

**PALMERSTON NORTH CITY COUNCIL
COMMUNITY OUTCOMES SURVEY APPENDICES
APRIL/MAY 2007**

COMMUNITY OUTCOMES SURVEY

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

PREPARED FOR:

PALMERSTON NORTH CITY COUNCIL

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Q1b Reasons for their feeling about the range and quality of choices of arts, hobbies, crafts and cultural interests, that are available to residents in Palmerston North

Negative Comments

01...Not much available/need more choices

- not the same choices of things like Wellington, need to step it up a bit
- more choices need to be available to people
- I don't think there's a lot, it's not broad of things, there's room for improvement, more could be available
- very restricted, not much available
- not enough choices, a lot of the good things we had have disappeared
- not a wide range of things
- could be more
- there doesn't seem to be a lot

02...Not publicised/advertised

- not aware of what is out there to participate in
- feel that there's probably lots going on in Palmerston North but you don't get to hear about it, may only know something is on when driving past
- every time I feel like I want to do something, I can't find the information, Council don't advertise well enough
- there could be a range but they are not advertised
- not publicised enough
- more advertising, newcomers to town don't know what's available

03...Lack of culture/not culturally orientated

- cultural things not seen much, just cherry blossom festival, a couple of things like that but I think they could do more
- not enough for the Chinese culture, I'm a student and don't find enough of my culture here
- cultural orientated country and Palmerston North isn't as culturally orientated as my country
- don't think enough cultural stuff in Palmerston North, could be more
- no reflective of the whole community, lack of opportunity for Maori culture available to Palmerston North residents

04...A lack of venues/venues need improving

- I'm Indian and sometimes we would like alternative places for Indian cultural events, would be good to have more venues available
- no decent place to exhibit artists' work, Square Edge, not good, nobody goes there, need another venue with different ranges of work
- don't think there is a range of venues for these types of things, I'm an arts and crafts person, to buy these things I tend to go out of town
- only one art gallery that I know of
- not a lot of museums
- not enough venues to take overseas visitors - art gallery and museum and that's about it, we don't seem to have as much as similar centres of a comparable size
- Te Manawa is a big disappointment, there's nothing about history
- museum stuck in out of way place and so is art gallery, should be in the Square
- Te Manawa is a disgrace, events have hardly anything in the exhibitions, very poor
- Arena, poor lighting for badminton, not up to international standards, only catering for basketball, not other sports like badminton

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05...Not a lot for younger people

- little for people to do, for the younger group anyway
- not a lot to do for age group, more music and concerts for the younger people
- have more and cater for younger kids, e.g. intermediate to high school age group
- not a lot for young age group
- it would be good to see more arts available to children, e.g. museum and art gallery more child orientated

06...Arts/arts and crafts lacking

- no crafts, no craft shops available in town
- arts in general, art gallery, nothing has, up to now, appealed to me
- there is not enough variety in hobbies and crafts
- Council doesn't support the arts, more support from local authority
- don't think there is enough arty stuff in Palmerston North, could be more art and craft shows
- before living in Palmerston North, lived in Dunedin and Christchurch, interested in arts, but it's not very vibrant in Palmerston North

09...Other negative comments

- not enough drama or music
- need to have WEA (Workers Educational Association), have been to other cities where this is available and you learn all sorts of things
- too expensive
- can be expensive for low income people
- not a lot of education facilities
- occasionally feel we miss out on big events, i.e. musical things, like orchestra

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Positive Comments

11...A great range available/something for everyone

- heaps of choice, well organised, well supported
- there is a lot available, diverse, numerous range of activities, interesting activities
- I think there are quite a variety, things you can do and see
- a wide range of opportunities available
- everyone's catered for
- lots of things to do, age groups well catered for
- selection is great, there is usually plenty of choice
- city is well catered for
- for the size of the city, there are opportunities to attend or able to participate in many activities
- they offer a very good range and variety of facilities
- lots of options for everyone
- pretty well catered for
- always something going on, I have a variety of age groups in my family and there is quite a lot to do
- something for everyone's needs, all ages
- wide range of things to do for a small city
- I think Palmerston North has a lot to offer, everything you want is there
- everything we want here in Palmerston North, great place
- good range of activities that I can access readily, we're very lucky there is a lot available in this area
- everything you could possible need is here
- gives young ones more opportunities to do things
- pretty good visual
- always find things we can do
- a lot for people to do in Palmerston North
- seems to cater for interests of most people
- I feel that if you have the energy to go out and look for things to do, there is a multitude of things to do

12...Well advertised

- most of these things are advertised
- hear through free newspaper
- a lot advertised
- if people go and look, e.g. newspapers, Yellow Pages, and word of mouth, radio and leaflet drops
- well documented in the paper, etc.
- the Tribune advertises what's going on

Specified interests/activities available

13...Arts/arts and crafts/art gallery

- I have 4 children that are creative and 1 child who is into mosaics and is able to carry on because of supply, have classes for crafts
- art gallery, never lacking in anything about for me to do in this field
- art courses, Square Edge
- see plenty of opportunities in crafts
- we've got an art gallery that supports local artists
- good art gallery
- the thing is with the arts, you don't have to be an artist to appreciate them
- I do crafts and have been to the art gallery
- a good selection of private art galleries

14...Libraries

- good library, everyone is helpful and reasonable
- Palmerston North has a good library
- library is good value
- library and library bus is wonderful
- visitors are impressed with library
- I like to go to the library
- there is a wonderful library
- library is excellent, I access books online through Awapuni library, find it very satisfactory
- library is brilliant, brilliant stock and they get out in the community, has lots of branches

15...Theatre/drama/dance

- there are a lot of amateur theatre opportunities in Palmerston North privately and sponsored by the Council, Centrepont is great
- Regent, Centrepont and different dance companies
- we've got live theatre
- Regent theatre, always something on
- Regent on Broadway
- dancing
- I like to go to dance classes
- good theatre
- we go to Globe theatre quite a lot

16...Museum/Te Manawa/Science Centre

- we have Te Manawa
- we go to the museum
- good museum
- science museum is good value
- the science museum, it caters for a whole range of ages, it's a good venue and Te Manawa
- Science Centre great
- good stuff at Te Manawa
- Te Manawa and displays on there, visit frequently
- Te Manawa was good quality

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17...Cultural activities/programmes

- a lot of cultural programmes for adults and children
- there seems to be a lot of cultural activities in the city compared to other cities
- cultural groups
- enjoy kapa haka on TV
- lots of cultural days, multi-cultural city
- lots of cultural things
- we participate in Maori cultural events

18...Parks/reserves/gardens/walkways, etc.

- we have plenty of parks and reserves
- Esplanade is good
- lots of parks
- gardens
- walkways are marvellous
- I go to parks and reserves

19...Sports/recreation/clubs

- sportsgrounds are good
- swimming pool
- lots of sport and recreation
- sporting facilities at secondary schools
- there seems to be plenty of clubs and organisations
- a lot of sporting elements
- sporting events
- sporting clubs for younger people and recreational clubs
- if a club was not already available, it is easy to start one up
- pretty good for hobbies and things

20...Music/orchestras

- provincial town but enjoy visiting orchestra
- learning music
- good orchestra
- Council supports children's youth orchestra

21...Concerts/events/festivals/shows, etc.

- comparing here with Australia, a lot more variety in entertainment than over there
- offer a lot more stuff in the Square
- free concerts by Council in Esplanade
- New Years party in the Square
- see plenty of opportunities in shows
- they have a variety of shows at the Arena

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29...Others positive comments

- because we have a good Mayor and Council
- night classes
- lots of courses, e.g. childcare course, basic budgeting, etc.
- very good cafes
- holiday activities
- a lot of community groups
- things connected to the university
- we enjoy going to movies and things like that
- churches for older people

Q2b Reasons for their feeling about the range and quality of choices of organised sports or recreation, that are available to residents in Palmerston North

Negative Comments

01...Not enough sports available

- need more rugby choices
- don't have a lot of water sports
- don't have many opportunities
- we need to run table tennis in Whakaronga, would be nice to gain some sort of help and support from others
- no sports are available here for my children, only soccer, my children have to go to the other side of town to play sports, I live in Fernlea
- they don't have enough of a range, especially in motorsports
- they want to can my petanque
- no water sports
- canoeing, kayaking not available
- anything you want except rowing and yachting, water sports don't interest me
- croquet, not featured much, seems to be a minority, but building up

02...Lack of sporting venues/need improving

- don't have many gymnasiums for gymnastics, no badminton venue, no archery venues
- ground distribution not that good
- dissatisfied that Council's not putting money into hockey turf
- not enough parking at netball courts, number of public attendance far exceed the parking, Vautier Courts
- no track at all for track cycle racing
- another swimming pool at hospital area would be good, even if the Council paid a school to have a pool open
- no rollerblade parks
- the hockey grounds, the surface is all bumpy and has hollows in it, the ball bounces in your face from the hollows, we get strained ankles
- hockey ground needs work done, surface needs replacing
- parking for players and supporters needs upgrading at the netball courts
- I like badminton but there are only 2 places to go, you have to go to Massey University and now I'm not a student anymore
- short of facilities for sports
- could go out of their way to help support venues for sports, i.e. in particular, boxing

03...Lack of information

- not easy to get information about soccer
- if they are there, they are not readily available for you to know about
- I want to get my boy into sports but I don't know where to go or contact, there is a lack of information available
- when I first moved to Palmerston North, I rang Sport Manawatu and they suggested I go to Colquhoun Park when I asked to play softball, I had to figure it out all by myself
- not much cover by the press

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04...Expensive/costs involved

- concern over costs players pay, e.g. hockey players would struggle to pay \$300 to play on new turf
- expensive for parents, need uniforms to be supplied, transport to get out of town
- sometimes not affordable, uniforms, subscriptions are expensive if you've got 2 or 3 children
- cost, sometimes can be a bit expensive

09...Others negative comments

- the rugby, we hardly have any rugby matches here, like NPC and that because there is nowhere to stay
- I have attempted to join soccer and hockey and have left a message and they have not got back to me, tried a couple of times
- river under under-utilised due to cleaning

Positive Comments

11...Good range of sports/opportunities for everyone

- wide choice of things to play if you want to
- everyone has the opportunity in Palmerston North
- so much you can get into and do
- people have the opportunity if they only take it, it's there for the taking
- whatever sport you want to do, it is available
- good range of things available
- I think there are ample opportunities for residents
- meets the children's needs
- is a large range of activities, Palmerston North is a very sport orientated town
- opportunities are there for people
- indoor and outdoor sports well catered for
- do whatever sport you want to in this city
- impression I have is that sport is more than well catered for, for those that play
- pretty much a good range of all sports
- team sports, heaps and heaps to do
- plenty available for my sons
- cater very well to sports and recreation in Palmerston North
- I'm not interested in doing sports but I could go out and find just about any organised sport I wanted, Palmerston North do very well in this regard
- from what I've heard it's available for everyone who wants to be involved
- a good range, no problem joining teams
- you can do what or play what you want in this district
- have 3 kids who have grown up in Palmerston North who have had access to a wide range of options
- both sons always able to play anything, anytime, grounds hardly ever closed
- wide range of sports to choose from, winter and summer sports
- great range of activities available if that is where your interests lie
- we live near Papaoiea Park and we see lots of different types of sports being played
- they offer a lot of different sports
- I like sport and think we have some good choices, lots for people to play, different things
- lots of sports for kids, well catered for
- there is a good variety of sports for people to play

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12...Good venues/facilities/sportsgrounds

- wide variety of venues, just around the corner from where we live
- I'm a rugby facilitator and find the sports areas are great and good choices
- brilliant sporting facilities, money well spent
- we have the Arena, about 5 to 6 stadiums, excellent choice, turfs, well drained playing fields
- good grounds for junior sports
- been to see many sports games, lots of good venues
- plenty of areas for sports and recreation
- sports facilities have been upgraded
- sports grounds, sports centres, pretty well catered for
- lots of places around here to do things
- we have terrific venues, grounds for the children
- there are a number of facilities around the city where people can participate in those activities and they do, facilities are in good condition
- plenty of facilities
- plenty of venues for those who want to be participants
- they upgraded the Arena Manawatu here
- we have the best facilities in the country here

13...Lots of clubs/organisations

- lots of clubs available
- plenty of clubs available
- sports are organised by the various sports clubs
- lots of clubs and organisations that run sport
- a lot of individual sports clubs are abundant
- plenty of organised clubs
- plenty of sports groups, clubs and associations available

14...Am involved in sport/playing sport/kids play sport

- I've participated in rugby through my business sponsor teams
- I go and watch club rugby every week and granddaughter's sports
- like to watch various sports on a regular basis
- I participate in all sports
- we're involved in a few sports
- family play a lot of sport
- all my children are playing sports
- my son plays in a team and grandson is in school teams
- I play a lot of footy
- got boys who play sport
- I've got a family that plays a lot of sports
- I'm involved with organised sport, mainly as a spectator now
- I have a couple of kids that play sport
- I'm a New Zealand soccer referee
- my children play representative sport for the district
- have 4 kids who have played from young to young adults

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15...Easily accessible/easy to get to

- don't have to travel far to get to them
- it's easy to get around
- close to Manfeild
- good access to sports facilities
- travel only short distances
- easy to get to Onley Park
- facilities for organised sport within short distance

16...Well promoted/advertised

- a lot of cover from the media here covering sports and there is a lot of sports awareness
- been here for 7 or 8 years, during this time, my awareness of what is available has increased, I think the Council is doing a good job
- it's always on the news and in the newspapers, the Manawatu Standard, about all the different kinds of sports being played, the results too
- sports events are well promoted on the radio
- promote this sort of thing really well, Council get behind this and promote it
- simply that if you read the local paper, there are many activities

Specified sports available

17...Rugby

- rugby is well done
- rugby grounds everywhere
- have main rugby games here

18...Hockey

- artificial hockey turf, not real turf
- hockey at Esplanade
- hockey grounds with lights are second to none
- new hockey turf
- hockey for children to the over 60's
- school hockey, it's great

19...Netball/indoor netball

- we have 200 times in the indoor netball covering all ages 5 to 50
- get international netball at the Arena
- netball, indoor and outdoor
- have good netball courts
- indoor netball on Church Street

20...Soccer

- brilliant soccer fields

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21...Other specified sports

- member of a cycle club
- cycling
- golf
- golf professional here
- cricket
- squash
- bowling green
- tennis at Fitzherbert Avenue
- touch, skating
- heard about volleyball arena
- volleyball at Pascal Street
- motor racing
- tennis
- touch
- tennis and cricket
- swimming
- including not very common sports like American Football
- baseball, archery
- the Arena has badminton
- a range of tennis, bowling and excellent swimming facility

29...Other positive comments

- Manawatu walkers was well done, the Super 7's, walk for 7 weeks, most events like that are organised
- they could put on a website how the parks are cut up
- not particularly expensive
- international standards out at Massey Academy of Sport
- teach you how to referee courses through Hockey Manawatu
- able to play any night of the week

Q3b Reasons for their feeling about the range and quality of choices of non-organised sports or recreation, that are available to residents in Palmerston North

Negative Comments

01...Not enough options/places to go/some in poor condition

- not enough physical things for young people to do, need more things like skateparks and more climbing walls, etc. to keep young ones busy
- need more for basketball, would like to be able to use courts socially but don't think there's any about that hire them out for this
- need more areas of open space, for children so not too far from home
- used to be a BMX track down the road, now nothing - no tennis courts, no squash courts, no basketball hoops available
- the range of options, there is not much range of choice in motorsport
- just the range of places to go and equipment available, centres, etc., not set up like Sydney
- not many public grounds for bowls or tennis
- not many options, parks for toddlers except for the Esplanade and Memorial Park
- not a lot of things for me to do, for adults is very limited
- parks are not good, graffiti, not maintained
- a bit shabby, state of tennis courts, not well maintained
- courts aren't of a high standard

02...Lack of information/don't know where to go

- not advertised, facilities aren't really promoted that well
- there should be more information available about this, where you can do non-organised sports
- not sure about tennis courts, where are they all?
- don't know where the public tennis courts are, don't know where the public parks are - only know Memorial Park and Esplanade

03...Unable to access/have to be a club member

- there is nowhere where you can play a game of tennis with a mate if you don't belong to a club
- hard to practice tennis serving as courts seemed to be connected to clubs
- clubs are closed to the general public and are hard to get into unless you know a member
- not choices for people who don't belong to a club

04...Have to pay/not a lot that are free

- not a lot that are free
- you have to pay at Massey gym to use a gym that nobody else uses
- golf clubs who get a green fee
- got to pay to become a member

05...Safety issues

- kids on bikes or playing, etc. unsupervised can run into trouble with other disruptive, trouble causing kids
- lack of supervision for young ones in public parks, it is needed
- safety issues can be a factor
- walking is too dangerous

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06...Not always available

- there always seems to be sports being played or dogs on parks and reserves when you want to kick a ball and can't
- Kelvin Grove tennis courts at old Teachers College, near the lagoon, nets have not been put up this year or last year
- tennis not always open, gates locked
- not available at right times like family lifestyle times

09...Other negative comments

- you book to play on a soccer ground of it's a \$500 fine, if there are 5 or more of you, i.e. if you are affiliated with a club
- don't sell block of land by Girls High, mess, weeds, old bowling club, tennis courts are there, enough speculation in town without Council getting involved

Positive comments

11...Lots of parks/open spaces/green areas/places to kick a ball

- plenty of parks
- live close to the park and playground so happy with that
- heaps of recreational parks, Ashhurst Domain, Esplanade, happy with quantity
- there are domains where you can do non-organised sports, great at Ashhurst Domain
- lots of open spaces
- no matter where you live in Palmerston North there is a park nearby and if you're motivated there's always somewhere to go
- there are plenty of places where you can kick a ball around the park, etc.
- we have a park at back and have lots of opportunity to go out and play
- plenty of parks available
- we are well catered for, lots of nice areas
- plenty of green belts or parks
- plenty of parks around, open spaces
- there are plenty of parks and places to go, e.g. the river
- there is a reserve right next to us where we live and at work at lunchtime we go and kick a ball around a park nearby
- there are plenty of places here to kick a ball around
- a lot of open space, good parks that are easily accessible
- plenty of parks, including the skatepark, great for kids
- there is a range of parks and reserves in Palmerston North
- there's lots of parks to choose from, I'm into frisbee, so anywhere there's some grounds to play on
- there are quite a number of parks around the city that are very easy access
- lots of parks and recreation areas for things to do
- parks in all residential areas, no reason to complain
- so many places you can do it, usually open and well maintained, we have a young family, parks are a regular thing
- lots of parks around, we back onto one
- I like the Esplanade, have been going for many years with children and grandchildren
- plenty of green areas for people to do what they want within reason
- have a park within walking distance just around the corner where you can walk the kids to kick a ball around, etc.

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11...Lots of parks/open spaces/green areas/places to kick a ball (continued)

- plenty of green, open spaces available
- lots of green areas, lots of parks
- quite a good range of different parks at different places
- lots of parks and areas available
- we have lots of parks and wide open spaces available to use
- good selection of parks to all residents that are well maintained
- parks very well maintained and plentiful, Cloverlea Park and paddock and playground, Milson Park also handy, Memorial Park and Esplanade excellent
- lots of parks and areas for families to meet and play, very well served in that respect
- plenty of places to go to play with kids and friends
- plenty of parks to suit most needs
- we visit parks to run around and play
- reserves at the southern end of town good for kicking a ball
- plenty of open spaces to do lots of activities

12...Lots of sportsfields/venues/facilities/places for sports

- facilities are available
- there's always facilities available
- lots of sports and lots of non-organised sports to take part in
- plenty of sporting grounds, don't have to go too far to get to one
- once again, good venues
- the Council's got a lot of sportsfields available
- lots of places to play sport
- the grounds are available and you're not locked out, you can go and play non-organised sport
- there are lots of grounds, we are quite sport minded here
- happy with available facilities
- there are sufficient sports facilities in the city for people that want to use them and there is easy access
- we have quite a good range of areas to partake of sport in Manawatu, sportsgrounds near Esplanade are nice
- lots of recreation facilities
- numerous venues available for the public in general
- the facilities in town that are available
- there are good facilities available
- sportsfields are tidy, mowed
- plenty of opportunities to do a lot of sporting things
- lots of sportsfields around, we live close to a sportsfield
- ample venues available

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13...Heaps to do/can do anything/plenty of options/opportunities (unspecified)

- things are there if you like to take the chance to do it
- everything is easily available
- well catered for here
- very readily available
- quite a lot of opportunities
- visitors impressed with range available
- good range available
- always plenty to play if you want to
- lots of opportunities out there
- no complaints, available if people want to do that
- something to do most of the time
- lots of opportunities
- plenty of options
- heaps to do
- good choices of things

14...Good walking areas/walkways

- live near Manawatu River, plenty of walkways
- enjoy and use walking tracks on river
- fabulous walkways
- lots of walks, proper walks, river walks, gorge walks
- it's flat and have good walks
- putting in lots of walkways for both adults and children, an animals
- there are lots of walking areas in Palmerston North, level streets
- walkways are fantastic and interesting
- do a lot of walking, tracks are excellent
- there are lots of trails and tracks, it's easy to get to them as they are spread around the city
- Esplanade great for walking my dogs
- good walking areas for elderly, Esplanade, bush walks
- there are plenty of walking tracks around town
- the walk around the river
- I walk quite a bit, right across town to Pioneer Highway which is about 3.6 kilometres to walk

15...Cycle lanes/mountain biking

- cycle track and tracks in city
- my kids go mountain biking and there's a new mountain biking track
- it's flat and have good cycleways
- cycling, increasing bike lanes, flat, Riverside track
- need good cycle lanes in country, separate from road
- cycling, there are a fair number of places, especially the streets where there are cycle lanes

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16...Tennis courts

- good range of tennis courts available
- so many places to play tennis
- lots of tennis courts available
- ease, proximity to get to court, Collingwood Street, free tennis courts
- we live near tennis courts
- tennis courts, plenty of these within 10 minutes of where people live
- can play tennis in a public tennis court
- 3 tennis courts I can think of
- Colquhoun Park, free tennis courts, all over Palmerston North really
- tennis courts available without paying a fee, casually it is great, can take people there
- good range of tennis courts
- play tennis close by and at Massey
- tennis courts, easily accessible and free to use here in Palmerston North

17...Swimming pools

- Council pool
- if you want to go swimming
- swimming
- I know where the swimming pools are

18...Other specified sporting venues

- I go running
- if you want to go running, it's easy to do that
- jogging
- golf clubs
- softball park in Milson
- Voltaire Park for netball
- squash courts
- good soccer grounds
- quite a few squash courts, rugby pitches at Massey and within the city
- basketball courts

19...School grounds available

- there are lots of schools available
- one thing I like is that you can use school grounds
- plenty of school grounds
- there's a school just around the corner, Roslyn Street, we can go to the grounds and kids play ball and do stuff

29...Other positive comments

- extremely good river for fishing
- got a little boy, nice being able to go to the Square
- through experience

Q5b Reasons for being satisfied/dissatisfied about how the City, as a whole, looks and feels

Negative Comments

01...Disappointed with the Square/spent too much money

- don't like the Square
- Square is fake looking, man made, too vulgar
- too much money spent on the Square, absolute waste of money where it could have gone to whanau centre and the one-stop shop
- Square, gross waste of ratepayers' money, no need for it to have been done, don't know who will use it now
- not thrilled with the Square, lighting not good, ugly, spent far too much money
- don't like the concrete jungle in the Square
- could have spent money better as far as the Square is concerned, could have spent it on intersections, roads, footpaths
- don't think much of the Square, very dull
- the Square is flat
- don't like what has been done in the Square
- the Square is a disaster, not attractive
- I don't like the way the Square looks now, so bare and open, traffic is more encouraged around the Square now
- I am very disappointed at the new Square, the amount of money spent on it just doesn't cut it
- not happy with the Square, been a great waste of money, don't like concrete
- too much spent on the Square, don't like the lampposts, it's hideous
- not happy with the end result of the Square, cost too much and end result is too flat
- dissatisfied with what they have done to the Square, it looks so cold and bare, it was a lovely place to enjoy a few years ago

02...Dirty/untidy/rubbish everywhere

- looks dirty
- looking a bit grubby, lots of litter around, people throw it out of car windows
- broken glass on cycle paths and side of roads next to schools
- think there's a lot more rubbish around the place, very untidy
- too much litter, footpaths untidy, not enough rubbish bins between the Square and Massey
- rubbish around the streets, bottles and tin cans
- footpaths in the shopping areas are filthy, gutters also need cleaning
- there is rubbish around the CBD on the streets, e.g. bottles, broken glass
- walking around town notice a lot of broken glass and rubbish
- occasionally there's rubbish lying around the place
- looks like a dump, people should take pride in what we've got
- they need to clean up the streets, broken glass and rubbish between town and Terrace End and walking down Church Street
- I do a lot of walking and it's getting messier with rubbish, people throwing stuff out of car windows and lots of flyers being left lying around
- grubby place, attitude of people, throwing rubbish out of cars, large population with no regard to environment
- rubbish dumped in streets
- I just think there is too much rubbish floating around, my street is bad
- rubbish, Pioneer Highway, takeaway wrappers
- rubbish problem, need more public rubbish bins
- rubbish everywhere
- Palmerston North was a nice little town, now it's a grubby big town

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03...Not attractive/needs beautification/needs tidying up

- not much in the way of trees in the central city in Palmerston North, not pretty, lack of flowers
- trees need to be left alone
- losing green zones, lack of colour in the town
- cut down the trees, please replace them as they improve the look of the streets
- chopped a lot of trees down, most were mature trees
- taken out large trees and put in small ones that won't grow in my lifetime
- lots more trees needed, they are really needed as makes a huge difference, make it a priority
- the road and railway entrances to Palmerston North are unattractive
- I don't think it is attractive to drive into, visitors wouldn't find it that attractive, lots of nice parks but wouldn't see that coming into the city
- some of the entrances to the city not a well laid out and attractive as they could be
- the town is shabby
- entries and exits to the city need work, i.e. tidying
- graffiti, generally, especially sexual drawings on billboards
- there is graffiti, also in the suburbs
- the trees don't get cut at the top so my house is shaded all day
- more could be done to enhance the city
- a few pockets of city need sprucing up, e.g. Brightwater, beside golf course, likewise the west end of city, just before west end
- George Street and Cuba Street could be improved, some shops need a spruce up

04...Poor town planning/ugly buildings/disjointed/lack of shopping facilities

- I think the Council building is old looking, not a good design, it has a prison look on the outside, maybe needs a revamp
- I am sick of the Council building, they knocked the bottom out of it and now they are closing it in again and it has ugly aluminium windows, the colour of them doesn't match
- some of the buildings and University look a little ugly
- don't like the big orange mega store
- it's got ugly buildings, lost the opportunity to make it art-deco, the art-deco buildings lost out, disappointed in architecture and disappointed in the state of the housing, makes city look tatty
- the good natural features of the City are not very obvious, the city feels too much like a retail area for the surrounding area, the city is around the Square, no connection to the river
- lack of a look, buildings disjointed, bit bitsy
- I feel the CBD is like a concrete jungle
- no shopping centre at Kelvin Grove, not even a dairy to get a bottle of milk and bread so have to go a long way
- shops been located in the wrong area
- all the building seems to be at the end of town, Ashhurst and Massey
- think there is confusion on why buildings are being built so far from town, in the centre there are so many empty shops, unfilled businesses, looks shabby
- poor town planning, bought in a cul-de-sac, now the Council is going to open up the road
- the CBD, shopping disappearing to the outskirts

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05...Services/facilities need improvement

- dirty water coming out of taps, pipes need replacing, more money into infrastructure
- temporarily dissatisfied due to all the roadworks
- not happy with the roadworks at present
- always seem to be roadworks
- massive roadworks outside, that's not good
- windy, speed control traffic things and parking in middle of road is risky
- footpaths are bad, huge trees root up footpaths
- rubbish collection could be improved, Council advertise to put out by 7.30am and I've had to phone at 5pm to collect - on windy days, rubbish blows around, why can't we have wheelie bins? - neater
- on rubbish day, lots of rubbish blowing around, it's disgusting
- too many bags are not taken by the rubbish collectors, should have separate bins for rubbish or big bins close to put rubbish in
- need to provide more rubbish bags, we pay high rates, we recycle for them, this is the least they could do
- some of the lighting in some of the streets could be turned up a bit

06...Lack of things to do

- need more things to attract visitors, more leisure or recreation
- nothing free to do, teenage kids have no activities
- need more activities

07...Spending priorities wrong

- I think they have their priorities wrong way around spending the money, important issues like water quality and the rubbish is where it should be spent
- spent enough money on the city, we don't need to spend anymore
- clock tower, spent too much money on it, should have put the money into something else as the tower looked okay
- the feeling you get is that the city inhabitants are split, the cross on top of the clock in the CBD, people didn't want it there and they did it and spent approximately \$35,000
- money should go to Whanau Centre rather than the clock tower in the Square
- the money that is wasted spending, could be spent a lot more wisely, I'd like to see money spent on roading in rural areas
- disappointed with the amount of ratepayers' money being spent, I think they are going overboard and the debt won't be repaid
- spend all this money, the place was alright as it was, I'm a taxpayer
- inappropriate money spending

08...Poor image/unfriendly city/no heart

- we come across as a student city, party hard, pretty sad image
- the city stills needs to find its identity, need to find this, non-descript
- doesn't have character and vibrancy in the City
- has got a bad rap, comes across as a horrible place to live
- Palmerston North feels heartless, without a heart
- Council could encourage the community to get more involved in the city
- general attitude of people
- people need to get a life, the town is unfriendly, nobody smiles, negative people, needs a moral boost to the town
- find Palmerston North people aren't friendly

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09...Crime/safety issues

- crime
- maybe sometimes it's not safe, but people put themselves at risk
- boy racers should be clamped down on, wouldn't like what happens in Auckland with boy racers to come in here, children need to be safe in home environments and streets
- skidding drivers, McGregor Street

19...Other negative comments

- parking on footpaths, not safe for pedestrians, not good when you have problems seeing
- Palmerston North is moving ahead but not enough is being done to make it a good place to live now and in the future, e.g. art gallery and museum
- I saw a lot of plans in the past but things haven't happened so have nothing to give opinion on
- we've had some constructive improvements but in the process of doing that there have been some icons removed, some of the citizens are a little aggrieved that they have been removed
- enormous cross on clock tower is intolerable and arrogant, multi-cultural now
- Information Centre needs a sign to point to it so people can find it easily, i-site needs to be more visible at exit and entry points
- rather dissatisfied about the windmills from a visual point, would rather just nature
- I don't like looking at the windmills, too many already
- I'd like to see the windmills painted, they stick out, bottom half a different colour, would not be so prominent
- things are changing too fast but it is for the better
- a little bit backwards and behind compared to other places, i.e. Hamilton, Palmerston North has stayed in the doldrums
- other areas have pets being able to be around the city but not here
- taken cycle lanes out in Broadway and Church Street, were all behind trees, now they are all parking both sides, quite a few other streets had them too
- need to get rid of the big oak trees because of bird droppings on cars and footpaths
- no ramp on steps for elderly at the dawn parade, old boys were struggling on those steps
- I think the traffic seems to be backing up all over the place
- there's no more sportsfields now than when I was a kid
- Highbury Whanau Centre closing is an absolute disgrace
- don't like the weather, want to move to Nelson, warmer there
- Palmerston North needs more signage around the place to help people who aren't familiar with the city
- could do with a better stadium

Positive Comments

21...Like Palmerston North/a nice place to live/nice atmosphere/good feel to it

- just love Palmerston North
- pleasant enough place to live
- a nice place to live, comfortable atmosphere
- I came from the east coast 50 years ago, Palmerston North is a great place
- I love the place, have come from another country
- pleasant place to live
- nice town, nice surroundings
- got a good feel about the place
- a very pleasant place
- because it's a nice city to live in
- one of the nicer cities
- it's a lovely city to live in
- pretty marvellous place, pretty lucky to live here

22...A clean city/tidy city/clean and tidy

- clean city
- always tidy
- well maintained, neat and tidy
- well kept city, clean streets, not a lot of litter
- around here parklands are kept clean and tidy
- pretty well maintained, not a lot of graffiti or rubbish lying around
- tidy town
- everything pretty tidy
- streets are clean and tidy
- town is nice and tidy
- town looks clean
- a lot tidier than it was
- usually clean and tidy
- the streets are being kept clean in the CBD and outwards

23...A beautiful city/pretty/nice looking city

- looks fairly nice, no horrible places
- because they've spent a lot of money to make it look good
- aesthetically pleasing
- looks nice and bright
- I think it looks really good
- I think it is an attractive city
- the city works hard at presenting a good image, the entrances to the city
- the general appearance of the city
- very beautiful place
- the entrances to Palmerston North are appealing
- a pretty looking town

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24...It's fine/okay/happy as it is

- no grizzles, pretty satisfied
- it's pretty good, I don't have any strong feelings about it one way or the other
- just happy with the way it is
- satisfied with things in general, things are going along fairly well
- things humming along nicely
- it's adequate for my needs
- it feels okay to me
- overall it feels a good city
- not a bad town
- the city is nothing great, but it's not awful either

25...Like the Square/improvements to the Square

- Square has improved with lights, etc.
- I think the Square in town is looking better all the time
- very satisfied with what has been done in the Square
- Square costly but looks very nice, will pay off in the long run
- upgrading has improved the Square
- made a big difference all the work on the Square and that area looks really great, well lit at night
- improvements in the Square are really good, new layout and new clock tower look good
- the Square is awesome, made a really big difference
- I think the Square's really great now, much better than it used to be, a lot of money but looks excellent
- I really like what has been done in the Square
- happy with revamp of Square, looks nicer
- what they have done in the Square is amazing, more light, more modern, becoming more attractive all the time

26...Plenty of parks/green areas/the Esplanade/places to walk

- there are green areas in it, the railway land and parks, etc.
- there's enough green around, going along the bridal track, having access is great
- lots of parks
- Memorial Park is great
- plenty of green areas
- parks are well maintained
- grass walkways
- nice parks to go to with the kids, not many people there, there are a lot of parks here
- green space is good
- good places to walk
- the Esplanade is looking pretty good
- the city has got a wonderful plus in terms of the Esplanade and the river walks
- Esplanade, walks down by river for dogs
- there are plenty of parks for recreation

27...Lovely gardens

- gardens are good
- gardens are great

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28...Trees/trees down the streets/plants

- I like the trees that are around the streets
- lots of trees
- more trees around
- plenty of trees, the plants keep it attractive
- the trees down Pioneer Highway are great
- I feel there are enough trees around
- green city, lots of trees
- tree plantings

29...Good layout/well set out/wide streets

- layout is excellent
- streets are wide
- the whole structure of the city is laid out well, the design of the city is good
- like the layout of the city
- well laid out
- city layout is really nice
- I think they planned it well, city layout
- the city is well laid out

30...Good services/amenities/facilities/everything you need

- covers all your needs
- whatever I need is available
- it has all the amenities
- recycling going ahead, good focus
- anything you want is here
- everything works well, services, etc., infrastructure works well
- roading and water upgrading
- new traffic lights and median islands
- more facilities, i.e. library, etc.
- most things here
- good facilities
- facilities open all hours

31...Lived here most of my life/it's home

- feels like home
- it's home
- been here for a long time
- this is basically home, never want to leave a good city
- because have always lived here
- lived here a long time
- lived most of my life here

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32...Easy to get around/less traffic/easy access to facilities

- here in Palmerston North, everything 5-10 minutes away, close, convenient shops
- easy to get around, straightforward
- it's easy to get around the city, can get to places you want to go easily
- everything is close
- traffic flows well
- handy to everything and not too much traffic
- everything within 10 minutes drive
- easy to find and get yourself around, good access for getting around
- can get anywhere quickly
- you can get anywhere you want without the hassles of a big city
- accessible to everything
- easy to get to most places
- easy to get around, 5 minutes to work, easy to get from one side to the other without traffic problems
- everything is very handy here

33...City is improving/has improved

- with the upgrades, I'm quite happy that things don't stay the same, it's good, new, modernising, good to see where my money is going
- upgrading, making good improvement around the town
- currently have renovations that will improve the city
- changes are being made and happy with that
- done a lot to modernise Palmerston North
- improved a lot
- they've made some improvements

34...Plenty to do/attractions/entertainment/recreational and sporting facilities

- vibrant, lots going on, events, caters for a wide range of tastes
- more nightlife, cafes, bars
- plenty of things to do
- cafes, restaurants, things for children, events over summer
- good variety of cafes and restaurants
- good shows at Regent
- quite a variety, i.e. theatres, Centrepoin, Globe, Regent
- a lot of events happening
- plenty going on in the city

35...Council doing their best/well run/managed

- well run by the Council, do a reasonable job
- Council do try their best
- Council do their best

36...Good shops/business area/good retail facilities

- don't lack anything with shops in town
- shopping is well presented
- business going well
- I like the fact that shops are in central places
- I like the inner city, nice shopping
- shopping is exceptional
- good shopping in Palmerston North

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37...It's safe/a safe place/Square is safer now

- safety, being a mum, letting kids out to play
- feel safe walking through the streets
- I feel safe
- it feels like a fairly safe city
- feels safe, can walk around without the feeling of being mugged
- Square is good when it comes to safety
- people feel safer in the Square, not walking on bark like they used to, opening it out has made it safer
- I think it's safer at night in the Square
- the way they have done lighting and cameras in the Square makes it safer

38...Good for families

- good for young families
- it's a good place to raise kids
- more focus on family
- good place for kids
- everything that the family needs is here
- it's a family focus city, e.g. economically viable

39...A good sized city

- small but nice
- city is not too big
- nice size

40...Flat/no hills

- plain, no hills
- that it is flat, I like being able to walk on the flat
- not hilly, it's flat
- flat
- flat city
- no hills

41...Friendly place/good people/helpful/good to each other

- compared to the rest of the country, Palmerston North people look after each other, e.g. Highbury Whanau Centre,
- people are very helpful and pleasant, shopkeepers very pleasant, taxi drivers are very pleasant, etc.
- good neighbours
- love the people
- air of confidence of the people
- the people are polite
- people are friendly mostly
- it's pretty friendly

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49...Other positive comments

- known as Knowledge City, happy we are known as that
- coming from Auckland, a bit of a culture shock, "big fish in a small pond"
- central to everything and everywhere, in middle of everything
- good central hub
- University could do more to lure more here with sports scholarships
- young at heart, easy living
- laidback
- cruisey
- the pace is less stressful
- plenty of social service organisations
- cycle lanes
- pathways for cyclists
- lagoon
- the lagoon is nice
- hospital is great
- good buildings
- airport, can even get overseas
- have an international airport
- nice outlook up to the hills
- good climate
- like the windmills

50...Don't know

Q6b Reasons for their feeling about the level of safety for themselves, their family and their home, where they now live

Negative Comments

01...Too many burglaries/break-ins

- no break-ins for us but I live in a student area and I hear about a lot of burglaries
- there are a lot of burglaries and robberies in Palmerston North
- been broken into twice in 5 years, room for improvement
- too many burglaries
- I got burgled yesterday when we were asleep in our house in the Terrace End of town
- property been stolen off our section
- my daughter had her car broken into and another daughters car stolen
- our neighbour's home was broken into and also outdoor furniture, solar lights and garden ornaments removed at night about 6 months ago
- cars and shops interfered with in the neighbourhood
- have been burgled about a year ago, prior to this I was confident that no-one would rob me, now have an alarm system
- both neighbours have been broken into, just a matter of time before it happens to us
- had my car broken into the other week
- because my car and other cars in the street and within the household have been broken into
- more burglaries, odd burglaries in Gillespies Line area
- there have been a lot of burglaries lately in our area
- there have been several burglaries around here, all around us
- burglaries in the neighbourhood

02...Don't feel safe/a feeling of insecurity

- level of safety is only basic, not as good as it could be, to feel really safe we installed security ourselves
- feel unsafe at night if out walking
- I don't feel very secure at present but hopeful it will get better soon
- I am away a lot and worry about my family
- I lock my door after 5pm now
- would not go out at night
- I don't feel safe in my home when my husband is not around
- paranoid I will be broken into
- not feeling entirely safe, especially at night
- we have an alarm and security lights but still I don't feel very safe
- feeling of being unsafe, feeling of insecurity

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03...Too much speeding/the speed of cars

- lots of trucks speeding, Benmore Avenue
- speed of motorists down road is dangerous, Waldegrave Street, travel 100kmph
- every Friday, Saturday, Sunday, boy racers have come through a brick wall, Amberley Avenue corner with Clarke Avenue, dangerous, cars coming through fences and children's area, speed bumps needed
- boy racers ripping up the road early in the mornings
- general traffic, too much speeding
- our street is like Manfeild, not safe, Holdsworth Avenue, lots of schools, college kids in cars, shocking driving
- Dahlia Street, used like a race track, accident waiting to happen
- teenage hoons driving
- we mainly get car chases down our street, while kids are playing, we're on Keith Street, it's a main road, lots of cars and trucks
- speeding drives on Marne Street, 100kmph, police did catch them, want speed bumps in Marne Street

04...Bad behaviour by young people

- our area has a lot of naughty youths who vandalise, etc.
- lots of young people milling around in middle of night, Ruahine Street
- one or two of my friends have been attacked walking out at night time, usually groups of young people when someone is walking alone
- noticing young people smashing bottles on footpaths, always seem to be problems with youth
- kids on drugs causing problems
- teenage hoons walking by
- quite a few students in Marne Street, someone stole a piece of plate glass and smashed on footpath, kids walk past to College Street school, dangerous for kids
- someone set fire to my letterbox

05...Other specified instances of crime in area

- we've had rape down our road not long ago
- girl raped in neighbourhood lately
- somebody had their car wrecked, we live in a cul-de-sac, this was recently in Epsom Road
- we've had police swat teams in our street with guns and didn't know why they were there
- last week woke to find police and police dog in next door's garden chasing an offender
- 4 months ago, the flats behind us, someone from the flats set fire to the back fence
- live in Ruahine Street, nice area next to dairy which was held up in drug raid
- we had an occasion when a woman came to our front porch and asked for help and the man behind her was hitting her
- should I let my kids go out by themselves, woman assaulted here

06...Bad neighbourhood/people that cause concern

- because of the half-way house for ex drug users that is in my locality, seeing the people from this house walking the streets in the early mornings in bare feet worries me a bit
- neighbours don't mix, people sneaking in when you're not home, seem to know when you're not home
- always worried by strangers around my home
- bad neighbourhood
- no-one speaks to their neighbours in this area, don't know who they are, don't think they watch out for you
- a few houses sold as rental flats, calibre of tenants leaves a bit to be desired

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07...Parties in the area

- parties, Ruahine Street
- every Friday night and public holidays, noisy, drunken student parties
- sometimes parties in street, if you broach topic of noise, you can be threatened

08...Not enough Police presence

- the police presence is very low, I'd like community police, we can get to know the community cops
- biggest problem seems to be getting police to attend crimes, extremes in what police can and can't do, how they can react, powers
- need traffic officers out after school
- not enough police

09...Crime rates increasing

- crime rates are disappointing, becoming alarming now
- rising crime
- you see in the newspapers all the people they have arrested
- Palmerston North becoming too criminal

19...Others negative comments

- I live in a Council flat and need more lights and keys that open all the flats, I can borrow one but not good, also glass front and back doors
- dog control is poor, real problems, wife was attacked and Council was not interested, didn't even return calls
- footpaths very bad, the Council needs to look past Square and civic buildings, need to spend more money on footpaths and roads
- real arrogance of drivers coming out of carparks and driveways, seems like pedestrians should give way to cars
- Milson, street lighting really poor, streets too dark
- Milson Line, sensors around streams not satisfactory, streams all around city not fenced

Positive comments

21...No problems/no issues/no trouble

- nothing bad goes on around here
- lived in Palmerston North for 30 years and had no problems
- never had a problem
- never had any trouble, sometimes leave house unlocked and haven't had any problems
- no experience that is negative to make me feel less than very satisfied
- I've lived here 15 years and nothing's happened
- lack of bad experiences
- no trouble whatsoever
- reasonably trouble-free
- not had any trouble in 6 years
- never known of problems in my area
- no problems in our area, hasn't been any issues I can think of really
- never had any problems in 9 years
- have had no bad experiences
- never had anything happen to us, our home or possessions
- lived in Palmerston North for 15 years, never had problems with safety issues

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22...I feel safe/never afraid

- I feel safe
- feel safe at home
- seems quite safe
- I feel safe enough to walk at night with my little dog
- I feel very safe in my home
- I feel safe, very safe
- we always feel safe
- I've never had any moment where I've been afraid
- have no need to feel unsafe
- never scared

23...It's the area I live in/a good area/a safe neighbourhood

- I think it's my area why I feel safe
- live in a cul-de-sac, pretty happy
- neighbourhood is really good
- live in a safe neighbourhood, Fitzherbert ward
- we are in a really neat neighbourhood, it's a rural community, RD1 Palmerston North
- live in a good area
- live on a back section, houses are good all around
- we live in a good area in Roslyn, we live in the north-east part of the city
- fortunate to live in a safe area
- safe place to be
- it's my area, I'm in a new subdivision
- quiet street
- no concern for safety because of neighbourhood, newly developed area
- where we are in Kelvin Grove we are lucky, not much happens in our area, it's a nice area to live
- where we are now we feel very secure in Hokowhitu, I feel more safe here than in Wellington
- very safe neighbourhood, safe suburb
- good area to live in
- we're out of town and don't feel threatened, nice rural community

24...No burglaries/break-ins/few burglaries/break-ins

- no burglaries
- few burglaries
- I have never been burgled
- never had a break-in
- haven't been robbed myself
- no robberies, Riverdale
- never had a burglary
- no break-ins
- never had a burglary
- don't hear of many burglaries going on

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25...Have good neighbours

- we have a good community, everyone watches out, keeps an eye out
- the neighbours look out for each other similar to Neighbourhood Watch
- very supportive neighbours
- have good neighbours, elderly and they keep an eye on things
- I have good neighbours
- know all my neighbours
- good neighbours, watch after each other
- have a great neighbour who is vigilant
- my neighbour is like a watch dog
- good neighbours make it safe
- we all know each other around here
- we know every neighbour in the street
- friendly neighbourhood, no friction in flats where we live
- I get on well with the neighbours so we all look out for each other
- good neighbours watch out for others and are always there for you
- range of different occupations in the street so there is always someone home in the street

26...Have Neighbourhood Watch/Neighbourhood Support group in area

- Neighbourhood Support
- have our neighbourhood support group through police, got stickers
- because we have a Neighbourhood Support group
- we have a very good Neighbourhood Watch group
- neighbourhood is safety conscious, have Neighbourhood Watch
- good community watch, not police organised, organised by residents themselves
- have a great Neighbourhood Watch

27...Take precautions/have good security/gates/alarms, dogs, etc.

- got screen door so feel safe, all old people need to have these installed, old people can't defend themselves
- I've protected myself, I have a security beeper half-way down the drive
- we have an alarm and have rooms monitored
- in a gated community
- been here a long time, know the areas to steer clear of
- retirement village, locked up at 8pm at night
- I take the necessary precautions, locking house
- for safety I have a German shepherd dog
- dogs bark when strangers are around
- I have Chubb locks and an alarm, I also have a St Johns alarm, it's good, for my own safety
- just take all the right precautions
- I have a dog
- have a largish dog, wouldn't be as happy if we didn't have a dog
- live in a fully fenced back section, it's not easy for people to take stuff out unnoticed
- in a retirement village so have all the gadgets to make me safe
- have a big dog so it's fairly safe
- we have our own security system and our gates are locked each night

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28...Well served by police/good police presence

- police come quickly when called
- police driving around a lot so that's safe
- because we are well serviced by police if problems
- fast police response within a minute with my prowler scare
- 3 police officers living in our street, makes you feel safe
- people are satisfied with police doing their job
- fast police response in case of emergencies
- saw community police patrol in Ashhurst in car at 8.30pm at night

29...Less crime/low crime

- not a lot of noisy disturbances, no-one coming onto property, no disturbances
- no stone throwing through windows, no hooligans walking around where we live
- there aren't so many crime incidents
- low crime
- Gillespies Line, no hoons, no through traffic
- less crime, not as much graffiti
- no people walking past from the pub
- no attacks on people

30...Safe for kids

- kids can walk down to the park and it's not an issue
- never worry when I go off to work, children are safe
- kids can ride their bikes around and play in the street
- I feel comfortable to let my kids wander around the place

31...Good street lighting

- lots of street lights in my street and light from the Pioneer Highway
- lighting is good
- good lighting in my area
- well lit street
- well lit

39...Other positive comments

- a lot of old buildings pulled down, makes it safer, more open
- close to hospital and other doctors, etc.

40...Don't know/no reply

Q7b Reasons for their feeling about the level of safety they feel in public places at night in and around Palmerston North

Negative Comments

01...Not safe/wouldn't feel safe-wouldn't/don't go out at night

- rarely go out walking at night time, don't walk, just from A to B at night time
- not safe at night, even for men
- we don't go out at night simply because of safety reasons
- have to be careful at night
- not out after dark
- we used to walk to the RSA safely but not now, live down a long drive, feel very vulnerable now
- don't go out at night as it's not safe for single women alone
- I just feel uneasy, I don't feel comfortable there, even with my husband
- don't go out at night, not safe
- don't like it, don't feel safe, stay at home
- I don't feel safe, I wouldn't go out at night by myself
- we are careful where we go at night, we just don't go into the middle of town
- worried about safety when walking alone
- would worry about my safety
- wouldn't go anywhere at night on my own at all, feel unsafe
- feel unsafe in town
- when out at night, don't feel safe
- I wouldn't feel safe at all
- feel unsafe during weekday evenings
- unless I was with my husband, I wouldn't go out by myself in city
- don't feel safe in town at night, always need to be aware
- don't feel safe walking anywhere at night
- feel unsafe walking from work to car in the winter
- I wouldn't like my kids there and I don't go there at night at all
- totally stay away, don't even try to go to social gatherings
- I would never go out by myself, I wouldn't feel safe at night
- I avoid them, I'm not happy with the central city after 8.30pm or walking back to the car from pictures by myself

02...The Square is not safe at night/wouldn't go to Square at night

- wouldn't go into the Square at night, I don't think it's that safe
- there is still the crime issue in the Square
- there are concerns with safety in the Square
- the Square is still unsafe
- I wouldn't walk through the Square myself
- live close to the Square but wouldn't walk to the Square at night
- don't go into the Square at night
- not safe in the Square after midnight
- Square definitely unsafe
- even if I did go out at night, I wouldn't go to the Square alone, I don't feel it's safe, big trees
- personally I would not walk the Square at night, never know if someone is on the prowl
- wouldn't walk through the Square as it's not really safe
- I don't go into the Square at night because of potential of danger

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03...Drunk people causing conflict/drunken young people

- issues with young people and drinking
- young drinkers at night are a problem
- there was a group of youths by the Cobb, they were drinking and smashing the bottles
- my husband and I go into town every Friday, see kids drunk with bottles
- too many pissheads
- young crowd are drunk and abusive and some are confrontational
- drunk kids at night
- drunk individuals in the city
- too many drunk people around the streets at night time
- there is drunkenness and kids smashing bottles
- drunken hoons
- too many drunk kids
- teenagers are drinking
- drunken young people
- drinking culture of young students, rowdy
- intoxicated youth

04...Young people hanging around/loutish behaviour/intimidating

- gets a little rough in town at night, young hoods hanging around
- on several occasions at night, coming out of restaurants and bars, have been threatened by people looking for violence
- lots of street kids hanging around, always feel uneasy
- groups of kids hanging around town make me uneasy
- loutish behaviour in the Square, usually groups of people walking around, quite intimidating
- at night, lots of young people loitering
- people have been challenged, some people are a danger, strange people about
- people accosted
- it's the teenagers, there was a group of youths by the Cobb, I felt intimidated and very unsafe
- too many young people hang around in the Square
- the few times I've been in town after dark, I've felt threatened by youths and unruly behaviour
- type of people who are out at night are not good
- sick of young crowd, ruin it for everyone else, idiots
- groups of young people can make you feel uneasy
- hooligans around the Square
- there is fighting
- groups of young hanging around, intimidating behaviour
- groups of unruly youth after business hours, later in the evening
- not safe because of the ratbags around
- young people congregating in and around Square
- roving gangs of youths roaming the streets at night give a feeling of unsafety, have had confrontations with them
- in a restaurant recently, 4 youngsters outside and threw object at window
- youths roaming around late at night
- a lot of people in town just to intimidate other people
- could be cultural as I am Chinese, have been abused and bottles thrown, not by older people but by the younger ones

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05...Violence/physical assaults/attacks/muggings/fighting

- all the violent crime that is going on, not just in Palmerston North but nationwide
- my son was mugged, unprovoked attack by 3 people in centre of town at night
- violence late at night in the Square and CBD, after movies come out, events finish and when pubs close at 3am
- my stepson and friends got assaulted in the Square at 4.30pm
- several attacks
- different attacks in the Square
- assaults are concerning
- too many attacks
- attacks on walkers, my husband and I walk together but we are finding it harder to find safe walking tracks or areas
- been a couple of attacks around the Square
- people getting bashed in Palmerston North
- fighting, etc. in the Square
- there have been recent attacks in our streets
- muggings
- physical assaults
- down our area we've had 2 attacks in the last fortnight

06...Boy racer problems

- action is being taken regarding the boy racers in CBD
- groups of people moving in cars
- boy racers hurling around
- the boy racers
- speedsters, boy racers
- speeding cars, boy racers
- boy racers making a lot of noise
- boy racers damaging road, Pacific Drive

07...Need a great police presence

- need more police presence in city at night, don't even see police cars on patrol
- more police needed
- need more policing, not necessarily enough just to have cameras
- no police presence unless someone calls 111
- because not enough police presence
- some of the activities that happen in town at night that aren't policed, it's more of a policing thing
- they should have police surveillance on foot

08...Crime level/rising crime/crime in the city

- rising crime factor
- too much crime
- the bigger the city, the more problems you get
- several friends and ourselves have had cars broken into and that makes me feel uncomfortable about going into town now
- the crime level
- crime rising
- because of number of reported crimes, I believe that they are happening regularly
- there are a lot of burglaries and robberies in Palmerston North

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09...Sexual assaults/rapes

- teenage sons approached by older men, worried about that, being harassed
- not surprised people get raped
- rapes at the river
- wouldn't go to a public toilet at night
- recently lots of bad things happen, i.e. rapes recently
- we get a few rapes down here
- rapes in the Square
- lots of reports of rapes
- sexual assaults

10...Better security needed-lighting/cameras, etc.

- the Square is well lit and monitored but the other streets of the CBD are not which makes it dangerous at night
- parts of town are too dark, not enough lighting, alleyways, e.g. Broadway and Main Street, one or two streets away from the Square are too dark
- keep the Square fully lit
- some places, e.g. Cuba Street, there is not enough lighting in the street
- keep subsidising city host guys on bikes who ride around the Square
- more and better lighting around inner city area
- more cameras needed
- lack of security, need more lighting, lit areas and more cameras please, by downtown and bus shelters
- lack of security in the Square due to the drop of funding by Council
- not much security in terms of security people
- the lighting is quite dark
- there is not sufficient surveillance and resources to provide for your safety
- in the city, the Square is lit up like a Christmas tree but in the suburbs it's pretty shady
- Square is great but lighting at some events is poor, had my car broken into at the speedway
- walking in hospital grounds at night, not well lit

11...Has improved/safety is better but still room for improvement

- I do acknowledge the efforts Council has made to make the Square safer, but it's a shame they have to rely on the community to keep it safe, the neighbourhood patrol, Lou Findlay and his group
- the Square is better but still needs improvements
- cameras in the Square are good but record after you have been beaten up
- disappointed, could be better
- still need to improve safety
- has got better since the Square has been done up
- needs a lot of work
- believe safety is better than what it was in the central city
- thousands of dollars spent on cameras and lights and it's still not safe

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12...From what I've read/heard, it's not safe

- had friends with bad experiences, cars being broken into in town when out for a meal
- reports in the paper, haven't been personally attacked
- heard of incidents
- friends have complained about safety
- what I have read in the paper
- nothing personal has happened to me, but I've read about it
- hear nasty things
- media highlighting the dangers
- just in terms of people, I know of altercations people have been involved in
- just by reading the paper
- just from what I have read, I always travel by car
- read in the newspapers
- news reports are concerning, especially for children
- friends go out in drug arm van, tell stories of girls being raped, take drunk girls home
- have heard it is unsafe at night in certain areas
- we have heard it is not very safe
- you see and hear stories

13...Rubbish/broken bottles/glass

- every Friday, Saturday and Sunday collect broken bottles from footpath in the CBD outside my business, only one block from police station and there is broken glass outside my business
- a lot of rubbish and mess
- there may be a liquor ban, but we live on main street, Featherston Street and we suffer from broken bottles all along the road, it's just appalling
- dirty

14...My age/don't feel safe at my age

- because of my age
- feel not safe at my age
- because of age
- I'm 80, it's getting a little unsafe

19...Other negative comments

- should be no traffic in the Square at night, have a pub out at Massey
- pavements not good quality
- like any city, a few risks
- had friends that have had spiked drinks, it's common sense, don't leave drinks about, you just have to keep your head on your shoulders and be careful
- at night, I feel the need to lock my car
- need higher penalties for violent crimes
- more prosecutions needed
- late closing times of bars, etc. encourages people to commit crimes and violence occurs

Positive Comments

21...Never had a problem/feel safe/don't feel unsafe

- no problems for me
- I go to the pub and I don't feel scared
- always feel safe here
- by nationwide standards we are a really safe city, by that I mean the Square and the pavements of the inner city
- never had a problem
- feel very safe, have no bad experience
- never known of problems in that area
- nothing bad ever happened to me at night
- feel safe, I can wander home drunk, regularly, at one or two in the morning with no problems
- feel safe at moment, Square and town area but has to be kept that way, we walk there a lot at night
- I walk through the Square at night, 6.30pm, feel safe
- no problems in recent times
- don't feel threatened at all
- don't go regularly, never had significant issues
- don't feel unsafe walking in early evening
- never feel unsafe in town at night

22...Has improved/Square is safer now

- the upgrade of the Square, for safety reasons it has worked because I feel safer now than what it was
- a lot better than it was, opened the Square so it makes that safer
- cleaned it up, used to be quite dark and young people and break-ins, in the Square, now they've opened it up and it's a lot safer
- Square, huge improvement
- the Square now it is upgraded makes it a safer place to be
- because they've spent a shitload of money making it safer
- it's better than it used to be, the Square is safer being nice and green
- lack of trees in the Square, keep feeling safer
- the Square is a bit safer now compared to about 5-10 years ago
- layout of the Square has been improved
- feel it is pretty safe compared with 10 years ago

23...Good lighting/well lit

- especially in the Square, well lit, too lit up
- the attempts in the CBD made by Council to increase lighting
- good lighting
- it looks too bright at night, if people went around the Square, it wouldn't need so many lights
- new lighting
- well lit
- better lighting now
- adequate lighting
- there's a lot of lighting and it's a small area
- everything is lit up

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24...Security is evident/police/cameras

- cameras and security stuff
- security guards are seen around
- there's always a policeman around
- security cameras are around
- bouncers make you feel safe
- can feel the police presence there

25...Always take care/don't take risks

- if in doubt walk in two's, don't walk on your own in a dark street, don't put yourself at risk, use commonsense
- I don't put myself in the position, I always take care
- I stay out of dark alleys
- always park my car in a secure carpark
- as long as you're with other people, it's okay
- not many places in the CBD that are unsafe if you stick to the main streets

29...Other positive comments

- often see drunks but intoxication clamped down on now in inner city
- they have made the inner city alcohol free which I like

Q9b Ease of moving in and around the city streets in the off-peak

01...No problems/easy to get around/traffic flows well

- it's fine, easy to get around
- get where I'm going off-peak quite comfortably
- seems to be easy to get around
- no problems at all, have struck no problems
- don't have problems going through or out of town
- I think it's easy enough to get around
- it's fine, easy as
- don't have any problems, get to where I want to go quickly
- generally not too long to get from A to B
- easy to move about
- easy to zoom around
- haven't had any problems
- no problem getting around, no problems at all
- because Palmerston North is easy to get around, generally no problem getting from one place to another
- easy city to drive around
- takes no time at all to get across town
- flow of traffic is easy
- very easy city to get around
- takes 5 minutes to get to the other side of town
- no issues in peak times at all
- good traffic flow off-peak, I have no troubles getting around then
- easy, good flowing traffic off-peak
- normally you can get around the town with no difficulty
- it's easy to get around, you can get around town in 15 minutes off-peak

02...Not too bad/not much congestion/not much traffic/less traffic

- not many motorists
- no traffic so can get their quicker
- the roads at non peak are pretty empty
- not much traffic in Palmerston North compared with other larger cities
- no traffic
- traffic not too bad in off-peak
- not very much traffic around
- go to work at 5am, no traffic
- not very busy, but it is getting busier
- there is more traffic than there used to be but it's not too bad
- off-peak traffic is fairly light
- don't have density of traffic

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03...Good layout/roundabouts work well/ring road works well

- roads work well around CBD
- the roads are nicely laid out, we have only one one-way street which makes it easy to get around
- don't need to go through the centre of town as the city has roads you can drive around
- marvellous, all in squares, grid system is easy
- roundabouts much better than traffic lights
- new layout means you don't have to go through the Square
- I stick to the ring road, it helps you flow into the areas you want to go in
- general layout of streets
- easy how the main roads are in grids
- city fairly well set out
- ring road, Ferguson Street, Pitt Street, Princess Street, Grey Street works well
- getting better due to good planning
- good roundabouts
- ring roads are absolutely brilliant

04...Know the city/select the easiest route

- know where I'm going, pick a route to get to places
- know the area very well
- I know the roads well
- I know where I'm going, straight there and back
- choose my route to town
- know the city and which routes to take
- I take the same route to work every day and it's hazard free and it's the closest route, only one set of lights which is good
- lived here all my life so know the shortcuts
- you need to know the city
- once you get to know the place, it's okay to get around
- I avoid town, just stay on outskirts

05...Traffic lights work well

- lights are good
- lights mean you can get across town easily
- traffic light system conducive to good traffic flow
- lights are synchronised
- lights control traffic very well
- not having to wait too long at traffic lights
- plenty of traffic lights
- good traffic light scheme

06...Ease of parking

- because you can find a park
- good parking
- park outside where you want to go
- can park outside the shops you want to go to
- parking good
- easy to get a park
- parking available
- there is plenty of parking
- no problems with parking or anything

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07...Good roads/wide roads

- wide roads
- wide streets
- the roads are good
- there are good roads

08...Not too many traffic jams/hold-ups/delays

- no queues
- no long queues across town
- no restriction in traffic, no hold-ups
- there are no delays in off-peak
- can move around without major hold-ups
- no hold-ups or traffic jams from Main Street through to Pioneer Highway or Main Street to Tremaine Avenue
- no traffic jams
- not too many hold-ups or traffic jams
- no hold-ups or bottlenecks

09...Slow flows/too much traffic/some problem areas

- need lights or a roundabout corner Grey Street and Princess Street, lots of traffic hold-ups
- to get out of street off Milson Line and McGregor Street, I always use one exit only, can't get across shopping centre to exit
- too much traffic
- congestion on Ruahine Street, standstill and no traffic flows centrally
- don't like the taxi quick turnover, they hold up traffic
- volumes of traffic is horrendous
- a bit disappointed how the traffic flows in the inner city, there is too much traffic now
- from Broadway into the Square, really need a double lane to go around the roundabout and need to get rid of angle parking, to move traffic along ANZ bank side of the Square, left turn to Main Street needs its own lane

10...Better co-ordination of traffic lights/too many lights

- too many sets of lights, not co-ordinated
- way the lights work in town, not synchronised, junction of Rangitikei Street, Walding Street, Cuba Street
- outside the Plaza, between the two lights, it's difficult to get around
- there are so many traffic lights, the traffic lights hold me up
- bottom of Vogel Street going into Napier road, the main road going to Napier, had to wait 10 minutes to turn, that was at 2.10pm today
- traffic lights all over the place, it's a shambles
- some of the lights, maybe signals need to be looked at, to be better synchronised

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19...Others (negative comments)

- stupid drivers that cause problems
- hard to get parks
- sometimes it's quite busy and hard to get a park
- no car parks
- invalid's parking, nobody patrols it and other people park in them
- lots of near misses that I see
- occasional problems - roadworks, accidents or public events that prevent you from getting to or around the Square
- I think we should have a one-way system like Christchurch, it has a Square too
- there are too many roadworks at the moment, there are dust and rocks

Others (positive comments)

- roadworks well managed
- roadworks have signs to give direction
- have to be understanding about roading improvements
- no roadworks where I live
- good signage
- good signposts and road names are clearly marked
- the road marking is sufficient to enable a good traffic flow
- pick your time for travel

Q10b Ease of moving in and around the city streets at peak times

01...No problems/traffic flow good/easy to get around/less traffic

- easy to get around
- no problems with traffic
- compared to other cities, it is easy to get around
- easy to commute, used to heavy traffic in Auckland
- if you abide by rules, no problems
- takes 3 minutes to get to work, where we used to live, it would take an hour
- it is easier to get around than Auckland
- not as big as some places so the traffic isn't so bad
- not very busy in comparison to a lot of places
- no major hold-ups

02...Not a big problem/has improved/doing the best they can

- not bad yet
- no major delays
- I think they do everything they can to make the traffic flow, top end of Fitzherbert Avenue, they have widened the road and replaced the carpark in the Square end
- there's always a little traffic, no major problems in Palmerston North
- since traffic lights have gone at the top of Cook Street and Pioneer Highway and roundabouts now on Cook Street, it really helps traffic flow, good safety changes

03...Expect delays/just need patience/allow more time

- you need to allow time to get around to the place you need to be
- doesn't make a difference, still happy even though traffic can be heavy
- still no problem, just have to wait, doesn't bother me, I just wait for the traffic to go
- I'm used to lots of traffic, my husband was stuck in traffic for seven minutes, I don't think that's too bad
- I'm a patient person, it takes 15 minutes during peak to get home, this is okay with me, the patience is very important
- stuck in traffic, not much can be done, does flow but need to be patient
- have to leave earlier sometimes to get to places
- I choose to drive a car so I put up with the consequences
- always add extra 20 minutes if driving at busy times

04...Avoid peak times/don't travel at peak times

- don't have to travel at peak times
- try to avoid peak traffic
- try to avoid peak times
- getting busier so I avoid 3-5pm and leave earlier to avoid traffic
- avoid travelling at these times
- grocery shopping is all we do, too many hassles at peak times, do shopping on Thursday mornings only
- we live out of town and avoid that if at all possible, after school was a shock to us, we avoid it because we can
- don't go out in peak times
- avoid peak times
- I keep out of it as much as I can, I don't go out in peak hours
- I try not to drive at around 3pm to 5pm

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05...Choose alternate routes/keep away from busy areas

- in peak traffic, you can miss out traffic by travelling the back streets, if you know your way around Palmerston North
- keep planning ahead if you need to use town in peak times
- Palmerston North is a busy, student city, there are alternate routes if city is busy
- being a slightly larger town, there are alternative routes once outside the Square
- there are a lot of options to drive out of the city
- think ahead and take the back streets, if you know it's going to jam up at the lights, go along some back streets
- take the long way
- have to cut through hospital
- try and avoid Ruahine Street if I can

06...Traffic lights work well

- if you use the traffic lights, because of the way of the flow, seems to be no problems
- I enjoy the new lights system
- lights not too bad

07...

08...Too congested/areas of congestion/slow traffic flows

General comments-no specific area

- not easy to get around
- chockablock traffic, long waiting time
- too many bottlenecks, too much traffic around
- just hectic, everyone finished at 4.30-5pm and that starts traffic backing up, can't get anywhere on time
- I feel more could be done about congestion at major intersections
- peak time starts at 3pm and doesn't finish until 5.30pm, a lot of congestion around schools, in particular
- getting busier and busier
- flow could be improved
- the frustration involved in time delays, instead of taking 7 minutes, it takes 15 minutes because traffic is just moving slow
- lots of traffic building up, no traffic flow
- too busy, have to go through a lot of intersections
- too many people on the road
- very difficult because traffic is heavy with other school traffic on the road
- it takes ages to get from one side of the town to the other and it shouldn't because it is flat
- a lot of hold-ups
- congestion in certain areas
- several areas around town that really get congested, it all jams up and you have to wait around for a bit
- traffic jams, most places around the city, intersections are bad to be able to get across
- roads can't cope with the volume of traffic
- gets congested, bottlenecks
- congestion in main streets, takes forever to get through
- Palmerston North is growing a lot, a lot more motor vehicles around

08...Too congested/areas of congestion/slow traffic flows (continued)

The Square/CBD/central area

- bottlenecks, particularly around the Square
- traffic jams and backlogs in the Square
- there is so much traffic, it takes so long to go a short distance in the inner city
- city centre traffic jams, Fitzherbert Avenue too busy
- so much traffic, not enough space generally but especially the Square, near Hallensteins
- congested at times, I don't go through the centre of town
- because heavy traffic can be annoying, from around Broadway and around the Square
- it gets congested around the Square
- real bottleneck around the Square and immediate surrounding area, not a good flow
- I still find Rangitikei Street near the Square a little bottlenecked

Ruahine Street/Tremaine Avenue/Featherston Street/hospital area

- one problem area, Ruahine Street outside the hospital at peak times
- Ruahine Street backed up
- there are certain areas which are extremely busy, Ruahine Street by the hospital
- Ruahine Street is an absolute nightmare, this is work related for me
- where Grey Street and Ruahine Street meet and the top of Broadway and Ruahine Street, that area is so congested
- 3pm by hospital lights on Tremaine Avenue and Ruahine Street, traffic doesn't flow at all, also Ruahine Street to Featherston Street doesn't flow at all
- bedlam, hospital area in general, bumper to bumper
- where I live and work, the hospital area, Ruahine Street and Featherston Street, they are very clogged
- especially down Ruahine Street, the traffic moves so slowly, Tremaine Avenue is the same, really slow outside the hospital
- our main streets, particularly Ruahine Street, too much traffic, it just doesn't flow, is okay for off-peak but should be designed for peak traffic
- really hard at different places, traffic is bumper to bumper, e.g. Ruahine Street
- you go up Ruahine Street bumper to bumper, it's crazy
- too many people travel up Ruahine Street so it's very slow to move there

Massey/heading out to Massey

- going from the city centre to Massey University and back, there is only one bridge and that gets congested
- road to Massey is a disaster
- Massey, when University in action, congestion
- Massey at peak times is diabolical
- by Massey University there is too much traffic and the traffic is slow moving
- over the bridge to Massey is an area that's congested

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08...Too congested/areas of congestion/slow traffic flows (continued)

Other specified areas

- certain sections, areas are disgusting, at the main intersection, Featherston Street and Rangitikei Street, very dangerous
- 4-6pm, cars backed up, e.g. Featherston Street, Rangitikei Street
- particularly bad where road from Feilding meets main road and on Tremaine Avenue
- Tremaine Avenue, railway side of city, 8am, bumper to bumper
- Tremaine Avenue, chaos, Rangitikei Line, mainly that side of town has the most traffic problems
- choking up of streets, Tremaine Avenue
- some streets it backs up, Featherston Street, flow is not good
- Milson Line diabolical, come through there every night and it's just a shambles
- we rent in Milson Line, I leave early to get my kids to school, a drive that takes 2 minutes, it takes 15 minutes, traffic is really heavy on our ring roads
- quite a wait to get over the Milson overbridge
- Fitzherbert Avenue, Milson Line, Rangitikei Street create traffic jams
- schools being out, busy build-up of traffic by Boys High
- going down Featherston Street past Boys High, the traffic really banks up there after work,
- traffic jams off Ruahine Street, Broadway, Victoria Avenue, Albert Street, back up of traffic on these streets
- there are blockages in some streets, Victoria Avenue, Albert Street, no lights means it can back up
- difficult getting out of my driveway into Albert Street, it's blocked because of traffic, I have to turn left into the supermarket and then turn right
- peak times, north east side of city, Albert Street, Heretaunga Street, gets quite congested, travel from one side to the other for work and congestion is very noticeable
- it can be frustrating, from Fairs Road turning right into Milson Line, traffic can block the intersection, bottlenecked 8.30-9am and 2.45-5.15pm
- because of the density of traffic, the intersection of Milson Line, Fairs Road and Tremaine Avenue and Ruahine Street, backlog is too big
- nightmare getting along Milson Line, John F. Kennedy Drive to Broadway
- from Kelvin Grove to centre is appalling
- sometimes you get stuck at intersection of Vogel Street and Featherston Street for 10 minutes
- Te Awe Awe Street and Fitzherbert Avenue, most congested intersection in Palmerston North
- the pressure of number of vehicles wanting to get from A to B, traffic back down Te Awe Awe Street and down past hospital
- can be quite slow, just so busy, live by the airport so there is lots of traffic and live by a lot of industry, making the area busy

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09...Roadworks cause delays

- roadworks in southern end of city
- the roadworks should be done when the students are on holiday or when the city is quiet
- roadworks at present
- last few months very difficult, roadworks slowing traffic to Massey and in town
- 8am Friday morning, the main street should not be ripped up, i.e. Fitzherbert Avenue
- hold-ups, roadworks

10...Problems with traffic lights/delays/not in sequence

- at some of the traffic lights, the banking up of traffic, e.g. Victoria Avenue back to Broadway
- Tremaine Avenue, Rangitikei Street lights, you can wait for ages
- the traffic builds up, there are queues of cars waiting at the traffic lights
- traffic lights don't correlate well as the timing is out in the sets of lights that are supposed to be working together
- traffic lights not in synchronisation, might make it through one set but never make it through two
- bedlam in this area, King Street lights don't stay green long enough, only let one or two cars through, then they all back up
- traffic lights at Rangitikei Street, etc.
- the traffic doesn't seem to move, our lights just don't seem to work
- lights at Cuba Street and Rangitikei Street, you cannot get across
- takes 7 lots of traffic light changes to get from Te Awe Awe Street and Fitzherbert Avenue, over 5 minutes for one intersection
- traffic flow is erratic, uneven times on lights makes for uneven flow
- 3 or 4 light changes doesn't impress me, down Tremaine Avenue, also Ruahine Street, that whole area
- on certain key routes they could improve the timing of the traffic lights
- ring road and the lights on the side streets, take too long to change and are too short, have to wait 3 changes before I move
- long delays at traffic lights, i.e. Tremaine Avenue, Rangitikei Street is main one or Milson Line, Tremaine Avenue, Ruahine Street, by hospital
- light changes a bit quicker, perhaps more regularity between sets of lights
- the lights seem to change very quickly and are often out of phase
- Fitzherbert Avenue, bad at present getting through lights
- Fairs Road, Milson Line, towards hospital in morning peak times, better light coordination needed
- lights change 3 times before you can get through the intersection, Ruahine Street and Featherston Street
- you can't move sometimes for 3 changes of lights, coming from work at 3.30pm particularly bad
- takes 7 lots of traffic light changes to get from Te Awe Awe Street and Fitzherbert Avenue, over 5 minutes at one intersection

11...Milson Line closure

- will get worse when they close the road to extend the airport
- people unsure about changes to Milson Line, causes traffic jams
- good when Milson Line closed
- starting to fix problem, out at Milson, traffic for airport to use alternate route
- may not come into town if have to use Rangitikei overbridge
- will be worse if they close Milson Line

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12...Improvements needed

- there should be a one-way system here
- I travel up Ruahine Street, it's awful, the trees need to go in the middle and put in a turning strip, get rid of the gardens in the middle
- Council has a problem, College Street and Victoria Avenue needs a roundabout, feel it is a dangerous corner
- need better access for the trucking, industrial, need to get them off main road, access back ones
- bulldoze the Square and put in more one-way traffic
- put more roundabouts in, should be easier
- need more roundabouts
- some areas there could be a roundabout, where Grey Street and Ruahine Street meet
- Council needs to do more planning to find solutions to this traffic build-up
- should be some more free turns instead of traffic lights around the city, Park Road is good, has a free turn
- quite a few intersections need improving, Featherston Street, Rangitikei Street

13...Roads too narrow/need widening/more lanes

- main roads have been reduced to one lane where they used to be two
- need more multi-lanes to filter traffic
- make roads wider, especially Ruahine Street
- narrow road, very dangerous on Milson Line

14...Bad driving/motorists are the problem

- Cuba Street, Rangitikei Street intersection, people go through orange and red lights and sit in the middle so other traffic cannot go through, needs monitoring
- people running red lights
- people in too much of a rush, some don't know how to drive
- drivers not the best, at roundabouts are slow to react
- people run red lights, motorists are disrespectful to other motorists, e.g. no courtesy and that causes congestion
- low driving skills of some and manners of others
- impatient drivers
- a lot of people forgetting the rules
- a lot of it is due to the drivers, a lot of different nationalities, not knowing exactly where they are going

15...Good layout/roundabouts/ring road

- lots of streets that run parallel
- wide roads, no one-way roads
- the outer ring around the city makes a difference
- the roundabouts
- straightforward streets

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19...Others

Positive comments

- other cities much worse than Palmerston North, I catch the bus to and from work so it's not a hassle for me
- easy on the motorbike, can zoom in and out of traffic
- so well marked, the streets
- being aware of when roadworks are taking place in certain areas
- provision made for cyclists
- we need more public transport

Negative comments

- meter man was very rude
- occasional problems - roadworks, accidents or public events that prevent you from getting to or around the Square
- no alternative routes, everybody has to go the same way
- lack of alternate routes, going to Milson from town via Ruahine Street, the slowest way
- the speed limit on Napier Road, intersection with Roberts Line, needs to be lowered to 70kmph at least, it's very dangerous, you cannot get across, people from Ashhurst are speeding very fast, the traffic needs to slow down
- parking is a big issue, look for ages, a lot of people trying to get the one park and some people don't display tickets - do they get caught?
- parking is difficult, i.e. cinemas area is busy in the evening and Saturday, can be quite difficult to get a park
- city centre, 12 to 2pm, no parking
- humps used for pedestrian crossing slows down the traffic flow
- no traffic management plan
- poor planning, a very poor layout
- new road was to be opened but hasn't as yet which would divert some of the traffic to Railway Road, like the ring road
- schoolkids everywhere riding three abreast
- cyclists have to keep an eye out in peak time, everybody is in a hurry
- bike lane merges into the car lane, very dangerous on corner Milson Line, turning into Fairs Road
- have to put up with cyclists, kids out of school

Q12a/Q12b Reasons for cycling

Codes as per questionnaire:	Col.(Q12a)
1...To commute (to work/school/place of learning)	152
2...For fun/leisure/recreation/family enjoyment	153
3...For health reasons	154
4...To save money	155

New codes:

5...Convenience/ease of getting around/avoid parking	156
6...Environmental reasons	157
7...Sports/fitness	158
8...No car to use	159
- vehicle breakdown	
- wife using the car	
9...Other reasons	160
- not using petrol on a short run	
- reduce petrol wastage	
- moving bike to new house	
- exercise dog	
- been in a hurry, instead of walking	
- a nice way, a different pace to travel	

Q13b Reasons why they feel it is safe/unsafe to ride a bicycle around Palmerston North in the off-peak

Negative Comments

01...Inconsiderate/bad drivers/unaware/don't watch for cyclists

- people open car doors in the inner city without looking for cyclists
- young car drivers are thoughtless in respect of cyclists
- motorists just don't respect cyclists or cycle lanes
- do motorists look out for cyclists? Not near where I live
- too many idiots not watching what they are doing
- drivers ignore you on bikes, cut you off, treat you as though you shouldn't be there
- I wouldn't ride a bike around here, too many cars and drivers who don't look out for you
- motorists not giving away at roundabouts
- not enough cyclist awareness for motorists and cyclists
- parked cars opening doors without looking for cyclists
- car drivers careless
- cars do not look out for cyclists, they don't give them room, some cars cut in front of cyclists
- idiots, students from International Pacific College, don't know how to drive
- not enough consideration given to cyclists
- I don't know that drivers show too much cyclist awareness
- drivers are inconsiderate to cyclists
- car drivers think that cyclists should be off the road, the road is for everyone, motorists are very down on cyclists
- see cars taking no notice of cyclists

02...Amount of traffic/volume of traffic

- still too much traffic on road at any time
- too many cars
- too much traffic
- too many motorists
- traffic too heavy
- busy cars even in off-peak
- lots of traffic
- too many cars

03...Speed of traffic

- mainly boy racers, speed and hooning, hanging out the window, minority
- too many young drivers take too many risks, speed too fast, don't slow down
- boy racers
- too many fast drivers who don't look
- sometimes at night, boy racers show no respect for cyclists
- Pioneer Highway, fast traffic

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04...Cyclists need to take more care/not take risks/make themselves more visible

- cyclists need to be more careful
- cyclists riding 4 abreast, no manners, not sticking to the lanes
- you need to take care
- cyclists need to be more aware of motorists
- cyclists still need to be wary of motorists that aren't being aware of safety of cyclists
- I wear a vest to make myself safer, I take responsibility, people give way or seem to when you wear a vest
- I wear a high visible jacket so I am noticed more
- you would need your wits about you
- I know that cyclists have to watch for cars
- cyclists go through red lights
- schoolkids are idiots, they need to do something about the kids
- as long as they don't zoom down the footpath
- know of a few people who have come off bikes around town but get that everywhere, they need to keep their eyes open for traffic
- cyclists need to take precautions and use the lanes for them
- if cyclists have good road skills
- depends on how you ride your bike, don't ride out of driveway without looking, watch traffic
- if you stick to the rules and stick to the side of the road
- if you don't wear safety gear, then unsafe
- as long as they have reflective gear and lights they are okay
- if cyclists obey the rules, they are safe
- safe with commonsense, be aware of the cars around you
- off-peak reasonable as long as they don't ride 2 or 3 abreast
- if you're careful and following road rules
- cyclists do have to watch out and take care, beware of cars parked and travelling around
- if they're careful, it's safe
- very safe as long as you have good lighting on your bike
- must be sensible, aware of traffic and intersections
- keep my wits about me and take reasonable care
- I am used to traffic, aware of road rules, use defensive cycling

05...Roads not designed for cyclists/not enough cycle lanes

- not enough cycle lanes, gaps at long intersections, tend to blend in with road lanes
- bikes are not given enough room on the roads
- the roads aren't designed for cyclists, not enough cycle lanes, to change lanes, getting across, buses and cars won't give way to you
- not much room for the cyclist, John F Kennedy Drive, and it's rather busy down there with Ezibuy and Mega Mitre 10
- not a lot of cycle tracks
- cycle lanes are not safe when motorists want to turn left through the cycle lanes
- not enough room for them to bike
- no room for cyclists
- some roads are too narrow
- lots of unmarked intersections, confusing for children
- cars and bikes should not compete for the same road space
- not enough cyclist tracks
- need to create more cycleways and have them lit at night
- need a few more cycle tracks like Pioneer Highway

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06...Too dangerous/accidents/near misses

- seen lots of near accidents, not the cyclist's fault, the motorists
- saw someone knocked off bike on the corner of Cook Street and Fergusson street roundabout
- too dangerous
- nearly been run over several times
- Longburn Street, really scary on a bike, you are as far to the left as you can go, but still dangerous
- sheer number of near misses I have had from vehicle drivers
- almost got knocked off my bike on a Saturday afternoon about 3.30pm and a car almost collected me, that's happened about 3 times in 12 months
- it's a bit dangerous for motorists and cyclists
- saw motorbike slide and come off on green paint on cycle lane
- had a bad experience, been knocked off my bike

07...Cyclists not always visible

- hard to see them as a motorist, especially children
- cyclists not using lights at night
- cyclists aren't always seen
- angle parking in the Square could be dangerous as motorists can't see cyclists very well
- even when cyclists are in lanes, they are difficult to see
- nobody wears bright clothing
- it's safe except for the fact that sometimes it's hard to see a cyclist if you're not looking out for them

09...Other negative comments

- not enough law enforcement, without helmets, something needs to be done
- see a lot without helmets
- trucks down Tremaine Avenue
- because the bits of the road you have to ride on are nasty and sort of invisible
- roads have a big camber so they're not flat
- I see it in the morning, I get hassled on a motorbike so it must be hard on pushbike people
- wouldn't attempt it at my age
- wouldn't let small kids out on bikes
- kids doing wheelies, damage to playground in Esplanade
- glass is a problem
- worst time is when schools come out and it's just havoc with all the bicycles

Positive Comments

11...Cyclists well catered for/cycle lanes/increased cycle lanes

- most have good cycle lanes
- there are new cycle lanes going up all around
- cycle lanes are very helpful
- lots of bike lanes, new ones you hadn't noticed before
- lots of biking lanes
- green lines for cycle tracks are good, Grey Street on ring road, lanes are well designated
- good, addressed the cycling lane issue so now there are good lanes for cyclists
- good improvement, a lot more cycle lanes
- good set up for cyclists
- there are cycling lanes in most of the main areas
- I think the Council's done a reasonable job trying to upgrade and make cycling safe on the road
- cycle lanes, all marked, makes it great, never used to be
- because of the cycle lanes that have been put in
- increased number of cycle lanes, this has happened over the last 2 years
- appreciate there are cycle lanes for cyclists
- there are bike routes and lots of people use them
- cycle lanes in town
- I ride in the cycle lanes and it's always good
- I commute in from a semi-rural area and the cycle lanes are really good
- plenty of cycles, I think the Council has thought of cyclists
- quite good cycle lanes at major intersections
- have increased number of cycle lanes
- quite a few cycle lanes available, it's a good cyclist's city
- Council has been improving cycle lanes over the last 3 years
- town is built for biking, intersections are built to accommodate cyclists
- more cycling lanes in Palmerston North, nearly all streets
- cycle lanes are all over the city, makes it safe
- increasing number of cycle lanes and stuff
- since the cycle lanes have been put in

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12...Less traffic/not so busy

- volume of traffic is low
- less traffic flow, less dense
- not much traffic
- not much traffic so should be okay
- there is no traffic around at 6am in the morning
- there is less traffic on the road and you are more likely to be seen
- not too much traffic around so it should be okay on a bike
- not as much traffic
- lack of vehicles, lack of traffic
- less traffic, easier for them to ride about
- off-peak times there is not so much traffic
- not many cars
- haven't got traffic volume
- not a big volume of traffic
- not so busy so it's safe for kids going to school
- no big traffic problem compared to bigger cities
- during daytime, no dramatic traffic hold-ups
- because no people rushing, so it's pretty empty streets
- not a lot of traffic so it's safe for the kids

13...Safe/few accidents/no problems/never felt in danger

- because I haven't heard of anyone having an accident
- never had a bad experience
- don't think it is unsafe
- fairly safe I would think
- very few cyclist accidents reported
- I have had no troubles
- when I did bike I didn't feel in any danger
- have not been involved in any accidents
- because haven't yet been knocked off my bike
- you never seem to see bikes being pushed off the road
- just safe, I haven't had any problems
- I've had no bad calls
- mostly it's safe I feel
- don't hear of accidents happening
- seen cyclists, seems okay
- have never had a problem while riding my bike
- some of my family use bicycles and they all return at night, so yes, it's safe
- my husband feels he is safe
- I have been biking to work for 6 years and only on one occasion, a guy didn't see my lights, down Tremaine Avenue is quite safe
- no accidents, feel safe when cycling
- my husband and children bike sometimes, no problems
- I'm middle-aged and I've never felt nervous
- never had a reason to feel unsafe

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14...Motorists are aware of cyclists/courteous

- because most motorists are used to cyclists in Palmerston North
- motorists are pretty careful
- motorists are aware of cyclists
- cars in off-peak have more awareness
- drivers are reasonable, not driving in cycle lanes
- reasonable attentiveness to cyclists
- generally drivers are courteous
- motorists aware of cyclists
- most motorists watch out for cyclists
- motorists respect cycle lanes
- people are aware of cyclists in lanes
- cars are considerate of you
- courteous car drivers
- motorists are courteous
- everyone looks out for bikes

15...Wide roads/plenty of room

- wide roads
- roadways are nice and wide
- roads are wide enough to ride bikes
- streets are wide to accommodate cyclists, plenty of open space for them to go
- wide enough roads
- room to move around
- lots of space on the streets
- roads are wide enough
- plenty of room for bikes
- roads are a good size, enough room for cyclists
- streets are straight and wide
- nice wide streets
- no vehicles come near me, plenty of room
- room to move
- plenty of road

16...Flat roads

- roads are flat
- flat
- fairly flat to ride
- flat city
- flat landscape

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17...Good visibility

- easier to see cyclists, motorists are aware they are there
- more likely to see cyclists in the off-peak
- visibility is good
- schoolkids good, good bright vests
- not too obscured from cars
- well lit streets
- daylight, can see where they are going
- mostly in off-peak they are visible to the traffic
- one abreast, easily seen

19...Other positive comments

- no boy racers out during the day
- signs on road coming into town, "leave 1.5m for cyclists"
- many pedestrian crossings are available to be used
- well signposted
- good campaign, making people aware of cyclists, "think bikes"
- police system makes it safe, educating children and parents do the same
- I'm confident on a bike, I know the roads to go

20...Don't know/no reply

Q14b Reasons why they feel it is safe/unsafe to ride a bicycle around Palmerston North at peak times

Negative Comments

01...Inconsiderate/bad drivers/unaware/don't watch for cyclists

- people in cars with cellphones take no notice of cyclists
- drivers of motor vehicles make it unsafe
- motorists unaware of cyclists because of bad driving
- people in cars get impatient
- careless drivers
- cars have no regard for a person on a bike
- the cars don't see you, they're concentrating on where they're going
- a lot don't watch out for bikes
- people don't stick to the rules, motorists too much in a hurry and don't see cyclists
- people open doors on cyclists
- people in vehicles going to and from work, drivers focused on getting to work and home, inconsiderate
- traffic, agitated, drivers not looking for cyclists
- I think it's the drivers not aware of cyclists
- drivers not concentrating, some using phones and hit the cyclists
- too many crazy drivers, don't allow for bicycles on roads
- people rushing, not paying attention
- people don't see you on a bike, they're in a hurry to get home or get to the pub
- cars have no respect for cyclists
- not enough consideration to cyclists
- impatient drivers
- drivers aren't aware of cyclists
- drivers not trained to look for cycles
- drivers are too busy to look out for bikes
- what I've observed, drivers don't take any consideration of cyclists and although there are lanes I don't think all drivers respect them
- a lot of impatient motorists, have seen motorists cut cyclists off
- young drivers are thoughtless and uncaring
- people often rushing and patience is short, i.e. vehicle drivers
- simply because people are not aware of cyclists during peak time
- too many impatient drivers cutting corners
- motorists are not as observant, more thinking of their destination and don't seem to notice or are not checking for cyclists
- drivers don't see other cars, let alone cyclists
- motorists just don't look for you, they pull out, doesn't matter how much reflective clothing you wear, it's just "bugger you"
- car drivers not paying attention, taking short cuts and trying to beat the bike, e.g. rather than go behind me they come in front
- too many irresponsible drivers
- vehicles don't give a hoot about cyclists

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02...Amount of traffic/volume of traffic

- it gets busy and it's getting busier as the city grows
- traffic is too heavy
- all the traffic, just not safe
- too much traffic then
- amount of traffic
- maybe unsafe as heavy traffic in those times
- it would be unsafe because of the heavy traffic
- volume of traffic
- the traffic flow gets up quite high
- quite a lot of traffic
- traffic is too heavy
- crowded roads
- too much traffic at certain times
- traffic numbers up, amplification of problem
- amount of volume of vehicles causes cars to jump out of queues, Featherston Street, Rangitikei Street, in particular
- amount of traffic makes it unsafe
- too many cars at peak times
- there is too much traffic then
- just too busy, it's bad enough in a car, lots of traffic and buses
- traffic makes it too difficult

03...Speed of traffic

- more boy racers
- boy racers and idiots
- speeding drivers
- the traffic speed
- traffic is travelling too fast
- motorists drive too fast
- cars tend to go too fast
- drivers speeding sometimes

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04...Cyclists need to take more care/not take risks/make themselves more visible/obey the road rules

- cyclists need to abide by road rules and be thoughtful
- some people being silly, sometimes when they change lanes, kids on bikes don't check if any cars are behind them
- always need to be alert
- need to be mighty careful
- need to wear really bright colours
- cyclists have to be more alert in peak hours of motorists
- I wear a vest to make myself safer, people give way better when you wear a vest
- mainly kids, have no respect, won't stay in their lanes, shocking
- cyclists don't bother to move for a truck, not caring for own safety
- sometimes cyclists can be hard to predict
- cyclists create problems by riding double breast
- as a motorist, I notice cyclists coming out of side streets and not looking before entering traffic
- in peak times, cyclists dart to miss vehicles and take short cuts, dive in and out of traffic which is dangerous
- so long as the cyclist is obeying the road rules
- have to be more careful at peak times
- ride cautiously to protect yourself
- as long as you keep to the rules you should be safe
- if you use commonsense and be aware of traffic and be aware of what you are doing as a cyclist, how you are riding
- providing they follow the rules
- if they obey the road rules they are safe
- I wear a highly visible jacket so I am noticed more
- cyclists have to be careful, some school children don't respect the road rules
- you ride to the conditions, on a bike you don't have many rights, have to look out for yourself, if there is a car I would let it go first

05...Roads not designed for cyclists/not enough cycle lanes

- there are not many cycle lanes in Palmerston North
- not enough cycle lanes
- not many or enough cycle lanes
- cycle lanes aren't adequate
- the cyclist lanes stop around roundabouts
- don't think there is enough bike lanes, around city in Tremaine Avenue and Napier Road needs more bike lanes
- cycle lanes disappear, they come to an unexpected end and cars start to use that area
- cycle lanes are structured erratically, unnerving for the lanes coming together when you are cycling
- concerned about cycle lanes when it results in no stopping lines outside residential properties and dwellings
- cycle lanes are good but roundabouts are deadly to cyclists
- if traffic needs to turn, it looks like cyclists could get knocked off bikes
- roads are not cycle friendly, especially outside the Square
- non standard cycle lanes on a lot of the streets
- Council markings for cyclists not good enough at intersections, Council need to seriously look at intersections so cyclists have as much right-of-way as motorists
- cycle lanes no good at lights

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06...Too dangerous/not safe to ride a bike/accidents happen/near misses

- a lot of near misses
- seen lots of near accidents
- wouldn't try it at my age, too dangerous
- take life in your hands if you cycle in peak times
- my husband has had some close calls on his bike, almost been knocked off
- saw someone knocked off bike
- too dangerous
- it's just too dangerous
- I saw an accident with a cyclist just the other morning, lying on the road, hit by a car
- I definitely wouldn't ride one, far too dangerous
- tried it and had 2 or 3 narrow misses
- seen close shaves at times
- unsafe in certain areas, e.g. bus depot
- scared of traffic, I got hit by cars, two different times at the same roundabout
- nearly got knocked off tonight, go into strips and cars using it as passing lanes
- don't let my daughter on a bike, it's definitely not safe out there
- definitely wouldn't want to be a cyclist, it's a wonder more people aren't injured
- have had some near misses, five near misses in a week
- I, myself, would feel unsafe
- don't let my kids ride in peak traffic
- I don't let my kids ride around the streets on bikes, not safe
- I wouldn't go then, I'd get squashed
- won't let my child bike to school because it's unsafe
- outside Boys High at 4pm it's very unsafe

07...Cyclists not always visible

- you really have to look for cyclists
- it's hard to see people in cycle lanes
- poor visibility
- it's hard for motorists to see the cyclists
- even when cyclists are in lanes, they are difficult to see
- wet weather, could be a bit of a problem in the wet, drivers might not be able to see you
- cyclists not so easy to see for cars

08...Roads are too narrow/not enough room for cyclists and cars

- bikes are not given enough room on the roads, especially at rush hour
- the roads are too narrow and there is nowhere for a cyclist to go
- confined space
- not all roads are wide enough for all bike users
- not enough cycle space
- narrow roads
- no room for cyclists
- very narrow roads
- some roads are too narrow

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09...Other negative comments

- main problem is the glass and getting punctures in my tyres
- too much glass on the cycle lanes
- except in bad weather which creates bad road conditions
- in wet weather, everyone seems to wait to go between the raindrops
- it depends on the darkness, in a few weeks I'd be more wary
- around school time, some lights have right and left arrows, confuses motorists and cyclists, Botanical Road is diabolical, 3 schools in the neighbourhood
- Tremaine Avenue, cars parked on sides
- Fitzherbert Avenue to Square, parking on both sides of street, during school traffic hours, parking should be clear before 9am and after 5pm
- people park on bike lanes
- uneven surfaces, roadworks
- too many roadworks cutting off cycle lanes
- some teaching needs to be done, road awareness
- more education on cycling awareness
- the paint is too slippery on the cycle lanes
- kids don't like it because it's too fumey, lots of pollutants and you smell it

Positive Comments

11...Cyclists well catered for/cycle lanes/increased cycle lanes

- good cycle lanes
- still quite safe with cycle lanes
- increasing number of cycle lanes and stuff
- I ride in the cycle lanes if there are some
- cycle lanes in most places
- increased number of cycle lanes, over the last 2 years this has happened
- there are bike routes and lots of people use them
- cycle lanes are good
- the Council has provided a cycle path for the main routes through the city and to the schools
- cycle lanes keep cyclists off busy roads, particularly at 3pm when schools come out
- there are good cycle lanes in most places
- cycle lanes well marked
- they put in cycling tracks which is an excellent idea
- lots of bike lanes
- improvements have been made for the cycle lanes
- good bike lanes throughout the city
- the use of cycleways makes it safer

12...Slower traffic/traffic is moving slower

- the traffic is slower then so it is safer
- just as safe as non-peak as the traffic is moving slower
- traffic moves slower at peak times

13...Safe/few accidents/no problems/never felt in danger

- never seen an accident, cyclists cycle here with more confidence
- not too much of a problem in Palmerston North
- doesn't appear to be any problems that I have heard of
- I think you'd still be fairly safe
- good compared to a lot of cities
- I don't know why, it's just safe
- never had a bad experience
- no concerns for children biking to school
- seems much safer
- don't know of anyone in an accident
- nothing bad has happened
- not many casualties

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14...Motorists are aware of cyclists/courteous/follow the road rules

- motorists are cautious and aware of cyclists on the road
- motorists are more aware due to more cyclists on the road
- reasonable attentiveness to cyclists
- most traffic very observant generally of road code
- courteous motorists
- cautious drivers in Palmerston North
- cars are considerate of you
- traffic reasonably aware of cyclists
- in town drivers are more courteous than out in the countryside
- motorists are aware of cyclists
- drivers are more considerate

15...Wide roads/plenty of room

- roads are pretty wide and lots of room
- because our roads are good
- they're widening Pioneer Highway, doing a good job there
- wide roads

16...Flat roads

- flat landscape
- the roads are flat and suit cyclists
- it's pretty flat

19...Other positive comments

Q15b Reasons why they feel it is easy/hard to ride a bicycle around Palmerston North in the off-peak

Positive Comments

01...Less traffic

- less traffic
- no heavy density of traffic
- I don't think our traffic is busy in Palmerston North
- fewer cars
- not too much traffic
- not as many vehicles around
- not so many cars on road
- because there is not much traffic
- lack of traffic makes it easy
- not a lot of traffic, should be fine
- the traffic is not busy
- traffic volume less
- there's hardly any traffic
- lack of traffic at off-peak times
- merely because there is not much traffic
- less traffic on the road during the day

02...It's flat/no hills

- no hills
- because it's flat
- nice and flat
- flat as a pancake
- fairly flat so easy
- not hilly
- flat landscape
- Palmerston North is flat, only 2 hills
- roads are flat, flat city
- pretty easy because it's flat
- flat terrain which is good
- very flat to cycle making it easy
- Palmerston North is very flat so it's easy to cycle
- no big hills, mainly flat
- all flat, that's a part of the appeal to cycle
- flat, no hills to worry about

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03...Availability of cycle lanes

- the availability of cycle lanes
- if you stick to the cycle lanes
- it has little green bike lanes which help cyclists
- the cycle lanes on main streets make it easier
- good markings on road, Church Street, Fitzherbert Avenue, green painted lanes
- all new the new cycle lanes
- cycle tracks from town to University, more cycle lanes are going in so it's good
- cycle lanes, new one along Pioneer Highway is good
- cycling lanes make it a lot easier, don't need to watch traffic as much as long as you stick to cycle lanes
- cycle lanes are around all the main streets and are quite wide, I think they're good
- cycleways on the majority of roads
- plenty of cycle tracks around down by river and green lanes on road
- separate bike lanes makes it easy
- cycle lanes now, more of a buffer
- cycle lanes make it easy
- there are improved cycle lanes around the city, they have made some
- lots of bike lanes on busy roads
- cycle lanes laid out well
- cycle tracks and painted them green
- cycle lanes are good, you feel this is where I can go
- a lot of cycle paths around the city and the river
- because of cycle lanes, they seem to have increased these
- cycle lanes have made cycling easy, good that they have been done

04...Easy to get around/get to most places quickly

- easy access to most places in town
- easy to ride around
- easy to get around on bikes, no reason for people not to bike around
- easy to get about
- off-peak it's easy to get around
- only 5 minutes for me to get to town
- off-peak you can get to most places quickly
- I think I could get around quite easy
- jump on a bike and just go
- very easy to find your way around the city
- because the cyclists can weave in and out, they can get around easier
- be easier to get to some places by bike than car
- it's very easy to get around the city
- whip in and out of the traffic with ease
- quick to hop on a bicycle than in a car
- it's just easy
- easy to get to and fro
- a doddle, no problems
- easiest city in New Zealand to get around

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05...Wider roads/plenty of room

- the streets are wide enough in Palmerston North, there's space for enough cars
- less contention for space
- streets wide
- roads are wide enough
- reasonably wide to fit both
- roads are clear and wide
- there is plenty of room on the road
- the majority of streets are wide
- plenty of space to move
- most of the roads are quite wide

06...Considerate/courteous drivers

- not a lot of stress between cars and cyclists
- plenty of space
- motorists pretty careful
- the less impatient drivers in off-peak
- traffic generally looks after cyclists
- considerate motorists
- motorists are used to cyclists, creates a safe environment for cyclists
- there's no conflict with drivers
- courteous drivers
- cars make room for you at lights because there are cycle lanes
- as a driver, I'm always aware of cyclists, students and children
- motorists are more aware of people on bicycles

07...Good layout/good roads

- city is well planned, spaced out
- square streets
- it's all square
- good roads
- layout of roads
- well structured road system
- there are straight roads and very easy to navigate
- laid out well, straight and simple roads
- roads are good
- Palmerston North is really like a big square
- roads are straightforward around Palmerston North
- well laid out roads
- roads reasonably good
- well laid out roading
- streets are straight

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08...Safer/if careful/cautious/aware

- quite good, felt safe
- self preservation, trust yourself, self defensive rider makes it easier
- a lot safer
- ride with care you will be safe
- if you are cautious and aware of the traffic
- just keep your mind on the job
- it's safer to get around
- all have to be aware
- just go by the rules and then it's okay
- follow the road rules and you should be okay
- don't think there are any dangers for cyclists

09...Small city/compact

- not too widespread
- a small city
- not a big city, not travelling far
- compact
- small city
- the city is not that big
- size of the city
- all things compact

10...Know the roads/shortcuts

- there's lots of streets, lots of ways of getting to the same place
- alleyways and back routes that are easily accessible
- because I know the roads, know shortcuts to get to places and can avoid traffic
- I don't have any problems because I stay out of the inner city
- don't go around the Square
- different routes available
- I take less busy side roads

11...Lots of cyclists/cycle friendly city

- Palmerston North ideally suited for cyclists
- because I see a lot of cyclists and also groups of cyclists, I feel it must be quite easy
- just seeing people, lots of bikes around
- lots of people on bikes
- cycle friendly
- encourages cyclists
- there's lots of people on bikes
- the Council has made it user friendly for cyclists

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19...Others positive comments

- lights
- positioning of lights
- there aren't excessive amounts of traffic lights
- good lighting is important
- friendly town
- if you're fit enough, if you're physical condition is fine
- you only have to stop at the traffic lights, otherwise you don't have to stop
- I am confident on a pushbike
- if clearways for bicycles, cyclists would feel safer
- bike parking is easily accessible
- controlled intersections make it easy
- peak or off-peak, makes no difference

Negative comments

21...Inconsiderate drivers

- hard with traffic, people drive on bicycle lanes because of congestion
- cars invading cycle tracks
- you need to keep a lookout for cars that swerve in and out behind you
- the cars don't see you
- careless drivers
- inconsiderate drivers

22...Traffic is a worry

- the traffic is a problem
- lots of traffic
- reports of being scared because of traffic
- traffic not as thick but you're still on the road with the traffic moving around
- too many big vehicles

29...Other negative comments

- Milson ramp, broken glass, cut tyres so have to watch out
- glass is a problem
- don't see many cyclists
- school children biking, difficult with carparking in centre of town
- some problems, bike lanes stop at roundabouts, quite dangerous
- no hassles apart from the wind
- 14 years or up, adults would be alright but not kids, not the way for my younger kids
- roads aren't capable of coping with cyclists
- a lot of the roads in the country are narrow and no shoulder for cyclists
- not enough awareness for cycling safety
- up to the individual where they ride, don't go through the Square and don't follow school kids when they leave school
- outside Palmerston North it's a different story, wouldn't want to bike on the main road, they drive at 100kmph and the road is narrower

30...Don't know/no reply

Q16b Reasons why they feel it is easy/hard to ride a bicycle around Palmerston North at peak times

Positive Comments

01...Not much traffic/not too heavy

- the roads aren't too bad, not dangerously busy
- not many vehicles around
- it's not like Auckland traffic
- even in peak time, not much traffic, compared with larger cities
- traffic isn't too heavy

02...It's flat/no hills

- flat roads
- flatness
- the city is flat
- relatively flat city
- flat landscape
- all flat, that's part of the appeal to bike
- because it's flat and that makes cycling easy
- no hills
- it's quite a flat city
- flat roads, not hilly

03...Availability of cycle lanes

- lanes make it easy to get around
- cycle lanes
- plenty of bike lanes
- good cycle lanes
- because of the cycle lanes provided
- cycle lanes make it easier
- cycle tracks and painted them green
- there are improved cycle lanes around the city, they have made some more
- if you ride on the cycle lanes
- use cycle lanes
- I go to Massey and cycle lanes make it a lot easier
- cycle system between Palmerston North and Massey is very good
- lots of marked places for cyclists to ride
- good marking on road, green painted lanes, Church Street, Fitzherbert Avenue
- bike ways help
- around the city centre there are cycle lanes
- I think if you ride in the cycle lanes you will be fine
- on main streets, the cycle lanes are good
- it has cycleways to help people on bikes
- cycle lanes make it easy

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04...Easy to get around/easier/quicker than a car

- no hassles, cope with no problems
- cyclists move faster than vehicles sometimes
- fairly easy to move about
- easy to get around the city
- it's easy to ride around
- my friend say it takes no time at all to cycle to Massey when all his mates are stuck in cars in the traffic, he says it's real easy
- it's easy to get around the city
- cyclists weave in and out of traffic, get there faster
- nothing too far to travel to, easier access than a car
- easier than driving
- easier than a car at peak times
- be easier to get to some places by bike than car
- could be easy to get around it at that time

05...Wider roads/plenty of room

- streets wider
- they're wide enough
- you have space
- the streets are wide

06...Considerate motorists/if motorists abide by road rules

- motorist's awareness
- little conflict with drivers
- courteous drivers
- good, courteous drivers
- as long as motorists obey their rules and watch out for cyclists
- motorists keep 1 metre bubble around cyclists

07...Good layout/good roads

- roads are straightforward around Palmerston North
- straight roads
- city layout
- laid out well, straight and simple roads
- well structured road system
- direct routes

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08...Safer/okay-if careful/cautious/aware/obey the rules

- if cyclists abide by the rules
- don't think any danger for cyclists
- depends on cyclists, how careful they are
- if you use commonsense and awareness of other traffic
- traffic, you just have to look out for it
- as long as they pay attention, take care and obey the rules
- commonsense, be aware of cars having blind spots, get off and walk if need be
- if you're an experienced cyclist, need to be cycle savvy, hardened and sharp
- I've never seen an accident, should be fine
- depends on cyclist and how much they care about the traffic
- just pay more attention to the other road users
- be aware of motorists
- you need to be watching the other cars
- they need to be very careful
- the school kids ride too many abreast which is bad
- you've got to manoeuvre around other traffic, be alert

09...

10...

11...Lots of cyclists/cycle friendly city

- cycle friendly
- lots of people on bikes
- it's an accepted form of transport for this city
- see elderly people biking

19...Others positive comments

- a small city
- I am confident
- off-peak or peak, don't think it makes a lot of difference
- clearways for bicycles, cyclists would feel safer
- depending on routes, visibility, etiquette and weather
- bike parking is easily accessible
- avoid congestion at schools
- good detour routes through the Esplanade, etc.
- lights give bikes opportunity to go before cars
- try to avoid peak times

Negative comments

21...Inconsiderate drivers/impatient drivers/not aware of cyclists

- just motorists' impatience
- safety factor with impatient drivers
- motorists overtaking on cycle lanes and opening car doors
- because of motorist idiots that don't look for you
- confusion during peak traffic between motorists and cyclists due to impatience
- cars not worried about cyclists, people too impatient or aggressive
- sometimes motorists not aware of cyclists
- can get log-jammed, people ignore cycle lanes
- drivers are thoughtless
- drivers in a hurry, not considering cyclists
- irresponsible drivers
- it comes back to other drivers, I don't think people are aware of cyclists, they are not courteous enough to cyclists
- everyone's concentrating on their own thoughts, not worrying about cyclists

22...Heavy traffic/traffic is a worry

- more volume of traffic makes it more difficult
- traffic could be a problem
- flow of traffic, my husband used to complain about the way traffic lights were controlled, not synchronised to keep the flow going
- too much traffic on the road
- on main streets, like Rangitikei Street, too many cars
- a lot of traffic on some streets
- because of traffic congestion, e.g. Ruahine Street
- roads are busier and a lot more traffic
- too many cars on road that take up as much road as possible
- because the roads are not capable of coping with the volume of traffic
- because of the amount of vehicles
- due to traffic at peak times, amount of traffic makes it very hard, will get worse as the city gets bigger
- hard, heavy traffic
- just too much traffic
- it's hard because there is too much traffic
- pretty hard, amount of traffic, way it banks up
- traffic makes it very difficult especially around schools and high use roads
- more traffic along the roads
- used to own a cycle shop but I think it would be risky to ride around town now because of the volume of traffic
- traffic getting busier so it's harder for cyclists at intersections
- more traffic means lack of traffic flow

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25...Roads are not designed for cycles/not enough room/not enough cycle lanes

- concerned about intersections and cyclists, confusion for motorists and cyclists at intersections
- if you want to turn right you have to cross two lanes on your side of the road and two lanes on the other side, the ring road makes it a bit more difficult, inner city
- not enough bike lanes
- right-hand turns are difficult
- lack of cycle paths and give ways to cyclists
- I know from experience it's hard on a motorbike so it must be hard on a pushbike
- hard because not enough lanes and you have to battle with the traffic
- have bike lanes although the paint is quite skiddy, it's not really as safe as I thought bike lanes would be due to paint being skiddy
- need to extend cycle lanes outside inner city

26...Too dangerous/safety issues

- pretty risky at times, some cars play chicken with cyclists
- not as safe
- know that there are accidents sometimes
- safety in cycle lanes needs checking
- don't go at these times, too dangerous
- dangerous, it's just dangerous
- competing against cars, Rangitikei Street would be perilous at peak time, cars coming everywhere
- you're trying to get into your lane and there are cars pulling out left, right and centre, to get to the lane you need to, you could get knocked off
- I don't ride a bike but I have seen people come off, cars hitting cyclists
- dangerous in certain areas
- feel unsafe
- not in any circumstances, just too dangerous

29...Other negative comments

- school children biking, difficult with car parking in centre of town
- because cyclists are hard to see at all times and children are not good at making judgement calls, e.g. the Boys High School have patrols for the bikes to cross the road
- speed of traffic
- cars going too fast
- uneven surfaces are unsafe for cyclists
- no alternative route to hospital
- no alternative routes
- amount of glass around is not good
- get a lot of punctures, glass
- if you're not riding a mountain bike you can get a flat tyre, amount of glass on the road has gotten worse, you'd only get halfway to work before getting a puncture
- people parking
- too many parked cars
- education is a must
- the weather

30...Don't know/no reply

Q17b Reasons for rating the community spirit of their City as very good/good, or not very good/poor

Negative Comments

01...Don't care about other people/unfriendly/snobby

- I came up here in 1973, the town was snobby, hasn't changed much
- a University town, not as friendly as it could be
- Palmerston North a bit cliquey as a town, get into peer groups, not too friendly, have been to places where people are friendly, but not in Palmerston North
- lots of people just don't really care
- people don't know enough about each other
- not friendly in Palmerston North
- people tend to stick to themselves rather than help people out
- people rushing around, not worrying about other people, people disconnected from others, not able to communicate with others
- people aren't very friendly
- live side by side but don't get to know the neighbours so people don't feel that sense of belonging
- have been in this house for 20 years and don't know many people in the street
- I am an ex Taranaki person, people there are more open
- I don't even know my neighbours, people aren't very approachable
- residents are a bit snobby, not very friendly
- people don't communicate as they used to
- we're new, here only 18 months, been involved in schools and work, people aren't approachable, closed off and don't try to involve new people
- certain areas have a poor spirit, when I was in the Hokowhitu dairy, people look at you sideways
- a lot of people just don't give a hoot about others

02...Need more events/sports/activities-lack of support/attendance

- am often the only one there, not good attendance at public events
- lots of events but people don't go, needs promotion regarding events
- the community don't get behind sporting teams, hockey for example, the games aren't full, don't get attendance from community
- could do a lot better, different events poorly attended, public don't get behind events, causes enough
- a lack of support from majority of Palmerston North residents, as a whole the public don't get in behind events, etc.
- don't get behind cultural events generally and are people getting behind our sports teams?
- not much to bring the community together in the winter
- a lot of people seem to think there is not much to do in Palmerston North, people say this comparing it with Auckland and Wellington
- a little ho-hum, want to do things but never get around to doing them
- need things for kids to do, I think lots of people should be playing sport, it's really good for people, teaches them to get along together
- the lack of sports events
- performance of "Turbo rugby team" not good, we had the opportunities to go somewhere in sport and nothing ever comes of it
- nobody supports things like arts, music, but if it was in Taranaki or Wellington, there would be more support

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03...No sense of pride in Palmerston North

- generally people don't seem to have pride in what they've got
- living in Palmy isn't something people seem to be proud of
- Christchurch people are proud, we are not proud of Manawatu, in general
- students don't have pride in area
- not heaps of pride
- a lack of respect for Palmerston North
- you don't hear people rarking it up like you do in Wellington
- need more people to stand up and have pride in our city, e.g. civic leaders, local newspaper, interview local identities, long time residents, get them to explain why they enjoy Palmerston North
- I don't believe that we have a sense of pride in the city

04...Negative people/negative attitude

- seldom see much about the city celebrating itself, only moaning about things
- bad media, don't get represented for anything really good
- not sure attitude to Palmerston North is positive
- outsiders with a bad attitude towards Palmerston North
- everyone is negative, people always moaning
- too many negative people get on the bandwagon
- big enough for a negative side of community spirit

05...Transient population

- Palmerston North is a student city, students and others come from all over New Zealand, not many people in the city who primarily identify themselves with Palmerston North or the Manawatu region
- because of the students, University and International, they come and go and it's hard
- a lot of residents are not Palmerstonians, don't belong, transient population, lots of tertiary students
- too many come and go
- more of a transient place
- people just pass through a lot, students, etc.

06...Rubbish around/lack of respect of area

- sometimes find rubbish thrown by pedestrians and motorists on front lawn
- way that people treat the area, boy racers, rubbish
- students leave rubbish, all sorts of it to be picked up by others and Councils
- don't like my neighbours, they are messy and have lots of rubbish

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07...Lack of community spirit/community support

- I don't think community spirit exists in Palmerston North, I don't see people exhibiting it
- compared to smaller towns, it's not that good, small towns have a better community spirit
- the community spirit doesn't seem to be here and I can't say why
- there's room for improvement, having more volunteer support
- not as good as it used to be
- no community support here
- not as good as it should be
- could work on that better
- parent help at kindy is slack, so it could be better
- generally, volunteers are thin on the ground
- more community spirit in Auckland than Palmerston North
- there is a good community spirit
- these days there's not the community spirit there used to be

08...Council needs to improve/better communication/listen to the people

- a lot of bickering amongst Councillors about how things should be done
- tremendous amount of distress about Council not taking notice of views, community consultation process is inadequate and they might not take much notice of it if there is one
- undermined because of divisions and factions of the City Council, lack of community development
- communication between Council and people has been poor, creates a bad atmosphere
- people don't have much confidence in Council decisions
- communication to residents, TV channel would be great to communicate, will improve things
- I don't believe the Council works hard enough to promote this
- a lot of people contribute submissions to Council, lots of letters to paper, 1800 submissions against the Palmerston North Square development, Council voted against wishes of the people, Council don't always listen
- a lot of people are dissatisfied with the City Council handling of the Square

09...No identity/no clear identity

- people have their own cultures and interests but as far as Palmerston North goes, it's a strange city, it's got no identity
- not sure of our identity
- the city has not got a clear identity, a lot of branding, e.g. Rose City, Student City, Knowledge City

19...Other negative comments

- partnership between Maori and Pakeha, don't think we reflect the partnership
- by reading different articles on the news, some people are not satisfied and want more, e.g. make the city very good for tourists and some people are happy as it is
- more getting together in Whangaronga
- no sea
- students aren't held in high regard, students should be embraced because of the amount of employment they bring to the district
- we are not like Dunedin embracing our students
- student city, better in holiday times when students are not around
- Palmerston North has always been a conservative town, residents and Council are conservative, i.e. bridge over river
- a lot of troublemakers in my neighbourhood
- the weather bugs people

Positive Comments

20...Plenty of community events/activities/support for events

- in the summer it's good with the concerts
- see all the community events, people supporting them
- good turnout at city events
- the events the city puts on, city appreciates the things that are done for it
- we always have good turnouts at community functions
- things coming up all the time to go to, good crowds go to events when held in the Square
- usually there are big events on and they get a good turnout
- promotions in the city, gala days, are always well attended as are most events
- people get out and behind community events in Ashhurst
- there seems to be so many things available, they get a good response from everything on in the Square, Esplanade activities, well catered for in this city
- people get behind community events
- people will attend functions and public events
- market days well attended, Esplanade open days, International festivals
- activities in Square bring multi-cultures together
- lots of community activities going on
- gala days, things for kids, people support these well
- cancer walks, triathlons, get good turnout
- turnout for community events seems to be good
- most public events get a good turnout, e.g. New Years Eve
- things like Christmas and New Year in the Square, people get involved, go along, Relay for Life, people get into and support that
- fun town to be in, plenty going on, Council put on lots of activities for kids
- many occasions when you can see people are very responsive to events and very supportive, market days, community events at Convention Hall, Globe theatre, Regional theatre
- I went to the Plunket family day and was really impressed with all the families that were there to support it
- we have city concerts and a lot of people turnout and we have a festival that is multi-cultural and a lot come to that too
- feeling of community at events, i.e. opening of Esplanade, International Day, carol singing
- events for families are well attended
- noticed so much going on for people interested
- Anzac Day service in the Square, hundreds of people, different colours, ages, lovely atmosphere
- generally lots going on, people show an interest in what's happening here
- the food fairs and cultural fairs in the Square are popular
- lots of events, different cultural aspects
- Christmas parades and other organised local events are well supported by the public

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21...Friendly people/approachable/easy-going/a friendly city

- everyone is friendly
- people are generally friendly
- get along with people, friendly, easy to talk to here
- friendly, lots of smiling people
- took dog for a walk today, people are friendly and speak and smile
- friendly, people speak when out walking
- people smile at people and talk to people
- coming from overseas, this city seems friendly, always smile
- friendly bunch
- people in general, I find that I interact with them, they are very easy-going
- people are friendly, shop assistants are friendly
- Palmerston North people are friendly and approachable and laid-back
- can go to town, it's friendly and know the faces
- most say, "Good morning" or "Hello", people are very polite
- most people easy to get along with and friendly
- we live in an area where people are friendly and courteous, gives you a good feeling
- I feel welcome, I've been asked out for tea and dinners
- when walking to the library, people say "Hello" to older residents
- friendly town, friendly retailers
- everyone gets on happily together
- most are approachable
- it is not unfriendly normally

22...Good people/people are helpful/support one another

- people willing to help and support others
- people nice and helpful in the shops or giving information, no grumbles
- people are helpful
- the way people come across generally in a different situation, most people, if you get into trouble they will help you
- the way the people are helping each other
- dealings with people in area where we live, most people are pretty helpful and things like that
- majority of people are very good
- people seem to work in together basically
- general nature of people here, look after one another
- got very good citizens
- the shop owners are helpful and polite
- have the impression that people get out to support one another at whatever they are doing
- seem to help one another out when they can
- kids have respect for elderly
- I think people here look out for each other

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23...Good neighbourhood/good neighbours

- my neighbourhood is good
- good neighbours
- you actually get to know your neighbours
- all very neighbourly, met all my neighbours in my area, it's good
- my neighbours are nice, they talk to me and my family
- it's alright, good neighbours
- organised Neighbourhood Watch, people look after one another
- great neighbours where we live, it's good where we are
- in my neighbourhood, it's friendly, people know each other and keep an eye on things
- good reliable neighbours who watch out for us
- in the area I live, it's very good, you see people walking to people's homes, people know each other
- excellent neighbours, really nice area to live in
- neighbours are good
- nice neighbours
- good neighbours, Neighbourhood Watch keeps an eye on things

24...Like Palmerston North/a good city to live in/happy living here

- a good city
- starting to feel like part of Palmerston North
- have been here 3 years, core city very inviting, in all areas
- people like living here and want to be happy
- the general public in most cases, look upon it as a good city to live in
- like Palmerston North, suits my lifestyle
- a good city to live in
- people seem happy to stay here
- the people have a happy feeling here in Palmerston North
- me and my friends are happy with our environment
- people choose to live here, has got everything
- people like it here
- good student city
- community of content people
- I was born in Palmerston North, know the people
- I like the city
- generally there's a good atmosphere
- I've grown up here with Palmerston North

25...City is not too big

- the city is not too big
- small city
- lucky we are in a small city
- it is not too big like other cities
- city is not too big
- not too big that it's horrible
- city not huge or too little
- I think it's being a smaller city, we are the underdogs, helps bring people together
- smaller population for a city

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26...Good community spirit/from what you read/see

- excellent community spirit
- just a feeling you get out and about
- people get into the spirit of things
- when talking to out-of-towners, Palmerston North residents tend to have good spirit
- from what I see in town and supermarkets, it's marvellous
- as long as people accept the changes and go with them, the community spirit is good
- don't get out often but happy with what I see
- Papaoiea, I think has a good feel and spirit
- people I mix with have a good spirit
- it's pretty good in some aspects of the city, good in some areas
- don't know why, I just feel it is good
- feedback from other community members
- people are generally good
- I think it's good, making a good effort
- it's just the impression I have got
- very good in Ashhurst
- just think people have a good community spirit
- general feeling
- reasonable amount of community spirit
- from what you read about, it's good
- live right in the city, have a broad view on what's going on, also work as a teacher, community spirit is good
- often read about people doing good things
- there are pockets of good spirit around the city

27...People are proud of Palmerston North/care about Palmerston North

- people seem to care about the city
- plenty of pride in Palmerston North
- most people in Palmerston North proud of their city
- pride in the way the city looks
- people are proud to be in Palmerston North
- local pride
- there's pride in the city
- people are proud to live here, majority of people care about the environment
- people of Palmerston North are very proud
- reasonable sense of pride people have in the city
- Palmy people have a sense of pride in their city

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28...Lots of community groups/organisations/clubs/support groups/volunteers

- lots of volunteers
- lots of groups here
- belong to a club
- if someone was ill in the neighbourhood, plenty of support
- people plant trees and clean up walkways
- good community groups, things for older people
- a lot of community organisations
- know a number of people who are volunteers
- fire brigade, no problem with getting volunteers
- people joining groups, organisations
- involved in organised community services
- community are good fundraisers, raised \$330,000 for the Cancer Society
- if you read the newspapers, lots of community groups organising activities and support groups
- the voluntary migrant support system has been very good for me and my family, helping us to access services, etc.
- well I think people are generous, a lot of volunteer support around the place
- community groups who help a wide range of people
- when there was the Manawatu flood the community all seemed to pull together
- where I work, one of the girls had breast cancer, they've raised \$95,000 to help, this town seems to give people the opportunity, all you have to do is open your mouth and somebody wants to fund you
- community service centre, Highbury Whanau Centre, my kids go there and it's a good place for kids
- Filipino community is good here, good support
- there are a lot of community organisations
- belong to an organisation, have no problems getting help, money, fundraising, good support from the public
- plenty of fundraising events

29...Positive attitude - towards people and the city

- it is not a negative place
- people are positive
- lots of positive things reported about living in the city, new work opportunities, new leisure opportunities available
- progress of the city, going ahead
- prospects good
- most people have a common aim of getting on in the city and advancing the city itself

30...It's safe

- always found it good and safe
- no gang problems in the city anymore
- police are there, behave better with police there
- not too much trouble
- it's safe
- city fairly safe, Square is flat and lighting good, good lighting in most streets
- live in a village and feel safe and protected, most anyone should be safe in Palmerston North

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31...Mayor/Council are good

- Mayor is a wonderful woman
- Mayoress has done a lot for the city
- the way we're kept in touch by Council newsletters, Tribune
- Mayor is very good and active and accessible, makes it good for us, she talks to us all and really makes an effort

32...Good sporting options/support for our sports teams

- the rugby supporters
- support for sports, always a good turnout by public
- we support our local sports teams well
- the sports activities, you see a lot of volunteers and support
- sports teams encouraged
- the rugby, the Turbos, everyone seems to get behind it
- response you see at sporting events is great
- get behind sports people and events
- sporting outings, opportunities
- parochial people, supportive of their region, sports teams and stuff
- when sporting events on, excellent attendance
- get behind our sports teams
- the region really gets behind sports, especially rugby and soccer and basketball

39...Other positive comments

- people now accepting different nationalities, it's about being respectful to them
- cultural diversity is accepted
- 10 years ago it was very conservative, local people didn't welcome people of different cultures, now more welcoming
- good schools
- medical facilities are handy and very good
- can recognise fellow Palmerston North people out of town
- windmills look impressive
- where I work, I have seen an improvement, disabled people I work with, these people are accepted more in the community now
- people slag us off and we grin and bear it, there are huge extremes into what we are and what we do

40...Don't know/unsure

Q19a Where they would get information about Civil Defence

Codes as per questionnaire:

- 1...The Phonebook
- 2...By ringing the Council
- 3...Visiting a website/the internet/looking online

New codes:

- 4...Radio
- 5...Civil Defence/Civil Defence HQ/ring Civil Defence
- 6...Police/ring police/police station
- 8...Other
 - Senior Citizens Advice Bureau/CAB (2)
 - list of emergency numbers
 - on fridge/magnet on fridge (4)
 - go down to the fire station
 - Neighbourhood Support (4)
 - TV (2)
 - the Regional Council
 - Earthquake pamphlet
 - information at Council on Civil Defence/visit City Council (3)
 - texted to me from Council
 - phone 111/ring 111 (3)
 - Information Centre in the Square (4)
 - schools
 - Olive Tree Village where I live
 - ask my neighbours
 - ask grandad
 - my dad
 - friends and family
 - hospital
 - pharmacy
 - library (2)
 - Red Cross
 - Samaritans
 - ringing a specific phone number
 - through our church
 - we would get a phone call because we are involved in Civil Defence
- 9...Don't know

Q19b Website they would visit

1...Civil Defence

- Civil Defence website
- search for Civil Defence
- google Civil Defence NZ
- Manawatu Civil Defence
- google Civil Defence
- Civil Defence New Zealand
- googling NZ Civil Defence
- Civil Defence Manawatu
- google NZ and Civil Defence
- civil defence website out of the phone book, I assume there is one

2...Palmerston North City Council/City Council

- Council website
- check out Palmerston North City Council website
- google Palmerston North Council
- City Council
- google search under Palmerston North City Council

3...Getthru website

- google then www.getthru.govt.nz
- get through Government website
- getthru.co.nz
- www.getthru.govt.nz
- get through
- get ready get thru

4...Do a Google Search

- I'd google it and see what comes up
- google search to see what sites to visit
- I'd google it

8...Others

- Horizons
- the one at the back of the Yellow Pages
- the one on TV
- New Zealand government.org
- civil emergency something

9...Don't know/not sure which one

Q20 Things they most enjoy about living in Palmerston North

01...Central geographic location

- central to many other regions
- reasonably central
- central to everything and everywhere
- central to all areas
- centrality
- central location in the country
- central location to Wellington, Hawke's Bay, Taranaki
- it's central, not too far away from the cultural activities of Wellington
- position fairly central to the rest of the country
- locality of it in New Zealand, central to the rest of the country, only 4-5 hours to get to anywhere I want to go
- central location, middle of island downwards
- central to other cities
- it's geographical central location
- it's central to Wellington, Napier, Wanganui
- central to most destinations
- it's central to a lot of places in the north island
- central, easy driving to Wellington and north, Napier is only a couple of hours away
- convenient location, central for travel within country
- proximity to other places
- ease of getting anywhere in the north island
- because Palmerston North is central and close to everywhere else in north island

02...Excellent educational facilities/opportunities

- the University, a good place for students to study
- have every opportunity in education
- the schooling, awesome education right through to tertiary
- school facilities
- excellent schools
- can get a good education
- all the educational services it provides
- schooling is good
- good education-wise
- education, good University here, Teachers College
- my kids schooling
- education, we came to Palmerston North so that our son can get a good education
- education, the Polytechnic and I enjoyed studying there
- kids go to University, otherwise we would be in Napier
- University, being a student
- education facilities, primary to University, world class standards

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03...Compact/everything close together/handy

- central, short commute to work
- where we live is very handy to everything
- can walk to everywhere
- everything is fairly close
- close to everything
- shops and the bank are all handy to go to, they are close to where I live
- in my situation, the enjoyment of the town to shop around, everything is quite handy
- not having to drive too far to get to where you need to go
- close to amenities
- close by to everything
- you are not very far from anything based in the city
- closeness of facilities
- everything is close
- the close proximity to everything you need to get to
- compactness, everything is close
- everything close and handy
- closeness of all amenities

04...Easy to get around/accessible/little traffic congestion

- ease of movement around the city
- easy to get around the city
- the ease of getting around the city
- ease of being able to get around
- ease of being able to get around, able to get around without too much hassle
- it's very easy to get from A to B, no huge delays like you get in the larger cities
- easy to get to places
- not much traffic
- don't have traffic build-up
- ease of access to get to facilities
- the easy way of getting places, the traffic is very flowing
- not too busy, 10 minutes to get anywhere
- the ease to get around the city, can get from one side to another in 10 minutes

05...Good sized city/not too big or too small/not crowded

- big enough but not too big to be overcrowded
- it's a reasonable sized city, e.g. not too big and not too small
- the size of the city
- it's not overcrowded
- small city
- nice little place, not too big, not too small
- nice size, not too big
- small provincial city
- size of the city is good
- size of the city, neither too little or too big
- not heavily populated
- good size, in between a city and a town
- small city atmosphere
- good size for a city without getting lost in a big city

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06...Good shopping/good shopping range and choice

- the town, shops
- shopping is sufficient, chain stores
- window shop, wide choice of second-hand shops
- I like the range of shops
- shops in most suburbs
- easy shopping
- reasonable variety of shops
- shopping is good
- has all the good chains of stores available
- the shopping is brilliant

07...Nice parks/gardens/lots of trees

- autumn, beautiful colours of the many trees
- enjoy the city parks
- gardens, especially in the Esplanade
- good parks and reserves
- I like the parks
- nice parks, good for children, the Esplanade
- I love the Esplanade, very good for Palmerston North
- Esplanade, catering for children
- parks, Esplanade
- going down the Esplanade
- lovely parks

08...Good sports facilities/opportunities

- every opportunity in sports
- golf, lots of sports
- good sports facilities
- ability to get to Manfeild and speedway easily
- close to Manfeild where motor racing is
- the sporting facilities
- sports opportunities
- being 2 minutes from the best golf club in the north island, not many people play on it
- good facilities for sport

09...Good facilities/amenities/services/everything a city needs

- has all the facilities of a good city
- easy of having everything I need, all here at my fingertips
- everything we need is here
- all the things are here
- has good facilities
- caters for everyone's needs
- provides everything that the population requires
- facilities are good
- everything that you want is here
- easy access to all the amenities of a good sized city
- all the services you need are there
- everything here that we need

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10...Good recreational and leisure facilities/opportunities

- excellent recreation
- recreation right at your doorstep
- all opportunities available, hip hop, etc. after school activities
- the large number of recreational things to do
- my Tai Chi classes
- the activities I go to
- good for elderly with Tai Chi and line dancing
- can play poker four times a week
- you can go to the movies

11...Close to a range of outdoor activities/surrounding rivers/bush/hills

- central to coast, bush, skiing
- near to kayaking and tramping
- close to beach
- easy access to beaches
- close to beaches and Pohangina Valley
- it's central to the beach, Himatangi Beach
- central to the mountains
- close to river and beaches
- the close proximity to hunting areas, Tararuas, Ruahine ranges
- nice rivers and hills
- bush reserves in the surrounding hills, lovely
- close to the beach and other outdoor recreation that I'm interested in
- it's very close to the outdoors, i.e. the ranges for tramping
- close to beach
- access to the riverways

12...Lots of things to do/range of activities to do

- quite a range of good things to do
- there's a lot to do
- lots of things to do
- plenty to do
- being able to do lots of things with family
- plenty of things to do
- the variety of things to get around to
- heaps to see and do
- the things you can do here, lots of things to go to see and do

13...Good place to bring up your family/good place for children

- very good for children
- it's family friendly
- kid friendly
- child friendly
- a good place to bring up children, good place for young children
- it's really good, especially when it comes to kids and family things

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14...It's flat/not hilly/good for cycling

- not many hills
- flat, I can walk one side of town to the other, no problems
- it's flat
- I like the flat, it is flat, having come from Wellington
- flatness
- I like the flatness of the town
- the area is flat, great for people with disabilities

15...Moderate climate/pleasant weather

- the spells between the wind
- climate, not too rainy
- great weather
- good weather, on average, good temperature, etc.
- good climate, not extremes of temperature, not too hot or cold
- I used to live in Invercargill, it's a lot warmer
- weather, beautiful weatherwise
- I think the weather is good
- warmer climate
- weather pretty good
- love the weather

16...Nice place to live/lived here a long time/no desire to leave

- grown up here, always been home
- lived here all my life
- our home
- it's home
- been here so long, it's a comfort thing
- always been my home, 85 years old, have become a part of it, have been happy here all these years
- I was brought up here, I live in my family home so Palmerston North is home for me
- have always lived here
- I've been here all my life
- my husband won't live anywhere else
- it's home and where the heart is, have lived here many years
- used to it, lived here a long time

17...Like the city/pleasant city/attractive city

- I like it
- I do love Palmerston North
- I've always loved it
- how nice it looks, the inner city is really nice
- pleasant for an inland town
- it's a pretty town

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18...Family and friends are here

- friends and family
- family is here
- whanau are here
- close to family
- close to most of my family
- mainly because of friends and family
- family, my daughter lives here
- being close to my family
- my friends and family, I would live anywhere if they were there, we're a close family and I have some good friends
- moved here to be near family
- friends from a long time of living in Palmerston North

19...Friendly people/nice people/good community/friendly atmosphere

- friendly people
- friendly place
- belong to a club which does things for the community
- spontaneous friendliness from most of the people, very friendly place, you can go out feeling depressed and strangers can make you feel better
- friendly atmosphere
- the neighbourhood in which I live, the neighbours are very helpful
- it's a friendly town, I get on with my neighbours
- good atmosphere
- mainly the people we meet, and anywhere we go up town, very helpful to me

20...Clean and tidy city/environment/clean air/less pollution

- fresh air compared to Auckland, not too much pollution
- I like the clean city
- bright, clean
- nice clean city
- no pollution

21...Easy living/great lifestyle/easy lifestyle

- it is an easy life for the young
- great lifestyle
- living here is easy
- easy to live in
- it's easy to live here
- the easy living
- the ease of living
- easy place to live
- I think it's the easy living
- way of life in Palmy

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22...Good entertainment/restaurants/cafes/bars/nightlife

- nightlife
- range of cafes, restaurants, etc.
- good coffee bars
- I like the cafes, enjoy going to them, plenty of them
- I like the cafes, good atmosphere, good coffee and choices
- the events at the Square, Christmas in the Park, carols and other festivals
- events in the Square

23...Good cultural facilities/theatres/arts

- theatre
- I have lived a life in the theatre
- the theatres
- wide range of theatres
- every opportunity in culture
- the culture
- large number of cultural things to do
- arts

29...Good economic environment/employment opportunities

- good economy
- good business city
- lots of jobs for students
- good work opportunities
- plenty of employment opportunities

31...Diversity of people/cultural diversity

- meet people from different cultures across the dinner table
- diversity of it, different blend of nationalities

33...My work is here

- I mostly enjoy my job in the city, it's the job itself
- live here because I have work
- work here
- I have a very good job
- work, I am in the military
- my job, people are great, good company to work for
- job specialised to this area

34...Quiet pace of life/lack of hustle and bustle

- pace of life is good, seems no rush
- not that busy
- the easy going nature of the place
- I think it has a relaxing lifestyle
- more relaxed atmosphere for a city
- pace of life is easier, more relaxing
- peaceful
- very peaceful, easy going pace
- pretty relaxed, not the rat race of Auckland
- relaxed and easy going town

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35...Rural surroundings/countryside/farmland/open spaces

- close to rural areas
- the open rural landscape
- the fact that I can live rurally
- there's lots of open spaces
- so close to the environment, country area

36...International airport/flights to Australia

- you can even fly to Australia from our airport
- good airport
- airport usually available
- facilities such as airport

37...Well planned/well laid out city

- streets well laid out
- it's centralised on the Square, well laid out
- I like how it's spread out
- it's a simple city, it's not complex

38...Great walkways/walking tracks/lots of places to walk

- walking out in the evenings, quality time with family
- enjoy river walks
- the walkways, bridle track and river, they are available to walk on and the bridle track being tarsealed
- good walking
- we can move about freely on walkways, etc.
- the bridle track
- lovely walkways

39...Good hospital facilities/health facilities

- great hospital
- hospital, has good medical facilities
- good hospital
- facilities such as hospital

40...Generally safe/not too much crime

- safe place to live
- safe
- safe place for me to do activities in
- safety, where I come from, South Africa, is not safe
- generally a safe place to raise a family
- I feel safe
- relatively safe

41...Easy parking/plenty of parking

- no problem with parking
- usually get a good park

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42...Cheap/affordable housing

- cheap housing
- reasonable house prices
- I like the houses, they are a good family size, have good sized sections and the prices are reasonable for them
- house prices

47...Cost of living good

- student discounts
- not too expensive
- the cost of living is good here
- not expensive living
- cheap environment
- the cost of living, reasonable price
- cost of living is reasonable
- a low cost of living

59...Others

- looking at the wind farms
- the library
- church
- not having to live in Auckland
- seen changes for the better in the last 27 years, generally
- close enough to family but far enough away, Wanganui
- Square is very impressive
- we won't get flooded if there is global warming
- doesn't feel as quiet as other smaller towns
- freedom of city
- kids love Te Manawa Museum and always want to go there

60...Can't think of anything/nothing in particular

Q21 Top issues facing the City at the moment

01...High rates/increases in rates/rates issues

- continued increase in rates, not many other businesses would be able to justify increases like that, eats into family budget
- rates hike, why?
- rates, excessive rate rises
- rates too high
- the upcoming new rates, unless they pave my footpaths with gold, I don't think they should go up
- rates, far too high
- the rates are too high
- rates keep going up
- rates, not high enough value for money
- fair rates system, not solely on property value
- the rates keep going up and we do not have increased services
- rates, Council have to be accountable to ratepayers
- rates, e.g. two lots of rates, get normal Council rates and other rates for cleaning up the city, e.g. the Horizon, rates should not be two, one is better

02...Rubbish collection/recycling/landfill

- they want everybody to recycle but no encouragement, should make it easy to recycle at your gate. Have taken away rubbish bags but have got given bins for recycling rubbish
- recycling could be done better
- tip closure, shouldn't be closed
- rubbish collection, bins or bags
- recycling, needs a better system
- rubbish going to Marton, cost will be huge
- rubbish bags expensive and prices too high at the transfer station
- rubbish removal, don't have a city dump, all the trash goes to Pahiatua, transportation costs and picking up of the rubbish, every other city has wheelie bins but we don't have them supplied by Council
- rubbish, reduce amount at gate, more recycling
- waste bin recycling as dump closed down
- Council should offer cheaper rates for green only waste and recycling and containers to put out on recycling days
- rubbish bags not supplied anymore and the rubbish dump is closed, a car boot costs \$12 to dump now
- rubbish day, hate seeing recycling, where are bins? Looks disgusting, takes all day to pick up, blows everywhere
- recycling, should provide bins, the wind blowing it around, in bags
- recycling and rubbish containers need improvement

03...Closure of Milson Line

- Milson Line closure, needs to happen
- how will Milson Line traffic be handled
- closing main road to Feilding leaving one road, Rangitikei Drive for traffic
- Milson Line needs to be closed off
- the closure of Milson Line, when is it going to happen or not?
- Milson Line debacle, closing it off
- closing of roading in region around airport
- closure of Milson Line, road between Palmerston North and Feilding
- closing of the main drag from airport to Feilding

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04...Airport-extending runway

- airport issues
- airport extension, it will affect me
- airport, extending the runway is necessary
- make decision on expanding airport
- airport, what is going to happen? Need to upgrade
- airport, get on with the extensions for the good of the city
- airport, needs to extend the runway

05...Footpaths

- footpaths, they're rough as anything
- the tree roots are lifting and destroying footpaths, older people find it difficult and dangerous to move around
- maintenance of footpaths, uneven, would hinder people with prams
- footpaths uneven and dangerous
- footpaths are a big issue, for older people, not good enough, trees digging up footpaths
- state of potholes and ramps on footpaths, hard for the disabled
- the footpaths, the unevenness needs attending to
- conditions of footpaths, uneven, dropped, edges

06...The Square/spending issues

- Council have stuffed up the Square, looks crap
- spent too much on the Square, over spent budget, waste of money
- wasting a lot of money on Square
- Councils building monuments, i.e. \$20 million on Square, too much spent on it
- finishing the Square
- Council too willing to spend ratepayers' money on non-essential things, i.e. the Square
- completion of Square
- finishing the Square properly
- large amount to finish Square
- the Square, a huge bone of contention for a lot of people, residents views not taken into consideration
- money spent on Square not necessary
- the Square, we've just spent \$22 million on it and can't see where the money has gone
- Square development, not sure what's happening about it

07...Environmental issues

- discharges from sewerage system
- the water going into the river needs to be more clean
- Manawatu River, the river is getting more and more silted because of damage to environment by tree felling going on around the place, we could be on the brink of an environmental disaster if trees are not planted around river and in the high country - with climate change we have to do something about it, there's still time to do this if we act now
- river erosion, 2004 flood
- clean river, too many pollutants go in from farming
- environmental issues regarding Manawatu River
- dumping by Fonterra into the river
- environment in general
- waste dump in river

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08...Parking/parking issues

- parking at the hospital, need more
- parking in city
- cost of parking is too high
- more parking spaces needed in the CBD
- put another carpark in
- possibly another parking building in town centre
- problems with parking, can't find good parking as the meters seem to not take a low coin, I don't park for hours so I don't want to pay for hours, I'd pay for 10 minutes if I was parking for 10 minutes
- need parking looked at in my street, need 2 parks moved back, we can't see the road

09...Traffic flow/traffic congestion

- road congestion
- traffic, transport congestion, increasing use of cars
- the whole Ruahine Street transport problem which is an absolute nightmare in peak hour times
- traffic is getting heavy
- traffic flow through Square at peak times
- traffic, for the last couple of years, population is increasing, more traffic routes needed
- the traffic flow, lack of
- traffic, peak hour congestion
- the proposal to change the traffic flow around the Square and the inner city
- peak hour traffic, Ruahine Street
- traffic flow is too congested
- traffic needs improvement
- generally Featherston Street, Rangitikei Street lights, intersections, hold up all the traffic at peak times, waste of time waiting
- traffic management, critical, traffic flow needs fixing fast
- roading system is overloading
- traffic issues, congestion, believe it will get worse before it gets better

10...The wind farms/windmills

- how many wind turbines on hills? We've got enough now
- more wind turbines like this, it's eco friendly and says a lot about Palmerston North's initiative
- windmills, sustainability, aesthetics
- wind farm, whether it's an eyesore or whether it's good for the city
- wind farms are debatable
- the wind farms, shall we do or not?
- windmills, a blot on the landscape? - views or electricity? I think we need the windmills
- resolving the wind farm issues, does the community want more mills on the ranges?
- wind farms, find a middle ground so everyone's happy
- windmills, a lot of controversy and rumour of High Court action
- no more windmills on skyline, we live close by and there are far too many, polluting the skyline

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11...Road safety/speeding drivers/boy racers

- speeding drivers, live in the main street, should put cops at the end of some streets dressed as old folk and get the speedsters
- speed of traffic, like Botanical Road lights
- red light runners
- boy racers are a real nuisance
- traffic speed
- boy racers in the Square, will be a tragedy one day
- boy racers, create havoc in my street noise-wise, we need judder bars
- boy racers make too much noise and drive fast, should be policed a bit more and fine them
- road safety, roads geared for driving cars badly and not for cyclists and young people
- no pedestrian crossing, only crossing outside Square, poor pedestrian crossing due to poor motorist awareness
- pedestrian crossings, shortage of crossings, lack of refuge for pedestrians, Featherston Street should have these for safety
- taxi drivers could open their eyes, driving and parking
- boy racer car issue, every Friday, Saturday, Sunday, annoying, noisy
- boy racers tear up and down, even speed bumps and roundabouts don't deter, i.e. Rangiora Avenue
- boy racers, use of excessive speed
- young drivers, they are out there cruising the Square

12...Youth crime/gangs/bad behaviour/drinking/drugs

- youth roaming without any control
- teenagers seem to rule the Square, guys in hoodies standing around threateningly, they can be envious of you and your car, have been approached for money for booze or to borrow cellphone
- drinking in streets, carrying bottles
- had an experience with a group of young people in a car in the Square waiting for lights, they sprayed me with water, intimidation
- drugs and alcohol, teenagers across road, too much alcohol and parties
- young people are involved in drugs and alcohol, prostitution
- crime with youth
- random vandalism and tagging
- youths on skateboards quite intimidating
- young drunks, 18 year olds on street, whether aggressive or drunk, throwing up
- young men vomiting on streets
- getting rid of the drunken louts that roam the city at 3am in the morning
- violence in city, students being stupid in city
- hooligans in central city
- problem with youth at night wandering the streets
- youth crime needs to be addressed
- issue with young teenagers, getting them off the streets and out of trouble

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13...Water supply/water quality

- water, poor quality
- lack of water supply
- water maintenance
- water upgrading, to finish that off
- water problems
- water, purity and pipes, not clean enough
- water storage needs looking at, maintaining the health of the water
- water, clean water is needed
- clean water
- our water is no good, muddy water, phoned to ask about it, tastes dreadful, cloudy
- care of water supply
- water quality, drinking, poor taste, colour, odour, Riverdale area
- water issues, water quality
- dirty water, drinking water

14...Public transport

- would like buses past my place
- public transport, city is growing, needs outlying services better serviced
- transport around town
- good public transport, free
- not sure what public transport is like, i.e. buses
- we need better public transport for ecological reasons and personal safety reasons for all inner city users
- need more bus routes
- fast train, electric, to Wellington

15...Rubbish/litter/graffiti in the streets/needs tidying/cleaning up

- graffiti in different areas, bad
- graffiti, tagging
- graffiti and mess in central city
- litter on streets
- clean up the town, all the glass
- broken glass everywhere
- broken glass on footpaths, even in Botanical Road
- amount of broken glass on streets
- central city, broken glass on Friday, Saturday, Sundays
- bottles and rubbish
- rubbish situation in the city
- litter in gutters, thrown, dropped by people
- amount of rubbish appearing on streets
- rubbish lying around, litter in streets
- our streets not tidy, more rubbish around
- untidiness, no respect for other people's properties

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16...Social issues/community needs

- youth subsidy, if they're at risk, youth need all the support and back up they can get
- more funding to Whanau Centre
- attentive to community's needs, support of Highbury Whanau Centre, Highbury Whanau Centre very fundamental to our culture
- Highbury Whanau Centre needs to be kept open for the kids
- a lot of poor people in Palmerston North needing help
- it needs to acknowledge the growing, ageing population
- the ongoing welfare of the citizens
- division in the city of the haves and the have nots
- hearing impaired, often no help
- fostering stronger community spirit
- housing for elderly, should be more and nicer for people

17...Safety issues/crime rate/law and order

- safety in the inner city needs improving
- crime, being a service station manager, we see a lot of it
- crime, all the burglaries
- have noticed that crime is higher in Palmerston North than in Hawke's Bay, amount of vehicles who tend to drive by schools to kidnap kids, one every 3 weeks
- safe city group should be given more money to increase patrols in the Square at night
- safety in the Square, not safe even in the daytime now
- dealing with law and order
- safety in the Square
- household security, within one month of arrival in Palmerston North, I've been burgled
- some parts of Palmerston North are not very safe at night
- increased rate in crime, e.g. robberies
- thefts and burglaries that I've read about in the papers
- not enough police, cops on the beat, should be brought back, especially at night
- safety in all of the city
- security in CBD on Friday, Saturday, bad, needs more policing
- safety in the whole city, we had murders, we had rapes on the Bridle track
- crime, problems in the Square
- crime rate increasing
- safety, people walking at night
- the Safe City Volunteers, increase the amount of funding
- safety of the people and environment
- crime, preventing burglary, common assault
- crime is rampant for such a small town

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18...Roading/roadworks/cycle lanes

- roading and exit points from city
- roading, always roadworks
- roadworks, seem to take so long, 2 years
- roadworks, too much around the city
- roadworks, choose stupid times to work
- had my road sealed, now has to be dug up for new piping to go in, Trent Avenue
- roading, need to keep upgrading
- roading needs more sorting
- the ring road, where is it going to be?
- roads, standard of roading
- good roading in and around the city
- more cycle lanes, safer cycle lanes, mark them well, green lanes not visible enough, motorists ignore them
- unevenness of streets, including for cyclists
- roading needs improving
- roading needs more maintenance
- road surfaces, rough roads
- roads, Tremaine Avenue very uneven in certain areas i.e. Russell Street to Ruahine Street

19...Promotion of business/employment

- more business to come in to share costs of city
- more should be done for business and business relations
- work opportunities, not broad enough, Palmerston North based on middle-aged, middle-class, middle-management - in spite of University, not enough jobs for upper and lower sectors
- commercial development
- another supermarket in shopping centre in Kelvin Grove is needed
- employment, keeping people employed, good economy
- not enough job opportunities, unemployment
- need to attract more business
- employment and growth in business
- encouraging new business into the city
- cost to grow, bringing more industry into the city
- retaining bigger businesses here, Council should promote Palmerston North as a hub, try and attract businesses to the city
- keeping big business here

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20...Managing/coping with city growth

- city growth, very fast, I just hope we can cope with it
- growth of the city
- planning and subdivision, traffic, etc.
- good flat farming areas turning into housing, should choose the hills, can grow potatoes on flat land
- town planning, to cope with influx of people
- growth, outlying areas of the city
- do we want the city to keep growing?
- lack of planning to do with residential areas, no overall planning that has kept up with growth
- managing growth, where we're expanding
- continue to provide infrastructure for growth
- the Council's encouraged subdivision and rural development, but there hasn't been enough development in resources to go with that
- urban sprawl, planning
- too fast growth of housing, Kelvin Grove, Stoney Creek Road

21...Flood protection/flood management/stormwater drainage

- flood management
- flood protection
- flooding that might happen
- drainage
- finishing the floodbanks
- flood protection around by the River Manawatu
- flooding, some buildings are prone to flooding
- flooding needs to be addressed
- waterways, don't return to 2004, terrible floods, hope they've learnt from it
- heavy rain, drainage problems, floods, i.e. Gillespies Line going north-west from town
- flood protection, because we live next to the Manawatu River and it can be dangerous
- 2004 flooding, notice Council is still working on flood recovery areas, why are they still doing it?
- flooding on outskirts

22...A second bridge needed

- another bridge across the Manawatu River to ease traffic in certain areas
- bridge, another one over Manawatu River, because of congestion
- an alternative route over the Manawatu River is essential
- bridge to Massey, go ahead, need a second bridge, insurance link to city, can't afford to have main bridge washed out
- sort out extra bridge
- another bridge, where is it going?
- needs a new bridge crossing the river, off Maxwells Line, maybe
- another bridge over Manawatu to relieve traffic congestion
- bridge over Manawatu River, really need one to reduce traffic
- the bridge, we need a second bridge across the river

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23...Hospital/health services

- hospital needs more funding, understaffed, put all the funding into the hospital
- health and waiting lists
- hospital with the health system
- medical services, not enough, not enough doctors and hospital specialists
- Novo Virus epidemic, 133 cases
- health, hospital services poor, long waiting lists, need more services
- hospital board, too many hanger-ons, not productive, too much administration, put money into healthcare
- access to hospital needs to be improved
- hospital, still arrogant to visitors, maybe short-staffed, needs addressing

24...Clock tower issue

- whether to put the cross back on the clock tower
- clock tower, finishing it off, do we put the cross back or not?
- hopefully clock tower issue is resolved
- it would be sad to see the cross go from the top of the clock tower
- clock tower, the City Council putting a religious cross on the top, enough churches with crosses on the top
- cross on clock tower should stay, was there before Muslims moved to New Zealand, we should not accommodate them, New Zealanders should come first
- annoyed with the cross on the clock tower, it's not a cross, it's in a cage so is not a cross

25...Dog control

- can't take dogs anywhere
- a bugbear with the fact that doggy doo bins aren't emptied regularly
- the dog control, incidents about dogs and ownership
- lack of dog control
- the dog issues
- dog problem
- wandering dogs
- 600 dogs unregistered running around Palmerston North

26...Parks and reserves/trees/gardens

- revamp of Esplanade
- the possible revamp of the Esplanade
- the garden in the Esplanade needs re-planting
- some trees are far too big and need to be trimmed back
- Esplanade, needs some updating, it's lovely but needs some impact made on it
- appreciate tree lined streets
- keeping city green, needs balance between development and green areas
- Esplanade, aviary fine, don't touch the natural environment which is being proposed at huge cost
- parks need a revamp
- Pitt Park in Featherston Street needs action

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27...Lack of public consultation/communication/need to listen to the people

- the Council listening to people without egos getting in the way
- Council seem to make up their own mind regardless of people's opinions
- the Council to listen to the public who voted them in
- not a people first Council, the focus of the Council should be to put people first, Council doesn't have adequate consultation regarding their activities, especially with Maori
- Council are not listening to the public submissions
- need to be more open to take notice of people who are interested in what is going on, decisions should be understandable by those that are interested
- lack of consultation, listening
- not enough consultation with public on spending
- listening to the ratepayers, especially ward committees
- encouraging better connections between Council and the residents

28...Council spending/control expenditure (exc. the Square)

- should look into local body spending
- stop wasting money or be more cautious
- waste money doing non-essentials
- using the rates money and other earnings in a responsible manner
- priorities about Council spending
- accountability of expenditure
- the Council allocating the spending of the money
- spending money better
- Council needs to look at its spending
- amount of money Council is spending
- overspending on facilities that don't need improving
- Council debt, it's got out of hand
- Council spending money on ridiculous things
- a lot of money spent on Council itself
- raising City Council spending on non-essentials
- stop wasting money on feel good slogans like "City Heart"

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29...Performance of the Mayor/Councillors

- one particular Councillor has never been to a meeting
- accountability, being responsible to the voters who put them into power
- lack of trust in City Council
- I don't agree with some of their decisions
- Council too materialistic
- the control of administration of the city, in the Council they seem to be arguing all the time
- Mayor, get rid of her
- the Mayor is wishy-washy, changes her mind after something is done and puts it back to what it was to please people
- Mayoress is not doing enough
- division in opinion and outlook from Councillors, people pulling in different directions, not getting much done, could be because of people getting into Council who want to make money, too much emphasis on that, self interest
- dissension amongst Council members
- too many Councillors, need to get rid of some wards, too many Council meetings, things go on too long
- governance of city needs a good hard look at. Some Councillors have been there too long and don't add any value at all
- Council has no vision or planning
- lack of vision
- election of useful Council which works together, less political correctness

30...Sports/recreational facilities/opportunities/more things to do and see

- find ways to involve young people in sports and cultural activities
- decision about the artificial lake and where it should be located, seems they can't decide
- lake development at Aokautere, would make us unique with a lake
- denigrating issue of large lake is bad, Palmerston North has everything, good health access, cultural, clubs, recreation but not water around, Palmerston North won't be complete until it gets a decent big lake, Aokautere, other side of bridge towards gorge
- the lake by Massey, man-made, awesome idea, great resource for recreation
- need a recreational attraction, e.g. lake
- Manawatu Turbo rugby team and how they will fare
- lack of funding, i.e. Manawatu Turbos, lack of money for sports
- more money spent on bringing sport into city
- we need a special building for gymnastics, we need Council support
- enough places for youth to go to be amused
- funding of sports and sports facilities
- recreational grounds for the youth
- preserve recreation areas
- lack of mountain bike tracks, should have a really good track and should be promoted and parks should have mixed sports on them, no fitness trail is available in Palmerston North
- fun park with bumper boat rides, fairground type rides
- more playgrounds are needed and have more bigger ones that are exciting to the children
- limited places to children to play within the city, not enough playgrounds
- Arena is coming along nicely but maybe we need an indoor arena for concerts, a larger venue which would cover over venues

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31...Promotion of the city/area/attract people here

- attracting more people to Palmerston North so there is even more money for upgrading
- selling the city
- students appeal to Palmerston North, needs boosting
- students vital to city, the students bring in over a billion a year but they're not valued
- they need to keep out student population high, e.g. economically
- trying to encourage people into the area, better promotion of the city as a place to live
- we need to attract young people to come to the city, the city has been trying to make it more welcome to young people, we have the reputation for being a boring city - how can our city be made for attractive for top quality students, academics and business people?
- vision to get people to come and live here
- tourism, things to attract tourists, rugby museum not very cool

32...Education/schooling issues/school zoning

- school zoning, affects too many things
- school zoning, the zones could be a bit fairer
- Winchester School rezoning, lots of people not happy
- the schools zoning needs to be reviewed
- education, need better schools
- schooling
- school community not happy with the solutions of the proposed changes

33...Increase in house prices/lack of affordable housing

- housing quality for students with families, needs to be better quality for less money
- lack of affordable housing for first home buyers
- the house prices are too high
- housing shortage
- real estate prices, increase
- house prices beyond common man, up 20%
- housing rentals, rents too expensive
- increasing house prices
- house pricing, gone up, harder to buy a house
- lack of low cost housing

34...Improve/upgrade central city/empty shops

- a lot of shops up for rent, Council should focus on assisting and being more retail minded because this is rate revenue
- maintain central business area
- we invite big retailers into the city and they wipe out some of the life at the heart of the city, there are shops closed down in the heart of the city, saturated in big retailers at edge of city, there's a kilometre of spare space in main avenue
- a lot of businesses have closed down, empty premises
- address empty shops, use what we have got rather than build new ones
- decentralising, shops, etc. moving out of town, Mitre 10, etc., wastes petrol to get there
- buildings appear to be empty, big retail premises, i.e. old Warehouse building is empty
- development of CBD, a lot of changes
- need to upgrade Rangitikei Street, it looks shabby
- CBD is decentralising, does make centre of city quieter
- make central city more liveable

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35...Image/branding/identity of the city/negative perception of Palmerston North

- a clear identity is needed
- the image, that we don't have a good image that is portrayed and protected
- other people that live in other cities of New Zealand, ask me, "why do you live in Palmerston North"?
- negative perception needs to be worked on, just about everything will flow from that
- to find an identity, to bring people together
- it's an issue of the picture that people have of Palmerston North, even the name and people say, "where's Palmerston North"? - Lord Palmerston hated New Zealand, maybe there's something wrong with the name, maybe that needs to be looked at
- image of city
- perception by the rest of the country about Palmerston North
- cooperate on regional branding, no strong city brand

36...Sewerage

- the sewerage plant needs upgrading
- sewerage problems
- waste disposal in terms of sewerage
- ongoing improvements to sewerage

37...Other services/facilities requiring improvement/attention

- streets aren't well lit
- better lighting in smaller streets around the Square
- Information Centre
- public toilets not open on weekends
- no services in Kelvin Road
- lack of investment in natural infrastructure
- could be more on infrastructure, waste water management
- noise control, out of control parties
- library, two storey
- wastewater treatment

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39...Others

- leaky home issue
- concern that 'Rangitane' name has been removed from the building in the Square, been replaced, may not go on new building
- better weather
- lamp posts should be underground
- the forthcoming local body elections
- the University is the only thing that makes the city, brings different cultures into city
- ratepayer apathy
- integration with University community
- just about to put in new senior elective officer, that person could make or break the city
- it's great encouraging South Pacific culture but that is not the only culture in town, should encourage Netherlands or highland dancing
- outlying districts, buildings kept tidy
- looking after the suburbs
- safety at work, am off work from concussion, assault
- pay for rest home staff, question of pay
- salary and wages too low
- arts and Museum needs improvement
- Museum and Art Gallery
- lack of skilled labour
- cars banned from inner city CBD
- not enough Christians
- affordability, prices too high
- immigrants needs to speak good English for themselves and for good of community, must not come to New Zealand unless they speak good English
- too many Asians coming in
- old railway station, not a good look
- earthquake, 1931 Napier quake, 2 storeys is high enough to build

40...Can't think of anything/nothing in particular

Q22 Reasons why they think the City is BETTER than it was a few years ago

01...Upgrade/improvements to the Square - improved looks/safety/better lighting

- better lighting in the Square since I first arrived a year ago
- Square is more open, more lighting, security guys on bikes
- like the Square development
- the redevelopment of the Square, opened it up, an improvement
- the Square has been done up so it's safer
- Square is a lot better, brilliant move on Council's part
- Square development is good
- the Square is improved, more brighter at night
- the Square has been tidied up, it was unsafe
- Square lovely, especially at night, all the money they've spent has been worth it
- the Square looks pretty nice
- the Square safer than a year ago, nice place to walk through in evenings on the way to get a drink
- the monitoring of the Square, we have security cameras and paid security people, it's a lot safer now
- a lot of modifications, e.g. lighting in the Square
- the improvements to the Square, better lighting at nights, helps people not to get beaten up
- improved the Square, necessary for safety, the lights are pretty at night
- Square now open, can go out at night time too
- improved the Square, little bit safer than it used to be
- the Square is safer now, you don't have to look where you walk, it was more dangerous from other people at night
- redoing the Square and putting in the extra lights makes it safer
- redeveloped and improved the Square, looks fantastic
- development of the Square, an awful lot of money to spend but can definitely see the benefits now it's nearly finished
- Square update has been great, it's nice, style and outlook, security cameras are great
- Square looks good with lighting
- the Square, it feels a lot more open and inviting
- more exposed, taken away the trees in the Square so it's safer
- the Square is more open, not so many trees, is safer now with the security cameras going
- the Square is safer, especially for children and elderly
- Square alterations has bettered the city

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02...City Centre/CBD has been upgraded/modernised

- having a facelift, i.e. the city
- upgrades of the city
- CBD flourishing
- nearing the completion of the CBD development
- a lot of the work done in town has made a big difference for the better
- George Street looks more go-ahead than before
- good focus on development of CBD
- city is modern looking
- main street was opened up a while ago and it has improved that street
- modernisation of the city centre
- the middle of town, they have done it up
- as far as CBD town central, there is improvement, more buildings
- one of the tidiest city centres, compared to e.g. Wellington, Taupo, etc.
- developments in the commercial area has improved the city
- it's more modern, the city centre has generally been upgraded, e.g. the Plaza and the downtown
- busier CBD, not so many empty shops

03...Improved services/facilities/amenities (unspecified)

- facilities are better
- a wider range of services
- there are a lot more facilities for the public to use
- new facilities
- amenities improved
- improved facilities
- I think there's a good selection of facilities
- more facilities for the people
- we've got more facilities than 5 years ago
- Council continues to develop services
- I think our facilities are improving all the time

04...Good shopping/new shops

- good shopping
- more shops, easier shopping
- shops changed
- new shops
- shopping is good
- wonderful shopping area
- the mega stores on the outskirts of Palmerston North
- more big retail shops, we have a really big Warehouse now, and Bunnings have come and Furniture Fair and Arbuckles
- better shopping, great choice with more competition and better prices
- more variety of food from speciality shops
- there are more bigger retail businesses in the city
- great shops and access to quality goods, you can buy goods for the whole range of the community

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05...Improved sporting facilities/opportunities

- improvements like the sports Arena, the grandstand, etc.
- good sports events
- sporting events have increased since I've been here
- renewing facilities, Arena, hockey pavilion is neat
- Arena upgrade
- Arena upgrade is excellent
- playing fields
- NPC team, new stadium
- more emphasis on sports
- they are getting more facilities in sports

06...Improved traffic flow/ring road/roundabouts/traffic lights

- the traffic is better, more lights and roundabouts have been put in
- extra traffic lights, extra roundabouts
- created a ring road for traffic which is working well
- traffic flow is better
- more orderly in terms of ring roads around the city, much easier and safer
- a lot of roading works done around the city has improved traffic flow
- widened streets, altered places, made quite a big difference to movement of traffic
- all roundabouts altered to make traffic flow better
- ring roads, if you know, it's easy to get around the centre city
- fixed the congestion on Massey bridge
- the outer ring, better access across town
- improvements to traffic control
- bypasses, lights at intersections
- ring road makes a big improvement
- roundabouts put in
- there are more roundabouts and traffic lights, we have better traffic flow now

07...Ever improving/continues to improve/getting better all the time

- our changing city, definitely better
- the face of the city, redevelopment is good
- lots of upgrading
- a lot of improvements
- getting better all the time, things are slowly taking shape
- definitely more improvement
- continues to improve
- I think it's better due to all the upgrades of everything in general, moving with the times
- the improvements that have been going on
- been a lot of improvements over the years
- some good things have been done
- keeping up with the times all ways
- ever improving it

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08...More restaurants/cafes/bars

- restaurants, clubs, bars all over
- lots of restaurants
- more restaurants and bars than before
- more cafes
- more of a range, bars not only cater for students but everyone
- great cafes
- the level of cafe participation
- lots of nice cafes
- eating facilities are much better, more variety

09...Looks better/more attractive/clean and tidy

- Palmerston North looks great coming into city
- entranceways to city have been tidied up
- the entries to the city, e.g. the signs are more tidier
- tidier
- it is clean and tidy in general
- it's a lot tidier as far as rubbish goes
- tidying things up
- the city is looking good
- Council spending a lot more on beautification than before
- spruced up now, realistic on spending money to spruce up the city, looked drab for a while
- I think the aspect of the city, the aesthetic appeal
- planted "welcome" areas on roads into towns, planted more trees in general on roadside
- efforts have been made to beautify
- look of the city
- work done around the city to make it more aesthetically pleasing
- looks better
- it's more attractive
- beautiful city
- more care has been taken on beautifying the place

10...Safer/improved security/not so much gang activity (exc. safety in Square)

- the liquor ban is good
- focus on public safety
- more public awareness of need for safety
- not as much gang activity
- people becoming more aware, less tolerant of crime, reporting crime and gang related things
- it's better now the gangs aren't around a lot in the main shopping area
- it's better since all the gang affiliations and murders have quietened down
- gangs have been removed

11...Improved roading/footpaths

- Mayor got footpaths fixed
- footpaths have been fixed
- road markings have improved
- roads are smoother and better, better marked and labelled
- roading has improved
- the continual upgrading of the roading

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12...Walkways are better

- walking tracks are great, use them lots, walk the dog
- new walkways are being made or are going to be made in the city
- it's got good walkways
- walkways are better
- fixed the walkways
- river walkways are a great improvement
- the upgrading of the walkways

13...Organised events and concerts

- concerts have increased
- centre of town livelier, Council trying to put on free concerts
- functions at Christmas were great
- put on more stuff for community that's well advertised, e.g. flags
- City Council proactive getting events
- more concerts and market days in the Square now
- have quite a few organised events
- work with community events
- concerts and public events
- more advertising done on events happening in the area

14...Great leisure/recreational facilities/opportunities/lots of things to do

- lots to do now, bowling alleys, you name it, we have it
- picture theatres
- cinema has improved, i.e. downtown
- skatepark
- plenty here for everyone to do
- we are finding there is more to do here and it's good, have been here for 10 years and activities are increasing
- more opportunities for leisure
- we're getting a lake, will be great to have more activities to do
- they are getting more facilities in recreation
- lots of things to do
- recreation areas are better looked after because of renewed interests
- a lot more entertainment for young people

15...Growth of the city/bigger population

- city has grown
- it's growing in every way
- growth brings improvement and there has been a lot of growth
- it's grown up, when I first knew Palmerston North it was a big, country town and now it has developed a city atmosphere
- I think we have a bigger population
- stronger in a lot of areas as it has grown
- growth of the city
- more people
- a growing city
- it's getting bigger all the time

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16...Go-ahead city/progressive/prosperous/vibrant

- going ahead, go-ahead city
- it's more vibrant, prosperous
- more prosperous than it was a few years ago
- on the boil, on the go to achieve a better level, the city is progressive
- vibrant
- I believe it's smartened up, it's starting to boom, it's starting to go-ahead, it's developed more, got busier
- more prosperous
- it has progressed
- more prosperity

17...Better parks/gardens

- a lot more greenery, the parks look maintained
- parks are always being improved
- plans for Esplanade were good
- the parks are prettier, more looked after
- parks looked after well
- lovely gardens
- working on the Esplanade
- gardens around the city
- the parks have been upgraded
- ongoing development of parks and reserves
- parks are tidier

18...Improved public transport

- public transport excellent
- ease of transport, free buses to Massey
- public transport and buses are a lot better
- the buses go more places now
- general transport, buses, etc.
- free buses, all over town and to the University
- bus routes improved

19...Educational opportunities improved

- educational services are improving all the time
- the people seem to be better educated
- educational opportunities
- there's a lot of opportunities to further kids education
- more chances in education
- it's a University city so there's a lot of learning institutions
- a lot of people in Palmerston North are being educated, especially Maori, in tertiary
- the University is better
- International Pacific College is here now

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20...More cycle lanes

- more bike lanes now
- it's got good cycleways
- more cycle lanes
- cycle lanes are excellent
- the bike lanes, they've improved the safety
- cycling facilities have improved
- cycle tracks put in
- certainly better for cyclists, more cycle lanes
- they put a cycle track along Pioneer Highway and also increased the lighting along there

21...Improved drainage/flood protection

- finding weakness in flooding areas and improving on them
- the Council Works side have improved, done great things in drainage
- done more about protection of river
- safer with stopbanks, improved open drains, made them deeper
- flood protection, I live near the river
- stopbanks
- better flood protection

22...Good/improved arts/cultural facilities/opportunities

- concert theatre
- more arts and cultural activities
- Speirs Centre host cultural events
- the arts have improved, new theatre has been done for arts
- improved cultural facilities
- Museum is here now and Regent Theatre

23...A positive feeling/better perception of Palmerston North

- the way people have been able to spend money lately has made things quite buoyant
- feel more part of and connected to Palmerston North
- it's getting an identity, I'm not sure what it is but it's more than a bunch of houses on the highway
- better community spirit
- more positive
- it just appears more positive
- the rise in perception of the place, not running ourselves down

24...Other specified services/facilities have improved

- been quite a lot of work done, water pipes done in Church Street
- water and sewerage
- a better library
- library improved
- airport improved
- international airport
- good services like health
- good Information Centre here in town
- they have improved the Visitor Information Centre
- good parking
- parking better
- noise control
- more lights around the inner city

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25...Business/economic growth/employment opportunities

- expansion
- it's grown economically
- business has grown
- good employment
- more industry, more jobs
- more jobs
- emphasis on encouraging the economy
- attracting new businesses, distribution centre for new firms
- huge development because of expansions of Ezibuy, Mitre 10 Mega, Bunnings, the new Warehouse, etc.
- business-wise it's progressing well, great following of distribution here, so central
- more opportunities for business
- location means it attracts diverse businesses
- business-wise there is an improvement, new commercial business opening
- businesses are flourishing, more doing very well
- Massey has a more businesslike focus rather than agricultural focus and has raised city's profile to business rather than agriculture

26...Council/Mayor doing their best

- Mayor listens to the people
- a good Mayor
- the Mayor is doing a lot of good work
- people with a vision on the Council
- City Council have promoted it
- our local authorities are doing their best for town and citizens
- Council takes an interest in people
- Council are doing things up

27...Diverse cultures/multi-cultural

- a city with diverse cultures
- international students
- because of the mixed cultures
- cosmopolitan, multi-cultural
- in 1996, difficult for locals to accept newcomers, now more accepting

28...Young people/students

- emphasis on encouraging students
- students in Palmerston North provide more opportunities for Palmerston North people
- it's a student city
- hopefully young people might come back and settle
- young people like to come to Massey
- the Councill committees have got younger people on them
- our students bring in millions of dollars

29...Housing/subdivisions

- residential growth
- property values increasing
- I think it's still a relatively cheap place to live for rent
- improved housing
- expanded new subdivision
- new housing areas, good building industry

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39...Others

- city is spread out and I think it's great
- there are not so many shabby places now, people are taking more pride in their house and work premises
- ratepayers taking more pride in their properties
- my garden is better
- more Christians, need more
- underground power
- underground power has been done
- powerlines underground now
- I think it's a very balanced city, education, agricultural, manufacturing
- improvement of Council building
- city is growing at a slower pace which is great
- the weather's changed, not so windy
- more people are aware of what's going on
- the people seem more interesting
- the way of life amongst the people
- wind farm built up profile of city substantially
- the wind turbines are really good
- wind farm
- army base here

40...I don't think that the City is better

41...Can't think of anything/nothing in particular

Q23 Reasons why they think the City is WORSE than it was a few years ago

01...Poor traffic flow/traffic congestion

- traffic getting worse
- traffic congestion
- more traffic on roads
- traffic flow, traffic lights
- roading and traffic islands have hindered traffic flow
- the traffic is getting more congested
- traffic volume
- traffic system, especially on Fridays, city wasn't planned to carry this amount of traffic
- the traffic has got worse, more traffic congestion
- too many cars
- traffic congestion, major arteries are blocked up in peak hours, should have been fixed before it got so bad
- traffic is worse, more of it, more people take their cars into town
- more cars around the city
- the traffic is very slow in Ruahine Street

02...Problems with youth/congregating/drinking/bad behaviour

- young people roaming the streets at night are a real concern
- too many pissheads
- there's a huge drug problem in a lot of schools which didn't exist when we first came here
- the behaviour of certain people, the loutish, drunken behaviour
- youth, 10-12 year olds out late at night
- youth gangs, no manners, discipline is needed
- youth drinking
- all the drinking drunks
- drinking and drugs are a problem, more accessible
- need to police young people's behaviour
- the younger population are drinking more on the streets
- young ones not doing anything element getting into trouble
- not safe with crowds of young people
- been accosted for money 3 times in last 18 months
- rough youths
- more drunkards, louts, boys and girls, they are noisy

03...Boy racers/speeding/road safety/safety on the roads

- there are more boy racers
- the boy racers are too noisy and go too fast
- boy racers bug me, up and down Church Street
- there are more boy racers around
- less control on boy racer driving
- less tolerance by motorists
- speeding cars
- some of the road rage is tremendous, I have experienced this and it's very annoying
- not enough traffic enforcements
- they have double laned more roads, made it hard for cyclists

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04...Increasing crime rate/break-ins, car theft, etc.

- maybe in terms of crime
- perceived increase in crime
- more crime
- the crime makes any city worse today
- crime increased late at night
- so much crime, car theft
- a lot more crime, house breaking, etc.
- nationwide things are worse than before, criminal activities is a nationwide problem
- the increasing crime rate is a worry
- generally hear of more crime, maybe on the increase
- crime slightly worse, Highbury for example
- increasing crime rate
- crime rate hasn't dropped

05...Violent crime/assaults/beatings

- too many assaults, especially on the elderly
- beatings at night
- increase in violent crime over the last little while
- fighting, kids getting picked on, more violence in younger kids
- violence
- serious crimes, murder, rape, etc.
- there are bashings
- violence needs to be brought under control
- more violence in some parts of the city
- a certain amount of gang violence, there is less control of it

06...Safety issues/not as safe as it was

- unsafe to go up town
- law and order, we never used to lock doors, now doors bolted at 5pm
- safety possibly, have to look doors at night
- I think it's less safe in general than it was a few years ago
- I just think it's not safe to walk at night
- from a safety point it is, now you can't walk after dark

07...Graffiti/vandalism/broken glass

- there is so much broken glass on pavements and on the cycle tracks, especially on Friday and Saturday night, they only clean it every Saturday morning
- broken glass on the streets and roads in the suburbs
- bottles smashed
- all the broken glass
- glass bottles should be banned from the CBD, broken glass on the streets and can be used as a weapon
- younger population leaving broken glass behind
- graffiti
- attack of graffiti in the city in the last 2 months
- tagging
- more graffiti around
- more vandalism

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08...The Square is less attractive now/changes to the Square

- the speed humps around the Square, there won't be so many people enjoying the Square because of this, affecting businesses by the Square
- the Square, you can see one end to the other right through and the big carpark in the middle of the Square and the money it cost ratepayers to do it
- the Square is less attractive
- the Square, a lot of money spent for no improvement, feel sympathy for ducks and their pond, not shelter for ducks
- people anti the Square, how much money was wasted in the Square change
- in some areas like the Square, from Village Green to Corporate carpark, change to clock tower, all part of the same package
- don't like the new Square, don't like parking in Square itself, spent too much money on what you see, no value for money in it, too much paving, charm of Square depleted, taken most of the trees out
- Square is ugly, not natural looking like it used to be
- since the upgrade of the Square

09...Poor performance of Council/CEO/don't listen

- the Councillors not perceived to get any better, maybe because Mayors are only there for one term, a lot of disagreements between Councillors are listed in the paper
- we have a City Council that keeps fighting and we had a very poor CEO
- still have issues with infighting amongst the City Councillors and we personally had an issue with Council staff over 3 years to do with drainage from neighbouring properties, we forewarned them but they didn't take account, lack of information from Council staff
- CEO didn't listen to the residents, seemed to think he owned the town
- Council don't consult with the public enough on issues
- Council not listening, i.e. clock tower and spending rates without consultation, don't listen, even when fill in forms
- phoning Council with queries, cannot get past the front desk, would prefer to speak to the appropriate department and person rather than the front desk

10...Needs a spruce up/tidy up/looking rundown/dirty

- rubbish problem needs to be addressed
- litter
- dirty streets
- people seem to be more careless with their disposal of rubbish
- some old buildings could do with a coat of paint, not cared for
- the railway station is a disaster
- the railway station is a disgrace, no maintenance done on it, is in poor condition
- some houses are rundown, not well kept, and a few look like they would be dangerous to live in
- the grime factor
- left Highbury behind being updated, in shopping area, etc.
- needs a revamp, a spruce up, Square, parks, the whole city

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11...Higher population - infrastructure hasn't kept up

- grown very fast, lots of new development, Council needs to be aware of money needed to support infrastructure, i.e. enough water, green recycling, enough professionals, schools, etc.
- more people here now, the infrastructure has to keep up
- numbers of people living here now
- everything is go ahead, want more people but need to be able to cope with them
- population explosion, grew in wrong places, residential, Parnell Heights, Akatea areas
- more people
- more and more move to Palmerston North but nothing appears to be done about the traffic

12...Social issues/lack of support

- social tolerance is less than it was
- non discipline of children, people don't have respect for their elders anymore, kids have too many rights, they can argue and you can't do anything about it
- hasn't got the community's trust, moved away for 2 years and then returned and got this feedback from people generally
- social services are worse, less resources available for this area
- flasher, faster, better, Square makes us look better faster and that these mean more to them than our people, buildings seem to mean more to the city than the health and wellbeing of our people
- the Council is trying to remove it's support or responsibility for some community facilities, e.g. aged care and youth community care, etc.

13...Big stores arriving/caused closure of small businesses/empty shops

- don't like the barns, the Warehouse, Bunnings, etc. taking away small businesses, certainly losing something here with the barns coming into the city
- in danger of businesses going under with bigger shopping malls
- lost a lot of good shops, too many big stores being built
- Mega stores on fringes, proliferation on fringes
- it's probably gone backward because the inner city business district is less vibrant that it was a few years ago, too many empty shops and shops turning over too soon
- decline in retail businesses

14...Financial pressures/costs/high rates

- house prices, too hard to get into the market
- increasingly financial pressures on residents
- house prices and rentals, gone up too much too fast, hard for our family to ever buy a house
- house prices climbing, not easy for people to buy their own home and prices are still climbing
- rates too high, unfair that people are expected to pay high rates and get nothing, e.g. services from Council like rubbish removal, water, sewerage
- rates have gone up
- higher rates
- rates are too high, there are two lots of rates, money would be better spent on recycling containers and awareness as well as community days

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15...Lack of progress/lack of vision

- don't feel the Council is doing enough for the city
- lack of direction for the city by the City Council, no big plans
- need better foresight in traffic planning
- came here 3 years ago, felt it was very quiet, nothing's changed, it hasn't progressed as a city
- Council need to fast track projects, seem to take a long time getting things done, need a new bridge over the river
- need to change things to suit the times
- only because it has not moved forward, a lot of talking about changes but that is all, needs to be more action

16...Not as friendly/snobby/impolite people

- not as friendly, don't quite know why
- unfriendliness
- Asians aren't courteous
- it's not a friendly city, very snobby, moaners, whingers, nobody seems happy, not sure if it's because people are stressed or if it's money problems
- impolite people, shop assistants who seem uninterested and bored

39...Others

- the City Council has to set up a committee on everything, they want to discuss issues with the people too much
- parking is harder than a few years ago and every where you go, you have to pay now, harder to find parks
- double price of parking, around the central city
- too many parking meters, I avoid them, rather walk
- the way the bridge was built, most things built differently from plans I've seen a few years ago, doesn't run true to what things were planned
- very difficult to get employment here, people often have to move to another town
- I really like the train going through the centre of the Square, made Palmerston North much more interesting
- lack of a BMX track
- the big facilities for sports, etc. don't get enough use
- I don't like the windmills, it ruined the skyline
- if you drive on the roads, the state of the roads is shocking
- loss of history, modernisation is expensive and will soon look tawdry
- they are not replacing the cross on the clock tower in the Square, it's part of the history, it should be put back, they are thinking of the minority only
- I don't like the cross on the church tower, I don't know why the Council have put a cross there
- it's different, life has changed in the last few years
- noisier now
- amalgamated city art gallery with Te Manawa
- why have we not got rubbish bags supplied?

40...I don't think the City is worse

41...Can't think of anything/nothing in particular