

# SHOPPING MALL DEMOCRACY CONSULTATION COMMENTS

## Summary

Seven issues were identified 7 issues from previous consultation and the general public were asked to rank these issues in order of priority with 1 being the most important. They were then given play money of \$1000 and asked to decide how much they would spend on each issue (they didn't have to spend on all the issues). They were also provided the opportunity to write down any comments to further explain their answers if they wished. Community Board members lead this consultation at a variety of places for example shopping malls, festivals, markets, libraries and Trees for Babies. •Approximately 340 people took part in the exercise.

<b>Issue</b>	<b>Median spend</b>	<b>Median ranking</b>	<b>Total spend</b>	<b>No. of respondents to rank it 1st</b>
Education	200	2	67875	118
Transport	200	3	52076	70
Local jobs	150	3	48030	59
Protecting the environment	150	4	42935	41
More facilities, parks, libraries etc	100	5	37150	17
Reduce waste	100	4	33236	19
Friendly Council/Council customer service*	50	7	16628	8

## Summary of comments

Education again was a clear top priority, followed by transport and local jobs. Reduce waste again ranked quite low although protecting the environment ranked as a medium priority for the general public.

## EDUCATION

Comments were noted addressing education at all levels, with it highlighted that education should be supported throughout people's lives. Strong support was voiced for a tertiary institution been developed within Waitakere City as well as the need for more pre-school services.

- Encourage a tertiary institution to be developed here. To make Waitakere City a credible place to live and come to.
- More state-funded preschool centres. Also more awareness of adult education - to facilitate local job opportunities.
- Have to have things for the children
- More schools, more student support under age students
- It's just poor - the cost is appalling, student debt is outrageous
- More interactive education
- Encouragement of appropriate institutions to establish in area, ie techs, unis, etc - via rating concessions, low cost lease Council and facilities
- Subsidise - organise computer access
- Promote the importance of conservation 'think globally, act locally
- Promote whole - from 1-100 social as well as educational
- Tertiary education facilities
- A must for young and old. "Ignorance is not bliss". Encourages belief systems
- Continue the negotiations. Facilities within the city must help the city. Working on the environment
- Dedicated tertiary. More for adults.
- Tertiary for adults
- More pre-school reading/teaching confidence than given to children, which will lead to all below. Encourage education.
- All to schools
- Would like to see Te Kohanga Reo supported to purchase resources in te reo Maori rather than see sports clubs and other well-established clubs being given ongoing support. Maori tamariki are our future
- It would also help those that need education that are not in school
- The basis of all things
- More books and teachers.
- Improved benefits for universities and Tech Inst to plan to stay in West Auckland
- Upgrade school libraries
- Teenage projects
- Increase leaving age. More variety
- Kohanga/playgroups "pre-school ed. A lot more involvement in training for adult students.
- Tertiary institution
- Assist tertiary education (abolish student loans)
- Early teens
- Adult learning
- School security
- Make more appealing to youngsters
- Tertiary education centres for information and net etc
- From primary to high in one school

- More needs to be done to improve parenting skills
- Let's educate the new generation
- No major problems
- Widen focus to encompass areas like goal setting, time management, project skills.
- Focus more on life skills.
- More education for life skills, Tertiary institution in Waitakere
- Schools need to be given more assistance to educate from young to old.
- Promote opportunities for continued learning, encourage schools to use facilities.

#### **EDUCATION CONTD.**

- Money spent on educating on issues would flow onto other areas
- I support education facilities in our city
- Consult industry as to what qualifications and training is required.
- We need more teachers, as not enough.
- Schools to have equal opportunities/facilities supplies etc. especially because of zoning.
- Are your people available for school visits etc.
- Good to see the links with schools. Need more of this community service work.
- Ok
- This is important for people's awareness, however, I suspect a lot of education is people's opinions not facts.
- Education is very important to our kids. Schools need help from everybody, donations, help, and sponsors.
- Joint services with the community.
- Good quality local schools/preschools and access to them. Safe roads and traffic in school areas.
- Give more incentives to people willing to train to be teachers, change schooling, instead of one teacher per room of 30 students, have two teachers.
- Make more funding available for European (Kiwi) based day cares (manager owned) instead of just Maori day cares. As I feel we should all have equal opportunities.
- Advertise more educational facilities. More education on this.
- More secondary schools in the area (Massey).
- Leave to Government
- More pay for teachers
- Help facilitate funding for tertiary education in Waitakere City in partnership
- Quality teachers, encourage as to wages, will improve advantages for children

#### **TRANSPORT**

Strong need voiced for improvements in the public transport system; more frequent services (more local buses – micro size), better connections between different modes of transport, simpler and standardised fare structure, improve the condition of trains and buses.

- Buses not friendly to mums with babies and pushchairs. The train drivers are wonderful. Old buses haul and pushes.
- More use of rail and buses
- Make more walkways/cycle lanes - improve access/parking to big venues.
- Upgrade road markings.
- Improve public transport facilities
  - security at stations
  - easier to use fare structure
- Universal fare structuring for all transport
- Better use of buses connecting with rail
- More visible action by Council, particularly around Transport & Roading
- Better local services for Waitakere
- Worse in Wgtn, uses car because no transport available
- Train service every 10 mins peak times
- Number 1 priority lightrail

- Standardised transport card for around Auckland
- Transport is very poor
- Especially Lincoln Road off-ramp
- Better bus service should not have sold Whenuapai Transport
- Buses, train pretty good, faster service, State of the Art
- Better public transport, more regular trains and buses
- Railways
- Nothing connects
- Better transport - late night (Friday/Saturday)

#### **TRANSPORT CONTD.**

- Good Rail system every 15 mins, BUT must have secure parking
- Support other local bodies - central govt to address motorway congestion - greater range bus/train - subsidise fares
- Better integration/ferry service/with bus service - late night fri/sat
- Reduce road congestion
- Light rail - better linkages - integration
- Fix it
- Yes well? The train system back working. Car-pooling to work.
- Better local transport
- More buses
- Help people get transport that they don't have to get around easier.
- Increase buses
- Get the rail transport moving esp to and from Kumeu
- A priority
- Unreliable buses conditions poor for drivers. Feeder service to trains
- Less cars and more buses and getting them to use public transport
- Better roading, street lighting, roadmarking and signs
- More roading, fewer bottlenecks
- Any improvement has to be good
- Auckland region problem
- Late buses after local use
- Local buses, short trips
- More local buses micro size. Integrate bus train and ferry services
- Improve rail service
- Buses too far from trains. Kelston com centre too isolated
- Improve parking for railways
- Improve public transport
- High frequency trains supported by bus service. Definitely proceed with double tracking
- Get cars off road. More regular buses
- Double tracking of railway line. Local link buses
- Transport - public more important than private - segregate/priorities public transport, bus corridors/roadways. So all new main roads/motorways have bus lanes
- Trains more rail
- Better bus routes and more buses
- Improve quality of public transport
- Improved transport
- Bitumen seal collector roads to reduce the noise & environmental impact.
- Press forward with Rapid Rail - key to protecting environment
- Rapid Electrified Rail Double Tracked. Park & Ride
- Light Rail.
- Public Transport, specifically transport to Laingholm.

- Reduce vehicle emissions
- A good public transport is essential. Especially our rail system.
- I support development of a "true" public transport system, ie motorway and bus lanes and park and ride. I would support urban rail only if it was extended to be a useful system
- Initiate a policy to be included in the proposed District Plan
- The traffic in the morning and afternoon is chaos. We need a better system for West Auckland
- Public bus services, improve rail, make more accessible to general public.
- Get the drivers on the buses to help people with pushchairs.
- Integrated better with Auckland and other cities with circular route around city. Better network, small buses around town.
- More walkways and cycle ways

#### **TRANSPORT CONTD.**

- This is the #1 priority
- None from here to Kumeu/Hobsonville. Help people to get to work.
- No comment, don't use local transport, but definitely support the use of local transport.
- More public transport is a must, cut down on pollution - maybe trains, trams in towns
- Better route planning. Improve routes to rail, and bus movements
- Improve public transport.
- Support any initiatives to increase trains, buses, ferries.
- Road maintenance budget increase. Footpath maintenance budget increase.
- As transport wasn't my chosen most priority, but it is very useful that there should be more money for more business, like every half hour leaving into town.(for school, work, easy accessibility and efficient).
- More public transport, buses should run more frequently. Fares should be more reasonably structured.
- Better bus transport
- DBAHN System (See Adelaide), research different options, Park/Ride (York)
- Alternatives to cars on motorways during week?
- Travel to city is crazy - need some rail
- Better public transport - newer trains with more carriages

#### **LOCAL JOBS**

Provide support to encourage new industries into Waitakere City (including coaches and incentives); development of new businesses can be an opportunity to teach skills to unemployed and young; many comments identified the connection between the lack of local jobs and transport problems.

- Creating industry, eg hospitals
- More jobs, less criminal activity, improve self-esteem
- Bring in more industries
- Continue to encourage local industry (e.g. film making) and encourage peripheral support.
- Create an environment to entice employment
- Always improve
- Encourage more companies to stay and move into the City, only small branches in the City instead of head offices
- Need more local jobs
- Could do with more so don't have to travel to City
- More industry, no GE Industry, longer range of industry
- More support for small businesses
- Encourage industries to area via concessions on rating etc
- Advertise more and to help unemployed
- More skills for younger people

- Develop industry
- More jobs, more variety, IT opportunities
- A must. Needs coaches for small group motivation. Incentives given to local businesses to create apprenticeships..
- More high industry
- Local jobs and training for young, ie apprenticeships
- Teach unemployed more skills doing Council building projects and parks
- Can follow once other issues in place
- Creating more jobs
- Stand down period a hindrance - too many fast outlets
- Better training and communication
- Local jobs help solve transport problems
- Encourage bigger business to relocate
- New Lynn a priority
- Maintaining buildings would create jobs
- Make jobs more accessible in Waitakere
- Pride and local identity (restaurants, cafes etc)
- Increase the opportunities for local jobs to reduce the need for transport & increase the money flowing into the local area.
- Eco businesses important.
- More of Enterprise Waitakere, more affordable business premises
- Encourage more industrial and commercial ventures in the area.
- Local jobs needed
- Proactively attract industry to the region.
- Keeping employment in West Auckland. Saves 85% of population travelling to the city everyday.
- Good encouragement of local growth. Training schemes. Numeracy and literacy programmes.
- More of these will reduce transport problems
- I would like to see more local jobs created for mothers in a workplace that is child friendly, where we don't have to put them into institutions, ie. crèches for long periods.
- Helps to reduce crime.
- Make sure all local firms/businesses are aware of local jobs for local people.
- Create via consultation with businesses/employers a database outlining what skills
- Promote industry and training.
- Work with small business to create opportunities. Perhaps offer Council administration support for business to add jobs.
- Working close to home could help solve the "transport" issue.
- More local jobs.
- Create more jobs locally
- Seems sufficient for the time being.
- Create more jobs locally
- Would be nice for more local jobs
- Bringing projects in the community
- Create more jobs locally
- Encourage the start up of more jobs in Waitakere City - via City Green Scheme
- Encourage industry

## **PROTECTING THE ENVIRONMENT**

Several key points were made. Education was seen as a key means of furthering the protection of the environment, the importance of consulting and involving the community was highlighted as was the need for more planting and increased efforts in the removal of noxious weeds. Some noted the specific need to protect the Waitakere Ranges.

- Reduce pollution at cars, rivers & streams
- Booklet ARC on Invasive Weeds for every home and ranges
- Too many trees going? Plant more trees
- More education
- Protect the West Coast - penalise those that offend don't grant permits to build in natural beauty spots
- Enforcement/spend more on pest control, noxious plants.
- Make options desirable not compulsory
- Doing a good job here. Continue to work within local groups
- Help local groups
- Make sure that the environment we all are living in is tidy, clean and nice for the public to look at
- Get staff to buy parks, plant trees, put in walkways, suitable for old, pushchairs, roller bladers etc.
- Get more holiday programmes and child activities started.

#### **PROTECTING THE ENVIRONMENT CONTD.**

- Engage more staff to educate public, monitor environment, purchase weed control equipment that does not rely on herbicides or pesticides.
- Promote environmentally friendly policies and not be persuaded by enterprises with \$\$ to put in ugly or polluting industries
- A priority
- Make Waitakere Ranges protected - no more infill of sections.
- Cleaning streams
- More vigilance at parks to stop overseas pests etc
- Clean up Te Whau
- Provide assistance for noxious weeds
- Protect ranges
- Attack on vehicle pollution, warrant checks as to this problem to meet a standard
- Vehicle emissions
- Part of education beginning at the primary, kindergarten level.
- Native trees planted on motorways median strips etc.
- Encourage composting. Free removal or free trips to tips for wider range of noxious weeds
- High importance. Keep Swanson a rural village.
- Proactively consult with the land owners.
- Don't have much to say about this
- Make the Centennial Memorial park a National park or at least try to
- Promote the importance of conservation 'think globally, act locally'
- Keeping people focused on how to get rid of rubbish properly and how to dispose of liquids etc paint.
- Do the least damage when doing any new projects.
- Our future is in the environment.
- Work with schools and communities.
- By education/awareness
- Educating people through practical action - i.e. tree planting day, tidying parks, marae, beaches etc.
- Find out exact facts and get the community to help. Explain to the people why we are doing this for future generations - health, animals, etc
- Continue to keep our clean green image without going overboard.
- Continue with current programme.
- Discourage rubbish dumping.
- Put up more recycle bins and recycle rubbish bins for every suburb in Auckland.
- 'Green' policy seems to be working

- Fine people who litter
- Waitakere Ranges
- Graffiti
- Yes!
- Vital. More action on getting rid of weeds, gorse & possums. Use unemployed to do this
- A must. Encouraging 'graffiti as an art" not destruction, control on dog numbers, cheap supplying on trees to all property. Push the recycling.
- Constant vigilance

### **MORE FACILITIES, PARKS, LIBRARIES ETC**

Many comments considered focus should be on the improvement, upgrade and maintenance of the facilities that already exist. There was also a call for more facilities and parks for youth. There was good feedback on the Massey Library.

- Libraries, community facilities, maintain existing parks.
- Make parks more attractive to public to encourage usage (construct bbq picnic areas)
- A better selection of books in the Titirangi Library - Instead of having to order them from the other libraries

### **MORE FACILITIES, PARKS, LIBRARIES ETC CONTD.**

- Parks etc allow for safe denser housing
- Increase Henderson Swimming Pool to 10 lanes - make it the competitive venue for swimming for the upper North Island
- Respondent is a skateboarder and wants better-designed ramps. He says: "Consult the Users!"
- Facilities for 17-25 - adventure/music
- Youth facilities
  - drug & alcohol abuse
  - family counselling
- Footpaths in Titirangi - none required
- Why has Hndn got so many facilities and New Lynn has lost theirs? We have lost the cinema. They have public swimming pool and good sports grounds
- No marae on Peoples Park Land in Te Atatu Peninsula. Make parks and rec. areas safer - with improved lighting.
- No buildings on Harbourview land
- No Buildings at Te Atatu land please
- Better facilities in parks, better maintenance.
- Waitemata Athletics especially
- Upgrade toilet facilities, need to be cleaned more regularly
- Not so much more maintain and service those we have
- Sport for young people and more leisure facilities for young people
- Promote family atmosphere. Heavy penalties for vandalism/tagging
- Enforce rules, better designs for subdivisions
- A lot already spent on these. Outsiders (people living in Kumeu, me) not having use of library without huge joining fees is not useful.
- We appreciate the Massey facility
- More facilities - accessibility (library - fantastic)
- Yes - with trees and walks- I take my overseas friends and relatives to the Ranges or beaches - along way away for an 81 yr old.
- Build free toilets at Westgate
- Important for all
- Adventure playgrounds and skateboard ramps, young teenage activities for night-time
- Upgrade and maintenance of the park we have. No fees on adult library books
- Upkeep
- More community involvement

- Street lighting to be improved
- More play areas in parks (skate ramps etc)
- Adventure teen parks
- In broader range of publications, more seating etc
- Teenage youth priority
- We already have plenty. Use those available more efficiently.
- Great
- Lovely library in Westgate
- The ones we have are very good.
- Play areas, ablution facilities.
- Upkeep of parks
- Have a large central library facility. Keep the small libraries and improve stocks.
- Great Massey library. What about Te Atatu South? Great to see the development in the city of wonderful new art and upgraded parklands.
- Ok
- I would like inside parks for colder weather.
- Make the Council realise that parks and libraries are important to everybody.

#### **MORE FACILITIES, PARKS, LIBRARIES ETC CONTD.**

- Improve library facilities, keep up supply of strategically placed, public toilets, picnic tables in parks etc.
- Libraries - upkeep of books. Internet. Parks - maintenance of playground
- Would like to see more parks, reserves for relaxation. West Auckland is beautiful see more sites. I want to see also workshops or cheaper lofts for art students to live and work for an art studies
- Facilities are sufficient as it is.
- Nice to see new ones opening
- Continue with providing parks, libraries and facilities
- For recreation and education, enjoy walkways (no money needed by public to enjoy)
- Not catering for age groups 16-25 in City - exercise trails
- Some books out of date should be changed
- More sport & academic competitions between schools
- More parks for older kids
- Important. Good parks but maintenance improved?
- As the City grows, don't let provision of parks be compromised.
- We need green space.
- Important that local people get to know what resources there are.
- Anti marae on Harbourview land.
- More **clean** toilets. Parks otherwise ok.

#### **REDUCE WASTE**

Education as a means of reducing waste came through strongly in the community comments. Concerns were focussed generally around littering and recycling. There was some mention of the need for more inorganic collections not less.

- Stricter rules on litter
- Industry involvement and consumers
- Should be more inorganic waste collection, not less
- More interest in recycling
- Recycling Education especially, small businesses, recycling bins for 'small businesses'.
- To broaden inorganic collection
- More inorganic rubbish collections
- Upgrade to accommodate 90% at products on shelves, more kiwi products, imports create rubbish (cans etc.)

- Too many landfills
- Litter/requires more road cleaning
- Encourage environmental friendly practices - penalise fast food outlets (incl. KFC etc) make them pay to pick up wrappers within 2ks of outlets
- Recycling bins for tins etc
- Impose penalties for excessive/needless waste and littering
- Be creative! Too much of it due to lack of options/education. recycle, compost, communal food producing
- Doing a good job here. Keep it up
- Educate public to help themselves
- Do not cut our rubbish supply but sort more sites or other ideas
- Getting them to recycle the bottles and paper and getting the people to make composts
- Sewerage and stormwater upgrade - for sight into water catching for future generations
- Smaller rubbish bags as well as large for the very clever people like myself who have very little non-recyclable rubbish or compost.
- Regional issues
- Retail and manufacturers should be targets
- Facility for unwanted non-recyclable rubbish
- Must change the producers of waste. Plastic bags should be priced out of reach
- Communication and develop ideas for recycling

#### **REDUCE WASTE CONTD.**

- Worm farm
- Educating residents
- More recycling
- Benefit to work together, eg recycling through to new products from recycled materials
- Electrification and new trains
- Dams, burn waste - no pollution
- Set up environment friendly waste disposal
- Increase cost of rubbish bags
- Put a prohibitive tax on supermarket plastic bag
- Use this free gift for sewerage and your gardens. Don't waste water.
- Yes! Good progress but need to speed it up
- More education for recycling
- Education of this is important, especially general litter thrown out of cars.
- Encourage composting. Legalise going through inorganic collections.
- Waste care style bins compulsory, plastic bags made real mess.
- Compost organic waste, recycle as much of the rest as possible. Repair and sell stuff from the tips.
- Penalties for not recycling. Build recycling costs into the products as they do in Sweden or Germany.
- By education/awareness
- Tyres: Old that the Council won't take could be used. Cut up for flooring in parks for children.
- Educating people on how to reduce waste - i.e. pamphlets in the post, posters on local boards, adds in papers (local).
- Get everybody to be aware of things that can be recycled.
- Continue to push publicity
- Get households to compost their rubbish if possible.
- More recycling education. Greater waste/food waste processing.
- Recycling facilities. Baling station \$\$ subsidies to encourage proper disposal etc.
- I live in West Harbour/Massey and don't have any recycle bins and rubbish bins which we can reduce waste. Need more recycle bins in the area.
- Present policy seems to be working

- I recycle my rubbish
- More composting of household waste
- Would be happy to sort food waste for composting
- Do not reduce inorganic collection.

### **COUNCIL CUSTOMER SERVICE**

It was noted that the Council need to talk to the community and listen to what they are saying as well as communicate clearly what they are doing. Many positive comments were made about the Council.

- Minimise Council Meetings
- Part at service dealing with public (friendly)
- Easy to talk to
- More follow-ups with the community boards. (Henderson). Shouldn't overlook what the community put forward
- Banks is wrong. Excellent Council = community rapport/synergy
- Needs to listen to community double standards
- More friendly towards all groups in area
- In concert with other councils
- Excellent!
- No problems.
- Wants more feedback during ORMA applications being processed & quicker processes

### **COUNCIL CUSTOMER SERVICE CONTD.**

- No complaints. Service is reasonable
- Too many answer phones. Absolutely useless. Use the money more wisely, already allocated for this.
- I support more funding for staff to provide service
- Customer focus remember who pays you
- They need to be more people focused. I am tired of speaking to machines.
- Advising in local paper on activities, what's available etc.
- Prompt, pleasant and knowledgeable service.
- Let people know all these things that are happening! Blow your own trumpet! Great web site. Good service when ever I have needed it.
- Ok.
- Everybody likes friendly people when we phone up for advice, problems – manners cost nothing.
- Less queues - pay rates in libraries etc (use libraries as information and council services).
- Smiles and friendly help.
- Increase staff in field services.
- No comment - have not had any experiences (bad) so far.
- Continue to maintain 24hr phone in line. Keep up the friendly response team.
- Provide feedback (verbal or written) to people who put in suggestions/complaints.
- Generally good.

### **FRIENDLY COUNCIL**

- More approachable, needs to listen
- More Council co-operation
- Not really
- Listen to the voice of the people. This review is a good idea
- I would question the hierarchy of system and gender selection. Question expense of permits etc as revenue.
- Great Council - keep it up.
- Working as a team
- No visiting overseas cities and countries to look at them this must have been done to

- death. Consultation with ratepayers on sister cities. Why Japan?
- Better training on communicating
- Friendly Council simplifies all Council-related problems
- Listen
- Council buildings not central
- More openness. No hidden agendas
- Council's good
- Delegate more authority to frontline staff
- Better access to services, less red tape, readily accessible council.
- Seem to be okay
- Keep the Council interacting with the community through the consultation process

#### **OTHER**

- Safety of Community - more police, wardens, better lighting at known trouble spots
- Health should be on the list
- Concerned about reduced shopping outside malls.
- Bad infill and high density housing not on list
- Help for new immigrants ie. 'with language'
- Missing 'better health care', create more interest in our small shopping centres
- Missing police from list
- The first four are all interdependent. The next are desirable, but "optional extras"
- All equally important
- Should be health - statistics (Maori health)

#### **OTHER CONTD.**

- Stay out of central govt roles like crime/education/defence
- Young and youth - safety - community friendly
- Stop the cheap looking terraced housing that will very soon become slums
- We do not need Waikato water.
- Remove GST from rates as it is a double tax
- Young kids ages (11 years and up) drinking and staying out late
- Young kids being bullied by older teens for goods
- Older teens using younger kids for their dirty work