



QUEENSTOWN
LAKES DISTRICT
COUNCIL

QUEENSTOWN LAKES DISTRICT | RATEPAYERS & RESIDENTS SURVEY 2016

Introduction

Queenstown Lakes District Council (QLDC) is the local government authority responsible for provision of services to this large region within Otago. QLDC plays an important role in creating a liveable place through the development and maintenance of infrastructure like parks and reserves, roads, water and waste, and services like pools, parks and libraries.

The resident population of the district was estimated at 29,200, as of June 2012. Queenstown Lakes District has experienced strong growth and is one of the fastest growing regions in New Zealand.

QLDC strives to deliver an **affordable** 10-Year Plan with a strong focus on **efficiency** and **value**. QLDC demonstrates accountability by seeking annual feedback from residents about their performance over that year. This feedback helps QLDC to understand what they're doing well and where they might improve. Since 1995, QLDC has been conducting annual satisfaction surveys as a way to assess residents' needs and satisfaction with Council services.

Specifically, QLDC is responsible for:

- | Community well-being and development.
- | Environmental health and safety. (building control, civil defence, and environmental health)
- | Managing infrastructure. (roading and transport, sewerage, water and stormwater)
- | Facilitating recreation and culture.
- | Resource management including land use planning and development control.

Council Community Outcomes

- | Sustainable growth management.
- | Quality landscapes, natural environment and enhanced public access.
- | A safe and healthy community that is strong, diverse and inclusive for people of all age groups and incomes.
- | Effective and efficient infrastructure that meets the needs of growth.
- | High quality urban environments respectful of the character of individual communities.
- | A strong and diverse economy.
- | Preservation and celebration of local cultural heritage.

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Executive Summary

The Queenstown Lakes District Council Annual Residents Survey was conducted in May and June of 2016. Just over 5700 people were invited to participate, and a sample of 815 was selected for analysis. Three quarters of the sample was gathered from databases supplied by QLDC and the remaining 25% was captured in face-to-face surveying within the community, which was necessary to ensure younger residents were given the opportunity to contribute.

The 2016 results show lower levels of satisfaction than the previous two years, which reflects both the sentiment of the community and a change in this year's sample to include younger people. QLDC requested feedback from younger people, who are also long-term residents, to ensure that results capture all voting age groups in the community. The lower satisfaction can largely be attributed to younger people being less satisfied than their 'older' peers. Approximately 40% of properties in the area are owned by nonresidents and this year 18% of responses were from these property owners, which is almost double that of 2015 but somewhat similar to 2014 and the years prior.

Respondents were invited to identify areas in which QLDC could improve. The most common topics were similar to last year and reflect frequently expressed community concerns: roading, parking, transport, rubbish, traffic, consents, housing, communication, three waters (sewerage, water and stormwater) and freedom camping.

Asked which areas QLDC does well or should do more of, the most common responses were parks and reserves, libraries, trails, rubbish collection, three waters, recreation facilities, cleaning, communication, roading and tourism promotion.

Satisfaction with the quality of public reserves and gardens and the trails network remains at over 80%, while the results also indicate an increasing expectation that more public facilities such as playgrounds, public toilets and swimming pools will be provided. Respondents from Wanaka and smaller communities in the district were the least happy with the quality of swimming pools.

Respondents generally felt either satisfied or neutral about infrastructure services. While overall satisfaction levels were lower with water supplies, sewerage, street cleaning, footpaths,

lighting and roads, the corresponding dissatisfaction levels were mostly similar to last year – ie, some respondents moved from being satisfied to feeling neutral about these services.

Sentiment about regulatory services is also lower and reflects the well-publicised difficulties the Council has had in meeting requirements for processing building and resource consents. Freedom camping was also a common concern, particularly in Wanaka and around Lake Hayes.

The QLDC newsletter is still the most popular choice for receiving information from the Council with 45% of respondents ranking it their preferred communications channel followed by the website, email and newspapers. Younger people have a preference for digital media and many who were interviewed also said they would like the Council to engage with them more in person.

For the first time, residents were asked whether they had read their local community response plans for emergencies, which are being progressively released in each community. Just over a quarter of respondents said they had read the plan.

Another new question asked whether people would do business with QLDC online if they had the option. Nearly two thirds – 63% - said they would use online channels to report issues; 49% said they would apply for a consent or a licence online and 46% said they would register their dog via the website. Enthusiasm for those options was higher among younger respondents and those living outside Queenstown and Wanaka.

Overall, most residents remain extremely proud of the district.

RESEARCH OBJECTIVES AND DESIGN

Research Objectives

Purpose of the research

The purpose of this research is to gather feedback from residents and ratepayers regarding their level of satisfaction with council services and activities as well as identifying areas for improvement.

Objectives

The main objective of the research is to:

Measure resident satisfaction with the services and activities that the QLDC is responsible for and compare these against previous years' data.

A secondary objective is to provide insights into how Council can best invest its resources to improve service levels and resident satisfaction in the future, particularly for core activities.

Goals Of The Research Design

QLDC requested a research design that would:

- | Provide a variety of response options that offer flexibility and convenience
- | Not be intrusive to residents
- | Encourage willing participation, as opposed to obligatory involvement
- | Reach a range of demographics

What will be done with the research

The results of this survey will be taken seriously by the Council and will influence future decisions about infrastructure, services and community outcomes. The findings of this survey are a key input that helps the Council gauge how well they are performing in the eyes of the communities they serve. Information from the survey will be used to enhance long-term strategic and operational plans for each of the Council's divisions.

Research Design

Research Design

QLDC was keen to provide respondents with a variety of response options so that the survey was accessible but not intrusive. Mail, online and intercept Interviews were included in the research design, as were 200 Cookietime Cookies to encourage participation from people who were approached in person. A prize draw of a \$1000 rates rebate or a \$500 grocery voucher was offered to encourage participation within a time frame.

Using a number of research methods helped to secure an accurate representation of the population, in particular young residents and those people that consider themselves 'difficult-to-reach' by conventional methods like phone and mail. Participation was voluntary and respondents were assured that their response would be anonymised and their contact details would not be used by the research company for any other purposes.

In the comments section of the survey a handful of respondents question the cost of sending out printed surveys instead of using a call centre. The use of a print survey, as opposed to phone surveying, is an effective way to keep costs down (phone surveying is two to three times more expensive), and a print questionnaire enables QLDC to reach those households that no longer have a land-line (i.e., 40% of NZ households where the residents are under 45 years of age). The questionnaire is printed on paper that can be recycled and uses environmentally friendly paper (i.e., not bleached and from renewable forests) and ink (plant-based).

Methods

Mail questionnaire with Freepost envelope

The questionnaire was posted to a random selection of 4,200 residents and ratepayers with a return Freepost envelope, so that respondents could return it by mail at no charge.

Online survey

Each questionnaire had a unique code that enabled recipients to complete the survey online. This code verified that the respondent was a resident and ensured individual responses were anonymous.

Intercept Surveys

200 residents under the age of 45 were approached in person, to ensure these 'younger' age groups were represented in the findings. The 2015 results have the highest representation of 18-24 year old residents in the history of the survey, as well as the most accurate representation of population demographics.

Statistical Confidence

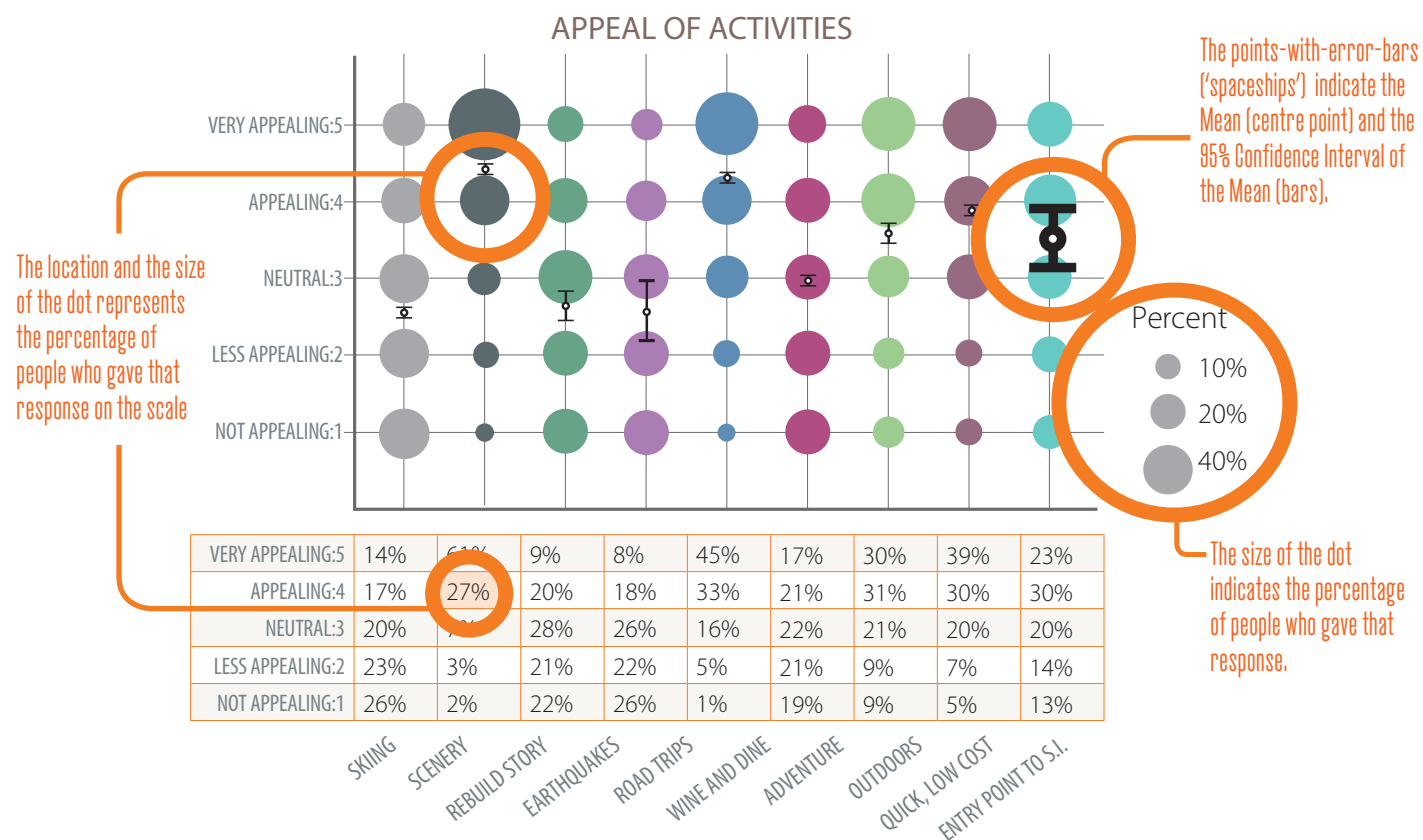
The sample of n=812 residents and ratepayers provides a margin of error of +/-3.5% at a confidence level of 95%. This low margin of error provides a high level of statistical confidence in the overall district results.

Visualising Data | Interpreting Data Using Spectrum Graphs

Spectrum Graphs™ were developed by Carte Blanche in response to our clients expressing frustration with comparing results across a number of pages, tables and graphs. In response to this angst we developed Spectrum Graphs™, which 'mash' data into a single visual tool. Spectrum Graphs™ enable you to visualise large amounts of data in a single graph, which makes it easier to draw comparisons, view trends, assess percentages and see the Mean and confidence interval. They also provide visual context to tables.

There are two key parts to Spectrum Graphs™ - the coloured dots along the scale (or spectrum) and the points-with-error-bars (aka 'spaceships') that show the Mean with its Confidence Interval, indicating statistical confidence.

1. **DOTS:** The **size of a dot** indicates the percentage of people who gave that response on the scale. The **colour of the dots** make it easier to see the columns.
2. **'SPACESHIPS' (Points-with-error-bars):** indicate the Mean (the point) and 95% Confidence Interval (the error-bars). They are typically located close to the largest dots on the scale/spectrum.
3. Not Applicable (NA) responses are not included in the calculation of the Mean and Confidence Intervals to ensure they do not skew results.



SAMPLE | ABOUT THE RESPONDENTS



Sample | Size

The Queenstown Lakes District Council Annual Residents and Ratepayers Survey was conducted during May and June of 2016. Just over 5700 residents and ratepayers were randomly selected to take part over a eight week period. Residents and ratepayers could choose to respond by mail, online or in person (face-to-face).

Population size

The resident population of Queenstown Lakes District is 28,224 according to 2013 census results.

- | Queenstown: 45%
- | Wanaka :26%
- | Arrowtown: 9%
- | Small communities: 8%
- | Rural: 9%

Sample: n=815 (+/-3.5% at 95% confidence interval)

Based on this response rate and the random nature of the sample we expect a margin of error of +/-3.5%. This margin of error provides a very high level of statistical confidence.

Response rates

- | **Total responses analysed = 815**
- | Total responses received = 1238
- | From the total responses received the sample was selected by age criteria/ quotas and ensuring a good cross-section of locations, including out-of-town ratepayers.

The sample was gathered using the following methods:

- | Rates database: questionnaire posted to a random sample (n=4200)
 - 19% responded by mail (798)
 - 1.4% responded online (60)
 - Total response rate = 20.4% (858)
- | Survey database: invitation emailed to a database (n=132)
 - 50% responded (61)
 - Note: this database has been built up over three years of running the survey and has only been used for the purposes of the annual satisfaction survey, which means the database is not being used multiple times and 'fatiguing' respondents. Respondents have also become familiar with the survey look/feel and format, as well as its timing, so there are less 'rejections'. In 2016, we received no requests for technical support and no complaints or SPAM reports.
- | Recreation facilities database: invitation emailed to a database (n=1246)
 - 10% responded (127)
 - Note: this database was useful for gathering responses from younger people.
- | Intercept surveying: residents aged 18-44 years approached; sample n=192

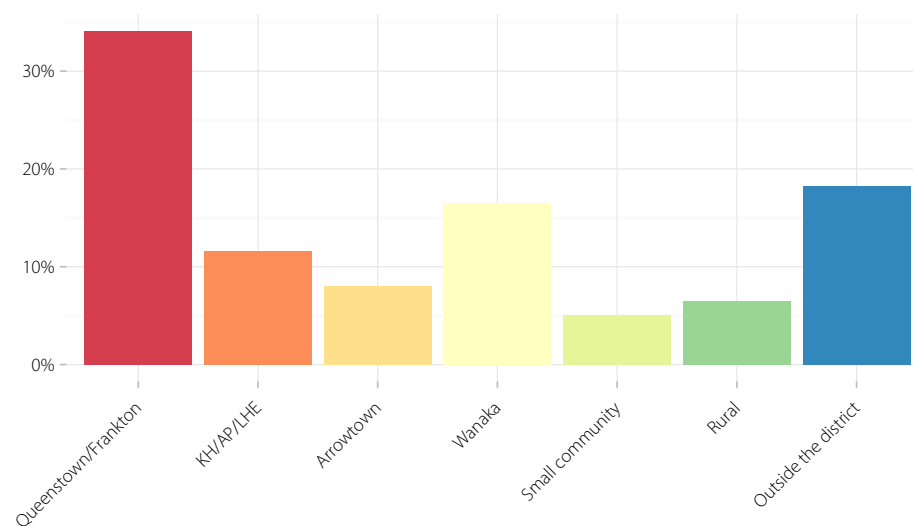
Location Of Respondents

Findings

- | 34% of respondents are from Queenstown/Frankton. 12% are from the areas surrounding Queenstown and a further 8% are from Arrowtown.
- | 18% of respondents are from outside the district. This group is made up of ratepayers who own a property in the district, and who spend some time in the area (holidays, weekends, seasonal residents).
- | 17% of respondents are from Wanaka.
- | 11% of respondents are from rural areas or small communities

This year just under one-in five respondents are from outside the district, whereas in 2015, one in ten respondents (10%) were from outside the district and in 2014, one in four (25%) resided elsewhere.

Location of Respondents - Where They Reside Permanently



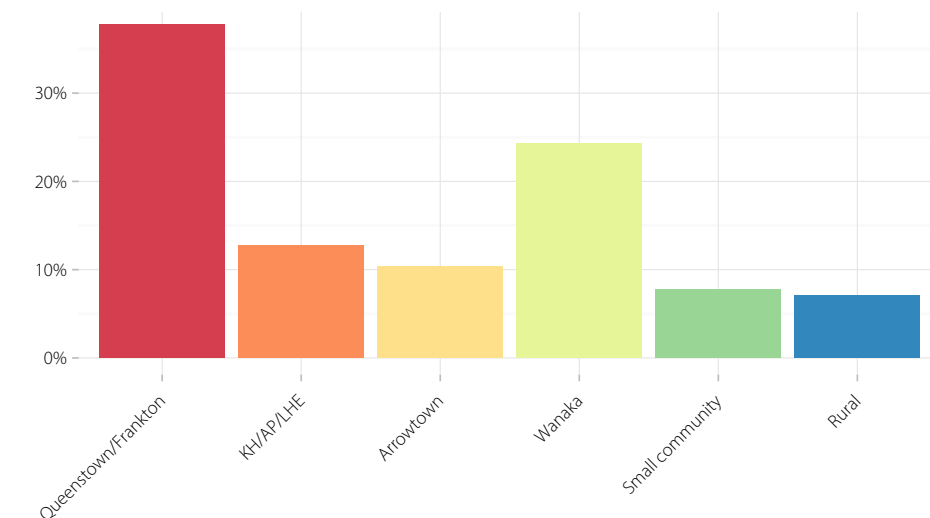
Location Of Respondents

Findings

Eight-out-of-ten respondents (82%) live in the district. Of these residents 38% live in Queenstown/Frankton followed by 24% in Wanaka. The remaining residents' properties, are distributed as follows:

- | 13% Kelvin Heights/Arthur's Point/Lake Hayes Estate
- | 11% Arrowtown
- | 7% small communities
- | 7% in rural areas

Location of Respondents' Property

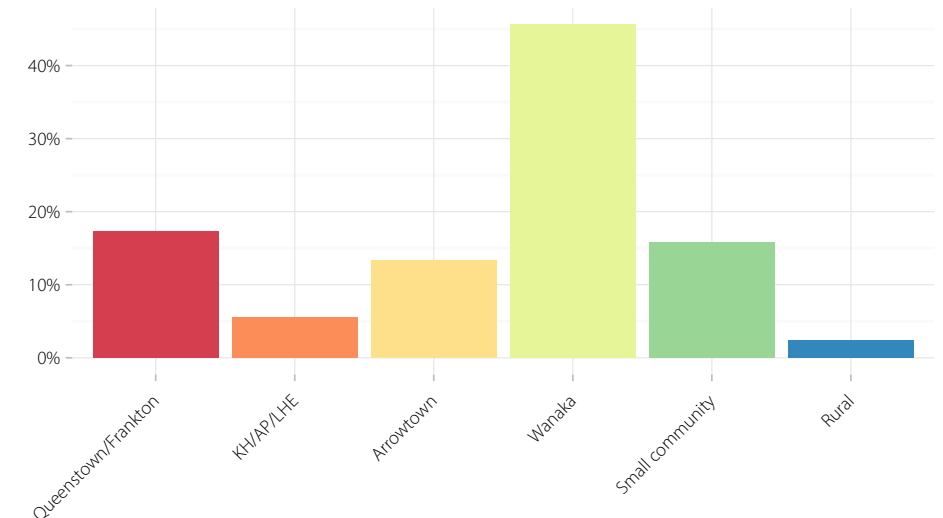


Findings

18% of respondents do not live in the district but own a holiday home/second home in the area. Nearly half of these properties are located in Wanaka (46%) followed by Queenstown/Frankton (18%). The remaining properties are distributed as follows:

- | 15% small communities
- | 13% Arrowtown
- | 6% Kelvin Heights/Arthur's Point/Lake Hayes Estate
- | 2% in rural areas

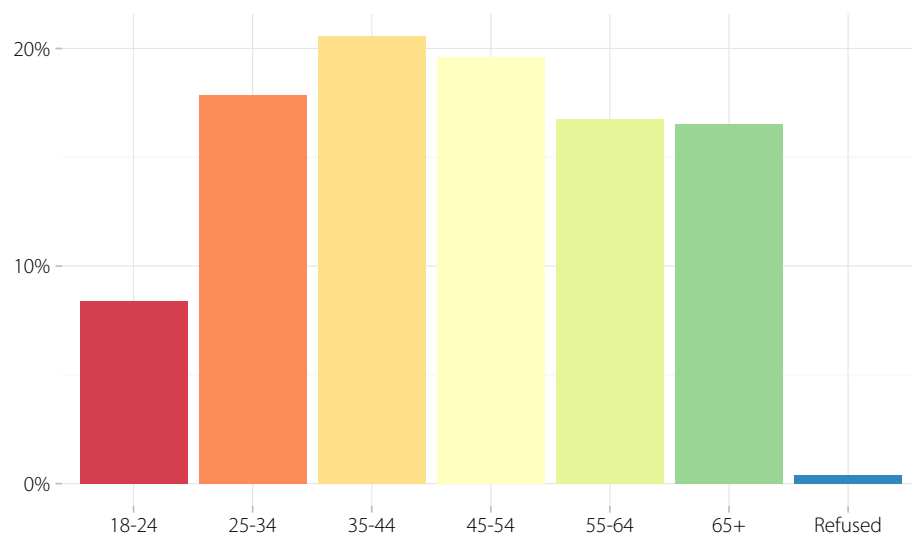
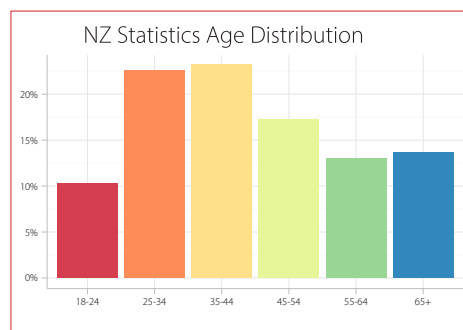
Location of Nonresidents' Properties



Age Distribution Of Respondents

Findings

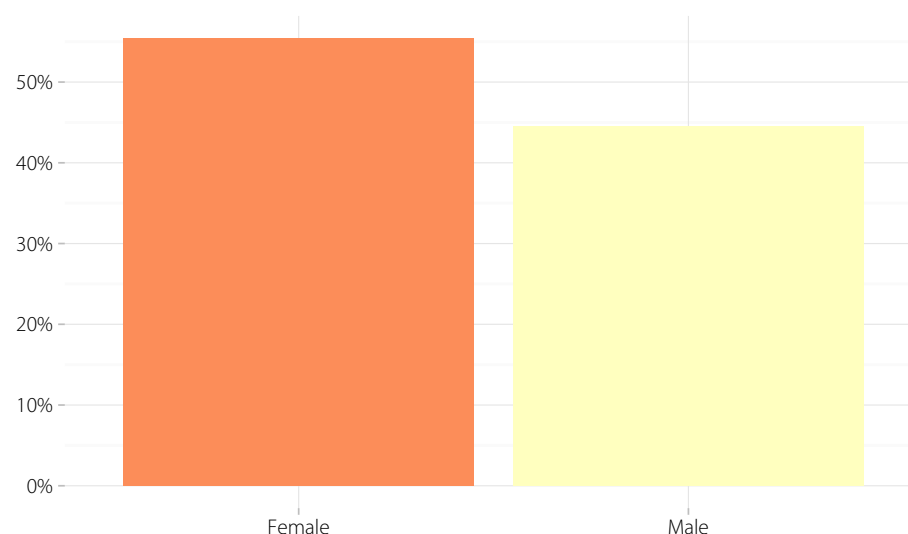
In 2016, the age quotas for younger residents (18-44 year olds) were softened due to the difficulty reaching this group without being disruptive to businesses by trying to access them in workplaces. As a result, the sample is not a 'perfect' representation of all age groups, but it is close, and more representative than was expected at the outset of the project.



Gender

Findings

More women (55%) than men (45%) responded. This is a common outcome when surveying the general population, unless quotas are established. When reading comments in survey responses, it seems that some women respond on behalf of the family (including husbands), particularly in the 'older' age groups (55+) years). Younger men are difficult to reach and, even when intercepted in person, they are less likely to engage in a survey.

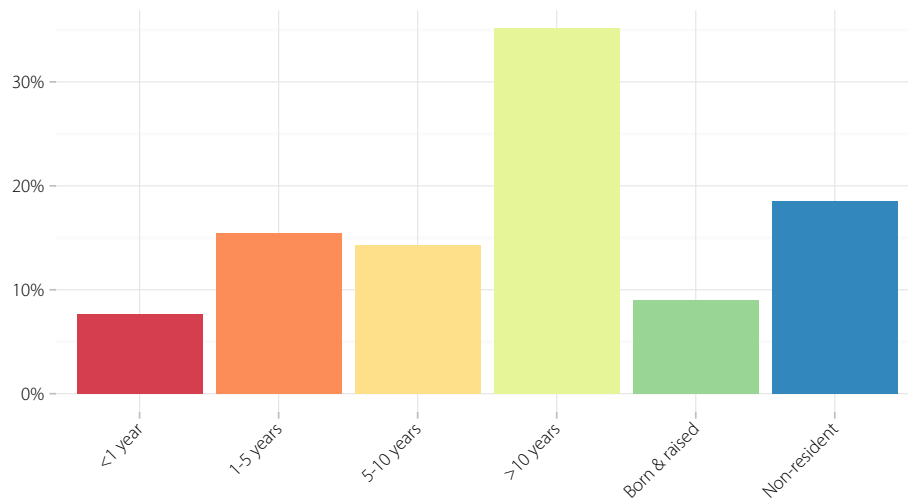


Time Living In District

Findings

- | 35% of respondents have lived in the district for more than ten years.
- | 18% live outside the district.
- | 15% have lived in the district for one to five years.
- | 15% have lived in the district for five to ten years.
- | 9% were born and raised in the district.
- | 8% have lived in the district for less than a year.

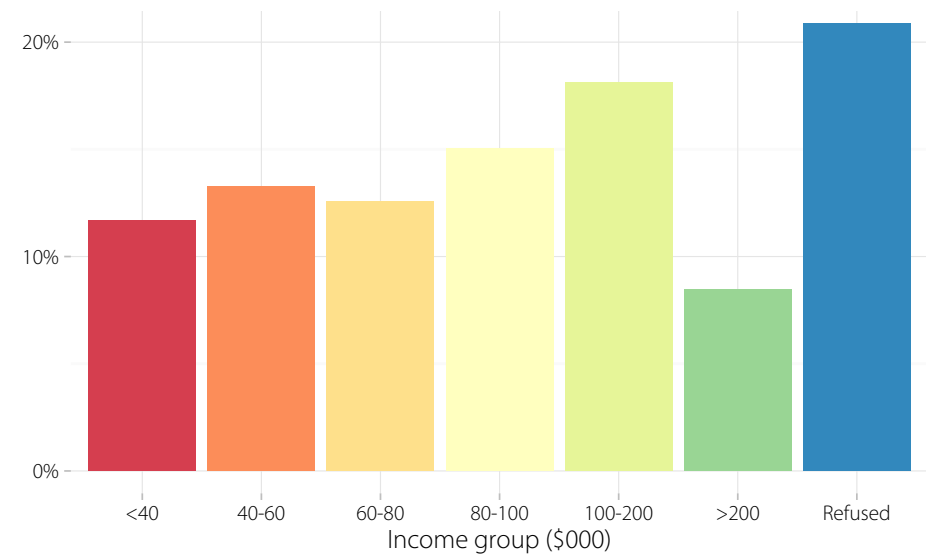
The sample has lower representation from people who have lived in the region for less than a year, which may be due to face-to-face surveying of younger age groups that are also long-term residents.



Household Income

Findings

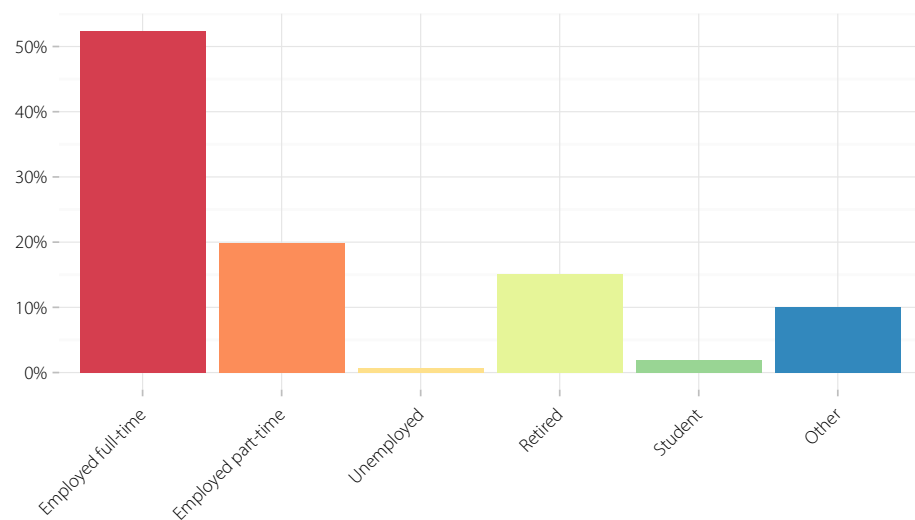
- | The sample has a large number of high income earners. Over one-in-four respondents (26%) have a household income over \$100,000 per annum.
- | 12% have a household income of <\$40,000 per annum.
- | 22% did not wish to divulge their income.



Employment Status

Findings

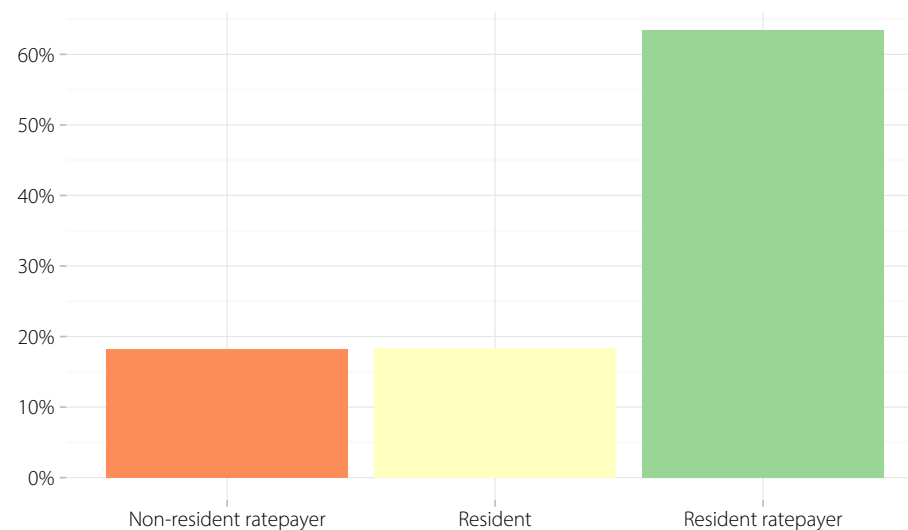
- Just over half the respondents (52%) are in full-time employment and a further 20% work part-time.
- The remaining 28% are a mixture of unemployed, retired, students and 'other'.



Ratepayer Status

Findings

- 62% of respondents are both a resident and a ratepayer.
- 19% are residents that pay rates in an indirect manner (e.g., rent to landlords).
- 19% are ratepayers who live outside the district (e.g., holiday home owners).



THE RESULTS | COMMUNITY SERVICES

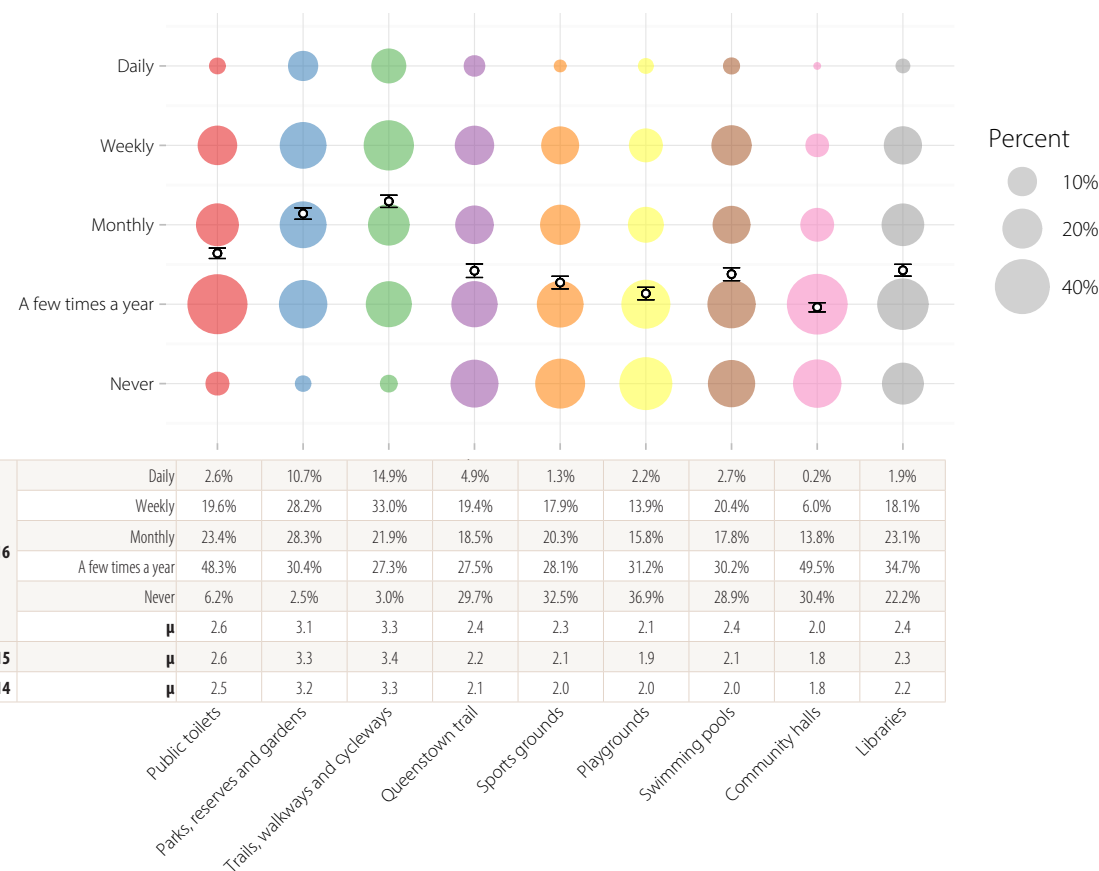
Community Services | Frequency Of Use

Question

How often do you use community services?

Results

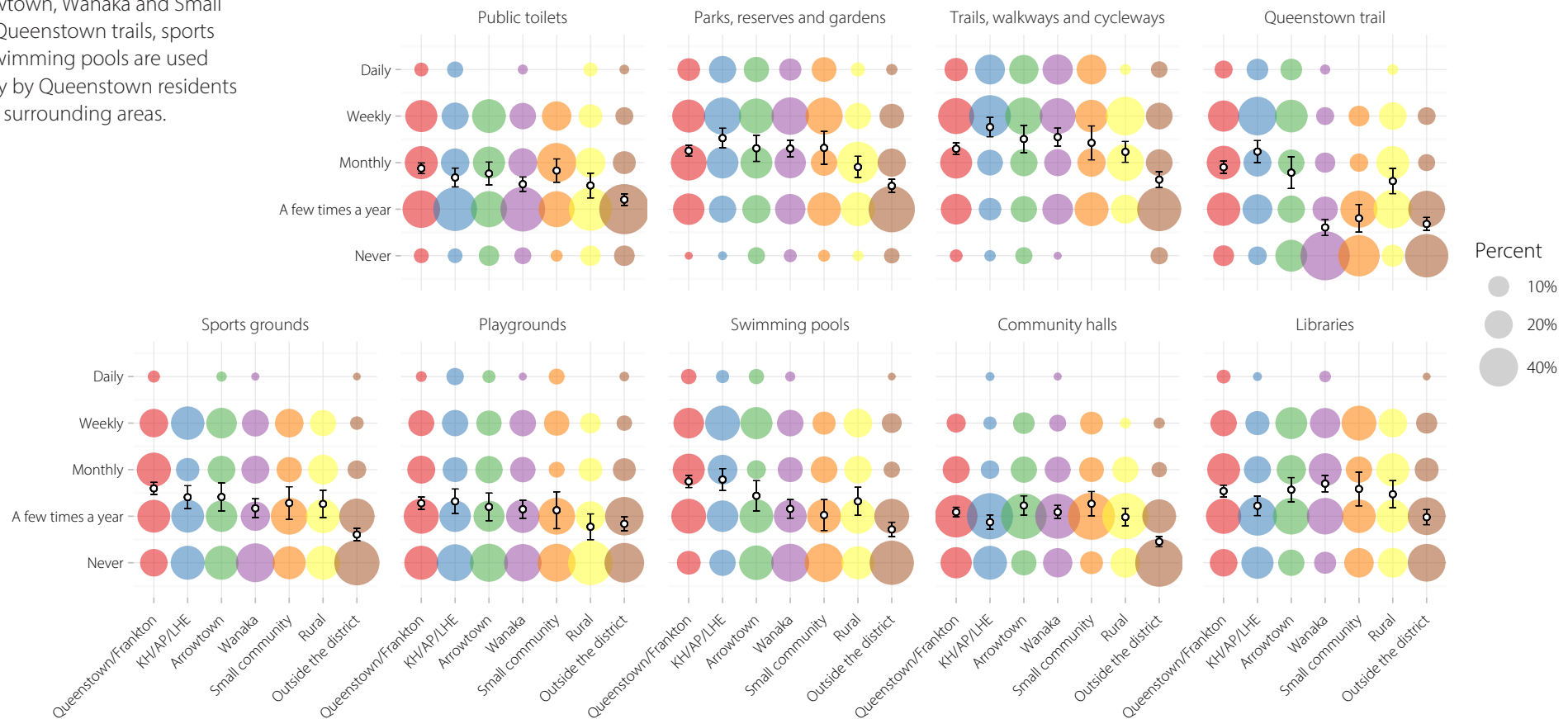
- The most frequently used services are Trails, Walkways and Cycleways followed closely by Parks, Reserves and Gardens.
- The least frequently used services are Community Halls and Playgrounds.
- One-in-three respondents use Trails, Walkways and Cycleways weekly and over one-in-ten use them daily.
- 35% use the libraries a few times a year, and 22% never use the libraries.



Community Services | Frequency Of Use By Location

Results

Libraries are used more frequently by people in Arrowtown, Wanaka and Small Communities. Queenstown trails, sports grounds and swimming pools are used more frequently by Queenstown residents and those in its surrounding areas.



Community Services | Frequency Of Use By Age Group

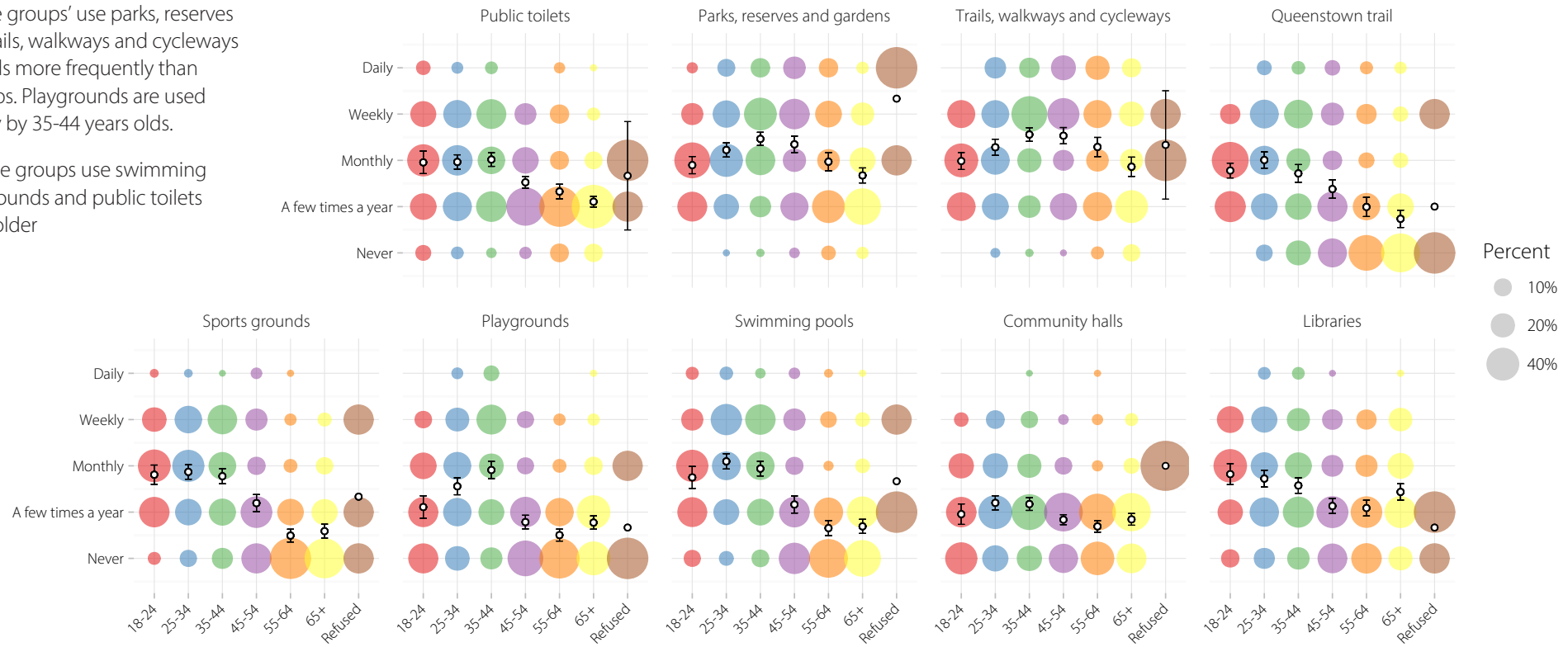
Results

People 55+ years use community services less frequently with the exceptions being libraries, community halls and playgrounds.

The 'middle age groups' use parks, reserves and gardens, trails, walkways and cycleways and playgrounds more frequently than other age groups. Playgrounds are used most frequently by 35-44 years olds.

The younger age groups use swimming pools, sports grounds and public toilets more than the older age groups.

Frequency using services by age (n=1036)



Community Services | Quality

Question

How satisfied are you with the quality of the following services?

Results

- Parks, gardens and reserves and trails, tracks and cycleways have the highest levels of satisfaction.
- The services with slightly lower levels of satisfaction in terms of quality are swimming pools and public toilets.

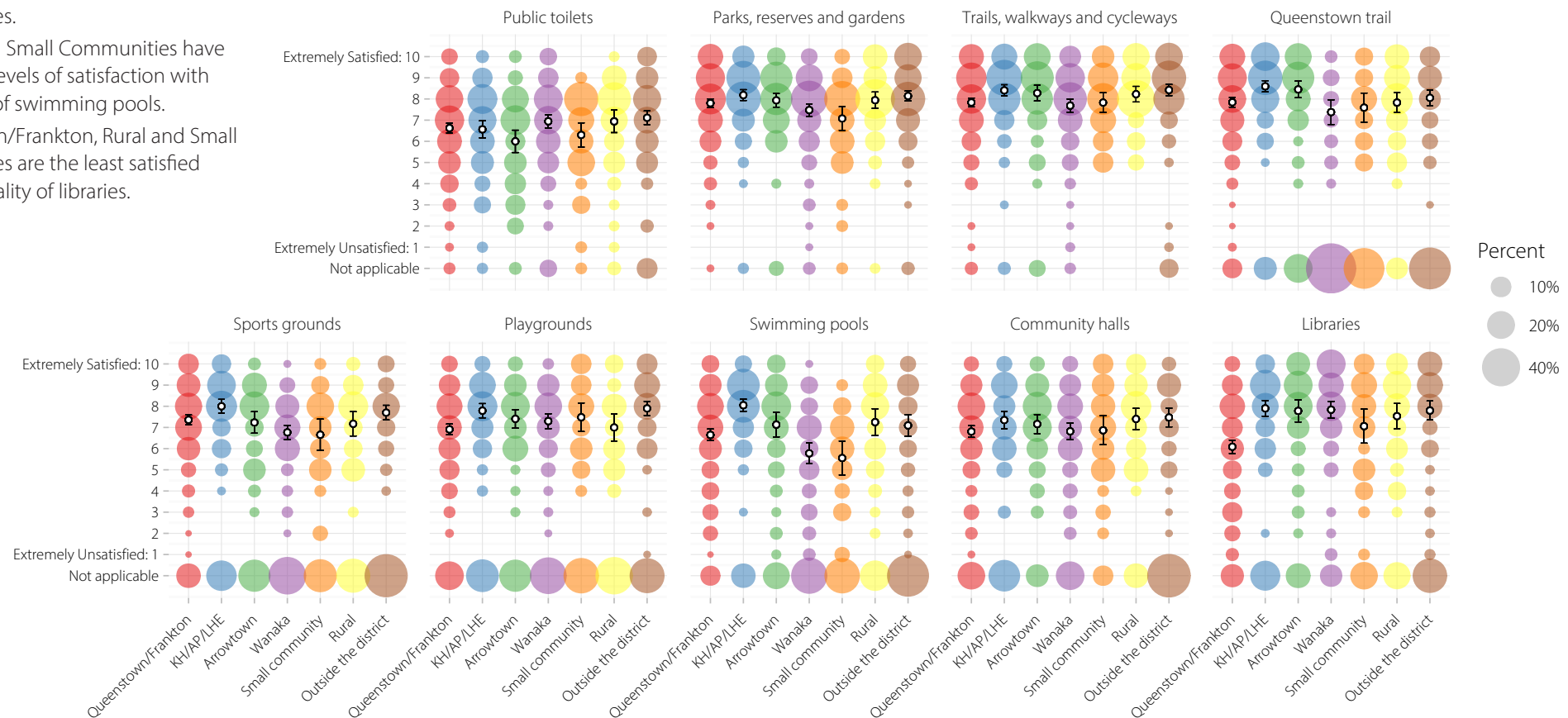


Community Services | Quality By Location

Results

- The outlying suburbs around Queenstown/Frankton have higher levels of satisfaction with the quality of most services.
- Wanaka and Small Communities have the lowest levels of satisfaction with the quality of swimming pools.
- Queenstown/Frankton, Rural and Small Communities are the least satisfied with the quality of libraries.

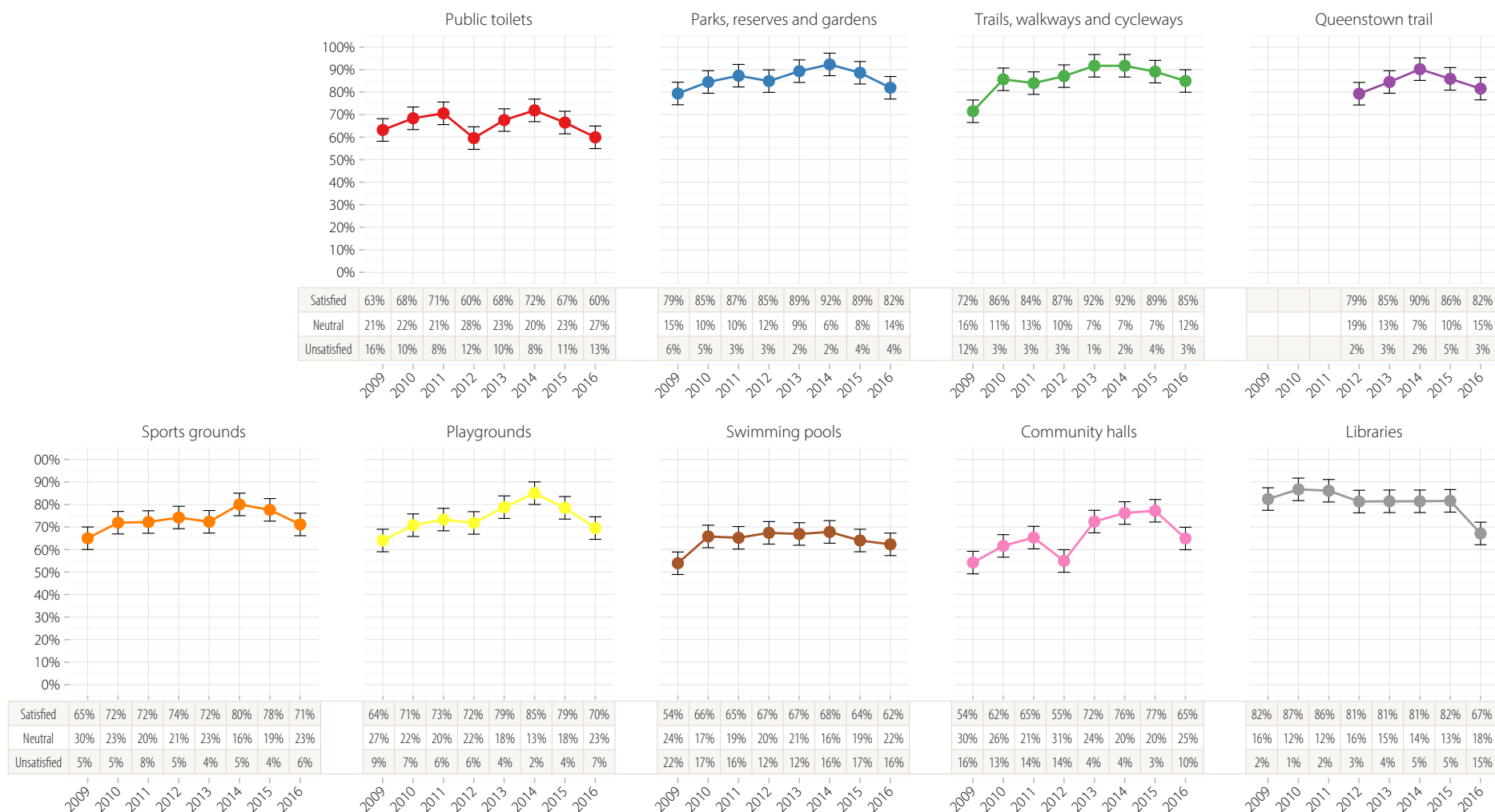
Quality of services by location (n=1040)





Community Services | Quality - Historical Trends

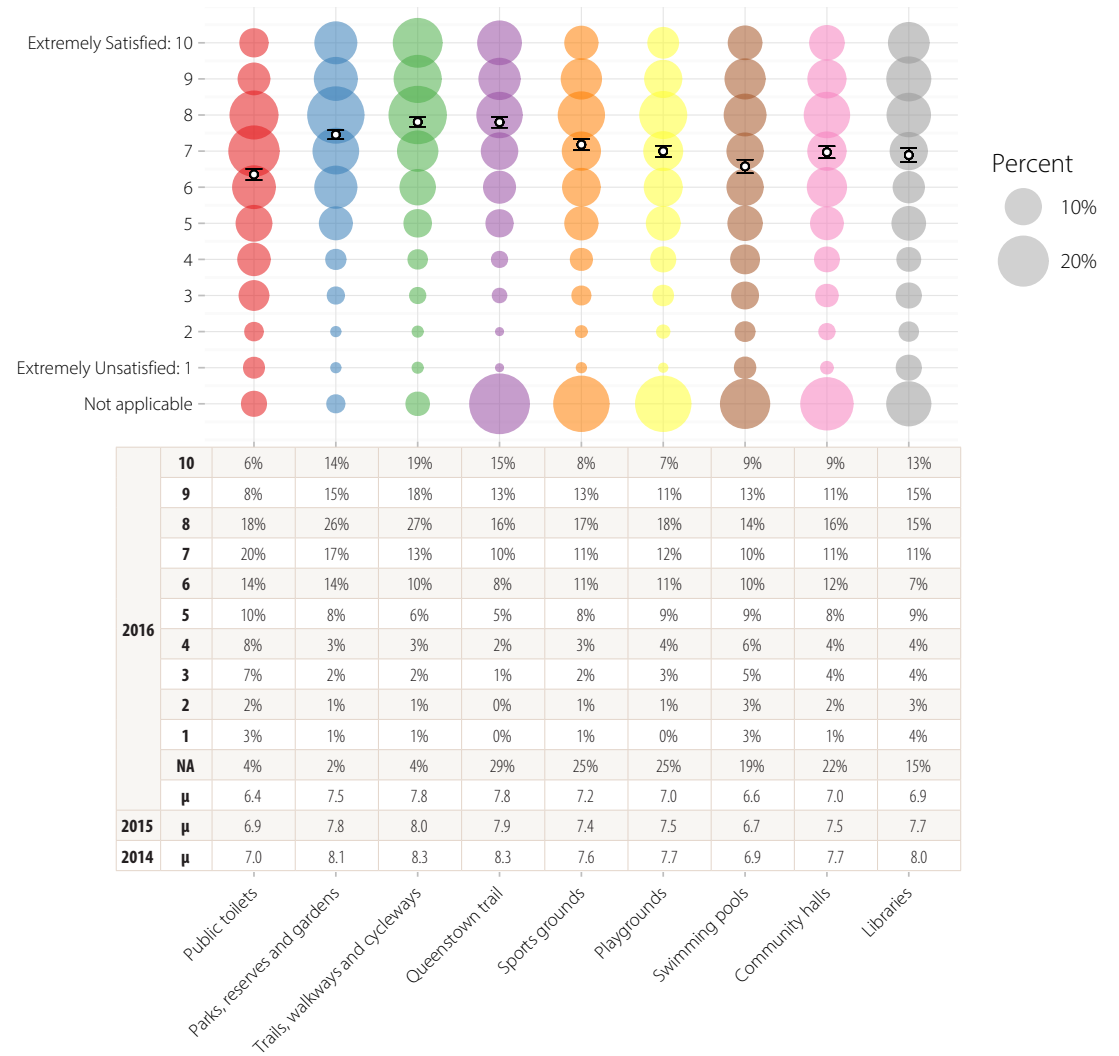
Satisfaction with Quality of Community Services



Community Services | Quantity

Results

- All the community services have a mean result for quantity at the positive end of the scale, i.e., satisfied/top half.
- The services with the highest levels of satisfaction are:
- Respondents are least satisfied with the quantity of swimming pools, public toilets, playgrounds and libraries.
- Respondents are most satisfied with the quantity of trails, walkways and cycleways, parks, reserves and gardens and the Queenstown Trail.

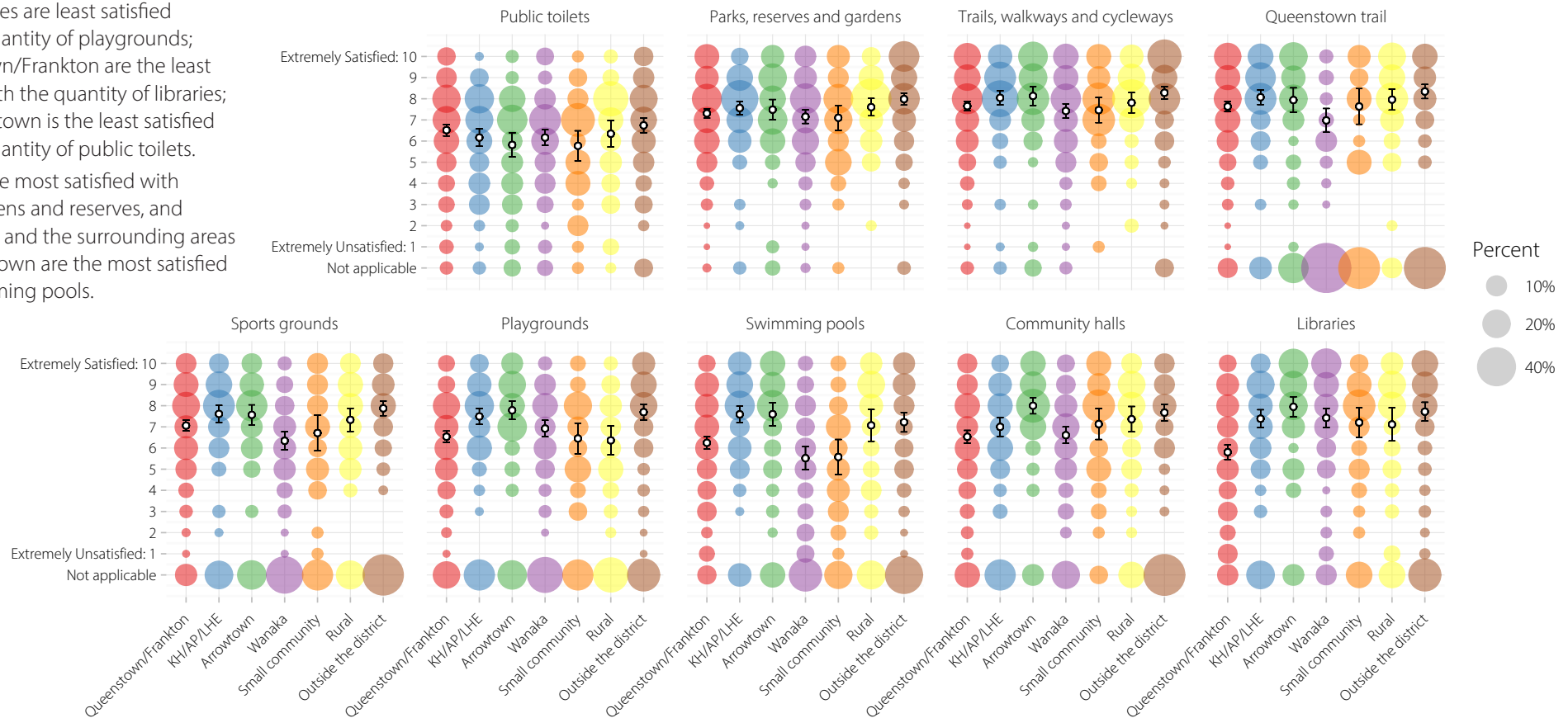


Community Services | Quantity By Location

Results

- Wanaka and Small Communities are the least satisfied with the quantity of swimming pools; Rural and Small Communities are least satisfied with the quantity of playgrounds; Queenstown/Frankton are the least satisfied with the quantity of libraries; and, Arrowtown is the least satisfied with the quantity of public toilets.
- Rural are the most satisfied with parks, gardens and reserves, and Arrowtown and the surrounding areas of Queenstown are the most satisfied with swimming pools.

Quantity of services by location (n=1039)

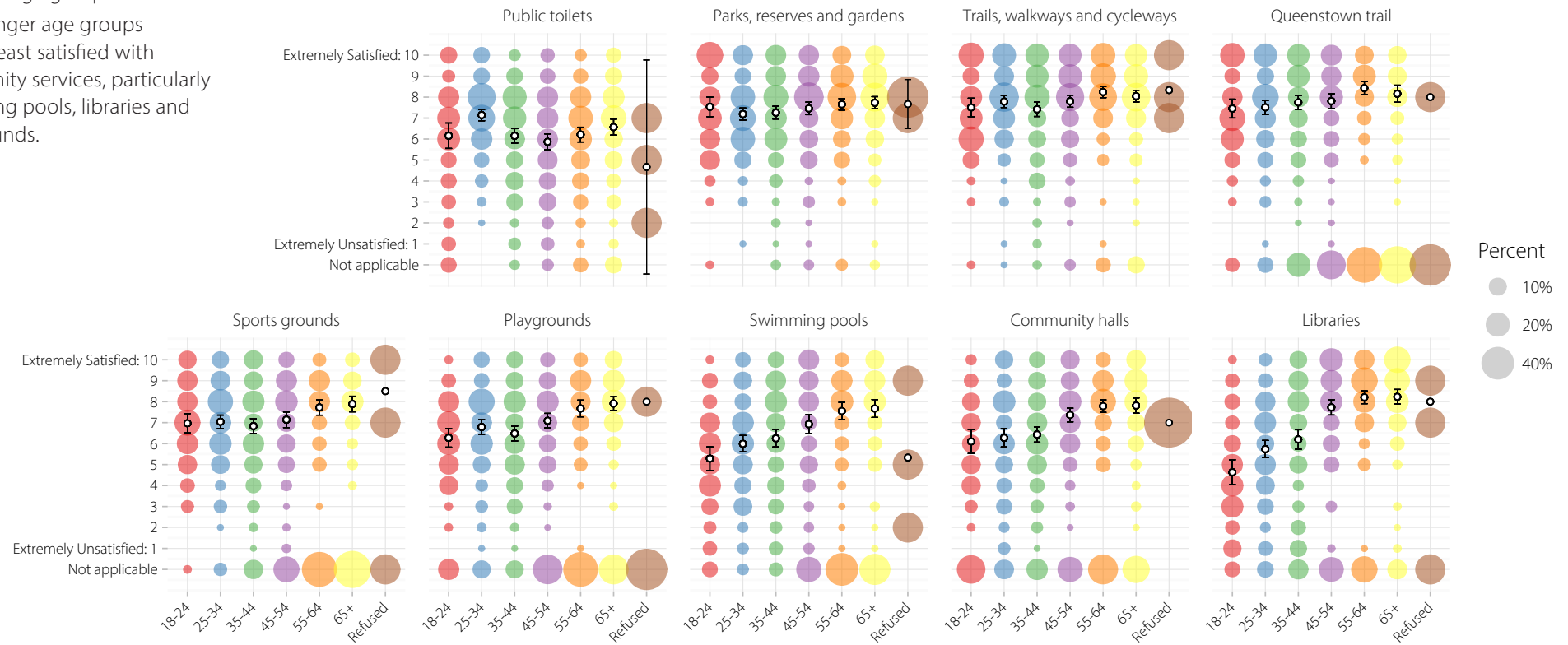


Community Services | Quantity By Age Group

Results

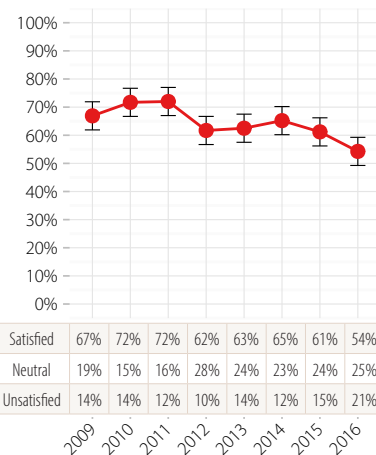
- Respondents in the 55+ age groups generally show slightly higher levels of satisfaction than the other age groups.
- The younger age groups are the least satisfied with community services, particularly swimming pools, libraries and playgrounds.

Quantity of services by age (n=1039)

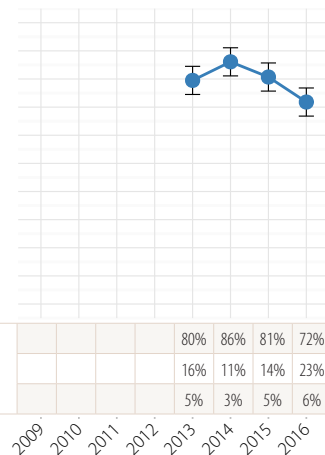


Community Services | Quantity - Historical Trends

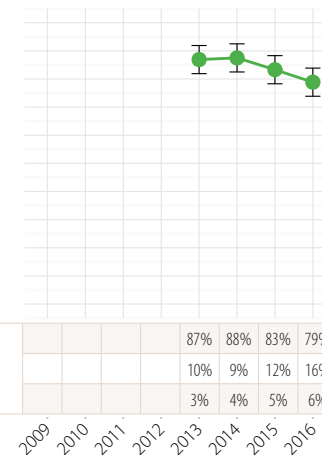
Public toilets



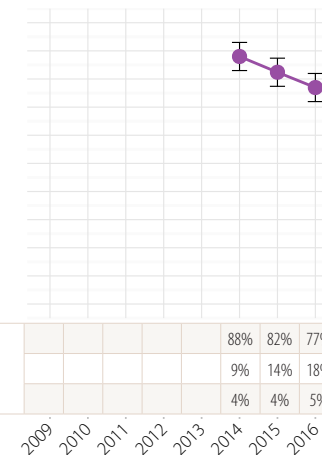
Parks, reserves and gardens



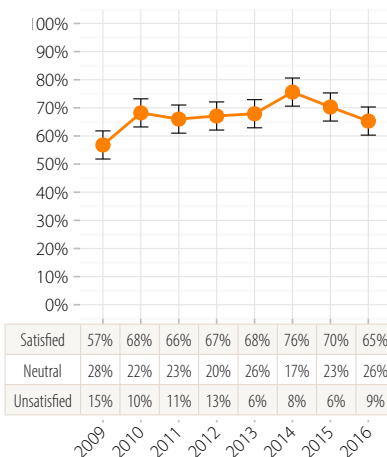
Trails, walkways and cycleways



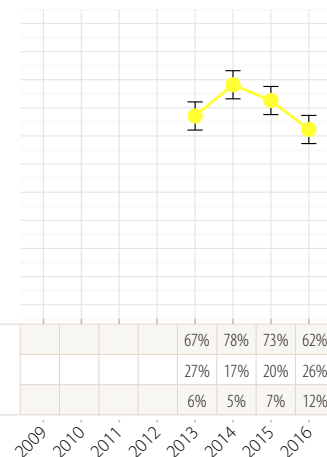
Queenstown trail



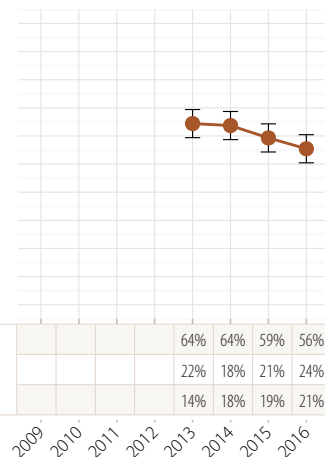
Sports grounds



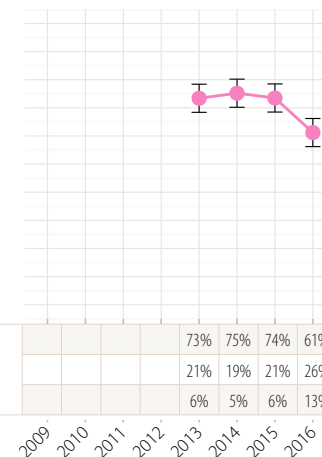
Playgrounds



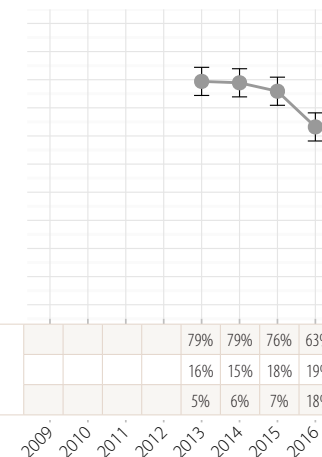
Swimming pools



Community halls



Libraries



THE RESULTS | INFRASTRUCTURE

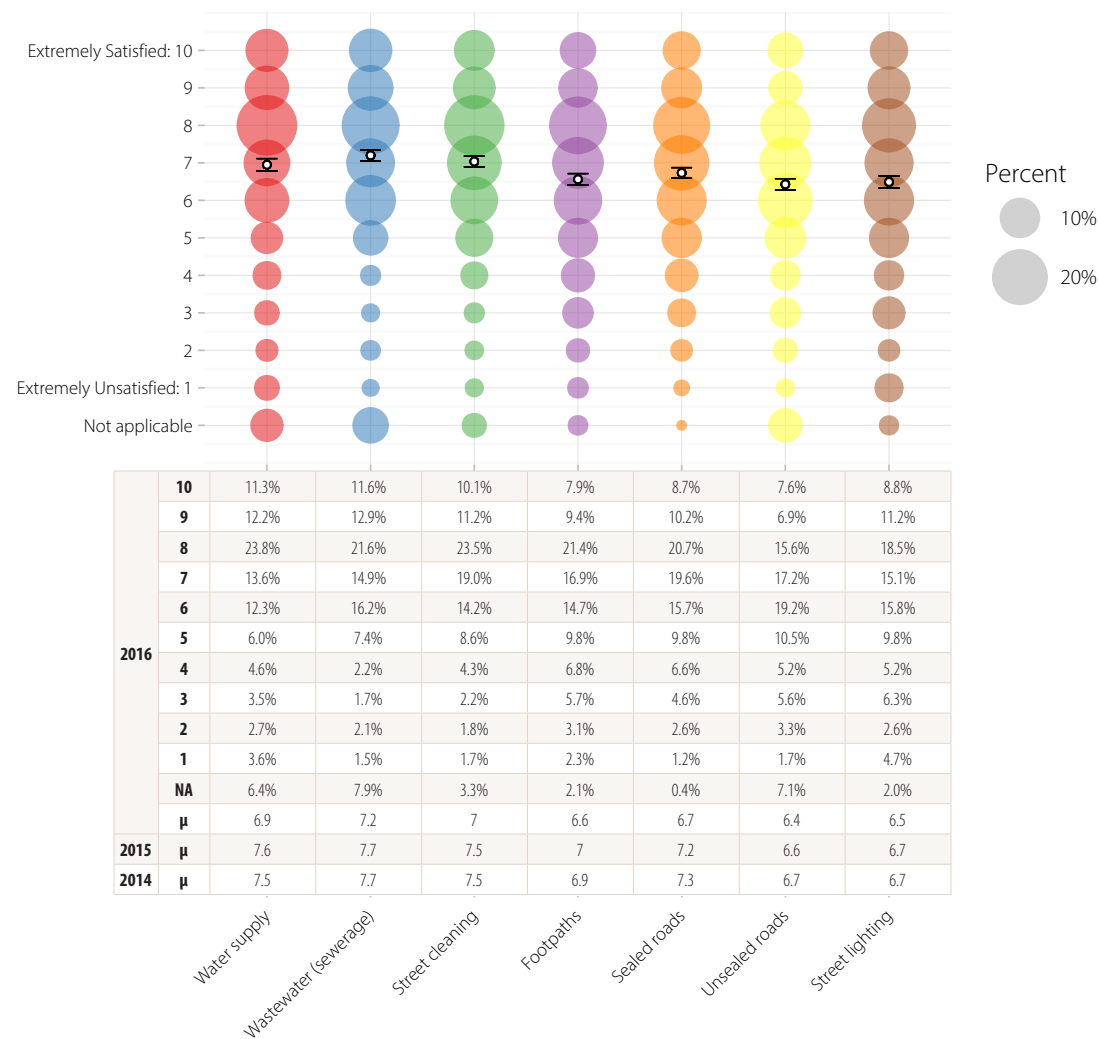
Infrastructure | Quality

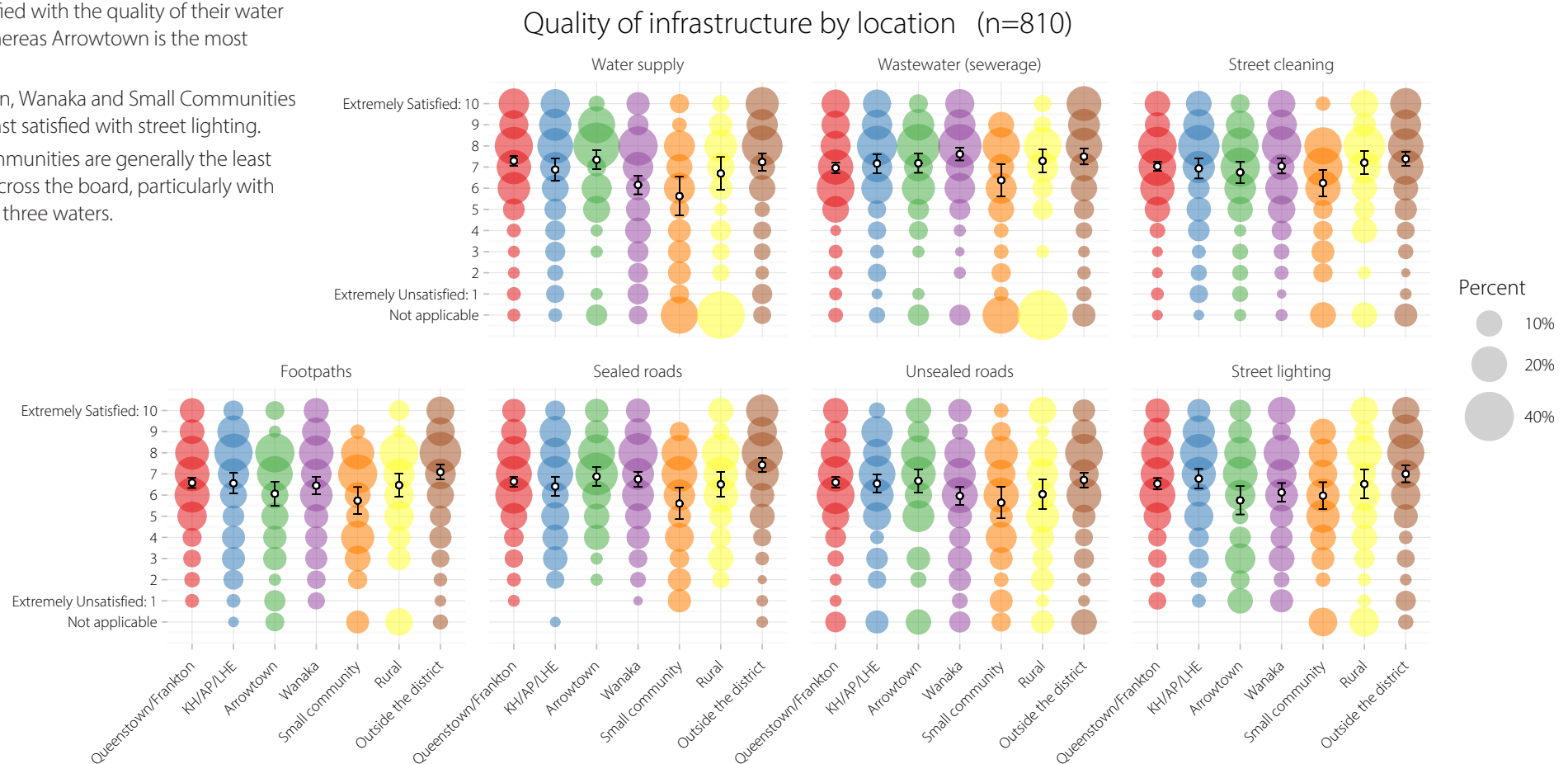
Question

How satisfied are you with the quality of infrastructure?

Results

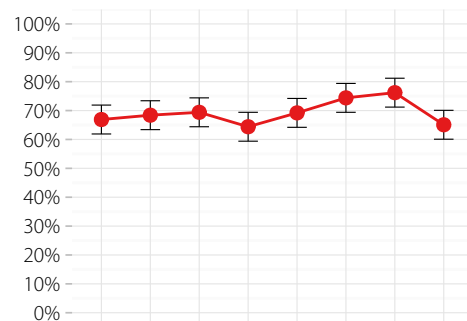
- The infrastructure services with the highest levels of satisfaction are wastewater; water supply and street cleaning.
- The infrastructure services with the lowest levels of satisfaction are footpaths, roads, street lighting.





Infrastructure | Quality - Historical Trends

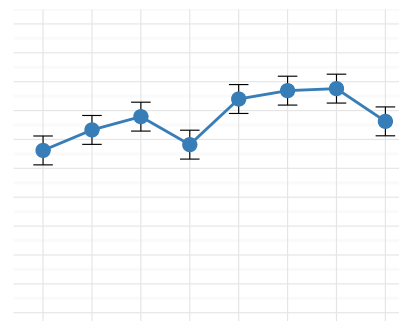
Water supply



Satisfied	67%	68%	69%	64%	69%	74%	76%	65%
Neutral	15%	15%	13%	18%	17%	13%	13%	20%
Unsatisfied	18%	17%	17%	18%	14%	13%	11%	15%

2009 2010 2011 2012 2013 2014 2015 2016

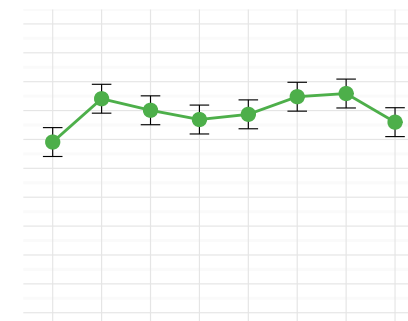
Wastewater (sewerage)



Satisfied	56%	63%	68%	58%	74%	77%	78%	66%
Neutral	34%	26%	20%	29%	18%	16%	15%	26%
Unsatisfied	10%	10%	12%	13%	8%	8%	7%	8%

2009 2010 2011 2012 2013 2014 2015 2016

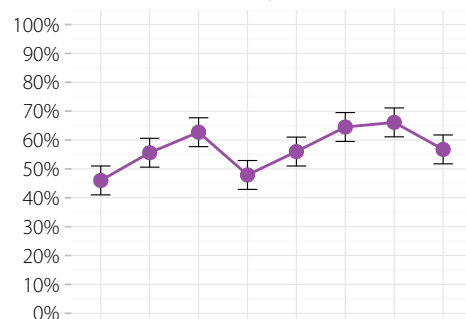
Street cleaning



Satisfied	59%	74%	70%	67%	69%	75%	76%	66%
Neutral	20%	13%	16%	24%	21%	15%	14%	24%
Unsatisfied	21%	13%	14%	10%	10%	10%	10%	10%

2009 2010 2011 2012 2013 2014 2015 2016

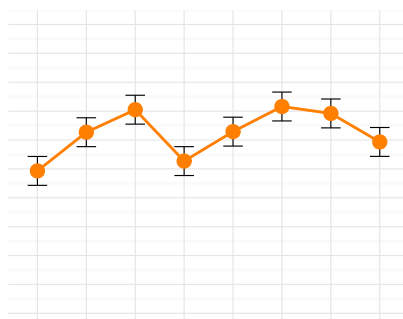
Footpaths



Satisfied	46%	56%	63%	48%	56%	64%	66%	57%
Neutral	21%	17%	15%	29%	26%	17%	18%	25%
Unsatisfied	33%	27%	22%	23%	18%	18%	16%	18%

2009 2010 2011 2012 2013 2014 2015 2016

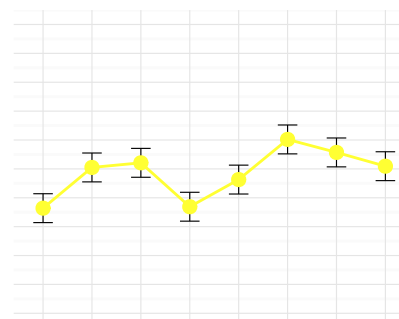
Sealed roads



Satisfied	49%	63%	70%	53%	63%	72%	69%	59%
Neutral	19%	18%	15%	32%	22%	17%	19%	26%
Unsatisfied	32%	20%	15%	15%	14%	11%	12%	15%

2009 2010 2011 2012 2013 2014 2015 2016

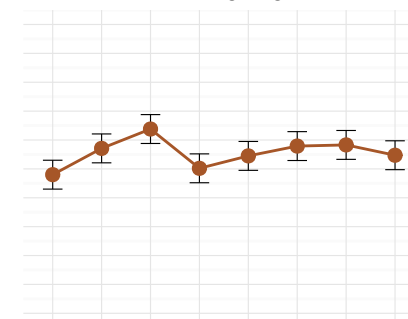
Unsealed roads



Satisfied	36%	50%	52%	37%	46%	60%	56%	51%
Neutral	40%	31%	33%	39%	33%	24%	26%	32%
Unsatisfied	24%	18%	15%	24%	21%	16%	18%	17%

2009 2010 2011 2012 2013 2014 2015 2016

Street lighting



Satisfied	48%	57%	64%	50%	55%	58%	58%	55%
Neutral	27%	21%	16%	27%	25%	23%	22%	26%
Unsatisfied	25%	22%	21%	23%	21%	19%	20%	19%

2009 2010 2011 2012 2013 2014 2015 2016

THE RESULTS | REGULATORY SERVICES

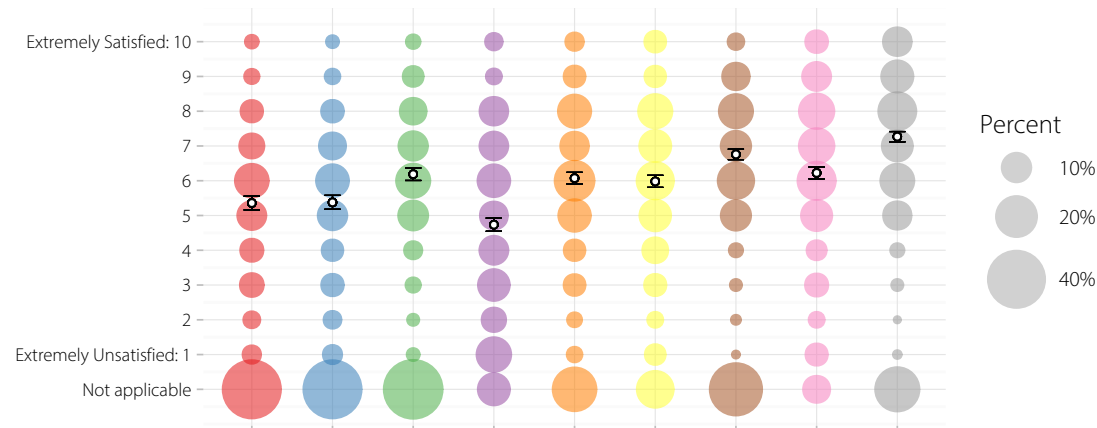
Regulatory Services | Quality

Question

How satisfied are you with the quality of the Regulatory Services?

Results

- Highest levels of satisfaction are with the Harbour master.
- Lowest levels of satisfaction are freedom campaign enforcement, which is a mean result that is dissatisfied.
- Resource consents and building consents both have a mean of 5.4, which is only just entering the 'satisfied zone'.



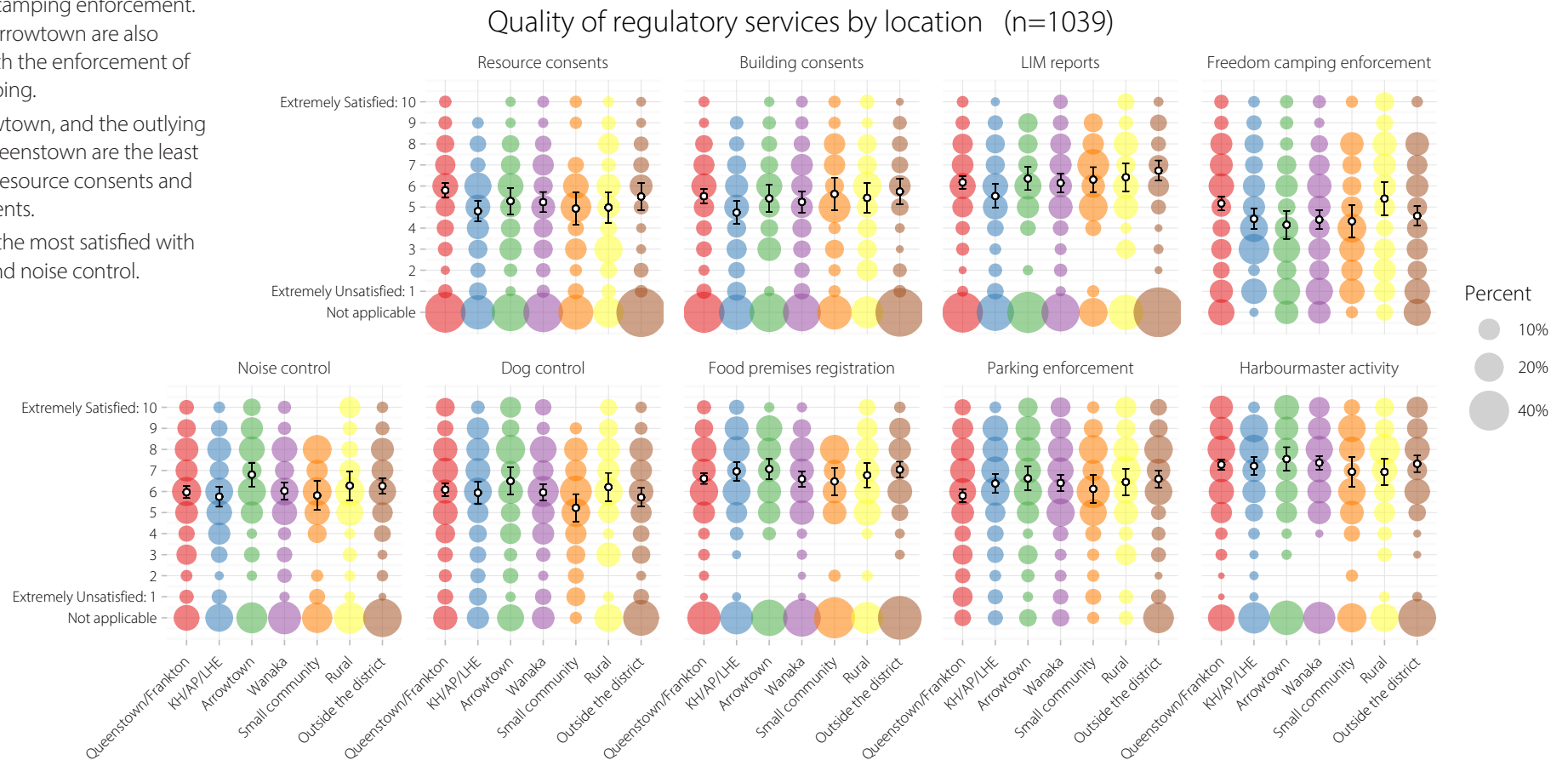
2016	10	1.9%	1.6%	2.1%	3.2%	3.6%	5.2%	2.9%	5.7%	9.4%
	9	2.3%	2.5%	4.7%	2.6%	5.2%	5.1%	8.6%	9.6%	12.0%
	8	5.6%	5.7%	8.1%	9.4%	12.9%	13.7%	13.7%	14.7%	17.1%
	7	7.0%	8.3%	9.9%	9.5%	9.3%	11.8%	10.7%	14.8%	11.1%
	6	13.3%	12.6%	13.7%	12.5%	18.8%	16.4%	15.7%	17.3%	13.5%
	5	9.6%	10.0%	10.3%	8.9%	12.3%	11.6%	10.6%	11.2%	9.1%
	4	5.9%	5.1%	3.5%	9.6%	5.1%	7.5%	2.0%	4.3%	2.0%
	3	6.3%	5.6%	2.4%	11.7%	5.2%	5.4%	1.4%	5.9%	1.4%
	2	3.0%	3.3%	1.4%	6.7%	2.2%	2.6%	0.9%	2.6%	0.4%
	1	3.6%	4.0%	1.6%	14.1%	2.5%	4.7%	0.5%	5.4%	0.6%
	NA	41.5%	41.4%	42.4%	12.0%	22.9%	16.0%	33.3%	8.3%	23.5%
	μ	5.4	5.4	6.2	4.7	6.1	6	6.8	6.2	7.3
2015	μ	5.7	5.8	6.5	5.6	6.3	6.4	6.9	6.6	7.2
2014	μ	5.4	5.6	6.5		6.6	6.3	7.1	6.6	

Resource consents Building consents LIM reports Freedom camping enforcement Noise control Dog control Food premises registration Parking enforcement Harbourmaster activity

Regulatory Services | Quality - By Location

Results

- Small Communities are less satisfied with noise control, dog control, parking and freedom camping enforcement. Wanaka and Arrowtown are also dissatisfied with the enforcement of freedom camping.
- Wanaka, Arrowtown, and the outlying suburbs to Queenstown are the least satisfied with resource consents and building consents.
- Arrowtown is the most satisfied with dog control and noise control.



Regulatory Services | Environmental Protection

Question (optional)

Comment about the steps being taken by Council to protect the environment.

Key Findings

Environment Theme	Count	%
Waste/Rubbish	37	21.0
Pests/weeds	32	18.2
Growth/Development	31	17.6
Not doing enough	18	10.2
Freedom campers	15	8.5
Trees	10	5.7
Other	8	4.5
Water	6	3.4
Doing okay	5	2.8
Farming	4	2.3
Transport	3	1.7
Air	2	1.1
Noise	2	1.1
Tourism	2	1.1
Alternative energy	1	0.6
TOTALS	176	100

Waste/rubbish

The majority of waste/rubbish comments centre around five key themes: get rid of blue plastic bags; provide more rubbish bins in public spaces and greenspaces, in particular for dog owners and freedom campers; empty rubbish bins more frequently; clean up litter in the outskirts of the main centres; and, providing a recycling and greenwaste service to reduce rubbish into landfill. This year there were fewer comments about litter around streets and in parks, but still a number of concerns about roadside litter beyond the town centres. There were a handful of comments about builders rubbish blowing around near work sites, and torn blue rubbish bags making the streets messy.

- | "Ban plastic bags, bring in paper bags for all retail owners."
- | "Bins in town need to be emptied more regularly, makes our public spaces look terrible."
- | "Builders rubbish strewn around Kanuka Bush, Peninsula Bay subdivision Wanaka."
- | "For international resort found litter on roadsides when visit resort, with in town not so bad."
- | "Glass recycling? What the heck!"
- | "The area is covered in litter from tourists who have no concern for the environment."
- | "I'd like to see more clean ups of Lake Wakatipu. The amount of rubbish in there is horrendous!"

- | "I believe the collection and disposal of household refuse could be coordinated and supported better by the council. In other locations, households are supplied with multiple, large bins in order to split different types of waste - essentially, making it easy to do the right thing."
- | "I think the council needs to look at recycling and the amount of landfill that the town creates. Banning plastic bags would be a step in the right direction."
- | "Love more recycling."
- | "Queenstown would be much more picturesque without the blue rubbish bags often broken on road sides."
- | "Some clip or something to stop recycling blowing around the streets...? Ban junk mail."
- | "The rubbish lying around is awful - bring back tidy kiwi."
- | "There are many dogs in the area. more doggy poo bins are needed not just signs saying pick up your doggy poo."

Regulatory Services | Environmental Protection

Pests/weeds

Some residents expressed gratitude for Council efforts to reduce pests and weeds like Wilding Pines, but many of the comments called for a long range view, or strategy and more 'assertive/aggressive' measures to protect native flora and fauna from 'natural imposters'.

- | "Bring weed control in-house. Get rid of briar and other noxious plants - they are starting to encroach into the Crown."
- | "Remove large dominant evergreens from our reserves and replace with natives."
- | "Council is pro-development more than pro-environment."
- | "Given the amount of dead ferrets, possums etc on the roads, I think that council in concert with DOC, should be doing more pest control (incl rabbits) in the area. Volunteers may be available for this function."
- | "Good to see the removal of Wilding Pines."
- | "I appreciate QLDC's commitment regarding Wilding conifers."
- | "I'd like to see more done in relation to weed control is gorse, broom and Wilding Pine."
- | "Plant extensively native plants and trees, active pest control."
- | "Think that the issue of wilding pine control and education of people (school inclusive) about native species and their role in the ecosystem could have higher priority. However council does allow reasonable access via reserves etc."

Growth/development

The majority of comments about growth/development are concerned with 'urban sprawl' and the large number of new properties that are detracting from the appeal of the Queenstown and Wanaka areas for both tourists and residents. There is the perception that the current rate of growth is not sustainable and will eventually come at a cost to the environment, to residents and to tourism. There is a desire for the Council to develop a plan/strategy to balance competing interests to enable growth without negative consequences over the long run.

- | "Development comes at a cost; urban sprawl will kill this town."
- | "Dissatisfied with housing accord which rides rough shod over environmental provision of RMA council should not have signed this legislation which also disenfranchises neighbours and community."
- | "Don't let big names and money influence you when allowing buildings on iconic sites."
- | "Growth seems to be more important than protecting the environment."
- | "Huge development taking up a lot of land."
- | "A bit concerned about protection in the face of huge population growth and expansion."
- | "I think Council have to find a balance between competing interests i.e. Tourism/business/development/community and residents. So hopefully the Councillors hearing the district plan submissions will act in the best long term interests of the District."

- | "It feels like the push to increase tourism and to generate income has been put ahead of any need to desire the very environment that makes the region attractive with the over use of many of the easily accessed areas of natural beauty (trails, lakesides etc resulting in rubbish etc)."
- | "Over the last 10-15 years there seems to have been uncontrolled growth of housing - and now 'Special Housing' consents are being used to continue this trend to the detriment of the overall environment."
- | "The Wakitipu is very close to reaching critical mass (in regards to population) yet the council continues to pursue further residential development; this is going to strain our resources."
- | "The wider Remarkables range should be protected to a higher level so that concessionaries i.e. NZSKI do not exert their operation into fragile ecosystems such as Lake Alta, etc."
- | "There is the opportunity to buy significant private land that could then be used by everyone walking biking trail etc which would benefit the entire community (little Mt Iron in Wanaka and Sticky Forrest) there areas should also be protected from development regardless of whether they are for sale."
- | "Too much development in this district. The bird life and waterways will suffer. Dairy farming should be restricted."

Regulatory Services | Environmental Protection

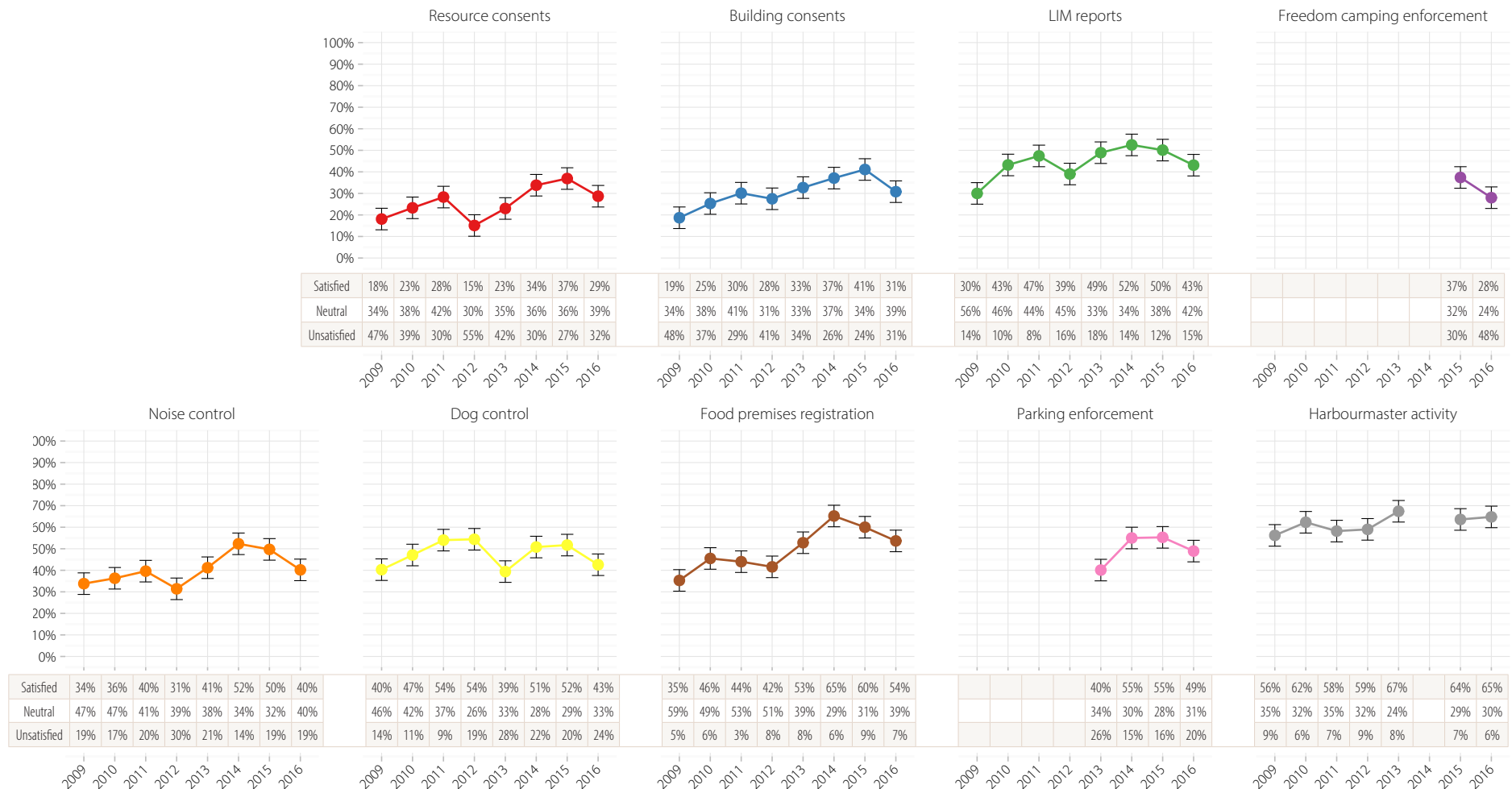
Freedom Campers

Freedom camping continues to raise frustrations for locals with most comments expressing concerns about human waste, rubbish and the general negative environmental footprint left behind by these low cost travellers. Some comments suggest providing infrastructure like more public facilities, while other comments ask for a complete ban or strict enforcement of rules.

- | "Freedom campers' shit is an environmental issue."
- | "I am concerned about the management of freedom campers - penalties are not being followed through and they are getting away with it. More importantly they are taking with them the message that they got away with it and passing this message onto other freedom campers."
- | "Ensure freedom camping does not continue to have the evident impacts it is around areas such as Lake Hayes and the bordering roads in the lakes district area."
- | "Need tougher stance on freedom campers. Lobby central Govt to legislate or restrict against camper vans that do not have self contained facilities."
- | "The freedom camping needs to stop, is it draining the resources paid for by the rate payers and little to no gain, they are damaging Queenstown's image - overflowing rubbish bins near walkways, public toilets overused etc."
- | "Can't believe council opened Lake Hayes up to camping on shore of Lake Hayes (it is obvious that give a little temptation and people will bend the rules and they do) camper vans with no toilets/ cars parked over night/vans under trees and spread around the area not within specified boundary/bags of rubbish left behind...sometimes it is so busy down there."

Regulatory Services | Quality - Historical Trends

Satisfaction with Quality of Regulatory Services



THE RESULTS | COMMUNICATION AND CONSULTATION

Consultation And Communication | Quality

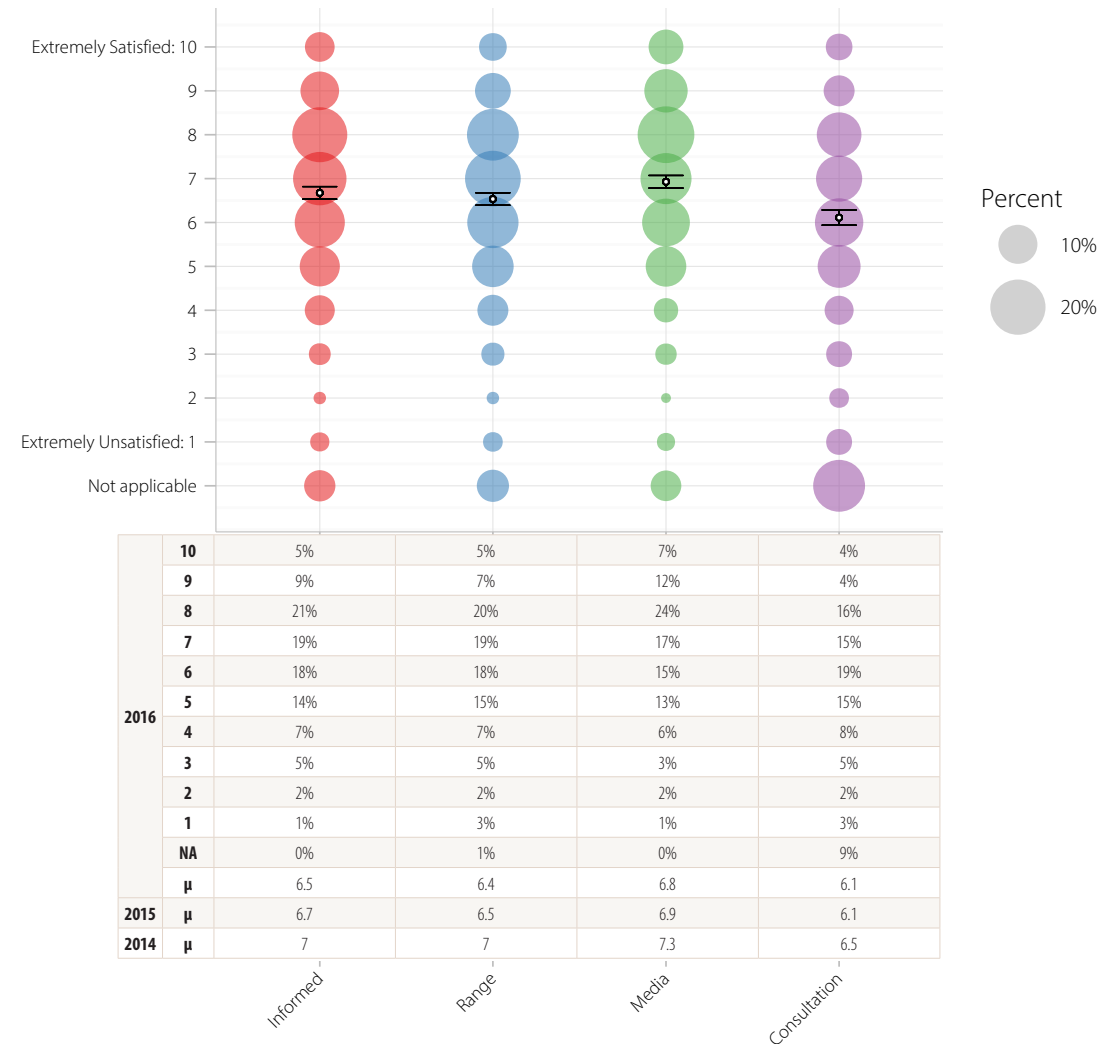
Question

How satisfied are you with the QUALITY of the Communication and Consultation services?

- | How well the Council keeps you informed
- | The range of things that Council communicates on
- | The means by which Council communicates (i.e. Scuttlebutt, radio, email, newspaper etc.)
- | Council consultation

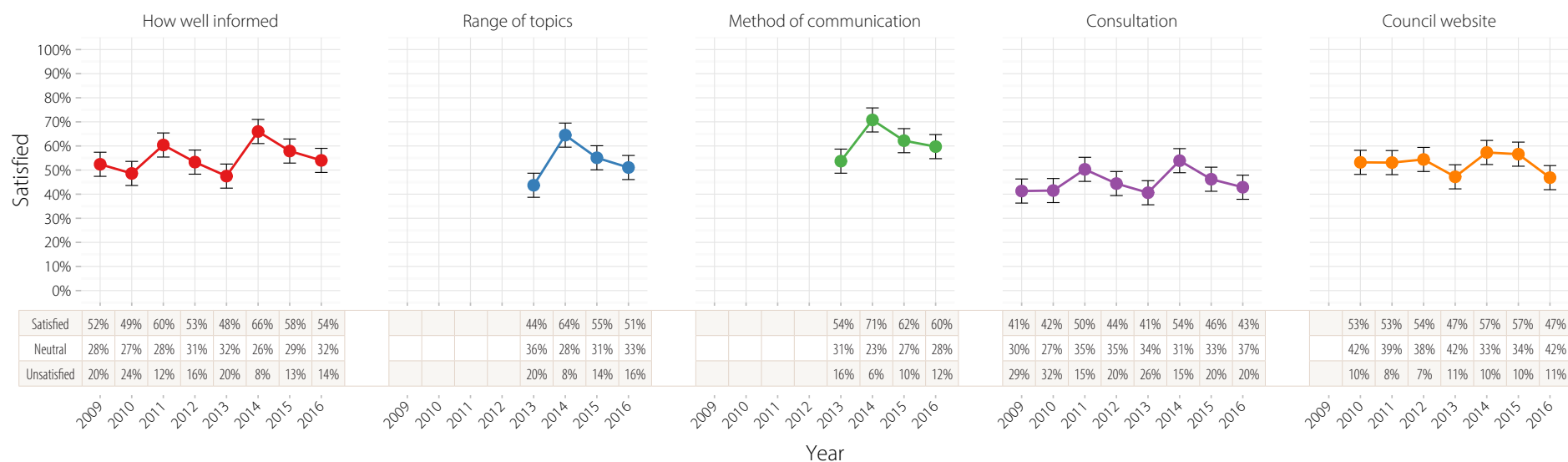
Results

- | The differences between each measure of communication are minor, however respondents are slightly less satisfied with the quality of consultation (mean 6.1) compared to the other measures (mean 6.4-6.8).
- | Respondents are more satisfied with how the Council uses media channels (i.e. Scuttlebutt, radio, email, newspaper etc.), than the range of topics and keeping them informed.
- | There were no report-worthy variances by location or by age.



Consultation And Communication | Quality - Historical Trends

Satisfaction with Quality of Communications and Consultation



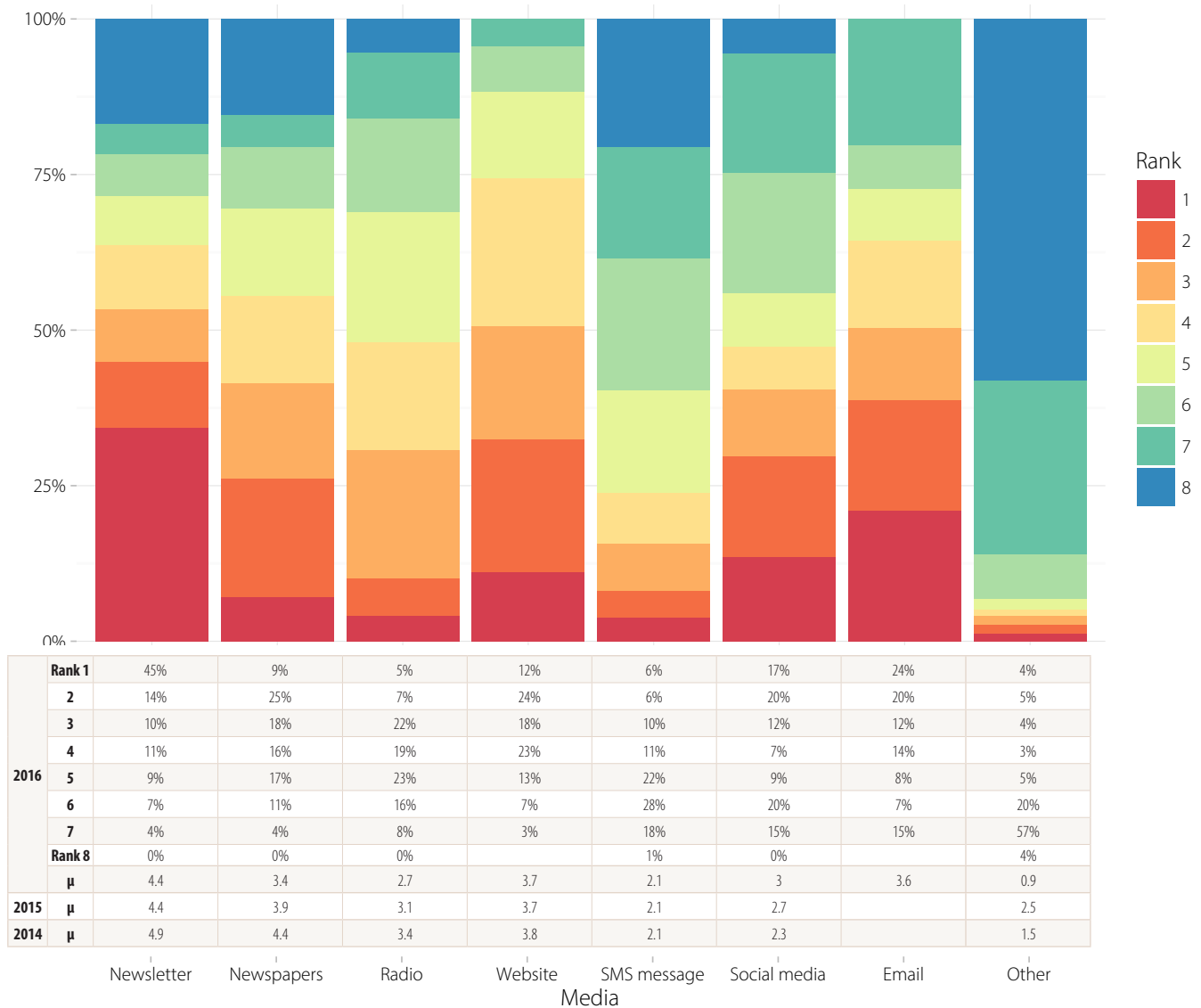
Consultation And Communication | Preference

Question

In order (1 = most preferred) rank how you would most prefer to receive Council information.

Results

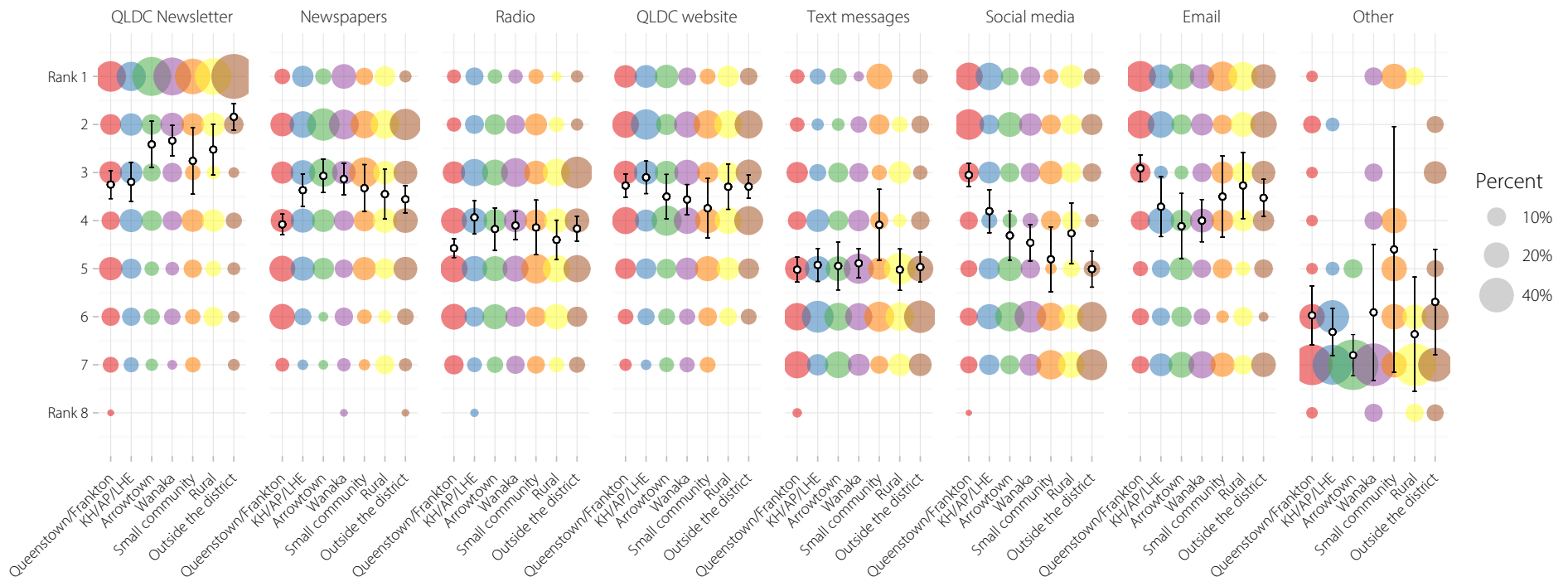
- The newsletter (Scuttlebutt) is the preferred method of communication with just under half of respondents (45%) ranking it as their first choice.
- The website, email and newspapers are the next most preferred methods of communication.
- The least preferred methods of communication are social media, radio and SMS messaging.



Consultation And Communication | Preference - By Location

Results

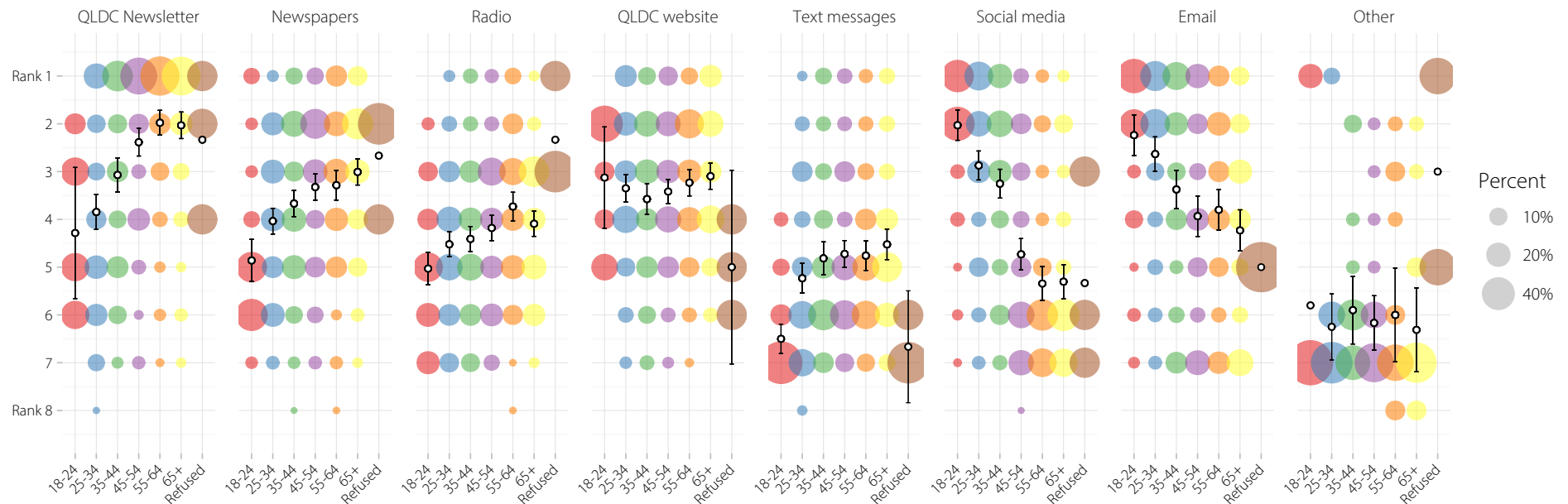
- Queenstown/Frankton and the outlying suburbs show a lower preference for the QLDC newsletter. Wanaka and Small Communities have the highest preference for the newsletter.
- Small Communities have the lowest preference for social media and a higher preference for text messaging.
- Rural residents have the strongest preference for the QLDC website. Rural respondents have an increase in their interest in social media when compared with results from previous years.
- Social media does not have a high preference. Newsletters, newspapers, the website and email are still preferred over Facebook.



Consultation And Communication | Preference - By Age

Results

- The 18-24 age group has a higher preference for email and social media and a low preference for text messaging, newspapers and the newsletter.
- People in the 55+ age groups have a preference for the newsletter and less interest in social media and email.
- SMS messaging is the least preferred by all the age groups, followed by radio and social media (in the over 45 age groups).



Consultation And Communication | Preference - Other

Question

'Other' responses to how you would most prefer to receive Council information.

Results

2016			2015		
MEDIA CHANNEL	Count	%	MEDIA CHANNEL	Count	%
Email	4	10%	Email	472	95.5%
Post/Direct Mail/Letter	9	22.5%	Post/Direct Mail	9	1.8%
Newspaper/newsletter/Scuttlebutt	12	30%	Newspaper	5	1%
Community meetings	4	10%	Community meetings	0	0%
Notice boards/signs	4	10%	Notice boards/signs	0	0%
Word of mouth	2	5%	Word of mouth	0	0%
Website/online	2	5%	Website/online	3	0.6%
Rates	1	2.5%	Rates	2	0.4%
Social Media (Facebook)	1	2.5%	Social Media (Facebook)	1	0.2%
Phone app	0	0%	Phone app	1	0.2%
SMS (only in emergencies)	1	2.5%	SMS	1	0.2%
Total	40	100%	Total	494	100%

Findings

- | 42 people responded to 'other forms of communication' compared to 494 responses in 2015 and 103 responses in 2014.
- | Most of the 'other' suggestions are already covered in the previous question, e.g., newsletter/newspaper, email and website/online.
- | Receiving direct mail in the form of a letter or printed document was suggested by nine respondents and a further six people suggested face-to-face communication in the form of community meetings or by talking with their neighbours or people in the community. Notice boards, for example in supermarkets, and signs around town were suggested by four people.
- | Some comments had conjoined suggestions (e.g., newsletter and email) that have been separated out in the table, and other comments were more general as per the verbatim statements listed below:
 - "It would be better if we had a better chance of being active in the decisions. And believe me I already are quite active in submissions."
 - "It is good - any more would be a waste of our rates."
 - "Generally we hear things after the fact, after the decisions have been made, which is quite average as far as good communications goes."
 - "Actually write to us about things that could impact on us."
 - "Quickclips style for Workplaces."

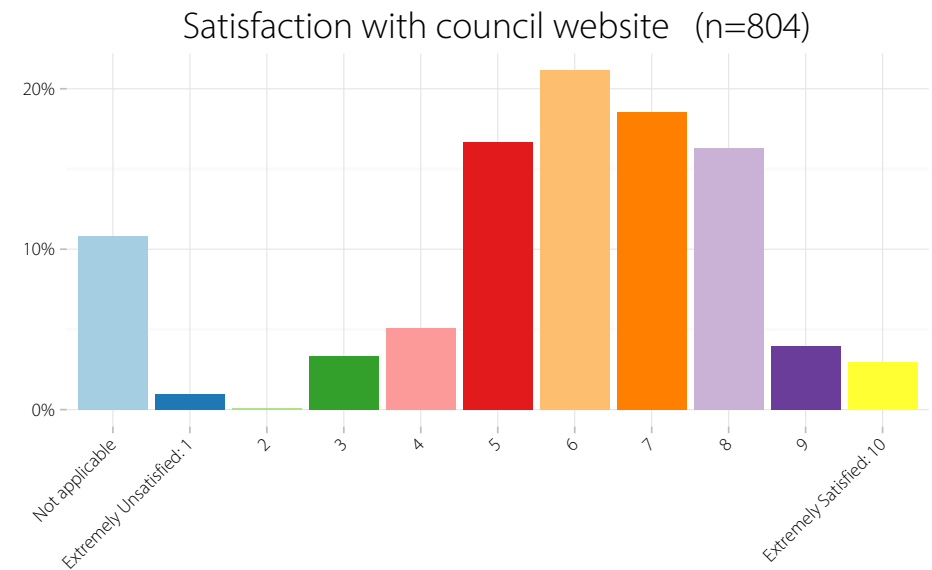
Consultation And Communication | Website

Question

How satisfied are you with the Council's website - www.qldc.govt.nz?

Results

- | 41% are satisfied with the website compared to 46% in 2015.
- | Just over one-in-ten respondents (11%) are dissatisfied, compared to 8% in 2015.
- | 38% are neutral compared to 26% in 2015.
- | 12% answered Not Applicable this year, compared to 20% in 2015.
This might suggest that more respondents used the website over the last year and may have felt more compelled to respond to this question as a result.



Consultation And Communication | Emergency Response

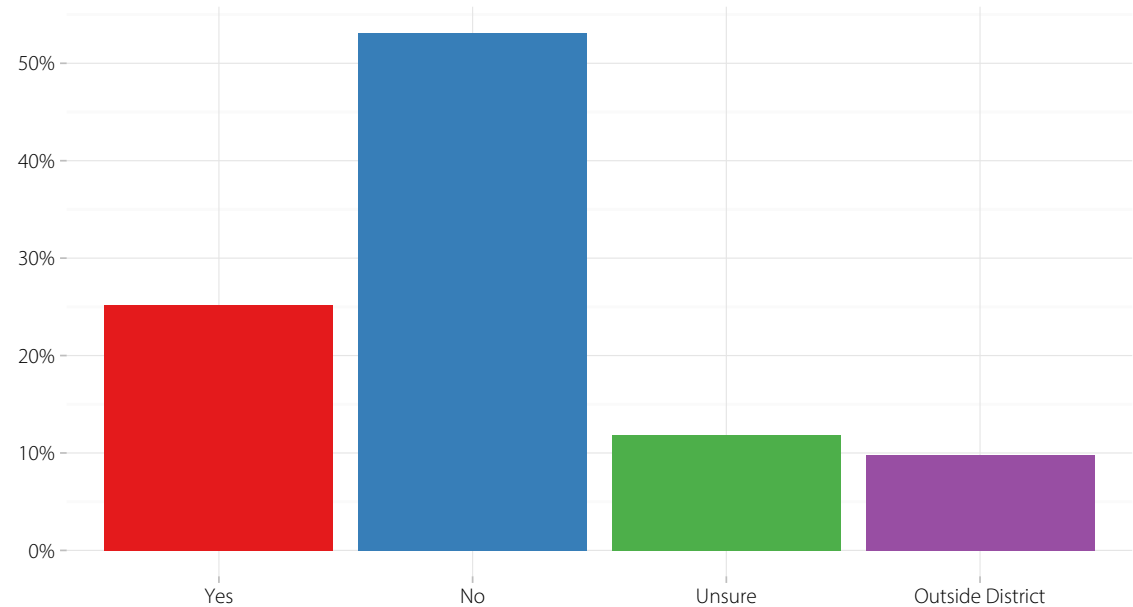
Question

Have you read the local community response plan for natural disasters where you live?

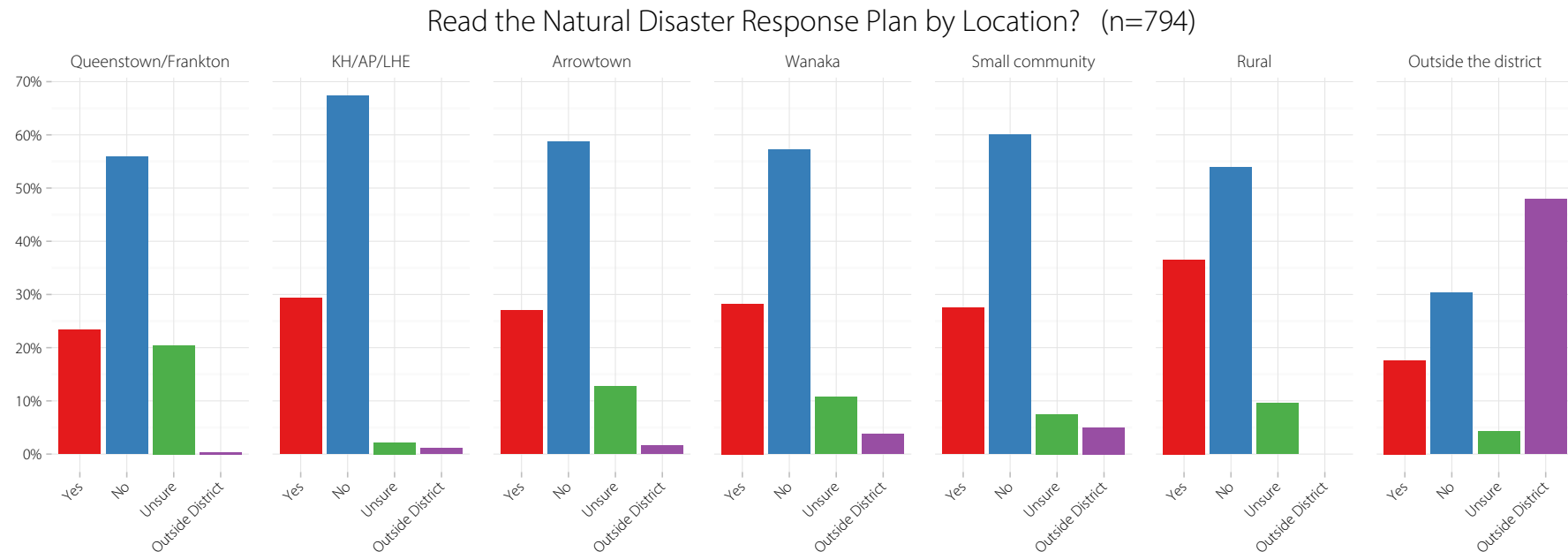
Results

- | 53% have not read the natural disaster response plan and a further 11% are unsure.
- | 25% have read the plan.

Read the Natural Disaster Response Plan? (n=794)



Consultation And Communication | Emergency Response - By Location



Question

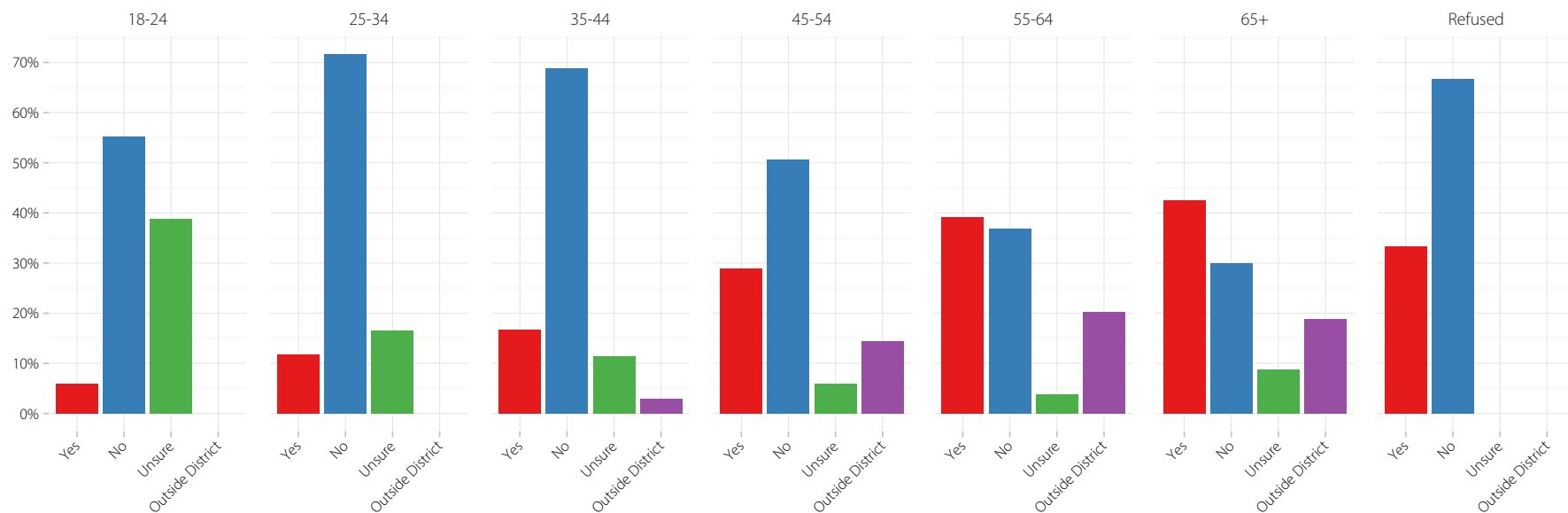
Have you read the local community response plan for natural disasters where you live?

Results

- More rural respondents have read the emergency response plan.
- Fewer respondents from Wanaka, Small Communities and who live outside the area have read the emergency response plan than those in Queenstown, Arrowtown and their surrounding areas.

Consultation And Communication | Emergency Response - By Age

Read the Natural Disaster Response Plan by Age? (n=794)



Question

Have you read the local community response plan for natural disasters where you live?

Results

- More respondents in the 'older' age groups (45+ years) have read the emergency response plan than in the younger age brackets (18-44 years).
- The 18-24 year olds are particularly at risk of being unaware of what to do should an emergency arise with just 6% having read the plan.
- Nearly half (43%) of the 65+ age group have read the plan.

Consultation And Communication | Doing Business Online

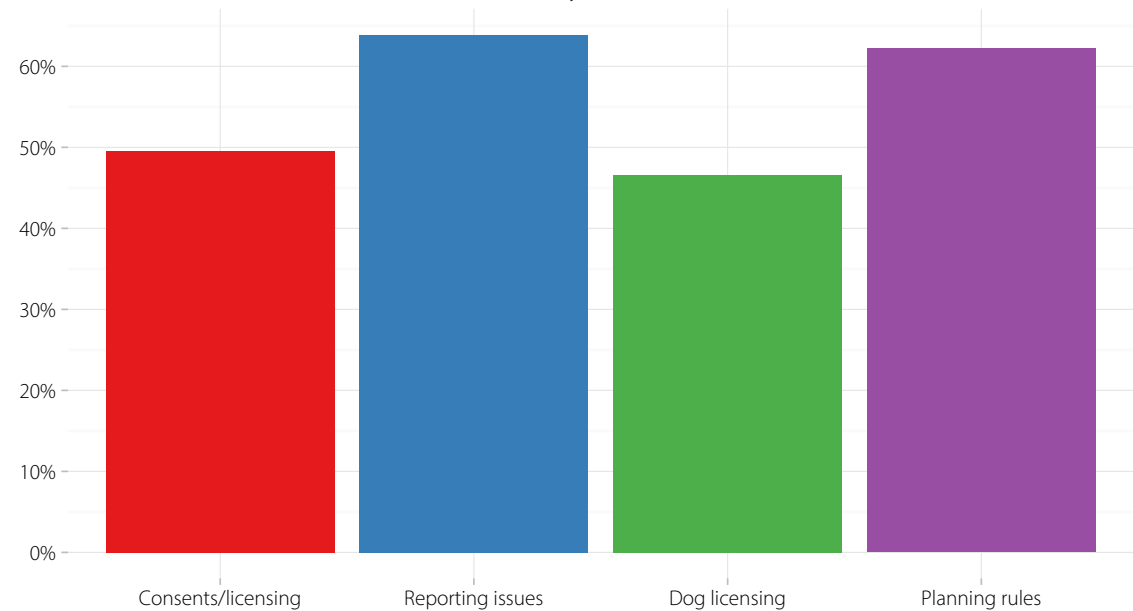
Question

If you could do business with QLDC online, would it be any of these? (tick all that apply)

Results

- Nearly two-thirds of respondents (63%) would use online methods to report issues and/or conduct business around planning rules.
- Just under half of respondents (49%) would do their consents/licensing business online, and 46% would register their dog online.

Which services would you use online? (n=1804)



Consultation And Communication | Doing Business Online - By Location

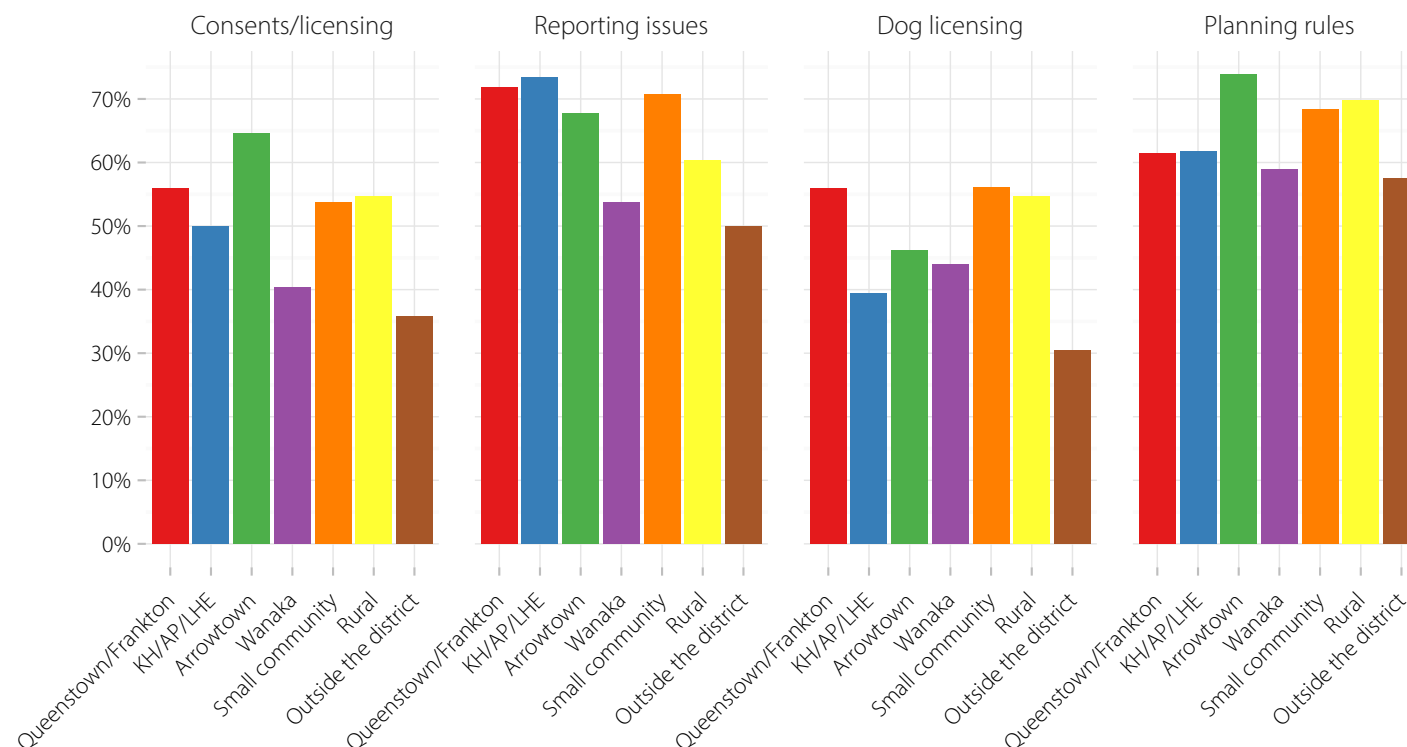
Question

If you could do business with QLDC online, would it be any of these? (tick all that apply)

Results

- Those respondents living outside the two main centres of Queenstown and Wanaka are more likely to do business online.
- Respondents from Wanaka are the least likely to do business online with the exception being planning rules.

Which services would you use online by Location? (n=1804)



Consultation And Communication | Doing Business Online - By Age

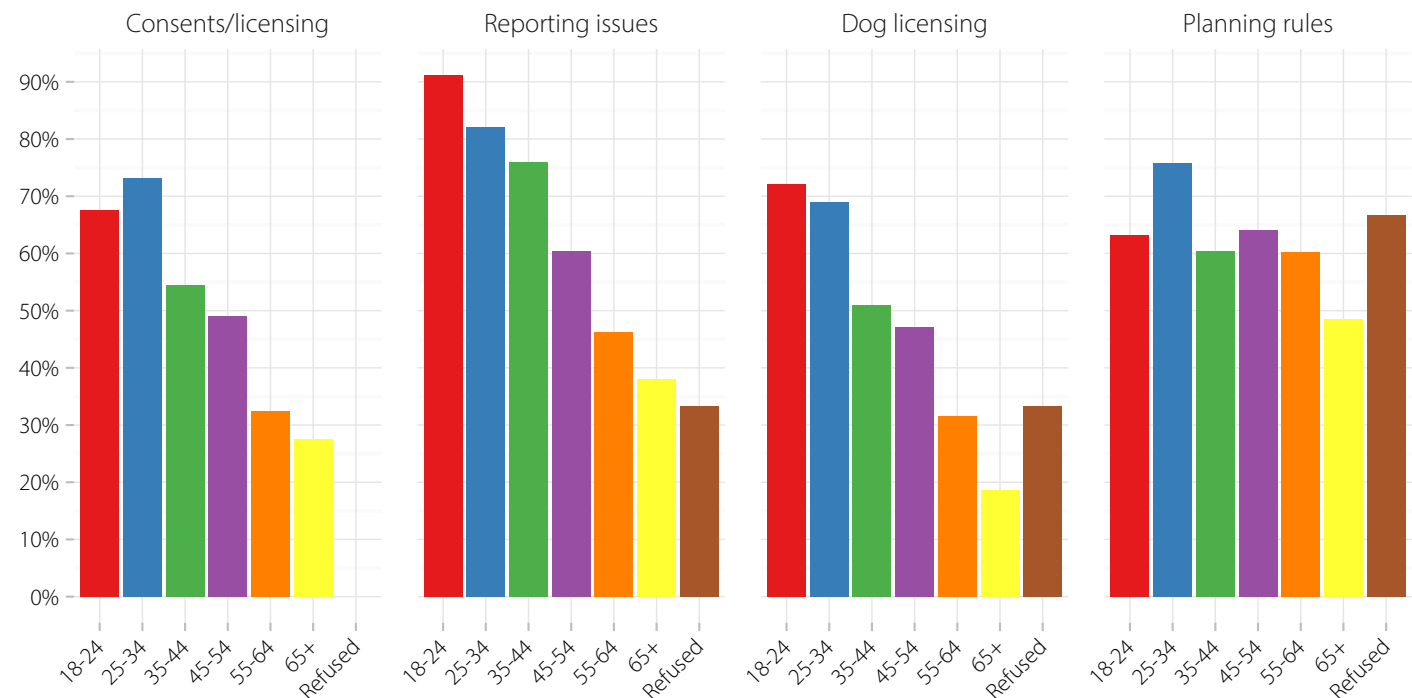
Question

If you could do business with QLDC online, would it be any of these? (tick all that apply)

Results

Respondents from the younger age groups are more likely to do business online with uptake of online methods declining steadily as people age, with the exception being planning rules.

Which services would you use online by Age? (n=1804)



THE RESULTS | TOURISM PROMOTION

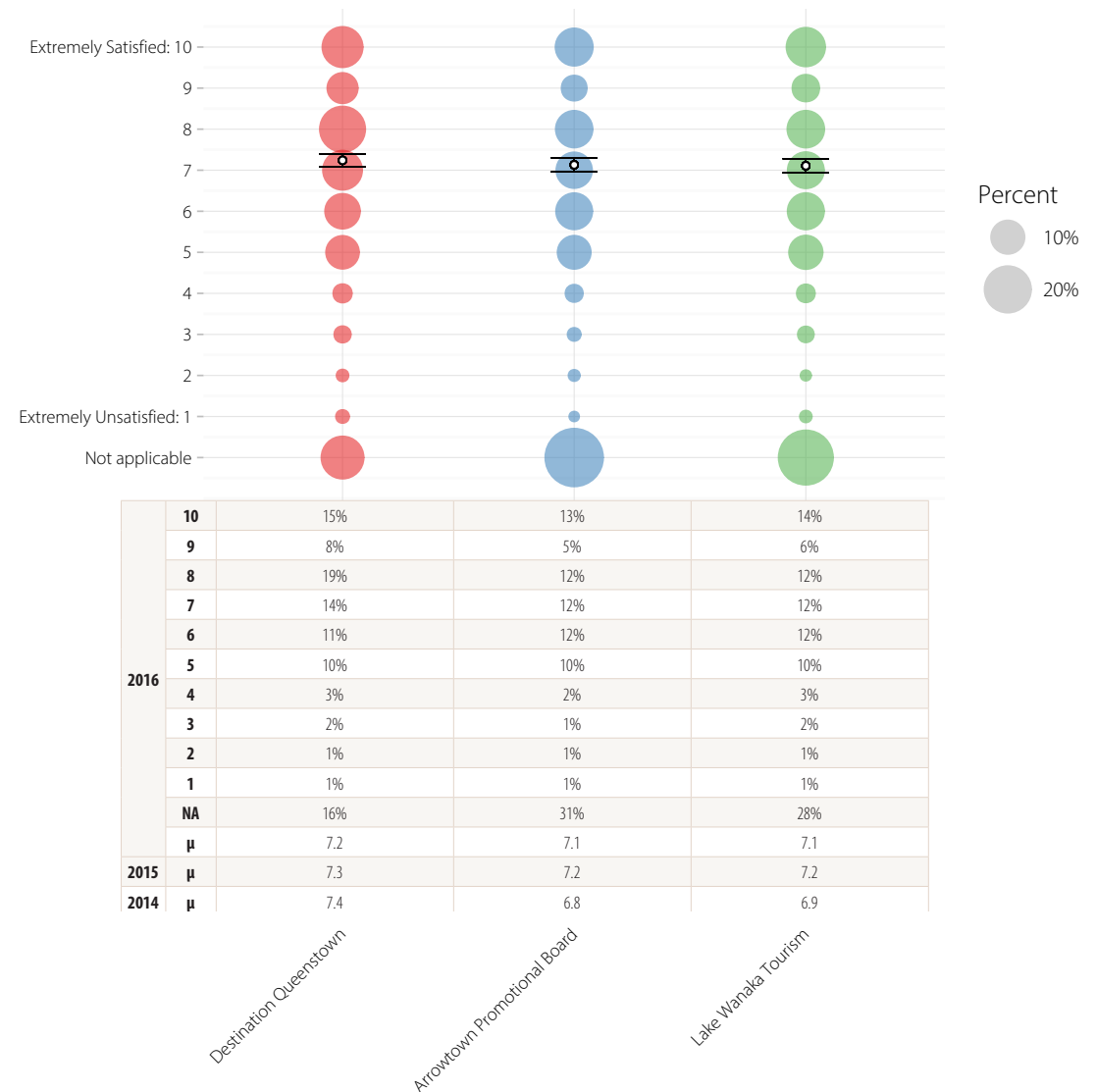
Tourism Promotion | Overall Satisfaction With Tourism Promotion

Question

How satisfied are you with the District's Tourism Promotion organisations?

Results

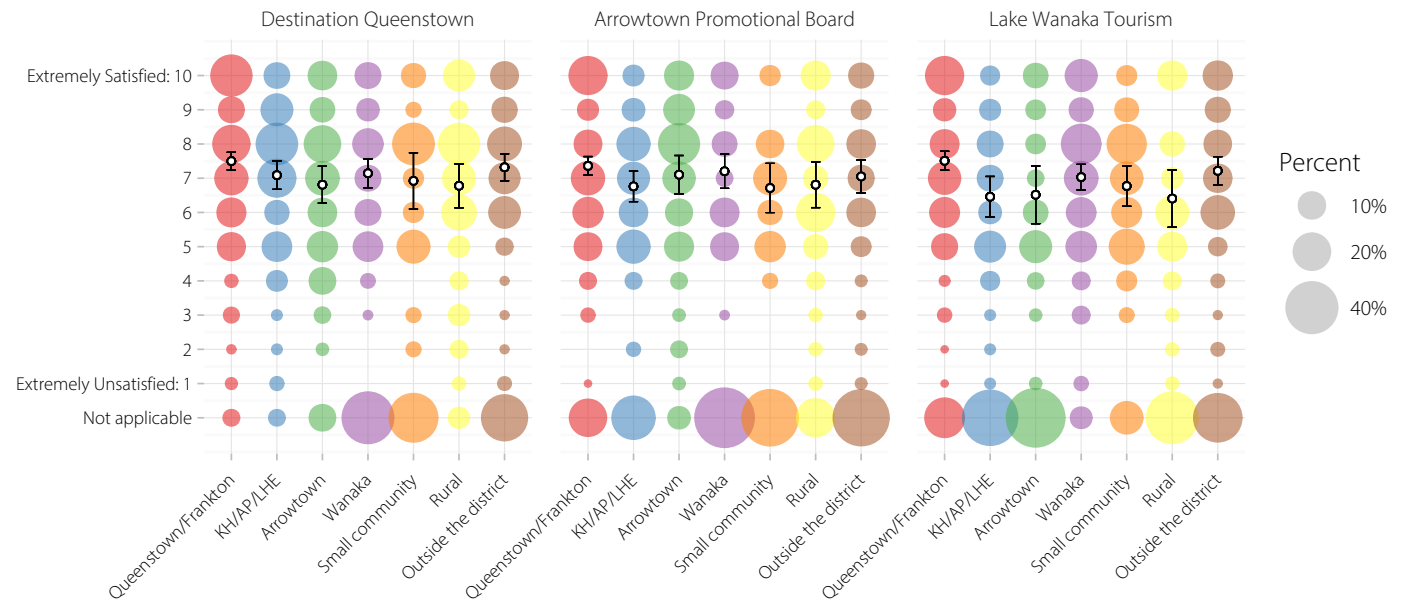
- Destination Queenstown has the highest levels of satisfaction (56% satisfied; 4% dissatisfied).
- Arrowtown Promotional Board and Lake Wanaka Tourism follow closely behind with similar results (42%-44% satisfied; 5%-7% dissatisfied).



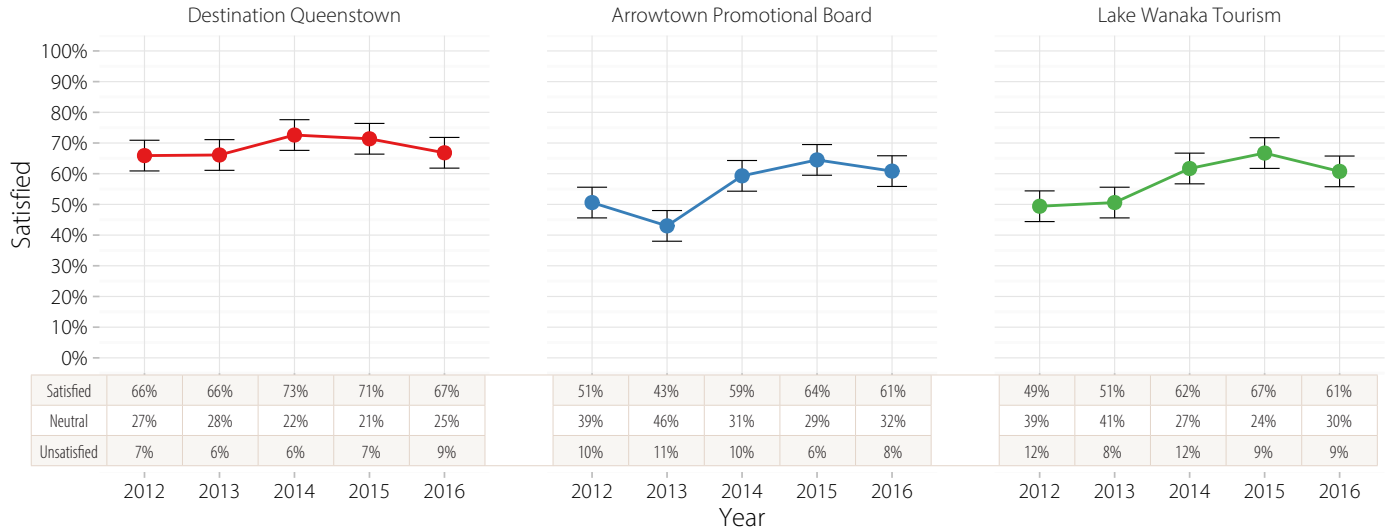
Tourism Promotion | Satisfaction With Tourism Promotion - By Location

Results

- Ratepayers from outside the district, Queenstown and Wanaka are the most satisfied with the tourism promotion organisations.
- Small Communities are less satisfied with the Arrowtown Promotional Board.
- Rural respondents are the least satisfied with Lake Wanaka Tourism.



Tourism Promotion | Historical Trends



THE RESULTS | BIG PICTURE

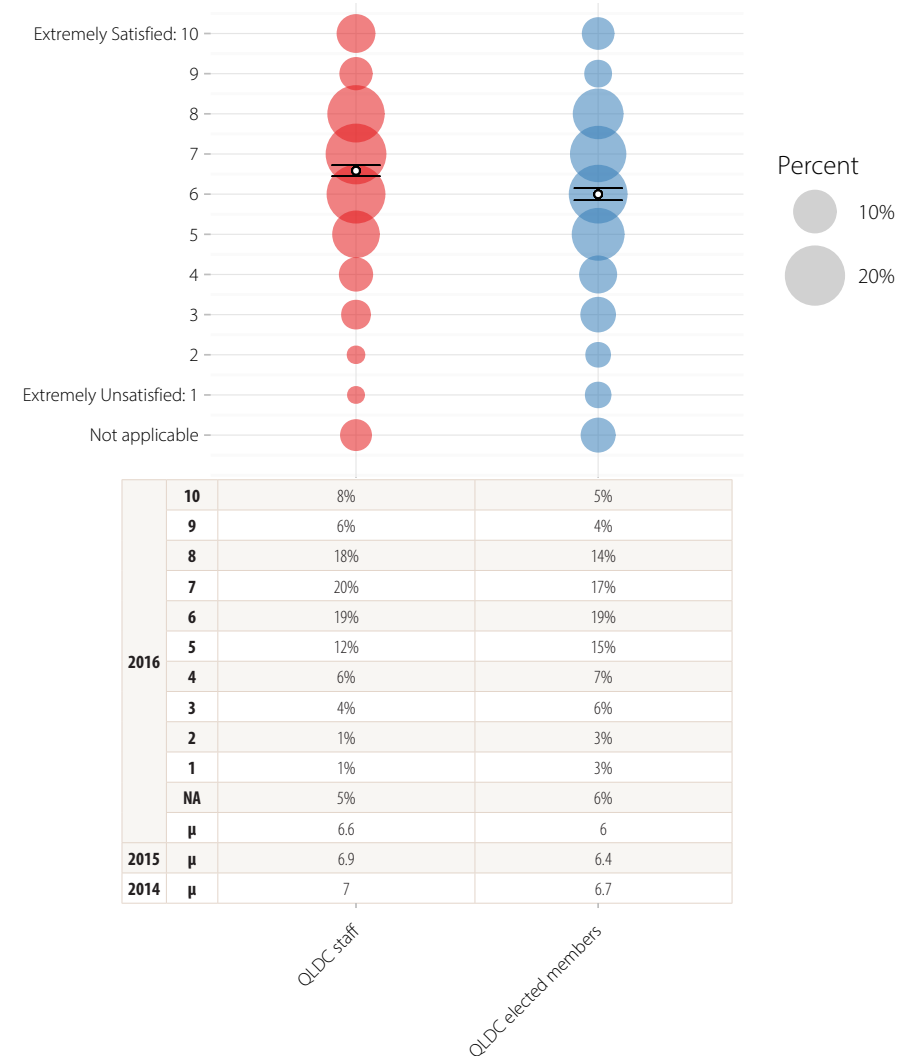
The Big Picture | Overall Performance Of Teams

Question

How satisfied are you with the performance of Council teams?

Results

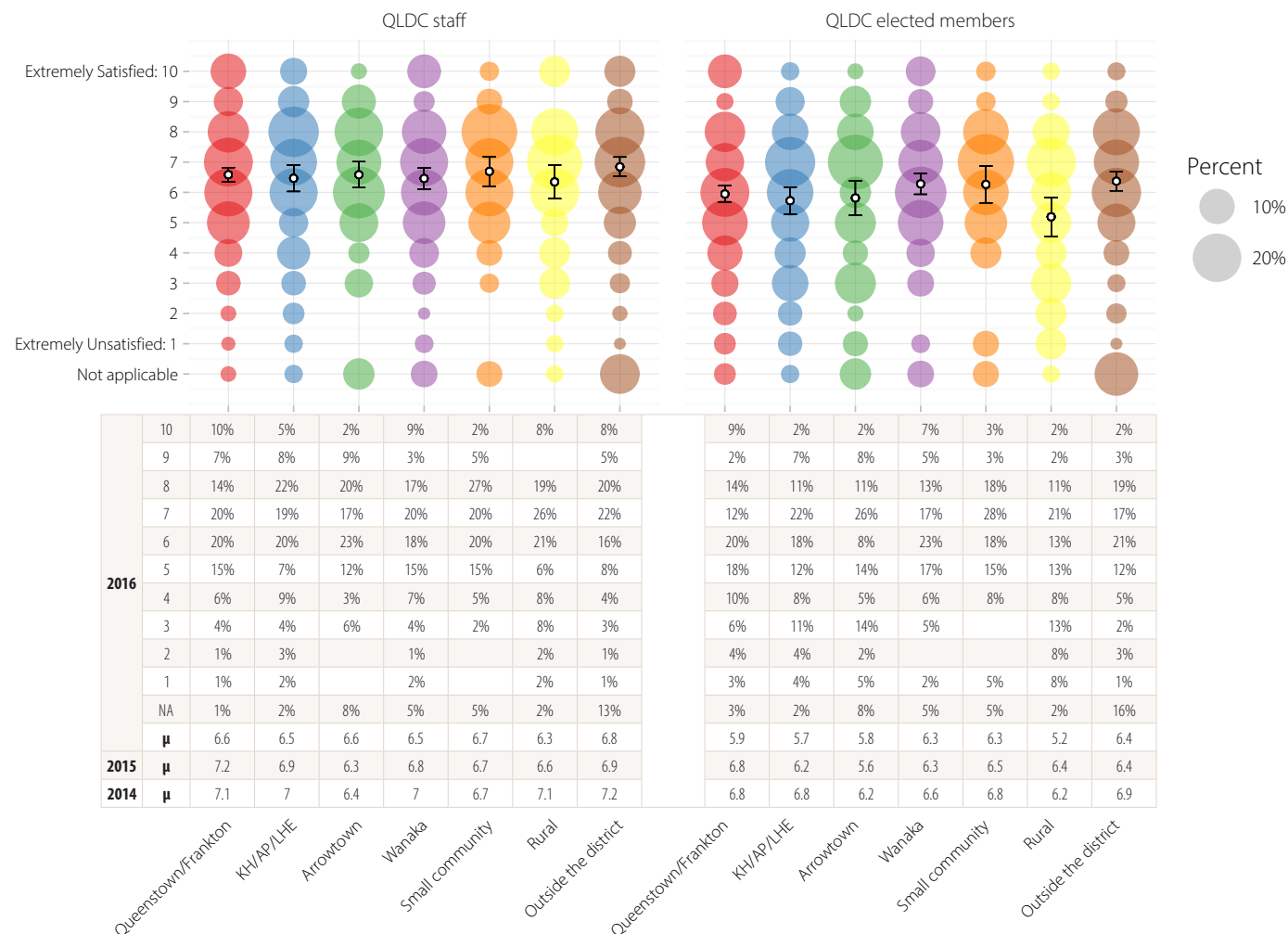
- Just over half of respondents (52%) are satisfied (to a greater or lesser degree) with QLDC staff and 12% are, to some degree, dissatisfied.
- 40% of respondents are satisfied (to a greater or lesser degree) with QLDC elected members and nearly one-in-five respondents (19%) are dissatisfied.
- Respondents are more satisfied with QLDC staff than with the elected members.



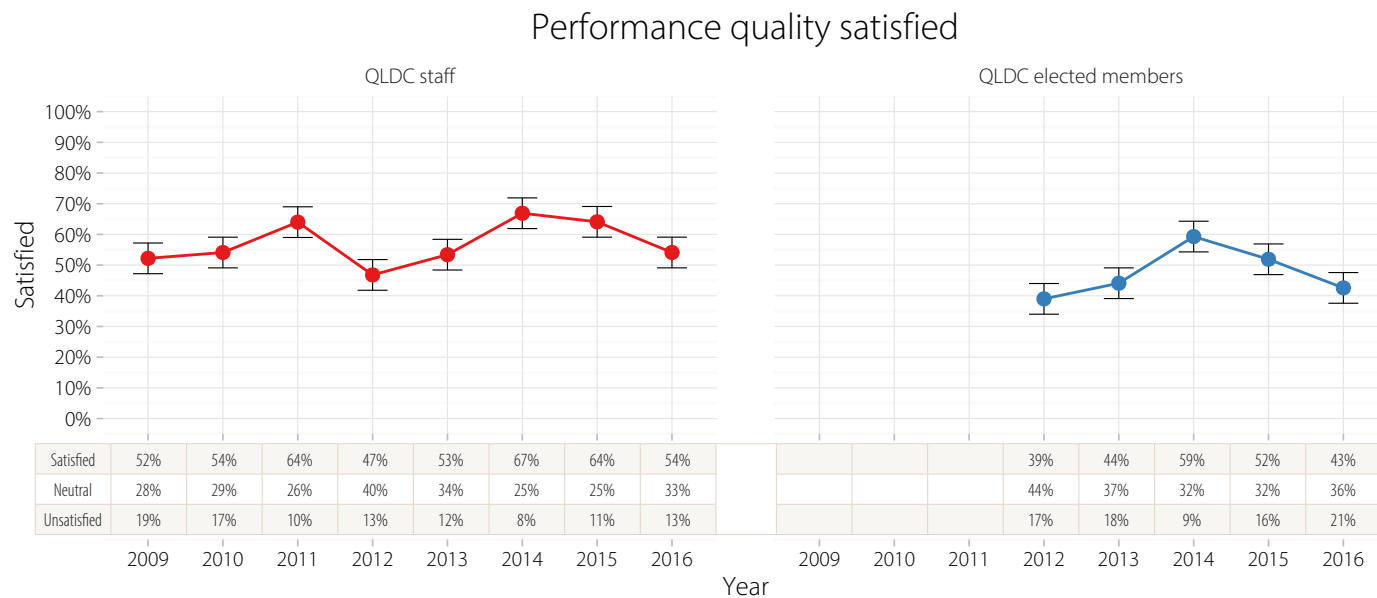
The Big Picture | Performance Of Teams - By Location

Results

- Satisfaction with QLDC staff is somewhat consistent across the locations with respondents from Small Communities and outside the district slightly more satisfied and Rural less satisfied.
- Satisfaction with elected members is slightly more varied than with staff, with Wanaka, Small Communities and outside the district slightly more satisfied with elected members than those from other locations. Rural respondents are the least satisfied with their elected members.



The Big Picture | Performance Of Teams - Historical Trends



The Big Picture | Pride In Area

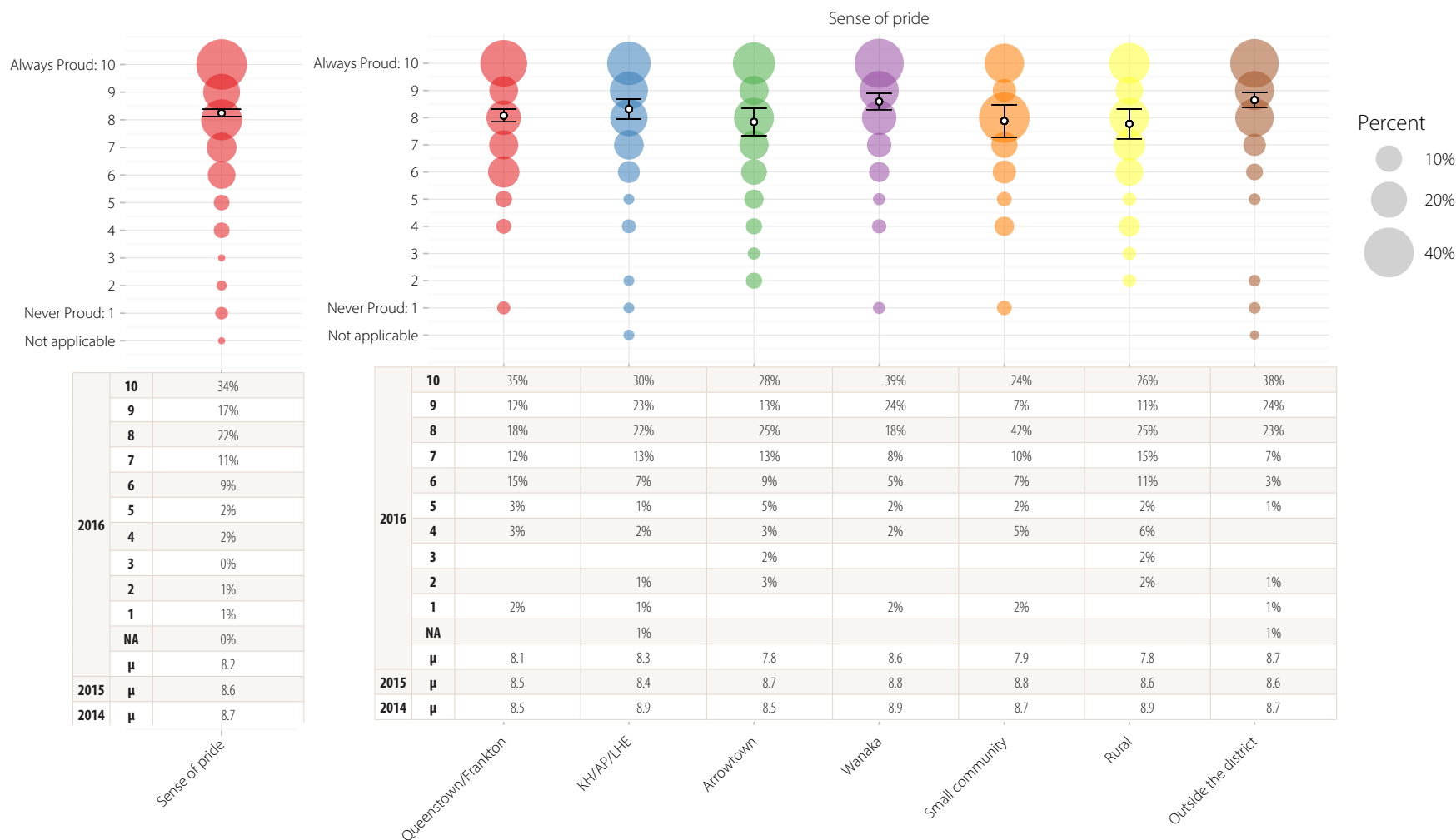
Question

How proud are you of your district?

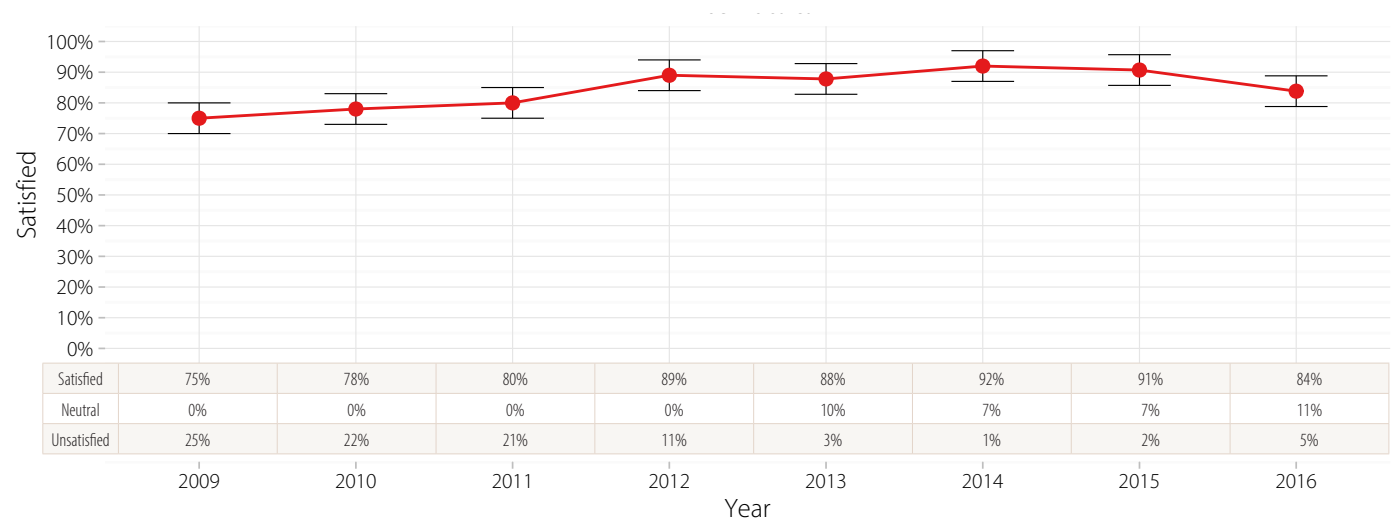
Results

51% are Always Proud or very nearly Always Proud (9 out of 10). 11% are neutral and 4% are below neutral.

Residents from Wanaka have more pride in the region followed closely by those living outside the district. The least proud are those living in Arrowtown and Rural areas.



The Big Picture | Pride In Area - Historical Trends



The Big Picture | Improvement Opportunities

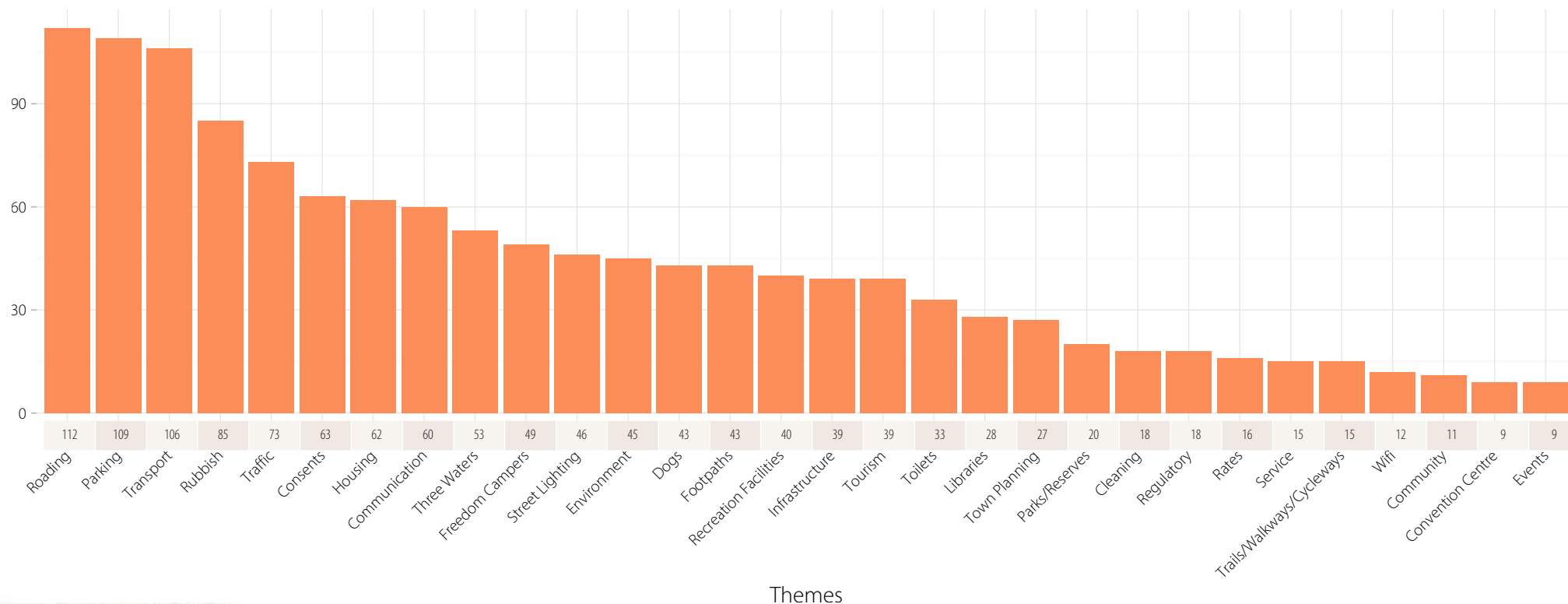
Question

What are three services that the Council either needs to improve on, or does not provide, but should?

Findings

- This question yielded 1309 comments. There were a number of comments that did not relate to council, or where people were vociferating.
- The main themes were similar to last year, but ranked in a different order. The top-ten topics in 2016 are: Roading; Parking; Transport; Rubbish; Traffic;

Consents; Housing; Communication; Three Waters; and, Freedom Campers. Last year the hot topics were: Parking; Roading; Traffic; Street Lighting; Rubbish; Transport; Dogs; Pools; Buses; and, Footpaths and in 2014 the key themes were around Toilets, Consents and Water. For the last three years traffic, roading, parking and transport all feature highly in areas that residents would like Council to focus on.



The Big Picture | Improvement Opportunities

Introduction

Over 1300 comments were received from 812 residents and ratepayers. The vast majority of comments were one-to-three words, for example when responding to the question, 'What does the council do well?' answers were 'public transport', 'parking', 'libraries', etc. Few of the comments were complete sentences, and those that did have detail were often related to an individual situation rather than the broad needs of the community. The following pages capture the essence of the comments, as well as some of the feedback that was received from talking with 200 residents in person.

Housing

Comments about housing largely referred to planning for, and encouraging, affordable housing, particularly for seasonal workers and residents whom have 'humble incomes'. A dozen comments requested that the Council play a role in regulating rent or providing alternative housing solutions.

- | "Support affordable housing - financial contributions concessions."
- | "Limit the amount landlords can up the rent. Limit rent increases (\$500 is too much!)"
- | "Provide or promote better accommodation for low paid seasonal workers."
- | "Affordable accommodation for several month ski visitors."
- | "Helping people build more efficient homes."

- | "More regulation of electricity and rent."
- | "Capped rent increases and building WOFs for rentals."
- | "Camp ground should be used for housing pending the long awaited development of this area."
- | "Affordable housing (e.g., Whistler)."
- | "Affordable housing in appropriate zones well planned."

Tourism

The majority of the comments were about taxing tourists to fund the development of infrastructure to support growth. Residents would also like to see the tourism promotion focus on visitors that can afford to come to the area, rather than the high volume of shoestring travellers and freedom campers who are seen as negatively impacting on the area whilst making little financial contribution to the local economy. There were a dozen comments about the negative impact of tourism on the region and residents. A handful of people commented on foreign drivers being dangerous.

- | "You're cooking the golden goose with mass tourism."
- | "Focus on quality not quantity tourist experience."
- | "I would like Tourism Wanaka to consider impact on residents when it chooses how to promote region rather than the mass low value tourist promotion that it does now."
- | "Putting residents not tourists first, introduction a bed tax so that residents aren't solely paying for all the infrastructure to support the many visitors."
- | "Tourist airport tax (not bed tax as this only effects state highway 6 entrance to the hotels)."
- | "Charge a visitor levy to improve QLDC budget."

- | "Bed tax on all tourists to offset rates/infrastructure costs."
- | "Move tourism focus away from quantity towards quality."
- | "Teach tourist drivers how to drive before letting them in a car."
- | "Tourist drivers - a danger on our roads."

Freedom Camping

Issues around freedom camping appear to have residents divided as to whether to ban them altogether or to provide facilities to cater for their needs. Either way, residents would like stricter enforcement of bylaws to reduce the impact freedom campers are having on the environment, in particular human waste and rubbish/litter being left beside lakes and in parks/reserves.

- | "Freedom camping facilities and management."
- | "Freedom camping enforcement."
- | "More freedom camping discouragement."
- | "Providing free camping areas - not just fining them."
- | "Control of freedom camping in the district."
- | "Ban all freedom camping have seen same messy problem in other countries."
- | "Reduce freedom camping or provide more services should pay a fee to camp."
- | "Find suitable camp spots for camper vans etc that are not in the middle of our beautiful recreation areas - its atrocious at Lake Hayes and also so shabby to see campers all crammed into the beautiful old shooter bridge entry."
- | "Freedom camping is out of control, rubbish human waste."
- | "Freedom camping enforcement have young people wanting to park in our driveway."

The Big Picture | Improvement Opportunities

Roading

Residents who commented on roads expressed concerns about inefficiencies with maintenance (resurfacing roads a number of times in a short time frame), road network design issues (e.g., not catering for the volume of vehicles and bicycles), want roads widened (particularly between Frankton and Queenstown), want more gritting and grading, and think that more can be done to plan for growth. There were a handful of comments from people requesting road status updates on radio as “not everyone owns a smartphone”, and “we don’t all use Facebook”.

- | “Roadworks at Frankton roundabout was a disgrace.”
- | “Roothing contracts need to be more closely monitored - Norman Terrace in Wanaka is in a really poor state since resurfacing.”
- | “I wish the council had a bit more forward thinking with road planning e.g. why not make double lanes coming out of each roundabout when there is plenty of space, this would keep traffic flowing. Like it or not Queenstown is growing so why not prepare for it?”
- | “Sealed cycle commuter tracks e.g., between Albert Town and Wanaka along Aubrey Road.”
- | “Clear views at intersections/obstructed by shrubs/trees on council road reserves.”

Street Lighting

Street lighting comments made requests for more lighting in Wanaka, Queenstown and small communities. Two people requested a reduction in light pollution.

- | “Street lighting in Wanaka.”
- | “Better lighting on zebra crossings.”
- | “Put pedestrian zebra crossing lights on the critical congestion points in Queenstown where everything grinds to a halt on the whims of dawdling pedestrians, particularly along Stanley Street or build a pedestrian underpass.”

Transport

Transport, roading and parking comments featured strongly. These three categories seemed to link to a high level concern about the region’s ability to cope with the high volume of visitors, short-term workers and residents who all need to move about in vehicles and park somewhere. Transport comments were largely focused on public transport (e.g., buses/shuttles) and park ‘n’ ride options given limited parking space for private residents’ in Queenstown and Wanaka. There were also a handful of requests to resume domestic flights into Wanaka.

- | “More frequent public transport from Wanaka to Queenstown/Arrowtown especially with night flights starting.”
- | “Public transport (e.g. free buses, ‘boris bikes’, electric community cars).”

- | “Sorting out transport in Queenstown - this is improving, but a traffic jam in a town this size, seriously. Central Queenstown and Frankton between airport roundabout and BP roundabout are particularly bad.”
- | “Free bus transport - park ‘n’ ride.”
- | “Cheap/free public transport from CBD to and from Frankton.”
- | “Coherent transport strategy.”
- | “Free public transport to ease congestion and remove poor drivers (unfamiliar with roads).”
- | “Public transport provision in and around Wanaka.”
- | “Improvement of transport system (improve flow of traffic).”
- | “Need clear transport plan in central Queenstown.
- | Taking bikes on buses.”
- | “Promotion and facilitation of public transport and commuter cycling.”
- | “Free public transport with wifi paid by tourist tax.”
- | “Allow domestic flights to return to Wanaka.”
- | “Parking for workers in town is horrific and is especially for parents who have to drop off small children and have no access to public transport.”
- | “Not bringing more and more planes here; we will never have a four lane highway from Frankton or the ability for our streets to cope. Queenstown was never designed/planned properly; we need 40m streets but it will never/can’t happen.”
- | “Use mini buses.”
- | “More/extend services (flights) to Wanaka airport.”
- | “Ban cars in town and have a tram/train/bus transport system into CBD.”

The Big Picture | Improvement Opportunities

Parking

Based on the comments, parking (or lack of) is causing frustration for residents, particularly those in Queenstown and Wanaka. A handful of residents also raised issues with campervans in CBD areas and around sports grounds and children's playgrounds.

- | "Parking, not just giving tickets but trying to stop illegal parking by marking the roads better."
- | "Increase car parking provisions off street."
- | "More parking spaces that are more than 30 minutes."
- | "More airport parking so cars are not always parked on the side of the road from BP to the airport."
- | "Parking in residential areas."
- | "More parking for sports grounds."
- | "Parking solutions for workers in Queenstown."
- | "Special campervan parking within a short walk to town centre."
- | "Provide more parking in Wanaka and Queenstown."
- | "New developments need extra space for roading and parking."
- | "Parking hubs to get to somewhere else."
- | "Need to improve parking supply urgently e.g. parking building."
- | "Urgent action for Mt Roy parking!"
- | "Stop tourists in big camper vans from parking in inner streets."
- | "Glenda drive is choking with inadequate carparking capacity. The place is booming and the businesses there need space for their employees and customers. Crucial before all the space is given away to yet more buildings."

- | "Increase available parking at events centre (especially on Saturdays)."
- | "Safe family parking next to playgrounds. Tourist/campervan/ bus parking away from children's play areas."
- | "Parking for shop parking/doctors only, no tourist cars or vans taking up local parks."
- | "More parking in town area - Wanaka."

Libraries

Younger residents (18-34) want more libraries, for the libraries to be larger, open for longer hours and to stay 'up with the times' in terms of digital books, music and media. The libraries are seen as a central meeting point that is an alternative to 'expensive cafés'. Young people seem particularly dissatisfied with the library service.

Recreation Facilities

Comments about recreation facilities cover a range of requests from a community hall in Arrowtown and Frankton/Lake Hayes, to equestrian facilities, a skate park at Arthur's Point, a hockey field in Queenstown and a [safe] swimming lagoon in the Kawerau. Over a dozen people requested upgraded swimming facilities in Wanaka and equally as many people want more outdoor sports and recreation spaces like playgrounds, parks and sports fields ion the two main centres.

- | "Swimming pool isn't generally very clean during the days and the rubbish bins and nappy bins in the family rooms stink are always full."
- | "Community space in the Frankton / Lake Hayes estate area."

- | Playgrounds - winter options for children - lots of visitors comment this is poor."
- | "Horse riding facilities e.g., indoor arena for riding for the disabled."
- | "Sports fields adequate for growing region."
- | "Arrowtown sports club rooms facility."
- | "Arrowtown community hall."
- | "Wanaka desperately need updated swimming pools."
- | "Increase quality/quantity of sports grounds in Wanaka."
- | "Decent swimming pool for Wanaka (aquatic centre)."
- | "Fitness facilities (providing fitness facilities in parks and leisure areas)."
- | "Community hall for dancing , lessons ,drama,music."
- | More covered and full sized turf."
- | Water sports hub (rowing, sailing, boats) at Beacon Point."

Infrastructure

Infrastructure comments were largely concerned with how the Council intends on coping with/catering for growth and the pressure it is placing on basic infrastructure like roads, water, waste and service centres and amenities, particularly in Wanaka.

- | "Better coordination and leadership of infrastructure projects, in particular roading."
- | Council hub at Frankton.
- | "Infrastructure that is needed to support our growing population."
- | "Put power lines underground."
- | "Allow more variations of business in Wanaka."
- | "More services in Wanaka as it is rapidly growing."
- | "Infrastructure to cope with growing population."

The Big Picture | Improvement Opportunities

- | "Infrastructure for tourists since you're promoting to them."
- | "Ensuring we are ahead of the ball in ensuring infrastructure is sufficient for our projected growth."
- | "Better decision making regarding infrastructure planning."
- | "The vast increase in tourism in Wanaka means we need a big increase in infrastructure to cope."
- | "Improve ageing infrastructure."
- | "Electric vehicle charging stations."
- | "Infrastructure reliability."

Three waters

The majority of comments were about drinking water quality (e.g., chlorine, algae), particularly in Wanaka and at Lake Hawera, burst pipes and sewerage issues (e.g., smell) in specific areas like Kelvin Heights, Kingston and Glenorchy.

- | "Removing algae from Wanaka water."
- | "Low water pressure in Greenstone Place, Fernhill."
- | "Fix water supplies in Frankton so they won't burst every 18 months!!!"
- | "Confidence in water quality in Lake Hawera - communication."
- | "Clean water in summer."
- | "Get the chlorine taste out of the Wanaka tap water."
- | "Sewerage smell on Lake Terrace."
- | "Water supply testing - Hawea source of ecoli."
- | "Algae in our water it clogs up our dishwasher, etc."

- | "Sewerage in Kingston."
- | "Filter our water properly; I am sick of cleaning filters."
- | "Sewerage around Kelvin Heights."
- | "Glenorchy sewerage."
- | "Water supply - constant burst pipes on Matai Road."
- | "Better notification of residents (Lake Hawea) when boil water notice in force and similar situations."
- | "Water pipes - always water pouring down some street."
- | "Smelly wastewater outlets."
- | "Water pressure."

Cleaning

Cleaning refers to the Council's role in keeping urban areas clean and tidy, for example parks, streets and public spaces. These comments range from tree trimming to grass cutting, street sweeping and dealing with litter.

- | "Keep the place tidy - more/larger rubbish bins, especially for dog poo bags on trails."
- | "Look after Sunshine Bay (the forgotten area)."
- | "Keep the town tidy, rubbish free and grass cut and tidy."
- | "Streets outside cafes need scrubbing Wanaka."
- | "Street cleaning - litter in streets."
- | "Clean our town, its filthy."
- | "Roadside cleaning and mud tanks."
- | "Street cleaning/rubbish bins overflowing."

Rubbish (waste management)

Rubbish refers to waste management including curbside collection, recycling and waste depots as well as issues to do with the lack of rubbish bins in public spaces, parks, reserves and on tracks, or bins that are not cleared frequently enough. There were a number of requests for more bins to be installed in greenspaces, particularly from dog owners, and for a three-bin collection system (i.e., organic, recycling and rubbish). A handful of comments were about rubbish blowing about it the wind and the blue bags being 'old school'.

- | "Keep rubbish collected in popular areas."
- | "More rubbish bins and emptied more often."
- | "Waste - recycling mandatory for businesses."
- | "More dog waste bins."
- | "Rubbish dump hours are too restrictive."
- | "Recycling and no plastic bags."
- | "Waste minimisation."
- | "Dog poo bag dispensary and bins on tracks."
- | "Do away with blue bags that always get ripped open."
- | "Rubbish pick up daily from scenic areas and roadside."
- | "Wheelie bin recycling."
- | "Enforce restaurants to hide their rubbish bins in town."
- | "Expensive rubbish removal making people dump it down banks etc., plus the transfer site at Garden Drive loses a lot of rubbish from the wind blowing it over the country side."
- | "Rubbish collection (have to drive 500m to a pickup point)."
- | "Rubbish collection needs to go to three bin system."
- | "Hawea recycling needs to be emptied in peak seasons."
- | "Better communications about what and how rubbish is recycled in the weekly collection."

The Big Picture | Improvement Opportunities

Dogs

Dog issues were largely related to wanting stricter fines for not picking up dog poo, and stronger enforcement of dog control laws to ensure children are kept safe, in particular on-leash and off-leash areas. Dog owners would like more spaces to exercise their dog off leash, in particular on trails/tracks, at dog parks and recreation areas.

- | "Fenced dog park for those who need the security; could be lit at night for winter."
- | "Enforcing doggy doo clean up by owners on road berms, tracks sports fields playgrounds etc."
- | "Better dog control, harsher penalties."
- | "Dog parks for off-leash exercise."
- | "More trails to walk dogs off-lead."
- | "Pedestrian walkway cleaning - full of dog droppings."
- | "Dog parks! Invercargill have a fabulous space for dogs (south) - at least one. Dogs can't be on leads all the time and owners can't be expected to carry pop bags for miles because you can't be bothered providing rubbish bins."
- | "Signage for dog owners."
- | "Dogs on leashes on trails, to many on tracks with no leads."

Consents

Consents comments largely refer to the time/delay and the cost associated with gaining consent for building developments.

- | "Cost of consents, monitoring of new housing is too high and slow."
- | "Less time for building consents to be applied."
- | "Improve speed of consents."
- | "Faster turnaround time for consent approvals."
- | "Resource consent should be considered on a local basis, not to please central govt."
- | "Complexity of resource consent - needs simplifying."
- | "Building consents need to be issued with statutory time frames."
- | "Need to improve staff training on building consent."
- | "Understanding and enforcing correct building consents some homes build which appears do not comply with the regulations as set out."
- | "Building consents are taking a ridiculous amount of time to get through."
- | "Total review of the consent process."

Environment

Many of the comments about the environment were related to preserving the area as visitor numbers grow and as property developments expand into surrounding areas. There were also a number of comments about weed and pest control, for example wasps and Wilding Pines.

- | "Protecting the environment from development pressure."
- | "Protecting local beauty/rural areas from over development."
- | "Improve future by protecting our unique environment."
- | "Big picture environmental plan for Wanaka."
- | "Cut down coronet Douglas Fir forest."
- | "Reforest the hill country."
- | "Keep on top of Wilding Pine removal."
- | "Pest control - wasps and rabbits."
- | "Cease support of destruction of Queenstown. "
- | "Goat and possum control."
- | "Weed control (broom, gorse etc)."

The Big Picture | Improvement Opportunities

Town planning

Town planning comments were largely about preserving the resident and visitor experience by curbing the amount of development and having a long term plan for the region. Residents of all ages are concerned about the impact of tourism on how Queenstown and Wanaka will look and feel in ten years time, and whether the appeal of these towns will be negatively impacted if development is allowed to 'run unbridled' and if the town plan is not strict enough to preserve the alpine town and lakes 'feeling'.

- | "Develop and agree on a vision for Queenstown in 10+ years, followed by a plan to achieve the vision."
- | "Control growth/urban spread."
- | "Stop this crazy development."
- | "Controlling the quality and need for development."
- | "Areas set aside with no development to preserve quality of experience."
- | "Protection of all lakes foreshores - prohibit all buildings."
- | "Planning - tighter controls on subdivisions."
- | "Speed up processes, stop using discretionary powers enforce the district plan."
- | "Focus on sense of character and place not 'big box' retailers as per everywhere else."

Communication and consultation

The comments on communication and consultation were largely related to residents not feeling adequately engaged with, and listened to, with regards to council decision-making. The Council was also seen as not demonstrating enough transparency. Younger age groups (18-34) felt less communicated with than the 'older' age groups and wanted greater use of digital media, websites, social media and a council app; they also want to see the results of the survey and to be given friendly and more accessible ways to engage with the council on issues like housing, transport, cycle lanes, access to wifi and libraries. In-person communication with young people, like conducting this survey face-to-face, was seen as a valuable way to get young people more involved in giving feedback and participating in future decisions.

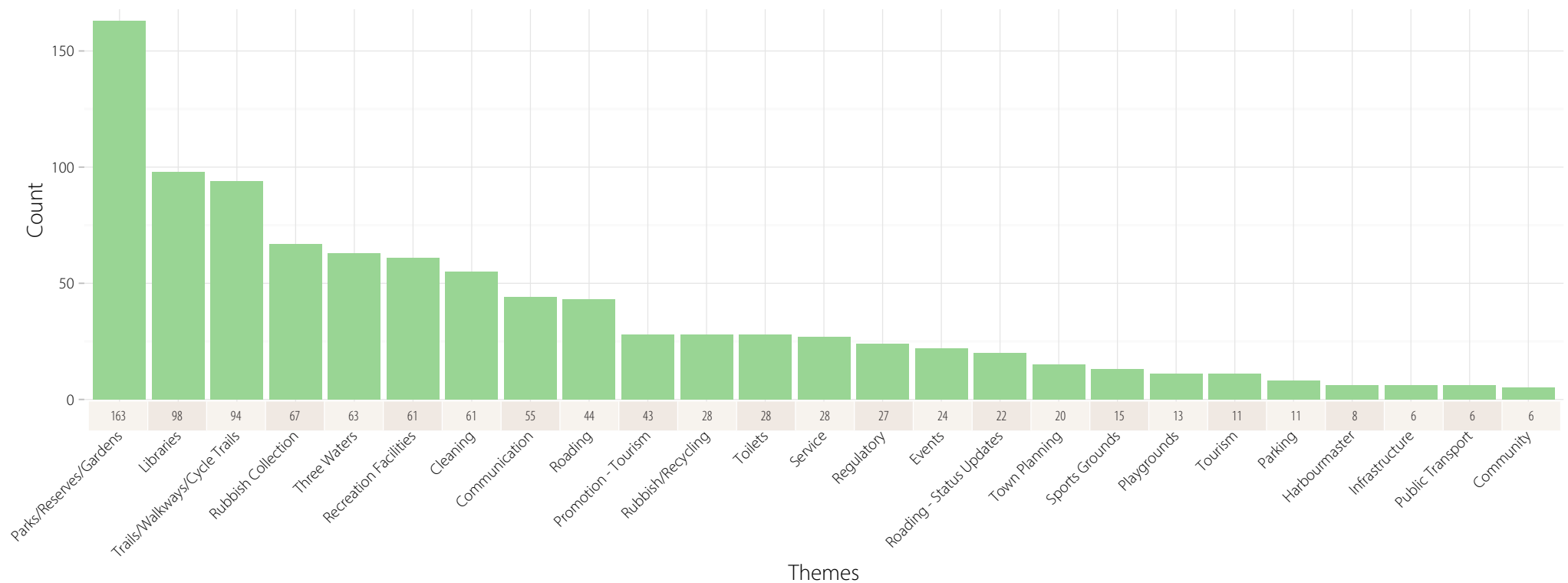
- | "Transparency."
- | "Public notices."
- | "Community consultation relevant to ratepayers."
- | "The council should be like an open book."
- | "Public notice of zoning and new developments."

- | "Community board and residents associations need to communication better be better informed and reflect/be responsible to local needs."
- | "Council consults all the time but doesn't listen."
- | "Consultation before action."
- | "Actually listening to residents."
- | "Consulting equally across district."
- | "Get the 'councillor' talking more with the people."
- | "Involvement of young people in council decisions."
- | "Communication especially with younger people they are the future."
- | "Communication - more digital and in person."

The Big Picture | Done Well/Do More

Question

What are three services that the Council does well or should do more of?



The Big Picture | Done Well/Do More

Introduction

Most of the 'does well' comments were brief, one or two words, rather than phrases or sentences. The Council is well regarded for its recreation facilities (swimming pools, sports grounds, playgrounds, events centre), libraries, greenspaces and trails, tracks and cycleways. Residents seem appreciative of basic infrastructure services like rubbish collection, three waters and roads as well as keeping the urban environment clean and tidy. Council communication also seems to be well regarded by residents, in particular winter road status updates and Scuttlebutt. There were about a dozen complimentary comments about the customer service people received from council staff. Below is a collection of comments that capture the general sentiment of those residents who did take the time to share more than a few words.

General

- | "Amazing place to live in."
- | "Awesome progress, well done!"
- | "Best town in New Zealand."
- | "Great place to live."
- | "Great Tourism."
- | "I love Queenstown."
- | "You are doing a great job."

Parks/reserves/gardens and tracks/trails/cycleways

- | "Parks and local tracks are well maintained - to sensible budget (I guess)."
- | "Parks and walkways - we are very lucky."
- | "Great parks/trails/walkways."
- | "Parks and reserves are well kept."
- | "Fabulous Queenstown Gardens - well done to everyone."
- | "Parks and gardens management, they're exceptional."
- | "Fantastic upkeep of tracks and trails."
- | "Tracks and trails great and many of them."
- | "Provide good outdoor walking and cycling facilities."
- | "Footpaths and recreational cycle tracks and walking tracks - hugely improved in last 10-15 years."
- | "Fantastic walking tracks/bike tracks."

Libraries

- | "Great library services."
- | "Wanaka library, ancestry internet subscription."
- | "Very good library and staff."
- | "Libraries - great staff and good options as the digital media grows."

Waste

- | "Compost seminar - but need to be advertised more widely, not known well yet."
- | "Great recycling facilities (attractive bins around town Wanaka waste busters)."

Cleaning

- | "Wanaka - very clean and well cared for town."
- | "High standards of the town streetscape."
- | "Cleaning streets after snow!!!"
- | "High quality street cleaning/maintenance."
- | "General cleanliness and tidiness of Queenstown and Wanaka and no rubbish lying around."

Communication

- | "Communication and website good."
- | "Communicating alerts and news on Facebook page."
- | "Communication & consultation is excellent."
- | "Facebook page = good information provided."
- | "Communication with the community, esp. in winter."
- | "Communicates well in many different channels...!"
- | "General emails + facebook..."
- | "Winter roading reports - fantastic initiative!"
- | "Road condition communication."
- | "Winter weather/road updates on Facebook."
- | "Road condition reports on website."
- | "The facebook page with roading conditions and things happening."

Events

- | "Events in the community are fantastic e.g., WinterFest."
- | "Community-minded events and concerts."

The Big Picture | Done Well/Do More

Harbourmaster

- | "Harbourmaster does good job."
- | "Harbourmaster assuring safety on the water."

Tourism

- | "Wanaka tourism extremely successful (too successful!)."
- | "Tourist promotions i.e., Winter Festival."

Recreation facilities

- | "Alpine health and fitness - great facility but needs more parking please."
- | "Pools and event centre are fantastic."
- | "Great sports facilities, sports grounds and playgrounds."

Regulatory

- | "Well signposted freedom camping regulations."
- | "Open door policy for building consent enquiries."
- | "Involvement in environmental protection land/water/air."

Roading

- | "Clearing snow and making roads safe in winter."
- | "Road gritting seems to be well under control and managed."
- | "Roads into Frankton are now amazing - thank you."

Service

- | "Always able to talk to someone at Council when needed."
- | "Friendliness of council staff - very approachable."
- | "Front line staff (answering phone calls etc) always excellent."
- | "Very good customer service - great call centre."
- | "Efficient, friendly reception staff."

Toilets

- | "I just came back from the Gold Coast our public loos are cleaner."

APPENDICES | QUESTIONNAIRE

Tourism Promotion

12. How satisfied are you with the District's Tourism Promotion organisations?

	Extremely Unsatisfied	Neither Satisfied Nor Unsatisfied	Extremely Satisfied	Not Applicable
Destination Queenstown	1 2 3	4 5 6 7	8 9 10	
Arrowtown Promotional Board				
Lake Wanaka Tourism				

The Big Picture

13. How satisfied are you with the performance of the following teams?

	Extremely Unsatisfied	Neither Satisfied Nor Unsatisfied	Extremely Satisfied	Not Applicable
Your overall satisfaction with QLDC staff?	1 2 3	4 5 6 7	8 9 10	
Your overall satisfaction with QLDC elected members?				

14. How proud are you of your district?

	Never Proud	Neutral	Always Proud	Not Applicable
	1 2 3	4 5 6 7	8 9 10	

15. What are three services that the Council either needs to improve on, or does not provide, but should?

1 _____

2 _____

3 _____

16. What are three services that you consider Council does well and should continue to provide?

1 _____

2 _____

3 _____

About You

Ratepayer?	Employment status?	Age group?	Household income?
Yes <input type="radio"/>	Employed full-time <input type="radio"/>	Under 25 <input type="radio"/>	Under \$40,000 <input type="radio"/>
No <input type="radio"/>	Employed part-time <input type="radio"/>	25-34 <input type="radio"/>	\$40 - \$60,000 <input type="radio"/>
	Unemployed <input type="radio"/>	35-44 <input type="radio"/>	\$60 - \$80,000 <input type="radio"/>
	Retired <input type="radio"/>	45-54 <input type="radio"/>	\$80 - \$100,000 <input type="radio"/>
	Student <input type="radio"/>	55-64 <input type="radio"/>	\$100 - \$200,000 <input type="radio"/>
	Other <input type="radio"/>	65+ <input type="radio"/>	\$200,000 (plus) <input type="radio"/>
	Prefer not to say <input type="radio"/>	Prefer not to say <input type="radio"/>	Prefer not to say <input type="radio"/>

Duration in the district?

	Where do you live OR where is your holiday home?
Less than one year <input type="radio"/>	Queenstown/Frankton <input type="radio"/>
One to five years <input type="radio"/>	Kelvin Heights/Arthur's Point/Lake Hayes Estate <input type="radio"/>
Five to ten years <input type="radio"/>	Arrowtown <input type="radio"/>
10+ years <input type="radio"/>	Wanaka <input type="radio"/>
Born & raised here <input type="radio"/>	Small community (Hawea, Glenorchy, etc.) <input type="radio"/>
	Rural <input type="radio"/>

Prize Draw

So that we can contact you if you win the prize, please supply your email or phone number.

Email

Phone



Thank you

CARTE BLANCHE

Return: PO Box 21083, Edgeware, Christchurch 8013



Let us know what's going well and what we could do better.

As your Council we strive to deliver affordable services and facilities with a strong focus on efficiency and value. Your feedback will help us to understand what we're doing well and what we need to do better. You have been randomly selected to take part in this quick survey - it takes just ten minutes to complete. Participation is voluntary and your individual response is anonymous. We want to hear from you so we've made this as convenient as possible by giving you some options for responding.



Freepost

The survey is on the following pages and a Freepost envelope has been provided so you can pop it in the mail when you're out and about. Please return the entire survey including the page with your address so that we can include you in the prize draw.



Online

<http://tinyurl.com/QLDCsurvey2016>

Go to the web address tinyurl.com/QLDCsurvey2016 to complete the survey. Please enter your unique token number located above your name on the address label on this mailout. The survey will display easily on your mobile device.

If you have any issues, email us at survey.admin@carteblanche.co.nz, and we will assist you within 48 hours, up until Tuesday 31 May 2016.

Get back to us by 8 June 2016 and you could WIN a \$1000 rates rebate or \$500 grocery voucher.



CARTE BLANCHE



Community Services

1. How often do you use the following services?

	Daily	Weekly	Monthly	A few times a year	Never
Public toilets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parks, reserves and gardens	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Trails, walkways and cycleways (district wide)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Queenstown trail	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sports grounds	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Playgrounds	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Swimming pools	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Community halls	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Libraries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2. How satisfied are you with the **QUALITY** of the following services?

	Extremely Unsatisfied			Neither Satisfied Nor Unsatisfied				Extremely Satisfied			Not Applicable
	1	2	3	4	5	6	7	8	9	10	
Public toilets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parks, reserves and gardens	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Trails, walkways and cycleways (district wide)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Queenstown trail	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sports grounds	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Playgrounds	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Swimming pools	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Community halls	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Libraries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

3. How satisfied are you with the **QUANTITY** of the following services?

	Extremely Unsatisfied			Neither Satisfied Nor Unsatisfied				Extremely Satisfied			Not Applicable
	1	2	3	4	5	6	7	8	9	10	
Public toilets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parks, reserves and gardens	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Trails, walkways and cycleways (district wide)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Queenstown trail	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sports grounds	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Playgrounds	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Swimming pools	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Community halls	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Libraries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Infrastructure

4. How satisfied are you with the **QUALITY** of the following services?

	Extremely Unsatisfied			Neither Satisfied Nor Unsatisfied				Extremely Satisfied			Not Applicable
	1	2	3	4	5	6	7	8	9	10	
Water supply	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wastewater (sewerage)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Street cleaning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Footpaths	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sealed roads	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Unsealed roads	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Street lighting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Being Prepared for an Emergency

11. Have you read the local community response plan for natural disasters where you live?

Yes	<input type="radio"/>
No	<input type="radio"/>
Unsure	<input type="radio"/>
I live outside Queenstown Lakes District	<input type="radio"/>



Council Regulatory Services

6. How satisfied are you with the **QUALITY** of the following services?

	Extremely Unsatisfied			Neither Satisfied Nor Unsatisfied				Extremely Satisfied			Not Applicable
	1	2	3	4	5	6	7	8	9	10	
Resource consents	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Building consents	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Land Information Management (LIM) reports	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Freedom camping enforcement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Noise control	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Dog control	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Food premises registration	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parking enforcement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Harbourmaster activity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

7. How satisfied are you with the steps the Council is taking to protect the environment?

	Extremely Unsatisfied			Neither Satisfied Nor Unsatisfied				Extremely Satisfied			Not Applicable
	1	2	3	4	5	6	7	8	9	10	
Optional comment:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Consultation and Communication

8. How satisfied are you with the **QUALITY** of the following services?

	Extremely Unsatisfied			Neither Satisfied Nor Unsatisfied				Extremely Satisfied			Not Applicable
	1	2	3	4	5	6	7	8	9	10	
How well the Council keeps you informed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The range of things that Council communicates on	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The means by which Council communicates (i.e. Scuttlebutt, radio, email, newspaper etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Council consultation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

9. In order (1 = most preferred) rank how you would most prefer to receive Council information.

	1	2	3	4	5	6	7
QLDC newsletter (Scuttlebutt)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Newspapers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Radio	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
QLDC website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Text messages	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Social media (Twitter, Facebook)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Emails	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (please specify - use lines to the right)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Specify 'other' here

10. How satisfied are you with the **Council's website - www.qldc.govt.nz**?

	Extremely Unsatisfied			Neither Satisfied Nor Unsatisfied				Extremely Satisfied			Not Applicable
	1	2	3	4	5	6	7	8	9	10	
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Doing Business Online

11. If you could do business with QLDC online, would it be any of these? (tick all that apply)

Applying for a building / resource consent or a food / liquor license	<input type="checkbox"/>
Using your smart phone to report issues	<input type="checkbox"/>
Registering and paying for your dog license	<input type="checkbox"/>
Finding planning rules for your neighbourhood	<input type="checkbox"/>
Other (please specify)	<input type="checkbox"/>

