



Research First

Queenstown Lakes District Council

Annual Residents and Ratepayers Satisfaction and Opinion Survey

Tuesday, 17 September 2013



**QUEENSTOWN
LAKES DISTRICT
COUNCIL**

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1 Research Context and Objectives

Queenstown Lakes District Council (QLDC) is the council responsible for provision of services to a large region of Otago. The resident population was estimated as of June, 2012 to be 29,200¹. The district has experienced ongoing rapid growth in recent years, being regularly identified as one of the fastest growing in the country.

QLDC has been running satisfaction surveys to assess residents' needs and their satisfaction with Council services since 1995. In 2009 Research First was first appointed to conduct this survey, and has been responsible for the completion of the survey in 2010, 2011, 2012 and again in 2013. This report represents findings from the 2013 data collection.

2 Research Design

2.1 Data Collection Process

The 2013 Queenstown Lakes District Council Residents and Ratepayers Satisfaction and Opinion Survey has been conducted using a multi-method survey design. The questionnaire used in 2013 was reduced in size from the questionnaire used in previous years. A multi-stage process was used for data collection. This included the following processes:

- 1 A data sample of 3,300 names was developed from the Electoral Rolls used in the QLDC area (Waitaki, Clutha-Southland and Te Tai Tonga). Names that had been randomised into the sample were validated against the White Pages™ to determine the phone number of the individual/ household. In the event that the phone number could not be clearly determined, the name was removed from the sample, and an additional name substituted.
- 2 An additional sample was obtained from QLDC including 1,000 out-of-district land owners who pay rates to QLDC.
- 3 A unique code was applied to each survey, ensuring that the research team would be able to identify the respondent and remove them from any follow-up data collection.
- 4 An invitation to participate was personally mailed to each of the 4,300 individuals in the data samples generated from step 1 and step 2. Each mail-out included a reply-paid envelope for sending the completed survey back.
- 5 Individuals were given the opportunity to complete the survey online, with a link included in the posted questionnaire. Alternatively, respondents were able to use the reply-paid mail envelope to return the questionnaire.
- 6 In addition to data collection through an online and mail option, a telephone survey was conducted. This survey specifically targeted individuals living in the district aged between 18 and 35.

Following the completion of these steps, a total sample of 805 surveys were received and analysed by the close-off of data collection on 2 August, 2013. A total of 112 items were returned as being 'undeliverable', while 48 responses were received after the closing date for analysis. The total potential sample was

¹ http://www.stats.govt.nz/browse_for_stats/population/estimates_and_projections/subnational-pop-estimates-tables.aspx

therefore 3,840. The response rate following the mail out was therefore 21.0%. Based on this response rate and the random nature of generating the sample, a margin of error for the data is $\pm 3.4\%$ ².

2.2 Questionnaire Design

The changes initiated in 2013 have included a shift from a five point scale to a ten point scale with five being the neutral category. From 2012 to 2009 a shift from a four-point to a five-point scale was included for most questions. These changes were made to provide respondents with the option of a mid-point response. This mid-point allows respondents to choose a 'neutral' (or ambivalent) response, rather than being forced into reporting satisfaction or dissatisfaction (where such feelings may not be present). This move away from the 'forced choice' design used in previous years means the range of results will provide a more precise measure of community attitudes. Note that an anticipated structural effect of this shift in scoring will be a smaller proportion of residents express either satisfaction or dissatisfaction with Council services (because those participants in previous years who would prefer to report a midpoint score were only able to choose mild satisfaction or dissatisfaction scores).

2.3 Analysis

The survey responses were analysed using SurveyPro[®], providing:

- An analysis of trends compared to previous years
- Cross-tabulations based on the location of respondents, and
- Cross-tabulations based on the age and gender of respondents.

In years prior to 2009, only the 'percent satisfied' has been included in the analysis. To enable comparisons with previous years, this report also shows only those results where respondents scored the Council positively or negatively (i.e. 'satisfied' or 'dissatisfied' response only – with all neutral responses excluded from the analysis). As a result, the data captured in the trend analysis represents a valid comparison to 2009 – 2013 data, but can be presumed to provide *indicative* trends when comparing to data from previous years – the change in research design may lead to variations in the trends, as respondents who may have been forced to either provide a positive or a negative response in previous surveys are now capable of providing a neutral response.

Table 2.1 outlines the response rate against the population of the area.

Table 2.1 Response Rate by Location

Area	% of Population	% of Response
Queenstown	45%	38%
Wanaka	26%	30%
Arrowtown	9%	13%
Small Communities	8%	10%
Rural	9%	9%

² Maximum margin of error for a 50% sample at the 95% confidence interval.

3 Demographics of Research Sample

Table 3.1 Age of Respondents³

Age Group	Number	Percentage
Under 25	35	4.4%
25-34	138	17.2%
35-44	136	16.9%
45-54	156	19.4%
55-64	179	22.3%
65+	154	19.2%
Prefer not to say	5	0.6%

Table 3.2 Location of Respondents

Location	Number	Percentage
Queenstown/ Frankton/ Kelvin Heights	302	37.7%
Wanaka	238	29.7%
Arrowtown	101	12.6%
Small Communities (Hawea, Glenorchy, etc.)	79	9.9%
Rural	70	8.7%
No answer	12	1.5%

Table 3.3 Gender of Respondents

Gender	Number	Percentage
Female	412	51.2%
Male	392	48.8%

Table 3.4 Income Level of Respondents

Income Band	Number	Percentage
Under \$40,000	86	10.7%
\$40,000 - \$60,000	129	16.1%
\$60,000 - \$80,000	105	13.1%
\$80,000 - \$100,000	121	15.1%
\$100,000 to \$200,000	200	25.0%
Prefer not to say	160	20.0%

³ For all data sets in this report, the percentage shown is accurate to one decimal point. As a result of this rounding, the total for any column may not sum to 100% exactly.

Table 3.5Length of Residence in District

Length of Residence	Number	Percentage
Less than one year	22	2.8%
One to five years	141	17.6%
Five to ten years	176	22.0%
10+ years	447	55.9%
No answer	14	1.8%

Table 3.6Employment Status

Employment Status	Number	Percentage
Employed full time	456	56.7%
Unemployed	22	2.7%
Other	322	40.0%
No answer	4	0.5%

Table 3.7Ratepayer Status

Ratepayer Status	Number	Percentage
No	118	14.8%
Yes	679	85.0%
No answer	2	0.3%

4 Key Findings

4.1 Ratings of Service Delivery and Performance

Overall satisfaction with Queenstown Lakes District Council staff improved when compared to the results from 2012, but remained slightly lower than 2011. Despite this, satisfaction was second highest since 2002.

For the first time in 2012, the survey sought to identify satisfaction with elected members. Three quarters of respondents were satisfied, which represented an increase over the result from 2012.

People identified an increased pride in the district. This increase in pride has been continuing since the inception of resident surveys.

4.2 Infrastructure: Quality of Services

Satisfaction regarding water supply and sewerage and wastewater increased in 2013, resulting in considerably fewer respondents in the neutral (rated 5) and dissatisfied category (rated 0-4).

Satisfaction with all other infrastructure services (street cleaning, footpaths, sealed roads, unsealed roads and street lighting) is also higher than the results since 2009 (when a neutral option was initially included); with fewer neutral and dissatisfied respondents.

4.3 Regulatory and Resource Management: Quality of Service

Satisfaction with almost all regulatory services improved (resource consents, building consents, LIM reports, noise control, food premises registration, bylaw enforcement and harbour master services). The exception was dog control.

4.4 Council Consultation

Satisfaction was in line with 2011 with regards to Council consultation and how well respondents were kept informed by the Council..

4.5 Tourism Promotions

Satisfaction with the Destination Queenstown and Lake Wanaka Tourism Boards is higher than 2012, while satisfaction with the Arrowtown Promotional Boards remained at similar levels to 2012. There was minimal dissatisfaction for all three tourism boards.

4.6 Community Facilities: Quality of Service

Satisfaction with the quality of most community services (public toilets, trails, walkways and cycleways, The Queenstown Trail, Sports grounds, playgrounds swimming pools, community halls and libraries) was higher than levels achieved since 2009 (where the neutral response was included). Satisfaction for parks, reserves and gardens was slightly lower than the 2009 – 2012 period, with a higher proportion in the neutral and dissatisfied category. Satisfaction was highest for trails, walkways and cycleways.

4.7 Community Facilities: Quantity of Service

Satisfaction with the quantity of public toilets was higher than 2012 but in line with results from 2010 and 2011. Satisfaction with the number of sports grounds has increased since the 2009 – 2012 period (where

the inclusion of the neutral response was introduced). Note this was not previously asked for other services.

4.8 Council Communication

Over half of respondents were satisfied with the range the Council communicates on (a were fifth neutral and a further fifth were dissatisfied). Two thirds were satisfied with the means by which the Council communicates. Note this was not previously asked.

The preferred method of communication (mentioned first by 70%) was the QLDC newsletter (Scuttlebutt).

Satisfaction with QLDC's website was higher than post 2009 (when the neutral response was introduced).

4.9 Services the Council Does Well or Needs to Improve

Services respondents felt need improving were roading (10%), parking (6%), the consent process (6%) and footpaths (5%).

Services the Council did well in providing were the area's tracks and trails, parks and reserve maintenance, libraries and area cleanliness (mentioned by a tenth in each case).

5 Results in Detail

5.1 Overall Performance of the Council

A question has been included in the residents' survey since 2001, measuring satisfaction with Council staff. In 2013, the wording of the question was changed to 'overall satisfaction with QLDC staff'. Prior to 2013 the question was phrased to identify satisfaction with 'the council and its staff'. The question sought to obtain an understanding about performance of Council staff (noting the performance of the council will be measured in upcoming council elections).

Your overall satisfaction with QLDC staff?

Overall, 85% of respondents identified that they were 'satisfied' (rated 6 – 10) with the performance of Council staff⁴. Satisfaction with Council staff improved from the 2012 result but remains slightly lower than 2011.

Figure 5.1 Satisfaction with Council Staff

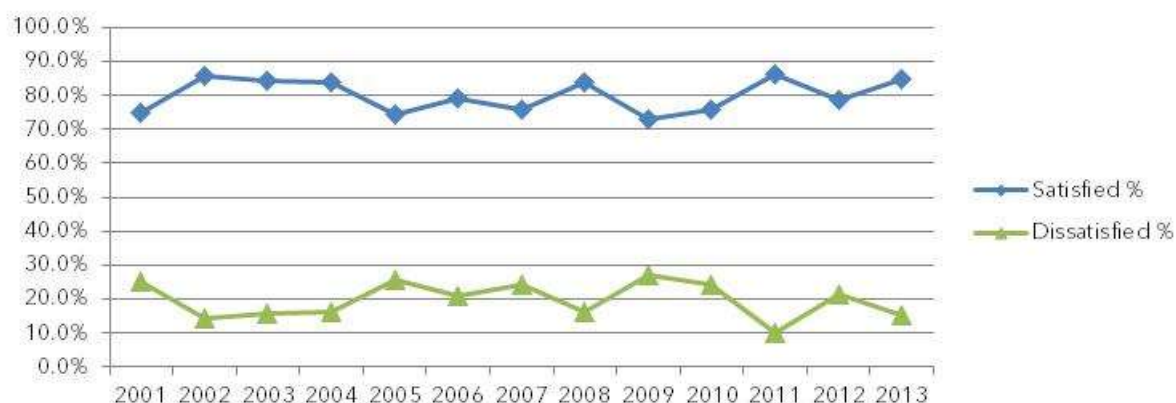


Table 5.1 Satisfaction with Council Staff

% of Respondents	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013
Satisfied %	75	85.8	84.3	84	74.5	79.3	75.9	83.6	73.1	76.0	86.0	78.5	84.7
Dissatisfied %	25	14.2	15.7	16	25.5	20.7	24.1	16.4	26.9	24.0	10.0	21.5	15.3

Table 5.2 Satisfaction with Council Staff (including Neutral Scores)

% of respondents	2009	2010	2011	2012	2013
Satisfied %	52.2%	54.1%	64.0%	46.8%	67.8%
Neutral %	28.5%	28.8%	26.0%	40.4%	19.9%

⁴ Prior to 2009, the overall performance of the Council was measured using a four point scale, in 2009 this changed to a five point scale. To provide consistency with results from previous survey results, the data collected between 2009 and 2013 has been graphically presented with the specific exclusion of the 'neutral' responses. In 2013 a 10 point scale was adopted. Responses rated 1 – 4 were marked as dissatisfied and responses 6 – 10 were marked as satisfied, 5, the neutral response was excluded. As such satisfaction is higher without the neutral responses.

Queenstown Lakes District Council

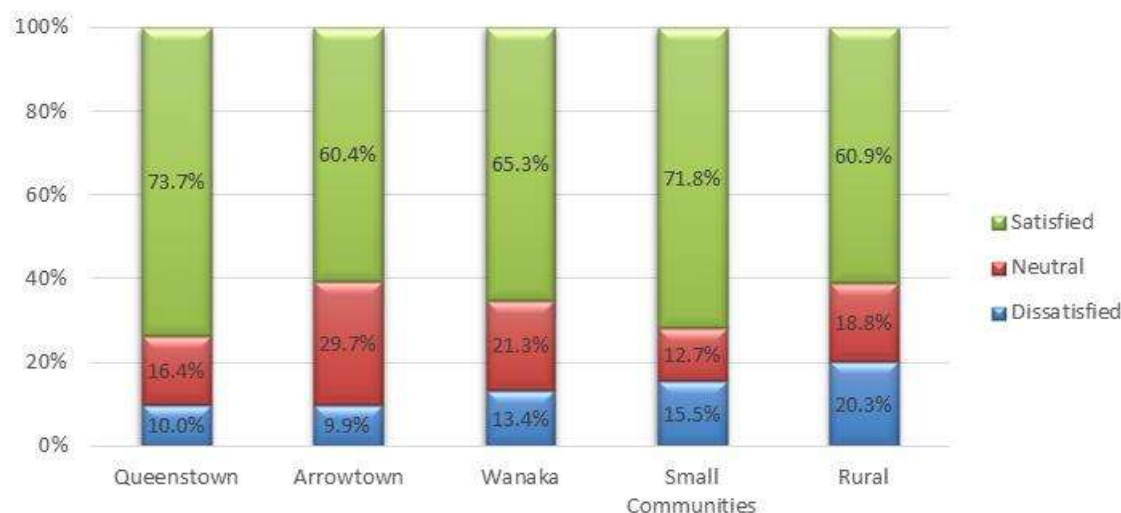
Annual Residents Satisfaction Survey Report, Draft, 17 September 2013



Dissatisfied %	19.3%	17.1%	10.0%	12.8%	12.3%
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Satisfaction with the Council was highest among Queenstown residents (74%) and small outer communities (72%), while 60% of Arrowtown residents were satisfied with the Council.

Figure 5.2 Satisfaction with Council Staff, by Location



5.2 Performance of Elected Members

In 2012⁵ a new question was included in the Residents' Opinion Survey, seeking information regarding satisfaction with elected members. The question has been repeated in 2013 using a 10 point scale like the previous question.

Your overall satisfaction with QLDC elected members?

Three quarters of respondents were satisfied, which represented an increase from 2012. As with the previous measure (overall satisfaction with Council staff), responses varied based on the location of the respondent. Slightly lower levels of satisfaction were experienced by respondents in Wanaka (50%) and small communities (50%). In contrast, 68% of respondents were 'satisfied' with the elected members of the Council in Queenstown.

⁵ To provide consistency with previous trend graphs, the 2012 and 2013 data have been graphically presented with the specific exclusion of the 'neutral' responses. As such satisfaction shown in the graph is higher than that shown in the table.

Figure 5.3 Satisfaction with Elected Members

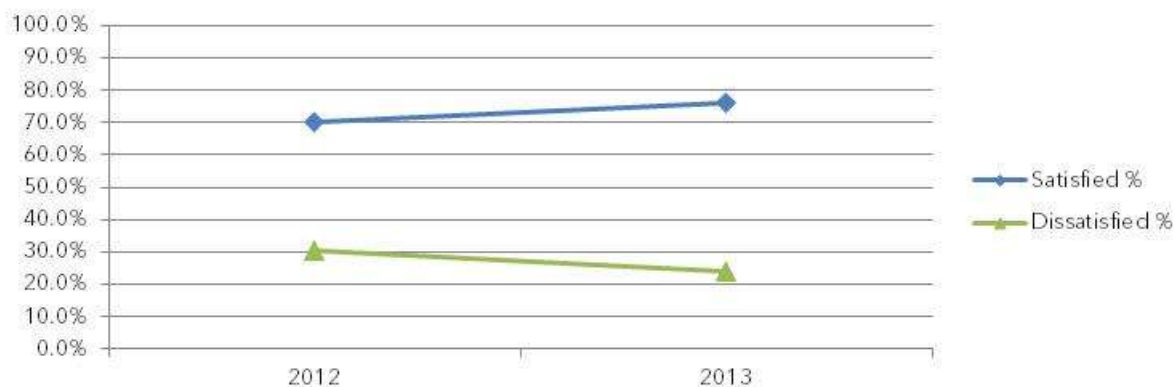


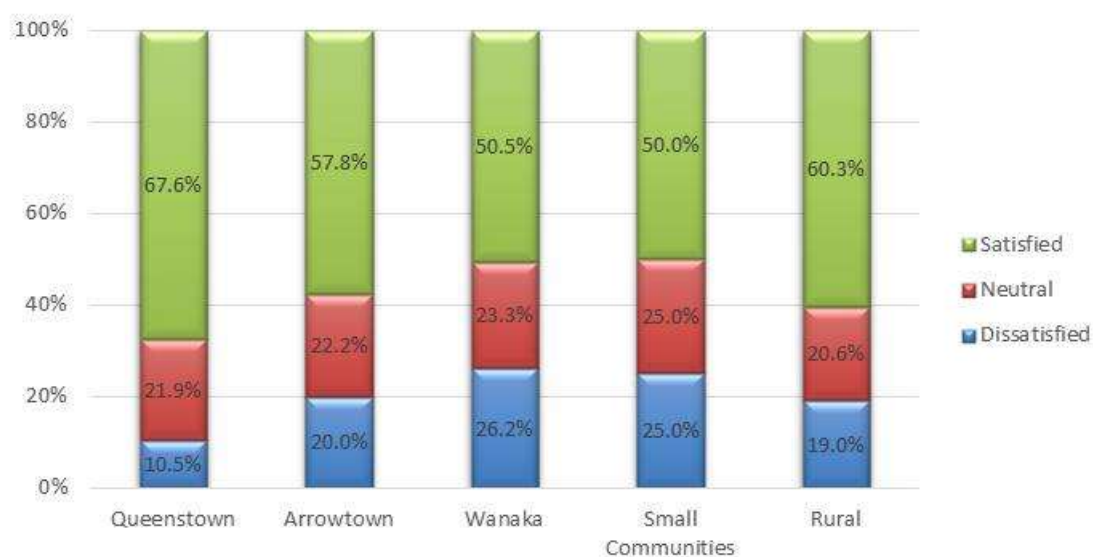
Table 5.3 Satisfaction with Elected Members

% of Respondents	2012	2013
Satisfied %	69.9	75.9
Dissatisfied %	30.1	24.1

Table 5.4 Satisfaction with Elected Members (including Neutral Scores)

% of Respondents	2012	2013
Satisfied %	39.0	58.3
Neutral %	44.3	23.2
Dissatisfied %	16.7	18.5

Figure 5.4 Satisfaction with Elected Members of the Council, by Location



5.3 District Pride

Since 2005, survey participants have been asked to identify their perception of pride in the district.⁶ In 2013 a 10 point scale was adopted where 1 – never proud, 5 = neutral and 10 = always proud.

The results from 2013 demonstrate a continued positive perception of the district, with nearly all respondents identifying themselves as ‘proud’ to ‘always proud’ of the district (rated 6 – 10). Respondents who identified the highest levels of pride in the district were from Wanaka and Queenstown, while those from Small Communities, Rural respondents and Arrowtown respondents demonstrated slightly lower levels of pride in the district.

Figure 5.5 Sense of Overall Pride of the District

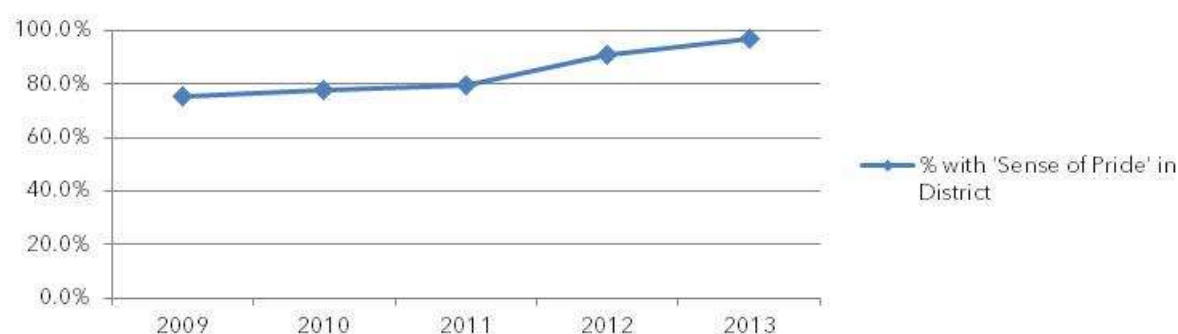


Table 5.5 Sense of Overall Pride of the District

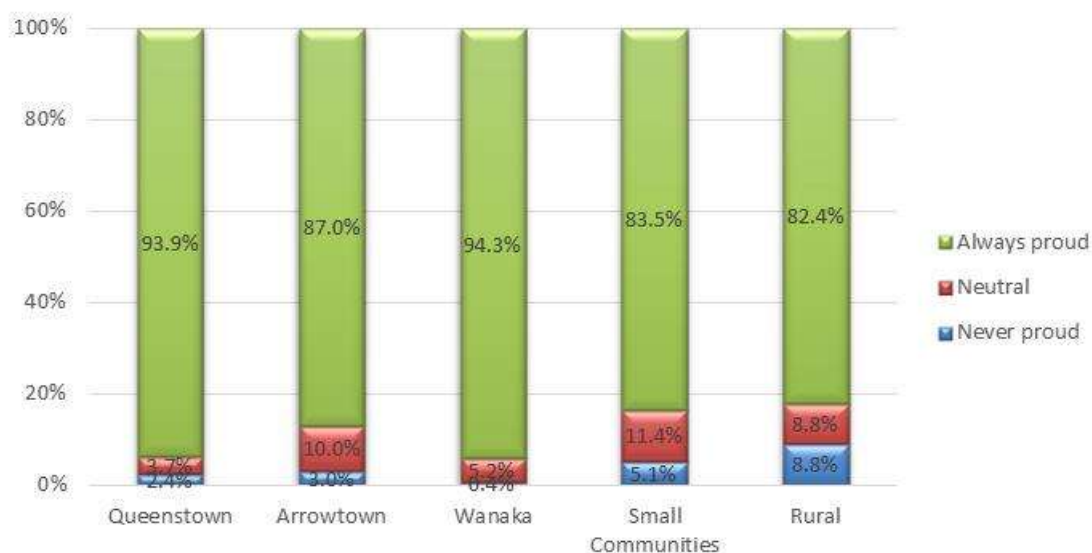
% Proud	2005	2006	2007	2008	2009	2010	2011	2012	2013
Sense of Pride in District	39.1	44.9	52.9	56.5	75.2	77.7	79.5	88.7	97.1

Table 5.6 Sense of Overall Pride of the District (including neutral response)

% of Respondents	2013
Always Proud %	91.0%
Neutral %	6.4%
Never Proud %	2.7%

⁶ Previous surveys (2005 – 2012) measured pride in the community by means of a four point scale with no neutral response. To provide consistency with previous trend graphs, the 2013 data has been graphically presented with the specific exclusion of the ‘neutral’ responses. Responses rated 1 – 4 were marked as dissatisfied and responses 6 – 10 were marked as satisfied, 5, the neutral response was excluded. As such satisfaction is higher without the neutral response.

Figure 5.6 Pride in District, by Location



5.4 Infrastructure

Residents were asked to rate their satisfaction with the quality of a number of services provided by the council⁷.

Satisfaction regarding water supply and sewerage and wastewater increased in 2013, resulting in considerably fewer respondents in the neutral (rated 5) and dissatisfied category (rated 0 – 4). Satisfaction with all other infrastructure services is also higher than post 2009 levels with fewer neutral and dissatisfied respondents.

Table 5.7 Satisfaction with Infrastructure Services

% of Respondents	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013
Quality of Water Supply (n=721)												
Satisfied	82.5	79.4	81.6	76.7	81.3	83.6	82.9	66.9	68.4	69.4	64.4	75.9
Neutral								15.1	14.6	13.3	17.7	10.7
Dissatisfied	17.5	20.6	18.4	23.3	18.7	16.4	17.1	17.9	17	17.3	17.9	13.5
Sewerage/Waste Water System(n=703)												
Satisfied	90.3	87.2	83.1	89	81.7	83.4	90.5	56.2	63.3	67.9	58.2	80.9
Neutral								33.5	26.5	20.5	28.8	11.2
Dissatisfied	9.7	12.8	16.9	11	18.3	16.6	9.5	10.3	10.3	11.5	13.0	7.8
Street Cleaning ⁸ (n=757)												
Satisfied	80.1	83.3	79.9	72.4	72.2	68.4	73.7	59.1	74.1	70.1	66.9	79.4
Neutral								19.6	13.2	16	23.5	10.6
Dissatisfied	19.9	16.7	20.1	27.6	27.8	31.6	26.3	21.3	12.7	13.9	9.6	10.0
Footpaths (n=772)												
Satisfied	62.7	63.2	60.6	58.1	60.5	64.3	58.8	46	55.6	62.7	47.9	68.7
Neutral								21.3	17.3	15.2	29.0	12.8
Dissatisfied	37.3	36.8	39.4	41.9	39.5	35.7	41.2	32.7	27.2	22.1	23.1	18.5
Sealed Roads (n=785)												
Satisfied	71.1	77.5	67.4	69.6	67.1	69.5	73.2	49.3	62.7	70.5	52.7	72.7
Neutral								18.6	17.8	14.9	32.1	12.7
Dissatisfied	28.9	22.5	32.6	30.4	32.9	30.5	26.8	32.2	19.5	14.6	15.3	14.5
Unsealed Roads (n=717)												
Satisfied	63.9	69.6	65.7	67.3	67.5	67.6	69.5	36.4	50.5	52.1	36.9	59.4
Neutral								39.9	31.2	33.2	39.0	19.7
Dissatisfied	36.1	30.4	34.3	32.7	32.5	32.4	30.5	23.7	18.2	14.7	24.1	20.9
Street Lighting (n=765)												
Satisfied								48.0	57.1	63.8	50.2	65.4
Neutral								26.8	21.1	15.6	26.9	13.7

⁷ Technical note, satisfaction with the quality of some services, particularly water and sewerage has increased in 2013. This could be attributed to the change in the rating scale used compared to previous years. As indicated previously, 1 – 4 = dissatisfied, 5 = neutral and 6 – 10 = satisfied.

⁸ Asked as 'Street and litter cleaning' in previous years

Dissatisfied

25.2

21.8

20.6

22.9

20.9

Figure 5.7 Satisfaction with Infrastructure Services: Water and Sewerage

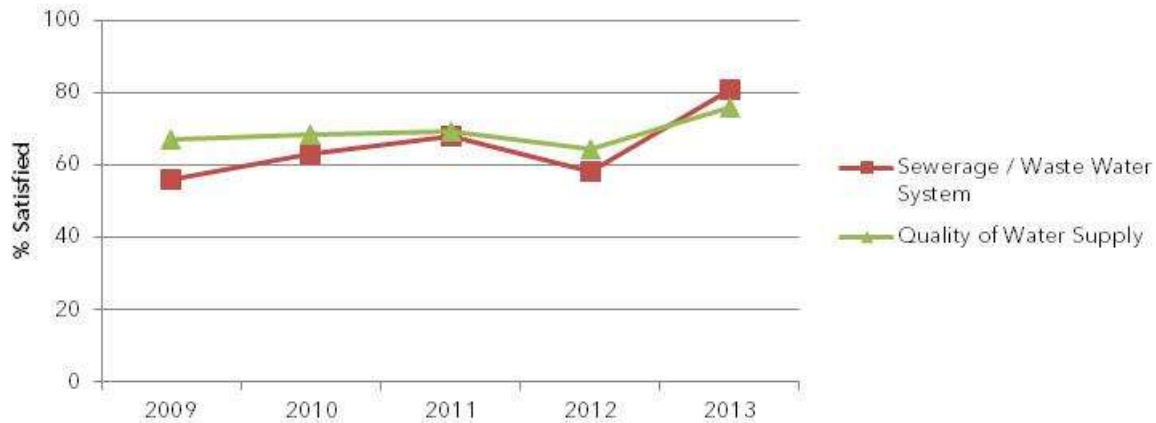
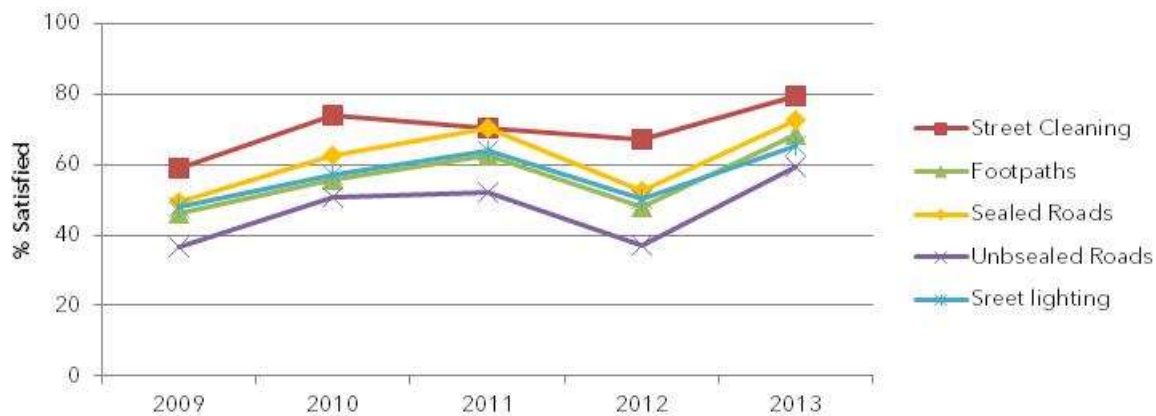


Figure 5.8 Satisfaction with Infrastructure Services: Streets



Satisfaction with the quality of most infrastructure services (wastewater, street cleaning, sealed roads and unsealed roads) was highest in Queenstown and Wanaka. Satisfaction with the quality of the water supply was highest in Arrowtown. Satisfaction with the quality of footpaths and street lighting was highest in Queenstown, Wanaka and rural areas.

Figure 5.9 Quality of Water Supply: Level of Satisfaction, by Location

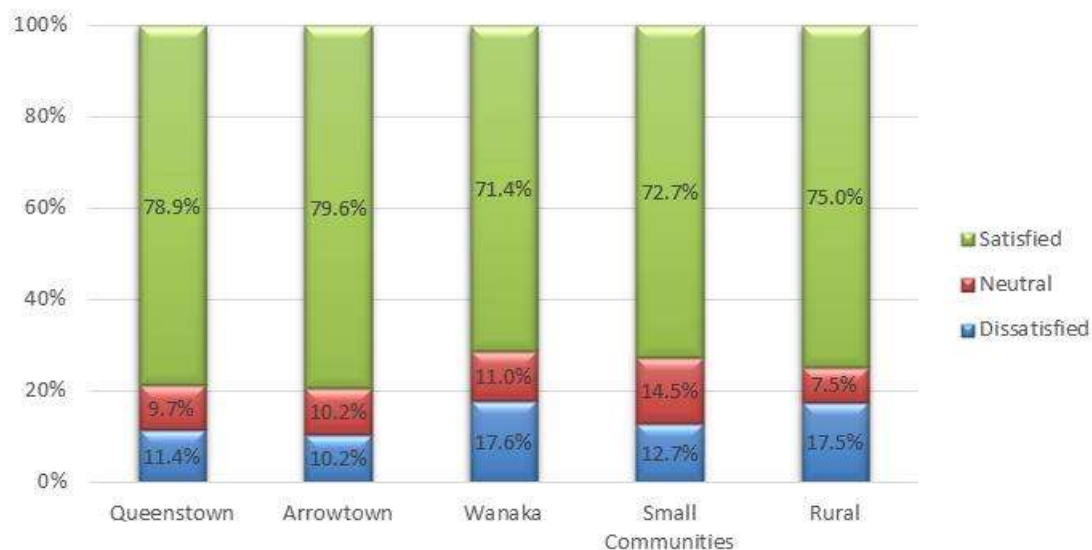


Figure 5.10 Quality of Wastewater Service: Level of Satisfaction, by Location

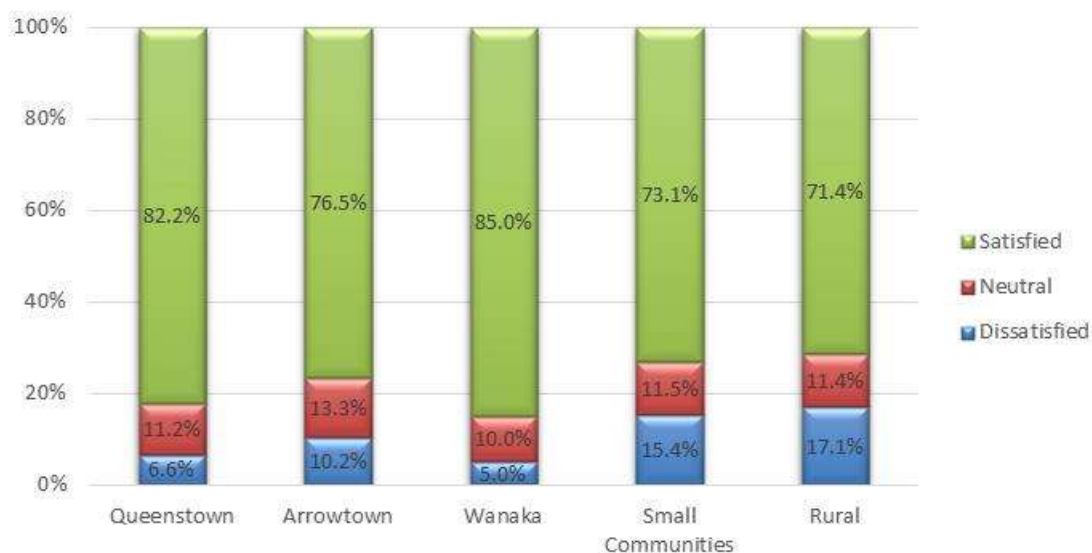


Figure 5.11 Quality of Street Cleaning: Level of Satisfaction, by Location

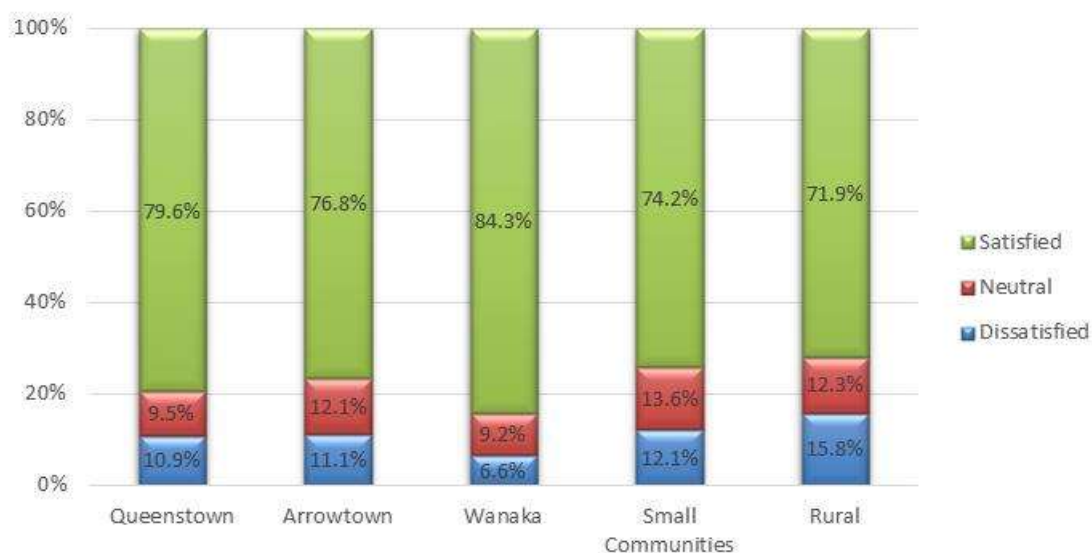


Figure 5.12 Quality of Footpaths: Level of Satisfaction, by Location

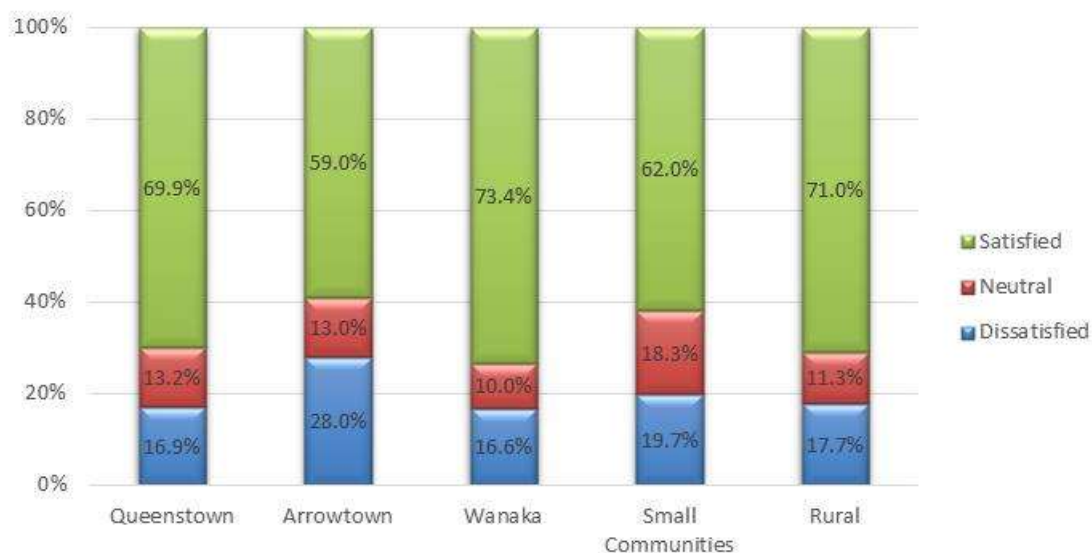


Figure 5.13 Quality of Sealed Roads: Level of Satisfaction, by Location

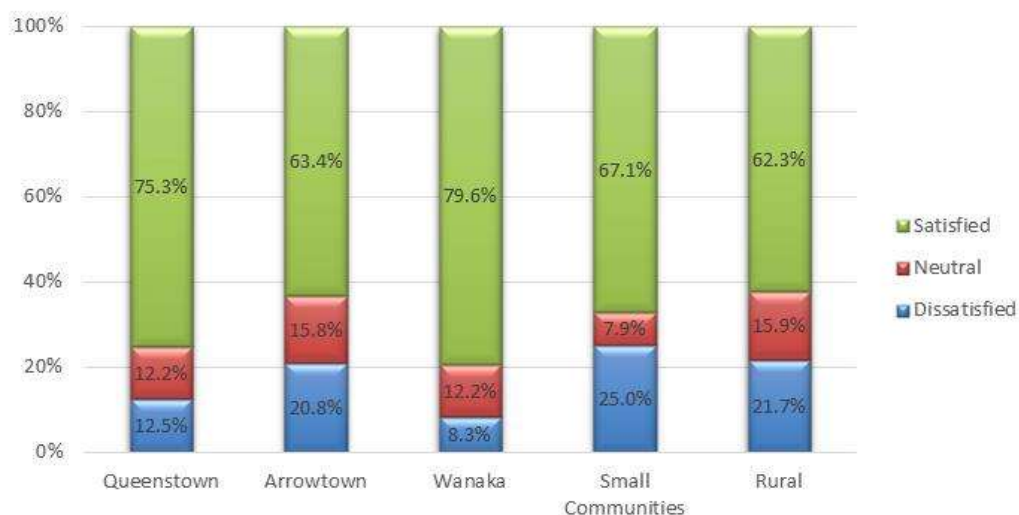


Figure 5.14 Quality of Unsealed Roads: Level of Satisfaction, by Location

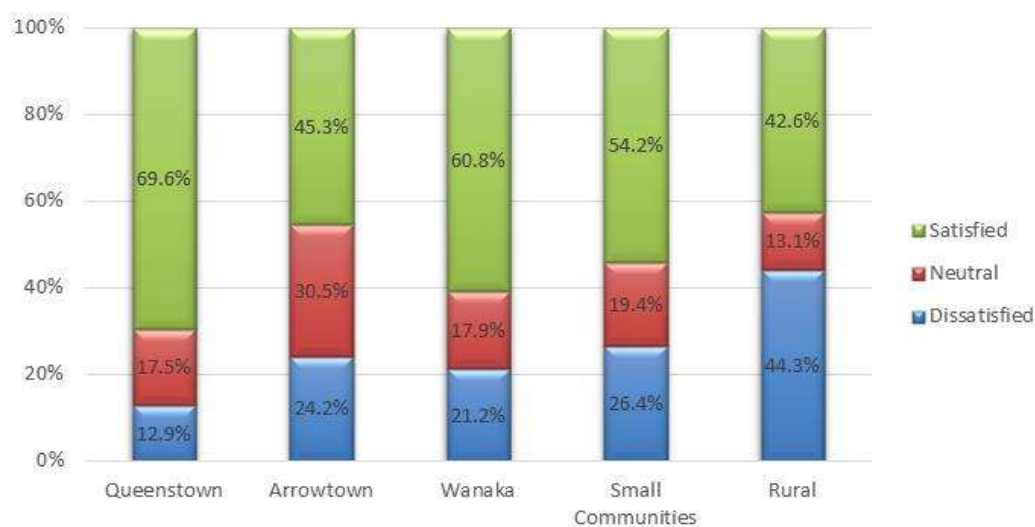
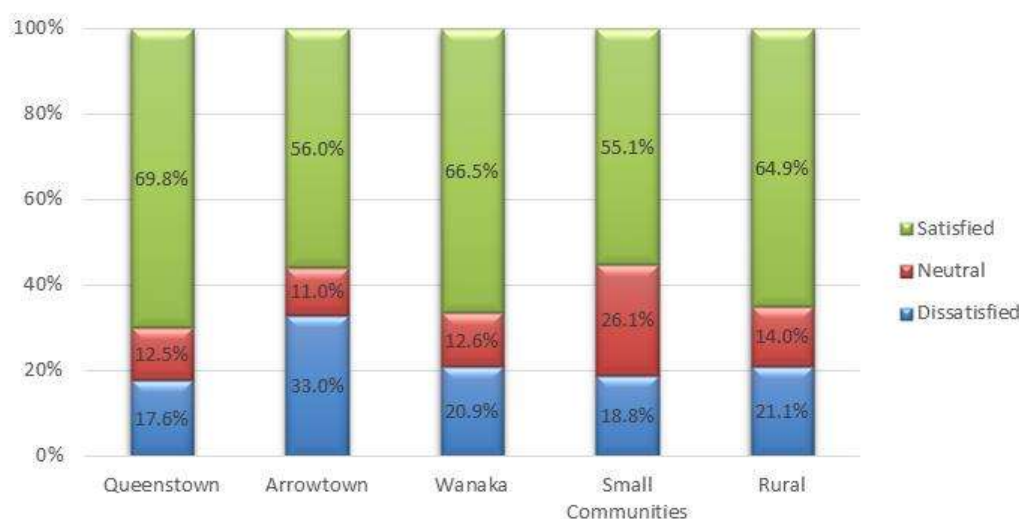


Figure 5.15 Quality of Street Lighting: Level of Satisfaction, by Location



5.5 Regulatory and Resource Management

In the 2012 data collection, respondents were asked for the first time to identify whether they used the service in question. This yielded low response rates and therefore in 2013, respondents were given the option of 'Not Applicable' (N/A). Those respondents who provided an answer of N/A have been excluded from the analysis to provide a true representation of the satisfaction with the service.

5.5.1 Quality of Service

Respondents were asked to rate their satisfaction with the quality of a number of Council regulatory services. Satisfaction⁹ with all regulatory services with the exception of dog control showed improvement to post 2009 levels.

Table 5.8 Satisfaction with Council Regulatory Services

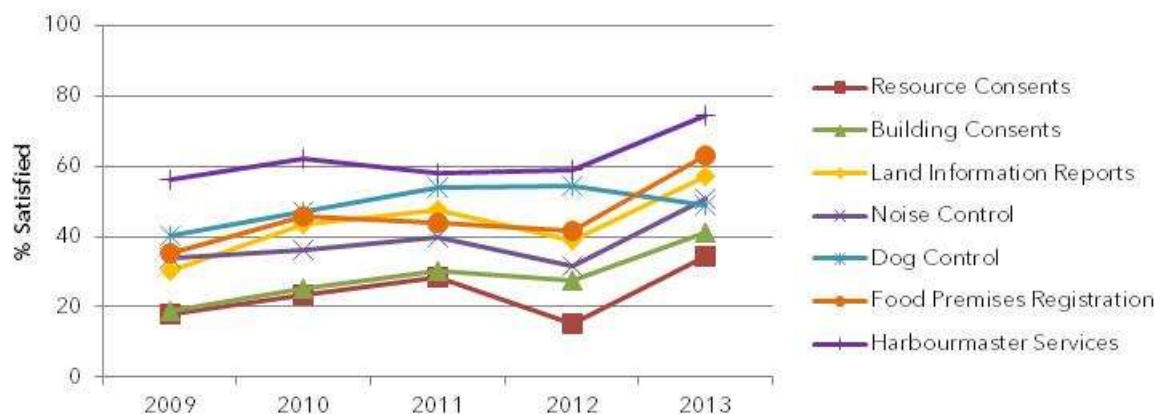
% of respondents	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013
Resource Consents (n=378)												
Satisfied	57	58.4	52.3	31.2	37.5	34.8	45.2	18.1	23.3	28.3	15.1	34.4
Neutral	-	-	-	-	-	-	-	34.5	37.8	42.2	30.2	23.5
Dissatisfied	43	41.6	47.7	68.8	62.5	65.2	54.8	47.4	38.9	29.5	54.7	42.1
Building Consents (n=391)												
Satisfied	78	80.9	73.3	46.1	54.9	39.1	47.2	18.7	25.3	30.1	27.5	41.2
Neutral	-	-	-	-	-	-	-	33.5	37.5	41.1	31.4	24.3
Dissatisfied	22	19.1	26.7	53.9	45.1	60.9	52.8	47.8	37.2	28.9	41.1	34.5
Land Information Reports (n=380)												
Satisfied	88.8	87.3	88.3	80.1	78.8	80.2	82.7	30	43.2	47.4	39.0	57.1
Neutral	-	-	-	-	-	-	-	55.7	46.4	44.3	45.4	24.7
Dissatisfied	11.2	12.7	11.7	19.9	21.2	19.8	17.3	14.3	10.4	8.3	15.6	18.2
Noise Control (n=422)												
Satisfied	78.5	78.2	74	74.2	76.5	72.7	76.3	33.8	36.3	39.6	31.4	50.5
Neutral	-	-	-	-	-	-	-	47	47	40.7	38.8	28.4
Dissatisfied	21.5	21.8	26	25.8	23.5	27.3	23.7	19.2	16.7	19.6	29.8	21.1
Dog Control (n=495) ¹⁰												
Satisfied	92.7	88.5	88.2	84.9	80.3	83.9	84.5	40.3	47.1	54.0	54.4	48.7
Neutral	-	-	-	-	-	-	-	46.2	42	37.2	26.5	23.6
Dissatisfied	7.3	11.5	11.8	15.1	19.7	16.1	15.5	13.5	10.9	8.8	19.1	27.7
Food Premises Registration (n=341)												
Satisfied	-	-	-	-	94	87.6	84.7	35.3	45.5	44	41.6	63.0
Neutral	-	-	-	-	-	-	-	59.4	49	53.2	50.9	28.4
Dissatisfied	-	-	-	-	6	12.4	15.3	5.3	5.5	2.8	7.5	8.5
Bylaw (including parking) Enforcement (n=621)												
Satisfied	-	-	-	-	-	-	-	-	-	-	-	50.2
Neutral	-	-	-	-	-	-	-	-	-	-	-	24.2
Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	25.6

⁹ Technical note, satisfaction with the quality of most services has increased in 2013. This could be attributed to the change in the rating scale used compared to previous years. As indicated previously, 1 – 4 = dissatisfied, 5 = neutral and 6 – 10 = satisfied.

¹⁰ Previously asked as Dog registration and licensing

% of respondents	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013
Harbourmaster Services (n=427)												
Satisfied	81.8	93.2	92.5	88.9	90.4	91.2	90.8	56.2	62.3	58.2	59.0	74.2
Neutral								34.8	31.7	34.6	32.4	16.4
Dissatisfied	18.2	6.8	7.5	11.1	9.6	8.8	9	9	6.1	7.1	8.7	9.4

Figure 5.16 Satisfaction with the Quality of Council Regulatory Services



Satisfaction with the quality of resource and building consents was lower in rural areas and small communities but similar across the three town areas. Satisfaction with the quality of LIM reports was highest among residents of Queenstown and Arrowtown.

Satisfaction with other regulatory services (noise control, dog control, food premises registration and bylaw enforcement) was highest in rural areas and of the towns, Queenstown residents were most satisfied. Satisfaction with harbourmaster services was highest in Queenstown.

Figure 5.17 Quality of Resource Consents: Level of Satisfaction, by Location

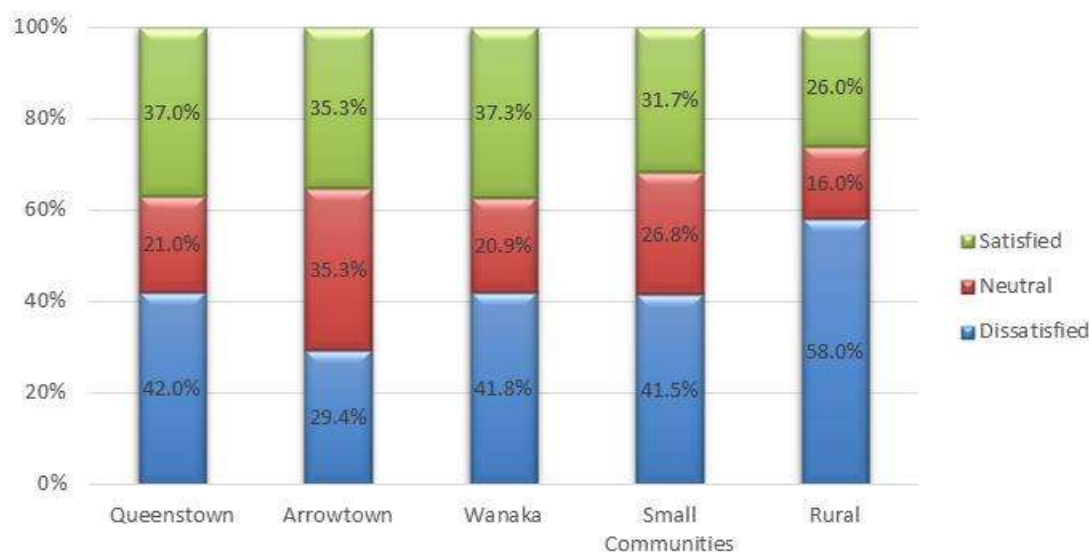


Figure 5.18 Quality of Building Consents: Level of Satisfaction, by Location

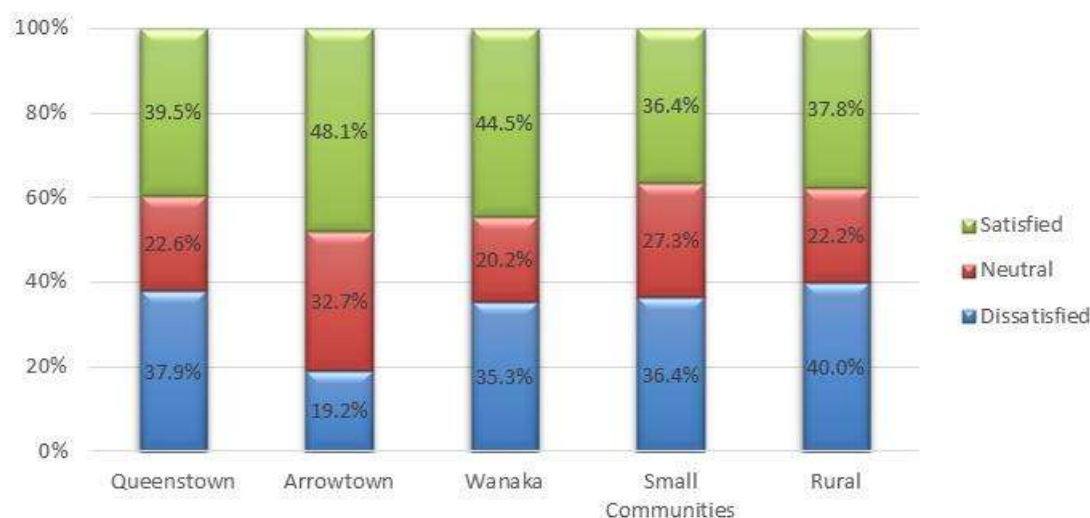


Figure 5.19 Quality of LIM Reports: Level of Satisfaction, by Location

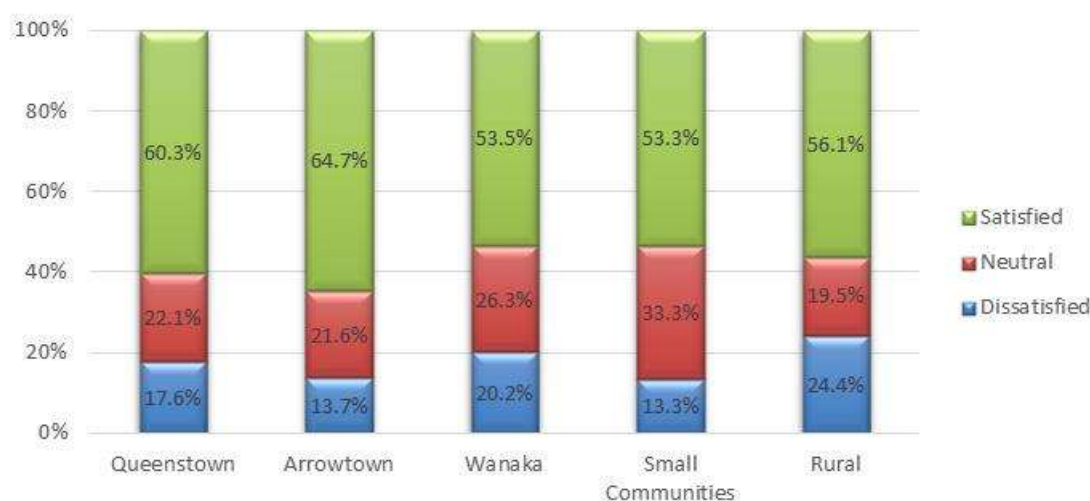


Figure 5.20 Quality of Noise Control: Level of Satisfaction, by Location

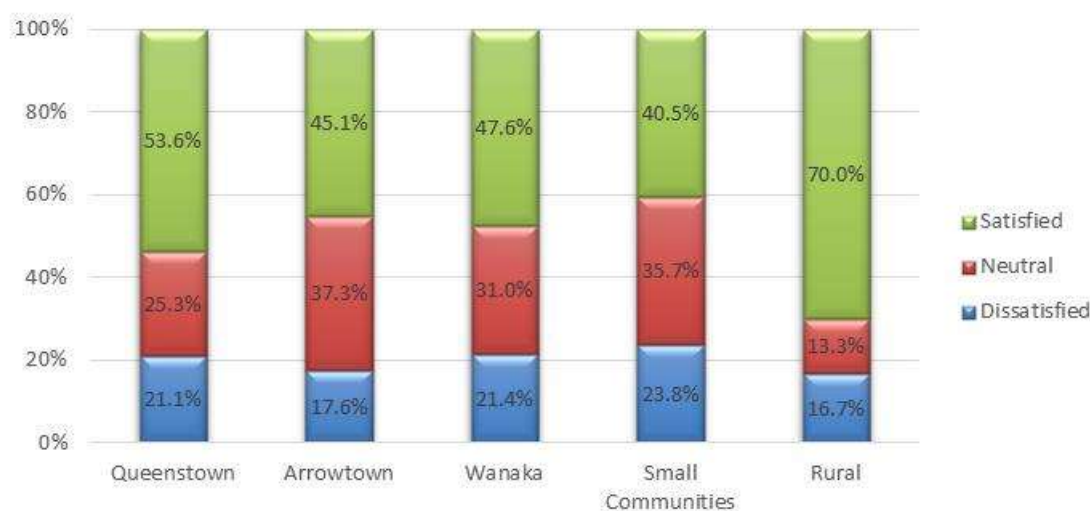


Figure 5.21 Quality of Dog Control: Level of Satisfaction, by Location

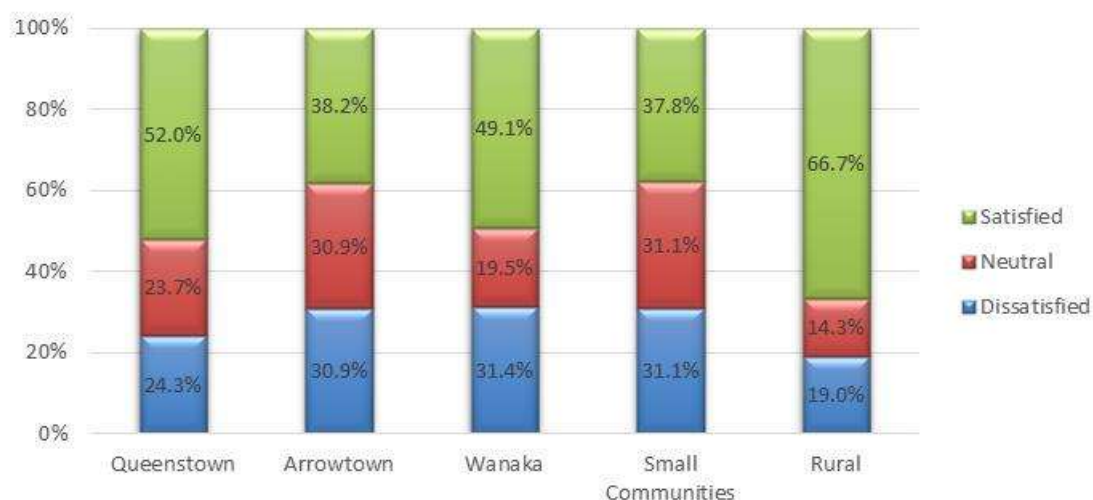


Figure 5.22 Quality of Food Premises Registration: Level of Satisfaction, by Location

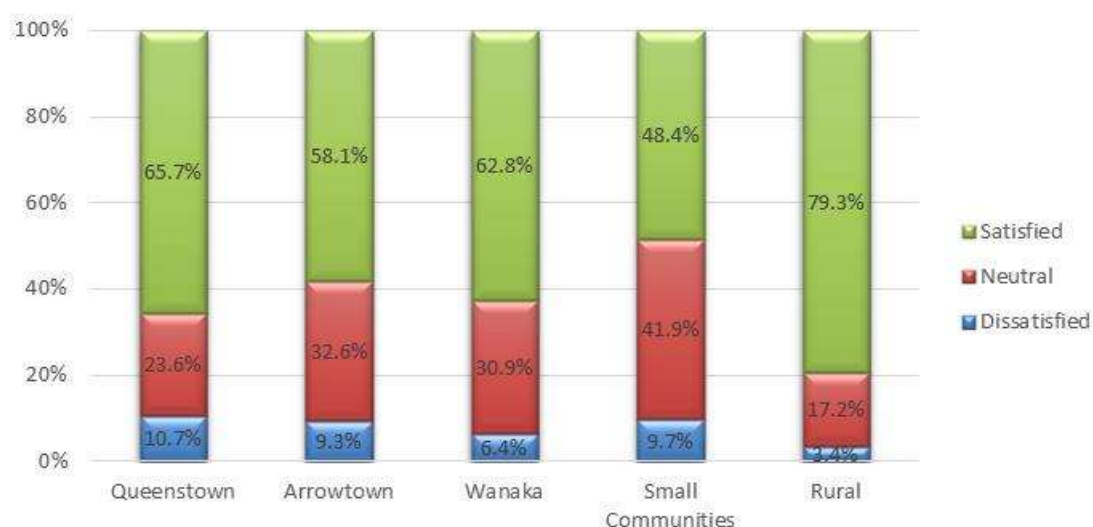


Figure 5.23 Quality of Bylaw (including parking) enforcement: Level of Satisfaction, by Location

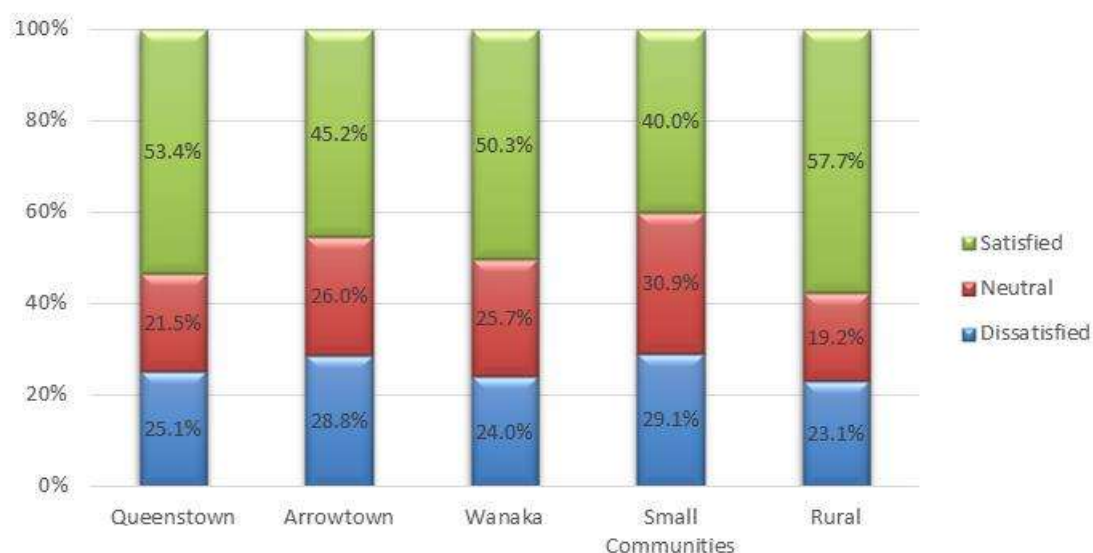
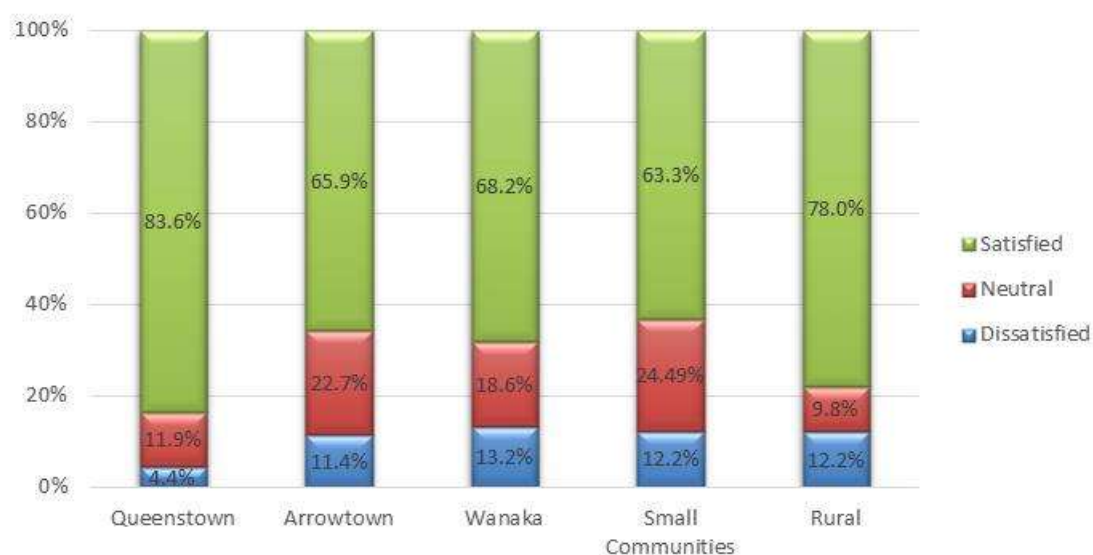


Figure 5.24 Quality of Harbour Master Services: Level of Satisfaction, by Location



5.5.2 Speed of Service¹¹

Respondents were asked to rate their satisfaction with the speed of a number of Council regulatory services. Satisfaction with the speed of Council regulatory services in general was lower than satisfaction with the quality of that service. Satisfaction was lower for the speed of Resource and Building Consents.

Table 5.9 Satisfaction with Council Regulatory Services

% of Respondents	2013
Resource Consents (n=359)	
Satisfied %	28.1
Neutral %	22.3
Dissatisfied %	49.6
Building Consents (n=373)	
Satisfied %	35.1
Neutral %	24.9
Dissatisfied %	39.9
Land Information Management Reports (n=352)	
Satisfied %	56.0
Neutral %	23.6
Dissatisfied %	20.5
Noise Control (n=341)	
Satisfied %	49.6
Neutral %	28.4
Dissatisfied %	22.0

¹¹ This question is new to the 2013 survey.

% of Respondents	2013
Dog Control (n=399)	
Satisfied %	46.9
Neutral %	28.1
Dissatisfied %	25.1
Food Premises Registration (n=241)	
Satisfied %	53.5
Neutral %	36.5
Dissatisfied %	10.0
Bylaw (including parking) Enforcement (n=477)	
Satisfied %	49.3
Neutral %	30.0
Dissatisfied %	20.8
Harbour Master Services (n=343)	
Satisfied %	68.5
Neutral %	23.0
Dissatisfied %	8.5

In terms of location, satisfaction with the speed of the resource consent process was highest in Wanaka (34%) and lowest for rural areas (21%). Satisfaction with the building consent process was highest in Arrowtown (43%) and Wanaka (41%) and lowest in Queenstown (27%). Satisfaction was similar across all areas for the LIM report service. Satisfaction with the speed remaining regulatory services (noise control, dog control, food premises registration, bylaw enforcement and harbour master services) was highest in Queenstown and rural areas.

Figure 5.25 Speed of Resource Consent Service: Level of Satisfaction, by Location

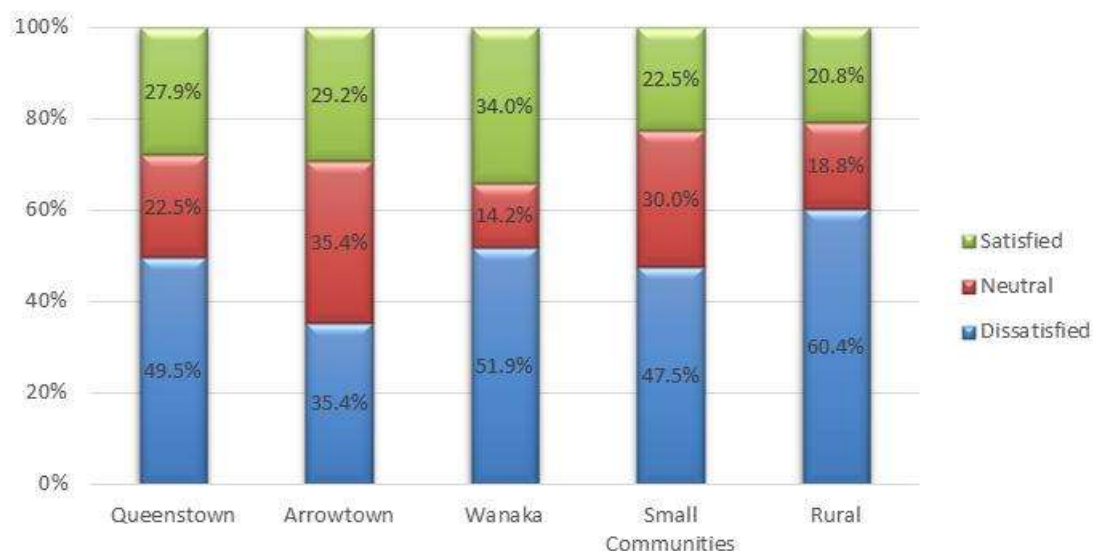


Figure 5.26 Speed of Building Consent Service: Level of Satisfaction, by Location

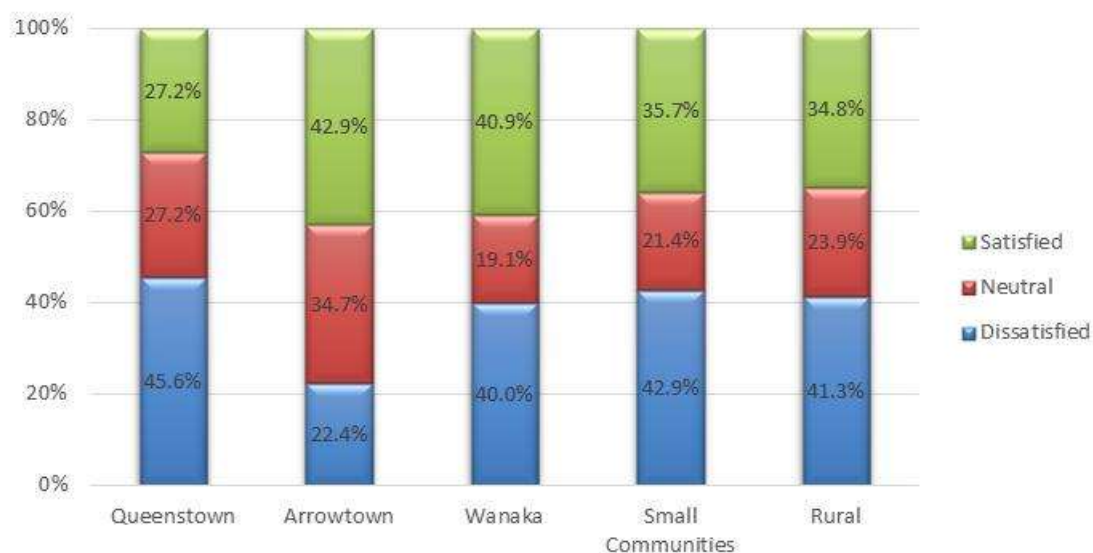


Figure 5.27 Speed of LIM Report Service: Level of Satisfaction, by Location

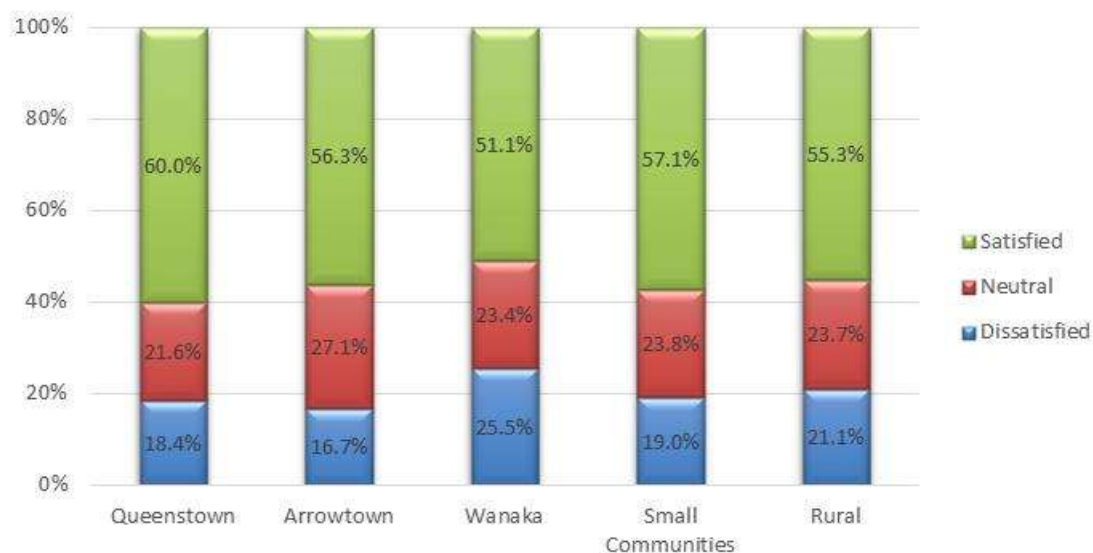


Figure 5.28 Speed of Noise Control Service: Level of Satisfaction, by Location

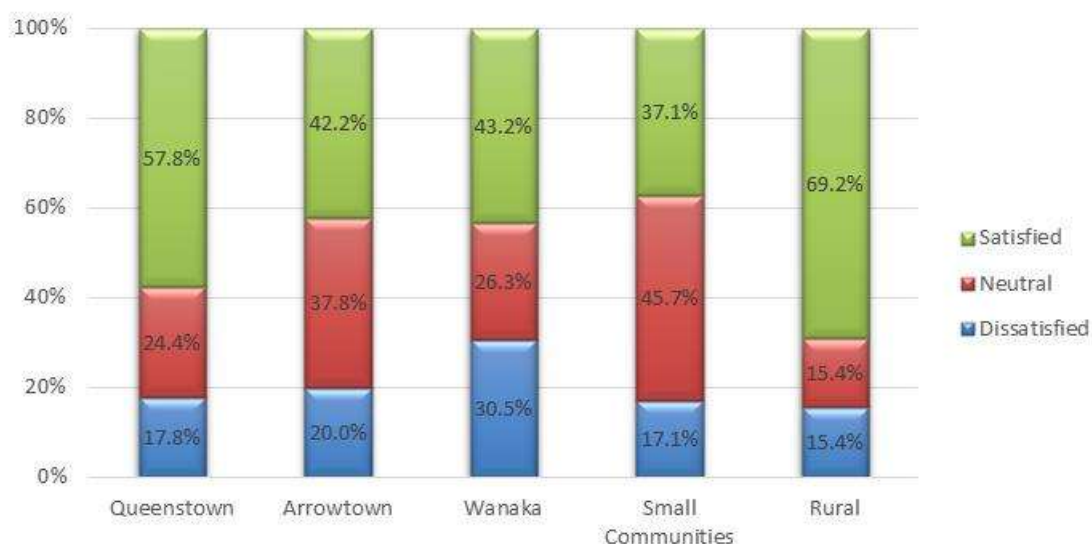


Figure 5.29 Speed of Dog Control Service: Level of Satisfaction, by Location

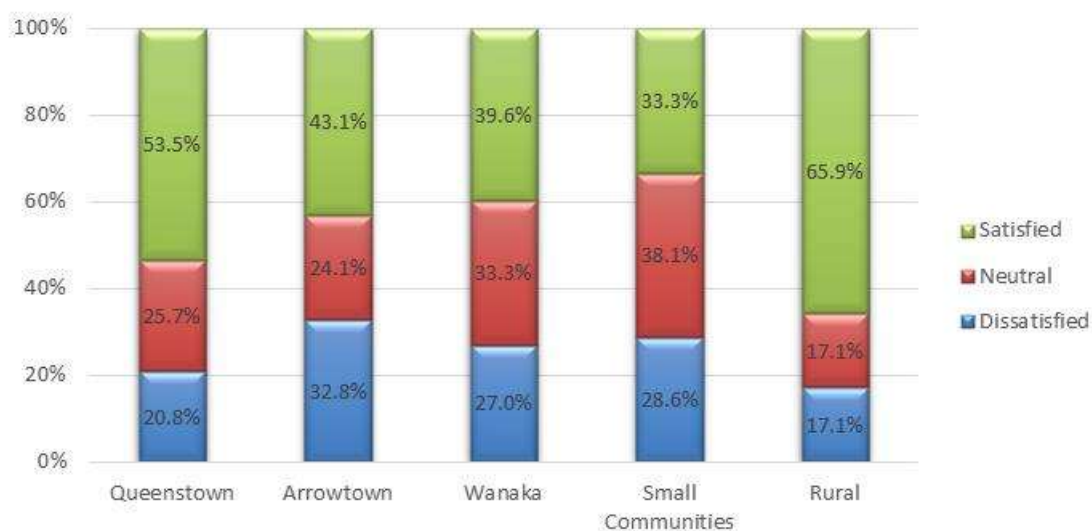


Figure 5.30 Speed of Food Premises Registration Service: Level of Satisfaction, by Location

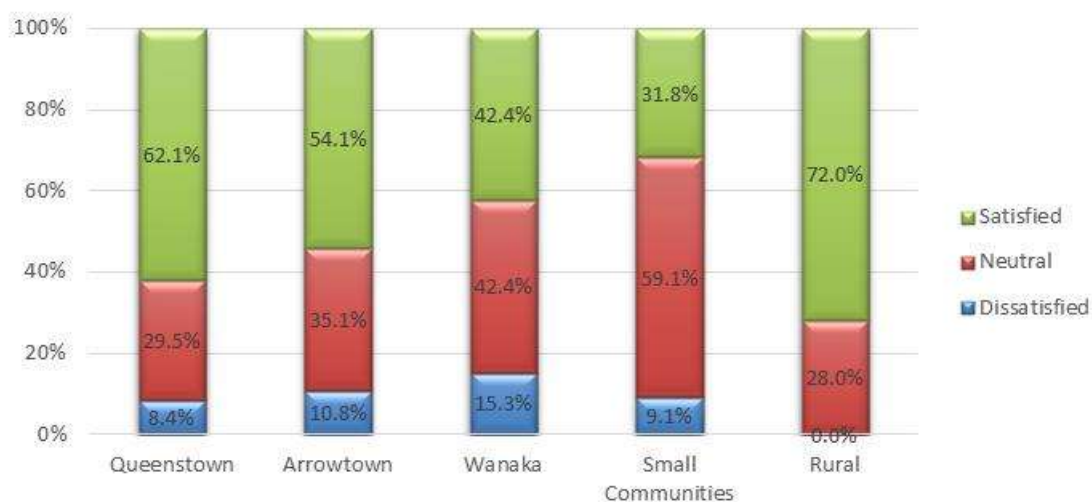


Figure 5.31 Speed of Bylaw (including parking) Enforcement Service: Level of Satisfaction, by Location

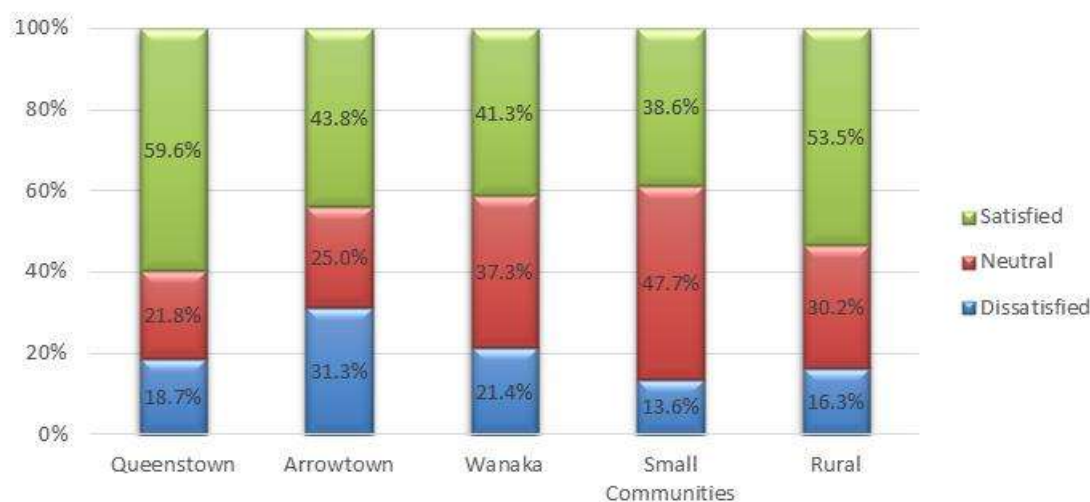
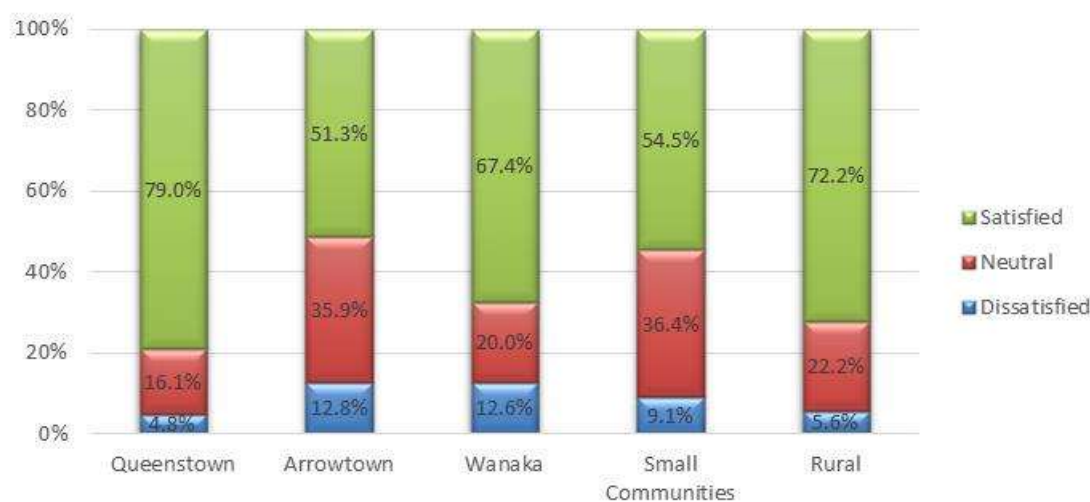


Figure 5.32 Speed of Harbour Master Services: Level of Satisfaction, by Location



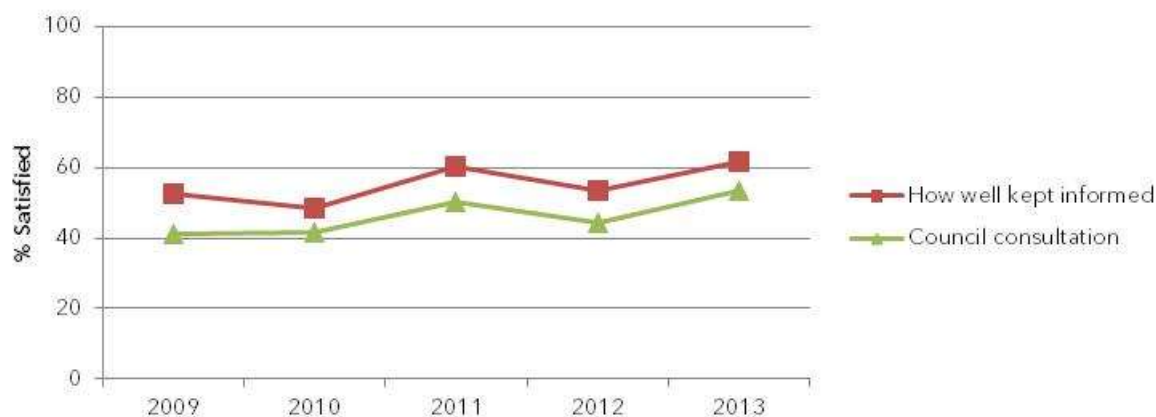
5.6 Council Consultation

Respondents were asked to rate their satisfaction with Council consultation. The number of satisfied respondents was in line with 2011 with regarding Council consultation and how well respondents were kept informed by the Council, which represented an improvement from other post 2009 levels.

Table 5.10 Satisfaction and Dissatisfaction with Council Consultation

% of respondents	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013
How Well Kept Informed (n=766)												
Satisfied	85.8	83.7	81.3	75.6	78.9	77.5	77	52.4	48.6	60.4	53.3	61.6
Neutral								27.5	27.3	28.1	30.6	18.3
Dissatisfied	14.2	16.3	18.7	24.4	21.1	22.5	23	20.1	24.2	11.5	16.1	20.1
Council Consultation (n=603) ¹²												
Satisfied	-	-	83	66.6	72.7	68.9	72.2	41.3	41.5	50.3	44.4	53.4
Neutral								29.8	26.7	34.7	35.1	21.1
Dissatisfied	-	-	17	33.4	27.3	31.1	27.8	28.9	31.8	15.1	20.5	25.5

Figure 5.33 Satisfaction with Council Consultation



Satisfaction was relatively uniform in terms of keeping residents informed across all areas. Satisfaction was slightly lower in Arrowtown and Wanaka in terms of Council consultation.

¹² Previously phrased as 'Overall consultation with the community'.

Figure 5.34 How well Kept Informed: Level of Satisfaction, by Location

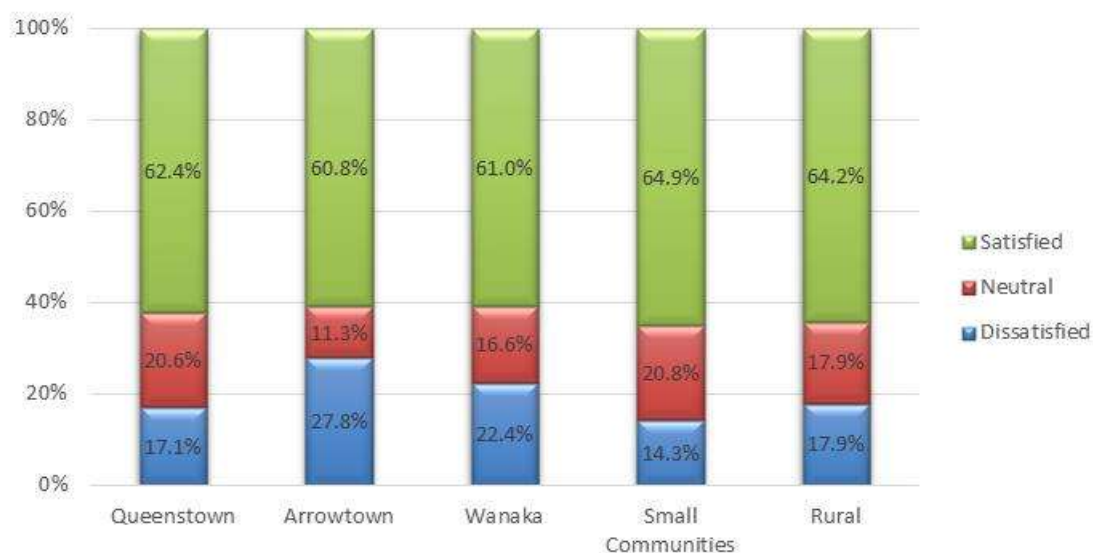
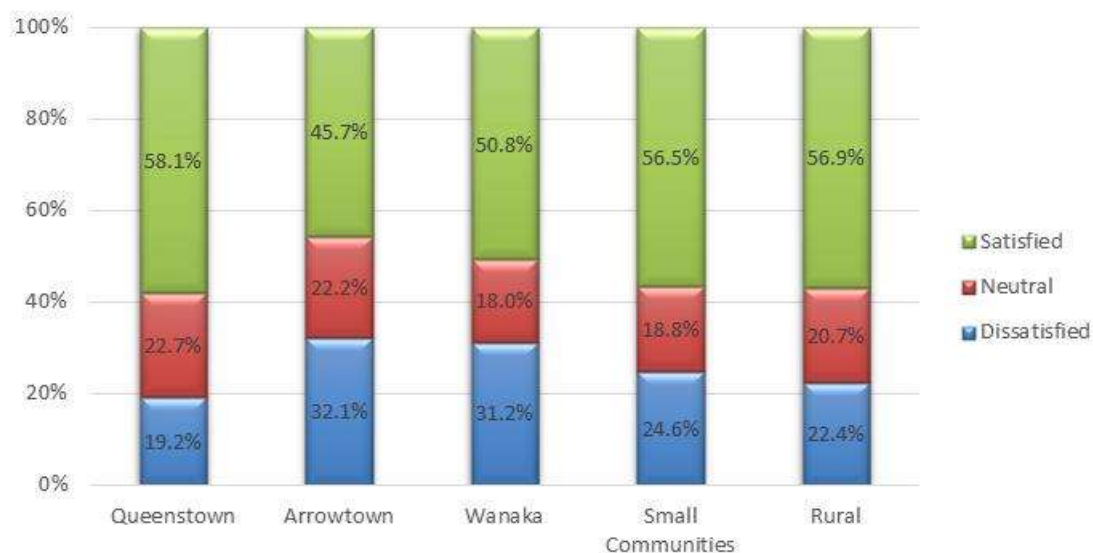


Figure 5.35 Council Consultation: Level of Satisfaction, by Location



5.7 Tourism Promotion

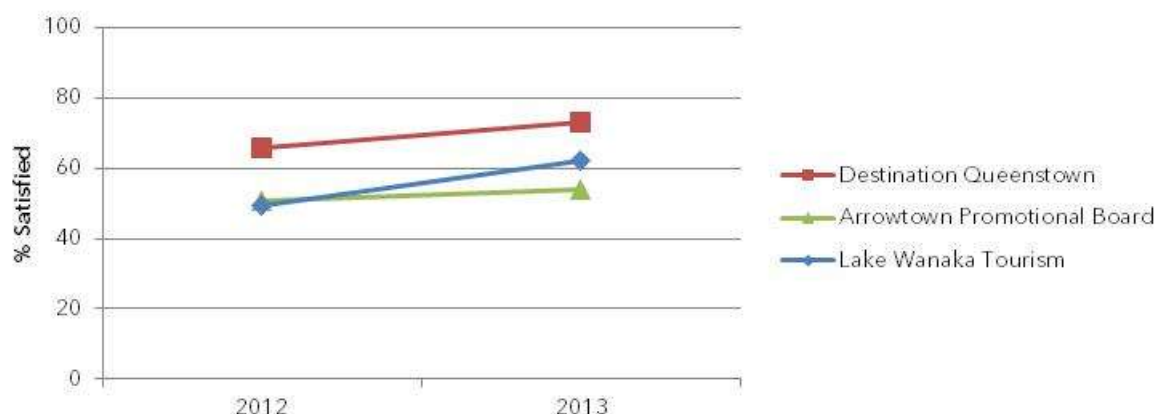
In residents' surveys prior to 2012, respondents were asked to rate their satisfaction with Tourism promotion in general (in 2011 satisfaction was 65%). In the 2012 and 2013 surveys, respondents were asked to rate their satisfaction with three specific tourism services, those being Destination Queenstown, the Arrowtown Promotional Board and Lake Wanaka Tourism.

In 2013, satisfaction with the Destination Queenstown and Lake Wanaka Tourism Boards was higher than 2012, while satisfaction with the Arrowtown Promotional Boards remained at similar levels to 2012. There was minimal dissatisfaction regarding the three tourism boards.

Table 5.11 Satisfaction and Dissatisfaction, Tourism Promotion Bodies

% of respondents	2012	2013
Destination Queenstown (n=566)		
Satisfied	65.9	73.1
Neutral	27.0	20.5
Dissatisfied	7.1	6.4
Arrowtown Promotional Board (n=398)		
Satisfied	50.6	53.8
Neutral	39.2	35.2
Dissatisfied	10.1	11.1
Lake Wanaka Tourism (n=464)		
Satisfied	49.4	61.9
Neutral	39.0	30.2
Dissatisfied	11.6	8.0

Figure 5.36 Satisfaction with Tourism Promotional Bodies



For Destination Queenstown and Lake Wanaka Tourism, satisfaction was highest in the area of that particular tourism board (Queenstown and Wanaka respectively). Satisfaction with the Arrowtown Promotional Board was highest in Queenstown (59%) followed by Arrowtown (54%).

Figure 5.37 Destination Queenstown: Level of Satisfaction, by Location

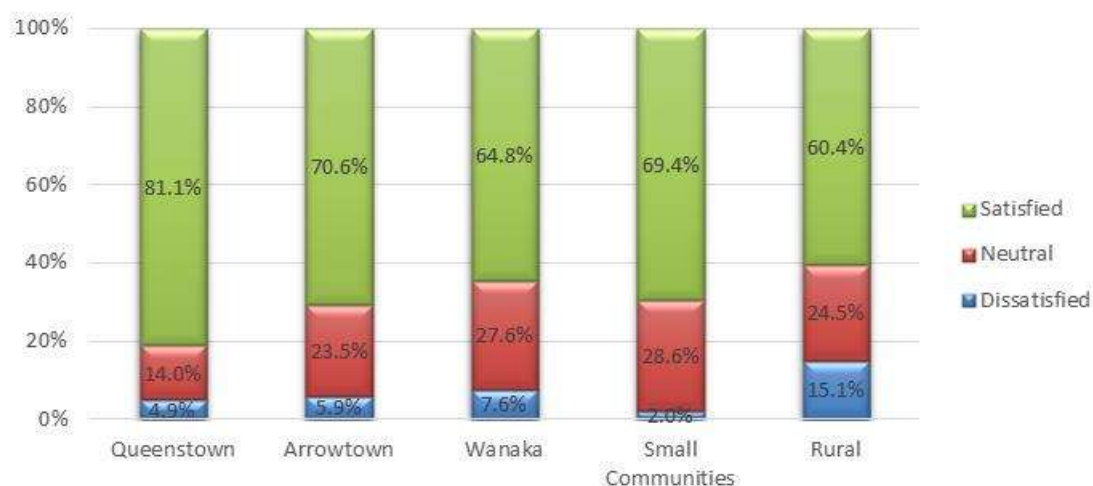


Figure 5.38 Arrowtown Promotional Board: Level of Satisfaction, by Location

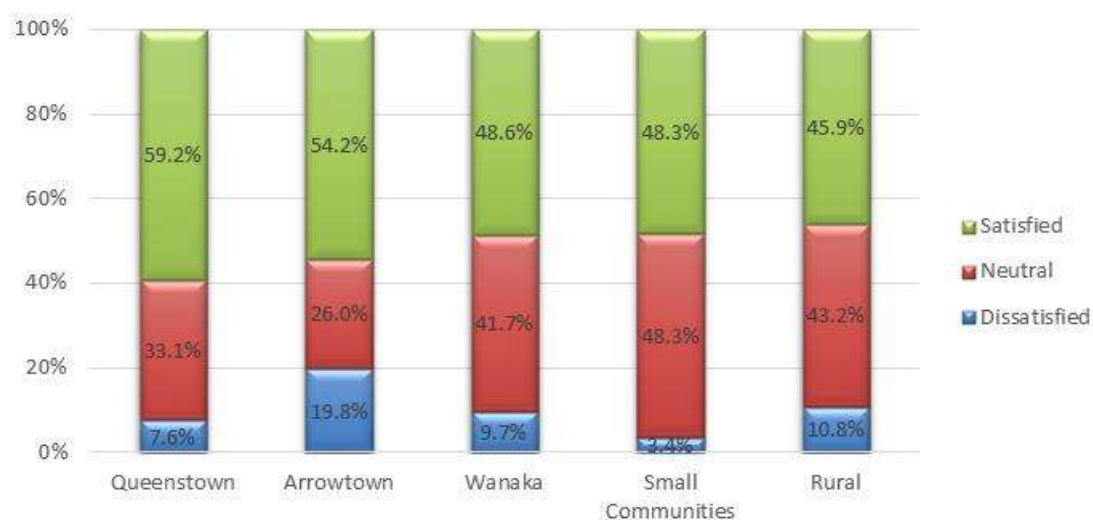
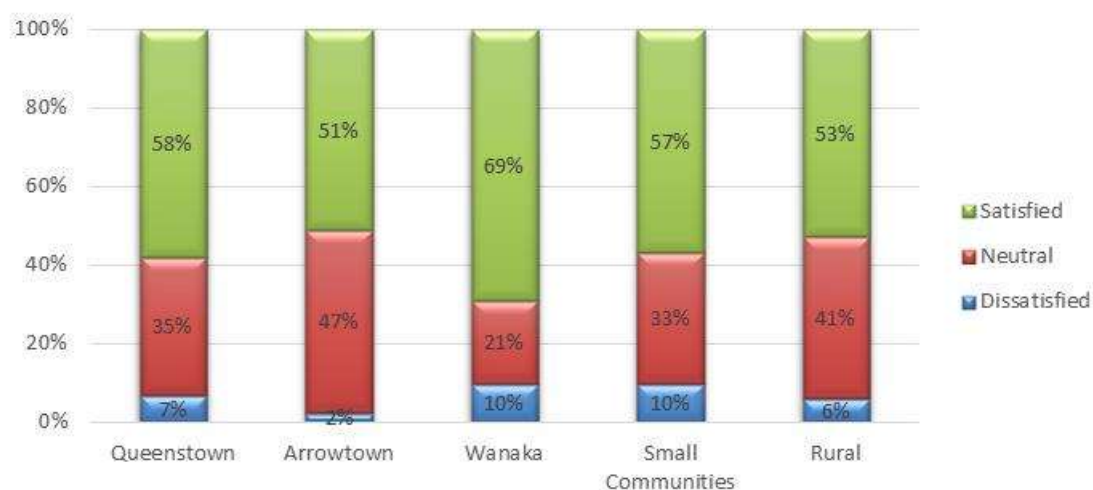


Figure 5.39 Lake Wanaka Tourism: Level of Satisfaction, by Location



5.8 Community Facilities

5.8.1 Frequency of Use

Respondents were asked to identify how often they used a range of community services offered by the Council. The services used most frequently by the general population (weekly or monthly) were parks, reserves and gardens and trails, walkways and cycleways. Services used monthly or a few times a year were public toilets, swimming pools and libraries. Services with the least frequent use were the Queenstown trail, sports grounds, playgrounds and community halls.

Table 5.12 Frequency of Use of Council Community Services

% of Respondents	Public Toilets	Parks, Reserves & Gardens	Trails, Walk & Cycleways	Queenstown Trail	Sports Grounds
	(n=796)	(n=777)	(n=789)	(n=778)	(n=781)
Daily	1.5%	10.8%	16.5%	2.8%	0.9%
Weekly	15.6%	31.7%	33.1%	11.4%	14.3%
Monthly	20.0%	20.3%	20.4%	12.1%	9.7%
A few times a year	52.3%	34.1%	23.7%	23.5%	29.4%
Never	10.7%	3.1%	6.3%	50.1%	45.6%

% of Respondents	Playgrounds	Swimming Pools	Community Halls	Libraries
	(n=786)	(n=787)	(n=789)	(n=790)
Daily	2.4%	1.9%	0.0%	0.8%
Weekly	12.6%	15.1%	3.0%	17.2%
Monthly	8.7%	14.0%	9.0%	21.4%
A few times a year	30.8%	30.4%	56.0%	32.2%
Never	45.5%	38.6%	31.9%	28.5%

5.8.2 Quality of Community Facilities

In 2013 the questionnaire was changed with regard to rating the quality and quantity of community facilities. Prior to 2013 respondents were simply asked to rate the (community) services provided by the Council. Data has been compared (in table 5.13 and 5.14) with previous years where appropriate.

Satisfaction with the quality of all community services was higher than 2009 – 2012 (where the neutral response was included), with the exception of parks, reserves and gardens. Satisfaction was highest for trails, walkways and cycleways.

Table 5.13 Satisfaction with the Quality of Community Facilities

% of Respondents	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013
Public Toilets (n=713) ¹³												
Satisfied	75	73.5	75.7	76.4	80.9	74.7	82.3	63.2	68.4	70.6	59.6	77.8
Neutral								21.2	21.5	21.3	28.0	12.3
Dissatisfied	25	26.5	24.3	23.6	19.1	25.3	17.7	15.6	10	8.1	12.4	9.8
Parks, Reserves & Gardens (n=754)												
Satisfied	89	89.8	91.5	89.2	90.2	91.6	92.3	79.4	84.5	87.3	84.9	73.3
Neutral								14.9	10.3	10	11.9	16.8
Dissatisfied	11	10.2	8.5	10.8	9.8	8.4	7.7	5.7	5.1	2.8	3.2	9.8
Trails, Walkways & Cycleways (n=738) ¹⁴												
Satisfied	-	-	-	83.7	88.2	87.5	90.1	71.5	85.7	84	87.1	94.7
Neutral								16.4	10.9	12.6	10.0	4.1
Dissatisfied	-	-	-	16.3	11.8	12.5	9.9	12.1	3.4	3.4	2.9	1.2
The Queenstown Trail (n=407)												
Satisfied	-	-	-	-	-	-	-	-	-	-	79.3	87.7
Neutral											18.5	9.3
Dissatisfied	-	-	-	-	-	-	-	-	-	-	2.2	2.9
Sports Grounds (n=491) ¹⁵												
Satisfied	95.1	96.6	97.1	89.3	92.3	93.7	93.4	65	71.9	72.2	74.2	82.7
Neutral								29.7	22.8	20.2	21.1	13.0
Dissatisfied	4.9	3.4	2.9	10.7	7.7	6.3	6.6	5.3	5.3	7.5	4.7	4.3
Playgrounds (n=496)												
Satisfied	95.4	95.8	95.1	87.2	87.3	90.2	91.8	64	70.8	73.3	71.8	75.3
Neutral								27.4	22.1	20.4	22.2	11.8
Dissatisfied	4.6	4.2	4.9	12.8	12.7	9.8	8.2	8.6	7.1	6.3	6.0	12.9
Swimming Pools (n=541)												
Satisfied	66	62.7	55.8	39.4	43	52.6	77.6	53.9	65.8	65.2	67.4	76.3
Neutral								23.9	17.4	18.8	20.2	11.5
Dissatisfied	34	37.3	44.2	60.6	57	47.4	22.4	22.2	16.7	16	12.4	12.2
Community Halls (n=573)												
Satisfied	95.4	95.3	94.8	85.1	81.3	83.7	82.2	54.2	61.6	65.3	54.9	82.2
Neutral								29.5	25.8	20.9	30.9	14.1
Dissatisfied	4.6	4.7	5.2	14.9	18.7	16.3	17.8	16.3	12.5	13.8	14.2	3.7
Libraries (n=602)												
Satisfied	-	-	98.8	96.8	97.6	97.2	97.8	82.4	86.7	86.1	81.3	88.4
Neutral								15.5	12.1	11.6	15.7	8.1
Dissatisfied	-	-	1.2	3.2	2.4	2.8	2.2	2.1	1.1	2.2	3.0	3.5

¹³ Phrased as 'cleanliness of public toilets' prior to 2013.

¹⁴ Phrased as 'provision of trails/ cycleways' prior to 2013.

¹⁵ Phrased as 'condition of recreation and sports grounds' prior to 2013.

Figure 5.40 Satisfaction with the Quality of Community Facilities

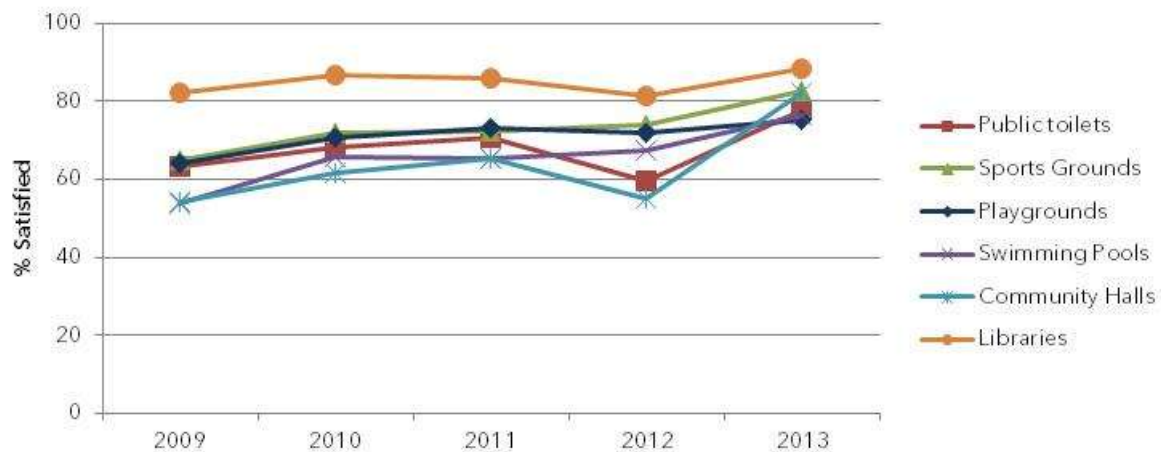
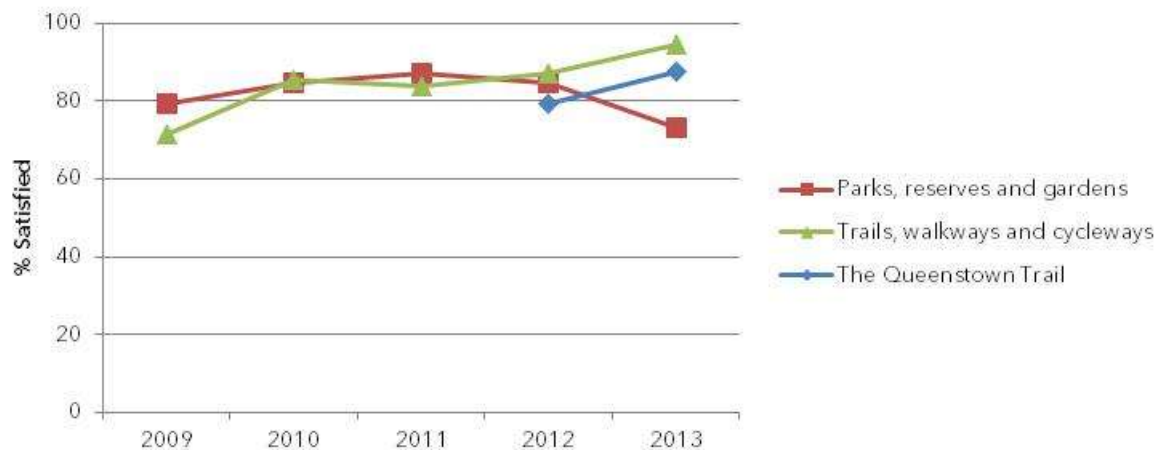


Figure 5.41 Satisfaction with the Quality of Parks and Reserves, Trails and Walkways



There was some variation in satisfaction with the quality of Council services in each area.

- Satisfaction with the quality of public toilets and libraries was highest in Wanaka;
- Nearly all residents were satisfied with sports grounds in rural areas and Queenstown;
- Residents were most satisfied with playgrounds in rural areas and Wanaka;
- Satisfaction with Council swimming pools was highest in Queenstown (89%) and Arrowtown (84%) but lowest in Wanaka (52%);
- Satisfaction with the quality of parks, reserves and gardens was similar across all areas with the exception of Wanaka, where it was lower.

Figure 5.42 Quality of Public toilets: Level of Satisfaction, by Location

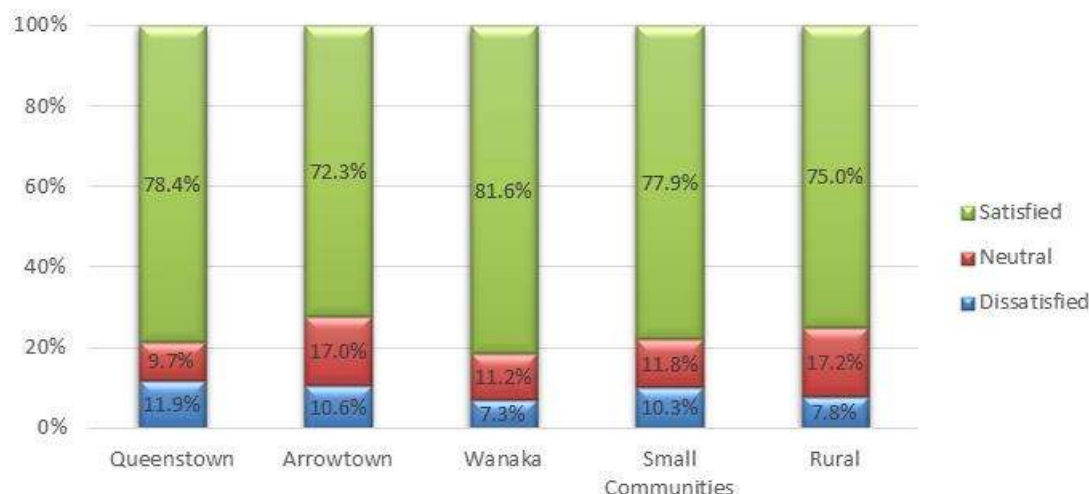


Figure 5.43 Quality of Parks, Reserves and Gardens: Level of Satisfaction, by Location

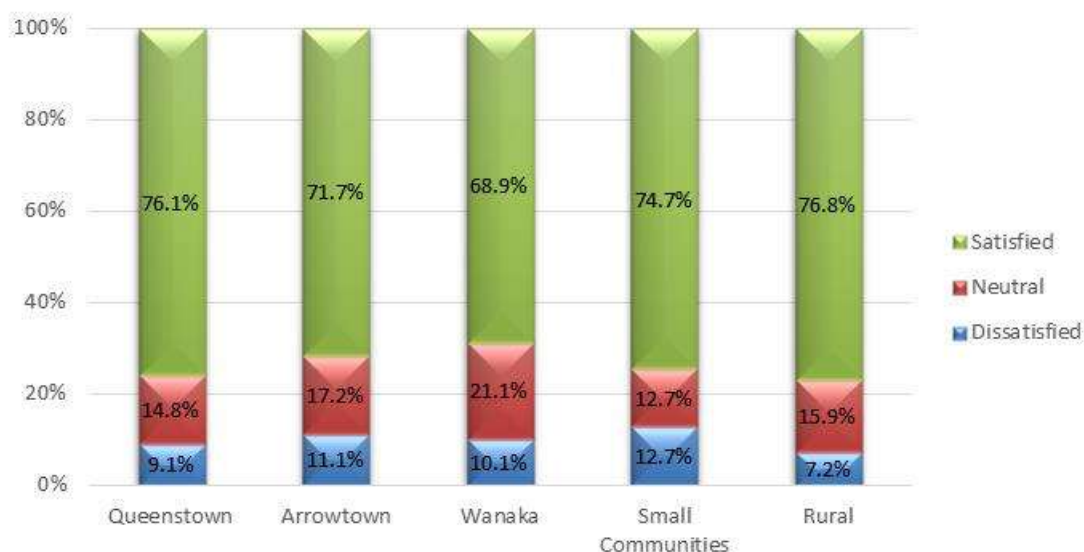


Figure 5.44 Quality of Trails, Walkways and Cycleways: Level of Satisfaction, by Location

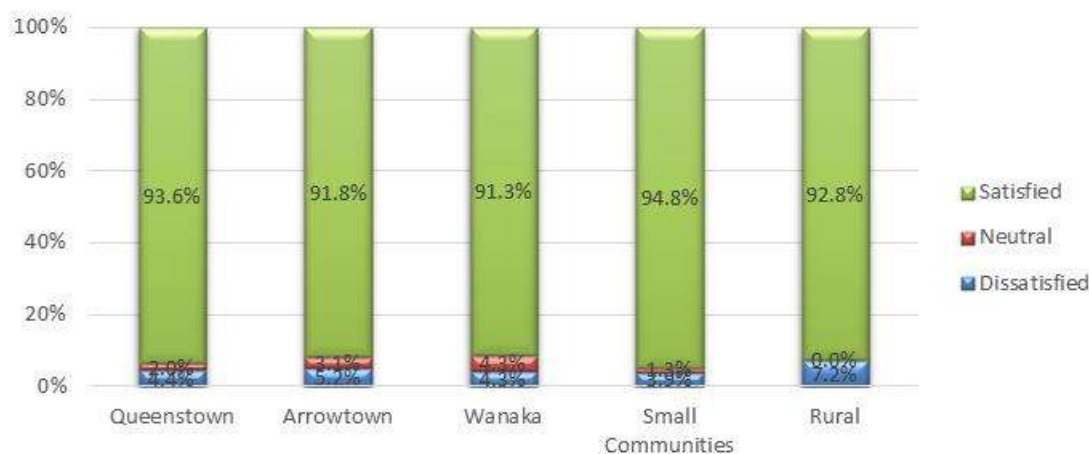


Figure 5.45 Quality of Trails, Walkways and Cycleways: Level of Satisfaction, by Location

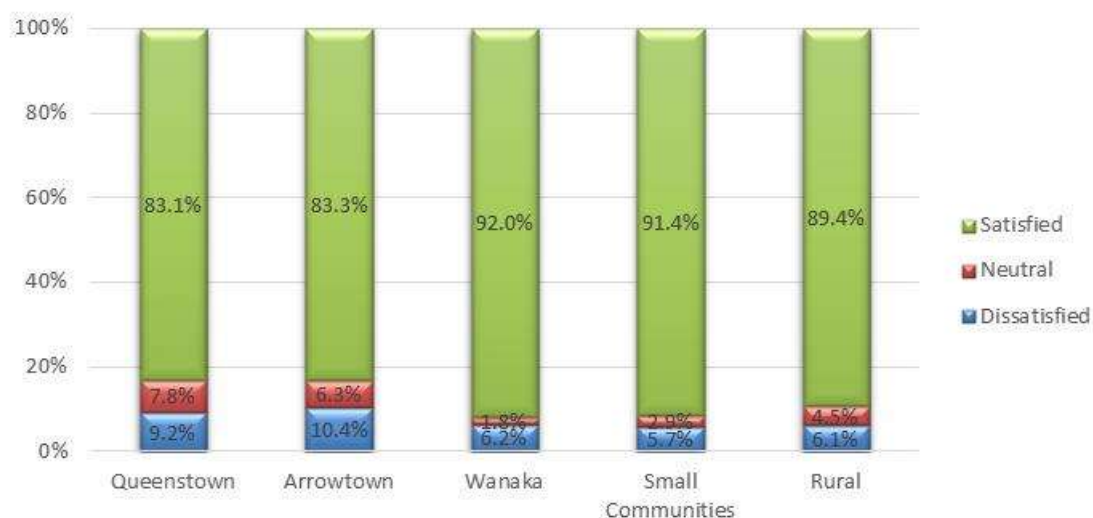


Figure 5.46 Quality of Sports Grounds: Level of Satisfaction, by Location

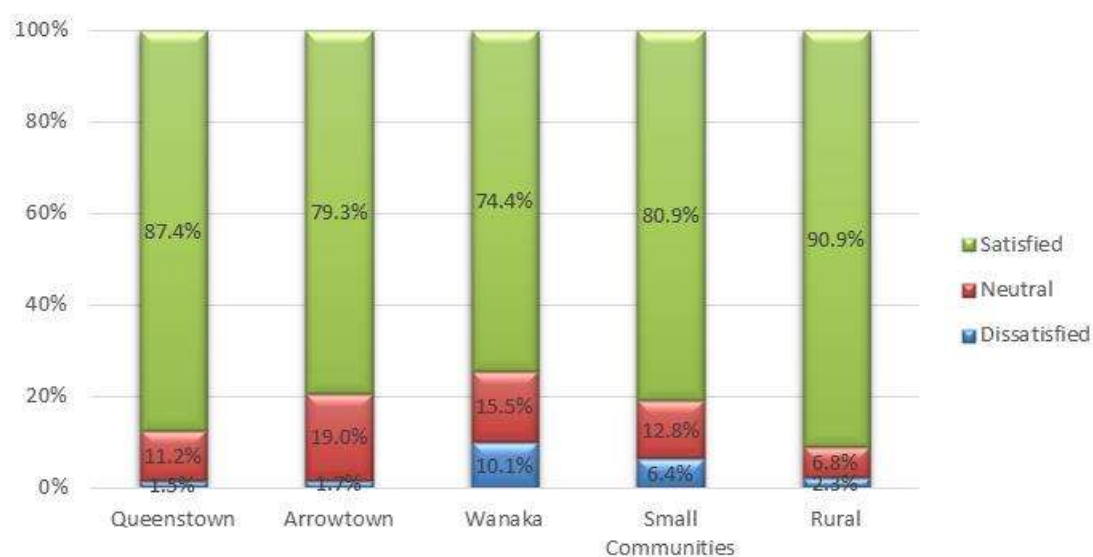


Figure 5.47 Quality of Playgrounds: Level of Satisfaction, by Location

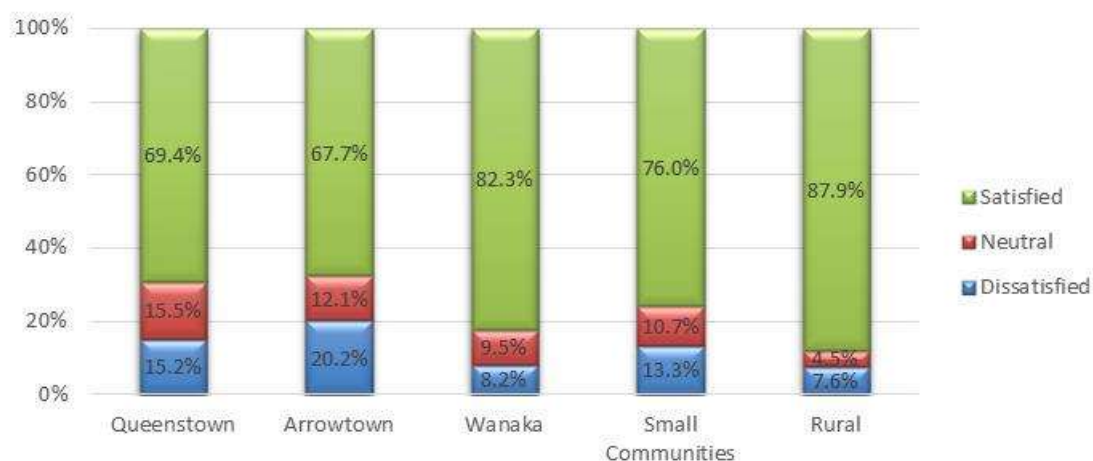


Figure 5.48 Quality of Swimming Pools: Level of Satisfaction, by Location

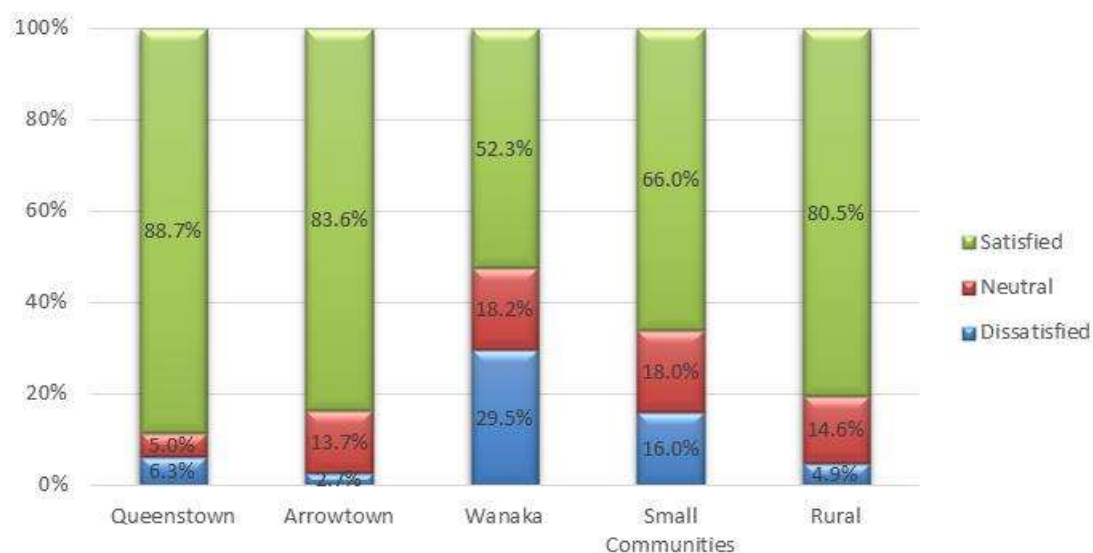


Figure 5.49 Quality of Community Halls: Level of Satisfaction, by Location



Figure 5.50 Quality of Libraries: Level of Satisfaction, by Location



5.8.3 Quantity (Number) of Community Facilities

Respondents were also asked to rate the quantity (as in the number and location) of these services. Note that this was not previously asked for most facilities. Satisfaction with the number of public toilets is higher than 2012 but in line with 2010 and 2011. Satisfaction with the number of sports grounds has increased since the 2009 – 2012 period.

Table 5.14 Satisfaction with the Quantity of Community Services

% of Respondents	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013
Public Toilets (n=716) ¹⁶												
Satisfied	72.9	75.9	75.7	80.3	81.3	76.2	86	66.9	71.7	72	61.7	71.2
Neutral								19.3	14.5	16.2	27.9	15.6
Dissatisfied	27.1	24.1	24.3	19.7	18.7	23.8	14	13.8	13.8	11.8	10.4	13.1
Parks, Reserves & Gardens (n=757)												
Satisfied	-	-	-	-	-	-	-	-	-	-	-	86.5
Neutral	-	-	-	-	-	-	-	-	-	-	-	8.7
Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	4.8
Trails, Walkways & Cycleways (n=740)												
Satisfied	-	-	-	-	-	-	-	-	-	-	-	90.5
Neutral	-	-	-	-	-	-	-	-	-	-	-	6.2
Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	3.2
Sports Grounds (n=543) ¹⁷												
Satisfied	-	-	-	85.3	87.1	88.5	87.9	56.8	68.2	66	67.1	76.8
Neutral								28.2	22.1	23.1	20.4	16.9
Dissatisfied	-	-	-	14.7	12.9	11.5	12.1	15	9.7	10.9	12.5	6.3
Playgrounds (n=542)												
Satisfied	-	-	-	-	-	-	-	-	-	-	-	77.5
Neutral	-	-	-	-	-	-	-	-	-	-	-	15.9
Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	6.6
Swimming Pools (n=585)												
Satisfied	-	-	-	-	-	-	-	-	-	-	-	70.3
Neutral	-	-	-	-	-	-	-	-	-	-	-	14.9
Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	14.9
Community Halls (n=606)												
Satisfied	-	-	-	-	-	-	-	-	-	-	-	81.2
Neutral	-	-	-	-	-	-	-	-	-	-	-	13.5
Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	5.3
Libraries (n=639)												
Satisfied	-	-	-	-	-	-	-	-	-	-	-	85.4
Neutral	-	-	-	-	-	-	-	-	-	-	-	10.0
Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	4.5

¹⁶ Phrased as 'provision of public toilets' prior to 2013.

¹⁷ Phrased as 'number of recreation/ sports grounds' prior to 2013.

Satisfaction with most Council facilities was relatively similar in terms of location with the following exceptions:

- Satisfaction with the quantity of public toilets was highest in Wanaka and lowest in small communities and rural areas;
- Satisfaction with the quantity of playgrounds was particularly high in Wanaka but stable across other areas;
- Satisfaction with the quantity of public swimming pools was lowest in Wanaka and small communities.

Figure 5.51 Quantity of Public Toilets: Level of Satisfaction, by Location

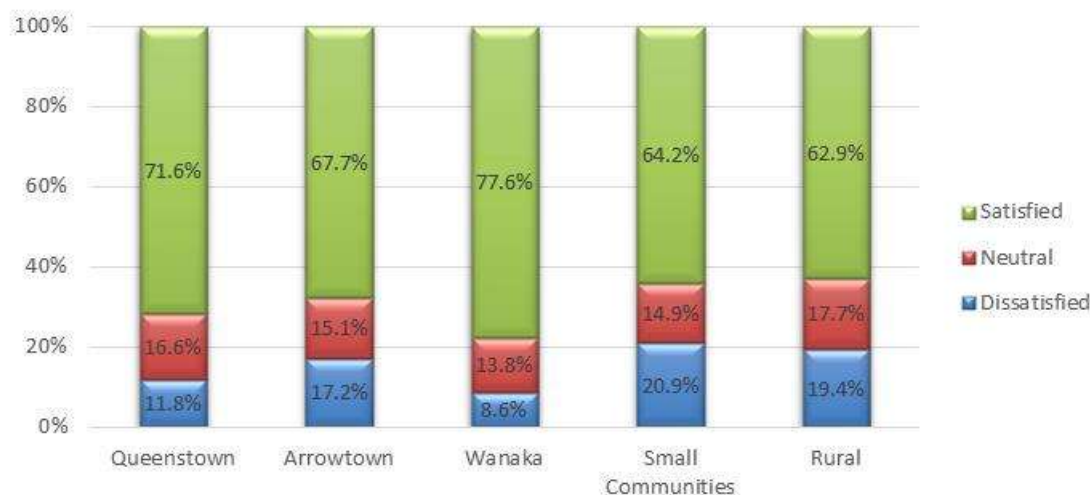


Figure 5.52 Quantity of Parks, Reserves and Gardens: Level of Satisfaction, by Location



Figure 5.53 Quantity of Trails, Walkways and Cycleways: Level of Satisfaction, by Location

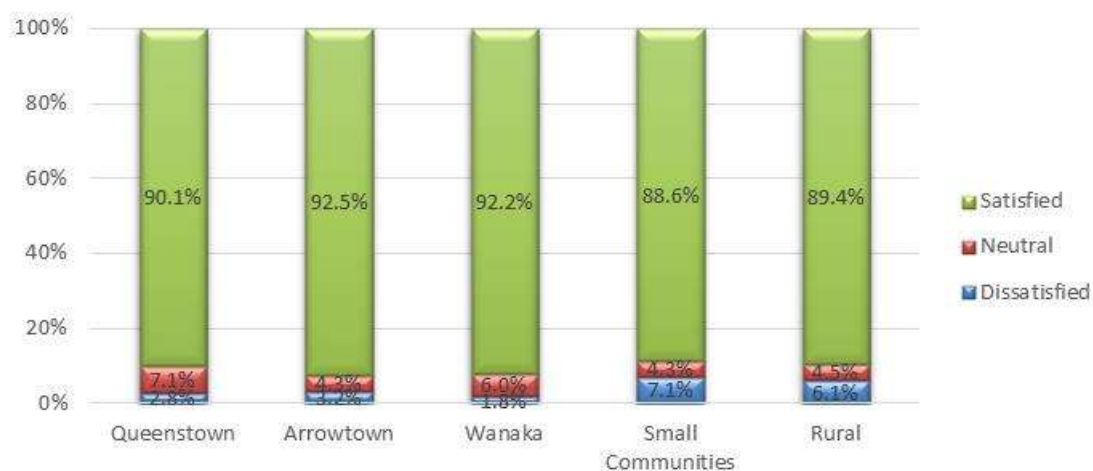


Figure 5.54 Quantity of Sports grounds: Level of Satisfaction, by Location



Figure 5.55 Quantity of Playgrounds: Level of Satisfaction, by Location

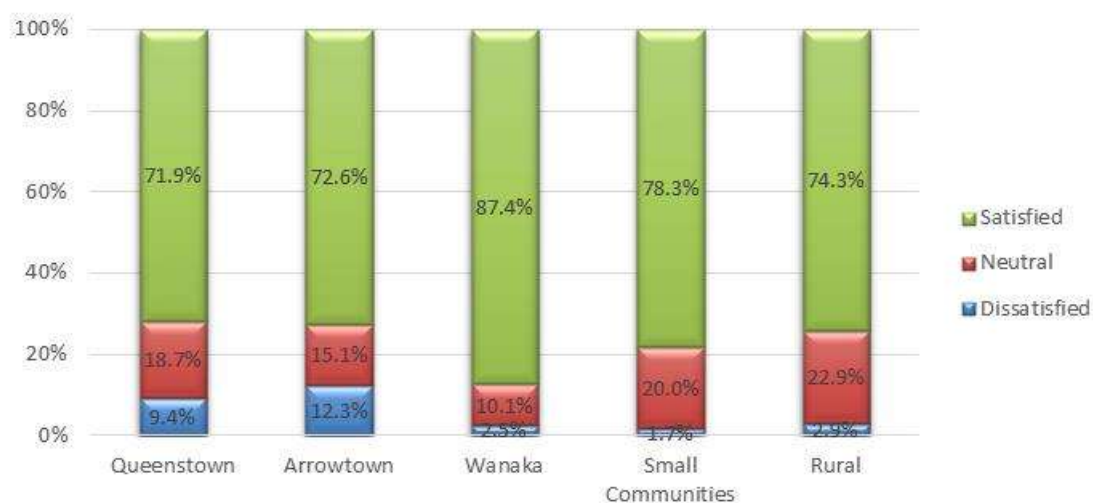


Figure 5.56 Quantity of Swimming Pools: Level of Satisfaction, by Location

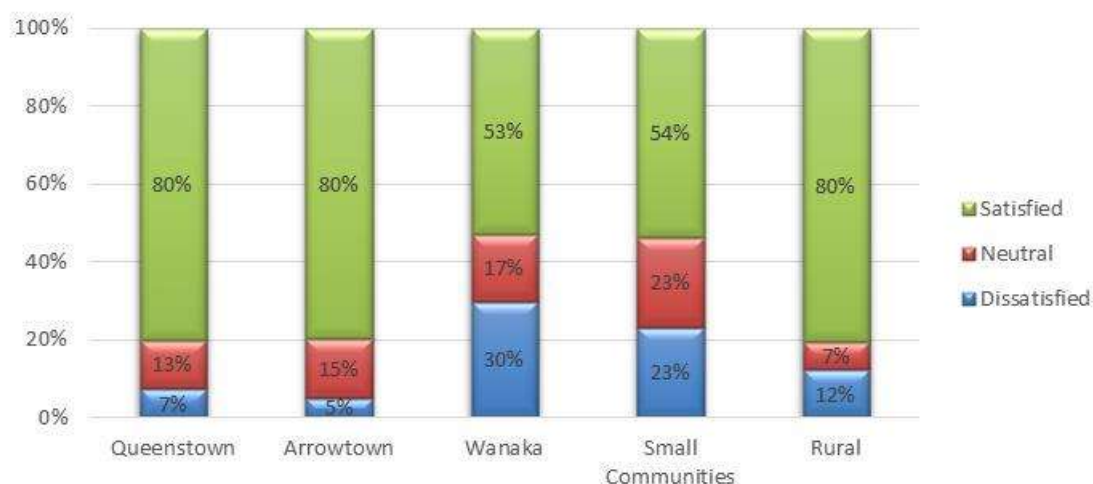


Figure 5.57 Quantity of Community Halls: Level of Satisfaction, by Location



Figure 5.58 Quantity of Libraries: Level of Satisfaction, by Location



5.9 Council Communication

Respondents were asked to rate their satisfaction with Council communication. Over half of all respondents were satisfied with the range of matters that the Council communicates on, with a fifth neutral and a further fifth dissatisfied. Two thirds were satisfied with the means by which the Council communicates. There was little difference in terms of area with regard to Council communication.

Table 5.15 Satisfaction and Dissatisfaction with Council Communication

% of Respondents	2013
The Range of Matters the Council Communicates On (n=758)	
Satisfied	58.2%
Neutral	21.8%
Dissatisfied	20.1%
The Means by Which Council Communicates (n=775)	
Satisfied	66.5%
Neutral	17.8%
Dissatisfied	15.7%

Figure 5.59 The Range of Things the Council Communicates on: Level of Satisfaction, by Location



Figure 5.60 The Means by which the Council Communicates: Level of Satisfaction, by Location



5.9.1 Preferred Communications

Prior to 2012, respondents were asked to identify the media in which they heard about Council news. While this information provided a tool for the Council to use, the question was modified in 2012 to be 'what is your preferred source of Council information'. In 2013, the question was modified further, asking respondents to rank means of communication.

Respondents were asked to rank how they would most like to receive Council information, in order (1 being most preferred). The QLDC newsletter 'Scuttlebutt' was the most preferred form of communication by over half of residents. This was followed by the Mountain Scene (36.4%) and ODT (32.6%) newspapers (in second and third place). The second most preferred form of communication was a Council Brochure (22%) and the third most preferred form of communication was social media (39%).

Table 5.16 Media in which Respondents Hear of Council News (2013)

	1st	2nd	3rd
QLDC newsletter (Scuttlebutt)	70.8%	13.2%	12.7%
Newspaper Mountain Scene	36.4%	15.2%	20.0%
Newspaper ODT	32.6%	17.8%	13.8%
QLDC website	28.1%	20.3%	23.7%
Radio	25.7%	17.1%	23.5%
Newspaper Wanaka Sun	24.7%	10.1%	18.9%
Newspaper Lakes Weekly Bulletin	17.4%	9.5%	20.1%
Council brochure	17.1%	22.0%	26.0%
Personal contact from staff	16.3%	13.8%	25.3%
Newspaper The Mirror	15.8%	14.6%	18.7%
Public meetings	14.1%	19.0%	26.0%
Newspaper Southland Time	14.0%	12.3%	19.0%
Library	13.4%	15.4%	23.5%
Council papers	10.0%	16.4%	28.1%
Newspaper The News	7.2%	7.7%	23.0%
Social media (Twitter, Facebook)	6.9%	9.5%	39.0%
Email	6.8%	1.7%	1.8%
Text messaging	6.0%	8.0%	35.2%
Other newspaper	2.0%	2.8%	9.7%
Mail	0.9%	1.5%	0.3%
Billboards	0.2%	0.3%	0.5%
TV	0.2%	0.3%	0.2%
Telephone	0.0%	0.2%	1.1%
Other	0.2%	0.0%	0.2%

As a result of the change to this question in 2012 and 2013, the data do not necessarily correlate to previous responses. To clearly differentiate responses, the data from 2012 and 2013 have been isolated from the other results in Table 5-16. The 2013 data represents media mentioned **first**.

Table 5.17 Media in which Respondents Hear of Council News

	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013
Scuttlebutt - QLDC newsletter	72.3	74.6	76.2	71.9	76.4	74.1	80.2	84.3	73.8	81.2	77.3	70.8
Newspaper - ODT								50.1	62.1	52.7	46.1	32.6
Newspaper - Mountain Scene								66.1	74.4	60.8	41.1	36.4
(Wanaka Sun)								2.9	15.9	5.6	6.1	24.7
Radio	37.5	38.8	40.3	39.2	40.3	39.3	39.2	40.8	55.5	45.1	35.3	25.7
Website - www.qldc.govt.nz	9.5	8.4	10.5	13.5	17.5	21.8	16.2	17.3	32.6	34.5	31.0	28.1
Lakes Weekly Bulletin								21.7	38.2	29.8	16.5	17.4
Newspaper - The Mirror								41.5	68.4	50.5	32.7	15.8
Newspaper- Southland Times								33.5	36.2	33.2	21.6	14.0
Personal contact -Council staff	15.1	16.3	15.3	17.4	17.1	21.8	10.4	15.3	27.6	26.3	21.0	16.3
Council brochures / pamphlets	-	-	27.6	23.4	29.7	29.7	26.1	24.8	48.2	26.3	29.0	17.1
Public Meetings										23.2	24.0	14.1
Library	13.8	14.6	13.9	12.2	15.3	10.5	9.9	15.3	18.9	37.6	18.8	13.4
Council papers / documents	24	25.6	30.8	28.6	32	31.4	25.1	26.2	22.6	22.6	21.6	10.0
Newspaper - The News								18.6	41.5	26.3	12.8	7.2
Newspaper (Other)								5.1	18.9	12.9	7.4	2.0
Social Media										9.7	1.5	6.9

Other Newspapers Identified included *Queenstown Times* and *The Press*.

5.9.2 The Website

Respondents were asked to rate their satisfaction with the Council's website. Nearly two thirds were satisfied with the Council's website, an increase in satisfaction over results from previous years. Rural respondents were most satisfied with the Council's website than other groups.

Table 5.18 Satisfaction and Dissatisfaction with the QLDC Website

	2009	2010	2011	2012	2013
Satisfied	47.9	53.2	53.1	54.4	62.4
Neutral		42.0	39.2	38.2	10.0
Dissatisfied		10.1	7.6	7.3	27.5

Figure 5.61 Satisfaction with QLDC Website

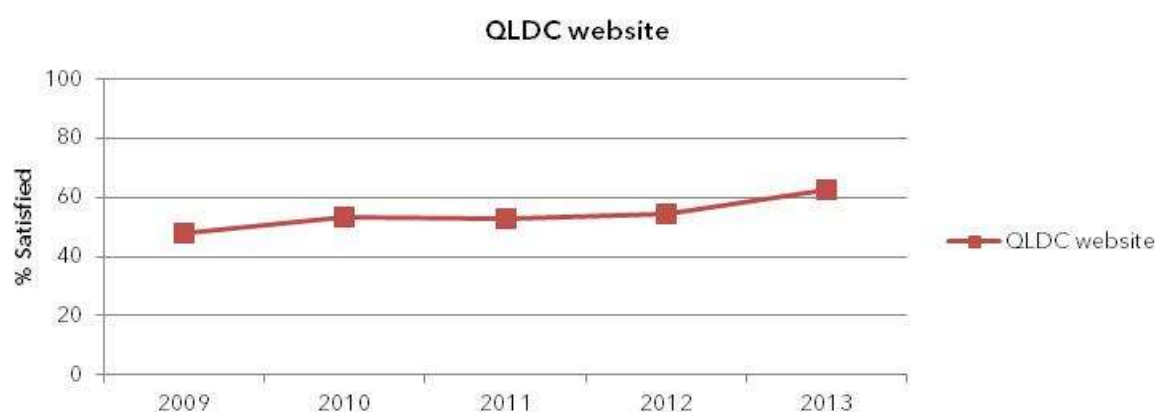
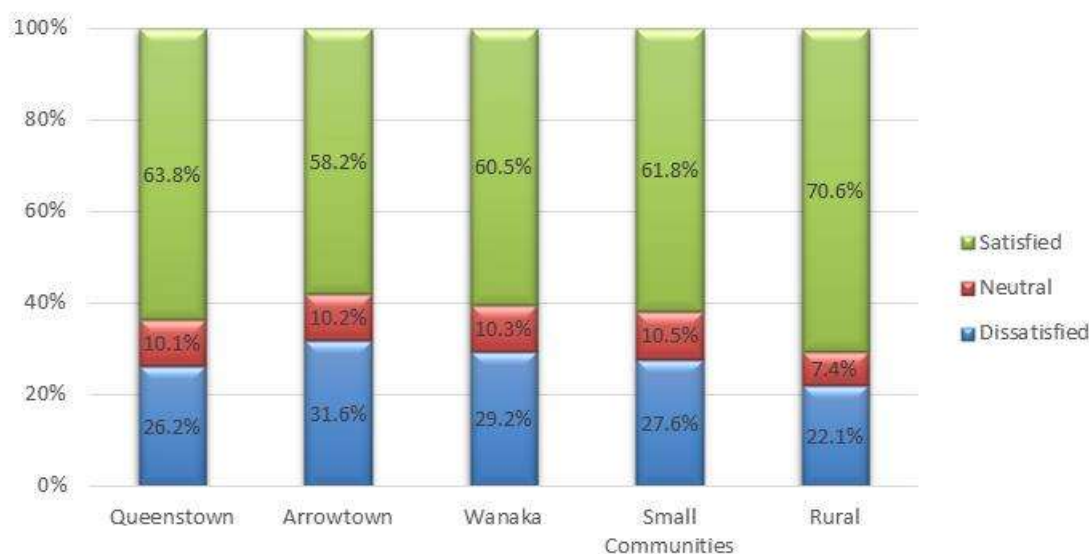


Figure 5.62 The QLDC Website: Level of Satisfaction, by Location



5.10 Services Council Does Well or Needs to Improve

Respondents were given the opportunity to identify services they felt the Council could either provide or improve on. Roading (10%), parking (6%), the consent process (6%) and footpaths (5%) received the most mentions.

Table 5.19 Services to be Provided or Improved On

	1 st mention	2 nd mention	3 rd mention
Roading	10.3%	8.8%	7.4%
More parking	6.1%	5.1%	3.1%
Consent process	6.0%	4.5%	1.4%
Footpaths	5.1%	3.7%	1.2%
Rubbish collection/ Wheelie bin system	4.8%	4.6%	2.6%
Dog Control	4.6%	0.9%	1.4%
Street lighting	4.3%	4.0%	1.5%
Water supply	4.1%	3.5%	1.5%
Swimming pools	3.8%	2.6%	1.2%
More rubbish bins	3.5%	1.5%	2.0%
Public toilets	3.2%	2.3%	1.8%
Public transport	3.1%	1.2%	0.6%
Wastewater (sewerage)	2.6%	2.2%	-
Communication	2.6%	1.2%	1.4%
Law enforcement	2.5%	2.0%	1.7%
More/ better libraries	2.3%	1.4%	2.2%
Area cleanliness	1.8%	2.6%	1.7%
Keep rates/ costs down	1.8%	1.8%	2.0%
Consultation	1.8%	1.8%	1.5%
Improve streetscaping/ beautification	1.5%	2.0%	2.3%
Improve Council staff	1.1%	1.1%	1.5%
Improve management of natural resources	1.1%	0.9%	2.0%
Parks/ Reserves	0.9%	1.2%	0.5%
Sports facilities	0.9%	2.2%	1.5%
Future planning	0.9%	-	1.5%
Area / tourism promotion	0.8%	0.3%	0.6%
Improve health services	0.8%	0.5%	-
Events venue	0.6%	-	0.6%
Affordable housing	0.3%	-	-
Other	10.0%	10.8%	8.1%
Don't know	8.4%	13.5%	17.1%

Respondents were asked to identify what services the Council currently does well. The services the Council was doing well in mentioned by around a tenth of residents (in each case) were the area's tracks and trails, parks and reserve maintenance, libraries and area cleanliness.

Table 5.20 Services the Council Does Well

	1 st mention	2 nd mention	3 rd mention
Tracks/ Trails	13.9%	7.1%	5.0%
Parks/ Reserves maintenance	12.0%	8.6%	6.6%
Libraries	11.3%	4.5%	3.9%
Area cleanliness	10.2%	6.5%	4.2%
Roading safety/ maintenance	6.5%	6.0%	4.5%
Rubbish collection	6.1%	4.2%	1.9%
Events	3.6%	1.6%	1.8%
Area/ tourism promotion	3.1%	2.1%	2.4%
Communication	2.7%	3.1%	1.1%
Sports facilities	2.6%	1.9%	2.1%
Swimming pools	2.6%	2.1%	1.8%
Recycling	2.4%	3.6%	1.3%
Water supply	2.3%	3.9%	0.8%
Public toilets	2.1%	3.4%	2.3%
Keeping costs/ rates down	1.1%	0.0%	0.0%
Playgrounds	1.1%	2.4%	1.1%
Online resources	0.8%	0.0%	0.6%
Community halls	0.6%	0.6%	0.0%
Consent process	0.6%	1.1%	0.3%
Harbour master	0.6%	0.0%	0.5%
Landscaping	0.6%	0.8%	0.0%
Wastewater (sewerage)	0.6%	2.3%	0.8%
Council staff/ service	0.5%	1.3%	2.4%
Consultation	0.3%	0.5%	1.8%
Events centre	0.3%	0.8%	1.0%
Other	7.6%	9.4%	6.9%
Don't know	10.7%	13.7%	17.8%

6 Results by Age and Gender

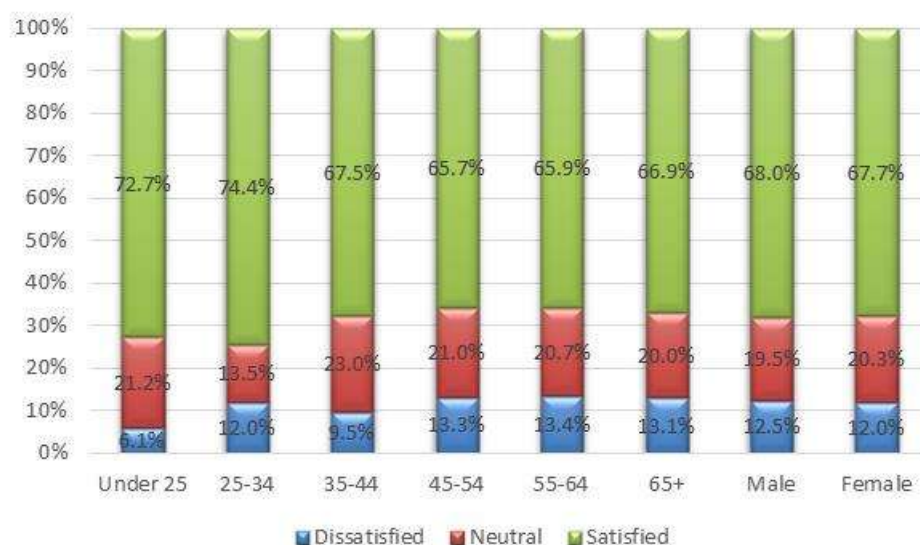
6.1 Overall Performance of Council

When analysed by age and gender, those aged under 34 were the most highly satisfied with the performance of the Council. Respondents aged under 25 were the least likely to be dissatisfied. There was little variation based on gender.

Table 6.1 Satisfaction with Council Staff, by Age and Gender

% of Respondents	Under 25 ¹⁸	25-34	35-44	45-54	55-64	65+	Male	Female
Total Satisfied	72.7	74.4	67.5	65.7	65.9	66.9	68.0	67.7
Neutral	21.2	13.5	23.0	21.0	20.7	20.0	19.5	20.3
Dissatisfied	6.1	12.0	9.5	13.3	13.4	13.1	12.5	12.0

Figure 6.1 Satisfaction with Council Staff, by Age and Gender



¹⁸ Low response rate for this group (n=30), results have been provided but.

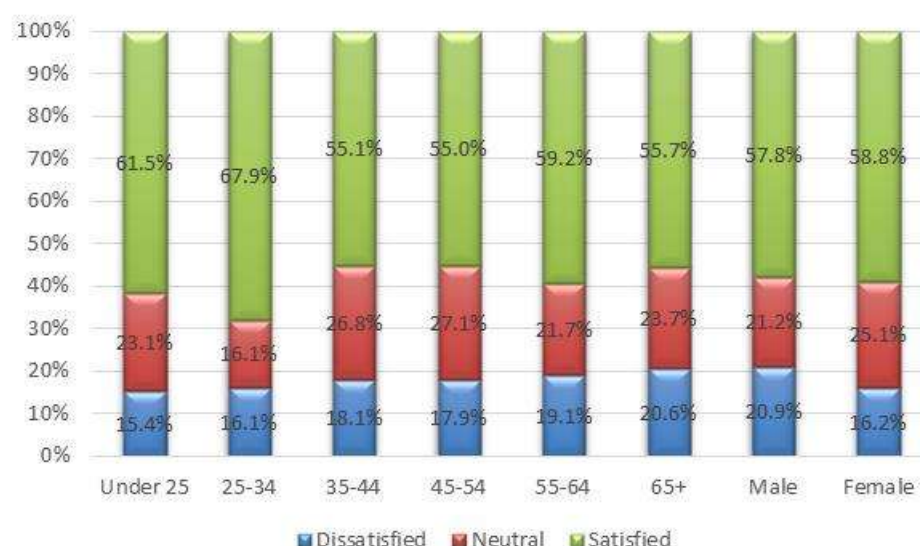
6.2 Performance of Elected Members

Respondents aged under 34 were more likely to be satisfied with their elected members than other groups within the population. There was no significant difference in satisfaction based on gender.

Table 6.2 Satisfaction with Elected Members of the Council, by Age and Gender

% of Respondents	Under 25	25-34	35-44	45-54	55-64	65+	Male	Female
Total Satisfied	61.5	67.9	55.1	55.0	59.2	55.7	57.8	58.8
Neutral	23.1	16.1	26.8	27.1	21.7	23.7	21.2	25.1
Dissatisfied	15.4	16.1	18.1	17.9	19.1	20.6	20.9	16.2

Figure 6.2 Satisfaction with Elected Members of the Council, by Age and Gender



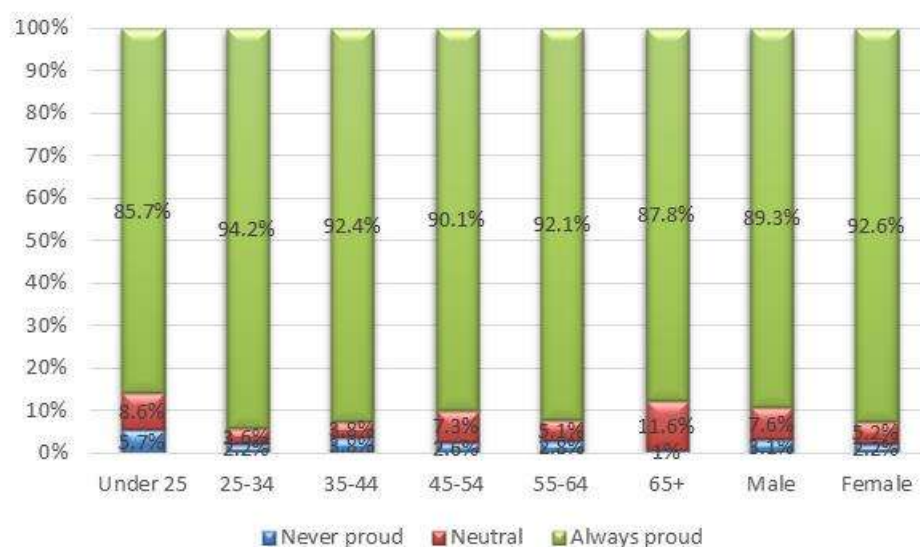
6.3 District Pride

Any variations in response to 'pride in the district' were marginal. Those aged under 25 were the least proud about the district.

Table 6.3 Sense of Overall Pride in the District, by Age and Gender

% of Respondents	Under 25	25-34	35-44	45-54	55-64	65+	Male	Female
Always Proud %	85.7	94.2	92.4	90.1	92.1	87.8	89.3	92.6
Neutral %	8.6	3.6	3.8	7.3	5.1	11.6	7.6	5.2
Never Proud %	5.7	2.2	3.8	2.6	2.8	0.7	3.1	2.2

Figure 6.3 Sense of Overall Pride in the District, by Age and Gender



6.4 Infrastructure

There was little variation in satisfaction between younger (aged 34 and under) and older (aged 65+) respondents with regard to the quality of water supply and wastewater, however those aged 35 – 54 were less satisfied. This pattern was reflected with regard to street cleaning and sealed roads. Satisfaction was higher among younger respondents (aged under 34) for footpaths and street lighting.

Table 6.4 Satisfaction with Infrastructure Services, by Age and Gender

% of respondents	Under 25	25-34	35-44	45-54	55-64	65+	Male	Female
Quality of Water Supply								
Satisfied	87.5	78.7	68.6	69.3	76.4	81.8	77.5	74.2
Neutral	9.4	11.0	13.2	12.4	8.9	9.1	8.7	12.6
Dissatisfied	3.1	10.3	18.2	18.2	14.6	9.1	13.8	13.2
Sewerage/Waste Water System								
Satisfied	80.0	83.2	75.0	74.3	84.0	87.7	84.6	77.4
Neutral	13.3	13.0	12.5	14.7	8.7	7.7	9.3	13.1
Dissatisfied	6.7	3.8	12.5	11.0	7.3	4.6	6.1	9.5
Street Cleaning								
Satisfied	85.7	84.7	79.5	71.9	79.6	80.6	80.9	77.9
Neutral	5.7	8.0	12.1	11.6	9.6	12.7	9.7	11.4
Dissatisfied	8.6	7.3	8.3	16.4	10.8	6.7	9.4	10.6
Footpaths								
Satisfied	88.6	80.1	70.9	62.1	61.4	66.4	71.1	66.3
Neutral	2.9	7.4	11.9	13.1	18.7	13.9	12.6	13.0
Dissatisfied	8.6	12.5	17.2	24.8	19.9	19.7	16.3	20.7
Sealed Roads								
Satisfied	70.6	76.5	68.1	66.7	70.9	82.9	75.0	70.5
Neutral	14.7	14.0	11.1	14.4	15.4	8.2	13.4	12.1
Dissatisfied	14.7	9.6	20.7	19.0	13.7	8.9	11.6	17.4
Unsealed Roads								
Satisfied	58.8	69.8	61.8	59.7	57.1	49.6	57.0	61.7
Neutral	26.5	15.1	19.1	16.7	19.9	27.0	22.5	16.9
Dissatisfied	14.7	15.1	19.1	23.6	23.0	23.5	20.5	21.3
Street Lighting								
Satisfied	76.5	72.8	66.2	63.3	59.5	63.1	67.1	63.6
Neutral	14.7	10.3	13.8	17.3	14.3	12.8	15.4	12.0
Dissatisfied	8.8	16.9	20.0	19.3	26.2	24.1	17.5	24.3

Figure 6.4 Quality of Water Supply: Level of Satisfaction, by Age and Gender

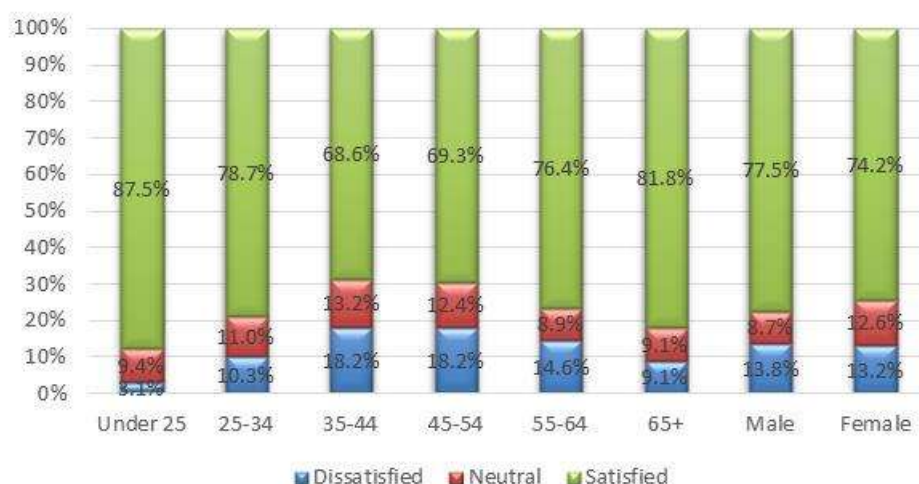


Figure 6.5 Quality of Wastewater Service: Level of Satisfaction, by Age and Gender

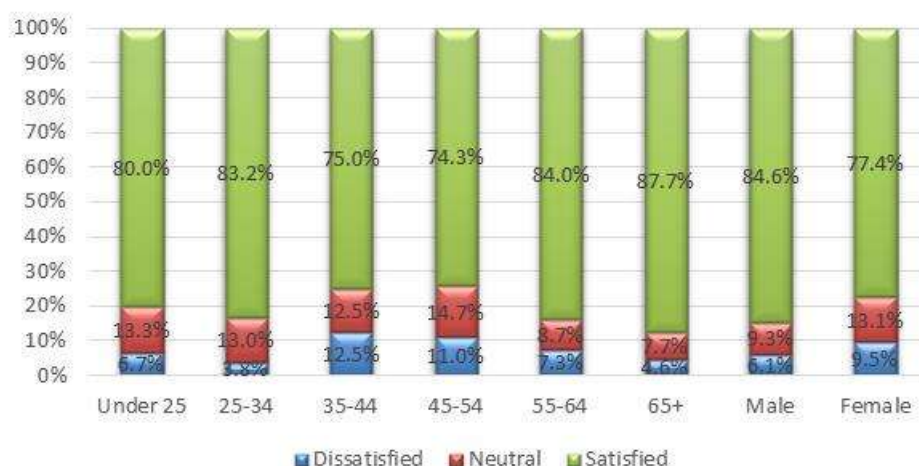


Figure 6.6 Quality of Street Cleaning: Level of Satisfaction, by Age and Gender

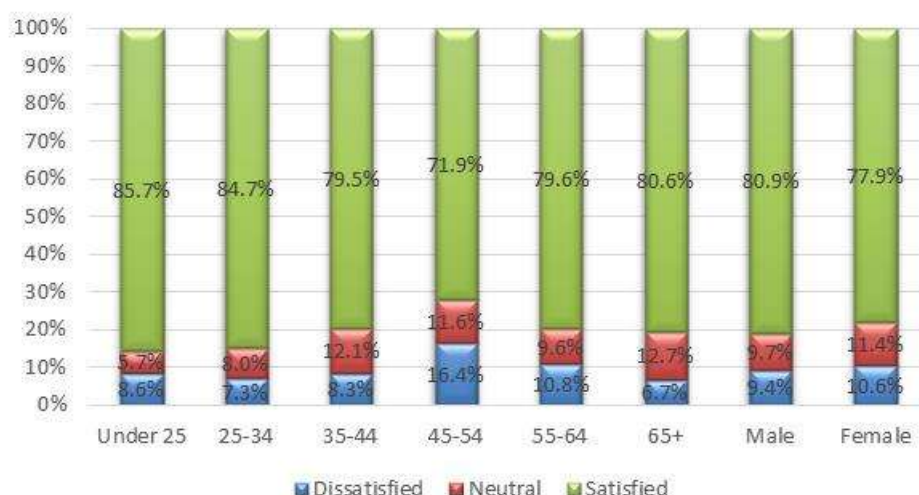


Figure 6.7 Quality of Footpaths: Level of Satisfaction, by Age and Gender

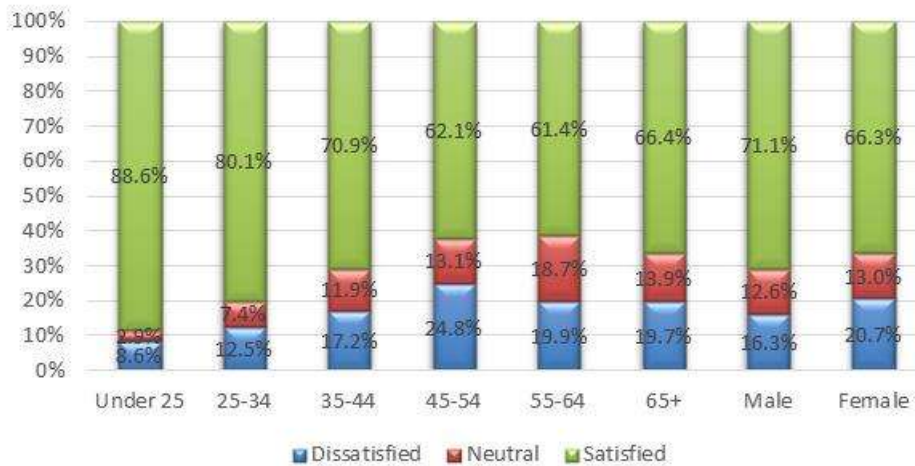


Figure 6.8 Quality of Sealed Roads: Level of Satisfaction, by Age and Gender

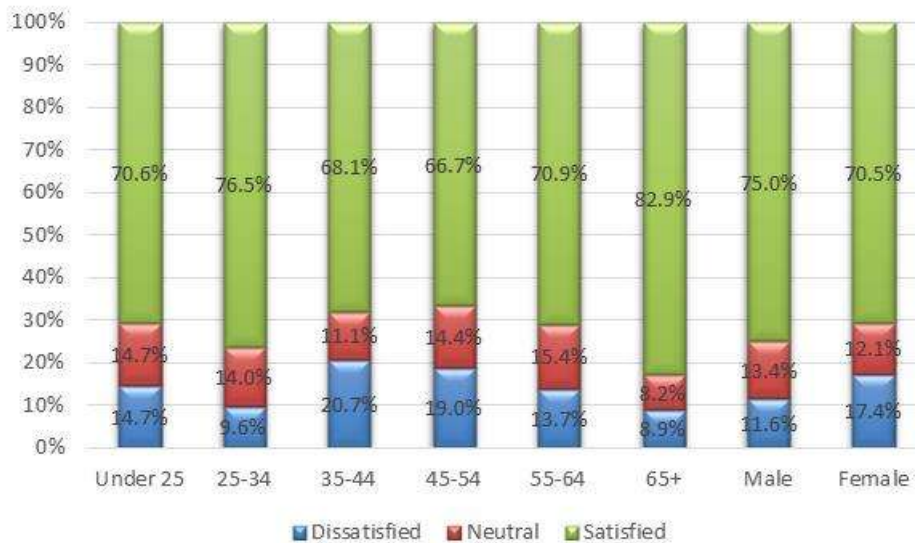


Figure 6.9 Quality of Unsealed Roads: Level of Satisfaction, by Age and Gender

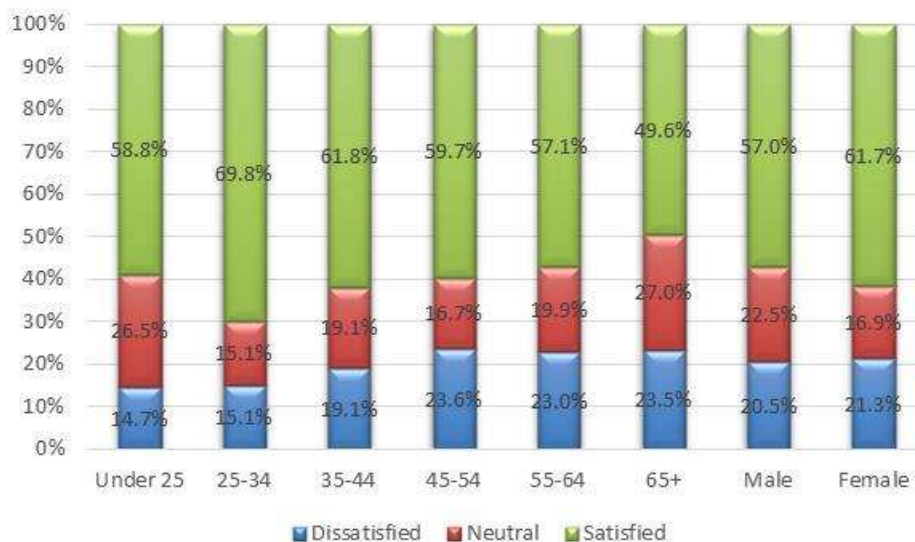
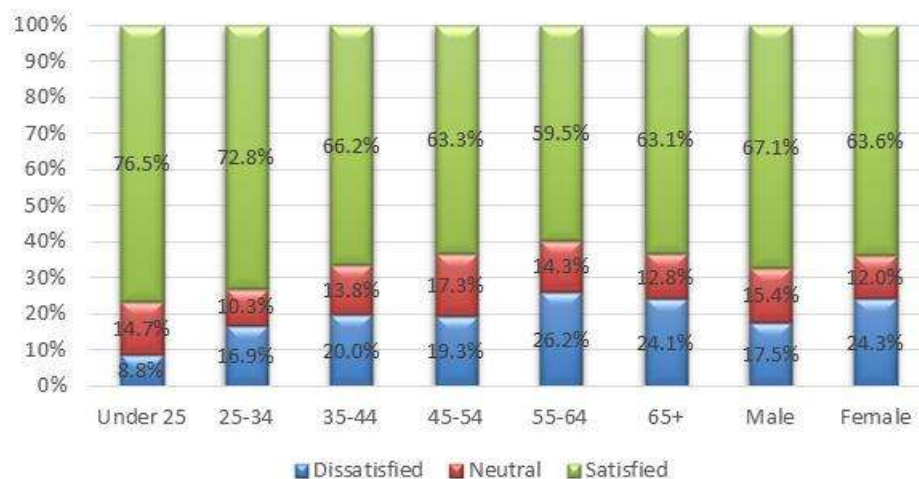


Figure 6.10 Quality of Street Lighting: Level of Satisfaction, by Age and Gender



6.5 Regulatory and Resource Management

Satisfaction with the resource consent process was markedly lower among those aged 65+. Younger people (aged under 34) were more likely to be satisfied with noise control, dog control and food premises registration. There were few differences in perception with regard to bylaw enforcement and harbour master services. Females were in general more satisfied than males with regard to Council regulatory services.

6.5.1 Quality of Service

Table 6.5 Satisfaction with Council Regulatory Services, by Age and Gender

% of respondents	Under 25	25-34	35-44	45-54	55-64	65+	Male	Female
Resource Consents								
Satisfied	33.3	39.7	36.2	31.3	40.9	19.1	33.2	35.9
Neutral	20.0	30.1	34.8	18.1	14.8	23.4	23.5	23.2
Dissatisfied	46.7	30.1	29.0	50.6	44.3	57.4	43.4	40.9
Building Consents								
Satisfied	30.8	43.1	45.5	36.4	48.9	32.8	38.1	45.0
Neutral	15.4	25.0	28.8	27.3	17.8	25.9	27.1	20.6
Dissatisfied	53.8	31.9	25.8	36.4	33.3	41.4	34.8	34.4
Land Information Reports								
Satisfied	46.2	62.9	58.8	58.2	58.3	44.9	53.6	61.0
Neutral	46.2	28.6	23.8	26.6	13.1	32.7	24.0	25.1
Dissatisfied	7.7	8.6	17.5	15.2	28.6	22.4	22.4	13.9
Noise Control								
Satisfied	72.0	63.0	48.1	39.7	51.9	44.0	47.8	53.2
Neutral	12.0	30.9	24.7	33.3	29.6	30.7	31.5	25.7
Dissatisfied	16.0	6.2	27.3	26.9	18.5	25.3	20.7	21.1
Dog Control								
Satisfied	69.6	63.2	51.1	39.8	46.3	40.4	45.8	51.6
Neutral	8.7	19.5	22.8	32.3	21.1	25.3	27.9	19.3
Dissatisfied	21.7	17.2	26.1	28.0	32.6	34.3	26.3	29.1
Food Premises Registration								
Satisfied	94.1	71.6	57.1	55.7	60.0	59.6	61.9	64.2
Neutral	5.9	24.3	36.5	32.8	24.6	33.3	31.0	26.0
Dissatisfied	0.0	4.1	6.3	11.5	15.4	7.0	7.1	9.8
Bylaw (including parking) Enforcement								
Satisfied	53.6	55.2	50.5	42.7	56.3	45.0	49.5	51.1
Neutral	10.7	21.6	27.5	25.6	17.8	33.9	24.6	23.8
Dissatisfied	35.7	23.3	22.0	31.6	25.9	21.1	25.9	25.1
Harbourmaster Services								
Satisfied	77.3	82.5	72.2	70.0	74.2	69.8	67.1	81.4
Neutral	13.6	11.3	19.0	18.8	14.4	20.6	20.4	12.4
Dissatisfied	9.1	6.3	8.9	11.3	11.3	9.5	12.5	6.2

Figure 6.11 Quality of Resource Consents: Level of Satisfaction, by Age and Gender

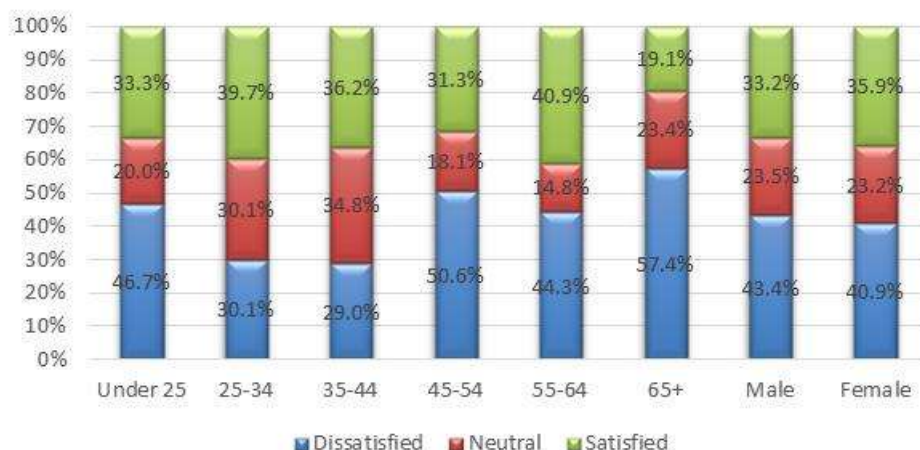


Figure 6.12 Quality of Building Consents: Level of Satisfaction, by Age and Gender

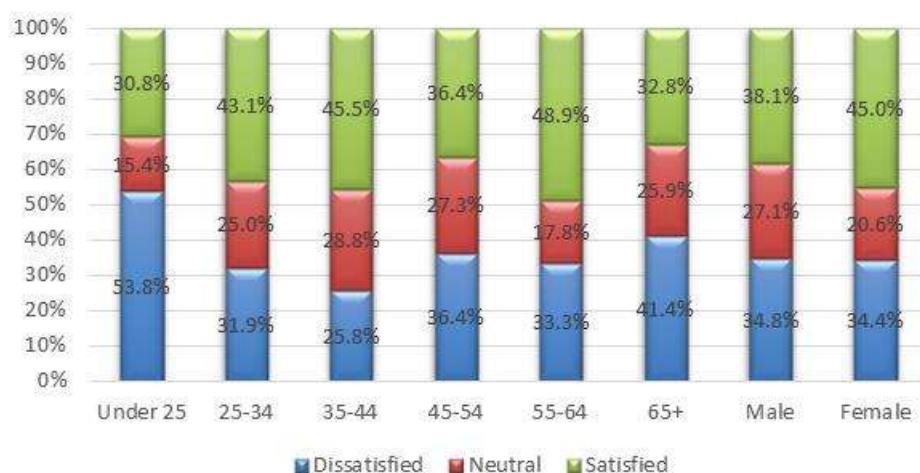


Figure 6.13 Quality of LIM Reports: Level of Satisfaction, by Age and Gender

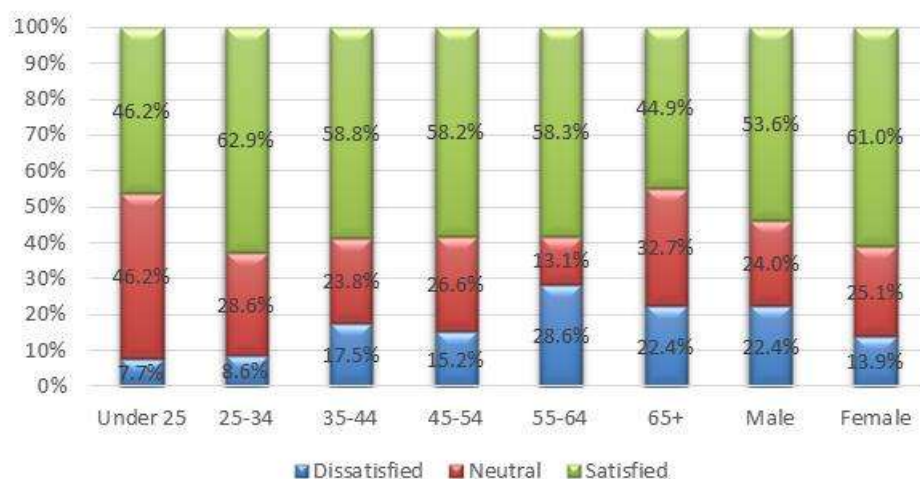


Figure 6.14 Quality of Noise Control: Level of Satisfaction, by Age and Gender

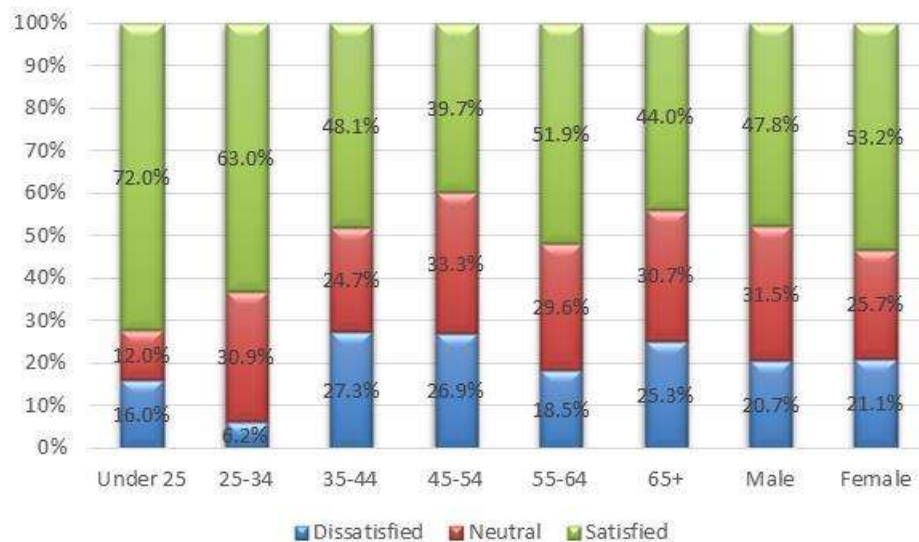


Figure 6.15 Quality of Dog Control: Level of Satisfaction, by Age and Gender

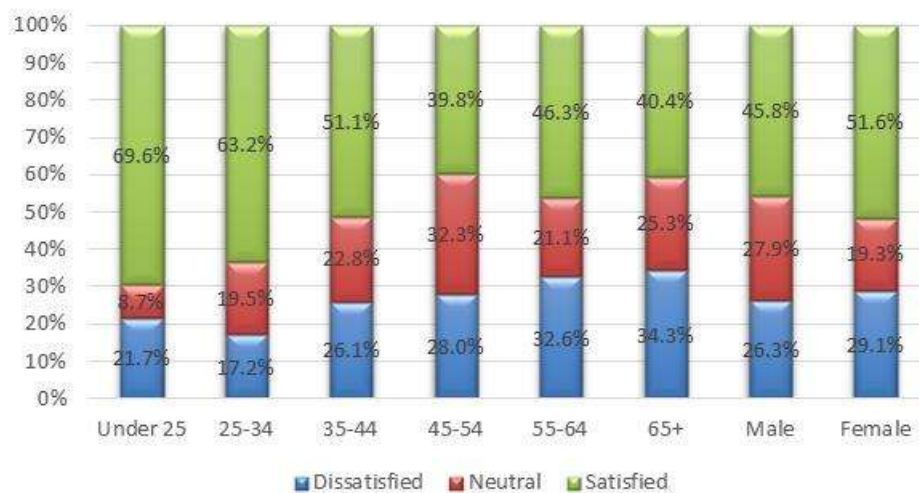


Figure 6.16 Quality of Food Premises Registration: Level of Satisfaction, by Age and Gender

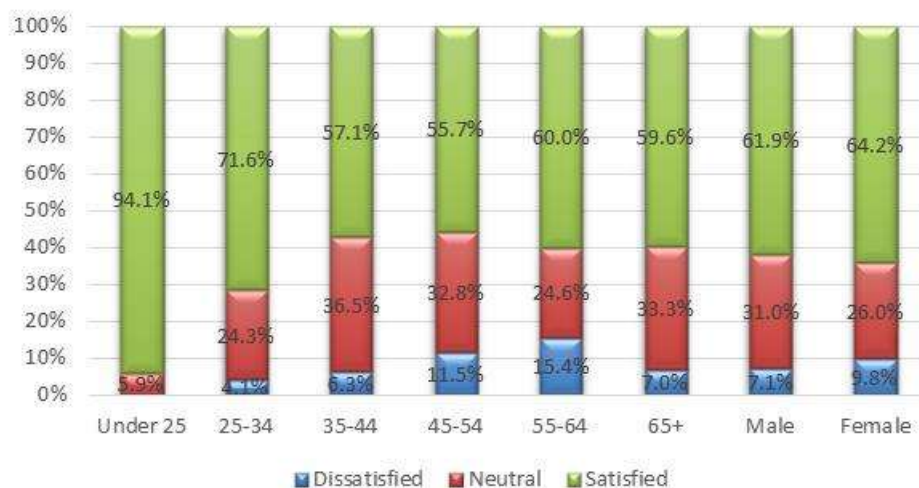


Figure 6.17 Quality of Bylaw (including parking) enforcement: Level of Satisfaction, by Age and Gender

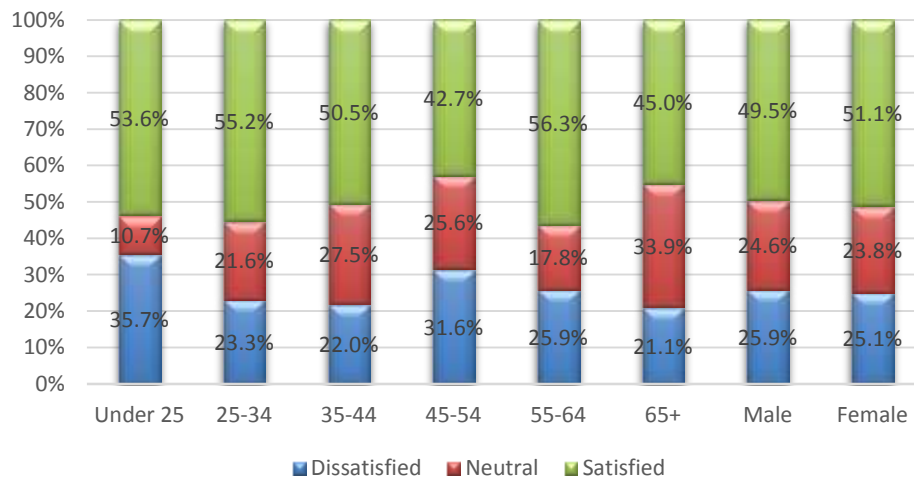
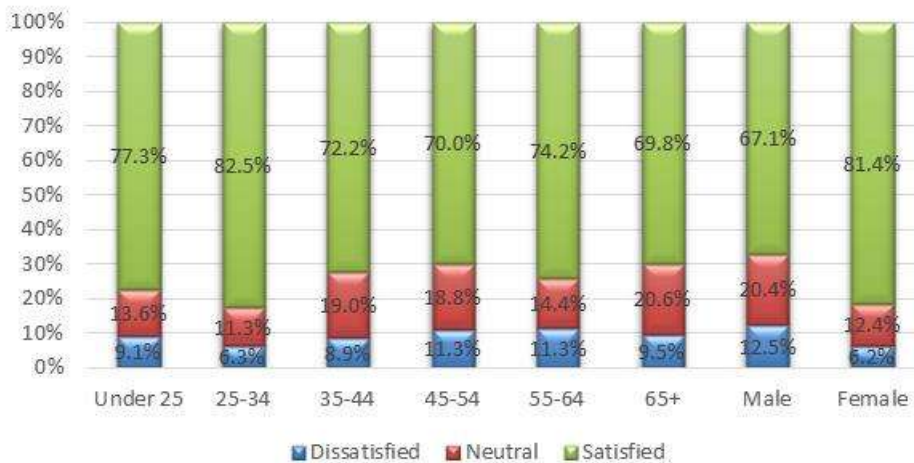


Figure 6.18 Quality of Harbour Master Services: Level of Satisfaction, by Age and Gender



6.5.2 Speed of Service

Respondents aged 65+ were less satisfied with the speed of resource consents, building consents and LIM reports. There was little variation based on gender with regard to these services. Satisfaction decreased with age with regard to the speed of resolving remaining services (noise control, dog control, food premises registration and bylaw enforcement) with the exception of harbour master services. Satisfaction was generally higher among females for the speed of resolving these services.

Table 6.6 Satisfaction with Council Regulatory Services, by Age and Gender

% of respondents	Under 25	25-34	35-44	45-54	55-64	65+	Male	Female
Resource Consents								
Satisfied	38.5	35.8	26.1	26.6	33.3	13.5	26.9	29.7
Neutral	30.8	26.9	30.4	20.3	18.7	11.5	22.6	21.5
Dissatisfied	30.8	37.3	43.5	53.2	48.0	75.0	50.5	48.8
Building Consents								
Satisfied	50.0	38.8	33.3	34.5	37.8	28.6	35.3	35.1
Neutral	10.0	26.9	30.3	23.0	23.2	23.2	25.9	23.4
Dissatisfied	40.0	34.3	36.4	42.5	39.0	48.2	38.8	41.5
Land Information Reports								
Satisfied	55.6	63.2	60.5	53.9	53.5	46.8	50.0	62.4
Neutral	22.2	22.1	23.7	26.3	22.5	23.4	28.7	18.5
Dissatisfied	22.2	14.7	15.8	19.7	23.9	29.8	21.3	19.1
Noise Control								
Satisfied	76.2	62.2	46.9	40.3	51.6	35.4	44.1	54.7
Neutral	4.8	27.0	28.1	35.8	25.8	35.4	37.9	20.1
Dissatisfied	19.0	10.8	25.0	23.9	22.6	29.2	18.0	25.1
Dog Control								
Satisfied	66.7	58.0	50.7	40.7	45.1	33.3	43.2	50.5
Neutral	14.3	29.6	30.1	29.6	25.4	30.4	33.7	23.1
Dissatisfied	19.0	12.3	19.2	29.6	29.6	36.2	23.2	26.4
Food Premises Registration								
Satisfied	76.9	68.3	63.0	37.5	46.2	37.5	51.7	55.8
Neutral	15.4	31.7	37.0	45.8	35.9	43.8	40.8	32.5
Dissatisfied	7.7	0.0	0.0	16.7	17.9	18.8	7.5	11.7
Bylaw (including parking) Enforcement								
Satisfied	53.8	62.9	49.4	39.1	53.2	39.2	45.8	52.9
Neutral	23.1	22.7	34.8	37.0	21.3	40.5	29.0	31.1
Dissatisfied	23.1	14.4	15.7	23.9	25.5	20.3	25.2	16.0
Harbourmaster Services								
Satisfied	70.6	76.1	68.7	60.0	72.4	63.0	64.0	72.9
Neutral	23.5	20.9	23.9	27.7	18.4	26.1	25.0	21.2
Dissatisfied	5.9	3.0	7.5	12.3	9.2	10.9	11.0	5.9

Figure 6.19 Speed of Resource Consent Service: Level of Satisfaction, by Age and Gender

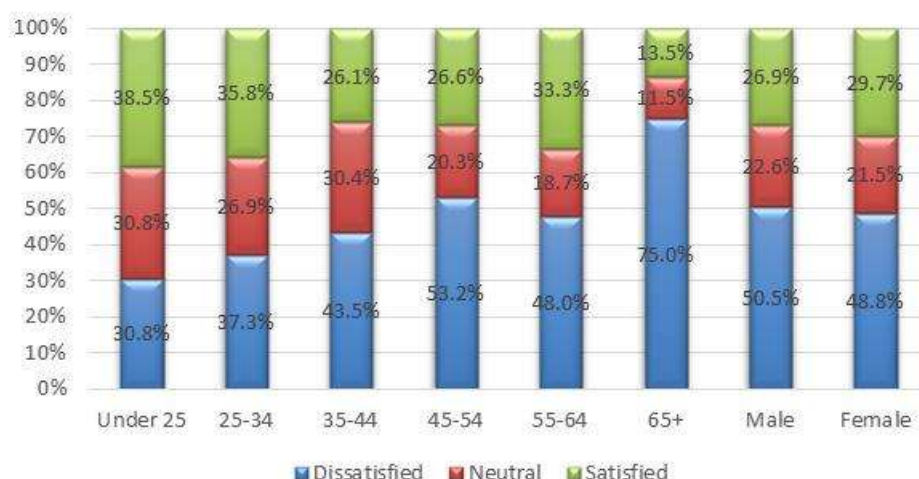


Figure 6.20 Speed of Building Consent Service: Level of Satisfaction, by Age and Gender

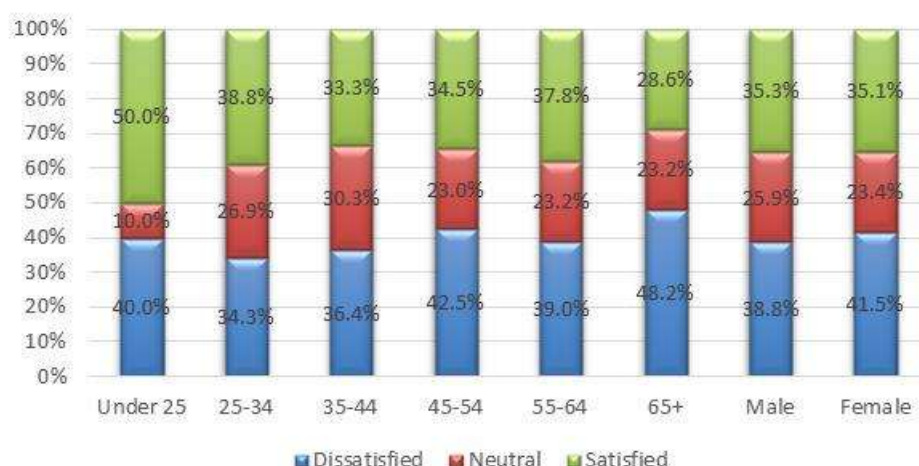


Figure 6.21 Speed of LIM Reports: Level of Satisfaction, by Age and Gender

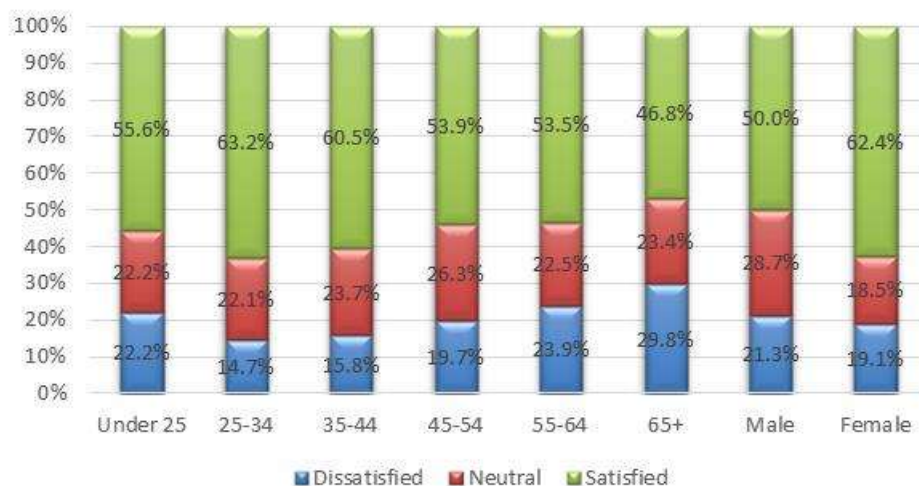


Figure 6.22 Speed of Noise Control Service: Level of Satisfaction, by Age and Gender

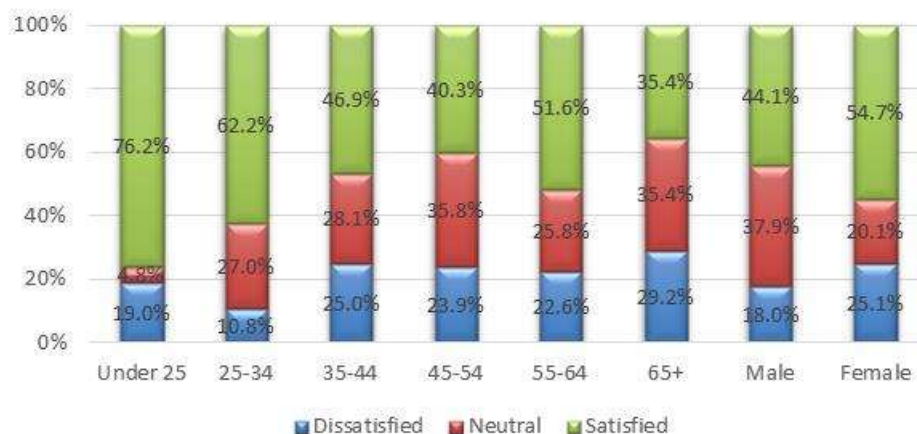


Figure 6.23 Speed of Dog Control Service: Level of Satisfaction, by Age and Gender

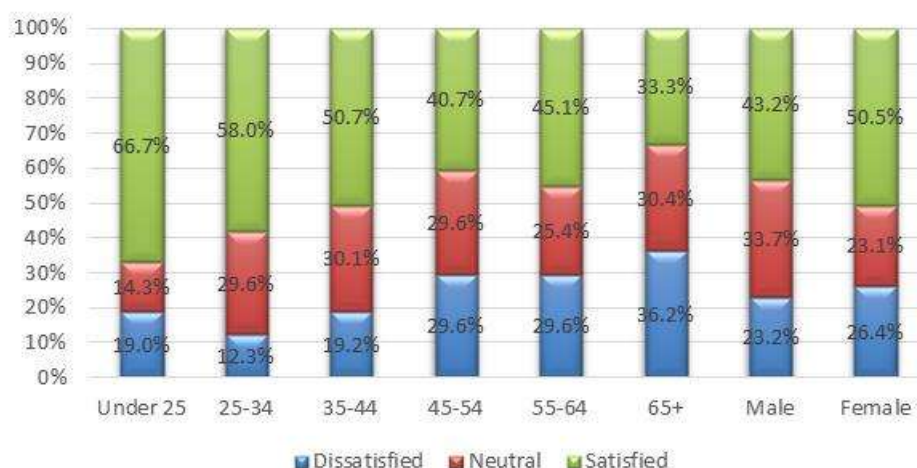


Figure 6.24 Speed of Food Premises Registration Service: Level of Satisfaction, by Age and Gender

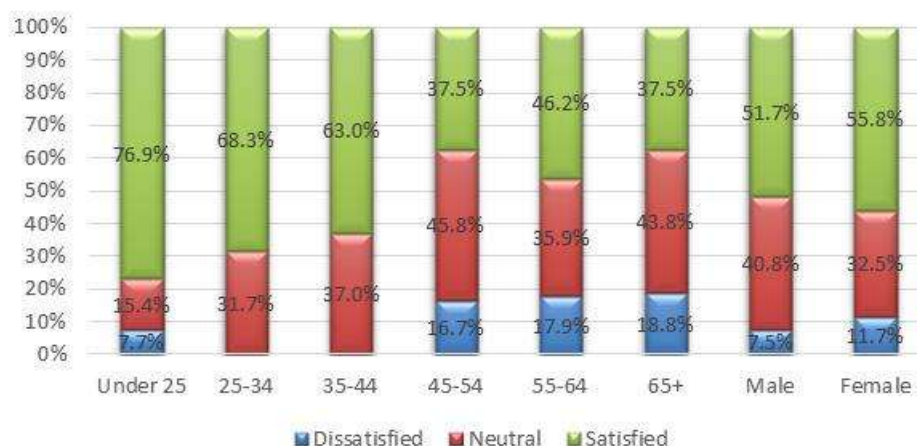


Figure 6.25 Speed of Bylaw (including parking) Enforcement Service: Level of Satisfaction, by Age and Gender

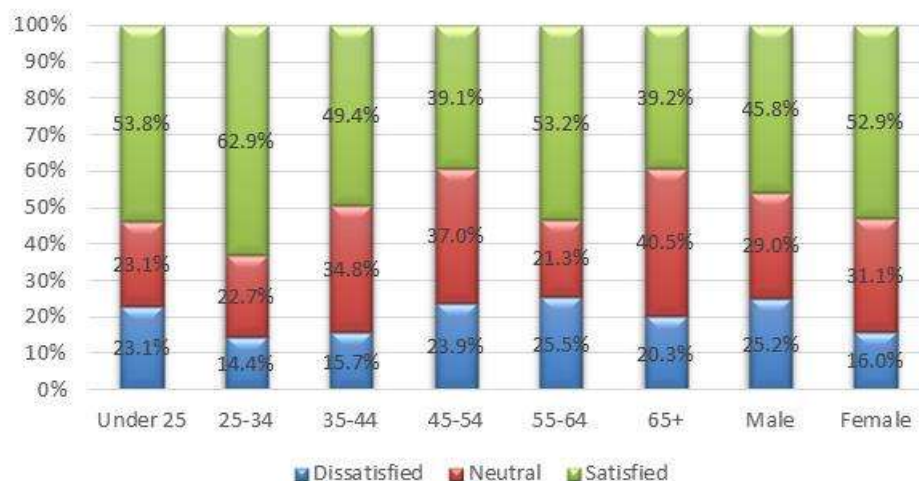
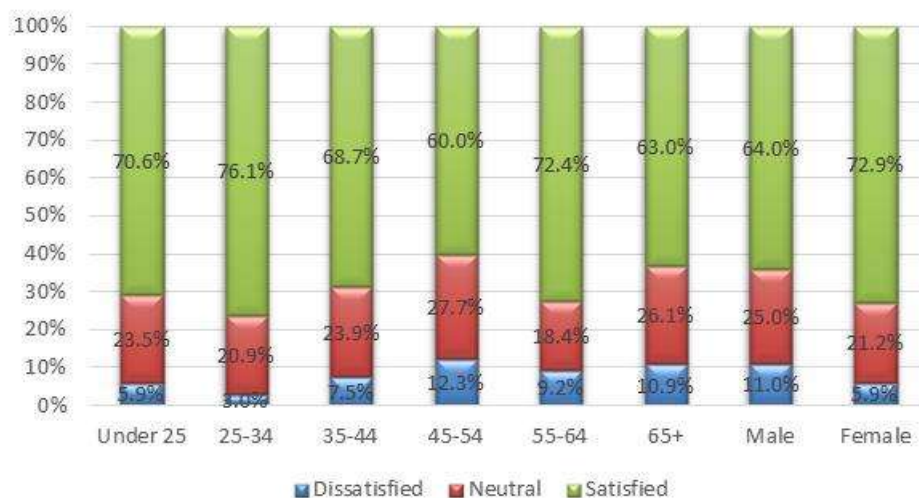


Figure 6.26 Speed of Harbour Master Services: Level of Satisfaction, by Age and Gender



6.6 Council Consultation

Respondents aged 35 – 54 were least satisfied with Council consultation and how well the Council kept them informed. Males were more positive with this aspect of Council performance.

Table 6.7 Satisfaction and Dissatisfaction with Council Consultation, by Age and Gender

% of respondents	Under 25	25-34	35-44	45-54	55-64	65+	Male	Female
How Well Kept Informed								
Satisfied	61.3	63.0	58.3	50.0	70.7	65.5	64.5	59.0
Neutral	19.4	20.7	18.9	25.0	10.3	17.3	17.2	19.3
Dissatisfied	19.4	16.3	22.7	25.0	19.0	17.3	18.3	21.6
Council Consultation								
Satisfied	60.9	58.5	53.2	40.3	60.6	53.8	57.9	49.2
Neutral	21.7	22.3	23.9	24.2	15.5	19.8	14.7	27.1
Dissatisfied	17.4	19.1	22.9	35.5	23.9	26.4	27.4	23.8

Figure 6.27 How Well Kept Informed: Level of Satisfaction, by Age and Gender

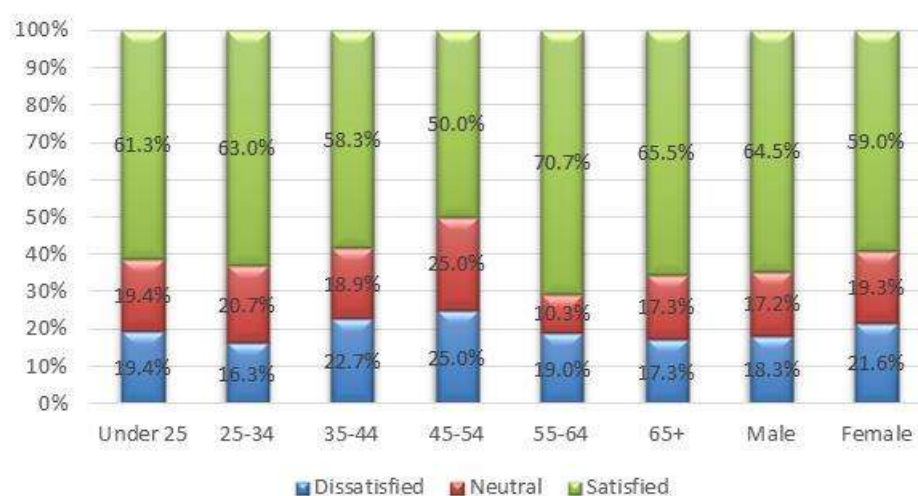
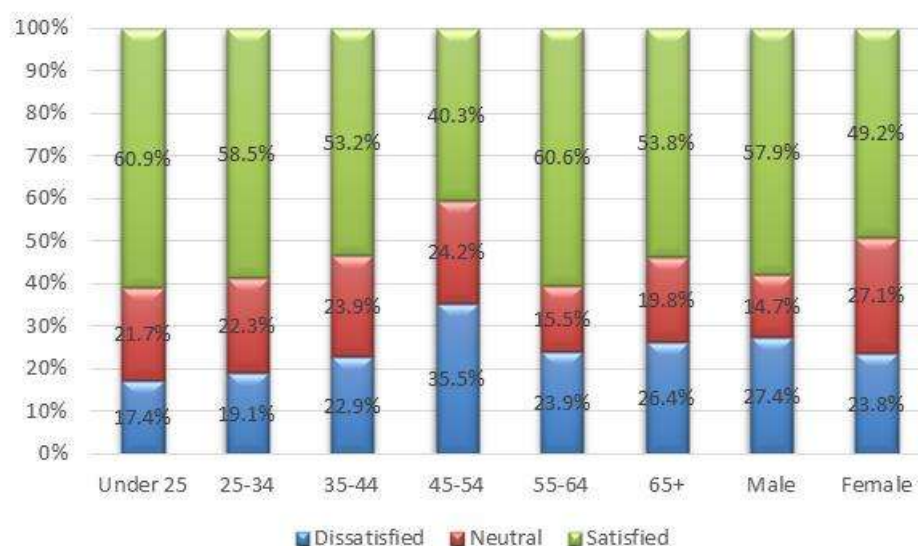


Figure 6.28 Council Consultation: Level of Satisfaction, by Age and Gender



6.7 Tourism Promotion

Younger respondents (aged under 34) were more likely to be satisfied with the three tourism boards than older respondents. There was little variation in terms of gender.

Table 6.8 Satisfaction and Dissatisfaction, Tourism Promotion Bodies, by Age and Gender

% of respondents	Under 25	25-34	35-44	45-54	55-64	65+	Male	Female
Destination Queenstown								
Satisfied	96.2	81.3	73.9	67.8	69.7	66.2	73.9	72.5
Neutral	3.8	13.1	21.8	21.7	22.7	28.6	19.4	21.5
Dissatisfied	0.0	5.6	4.2	10.4	7.6	5.2	6.7	6.0
Arrowtown Promotional Board								
Satisfied	73.9	60.0	50.0	42.7	56.3	55.9	56.8	51.0
Neutral	8.7	30.7	37.2	46.3	32.5	37.3	31.6	38.5
Dissatisfied	17.4	9.3	12.8	11.0	11.3	6.8	11.6	10.6
Lake Wanaka Tourism								
Satisfied	78.9	72.0	58.4	50.0	70.3	56.8	63.5	60.4
Neutral	5.3	22.0	32.6	41.0	22.0	37.0	28.8	31.4
Dissatisfied	15.8	6.1	9.0	9.0	7.7	6.2	7.8	8.2

Figure 6.29 Destination Queenstown: Level of Satisfaction, by Age and Gender

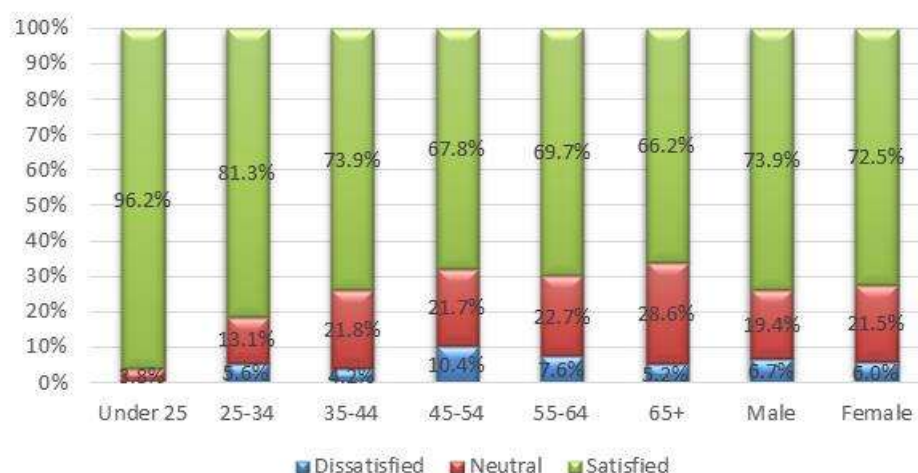


Figure 6.30 Arrowtown Promotional Board: Level of Satisfaction, by Age and Gender

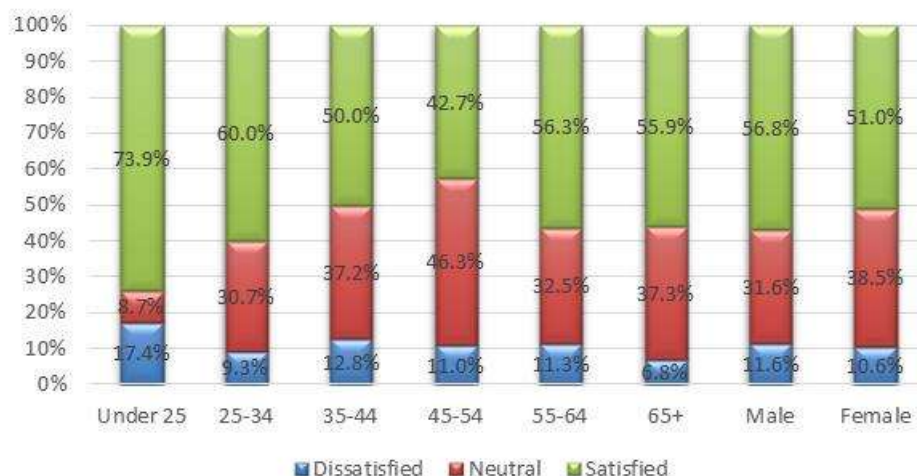
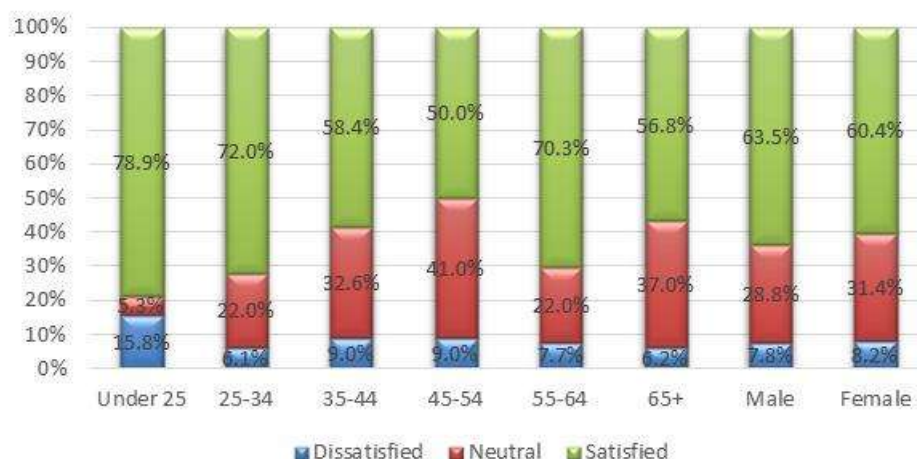


Figure 6.31 Lake Wanaka Tourism: Level of Satisfaction, by Age and Gender



6.8 Community Facilities

6.8.1 Quality of Community Services

There was little variation in satisfaction with the quality of community services in terms of age and gender.

Table 6.9 Satisfaction with the Quality of Community Services, by Age and Gender

% of respondents	Under 25	25-34	35-44	45-54	55-64	65+	Male	Female
Public Toilets								
Satisfied	82.9	78.2	77.1	72.4	78.8	85.0	84.2	71.8
Neutral	8.6	12.8	9.9	14.5	12.6	10.6	9.5	15.1
Dissatisfied	8.6	9.0	13.0	13.1	8.6	4.4	6.3	13.2
Parks, Reserves & Gardens								
Satisfied	80.0	73.7	72.6	69.7	77.0	69.4	70.5	75.3
Neutral	8.6	19.0	16.3	19.4	12.6	19.4	18.9	14.8
Dissatisfied	11.4	7.3	11.1	11.0	10.3	11.1	10.6	10.0
Trails, Walkways & Cycleways								
Satisfied	85.7	93.4	91.9	96.8	92.4	89.0	91.7	93.0
Neutral	0.0	1.5	3.0	1.9	3.5	4.8	3.1	2.5
Dissatisfied	14.3	5.1	5.2	1.3	4.1	6.2	5.2	4.5
The Queenstown Trail								
Satisfied	80.0	83.8	86.5	86.8	88.6	90.0	84.4	89.1
Neutral	8.6	4.4	6.8	5.3	5.4	2.9	6.6	3.6
Dissatisfied	11.4	11.8	6.8	7.9	6.0	7.1	9.0	7.2
Sports Grounds								
Satisfied	90.0	83.2	79.1	85.1	79.5	84.4	83.9	81.4
Neutral	10.0	11.2	15.5	11.7	14.5	14.1	11.8	14.4
Dissatisfied	0.0	5.6	5.5	3.2	6.0	1.6	4.3	4.2
Playgrounds								
Satisfied	65.7	67.9	64.7	73.9	83.3	84.5	72.4	77.3
Neutral	8.6	17.5	17.6	12.4	6.3	8.5	14.2	9.6
Dissatisfied	25.7	14.6	17.6	13.7	10.3	7.0	13.4	13.1
Swimming Pools								
Satisfied	72.7	78.3	77.2	75.7	71.6	78.9	79.4	73.7
Neutral	15.2	11.3	9.6	7.8	17.9	10.5	9.9	12.8
Dissatisfied	12.1	10.4	13.2	16.5	10.5	10.5	10.7	13.5
Community Halls								
Satisfied	77.1	74.3	83.5	77.6	80.6	84.0	81.3	78.5
Neutral	8.6	10.3	4.5	8.3	8.0	3.5	7.0	7.3
Dissatisfied	14.3	15.4	12.0	14.1	11.4	12.5	11.7	14.3
Libraries								
Satisfied	83.3	76.0	88.8	90.1	90.6	95.7	87.0	89.5
Neutral	12.5	16.3	6.5	7.4	6.3	4.3	9.4	7.1
Dissatisfied	4.2	7.7	4.7	2.5	3.1	0.0	3.6	3.4

Figure 6.32 Quality of Public Toilets: Level of Satisfaction, by Age and Gender

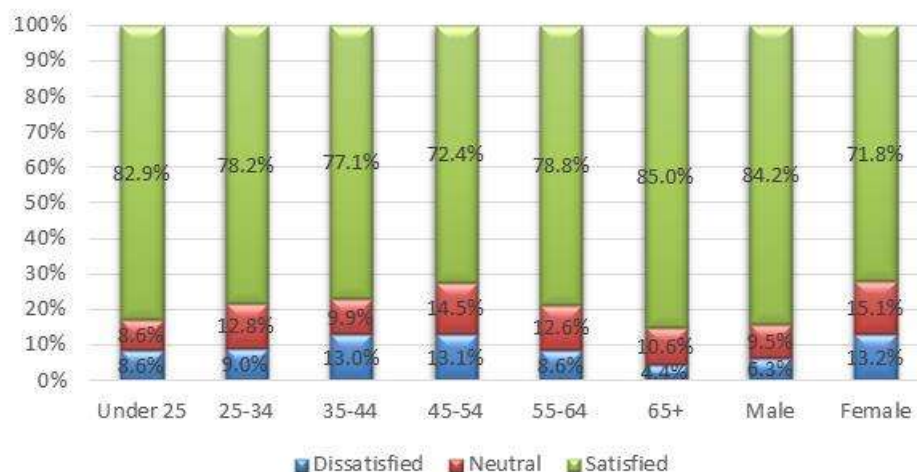


Figure 6.33 Quality of Parks, Reserves and Gardens: Level of Satisfaction, by Age and Gender

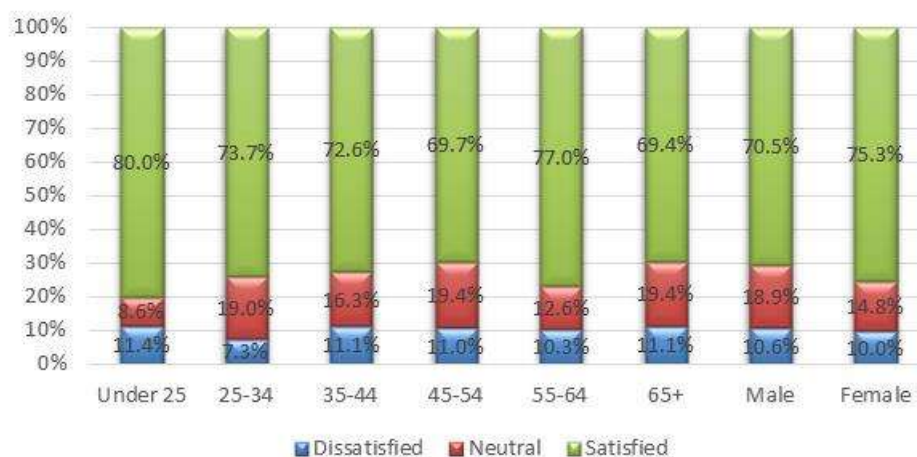


Figure 6.34 Quality of Trails, Walkways and Cycleways: Level of Satisfaction, by Age and Gender

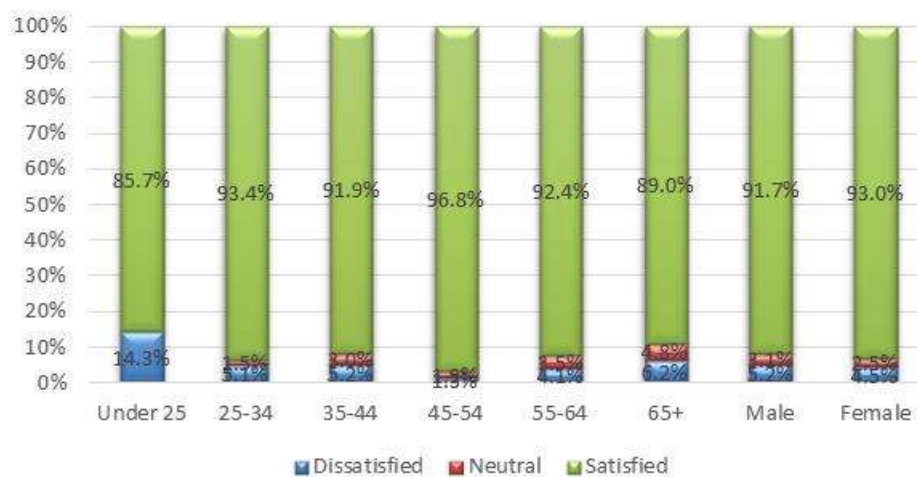


Figure 6.35 Quality of The Queenstown Trail: Level of Satisfaction, by Age and Gender

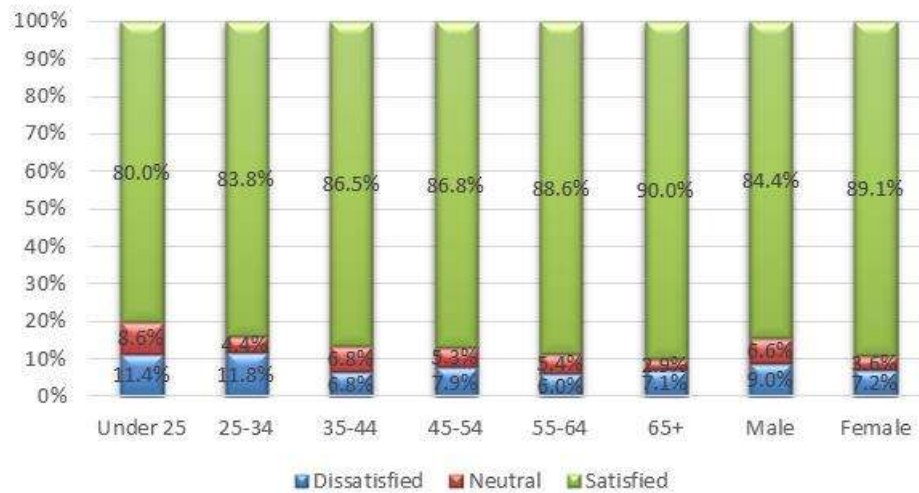


Figure 6.36 Quality of Sports Grounds: Level of Satisfaction, by Age and Gender

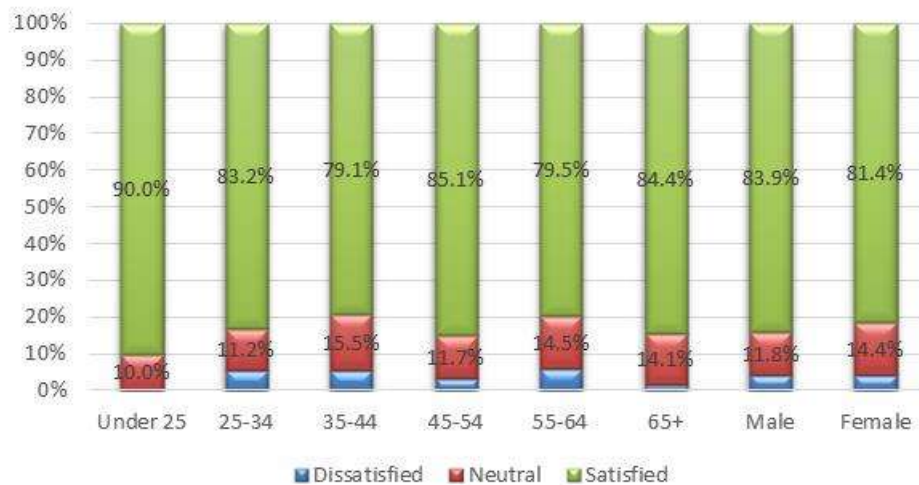


Figure 6.37 Quality of Playgrounds: Level of Satisfaction, by Age and Gender

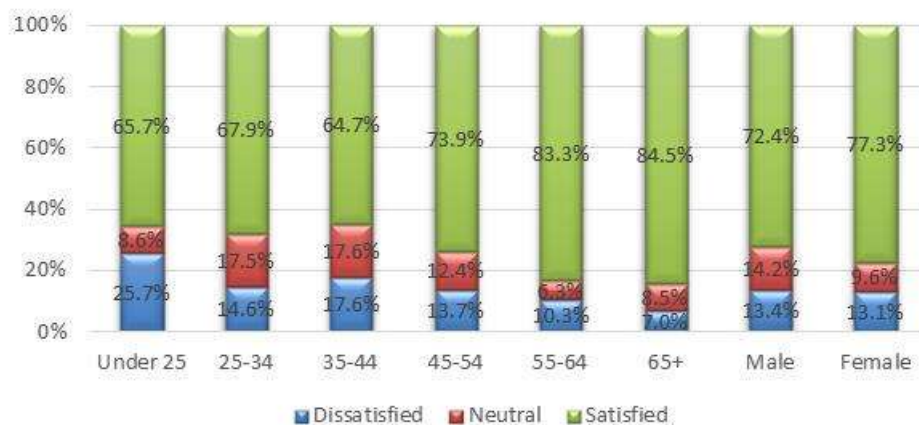


Figure 6.38 Quality of Swimming Pools: Level of Satisfaction, by Age and Gender

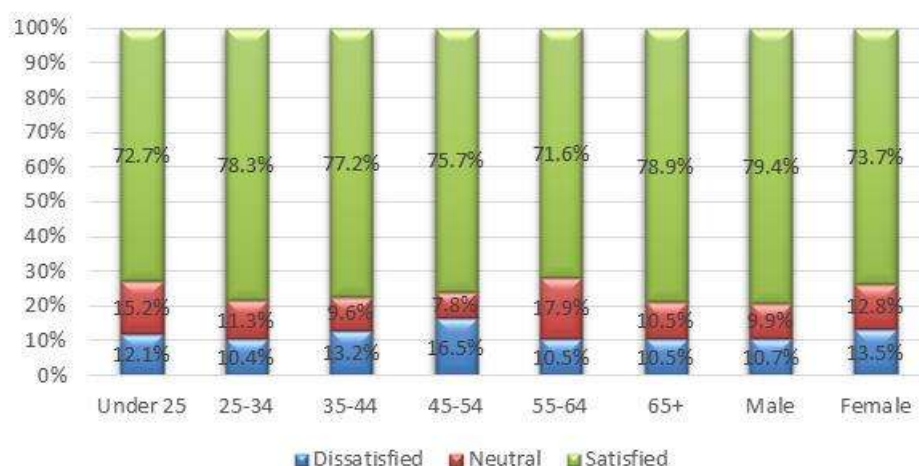


Figure 6.39 Quality of Community Halls: Level of Satisfaction, by Age and Gender

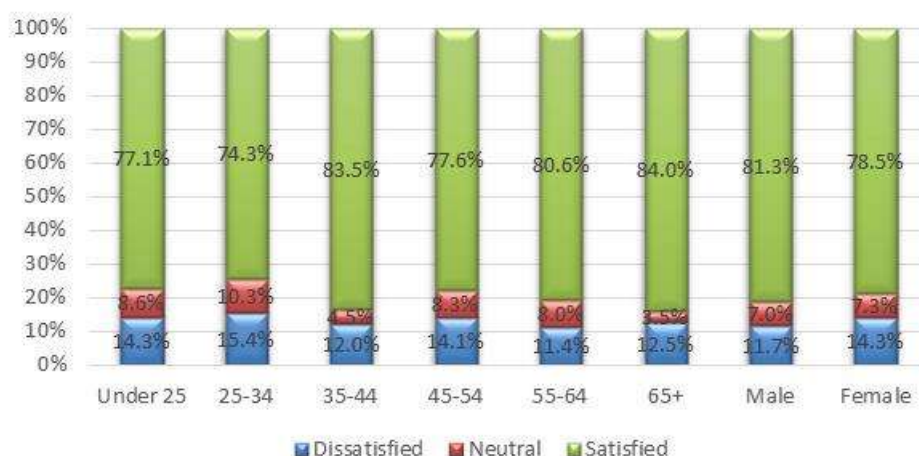
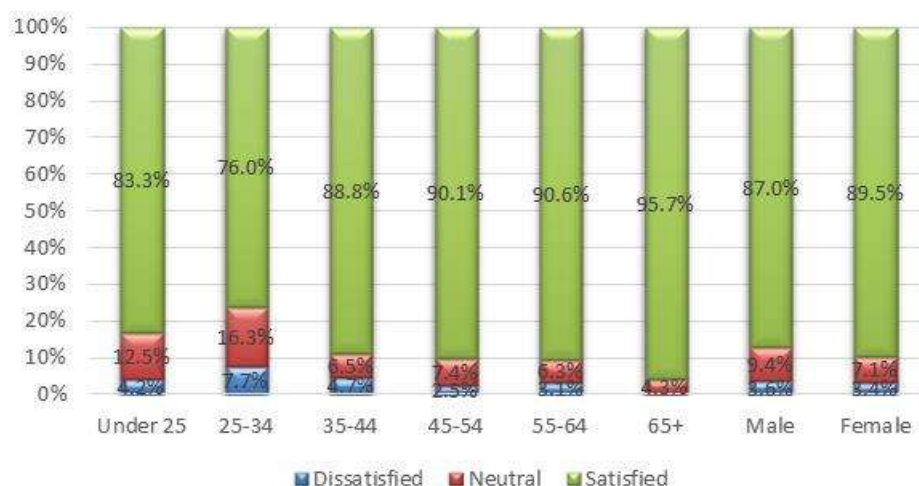


Figure 6.40 Quality of Libraries: Level of Satisfaction, by Age and Genders



6.8.2 Quantity of Community Services

Respondents aged over 55 were the most satisfied group with regard to the quantity of community services (65+ in the case of swimming pools). There was little variation in terms of gender, although females were less satisfied than males with the quantity of public toilets.

Table 6.10 Satisfaction with the Quantity of Community Services

% of respondents	Under 25	25-34	35-44	45-54	55-64	65+	Male	Female
Public Toilets								
Satisfied	77.1	77.8	75.6	52.1	75.2	75.2	75.1	67.5
Neutral	14.3	11.1	10.7	23.6	15.0	17.7	14.2	17.1
Dissatisfied	8.6	11.1	13.7	24.3	9.8	7.1	10.8	15.4
Parks, Reserves & Gardens								
Satisfied	88.2	89.8	87.3	78.4	87.9	89.5	88.6	84.6
Neutral	8.8	4.4	9.0	14.2	7.9	8.3	8.2	9.2
Dissatisfied	2.9	5.8	3.7	7.4	4.2	2.3	3.3	6.2
Trails, Walkways & Cycleways								
Satisfied	85.7	94.8	90.8	87.2	93.3	87.8	89.2	91.8
Neutral	11.4	3.7	6.2	7.4	4.2	8.1	7.2	5.3
Dissatisfied	2.9	1.5	3.1	5.4	2.4	4.1	3.6	2.9
Sports Grounds								
Satisfied	71.0	78.8	70.5	70.9	80.6	88.2	78.0	75.5
Neutral	19.4	13.6	23.2	22.3	12.2	11.8	15.2	18.8
Dissatisfied	9.7	7.6	6.3	6.8	7.1	0.0	6.7	5.7
Playgrounds								
Satisfied	72.4	76.6	74.5	71.0	84.0	81.6	79.6	75.4
Neutral	10.3	18.9	16.4	19.4	12.3	14.9	14.8	16.9
Dissatisfied	17.2	4.5	9.1	9.7	3.8	3.4	5.6	7.7
Swimming Pools								
Satisfied	58.8	66.9	73.5	65.8	69.4	80.7	70.1	70.4
Neutral	26.5	17.4	8.5	16.7	18.0	9.6	14.8	15.0
Dissatisfied	14.7	15.7	17.9	17.5	12.6	9.6	15.1	14.6
Community Halls								
Satisfied	79.3	76.8	80.2	73.9	87.6	86.5	80.6	81.7
Neutral	13.8	17.0	11.3	18.3	10.9	10.8	14.2	12.9
Dissatisfied	6.9	6.3	8.5	7.8	1.6	2.7	5.2	5.4
Libraries								
Satisfied	78.6	78.8	82.7	87.2	90.6	87.5	87.0	84.0
Neutral	14.3	13.3	11.8	8.8	7.2	9.2	9.0	10.9
Dissatisfied	7.1	8.0	5.5	4.0	2.2	3.3	4.0	5.0

Figure 6.41 Quantity of Public Toilets: Level of Satisfaction, by Age and Gender

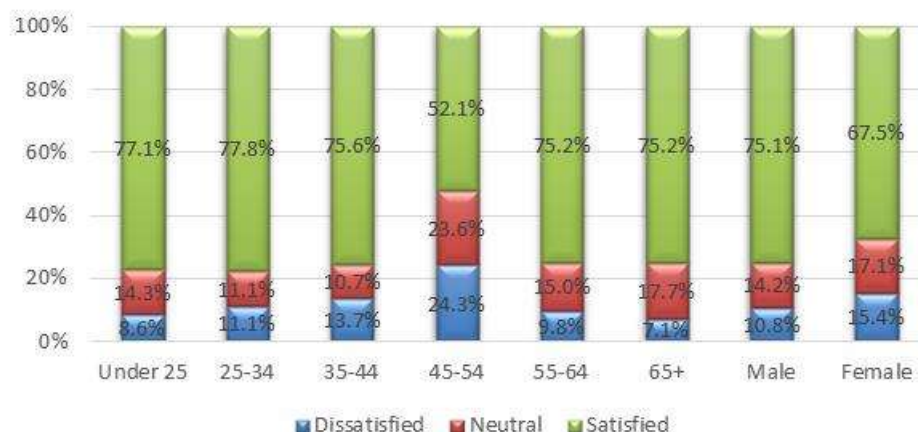


Figure 6.42 Quantity of Parks, Reserves and Gardens: Level of Satisfaction, by Age and Gender

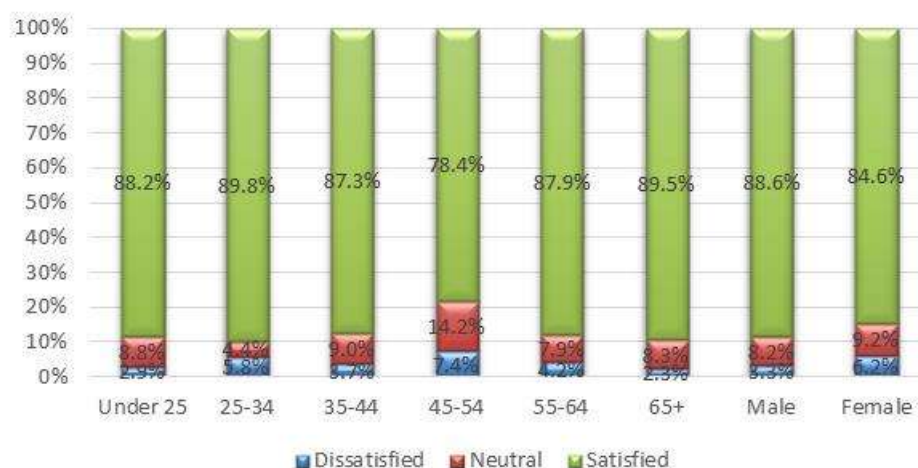


Figure 6.43 Quantity of Trails, Walkways and Cycleways: Level of Satisfaction, by Age and Gender

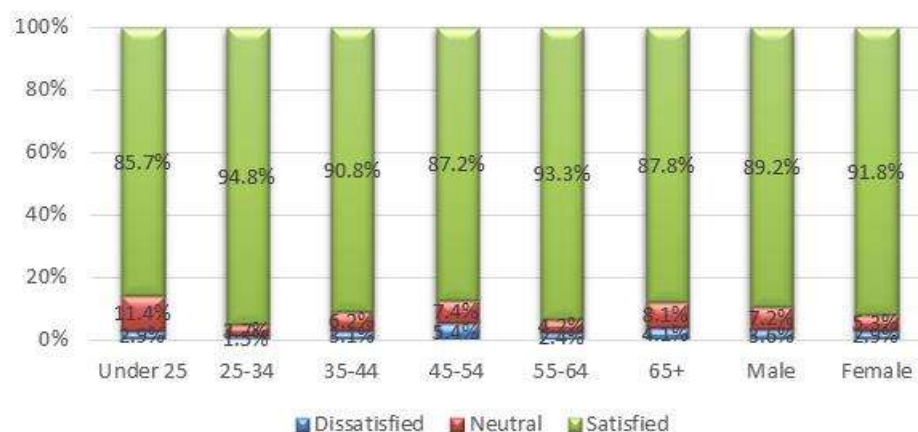


Figure 6.44 Quantity of Sports Grounds: Level of Satisfaction, by Age and Gender

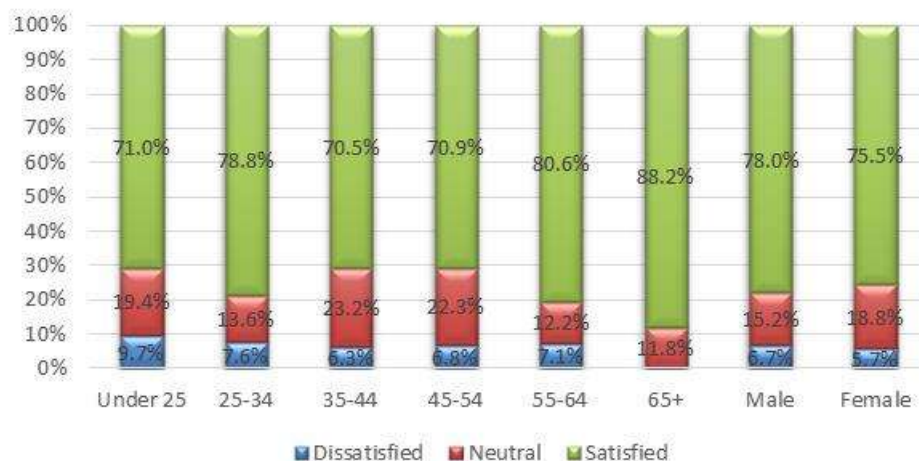


Figure 6.45 Quantity of Playgrounds: Level of Satisfaction, by Age and Gender

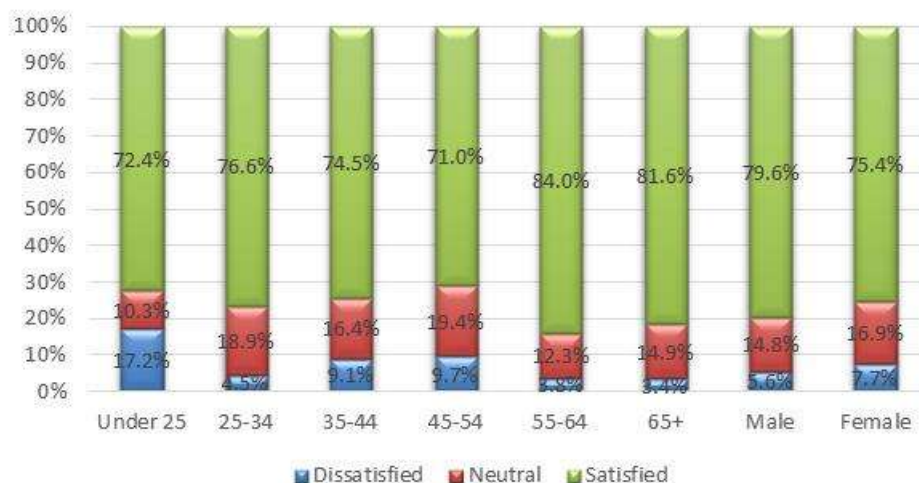


Figure 6.46 Quantity of Swimming Pools: Level of Satisfaction, by Age and Gender

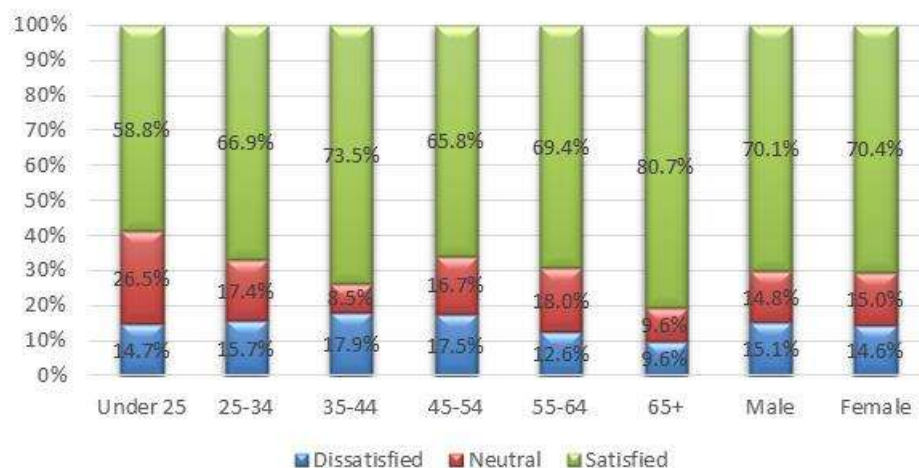
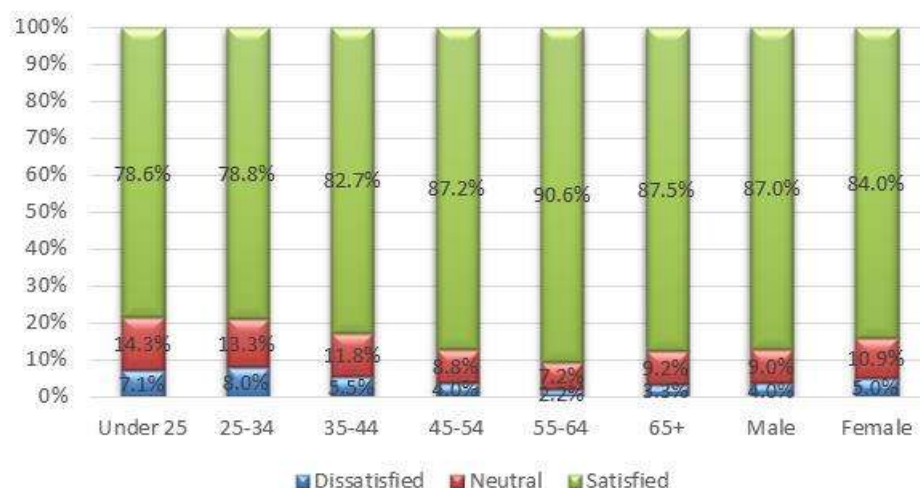


Figure 6.47 Quantity of Community Halls: Level of Satisfaction, by Age and Gender



Figure 6.48 Quantity of Libraries: Level of Satisfaction, by Age and Gender



6.9 Council Communication

Respondents aged 55+ were most satisfied with the range the Council communicated on and the means by which the Council communicated. Females were less satisfied than males with the range the Council communicated on.

Table 6.11

% of respondents	Under 25	25-34	35-44	45-54	55-64	65+	Male	Female
The Range of Things the Council Communicates On								
Satisfied	51.6	53.4	55.0	48.7	71.1	62.7	62.0	54.6
Neutral	22.6	28.2	24.4	26.0	10.8	21.1	19.0	24.5
Dissatisfied	25.8	18.3	20.6	25.3	18.1	16.2	19.0	20.9
The Means by Which Council Communicates								
Satisfied	66.7	64.9	58.8	57.9	77.5	71.0	67.9	65.2
Neutral	24.2	17.9	24.4	23.0	8.7	15.9	16.1	19.5
Dissatisfied	9.1	17.2	16.8	19.1	13.9	13.1	16.1	15.2

Figure 6.49 The Range of Things the Council Communicates On: Level of Satisfaction, by Age and Gender

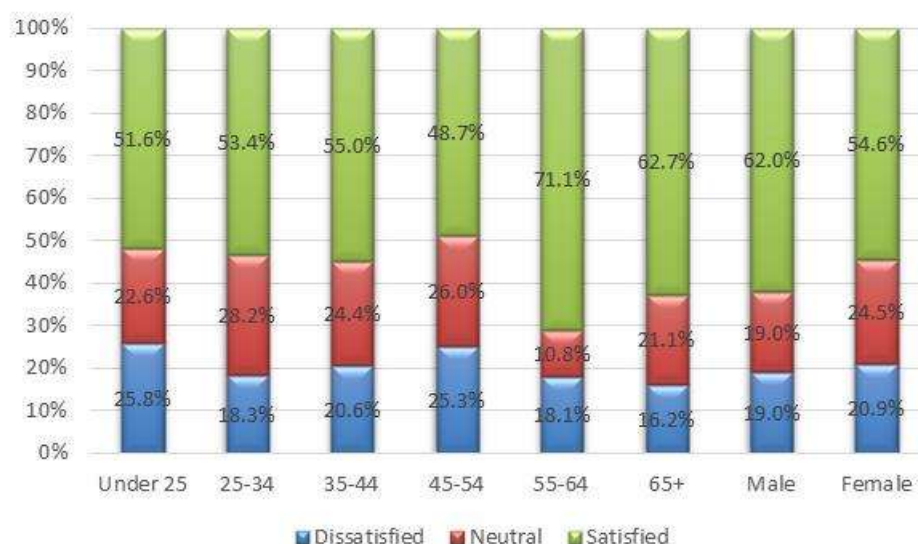
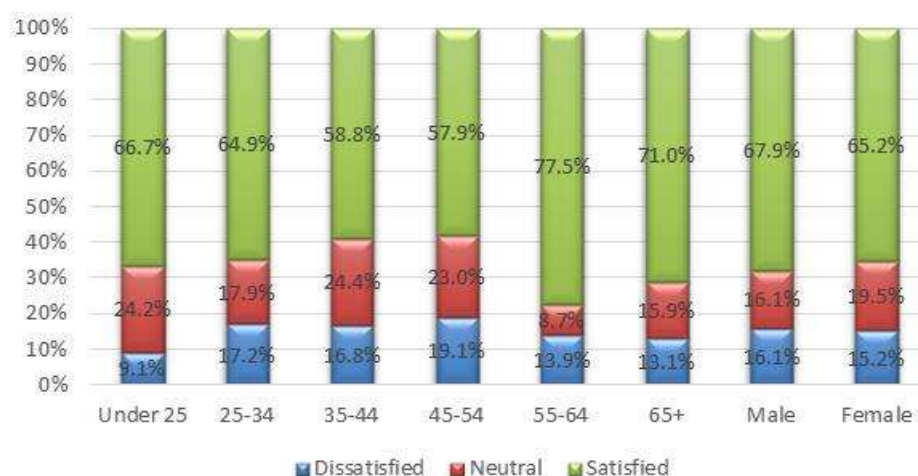


Figure 6.50 The Means by Which Council Communicates On: Level of Satisfaction, by Age and Gender



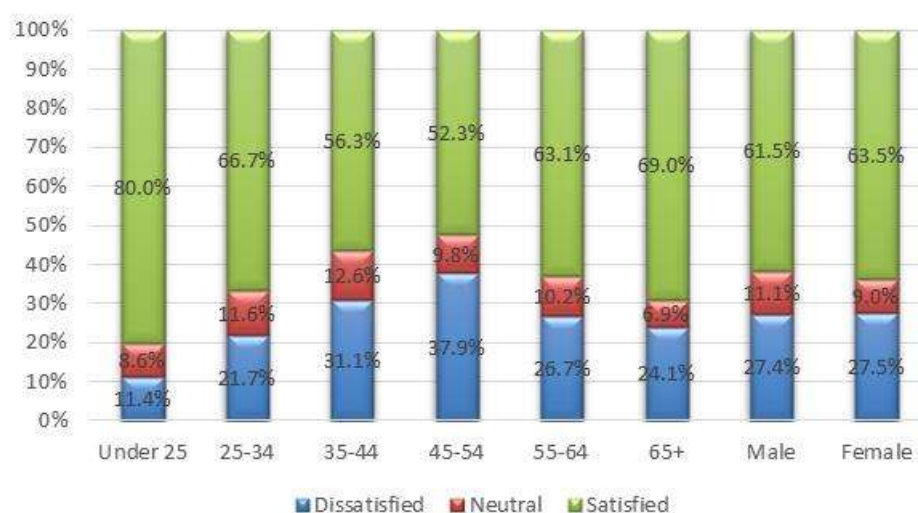
6.9.1 The Website

Respondents aged under 25 were most satisfied with the QLDC website. There was little variation in terms of age and gender.

Table 6.12 Satisfaction and Dissatisfaction with the QLDC Website, by Age and Gender

% of respondents	Under 25	25-34	35-44	45-54	55-64	65+	Male	Female
Satisfied	80.0	66.7	56.3	52.3	63.1	69.0	61.5	63.5
Neutral	8.6	11.6	12.6	9.8	10.2	6.9	11.1	9.0
Dissatisfied	11.4	21.7	31.1	37.9	26.7	24.1	27.4	27.5

Figure 6.51 Satisfaction and Dissatisfaction with the QLDC Website, by Age and Gender



Research First
Tuesday, 17 September 2013

Appendix One: Questionnaire



You have been randomly selected to undertake the QLDC Annual Residents and Ratepayers Survey 2013 but please note you can complete the survey online. Please fill out your details at the end to be eligible for a \$500 grocery voucher (residents) or a \$1,000 rates incentive (ratepayers)!

The Queenstown Lakes District is an incredible place to live, work and play. The environment is inspirational and there is a strong sense of community.

The Council continues to deliver an affordable 10-Year Plan with a focus on efficiency and value. In our drive for accountability Council needs to hear what the community thinks about its performance. Your feedback will help us understand what we're doing well and what we need to do better.

You have been randomly selected to take part and participation is voluntary. It should take around ten minutes to complete the form and your responses are completely confidential. This survey may be completed by either the hard copy provided or online at <http://www.websurvey.co.nz/qldc2013/>

If you do choose to complete a hard copy, please return in the envelope provided by 26 July 2013.

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"/>



Please mark your answers using a 1-10 scale, where 10 = extremely satisfied; 5 = neither satisfied nor dissatisfied and 1 = extremely unsatisfied; and N/A = not applicable (i.e. no view or don't use the service)

2. How satisfied are you with the quality of these services?

	N/A	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 (i.e. number and location) of these services?

	N/A	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 cycle ways (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"/>
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 these services provided by Council?

	N/A	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"/>



Council Regulatory Services

Please mark your answers using a 1-10 scale, where 10 = extremely satisfied; 5 = neither satisfied nor dissatisfied and 1 = extremely unsatisfied; and N/A = not applicable (i.e. no view or don't use the service)

5. Please rate your satisfaction with the quality of the service.

	N/A	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"/>
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"/>
Bylaw (including 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"/>
Harbour Master Services	<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"/>

6. Please rate your satisfaction with the speed of the service.

	N/A	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"/>
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"/>
Bylaw (including 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"/>
Harbour Master Services	<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

7. On the same scale, how satisfied are you with the following Council activities?

	N/A	1	2	3	4	5	6	7	8	9	10
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"/>
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"/>



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

	1 st	2 nd	3 rd
QLDC newsletter (Scuttlebutt)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Council papers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Council brochures	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Personal contact from staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Public meetings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Library	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Newspapers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
ODT	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Southland Times	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mountain Scene	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wanaka Sun	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Mirror	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The News	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lakes Weekly Bulletin	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Radio	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
QLDC website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Text messages	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Social media (Twitter, Facebook)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

9. On a scale of 1-10 please rate your satisfaction with the Council's website (www.qldc.govt.nz).
(1 – Very Dissatisfied; 5 – Neutral and 10 – Very Satisfied.)

	N/A	1	2	3	4	5	6	7	8	9	10
www.qldc.govt.nz	<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"/>



Tourism Promotion

10. On a 1-10 scale how satisfied are you with the District's tourism promotion bodies?
(1 – Very Dissatisfied; 5 – Neutral and 10 – Very Satisfied.)

	N/A	1	2	3	4	5	6	7	8	9	10
Destination Queenstown	<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"/>
Arrowtown Promotional Board	<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"/>
Lake Wanaka Tourism	<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 Big Picture

11. On a 1-10 scale, please rate the following?
(1 - Very dissatisfied; 5 - Neutral and 10 – Very satisfied)

	N/A	1	2	3	4	5	6	7	8	9	10
Your overall satisfaction with QLDC staff?	<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"/>
Your overall satisfaction with QLDC elected members?	<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"/>
Your sense of pride in the District? Where 1 = Never Proud; 5 = Occasionally proud and 10 = Always Proud	<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"/>

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

- 1.
- 2.
- 3.

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

- 1.
- 2.
- 3.



About You

	Yes	No
Are you a ratepayer?	<input type="radio"/>	<input type="radio"/>

In which area do you reside?

Queenstown / Frankton / Kelvin Heights	<input type="radio"/>
Arrowtown	<input type="radio"/>
Wanaka	<input type="radio"/>
Small community (Hawea, Glenorchy, etc.)	<input type="radio"/>
Rural	<input type="radio"/>

How long have you resided in the district?

Less than one year	<input type="radio"/>
One to five years	<input type="radio"/>
Five to ten years	<input type="radio"/>
10+ years	<input type="radio"/>

What is your gender?

Male	<input type="radio"/>
Female	<input type="radio"/>

What is your employment status?

Employed full-time	<input type="radio"/>
Unemployed	<input type="radio"/>
Other	<input type="radio"/>

Which age group are you in?

Under 25	<input type="radio"/>
25-34	<input type="radio"/>
35-44	<input type="radio"/>
45-54	<input type="radio"/>
55-64	<input type="radio"/>
65+	<input type="radio"/>
Prefer not to say	<input type="radio"/>



What is your household income?

Under \$40,000	<input type="radio"/>
\$40 - \$60,000	<input type="radio"/>
\$60 - \$80,000	<input type="radio"/>
\$80 - 100,000	<input type="radio"/>
\$100 - \$200,000	<input type="radio"/>
Prefer not to say	<input type="radio"/>

For entry in the prize draw, please provide your name and contact details

Name: (first name) (surname)

Phone: Email:

Thank you for your participation.

Appendix 2 – Verbatim Responses

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

4AM bar closing
A two way bridge over Kawarau river
A boat marina at Frankton
A CEO that cares
A community pool in Wanaka
A higher standard of footpath and street cleanliness needed. I am often seeing clumps of squashed boxes on the footpath. Also general rubbish, full bins, missing cobblestones
A large conference centre
A library at Frankton - urgent
A new swimming pool complex/gym like Queenstown
A pedestrian crossing across Dublin Street next to Frankton road
A real clean green region to promote
A roundabout at industrial area at Frankton
A roundabout at lake Hayes estate
A roundabout on Suburb St/Frankton road intersection
A rubbish bin at the Albany pic entrance to Mt Iron track
A sealed pathway along lake front with BBQ areas - look at how Noosaville (Noosa, QLD) does it.
A sports complex in Wanaka
A swimming complex in Wanaka before my children grow up!
A swimming complex such as Queenstown has, ours is too small!
A weekly walk (or fortnightly) by groundsman to ensure debris, culverts, overhanging branches are better maintained on tracks
Accountability
Acting overall for ratepayers and not just certain interests
Action on infrastructure - Arrowtown footpaths and local trees
Adam Feely's rev up of staff and services is the right direction
Add a warning to pedestrians re speed bumps in Ardmore St "Not a crossing"
Additional Arrowtown promotion
Affordable housing
Affordable housing
Air pollution
Airport and flight path noise
Airport noise control
Algae in water
All day parking - (not Pembroke park)
Allow Mitre 10 and Pak n Save to establish by Remarkables Park
Ambulance services could be improved (not sure if council is responsible for this)
Amenities
An adventure playground for older kids
An art and convention centre
An information officer or website referral through QLDC for accessing services for disabled to government services
Angle parking along Pembroke park should go ahead
Animal control
Any other professional work should be also given to local professionals
Aquatic centre in Wanaka
Arrowtown boundaries need to be expanded
Arrowtown Dog Control
Arrowtown sister city to somewhere nice
Arrowtown street lights and footpaths
Arrowtown streetscape management- trees and foot paths
arts funding

Ask for comments on important issues and act on recommendations
Asked a council member to do some planting to reduce noise and fumes from the buses idling and accelerating away. Two young children live here. Council member refused to help us.
Asking people about satisfaction more
At public meetings/hearings genuinely listen do not arrive with your mind already made up
At the bus stop buses should stop their engines. Phone Jeremy 03 4414307
Attendance of CEO and Mayor at community meetings
Attention to footpaths in Arrowtown area
Attract more nationally touring entertainment acts.
Avoid nepotism in filling key positions
Ballantyne road Wanaka should have been properly sealed years ago and it is heavily used and is hazardous
BBQ areas in recreational areas
Be more progressive
Because I only own a section and do not yet live in the area I do not feel qualified to answer
Bed tax - Inform all the residents and find out how they feel about it
Behind the scene bulls*** land swaps and who you know not what you know.
Better (or some) long term planning. Ridiculous positioning of present super market and shopping centre.
Congestion at Frankton roundabout. Planning dictated by developers.
Better analysis of and management of rampant urban expansion
Better boat ramps
Better car parking - Wanaka and Queenstown
Better care needs to be taken of semi-rural roads i.e. moonlight track - it would be good if it was gritted and sealed/graded and pot holes and drainage sorted
Better cleaning of roadside rubbish
Better communication and listening to the community
Better control of camper vans illegally parking, and those overnighing and using our town as a public toilet
Better dog friendly areas
Better enforcement of freedom camping
Better enforcement of building regulations
Better foot paths
Better foot paths (Arrowtown)
Better footpath in Arrowtown
Better footpaths
Better grading and attention to rural gravel roads
Better grocery and hardware shopping options
Better holiday decorations
Better internet in Kingston :)
Better management of swimming pool with 4 lanes available to lap swimmers at all times
Better paper for this form
Better parking at the Events Centre to cater for weekend sport
Better parking near Wanaka community centre
Better public transport to lake Hayes estate
Better quality roading and foot paths in rural townships. e.g. Makarora
Better rabbit eradication around town lake edges
Better recycling / cheaper rubbish collection
Better road surfaces - black stuff looks terrible (store St)
Better roading and not such big bumpy chip
Better rubbish disposal - Red bins for all houses as well as blue. With permanent residents particularly in Arrowtown being so far from the tip facilities
Better rugby grounds and pavilion
Better sewage treatment
Better shopping variety of shops
Better sporting facilities (basketball court)
Better street cleaning in town during peak visitor months
Better street lighting
Better street lighting
Better street lighting
Better street lighting (Arrowtown)

Better street lighting e.g. between Frankton & Glenda Drive, Kelvin Heights and in many other areas.
Better street lighting in Arrowtown
Better street lighting in suburban areas
Better swimming facilities in Wanaka
Better swimming pool
Better water supply
Bicycle traffic on Frankton walk is out of control with pedestrians in constant danger due to speeding cyclists
Big enough Town Hall
Bigger library and updated
Bigger library with study space and resources for university students
Bigger signage for areas where drinking is not allowed
Bike lanes
Bike storage in town
Bill payments - we were able to double pay a parking fine, still haven't got payment refunded yet
Bins at exits to main dog walking routes to encourage dog owners to do the right thing
Blue garbage bags - wheelie bins would be better, so wasteful to throw out new plastic
Bridge from town to Kelvin Heights
Bring the prices down on their services including building consents, rubbish bags and rates
Bringing roads and paving up to the level of the rest of Queenstown (e.g. Oregon Dr)
Brochures on what can be recycled need to be circulated at least once a year or a sticker put on bins as people are transient & need to be reminded how & what can be recycled.
Broom control for entire Queenstown area and billed to owners of vacant sections
Building consents are too slow need to speed up the process of it
Building consent - Consents given and signed off. No subsequent follow up inspection say 12 months later or 2 years later. There has to be subsequent inspections of properties
Building consent process
Building consent processing
Building consents
Building consents
Building consents
Building consents
Building consents - peer review of structural engineering
Building consents - waiting until day 19 to ask questions to delay process
Building consents - we should adopt the same system as CODC (Alexandra etc.)
Building consents/resource consents
Building waste recycling
Bureaucracy, unnecessary overcharging for resource consents
Bus Costs
Bus fares expensive and drivers not really happy
Bus service from airport to Kelvin Peninsula
Bus service is way too expensive
Bus service needs more buses running
Bus shelter at Lake Hayes Estate and adequate parking for bus out of traffic flow
Bus System
Buses should be subsidised - more people would use them (or free)
By law enforcement - the old saying for supervisors applies "you get what you inspect". The fees collected for retrospective consents would in my opinion far exceed the cost of enforcement
By-laws for noise control reviewed - too old
Cancel industrial plans for that area
Car parking
Car parking areas (Frankton) shops
Car parking around airport and schools
Car parking illegally and dangerously on the footpath
Car parking info for tourists
Care for the environment
Catchment of SW into lake
CBD footpaths often cluttered with commercial wheelie bins and recycling - unsightly
CCTV coverage

Centre plots i.e. Frankton corner should be more attractive. Gordon Bailey made gore beautiful let him work his magic here. Hanging baskets etc.

Cheaper and more species - inclusive green waste disposal options

Cheaper bus transport to Dalefield for teenagers

Cheaper car parking

Cheaper long term parking for the airport

Cheaper rental accommodation for young people

Cheaper rubbish bags

Clean air. Clamp down on excessively smoky fires - there are still plenty.

Clean gully's that have been polluted as Otago regional council are useless

Clean the new toilets in Earnslaw Park - I went in there a couple of days ago and they were awful

Clean the toilets in Earnslaw Park at least 2 hourly in busy times, they need it

Clean toilets

Clean-up of public spaces - waterfall creek is a tip

Clean up the grit of the roads

Clean up the winter road grit afterward

clean water for Wanaka

Cleaner streets

Cleaner toilets

Cleaner toilets

Cleaning of rubbish on the roads

Cleaning public rubbish bins every now and then

Cleaning street for tourists

Cleanliness

Cleanliness of public toilets, especially Ramshaw Lane one in Arrowtown. It seems they are always dirty.

Clearance of leaves from gutters and culverts

Clearing roads & footpath of ice (i.e. Fernhill footpath is too icy to walk on so people walk on road)

Clearing the footpaths from grit and ice

Collect rubbish from bins more regularly, we often see them full up

Colour palette on new homes

Commercial campervans should all have toilets (this should be pushed for by local government to national level) plus toilets at Cardrona, Makarora and outlying areas

Communicating with rate-payers around prospective plans, proposals, happenings and opportunities

Communication

Communication channels with the community

Communication in Wanaka

Communication with public better, use social media better

Communication with the locals

Communication! and fast decision making!

Community based activities

Community Consultation

Community consultation

Community group support

Community playgrounds

Community Pools

Community service - could these people pick up rubbish e.g. side of the road

Community veggie garden, compost collection

Compulsory red wheelie bins to replace blue rubbish bags

Condition of Glencoe Road is appalling

Conference Facilities

Conference Hall

Congestion in town centre

Connectabus services. Better quality staff and information

Consent for Mega Mitre 10 and Pak 'n' Save need to be granted immediately

Consenting process needs to be simplified and made cheaper

Consenting process timeframe

Consents costs need to be reduced drastically

Consents for projects dealt with more speedily

Consents process (building and resource) with consistency of council planners
Consistent urban planning with a long term vision
Construction of new building around town not being made to provide parking facilities
Consult local contractors not employ consultants
Consultation process
Consultation regarding major decisions e.g. issuing of recycling contract and dismissal of library staff in Wanaka
Consultation regarding parks, reserves, planting, mowing
Consultation with local residents before building/consenting activities that will devalue their properties
Consulting regarding provision of services - e.g. recycling, library
Continue events such as the snow chain fitting training
Continue focus on cost control
Continue tar seal right through yacht club in Wanaka
Continue to increase number of cycle and walkways
Contracting work etc. should be given to local contractors
Control freedom campers
Control water supply - enforce restrictions
Control/manage growth around lake margins
Convention Centre
Coordinate roadworks
Coordinated info package for film makers / conference organisers
Cops are a pain
Cost of dumping rubbish
Costs for council services, i.e. consents need to be addressed
Costs for council services, i.e. consents need to be addressed
Costs of resource and building consents
Could they supply gas services?
Council need to provide a monitoring service on rural blocks. Tidy condition e.g. junk and cars parked all over peoples properties and stacks of timber, sheds etc.
Council needs to view golf as a leisure activity which keeps people fit instead of just being a rich person activity
Council should be doing its own heritage assessments and not be dependent on consultants
Council should not modify roads during busy season
Council to concentrate on water, sewerage, parks, lighting, roads etc. - Stay out of business, leave that to the private sector
Covered Bike stands-that are of some use- well placed in all areas of the district
Cracking down on freedom camping - they don't help the economy or the environment
Crown range opening
Curbing and footpaths in Wanaka
Cycle lanes
Cycle paths and signage on all roads in the district
Cycleways - Arthurs point to centre
Cyclists on tracks
Decorate for Christmas and other festivals! Lights, etc. this is a festive time with lots of visitors let's see some creativity.
Decreases in cost of resource consents
Deliver value for money
Designated area for dogs
Develop high end economic enterprises e.g. university/other technology centre; new convention arts centre and the like
Difficult parking for work
Difficulties with hiring of parking near Wanaka community centre - cost, staffing, getting key, coordination
Disappointed when elected council decisions can be overturned by an incoming council. Especially when an employee not elected by ratepayers can make these decisions
Disaster preparedness in the community
Discounted memberships at Lakes leisure for locals with chronic health conditions
District plan consultation and review
Ditch the traffic lights in Frankton and replace with pedestrian underpass
Diversify businesses (not only tourism)
Do proper surveys, this one is deeply flawed and will not provide accurate data, e.g. if my household income is

over \$200k what do I answer??

Do something about single lane bridge over the Kawarau River

Dog Control

Dog Control

Dog Control

Dog Control

Dog control

Dog Control

Dog Control

Dog control

Dog control - defecating on walking tracks, dogs in playground areas

Dog control - enforce "dog on a leash" areas

Dog control - making sure dogs are under control or on leash AND dog fouling enforcement

Dog control - quail rise

Dog control - sick of wandering dogs defecating on our lawn

Dog control (signage for on leash/off leash areas)

Dog control efficiency

Dog control in main street, Arrowtown

Dog control inefficient

Dog control not enforced properly

Dog control response - slack, wait for ages for someone to turn up

Dog control too over regulated

Dog litter bins - more of please

Dog park

Dog poo bag disposal bins on walks so people don't leave them about

Dog poo clean up bins and bags at all walking paths

Dog poo receptacles along the trail

Dog registration takes too long still waiting for mine to come in the mail

Dog registration to move in line with other councils e.g. Dunedin

Dog running loose on runner tracks etc.

Dogs barking all day whilst the owners work

Dogs should be able to walk on the tracks

Doing exactly what they want & not the locals

Don't cut library (Wanaka) staff numbers and services

Don't play around with Wanaka library

Don't waste ratepayer's money on art works

Downtown footpaths kept clean

Drain blockage needs attention

Drinking Water

Drinking water facilities in CBD area

Driving into Queenstown from Frankton roundabout coming down from McDonalds side of bank covered in weeds and dead trees need to be cleaned up real eyesore

Dump - Green waste removal

Ease of Contact

Easier regulations when building

Economic development agency

Effective Garbage collection methods (eliminate blue bag system)

Effects on neighbours offer not taken into account when consents granted

Elderly persons housing

Elderly services

Emergency planning and funding

Employ road makers that know what they are doing!

Emptying of and provision of rubbish bins for all parks and walkways

Emptying rubbish bins more in summer

Encourage environmentally sensitive commercial development.

Energy efficient/conservation street lighting

Enforce and follow up its own rules, e.g. zoning of activities etc. One should NOT have to complain to have council rules enforced!

Enforce height of trees in residential areas
Enforce local parking bylaws. Constant monitoring of unlicensed and unwarranted vehicles on streets
Enforce quality/specifications fulfilment on contracts
Enforcement of bylaws - Buckingham Street - trucks, dogs and parking
Enforcement of no freedom camping zones
Enforcement of visitor accommodation rules
Ensure enough parking in town for workers
Ensure town businesses keep their yards and surrounds clean and attractive
Entrance clean-up for Lake Hayes estate
Environmental management - take some initiative in improving water and air quality (despite ORC role in these) wilding trees etc.
Envirowaste is a joke - our recycling is not actually being properly recycled
Establish footpaths around Alberttown
Event funding
Event promotion
Events centre big enough for conventions and cultural activities
Events entity
Extend weekend landfill hours
Extending the library and a library out at Frankton
Extra rubbish bins for public events e.g. market day outside Arrowtown library
Facilitate a conference centre as large as possible
Fast decision making, get on with it!!!
Faster building consents
Faster resource consents
Fee disparity between QLDC and other councils IR, LIM/PIM reports from central Otago DC around 30% less than QLDC
Fenced off playgrounds
Few more rubbish bins, particularly along Frankton Track
Financial assistance with wasp extermination
Finish upgrading lake front
Fix the road by the children's play centre; it's just waiting for an accident to happen where cars are parked opposite each other
Fix the roads so they don't break down with pot holes
Flood protection in Queenstown CBD
Focus on delivering core services
Footpaths
Foot paths in Arrowtown. Dog control, there are too many stray dogs.
Footpath at the top of Dungarven St
Footpath in McBride St
Footpath lighting - main walkway in and out of CBD
Footpath quality
Footpath quality
Footpath quality
Footpaths
Footpaths
Footpaths
Footpaths
Footpaths
Footpaths
Footpaths - Arrowtown
Footpaths - need more in residential areas
Footpaths - the haphazard installation of footpaths in Arrowtown was dreadful
Footpaths (I'm thinking Arthurs point - town)
Footpaths and guttering/stormwater - we have asked many times to have proper stormwater along Beacon Pt Rd Wanaka - promised by QLDC but nothing ever happens
Footpaths and kerbing could be improved.
Footpaths and lighting particularly up Fern hill
Footpaths and roads

Footpaths and street lighting in Wanaka
Footpaths in Albert town
Footpaths in Arrowtown
Footpaths in Arrowtown to stop tourists and locals and children from walking on the roads
Footpaths in older established areas
Footpaths slope in town hard to walk on
Frankton Bus Shelter. Buses can idle there for 10 to 20 minutes. Our home gets covered in diesel fumes. We have to wash the roof and walls down every year. 24 B McBride Street.
Free disposal of green waste
Free disposal of household goods
Free green waste disposal
Free green waste drop off rather than it going to the landfill
Free litter drop off for campervans
Free or subsidised bus service (like other ski resort towns).
Free Parking
Free Parking
Free Parking
Free parking for workers - the parking areas becoming less and less
Free public transport
Free rabbit control
Free rubbish collection
Free wheelie bins
Freedom campers
Freedom campers - prosecution of freedom campers
Freedom camping - move people on, better supervision
Front desk - Lakes Environmental, Wanaka
Front of the desk (receptionist - greeting) very poor for new rate payers. Not friendly or welcoming, for our first impression definitely disappointed.
Further restrictions on the behaviour of drunks
Future energy and food security initiatives
Future planning/services for growing population
Gas BBQs
General road maintenance in the Wakatipu
Get involved more with problem tree issues
Get on with new pool but engage in genuine consultation about location etc.
Get someone who knows what they are doing to lay the grey cobble paving evenly throughout Queenstown.
The job done by Alpine supermarket was done very professionally and looks like it will last
Getting bridge from Kawarau at Frankton
Getting cheaper power prices for the district, in line with cities
Getting rates assessments right and then sticking to it! (QV debacle)
Glendhu Bay campground management
Grading unsealed roads - more often
Gravel roads
Greater monitoring/enforcement of signage in both rural and town centre
Green waste collection at the door instead of everyone having to drive to Frankton
Green Waste pick up
Gritting crown range in winter - has improved this year but can always be better
Gritting in icy conditions, Arrowtown
Gritting the road
Gritting/Salting roads quicker and more often in winter
Gutter cleaning / leaves
Handling of Wanaka library
Have sewerage and water in Hawea flats
Have Wanaka staff not Queenstown
Having pedestrian crossings further away from roundabouts
Hawea Community Centre and playground
Health Schemes - Locals
Help push for a new bridge over Kawarau

Helping small business
High Schools
Historic roads maintenance
Holiday programme 12-14 year olds
Holiday weekend recycling (paper, cardboard, bottles) in Arrowtown
Home noise control. There is a law for bars but not for residents. Residents should pay for a fine as bars does.
Between 10pm - 8am should be quiet all area!!
Honesty about rates increases - no pats on the back for mayor despite self-congratulation in press
Horse riding trails
Hospital
Hospital services - Medical, MRI
Hot shower at Alpine Aqualand
Hours of the library
Houses should have wheelie bins
Housing for the elderly
How ratepayers' money is allocated
I would like to see some of the councillors taking a family member to the Arrowtown surgery in a wheelchair
Ice control
If not above we need a larger sporting facility (bigger than event centre)
I'm happy with current info
Improve and maintain street lighting in both towns
Improve boating carpark Wanaka
Improve communication with the public.
Improve grit removal from roads
Improve in house performance and accountability
Improve lighting in Fern Hill
Improve on gritting the roads
Improve on library services
Improve on street lighting
Improve or provide more boat ramps
Improve pedestrian/car interaction/safety in town centre
Improve quality of water
Improve roads (quality of seal)
Improve street lighting (Fernhill)
Improve Street lighting in town
Improve the footpaths in Fern Hill
Improve the function of doors into the Queenstown Lakes leisure centre. Too heavy and stiff for old or disabled person
Improve the Hilton one way bridge
Improve the lighting around Fern Hill especially down Arawata Tce
Improve the litter removal in the CBD. Use the resources we have already i.e. Pd people instead of rate payers money
Improve the water supply to Lake Hayes estate. Build new pumping station
Improve traffic flow Frankton
Improve traffic flow/congestion hotspots
Improve water quality
Improve winter road conditions service i.e. gritting
Improved access into and out of Remarkables park
Improved definition of 'affected parties'
Improved drinking water
Improved public transport timing and animal friendly
Improved recycling system
Improved rubbish system
Improved swimming pool facilities at Wanaka to cater for all ages to eliminate toilet accidents to only one pool
Improvement on keeping the Queenstown streets clean and tidy
Improving the Wanaka swimming pool
In the Frankton area the sewerage smell is unpleasant
In Wanaka need changing rooms for mothers and babies

In your survey you haven't allowed for the fact that ratepayers may not live in the area
In your survey there is nowhere to write any other comments - hence me writing this here
Increase frequency of public rubbish bin emptying
Increase in Garden display in town e.g. like Dunedin
Increase parking times in the CBD and potentially mother parks
Increases in effectiveness of harbour master
Indoor play area for kids (during winter)
Information "simplified" about major changes such as the new roundabout
Information for rental car driver
Infrastructure
Infrastructure - water sewerage
Infrastructure
Insist roadside lighting for private roads/developments
Introduce liquor licensing tax to help pay for damage caused by drunk people
Introduce public transport services to and from the airport
Introducing a bed tax so young families don't have to subsidise tourists through rates
It would be a boost for the elderly people of Arrowtown if the council would supply land for a doctor's surgery to be built, the same which has been done and built on reserve land in Hanmer Springs.
It would be nice to prohibit the use of power boats and jet skis in Roy's Bay so all residents and tourists would have a safe and peaceful place to swim
Jack Reid park rugby ground doesn't last the rugby season
Junior rugby club house at lakes leisure where the games are played
Keep improving outdoor spaces - children's playgrounds, parks etc.
Keep improving road conditions in winter snow days
Keep the library staff as is
Keep to road sides tidy and free from weeds
Keep to the essentials
Keep trees trimmed and well maintained
Keeping decisions open to the public
Keeping skilled librarians
Kelvin Heights Bridge
Kerbing and sealed foot paths
Kerbside Recycling in Wanaka (why no question to rate in survey?)
Kids swimming complex in Wanaka
Knowledge of QLDC bylaws prior to issuing consents including off street parking in all areas
Lake Hawea sewerage stench
Lake Wanaka tourism - improve, be more like D.Q.
Lakes environmental
Lakeside tree management
Land zoning - make a decision - get on with helping the area grow - permanent residents need more competition in retail sector service providers
Landscaping and beautification
Larger pool
Later drinking curfews at bars
Later licence for night clubs as some locals work night shift
Leaf removal of grounds
Learn to listen to long term local residents not developers
Learners' pool for children
Leave parks and reserves undeveloped
Less bureaucracy
Less chlorine flavour in the water supply
Less computer toilets
Less money spent on replacing plants better spent elsewhere i.e. Wanaka's roundabout being uplifted every season
Less money spent on roundabouts. Basic roundabout is fine i.e. tussock and thyme planted - more natural
Less parking enforcement
Librarians can be friendlier and more professional
Library

Library
Library - Improve resources
Library at Frankton
Library at Frankton
Library at Frankton
Library at Wanaka
Library facilities
Library needs to be bigger and the ladies need to be retrained because they are mean and rude
Library services - Remain same or better
Library services being cut
Lifeguard facilities
Lighting
Lighting
Lighting in older areas
Lighting in public toilets all night for the safety of men and women and young people
Lighting of the trees around the QT bay area at night to enhance the visual effect at night
Lights at pedestrian crossings to prevent vehicle traffic from backing up
LIM to be faster
Link road should be maintain they need to be improved
Liquor Advisory committee needs better communication on what's going on
Liquor Ban Repealed
Liquor licensing
Listening to the community and not pushing through initiatives that the community have voted against. I.e. the Suffolk St development
Listening to the locals
Littering enforcement
Long term plan and strategy for CBD
Longer car park times in Queenstown or implementation of a locals park card or similar
Longer parking
Look after historic buildings
Look after local ratepayers not tourists - everyone has moved out of Queenstown as not family orientated any more
Look at library in Frankton area
Looking at future roading
Lower cost of food/other commodities (to be on par with other regions)
Lower rates
Lower rates for empty sections
Main highway rubbish collection could be improved
Maintain roads to a standard which is safe
Maintenance of public facilities
Make one of the Ardmore speed bumps a pedestrian crossing
Make sure they are properly maintained, working over not only toilets but toilet paper
Making the laws known to Tourists (ID for Under 25s)
Management in regulatory needs improving
Management of smelly rubbish tip
Management of SUV's on public land
Maybe a few more sports grounds
Maybe hooks to connect dog leads to outside some shops
Maybe introduce solar water heating scheme
Maybe more monitoring of long term ad hoc parking in residential zones
Mending footpath after building construction
Monitor parking, charge for Pembroke park car parking
Monitoring fires
More & secure bicycle stands in town.
More accountability of council funds
More active support to library services rather than downsize
More affordable housing
More autonomy for Wanaka

More bins along the walkways
More bins at walkways
More bins at walkways and parks - dog waste in plastic bags everywhere
More books at the library
More car parking, free parking or cheaper closer to centre
More collaboration within the District, i.e. Arrowtown & Wanaka
More community
More consultation
More control of unauthorised building e.g. retrospective consent
More cycle lanes and enforcing them
More cycle trails
More cycleways
More disabled parking
More disabled parking
More disabled parking in central Queenstown as it becomes more and more difficult to find a park in town. It means disabled people can't find a park and therefore have to go elsewhere
More efficient thermal design in QLDC offices to provide better value to ratepayers - Use the ceiling space at Gorge Rd. And cheaper printed products
More efficient warning re drinking water in Arrowtown. e.g. when water need to be boiled
More efficient/diligent staff
More entertainment i.e. concerts, fireworks displays etc.
More facilities
More fair focus on Wanaka and Hawea
More family friendly bike trails
More footpaths
More footpaths
More footpaths and tennis courts
More free parking
More frequent sweeping leaves from streets in autumn
More funding needed for the Queenstown trail
More grit on roads (and whom to contact)
More information on registering for consents and licensing- needs to be simplified
More information shared regarding recycling and/or collection of items for recycling, especially for new dwellings
More investment in the library services
More jetties for water taxis boats around the lakes
More Kayak sites
More lakefront seating
More lane swimming at Wanaka pool via larger facility
More lenient on music outdoors (permits to play outdoors)
More lenient with parking tickets and law enforcement
More lighting
More lighting - especially in town centre
more money should be available to preserve historical heritage
More multi use trails not just cyclist. i.e. horses
More no parking area. Especially Hallenstein St. First one is end of the street, there are so narrow, curve and a sloping road. It's so dangerous to driving that place.
More noise control
More online surveys for residence on what our rates are spent on instead of wasting money on consultants
More parking
More parking around Queenstown, Frankton
More parking at event centre
More parking at events centre
More parking for locals, businesses need to supply parking for their staff
More parking in CBD
More parking in Queenstown - maybe local only parking options
More parking in Queenstown CBD
More parking in township

More parking in Wanaka
More parks for kids
More passing lanes going up the mountains or more signage
More picnic spots around lake etc. for cycleways walking paths etc.
More playing fields
More poop bins for dogs
More public bins
More public meetings
More public parking
More public toilets
More public toilets
More public toilets on district wide tracks
More public toilets on the trails
More quality affordable housing
More recreation outdoor education things for the youth
More regular cleaning of public toilets
More regular cleaning/maintenance of SW mud tanks and network, it floods too much
More reserves
More restricted parking on streets close to airport. On occasion residents find impossible to either park their own cars or get out of driveways
More rubbish bins along tracks for dog owners to use. E.g. Frankton track
More rubbish bins in Arrowtown away from the town centre e.g. on the millennium track
More rubbish bins in town
More rubbish bins near walkways
More rubbish bins on outskirts of town
More rubbish bins on the Farden walkway so people can pick up after their dogs and dispose of the waste in rubbish bins
More rubbish bins on the trails
More rubbish bins on trails and walkways
More rubbish bins on trails and walkways
More safety at the playgrounds
More sealed roads
More services at the hospital
More services to help drunk people
More staff at the council
More street bumps to slow down traffic e.g. Arrowtown around schools and day care centres
More street cleaning
More street lighting in Arrowtown
More street lights in Arrowtown
More street lighting
More supermarkets
More support for families. Cheaper fees at swimming pools etc.
More support for shaping our future consultation programme. Better public consultation and regard for what the people of the district want
More toilets and rubbish bins - waste disposal being storm and foul water
Mowing grass verges alongside Arrowtown Camp ground
Mowing of reserve grass that it owns
Much greater emphasis on the recognition of the rapid growth of the Wanaka district
Much more help for elderly
National Parks
Native habitat restoration
Native tree planting in public areas
Need a conference centre
Need faster, more thorough notification when boil water notices issued
Need learners pool in Wanaka
Need rubbish bins - not bags
Need to clean up leaves more in autumn
Needs to be more proactive rather than reactive to general care of the district

Needs to concentrate on core services and not compete with the private sector e.g. the proposed convention centre should not be a council driven project

Needs to reduce debt

Neighbourhood support

Netball courts, indoor, gym, sports fields,

New pool

New swimming pool for Wanaka

Nice welcome area in the office

Night time buses around 2am

Nice free longer all day parking in Wanaka CBD

No algae in water supply

No areas specifically set aside for elderly housing

Noise control

Noise control - parties, dogs

Noise control, party town, residents not able to sleep

Not enough foot paths

Not enough quality facilities e.g. pool - fun parks. We seem to pay the most and get the least

Not give any further consents for liquor outlets

Not impressed forced to hire consultant hold wedding Lake Hawea \$400.00

Not so many jobs for the boys and get the rates down we pay too much

One Local dog running around is a problem

Ongoing ability for people to have open fires in their homes so not reliant on electricity and gas which are very expensive in winter

Online book lending perhaps by redirecting resources from physical libraries

Open book on things going on in area and by council

Other one is off from Melbourne St to 42 Hallenstein St. There are cars always parked in unilateral right and left, and really hard to see the road.

Over spending = rates increases

Overall "vision" for town planning lacking - is it done a la developers pressure or is it properly planned and developers need to comply

Ownership or sponsorship of leisure trails / locations (e.g. climbing crags)

Parking

Parking

Parking

Parking

Parking

Parking

Parking

Parking

Parking

Parking - we need better parking and not so hard on parking tickets

Parking and toilets

Parking areas on Wanaka lakeside

Parking can be a problem

Parking for cars - the line of parks proposed on Brownston St should be proceeded with

Parking for locals around Frankton village

Parking for the workers

Parking in CBD

Parking in Frankton

Parking in Frankton

Parking in the CBD of Wanaka - Need more

Parking in Wanaka town centre

Parking in Wanaka. A lot more parking should be available. I would pay for parking. Should be a building just for parking

Parking Quantities

Parking spaces should be marked and notices for boat trailers cars and available to boat owners only

Parking trees - hard for locals

Parks protection

Participation in water quality
Pay and display parking unnecessary
Paying outside contractors i.e. Dunstan Sprayers to look after our area
Pedestrian street lights, under bridge for Stanley St Ballerate St intersection
Peer communication about airport compensation re noise boundary changes
People camping or not leaving the free parking zones
People should not park in street while up the ski field all day
Pest control in small communities
Planning
Planning and coordination of civil works to avoid wasteful spending
Planning department sorted out to make sensible decisions based on common sense
Plant fruit trees on council owned land
Planting fruit trees in public reserves
Playgrounds are average
Playgrounds for children
Playgrounds need more variety; All the same wherever you go
Playgrounds updated.
Pollution control
Pot holes
Preventing freedom camping and faecal waste especially along areas by lake north of Kingston
Price of recreation
Price of rubbish bins
Pricing on resource consents. Very upsetting for some, quoted a price and then always costs extra. Builders have to give a firm price why can't council - unfair and horribly expensive.
Promotion of Kingston needs to improve it never rates a mention
Promotion of Wanaka
Promotion to encourage property owners in rural areas to tidy their roadsides
Proper animal management
Proper recycling
Protect the region from urban sprawl
Protection of river and lake shores from vehicle encroachment
Provide a bus service from Kelvin Peninsula to town
Provide a green-waste dump in Arrowtown, preferably free of charge.
Provide free parking
Provide litter bin at Jardine Park & other parks for dog owners at least
Provide more bus stops
Provide more carpark
Provide more disposal places for dog poo bags
Providing more education/clean ups of dog poo
Providing more public facilities such as pools
Provision of dog plastic bags
Psychological help for families
Public consultation
Public consultation
Public consultation
Public notice of any change
Public refuse collection and recycling points
Public relations
Public Rubbish bin collection - improve
Public rubbish bin tidiness and capacity
Public rubbish bins
Public rubbish bins in frequented places e.g. beaches
Public toilet at base of treble cone
Public toilet facilities should be monitored for cleanliness
Public toilets
Public toilets
Public toilets (esp. Frankton bus shelter & Athol St) are more often than not very dirty and unhygienic. I've never encountered toilets as disgusting as these in other towns.

Public toilets (more needed)
Public toilets and rubbish bins
Public toilets at the south end of Roy's bay
Public toilets in the CBD should be cleaned and water pressure maintained
Public Toilets keeping cleaner
Public toilets on walkways
Public Toilets - number
Public transport
Public transport
Public transport - need more options
Public transport - none to/from Wanaka from Luggate, Hawea
Public transport between Wanaka - Hawea - Alberttown
Put grit on all streets. Some of us rent (on private roads)
Quality and accuracy of information given over the phone and on website
Quality and quantity of playgrounds
Quality and quantity of public toilets
Quality of roads and footpaths in Wanaka, Hawea and surrounds
Quality of water - too many chemicals - it smells
Quality of water supply - Wanaka
Quality water supply needs improving having to boil water in Arrowtown
Quantity of Parking
Queenstown streets, bins and signage should look excellent at all times
Queenstown toilets by the waterfront- avoid due to unhealthy
Queenstown trail along Kawarau river
Quicker building consents
Quicker consents for projects that aid the community, Pak 'n' Save, affordable housing
Rabbit control
Random 'free parking' in airport vicinity
Range of public services (toilets, equipment, rubbish, lights)
Rates
Rates and Capital values calculations - presently very unfair to high value property owners
Rates invoicing - choice of email invoice and/or postal invoicing (to provide plenty of time of notice to the ratepayer) ORC inclusive
Rates to be cheaper - rubbish collection too expensive
Recycling
Recycling - is it really being recycled
Recycling service - could be more comprehensive
Reduce annual rates
Reduce employees - which I believe they are doing
Reduce signage (mainly on rural roads), as ruins landscapes
Reduce traffic congestion
Re-establish new plantings of deciduous trees to replace our ageing trees, the autumn colours are a big plus for tourists. We need to look at replanting for the future with the current rate of felling
Refuse collection
Refuse or recycle skips for outer areas e.g. Arrowtown residents having to take garden refuse all the way to Queenstown Business Park
Regular emptying of public rubbish and recycling bins especially in summer
Reliability of power supply for Glenorchy
Removal of didymo from water mains
Removal of wilding pines
Remove chlorine from water supply
Remove the grit on streets faster when weather changes
Removing pine trees where they cause shading and ice
Replace bridge across Kawarau
Reputation and PR for residents
Residential road quality
Resita Industrial business below airport past sewage ponds
Resource and building consent process

Resource and building consents
Resource consent - archaeological history is and has been destroyed by lack of enforcement of rules
Resource consent cost down
Resource Consent Costs (grossly overcharging)
Resource consent fees are too high
Resource consent process - billing and communication; transparency and accountability
Resource consent process and assistance for small operators/homeowners is next to non-existent compared to other centres.
Resource consent processing
Resource consent processing time delays
Resource consenting processes to protect the visual environment (north Lake is Disgusting)
Resource consents
Resource consents
Resource consents
Resource consents
Resource consents
Resource consents - too costly, paying for internal meetings, staff incompetence, too long
Resource consents processing - slow, protracted and expensive
Resource/building consent prices are far too expensive
Responding to ratepayers requests to remove or prove dangerous trees (e.g. Centennial Ave)
Response to extreme weather condition
Restricting tradesmen from parking in public car parking for days on end i.e. public toilets on beach St
Reticulated waste water and sewerage to smaller communities
Reticulation of sewerage needs improving
road construction should not be done in busy season.
Road grading on unsealed roads is abysmal
Road grit when snowing
Road gritting
Road in and out of township (flow through Queenstown)
Road kerbing
Road maintenance
Road maintenance
Road maintenance
Road maintenance including Crown Range Road
Road marking/junctions - Glenda Drive is a death trap
Road markings i.e. Hopkins street, Luggate
Road surface
Road surfaces
Road work location
Road work timing
Road works (faster and not in peak periods)
Roding
Roding
Roding
Roding
Roding
Roding
Roding
Roding
Roding - reseals and upkeep
Roding - Speeding up new bridge south bypass
Roding - The turn off to sunshine bay on the Glenorchy road needs a layby as when waiting to turn off when coming from QT one has to wait for oncoming traffic and cars coming from QT
Roding - they usually pick busiest times
Roding advice in winter
Roding needs attention in and around Queenstown
Roding plan for future
Roding signage

Roading standards
Roading upgraded - general
Roading, library facilities, preservation of Pembroke park
Roading, unsealed roads need to be graded more often (Mt Aspiring road)
Roads
Roads
Roads - cycle trails/lanes on each side
Roads - earlier gritting in winter particularly Arrowtown, Malaghan Rd
Roads - Maintenance
Roads that don't keep falling apart due to poor quality
Roadside services especially edges of Lismore Street and Lakeside Road Wanaka
Roadways- in particular the one way bridge at Kawarau falls
Roadworks
Roadworks - traffic management and quality, too disruptive currently
Roadworks inconvenient
Roaming dogs i.e. Meadowstone area especially
Roundabout at Glenda Dr intersection
Roundabouts when not needed (Mt Aspiring Rd)
Rubbish
Rubbish - Should be paid for by rates and 3 bin system. Recycling - Need wheelie bins in Wanaka, crates are a joke
Rubbish and recycling drop off points for holiday makers to drop rubbish on a Sunday before going home (somewhere in Frankton/near airport)
Rubbish bags could be a bit cheaper
Rubbish bins at walking tracks e.g. Waterfall
Rubbish bins for dog poo
Rubbish bins for dog poo bags at all walkways - to encourage people to pick up poo
Rubbish Bins in children's parks
Rubbish bins in town (more)
Rubbish bins need to be emptied more frequently during busy periods
Rubbish bins often full, not enough of them
Rubbish bins on walking tracks
Rubbish collection
Rubbish collection
Rubbish collection - change to all Otto bins
Rubbish collection - we pay for it in our rates - shouldn't have to pay for private company's bins - should have own bin
Rubbish collection and all waste management, poo ponds etc. - there should be a tourist tax
Rubbish collection in public parks
Rubbish collection is better and difficult to do around Queenstown gardens and town but need constant vigilance
Rubbish collection needs improving - no bins on footpaths and a system where dogs can't get into the bags, it's a mess
Rubbish fires the pollution from these is quite bad at times
Rubbish left by inconsiderate visitors/residents in public areas
Rubbish litter on rural roads especially state highways
Rubbish pick up on the streets in Queenstown
Rubbish removal
Rubbish removal at Alpine Retreat Road - did not get picked up for two weeks!
Running or walking tracks - after a lot of rain are getting tracked out by bikes/cyclists
Safe walk ways
Safer roads
Seal more roads
Seal the footpath along beacon point road Wanaka as it's really hard as a disabled person to wheel along it
Sealed carpark at the end of Howards Drive (LHE)
Sealing dirt roads e.g. Domain road
Services in place need to be run efficiently
Services in Wanaka

Sewage scheme for Luggate park
Sewerage
Sewerage
Sewerage
Sewerage and water systems for Glenorchy and Kingston, this is embarrassing and a health problem
Sewerage ponds
Sewerage Scheme for Glenorchy
Sewerage treatment
Sewerage treatment improvements
Should be a separate car park for local workers against tourists
Should be allowed dogs in all public places
Should have better patrolling of shores to enforce swimming zones especially in summer
Should have recycling like Christchurch - bad for environment
Should listen to public opinion
Should not remove parks and do not chop down trees
Should not spend ratepayers funds on events and commercial activities that are the province of private enterprise
Should not spend ratepayers funds on surveys or promotions
Side road maintenance - winter
Signage of lane for cyclist
Signposting
Simplify and speed up resource consent applications
Single person rates discount - i.e. : one person living in a house
Slow down on new development and catch up on areas to match the new - Put power underground
Small business encouragement
Smartphone applet for QLDC ratepayers
Smoke control pollution in Arrowtown. What happened to the 2013 deadline for conforming house fireplaces
Snow clearance
Snow clearing & gritting- way too few ploughs & grit trucks
Soccer ground big enough to host weekend games for kids
Social environmental protection
Social housing
Some roading intersections
Something else to do apart from drinking all the time
Sort out sewerage system.
Southland/ Otago paying higher tax to help Auckland congestion!!!! What a joke
SPCA
Speed and consistency on building consents
Speed and consistency on resource consents
Speed bumps on residential roads
Speed in town should be 30kms
Speed of processing consents
Speed of RM processing
Speed up building consents
Speed up resource and building consents
Speed, efficiency, consistency in resource consent processing
Sport grounds
Sports centre
Sports fields
Squash courts at lakes leisure
Staff
Staff to be more proactive
Stay away from quasi corporate activities such as leisure businesses
Stench of sewerage on lower Robertson St - this complaint has been going on for years
Stick to the district plan only
Still pay too much for our food and petrol - not sure what council can do?
Stop being deceptive
Stop businesses putting smelly rubbish on Shotover Street

Stop changing the roads continuously with new roundabouts, humps etc. - put the money into better maintaining what we have

Stop ignoring the requests of ratepayers: come and enforce your rules when asked e.g. parking on yellow lines in residential streets

Stop making parking difficult or locals won't ever go to town

Storm water

Stormwater headworks & culvert maintenance

Stormwater in Arrowtown

Street and footpath washing

Street cleaning

Street Cleaning

Street cleaning - Park St leaves on corner and maintaining storm water drains park St

Street cleaning and sumps, especially during winter with leaves and grit

Street Cleanliness

Street drainage

Street lighting

Street lighting

Street lighting

Street lighting

Street lighting

Street lighting

Street lighting

Street lighting

Street lighting

Street lighting

Street lighting

Street lighting

Street lighting

Street lighting - Arrowtown

Street lighting - especially turnoff to Wynyerel Cres

Street lighting - more lights in residential areas

Street lighting could be better, i.e. more even or placed where it's needed.

Street lighting in Arrowtown

Street lighting in smaller towns/villages

Street lighting in Wanaka (though is that deliberate so as to not interfere with stars?).

Street lighting needs improvement in Arrowtown

Street lighting repair time

Street lighting, Arrowtown

Street lighting

Street lights

Street lights

Street lights in Arrowtown

Streetlights (some areas on Wanaka are poorly lit)

Streets decorated with more Christmas cheer at Christmas time. EG. Fairy lights

Stricter control on dogs in CBD

stricter controls on freedom campers

Stricter dog controls to prevent fouling of walking tracks and encouraging responsible dog owners

Stronger focus on and better management of all lakes, rivers and aquifers in conjunction with ORC and national experts

Stronger focus on environmental sustainability in all future planning with much more community engagement

Summer activities in parks - markets, concerts etc.

Sunshine bay area needs more street lights

Support for entrepreneurs

Support for sports that people actually participate in e.g. QMTBC has 650 members yet gets no financial help from QLDC to build/maintain trails.

Support tourism based on quality not quantity education not sale of liquor outlets

Supporting "Wastebusters Wanaka"

Survival courses

Swimming complex

Swimming facility in Wanaka

Swimming pool

Swimming pool - Learners pool
Swimming pool in Queenstown
Swimming pool in Wanaka
Swimming pool in Wanaka
Swimming pool in Wanaka
Swimming pool in Wanaka needs better service, better amenities
Swimming pool shouldn't be used by the schools limiting the public use in summer
Swimming Pools
Swimming pools (Wanaka)
Table tennis facility
Take more notice of the permanent residents not absentee ratepayers on day to day issues e.g. Wanaka rowing club
Telephone communication - poor
Telling the truth
Tender physical work contracts publicly
Tender professional services contracts publicly
Tendering infrastructure work
Tennis courts
The CEO needs to consult with the ratepayers and desist from making sweeping changes to infrastructure
The CEO should cease employing Auckland contacts and associates for advice and committee membership
The council provides far too many services, of far too high quality. The council needs to reduce service provision (quality and quantity) and reduce rates so people can afford to do business here
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The council should not have issued a consent for a commercial kitchen in a residential area - the kitchen is now partially build and left in a dreadful state, it needs to be made safe and compliant
The council should stuck to utilities and services, and keep out of Capital improvements that should be taken care of by developers or private enterprise
The fare of public transport
The handling of staff reductions in Wanaka was done very poorly and in a top down heavy handed way - a D grade for QLDC
The issues on the edge of road who owns it-maintenance
The Library needs improving- bigger
The library needs to be bigger
The parking in the CBD
The pavements should be even either concrete or level, always tripping on uneven paving stones - very dangerous
The public car parking for tourists
The rates - Can't really understand their pricing, never makes much sense when they always increase but we don't get anything more
The roading situation in the Frankton area is a major concern
The smell of sewerage along Frankton track every now and then
The smoke pollution from the Earnslaw
The speed to reopen roads due to snowfall
The street lighting Frankton very dark
The Wanaka library
The Wanaka Pool
The Wanaka tourism in comparison to the Queenstown tourism
Their research companies questions
There should be more public toilet in Queenstown trail
These badly designed surveys which get meaningless results due to ambiguous questions "How satisfied are you with the quantity" does not determine if quantity is too high or too low!
Think long term plan for the future
Three bin system
Ticketing/ towing of illegally parked cars
Tidier parking areas along the lake front

Tidy up Churchill street footpath as explained by Camilla Tattersfield
Tighten building controls, too many ways to side set and wangle approvals
Time limit parking Pembroke car park
Timing of major road works should be in the quiet seasons
To become an environmental leader for New Zealand
To develop a spatial plan for the Wakatipu region indicating where key public facilities should be located; where private/residential/commercial development occurs; where main lines of transport will be
To help remove the ice use CMA (Calcium Magnesate Acetate). There are a lot of accidents
To stay old-school as we seem to be getting a bit lazy and the QLDC is responding
Toddler pool or children's at swimming pools
Toddlers' pool in Wanaka
Toilet cleaning
Toilets and signage for visitors/freedom campers
Toilets at playgrounds (fire truck - Arrowtown)
Toilets for public use in playgrounds. Especially for children's use.
Toilets in Arrowtown very bad
Toilets in more remote locations
Toilets more
Too many liquor licences in Queenstown
too many restriction sign for parking. Need to be simple.
Too much inconsistency throughout council
Too much roadwork
Tougher laws on dogs not on leashes in public places
Tourism tax, to lower the rate-payers tax.... everyone who comes benefits so all should pay for facilities.
Tourism promotion and events
Town rubbish bins
Town traffic bypass
Traffic control
Traffic control at peaks times
Traffic control during busy times in Queenstown
Traffic design in Wanaka - especially waterfront speed bumps and lakeside Rd intersection
traffic management and better signage to Man St carpark to help load
Transport subsidy for disabled persons on buses and taxis with mobility vouchers for a discount
Tree pruning - very large public trees shading houses
Trimming council trees and hedges poor
Unreadable
Unsealed roads
Unsealed roads
Unsealed roads i.e. Ballantyne road
Unsealed roads need to be maintained in a much better condition
Unsure about three parks proposed. Could the Pembroke (Brownston St) park be improved as a serious cricket ground
Until the CBD bypass is operational the movement of traffic in town needs improvement
Upgrade existing playgrounds which are looking very dated in both Queenstown and Arrowtown
Upgrade public toilets
Upgrade sewerage system to cope better with peak visitors
Upgrade the mall to revitalise the CBD
Upkeep of vacant sections e.g. gorse and broom
Use phone as first point of contact.
Vehicles constantly parking on footpaths and inconsiderate parking around town
Very little communication on parking fine issue
Wakatipu waste water treatment - stop discharge into waterways
Walk to car after work street lighting very bad-scary
Walking track without mountain bikes - outlet track would be the ideal one. Too narrow for fast bikers and walkers
Walking tracks should be better maintained-i.e. falling logs
Wanaka library and feeling safe about it continuing
Wanaka library decision

Wanaka swimming pool
Wanaka swimming pool - not clean enough, needs to be bigger
Wanaka swimming pool needs urgent replacement
Wanaka to MT aspire Road needs a lot of work
Wanaka water quality and infrastructure
Wanaka water supply quality (re. algae problem)
Wandering dogs around Arrowtown
Waste - sewerage
Waste management - Waste bins as well as recycle
Waste management especially recycling and ease of use
Waste management price
Waste removal - recycle, do it better
Waste water
Waste/rubbish
Water
Water and sewage in Cardrona
Water and sewerage at Cardrona!
Water and waste funding issues for Kingston
Water by the Gibbston scheme
Water fountains in all playgrounds
Water infrastructure - repair leaks
Water leaks
Water leaks response especially on weekend
Water losses
Water pressure
Water purity
Water quality
Water quality - less chlorination in the drinking water
Water quality of Lake Hayes
Water services to Frankton flats
Water supply
Water supply
Water supply for Gibbston residents
Water supply leaks badly
Water taps or drinking fountain close to town or close to supply tracks
Water, sewerage and sealed roads in Hawea Flat
We don't need to receive 3 scuttlebutts in separate envelopes, 1 is plenty
We need to allow more places for self-contained vehicles to camp. These folk spend \$ in our town
We need wheelie bins provided
Weed and broom control on reserve grass areas that it owns
Weed management of lake weed - we need to find a healthy & safe alternative to putting slow release chemicals in the lake. This is a district embarrassment as well as environmental violation.
Wheelie bin - have to pay for green wheelie bin, council should provide please
Wheelie bin instead of blue bags for weekly rubbish
Wheelie bins for rubbish recycling
Wheelie bins Hawea
Wheelie bins for rubbish and recycling and garden waste/compost
When resource consent is given for commercial buildings parking spaces should be part of the consent
Why we pay \$64.00 for council uniform- too much
Wi-Fi in the library
Wi-Fi - free and high speed
Winter conditioning of alpine roads
winter road conditions (a tricky balance between cost vs. practicality)
Winter road gritting. I start work at 5:30 the trucks need to be out there earlier.
Works - would it be possible to leave grit on roads for the winter like they used to, especially in the hill suburbs. As the grit is never on the road when you need it i.e. early morning and weekends
Workshops on care - regulations - legality of private community water schemes
Xmas decorations in Queenstown

You need to communicate and allow for the fact that not all ratepayers live in the area
Youth Centre
Zebra crossings by the schools and post office (not just courtesy crossings)

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

A High School located in Frankton.

A welcome sign for Wanaka

Above all the excellent service by reception staff

Airport

all is well

Alpine Aqualand

Alpine Aqualand doing well

Alpine Aqualand, Lakes Leisure Gym!

Alpine leisure centre

Also, retaining the camping ground facilities at Arrowtown, perhaps a smaller area, the old era of family camping holidays could continue

Amalgamated functions of lakes leisure, lakes environmental and QLDC

Amount of lip service via local papers

Annual events and promotions

Arrowtown autumn festival

Arrowtown pool

Assistance with grants for community organisations

Beautiful parks and footpaths in the district

Better parking in Queenstown

Bike lanes/trails

Bike tracks

Bike trail - excellent

Bike trails

Bike trails

Bike trails and walkways

Bins

Bringing the convention centre

Bringing the quasi companies back into the folds

Building and maintenance of tracks/cycleways

Building consents

Building consents

Building consents

Building consents

Building consents - needs tweaking

Building Regulations

Bus service

Bus service

Bus service

Bus services

But if you need info about where our property is, it is rural

Bylaw

Cameras

Campsites

Care of community services - toilets, streets, clean-up - general attention to our environment for community members excellent. Consultation effort good

Care of parks

Cared for reserves

CBD clean and tidy

CBD infrastructure

CBD rubbish removal

CCTV

Changing facilities in Frankton

Children's parks

Children's parks

Children's Playgrounds
Children's Playgrounds
Civil defence
Clean and tidy areas of general use
Clean area
Clean condition of town
Clean street and footpaths.
Clean streets
Clean streets
Clean streets
Clean streets
Clean streets and malls
Clean streets and parks
Clean streets and rubbish on side of roads
Clean Streets/Footpaths
Clean town
Clean town
Clean up after events - fantastic
Clean water
Cleaning
Cleaning
Cleaning district
Cleaning main roads and streets of snow when necessary
Cleaning of public spaces
Cleaning of the streets
Cleaning roads
Cleaning the rubbish from kerbs in town is excellent
Cleanliness and waste management - street cleaning, clean public toilets, number of rubbish bins and recycle option of bins. This sets the tone for visitors and shows a real pride in our town
Cleanliness of the area
Cleanliness of the town
Cleanliness of town
Clearing the roads of snow and ice
Communicating with ratepayers
Communication
Communication
Communication
Communication
Communication
Communication
Communication and consultation with community
Communication from council
Communication of activities
Communication over social media - especially winter road reports
Communication to ratepayers
Communication to the community
Communication via scuttlebutt and website (road reports)
Communication with ratepayers
Communications with residents/ratepayers
Community consultation
Community consultation
Community events
Community events
Community events get behind well
Community events
Community guides at night, however more ambassador type role than 'police' look
Community Halls

Community halls
Community halls
Community Halls
Community Halls
Community halls availability and price
Community services
Concentrate on core business and keep rates down
Consent processing in Wanaka
Consents
Consideration for disabled
Consult and communicate
Continue focus on safe winter roads
Continue to keep the heart of Queenstown balanced for locals and visitors to enjoy in future (bars closing 2am)
Continue to push for more improved health services and housing for the elderly
Continuing to review management and operations
Council communicates well with residents.
Council staff are good, respond well to things I bring to their attention
Council swimming pool in Wanaka is great, we don't need 3 parks
Council workers, especially maintenance men of Wanaka they are always friendly and eager to respond. They do a great job
Councillors' community involvement
Kerbside recycling
Customer service is excellent
Custodian
Cycle and walking trails
Cycle tracks etc.
Cycle trail network is great
Cycleways
Cycling and walking trails
Cycle access
De-icing roads
Dest QT
Destination Queenstown
Destination Queenstown
Destination Queenstown and it's marketing of the region
Destination Queenstown
Developing trails and walkways
Directional signage
Dismantling lakes environmental / lakes leisure
Dog control
Dog control
Dog control
Dog control - Impounded dogs are well looked after
Dog registration
Don't include council services in library - it's already too busy at times, but under control
Don't reduce library staff - service is perfect as it is
Downsizing itself
DQ
DQ - fantastic job
DQ support
e-Docs - fantastic
Education to people to keep their towns clean and tidy
Eliminating redundant bureaucracy
Employs people - good job Mr Feeley
Encourage younger council members to stand
Encouraging participating in sports and culture through availability at grounds and halls
Engineering - especially waste water in Wanaka and stormwater
Enjoy the parks, gardens, reserves in the area

Entrance to Queenstown tidy
Environmental Education
Environmental projects
Environmental protection
Evening/night entertainment venues not dependant on alcohol/gambling
Event Centre
Event promotion and financial support
Event such as winter festival
Events
Events
Events
Events
Events Centre
Events centre
Events centre - great facility
Events centre and alpine Aqualand
Events in town
Excellent library
Excellent library
Excellent library service
Excellent staff interaction
Excellent tracks and trails
Excellent Wanaka library service
Excellent web site
Festival entertainment, winter and new year.
Festival involvement
Festivals
Festivals
Festivals, fairs, cultural events, workshops etc.
Fighting the frosty/icy roads with grit and spray
Fire Permits
FLOWERS IN THE GARDENS
Following the council agenda
Footpaths
Forestry and firewood i.e. wood plots in every area
Frankton Golf course a real asset to the community
Frankton track
Free music events over the summer months
Free parking
Free parking at Remarkables park for example
Free water
Free water
Freedom camping enforcement
Friendly and helpful
Friendly customer service
Frontline council staff
Fully staffed libraries should continue
Future planning
garbage and recycling
Garden maintenance
Gardens
Gardens
Gardens
Gardens
Gardens
Gardens
Gardens and parks

Gardens and trails
Gardens parks town gardeners need pat on the back
Gardens, Parks
General presentation of district - clean streets etc.
General services i.e. water, sewerage etc.
GIS online is fantastic
Golf course
Good at promoting Queenstown and festivals
Good bus service
Good infrastructure
Good Recycling facilities
good rubbish collection. just need to add green waste collection to this
Good to see more bike parks in town
Good to see very little rubbish about CBD
Good walking tracks
Grass verges
Grating Gravel Roads
Great biking tracks
Great library services for pre-schoolers
Great parks and walkways
Great reserves and parks in Arrowtown
Great staff and helpful
Green waste
Green waste dumps
Grit service in winter
Grit streets and reads when icy
Gritting
Gritting after snow and ice in cold conditions
Gritting and cleaning of roads
Gritting of roads
Gritting of the roads
Gritting of the roads for ice, etc.
Gritting roads
Gritting services
Gritting the roads in the winter to be safe
Grounds and garden maintenance, street as well
Grounds care
Grounds gardens parks well maintained
Harbour Master
Harbour control
Harbour master
Harbour master
Harbour master
Harbour master
Harbour master services
Historic buildings trust
Household rubbish removed
I'm happy with public toilet
I think they do a fantastic job
Ice control
Identifying abandoned cars - great
Immediate graffiti removal
Improve and warm Wanaka swimming pool
Improved footpaths
Improving/upgrading public amenities i.e. toilets
In Arrowtown, the historic feel of the town
Inform the community
Information via mixed media

Infrastructure services
Infrastructure
Infrastructure - Sewerage/ water
Infrastructure
Installed cameras for everyday peoples safety
Internet access via E docs for planning and consent
Investment in culture
Keep a rigid observation on what it is costing for people to live in our district
Keep city clean
keep dogs/pets under control
Keep rates at reasonable level
Keep spending down
Keep the CBD streets and footpaths clean
Keep the library in Wanaka
Keep the toilets clean especially in O'Connell's mall
Keep tidy
Keep up the good communications through Scuttlebutt
Keeping clean the public toilets
Keeping costs and rates under control
Keeping Crown Range Rd safe
Keeping everything clean and green
Keeping funding available for community events
Keeping our campgrounds
Keeping our roads in good order and attending to improvements e.g. roundabouts
Keeping Queenstown clean- parking -tracks
Keeping rates down
Keeping rates down to no more than inflation
Keeping roadside trees/shrubs neatly pruned
Keeping streets clean
Keeping streets clean and tidy
Keeping the city clean
Keeping the parks and gardens and town clean
Keeping the parks and gardens in good order
Keeping the place clean and promoting area
Keeping the reserve and playgrounds up to desired standard
Keeping the street very clean and cleaning the CBD daily
Keeping the streets clean
Keeping the streets clean
Keeping the town tidy
Keeping the town tidy
Keeping the unsealed roads in good condition
Keeping Wanaka clean
Keeping Wanaka township clean/tidy including streets and grass areas etc.
Keeps us clean
Kerbside recycling
Lake front toilets
Lake Wanaka centre
Lakefront
Lakes leisure
Lakes leisure
Lakes leisure
Lakes leisure
Lakes leisure - pool
Lakes leisure (Frankton pool and facilities)
Lakes leisure / pool and gym
Lakes leisure events centre facilities
Lakes leisure/the pool
Lakeside tracks - walking/cycling

[illegible]

Library
Library
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Library
Library
Library - amazing staff and service
Library - do not decrease levels of service here
Library - essential
Library - fantastic
Library (very good staff)
Library here is very good
Library is fantastic (Wanaka). Don't cut staff
Library is great
Library services
Library services
Library services
Library services
Library services in Wanaka should be left alone
Library services including lake Hawea
Library till recently
Library is fantastic but needs more staff
libraries are very good
Lighting
Liquor licensing
Listening to public opinion, seeking public opinion and adoption of constructive suggestions. Very proactive and intelligent approach
Litter
Litter buggy - street cleaning
Litter control
Litter control
Litterbug vehicle
Local trails
Local walking and biking tracks
Looking after gardens
Looking after gardens and parks and playgrounds
Looking after towns and their general appearances
Love the BBQ around the lake front
Love the library
Lower rates bill for beneficiaries who are unable to work
Maintain parks and gardens
Maintain roads, tracks, paths
Maintain the parks
Maintain the sports grounds
Maintain the town hall
Maintaining and looking after our parks, reserves and rec grounds
Maintaining bus shelters
Maintaining gardens

Maintaining great community spirit
Maintaining Lake Front
Maintaining parks and gardens
Maintaining parks and playgrounds
Maintaining playgrounds
Maintaining Queenstown Trail
Maintaining roads and footpaths in good useable condition especially in winter
Maintaining sealed roads
Maintaining the playgrounds/parks
Maintaining trails
Maintaining village green
Maintenance of lake frontages in Wanaka and Queenstown
Maintenance of our parks and gardens and road verges
Maintenance of parks and reserves
Maintenance of parks and trails
Maintenance of paths
Maintenance of roads when snow hits - awesome
Maintenance of the area
Maintenance of tracks and trails
Maintenance/planting of reserves
Managing roads
Managing the crown range road in winter
Maintenance of gardens and parks
Marketing
Mayor doing on excellent job, running smooth council
Memorial Hall upgrade
More education for boat owners re rules e.g. ski vs. swim areas
More public toilets on trails
More rubbish collection days over Christmas and New Year
More street lighting down Arawatta Tce
Mountain bike tracks
Mountain Bike Trails
Mowing of council verges
Mowing of lawns - Garden maintenance
Mowing of parks and reserves
Mowing on main road
Native trees and plants - I'm seeing more of these being planted (Excellent)
New trails walks cycleways
News bulletins
Noise control
Noise control
Notice to residents about proposals and changes
Online building consents. maps
Our walking/biking tracks
Outdoor recreation areas - it's generally why most residents are here
Over 75 years parking policy
Overall I think council does a good job
Ownership / maintenance / encouragement of trails / walkways
Park and track network
Park maintenance
Parking free for 75 years plus
Parking is cheap
Parking wardens are very good and understanding
Parking wardens
Parks
Parks
Parks
Parks

Parks and walkways
Parks and walkways, etc.
Parks reserves gardens
Parks tracks and roads
Parks, gardens and playgrounds - great attention
Parks, gardens and reserves maintenance
Parks, gardens and walkways
Parks, recreation
Parks, reserves and gardens
Parks, reserves and gardens
Parks, reserves and walkways
Parks, walkways
Parks/reserves and activity based outdoor opportunities e.g. walkways and cycleways
Pavements
Pembroke Park
Personal service at the offices
Planning
Play grounds
Playground and park maintenance
Playgrounds
Playgrounds
Playgrounds
Playgrounds
Playgrounds
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Playgrounds
Playgrounds
Playgrounds
Playgrounds
Playgrounds -good range and well maintained
Playgrounds, parks, reserves looking good
Playgrounds, reserves, tracks
Playgrounds/skate parks
Plenty of parks and playgrounds
Plenty of water (not metered)
Policing
Policing
Pool and gym
Pool services and Frankton Events Centre looks great
Pools and sports grounds
Preparation & maintenance of sports grounds
Promote area
Promote local events
Promote Queenstown
Promote the area for locals and visitors
Promote tourism
Promotes Queenstown
Promoting Queenstown
Promoting Wanaka
Promotion
Promotion
Promotion
Promotion of community organisations, both community events and social welfare
Promotion of Queenstown
Promotion of Queenstown as a destination
Promotion of the area
Promotion of the district
Protection of the environment

[illegible]

Queenstown trail support
Quick to respond to requests for service
Quicker gritting of Lake Hayes estate last snow fall
Rates collection
Rates down in price
Receptionist do well in putting you onto right people/services
Reconstruction council staff
Recreation facilities
Recreational grounds e.g. events centre but more use could and should be encouraged
Recreational Parks
Recycle bins allocated
Recycling
Recycling
Recycling
Recycling
Recycling
Recycling
Recycling
Recycling
Recycling
Recycling
Recycling
Recycling
Recycling
Recycling
Recycling - kerb side collection
Recycling / Rubbish bins downtown
Recycling and rubbish
Recycling bins and normal bins
Recycling collection
Recycling collection
Recycling collection
Recycling collections
Recycling of rubbish
Recycling of rubbish
Recycling plant is good idea and runs well
Recycling programme
Recycling rubbish collection
Recycling services
Recycling
Reducing duplication and bureaucracy while remaining effective
Refuse collection
Regulatory services - although the recent purge of experienced and motivated staff may make this impossible
Reserve Maintenance
Reserve Maintenance
Reserves
Resist encouraging night flights into/out of Queenstown airport
Resource consents
Resource consents - needs tweaking
Road cleanliness
Road clearing - winter
Road closure and hazard information
Road conditions are great for the heavy use they endure
Road conditions on the website/Facebook
Road construction and maintenance
Road gritting
Road gritting
Road gritting - Get the clean ups done asap

Road gritting - ice

Road gritting, snow cleaning, general road repairs - excellent. (However, I don't want to see every gravel road tar sealed. I like gravel roads. They slow people down and represent more remote areas.

Road maintenance

Road maintenance

Road Maintenance

Road maintenance

Road Maintenance

Road maintenance

Road maintenance in winter - grit where icy

Road monitoring of winter conditions

Road Reports especially in winter

Road up keep

Road upgrades

Roading

Roading

Roading

Roading

Roading

Roading

Roading

Roading

Roading

Roading - Good infrastructure

Roading and roading safety in the winter

Roading is good. Keeping roads safe over winter.

Roading maintenance

Roading quality

Roading/ infrastructure repairs

Roads

Roads

Roads

Roads

Roads

Roads - generally good

Roads and footpaths

Roundabouts

Roundabouts - latest are much better/an improvement in Wanaka

Roundabouts are great but humps in road are overkill

Rubbish

Rubbish

Rubbish

Rubbish & recycling

Rubbish and recycling

Rubbish around CBD

Rubbish bins

Rubbish collection

Rubbish collection

Rubbish collection

Rubbish collection

Rubbish collection

Rubbish collection

Rubbish collection

Rubbish collection

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Rubbish collection
Rubbish collection
Rubbish collection
Rubbish collection - household and streets
Rubbish collection - public and household
Rubbish collection and October spring clean skips
Rubbish collection and recycling
Rubbish collection.
Rubbish collection/recycling
Rubbish collectors/street cleaning - good job
Rubbish service.
Safe roads over the winter months. EG grit
Scuttlebutt
Scuttlebutt
Scuttlebutt
Scuttlebutt
Scuttlebutt
Scuttlebutt
Scuttlebutt - informative and creates community spirit
Service provision - e.g. water, sewage.
sewage
Sewerage
Sewerage
Sewerage
Sewerage
Sewerage
Sewerage
Sewerage
Sewerage
Sewerage
Sewerage
Shaping our future has potential
Shares premises and facilities with good causes such as adult education
Signage
Skate park clean
Skip outside tip for blue bags
Slowing traffic down through downtown Wanaka
Snow clearing was good this year
Some parking controls need to be reviewed, e.g., Sunday restrictions
Spends money
Sport & leisure e.g. playgrounds, bike trails etc. etc.
Sport and recreation facilities
Sport fields
Sport grounds
Sporting avenues
Sporting facilities
Sporting grounds
Sports amenities

Sports fields
Sports Ground
Sports grounds
Sports grounds
Sports grounds
Sports grounds
Sports grounds
Sports grounds/facilities
Staffing levels at Wanaka library
Standard of toilets
Staying in Queenstown
Stick to your knitting and not get distracted by pet projects
Stop Empire building reduce costs reduce rates stop consulting studying naval grazing and just provide council services
Street bins
Street cleaners
Street cleaning
Street cleaning
Street cleaning
Street cleaning
Street cleaning
Street cleaning
Street cleaning
Street cleaning
Street cleaning
Street cleaning
Street cleaning
Street cleaning
Street cleaning
Street cleaning
Street cleaning
Street cleaning
Street cleaning
Street cleaning
Street cleaning downtown
Street cleaning good
Street cleaning in Queenstown
Street cleaning is excellent
Street cleaning is great
Street cleanliness and tidiness
Street landscaping
Street lighting
Street lighting
Street lighting
Street sweeping
Street sweeping
Street/footpath cleaning
Streets are always clean
Streets are always very clean
Streets are clean
Supply of sports grounds and public facilities
Support for cultural and sporting events
Support for D.Q.
Support for events
Support of events
Support of shaping our future programme
Support the extension of bike trails as well as walking trails

Supporting big events e.g. Winter Festival
Supporting local business to provide services
Supporting the winter festival and fireworks twice a year
Sweeping roads
Swimming pool
Swimming pool
Swimming pool
Swimming pool and gym
Swimming pool and leisure centre affordable
Swimming pool at Frankton
Swimming pool in Frankton
Swimming pool is a great asset although small and needs a learners pool
Swimming pool is well run
Swimming pool/events centre
Swimming pool/gym
Swimming pools
Swimming pools
Swimming pools
Swimming pools but not gyms should be privately run
Swimming pools in Queenstown
Swimming, including beach cleanliness
System of tracks in the area
The active promotion of the lakes district to both locals and tourists - well done
The beautification work and walkways around lake Hawea are absolutely outstanding. Couldn't ask for any more
The cleaning
The council provides far too many services, of far too high quality. The council needs to reduce service provision (quality and quantity) and reduce rates so people can afford to do business here
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The current amount of cycle trails is good just multi use
The current leadership are becoming more cost aware
The development of bike trails
the events centre
The gardens look good
The gondola and the services up there
The grass verge cutting away up the Rees Valley
The gritting of the roads
The library as is
The library in its current format
The new roundabouts are excellent
the new roundabouts will be really good
The new street cleaner is fantastic. It is so nice not to have to walk to work every day through vomit and god knows what.
The new toilets are a god send and so far have been kept clean and tidy. Well overdue
The park on the peninsula
The parks, cycleways and walkways
The parks, reserves and sports grounds are fantastic and well maintained
The playgrounds are good but need more funding
The public parks, gardens and trees are beautifully looked after. What a pleasure they are.
The Queenstown pool and sports area
The Queenstown tourism
The roundabouts were a great thing to put in
The scuttlebutt
The St Johns ambulance
The street cleaning great

The streets and garden etc. always look well looked after
The trails, pathways and walks
The walkways and trails
The Wanaka library is excellent - please continue to support it to a high level
The waste removal
There should be a tourist bed tax to cover the huge infrastructure demands put on the rate payers
They keep the lake front well maintained
Thinking about what the local residents need and want. How they feel
Three waters
Tidy gardens
Tidy townships
Tidying the streets
Tidying up litter and keeping down-town looking clean and tidy
Timing of roadworks e.g. should be in shoulder season
Toilet facilities
Toilet facilities
Toilet facilities
Toilets
Toilets
Toilets
Toilets
Toilets
Toilets
Toilets
Toilets are usually well kept up clean and stocked with paper, soap etc.
Tourism
Tourism
Tourism
Tourism
Tourism i.e. Holidays, skiing, weddings, corporate events
Tourism promotion
Tourism promotion
Tourism promotion
Tourism promotion
Tourism promotion
Tourism promotions
Town always tidy
Town cleanliness - great job done by staff
Town Hall
Town is well cleaned
Town planning
Town tidiness is great
Tracks
Tracks
Tracks
Tracks - either walking or biking
Tracks - walking and running
Tracks (Trails, Walkways etc.)
Tracks (walking, cycling, running)
Tracks and trails
Tracks and trails continue to expand
Tracks and WC
Tracks walkways and cycleways
Tracks, cycleways and reserves
Tracks, walkways
Tracks/trails/cycleways
Tracks/trails/parks
Trails

Trails
Trails
Trails
Trails
Trails
Trails
Trails
Trails
Trails
Trails - walking and biking
Trails - walkways
Trails and tracks
Trails and walkways
Trails and walkways
Trails and walkways
Trails, parks and reserves
Trails, walkways
Trails, walkways etc.
Trails, walkways etc.
Trailways
Transport
Tree maintenance
Tree maintenance and general tidiness of the resort
Trimming dangerous road-side trees and preparing icy roads for traffic (grit).
Trimming roadside trees
Updating
Updating what is happening in the area.
Upgrade and maintain urban infrastructure
Upgrading of public amenities
Upgrading streets, etc.
Upkeep of parks
Upkeep of parks and reserves
Upkeep of parks and sports grounds
Upkeep of the gardens
Urban design panel reviews of all proposed building developments
Urban planning
Value - improving initiatives e.g. Cutting back staff and anything else that would reduce the rates
Very easy and sensible survey to complete
Very good customer services
Very good recycling & rubbish collections
Very good rubbish collection/recycling service
Very good sports and swimming facilities at Frankton
Walk and cycle ways
Walk tracks etc.
Walk/bike bridge over Shotover river to enable safe walking and biking access to Arthurs point
Walking and Biking Tracks
Walking and cycle trails
Walking and cycling tracks
Walking and cycling tracks
Walking and cycling trails
Walking track
Walking tracks
Walking tracks
Walking tracks
Walking tracks
Walking tracks
Walking tracks
Walking tracks
Walking tracks
Walking tracks

Walking tracks
Walking tracks and planting
Walking tracks are great and well maintained
Walking tracks maintained
Walking tracks through the town
Walking tracks-good signs- pathways
Walking Trails
Walking Trails
Walkway/cycle tracks
Walkways
Walkways
Walkways
Walkways and cycle trails
Walkways and cycle trails
Walkways and cycleways
Walkways and cycleways
Walkways and cycleways
Walkways and keep NZ clean
Walkways and reserves
Walkways and stuff
Walkways and tracks
Walkways and tracks
Walkways and Trails
Walkways cycleways reserves gardens
Walkways, trails
Walkways/ cycleways
Walkways/ parks
Walkways/trails
Wanaka area Library services
Wanaka Library
Wanaka Library
Wanaka library as it is, and fully staffed
Waste & recycling collection
Waste collection
Waste collection
Waste disposal
Waste management
Waste management
Waste management
Waste pickup
Waste services
Waste water
Waste Water
Waste water sewerage
Waste water, water reticulation
Wastebusters
Water
Water
Water
Water
Water
Water
Water
Water and sewer
Water and sewerage
Water and sewerage
Water and sewerage is good
Water and sewerage services

Water and wastewater
Water but should also support entrepreneurial water schemes i.e. for irrigation
Water quality
Water reticulation
WATER SERVICE
Water supply
Water supply
Water supply
Water supply
Water supply
Water supply
Water supply
Water supply
Water supply
Water supply
Water supply non-metered
Water/sewerage/roads/library all good considering environment
Waterfront
Weather reports
Website & radio road conditions/ info over winter
Website is great, easy to navigate and find info and has great information available. Road updates are excellent
Well maintained roads
Wheelie Bins for recycling green waste and rubbish included in rates.
Wilding pine eradication - crank it up
Winter festival
Winter festival involvement, festival involvement, more free events for public, families
Winter grading and gritting of crown range Rd
Winter road conditions
Winter road gritting
Winter road ice protection
Winter road maintenance
Winter road maintenance clearing snow, gritting main routes is done very well
Winter road management
Winterfest
Wonderful clean streets especially the CBD
Work with schools for sporting events
Xmas decorations - continue to improve all these