(s) do you use?

Answered: 122 Skipped: 23

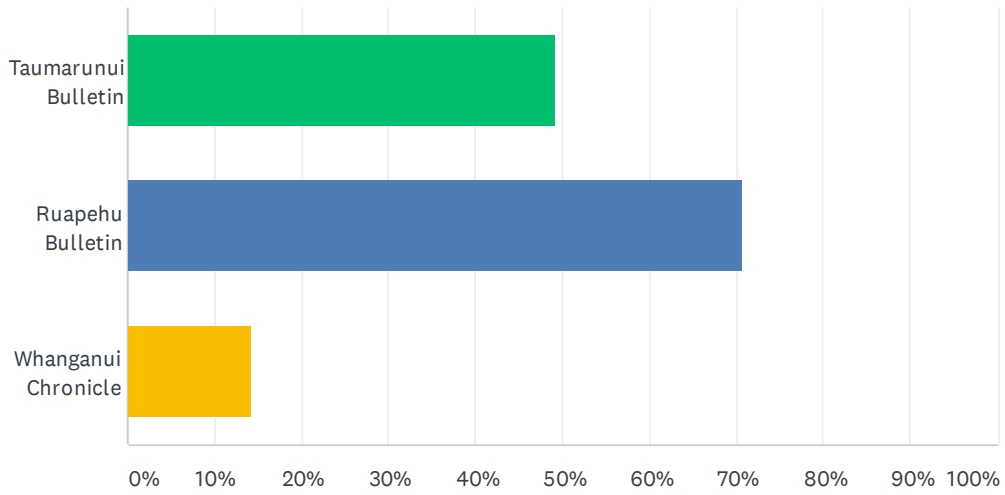


ANSWER CHOICES	RESPONSES	
Facebook	72.95%	89
Twitter	8.20%	10
Instagram	22.13%	27
Neighbourly	10.66%	13
You Tube	26.23%	32
Total Respondents: 122		



### Q16 What Ruapehu newspaper(s) do you read?

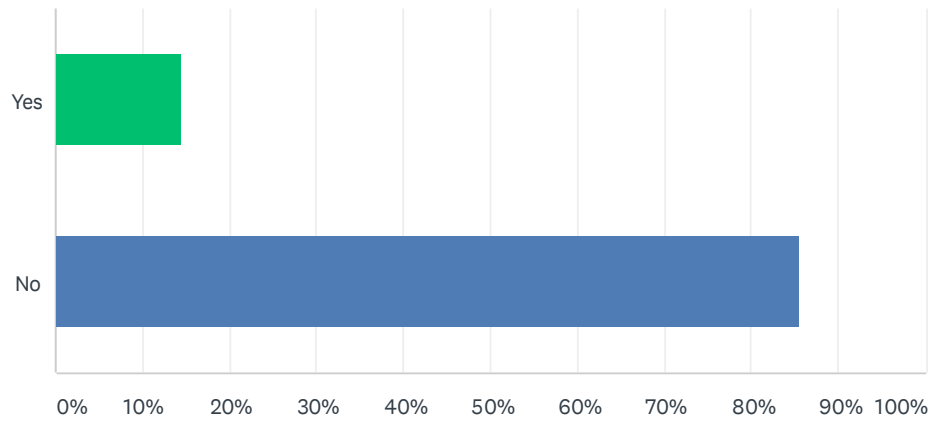
Answered: 126 Skipped: 19



ANSWER CHOICES	RESPONSES	
Taumarunui Bulletin	49.21%	62
Ruapehu Bulletin	70.63%	89
Whanganui Chronicle	14.29%	18
Total Respondents: 126		

# Q17 Did you make use of Council's online services during the COVID-19 lockdown period?

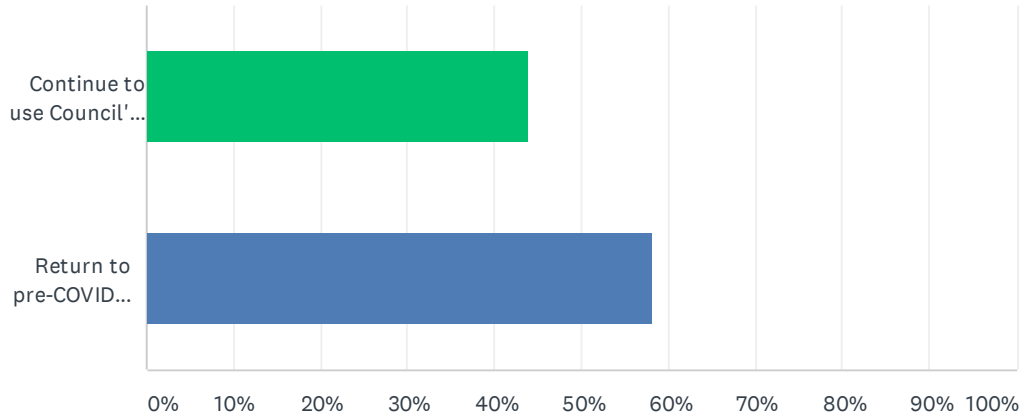
Answered: 138 Skipped: 7



ANSWER CHOICES	RESPONSES	
Yes	14.49%	20
No	85.51%	118
Total Respondents: 138		

## Q18 Are you likely to continue to use Council's online services or return to pre-COVID practises?

Answered: 91 Skipped: 54



ANSWER CHOICES	RESPONSES	
Continue to use Council's online services	43.96%	40
Return to pre-COVID practises	58.24%	53
Total Respondents: 91		

**Q19 Are there any Council services currently not online you would like Council to put online as a priority?**

Answered: 26 Skipped: 119

**Q20 If you would like to be emailed about Council consultation with the public please enter your email address below.**

Answered: 42 Skipped: 103

## Q21 Additional comments

Answered: 50 Skipped: 95