

Queenstown Lakes District Council Ratepayer and Resident Survey

R E P O R T
2016/17

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Background, Objectives, and Method

Background, Objectives, and Method

Background and Objectives

Queenstown Lakes District Council (QLDC) is responsible for the provision of services in the Queenstown area. QLDC has undertaken research amongst residents and ratepayers in the district since 1995, and in 2017 Versus Research was commissioned to complete this research. The questionnaire remains largely similar to that used in previous years, with the addition of town satisfaction questions. A copy of this year's questionnaire is in the appendix at the end of this document. The primary research objective for this work is to measure resident satisfaction with the services that QLDC provide, and compare results to previous years (where applicable).

Method

A mixed method approach to data collection was used for this project; this is primarily to ensure that the final sample is representative of the district as a whole and that a robust sample size is collected. A total of n=1,262 surveys were collected from across all data collection methods, with n=900 used for the analysis within this report. Responses that were analysed were randomly selected to ensure that the final sample was representative of the population in the area and data collection comprised of the following methods:

- Postal survey sent to ratepayers in the Queenstown Lakes district - Ratepayers (both those living in Queenstown and those living outside of the area but within New Zealand) were posted a survey to complete. Each survey had a unique ID and respondents were able to either complete the survey online or fill in the survey and return it to Versus Research via freepost. The ratepayer database was stratified to ensure surveys were sent to a representative sample of the ratepayer population.
- International ratepayers email - Where email addresses were available, ratepayers living outside of New Zealand were emailed a survey link to complete online.
- Sports and recreational facility users database - User emails were provided by QLDC and all facility users were emailed a link to complete the survey online.
- Face to face intercept interviewing - Similar to previous years, intercept interviewing was completed in Queenstown to target younger residents of the district. Interviewers were supplied with tablets and surveys were completed directly into Versus' system.

Interviewing for this project was completed between the 11th of July and 7th of August. An incentive of \$1000 rates rebate or a \$500 Prezy Card or grocery voucher was offered to all completed responses. The table below highlights the response rate for each of the data collection methods used this year.

Method	Number of surveys sent	Number of surveys collected	Response rate	Number of surveys used
Postal survey to ratepayers (local and national)	n=4,800	n=764 (22% online, 78% returned for data entry)	16%	n=534
International ratepayers	n=492	n=64	13%	n=24
Recreation facility users database	n=3,611	n=364	10%	n=105
Face to face intercept interviewing	-	n=242	-	n=237
TOTAL	n=8,903	n=1,262	12%	n=900

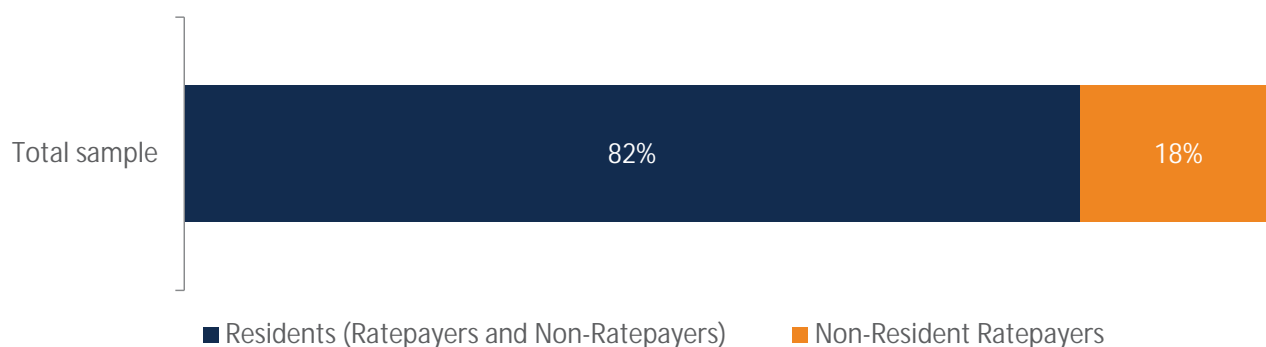
Background, Objectives, and Method

Sample

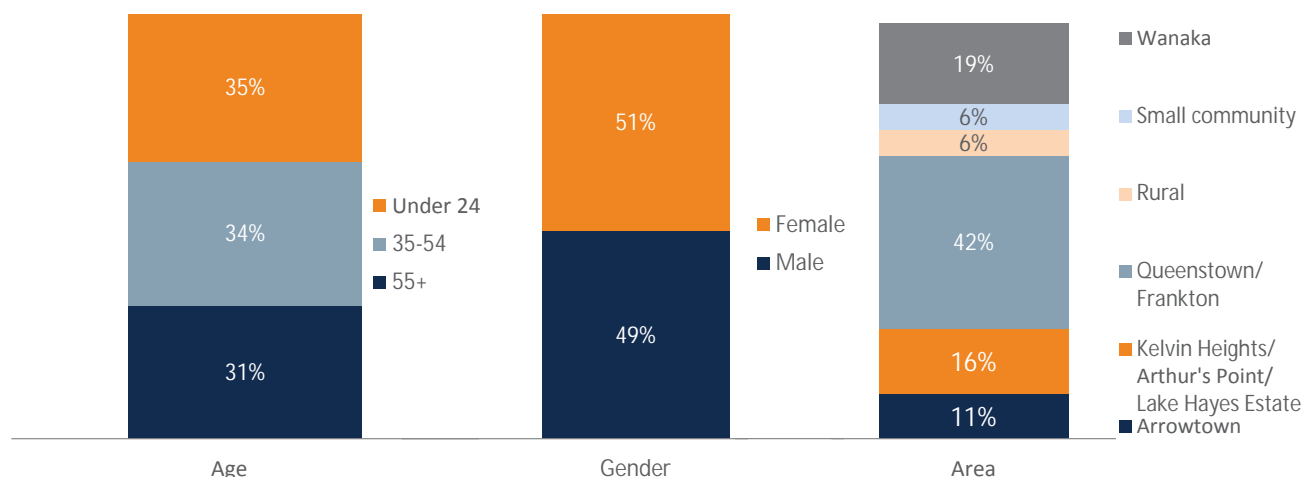
The sample has been stratified to represent the residents (ratepayers and non-ratepayers) and non-resident ratepayers. The residents sample has also been stratified to ensure it is representative of the age and gender proportions of those in the district as well as the geographic spread of the area. Area quotas have been applied to the non-resident sample to ensure it is similar to the proportions collected from each area last year. The charts below show the age, gender, and area proportions for the residents sample as well as the proportion of national and international ratepayers present in the non-residents ratepayers sample.

The final data set has not been weighted as a representative sample of the district was collected.

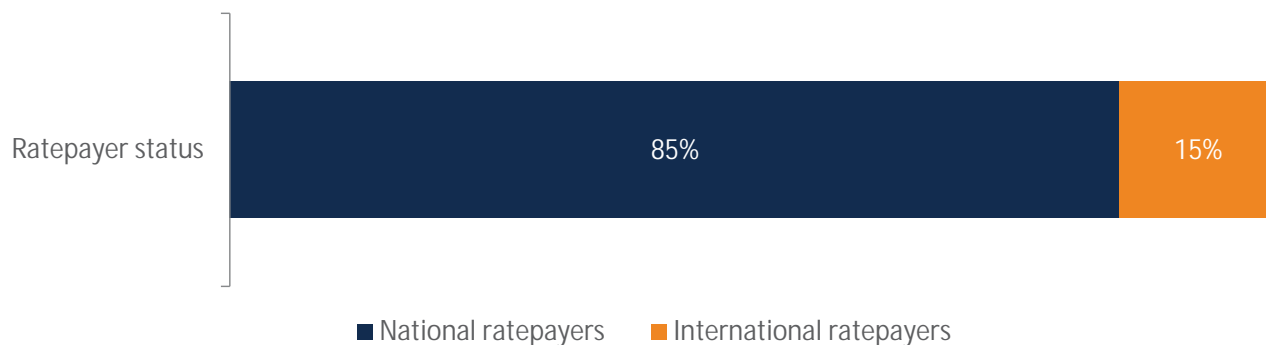
Total Sample



Residents Sample (Ratepayers and Non-Ratepayers)



Non-Resident Ratepayers Sample



Background, Objectives, and Method

Margin of error

Margin of error (MOE) is a statistic used to express the amount of random sampling error present in a survey's results. The MOE is particularly relevant when analysing a subset of the data as smaller sample sizes incur a greater MOE. The final sample size for this study is n=900, which gives a maximum margin of error of +/- 3.27% at the 95% confidence interval, that is, if the observed result on the total sample of n=900 respondents is 50% (point of maximum margin of error), then there is a 95% probability that the true answer falls between 46.73% and 53.27%.

Notes on Reporting

The following page highlights how to read the findings within this report. Primary things to note within this report are:

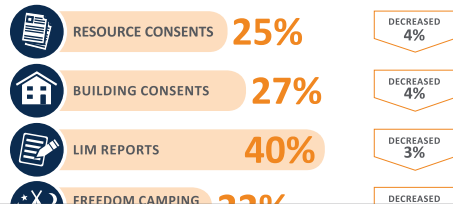
- Not all charts add up to 100%, this is due to rounding and multiple choice questions.
- Not all respondents answered all questions as respondents are able to skip over questions in self complete surveys.
- Not applicable responses have been excluded from this year's results, this is to ensure year on year results are comparable.
- The one to ten scale has been grouped for reporting as satisfied (7-10 rating), neutral (5-6 rating), and unsatisfied (1-4 rating).

How to Read These Findings

Regulatory Services | Summary

The summary below shows this year's satisfied result for each measure associated with Council's regulatory services, as well as the percent change from 2016's results.

Regulatory Services Summary



Summary of Findings

The beginning of each section shows the total satisfied result for each measure within that section. As well as the percent change from 2016's results.

Regulatory Services | Resource Consents

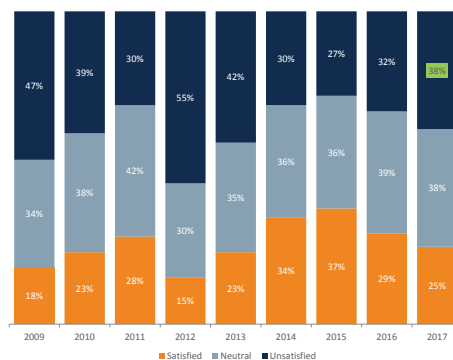
2017 Total Results

Twenty-five percent of respondents are satisfied with the quality of resource consent services. A further 38% of respondents give a neutral rating and 38% are unsatisfied with this.



2009 - 2017 Total Results

Compared to last year's result, there has been significant increase in unsatisfied responses (38% cf. 2016, 32%) and a 6% decrease in satisfied responses, although this is not statistically significant. Compared to 2009 results, satisfied results have increased 7% and unsatisfied results have decreased 9%.



Total Level Results

The total satisfied result for 2017 is shown at the top of each page, as well as the percent change from last year's results. The first text paragraph outlines all of the 2017 results.

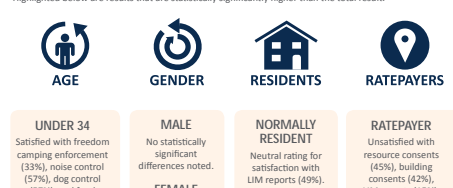
The chart and text below detail differences and changes from previous years' results. Significance testing has been applied to this year's results. Significance testing is used to determine whether the difference between two results is statistically significant or not, i.e., to determine the probability that an observed difference occurred as a result of chance. Significance testing within this document shows there has been a significant change from last year's results.

Green shading shows this year's result is significantly higher than last year's result.

Purple shading shows this year's result is significantly lower than 2016's result.

Regulatory Services | Demographic differences

Highlighted below are results that are statistically significantly higher than the total result.

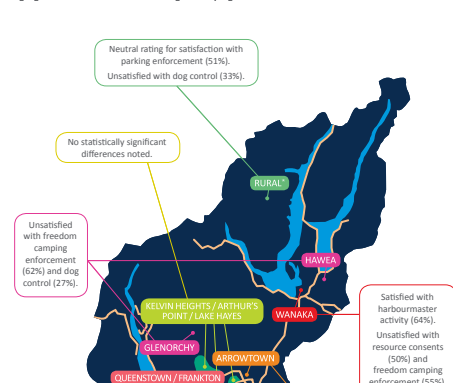


Demographic and Area Differences

Demographic and area differences have also been reported at the end of each section. Results which are significantly higher than the total result have been shown within each group. Age, gender, resident status, and area results are reported at the total level (residents and non-residents) while ratepayer status only shows results from those living in the area.

Regulatory Services | Area differences

Highlighted below are results that are statistically significantly higher than the total result.

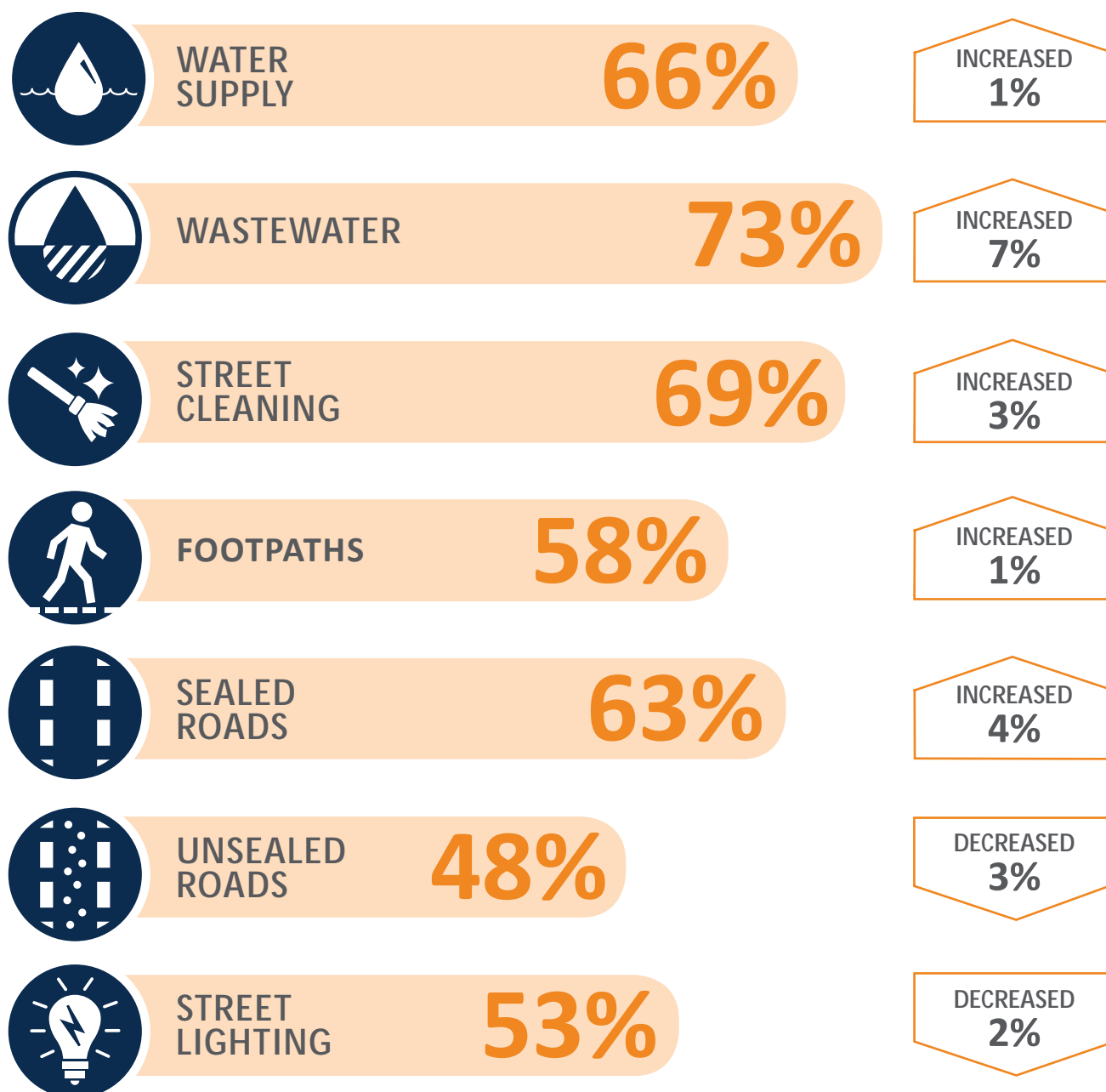


Infrastructure

Infrastructure | Summary

The summary below shows this year's satisfied result for each measure associated with infrastructure, as well as the percent change from 2016's results.

Infrastructure Summary



Infrastructure | Water Supply

2017 Total Results

Overall, 66% of respondents are satisfied with the water supply service in the area. A further 15% of respondents give a neutral rating and 19% are unsatisfied with the water supply in Queenstown.



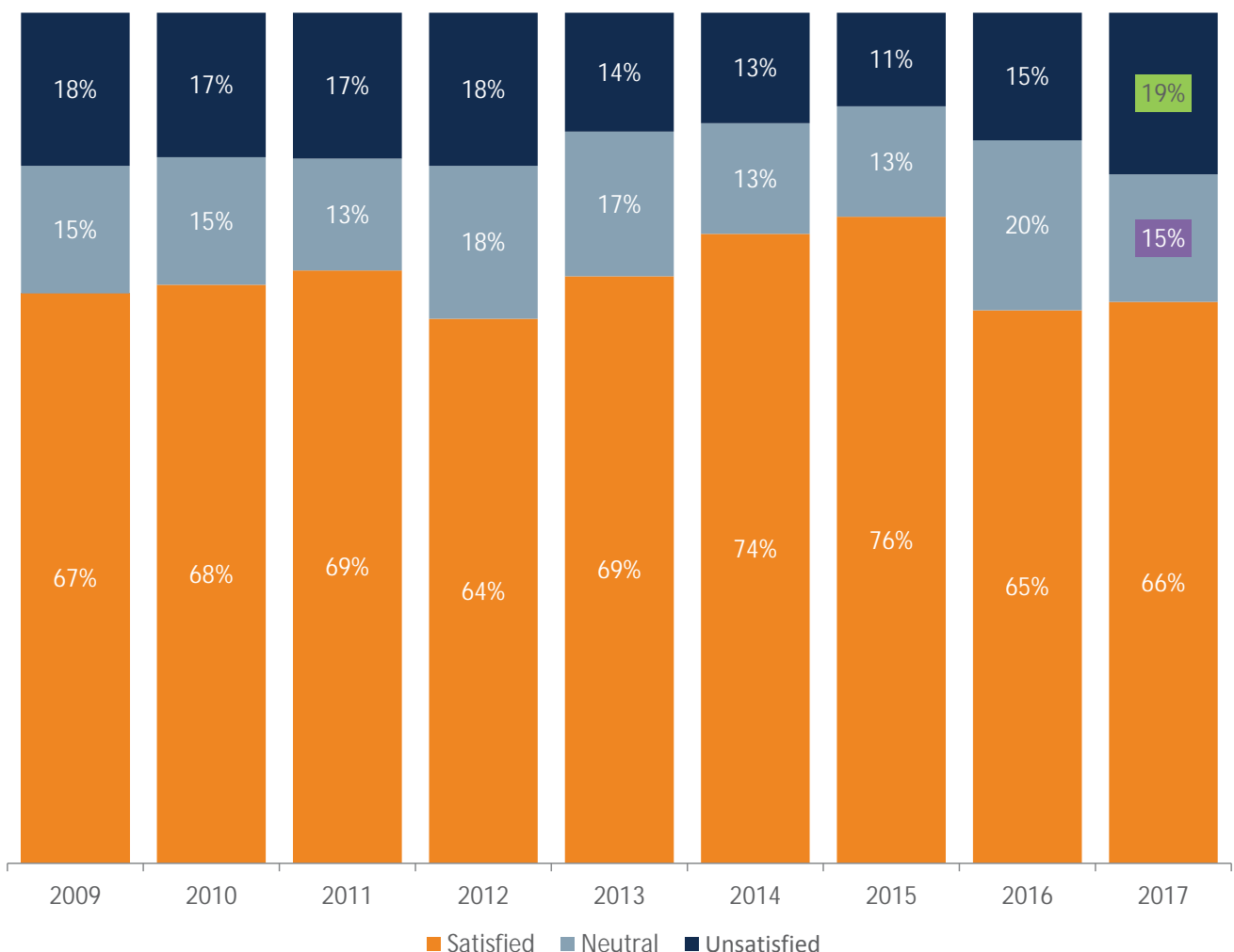
SATISFIED

66%

**INCREASED
1%**

2009 - 2017 Total Results

Satisfaction is on a par with last year's result and is similar to results from 2009. Notably this year, unsatisfied results have increased significantly (19% cf. 2016, 15%) and neutral ratings have decreased significantly (15% cf. 2016, 20%). Neutral and unsatisfied ratings are also on a par with results from 2009.



Infrastructure | Wastewater

2017 Total Results

Nearly three quarters (73%) of respondents are satisfied with wastewater services in the area. A further 18% give this a neutral rating and 9% are unsatisfied with wastewater services in the area.



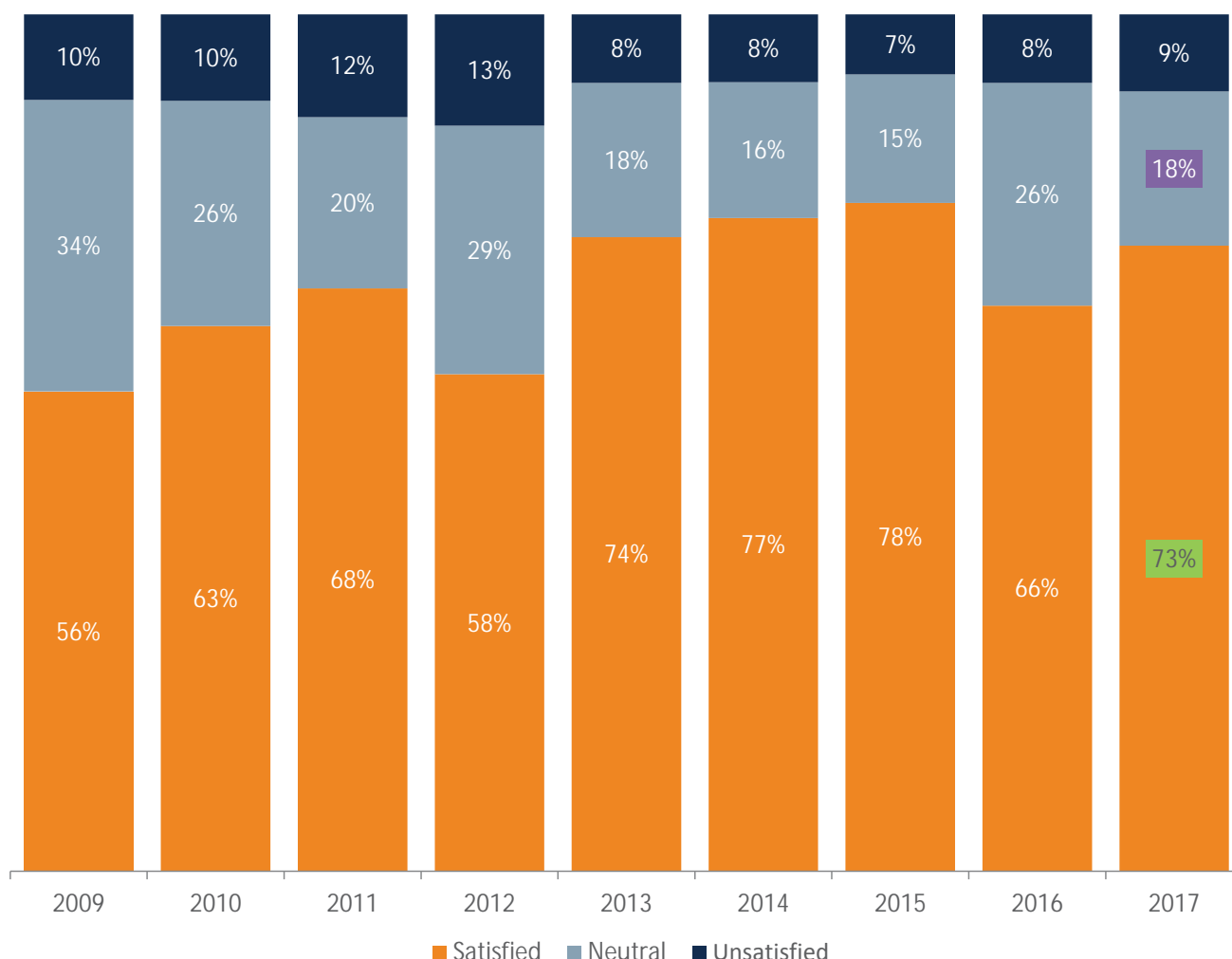
SATISFIED

73%

**INCREASED
7%**

2009 - 2017 Total Results

Compared to last year's results, satisfied results have increased significantly (73% cf. 2016, 66%) and concurrently, neutral ratings have decreased significantly (18% cf. 2016, 26%). Trends over time show an overall 17% increase in satisfied ratings and a 16% decrease in neutral ratings since 2009.



Infrastructure | Street Cleaning

2017 Total Results

Sixty-nine percent of respondents are satisfied with street cleaning in the area. A further 19% give this a neutral rating and 12% are unsatisfied with this.



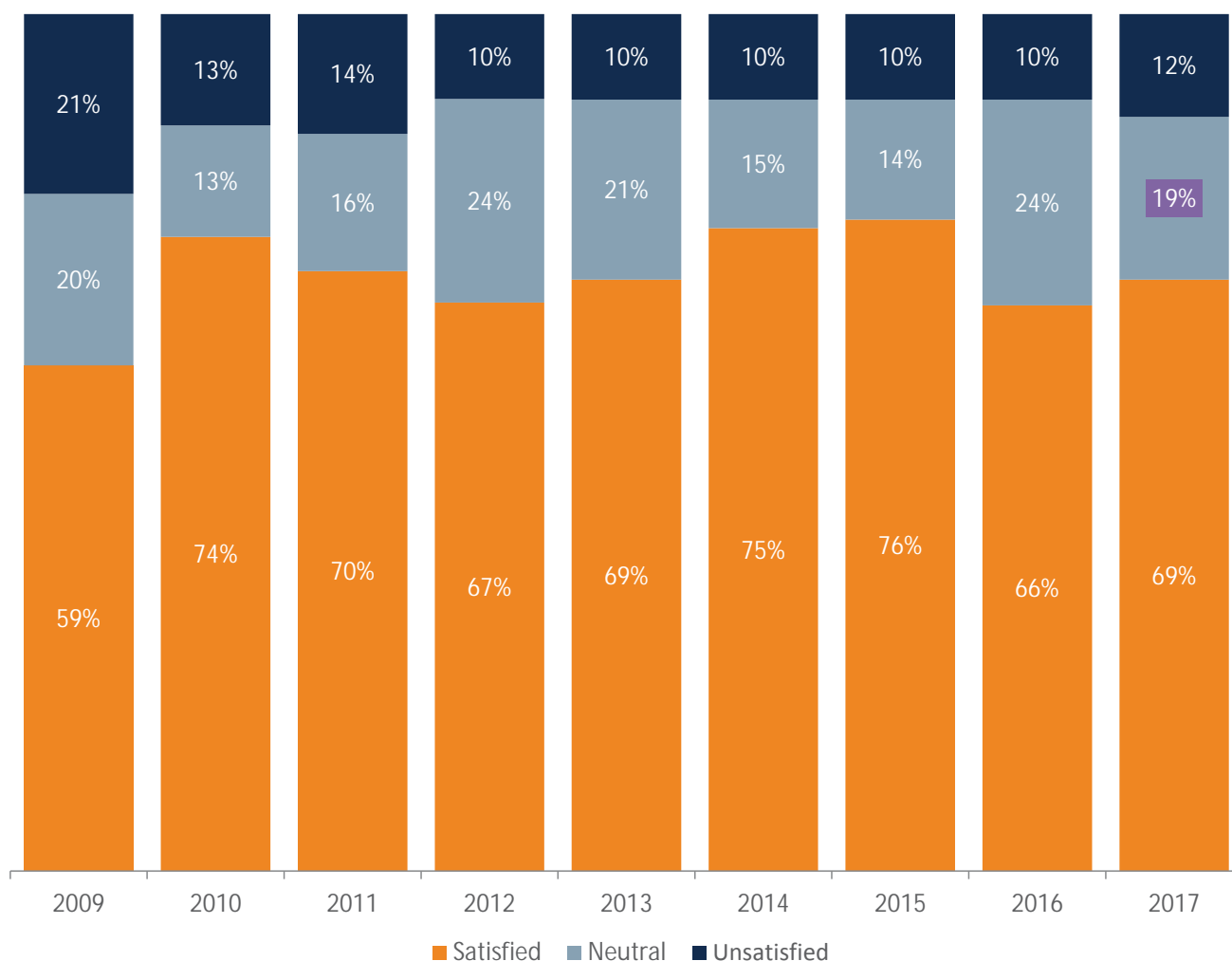
SATISFIED

69%

**INCREASED
3%**

2009 - 2017 Total Results

Although not statistically significant, satisfied ratings have increased 3% this year while neutral ratings have decreased significantly (19% cf. 2016, 24%). Overall, satisfied ratings have increased 10% since 2009 and unsatisfied ratings have decreased 9% over the same time period.



Infrastructure | Footpaths

2017 Total Results

Over half (58%) of respondents are satisfied with footpaths in the area. Twenty-three percent give this a neutral rating and 19% are unsatisfied with footpaths.



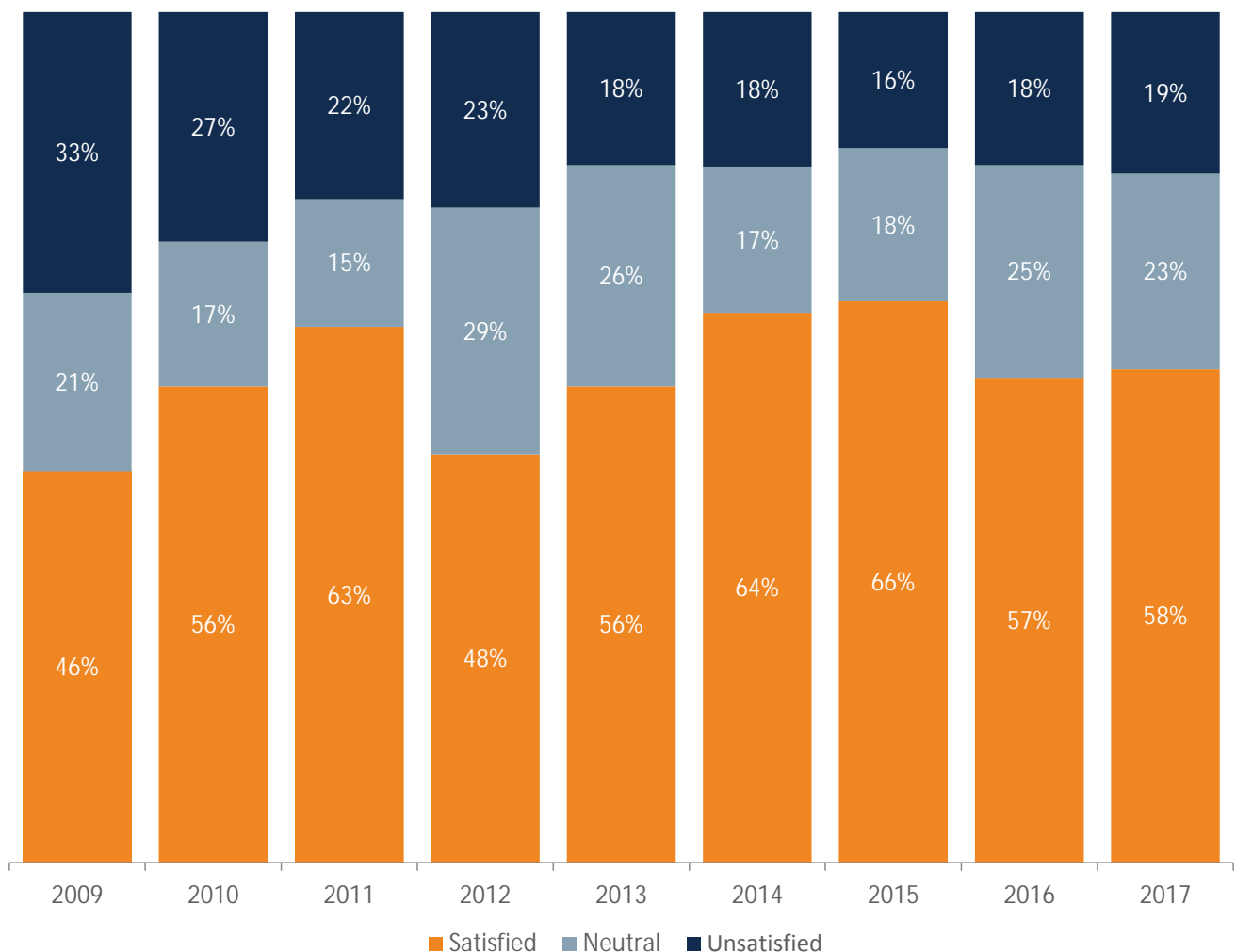
SATISFIED

58%

**INCREASED
1%**

2009 - 2017 Total Results

This year's results remain on a par with results from last year. Notably, satisfaction has increased 12% since 2009 and unsatisfied results have decreased 14% over the same time period.



Infrastructure | Sealed Roads

2017 Total Results

Sixty-three percent of respondents are satisfied with sealed roads in the area. A further 23% give this a neutral rating and 14% are unsatisfied with this.



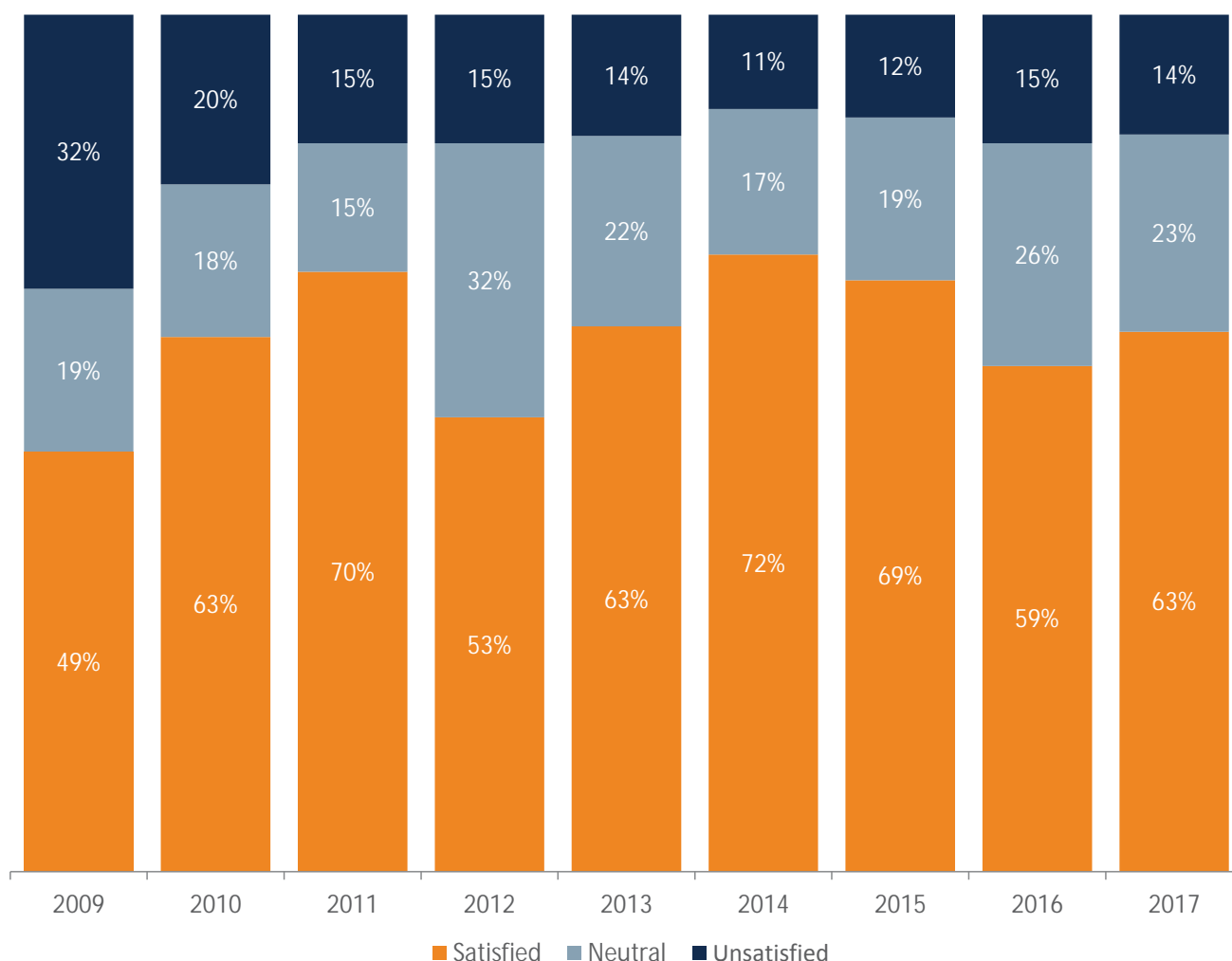
SATISFIED

63%

**INCREASED
4%**

2009 - 2017 Total Results

Although not statistically significant, satisfaction has increased 4% this year and 14% since 2009. Unsatisfied ratings have also decreased 18% since 2009 and neutral ratings have increased 4% over the same time period.



Infrastructure | Unsealed Roads

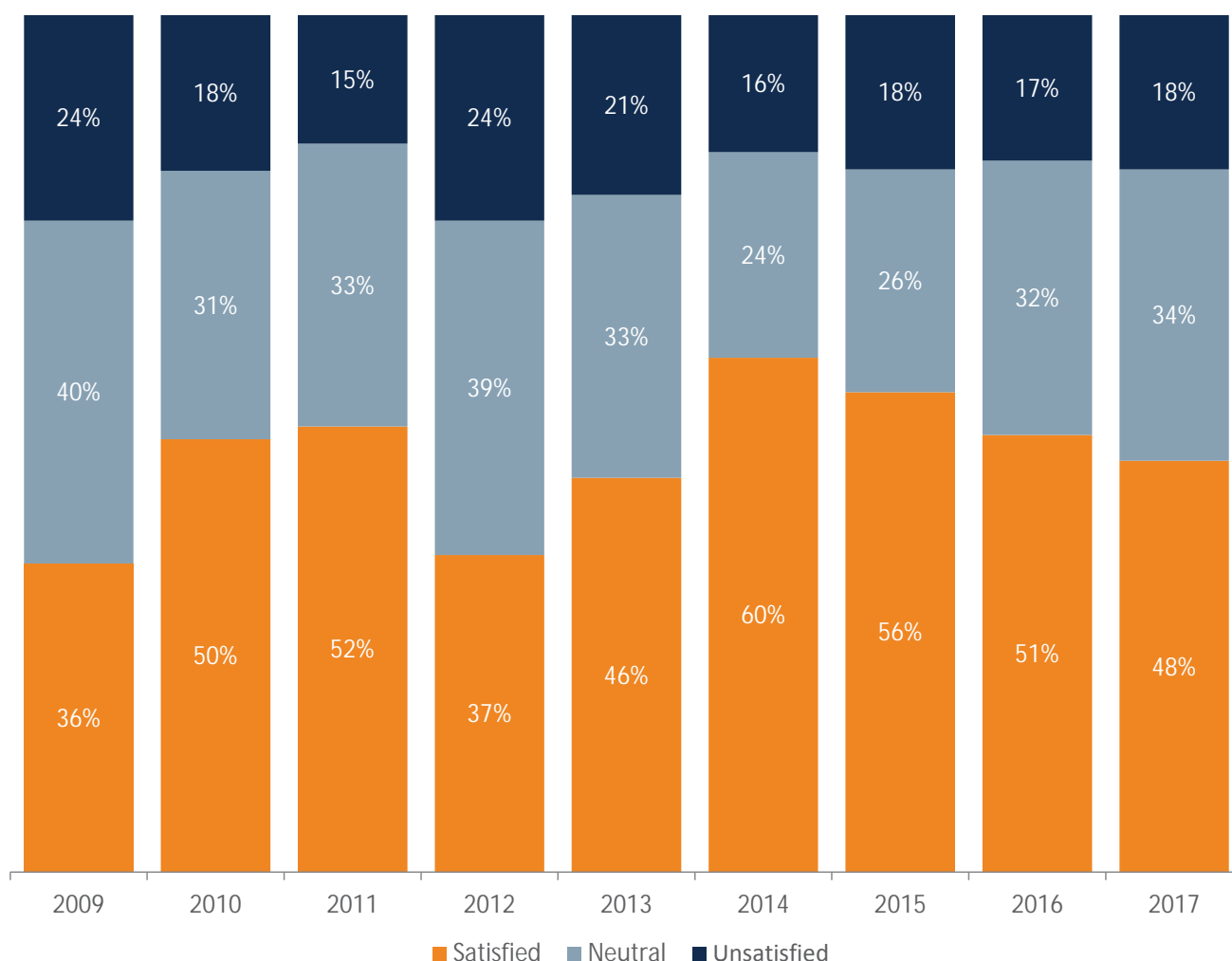
2017 Total Results

Nearly half (48%) of respondents are satisfied with unsealed roads in the area. Thirty-four percent of respondents give this a neutral rating and 18% are unsatisfied with unsealed roads.



2009 - 2017 Total Results

Compared to previous years' results, satisfaction has continued to decline this year to 12% below results from 2014. Positively this year's satisfied result is 12% above results from 2009. Unsatisfied ratings have declined over time, with this year's result sitting 6% below results from 2009.



Infrastructure | Street Lighting

2017 Total Results

Overall, 53% of residents are satisfied with street lighting in the area. A further 24% of respondents give this a neutral rating and 23% are unsatisfied with street lighting.



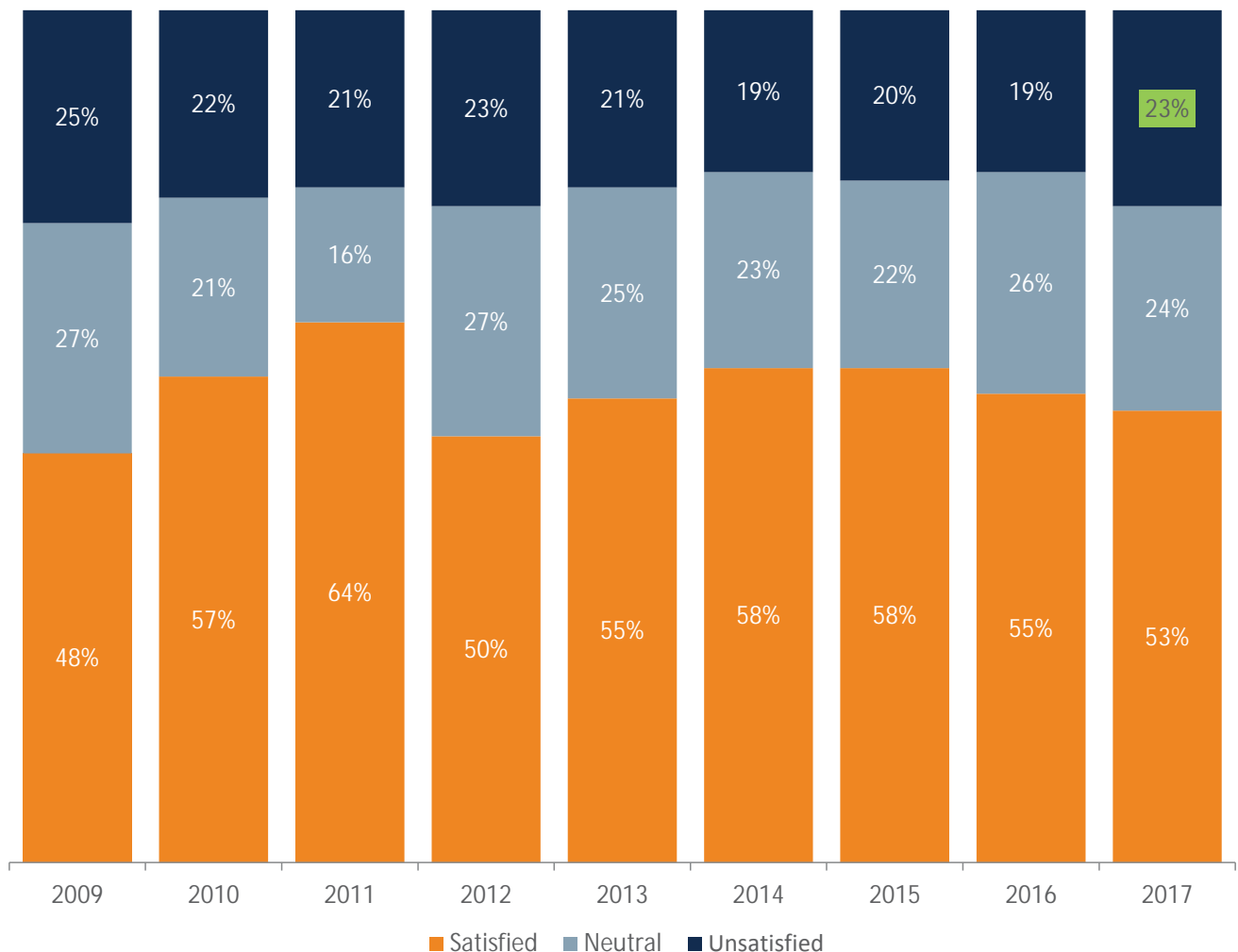
SATISFIED

53%

DECREASED
2%

2009 - 2017 Total Results

Compared to last year, unsatisfied results have increased significantly (23% cf. 2016, 19%); satisfied results have also decreased this year (down 2%), although this is not significant. Satisfied results are now 5% above results from 2009.



Infrastructure | Demographic Differences

Highlighted below are results that are statistically significantly higher than the total result.



AGE

UNDER 34

Unsatisfied with street lighting (29%).

Neutral ratings for unsealed roads (41%).

Satisfied with water supply (76%), street cleaning (78%), and footpaths (74%).

35-54

Unsatisfied with water supply (25%) and wastewater (13%).

55+

Unsatisfied with water supply (23%), footpaths (26%), and unsealed roads (25%).

Neutral ratings for street cleaning (23%).

Satisfied with wastewater (77%).



GENDER

MALE

No statistically significant differences noted.

FEMALE

No statistically significant differences noted.



RESIDENTS

NORMALLY RESIDENT

Unsatisfied with sealed roads (15%) and street lighting (25%).

Neutral rating for unsealed roads (36%).

HOLIDAY HOME OWNER

Satisfied with sealed roads (75%), unsealed roads (63%), and street lighting (62%).



RATEPAYERS

RATEPAYER

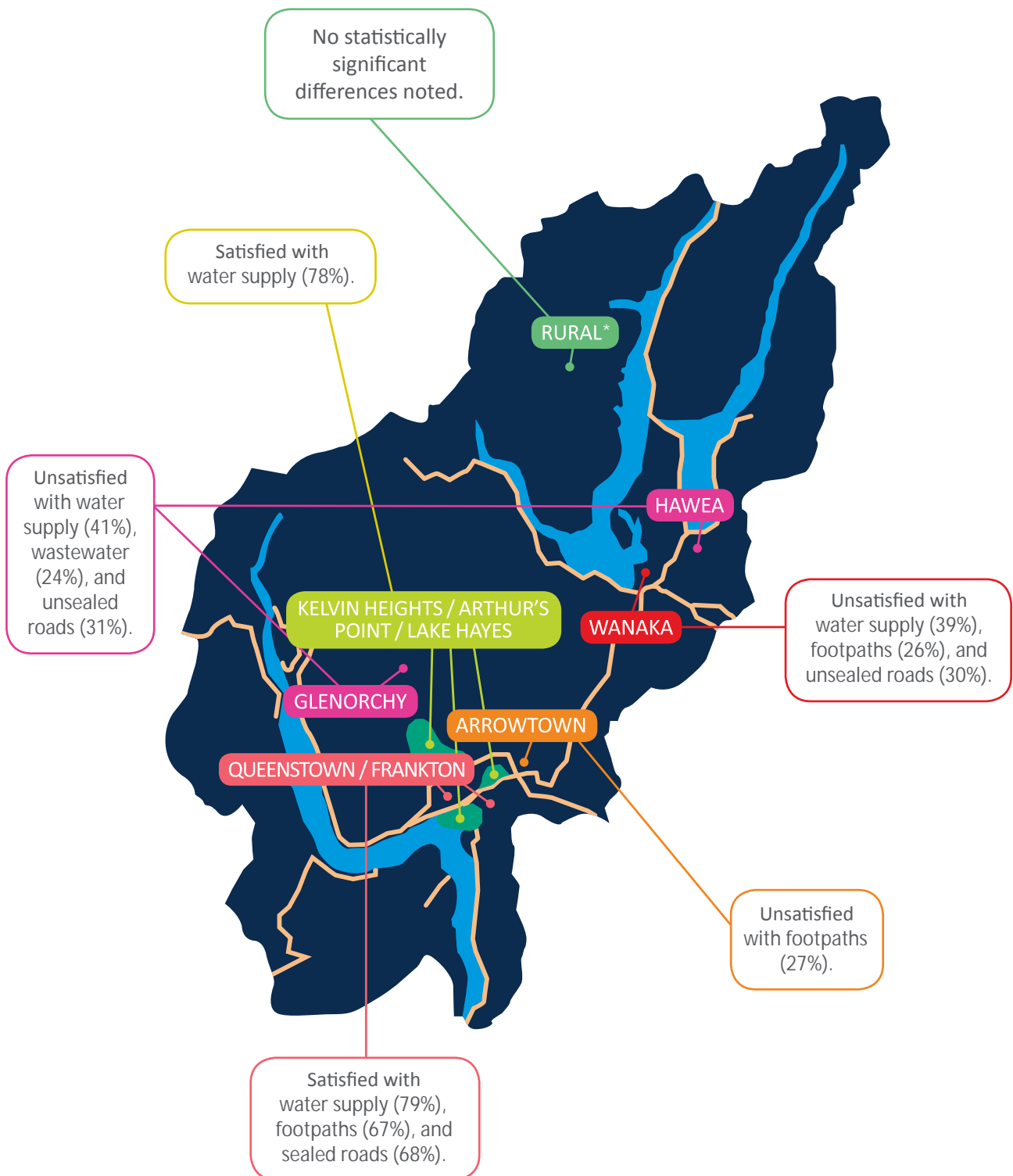
Unsatisfied with water supply (24%), wastewater (10%), street cleaning (15%), footpaths (23%), sealed roads (18%), and unsealed roads (22%).

NON RATEPAYER

Satisfied with water supply (83%), wastewater (81%), street cleaning (87%), footpaths (80%), and sealed roads (75%).

Infrastructure | Area Differences

Highlighted below are results that are statistically significantly higher than the total result.



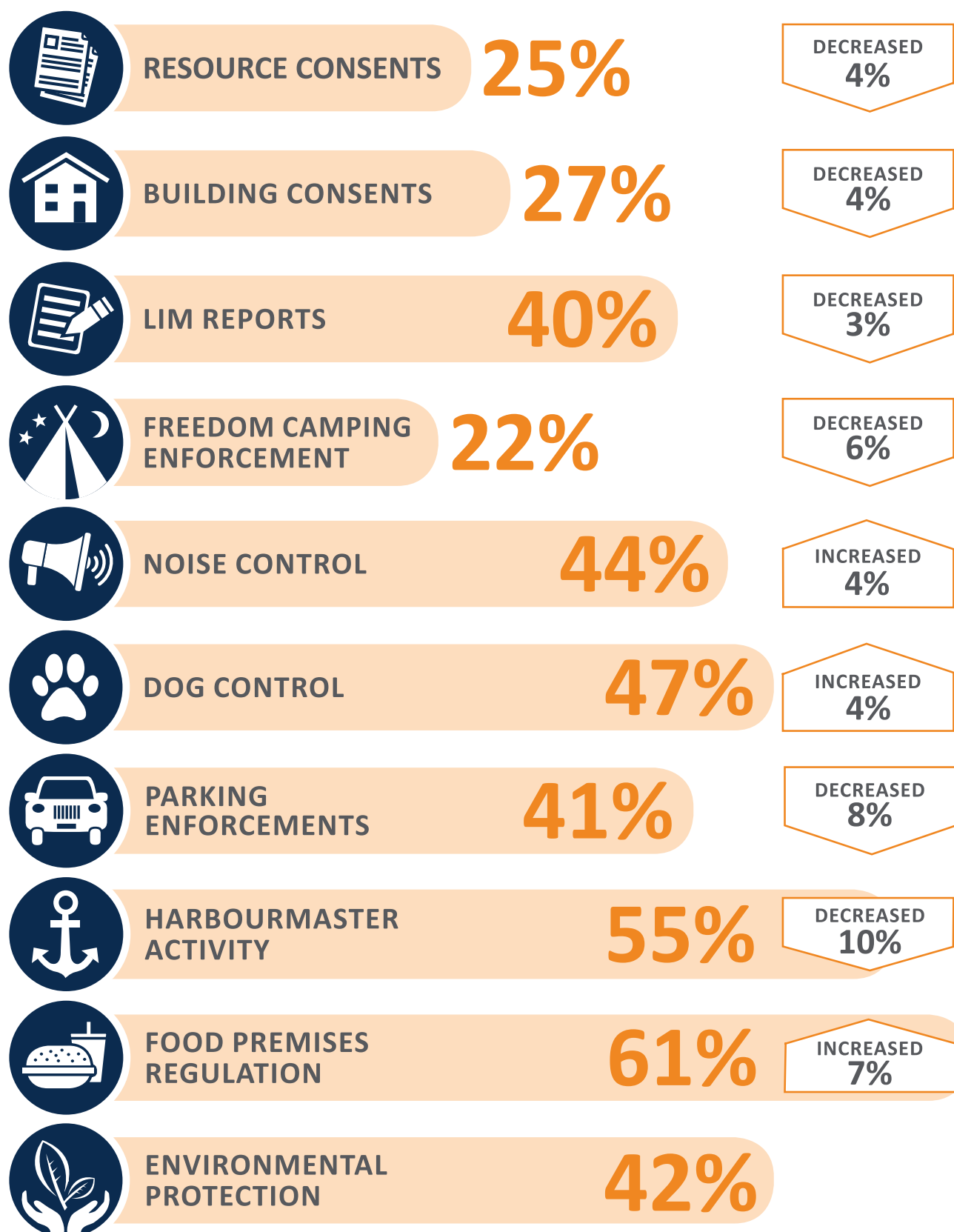
* Includes Makarora, Luggate, Kingston, and Gibbston.

Council Regulatory Services

Regulatory Services | Summary

The summary below shows this year's satisfied result for each measure associated with the Council's regulatory services, as well as the percent change from 2016's results.

Regulatory Services Summary



Regulatory Services | Resource Consents

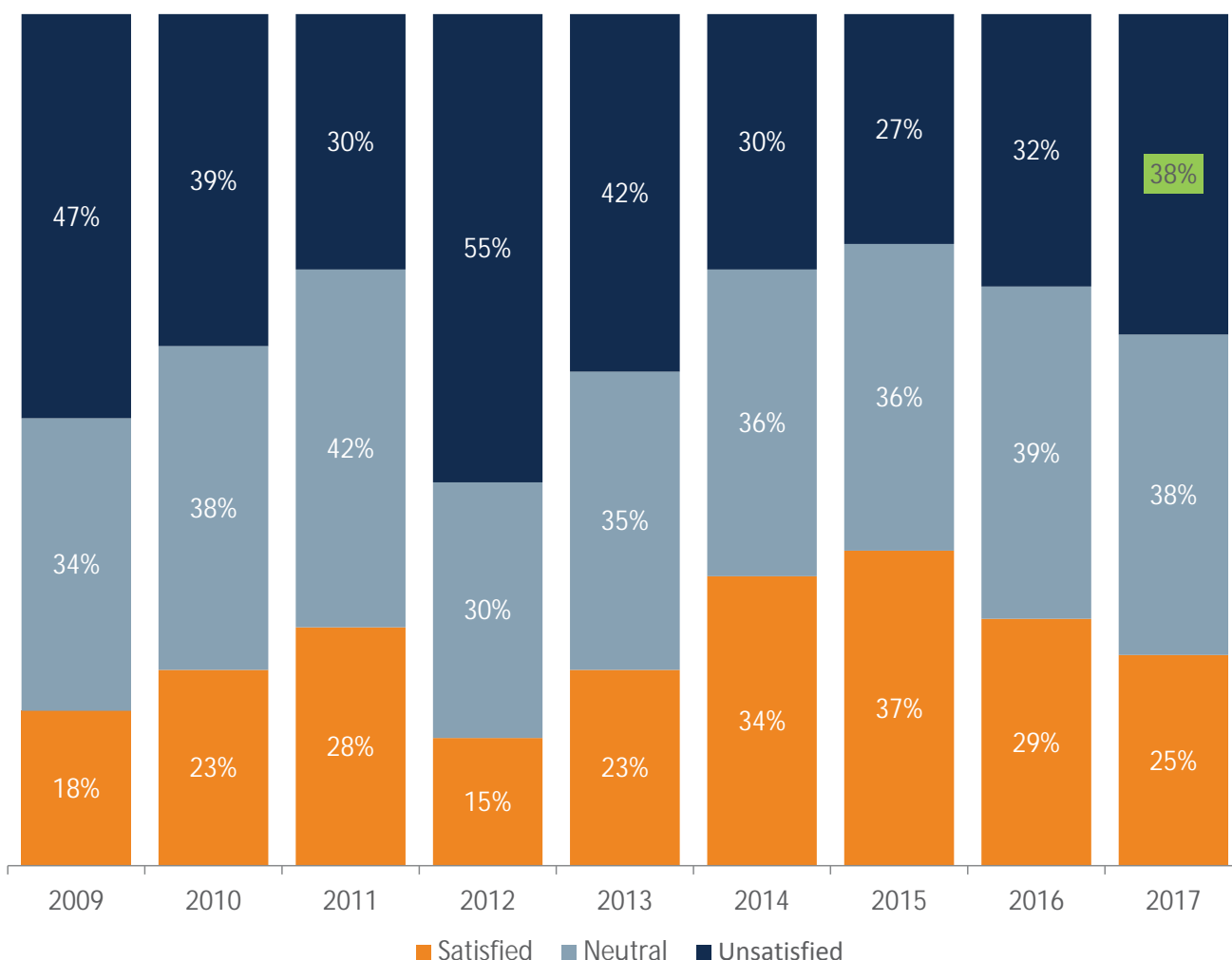
2017 Total Results

Twenty-five percent of respondents are satisfied with the quality of the resource consent services. A further 38% of respondents give a neutral rating and 38% are unsatisfied with resource consent services.



2009 - 2017 Total Results

Compared to last year's result, there has been significant increase in unsatisfied responses (38% cf. 2016, 32%) and a 4% decrease in satisfied responses, although this is not statistically significant. Compared to 2009 results, satisfied results have increased 7% and unsatisfied results have decreased 9%.



Regulatory Services | Building Consents

2017 Total Results

Just over a quarter (27%) of respondents are satisfied with the quality of the building consent services. A further 38% of respondents give a neutral rating and 35% are unsatisfied with building consent services.



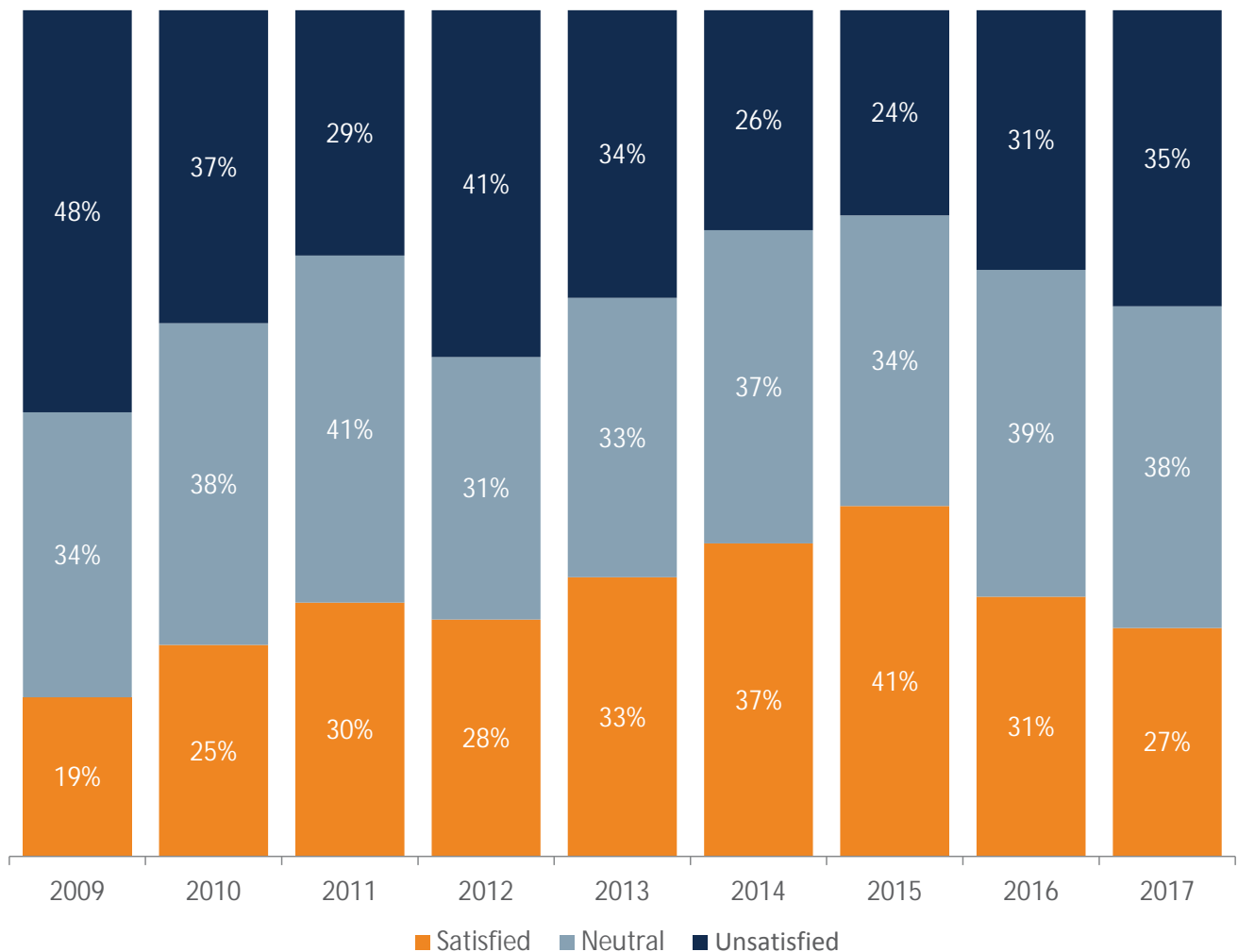
SATISFIED

27%

**DECREASED
4%**

2009 - 2017 Total Results

Compared to last year's results, satisfied results have decreased 4% and concurrently unsatisfied results have increased 4%, although these changes are not statistically significant. Compared to results from 2009, satisfied results have increased 8% and unsatisfied results have decreased 13%.



Regulatory Services | LIM Reports

2017 Total Results

In terms of LIM reports, 40% of respondents are satisfied with this service. A further 47% of respondents give this a neutral rating and 14% are unsatisfied with this service.



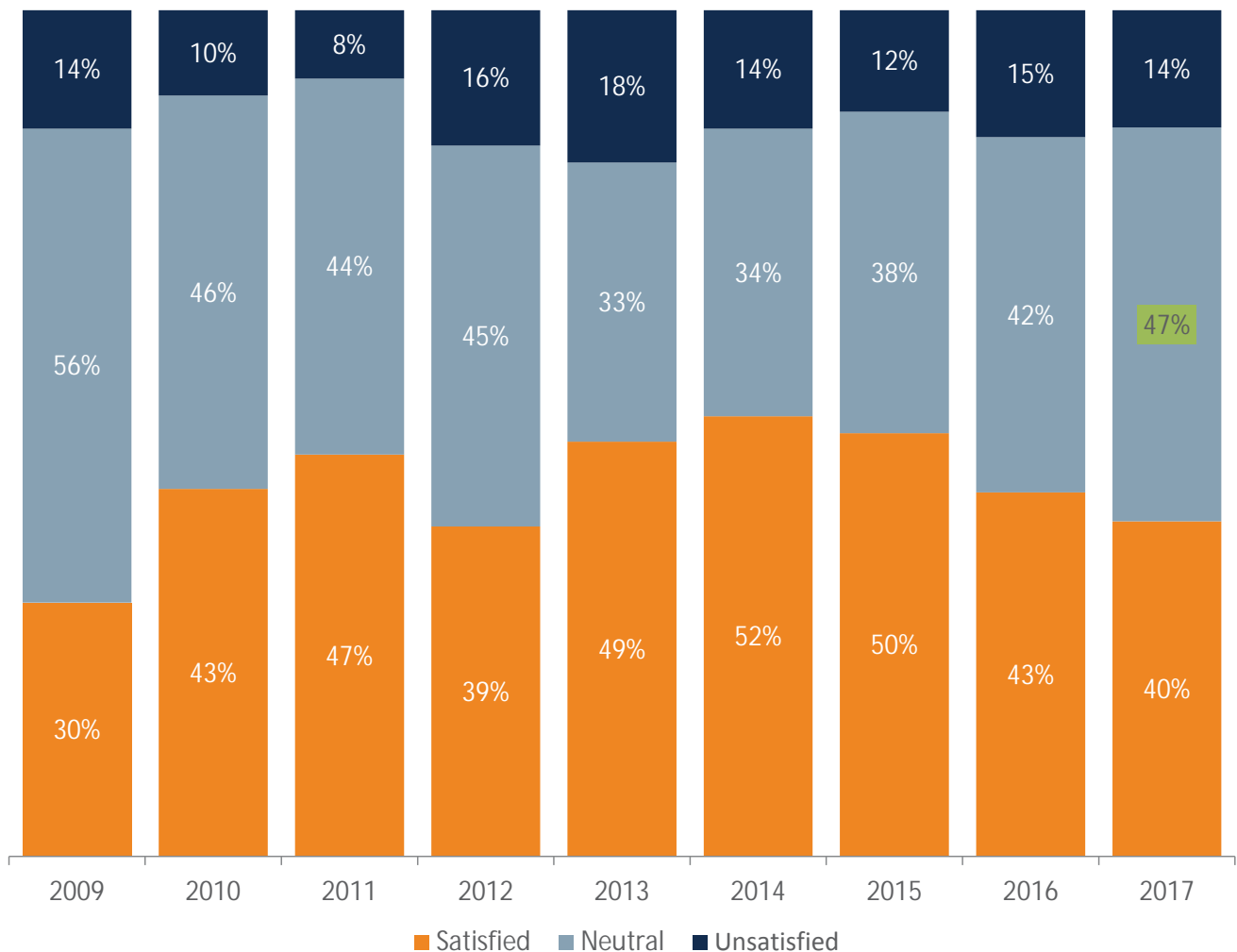
SATISFIED

40%

**DECREASED
3%**

2009 - 2017 Total Results

Notably this year, significantly more respondents give a neutral rating compared to last year's result (47% cf. 2016, 42%). Satisfied results have decreased 3% since last year while unsatisfied results remain consistent. Since 2009, satisfied results have increased 10% and neutral ratings have decreased 9%.



Regulatory Services | Freedom Camping Enforcement

2017 Total Results

A quarter (22%) of respondents are satisfied with freedom camping enforcement in the area. A further 29% give a neutral rating and half (49%) of respondents are unsatisfied with freedom camping enforcement.



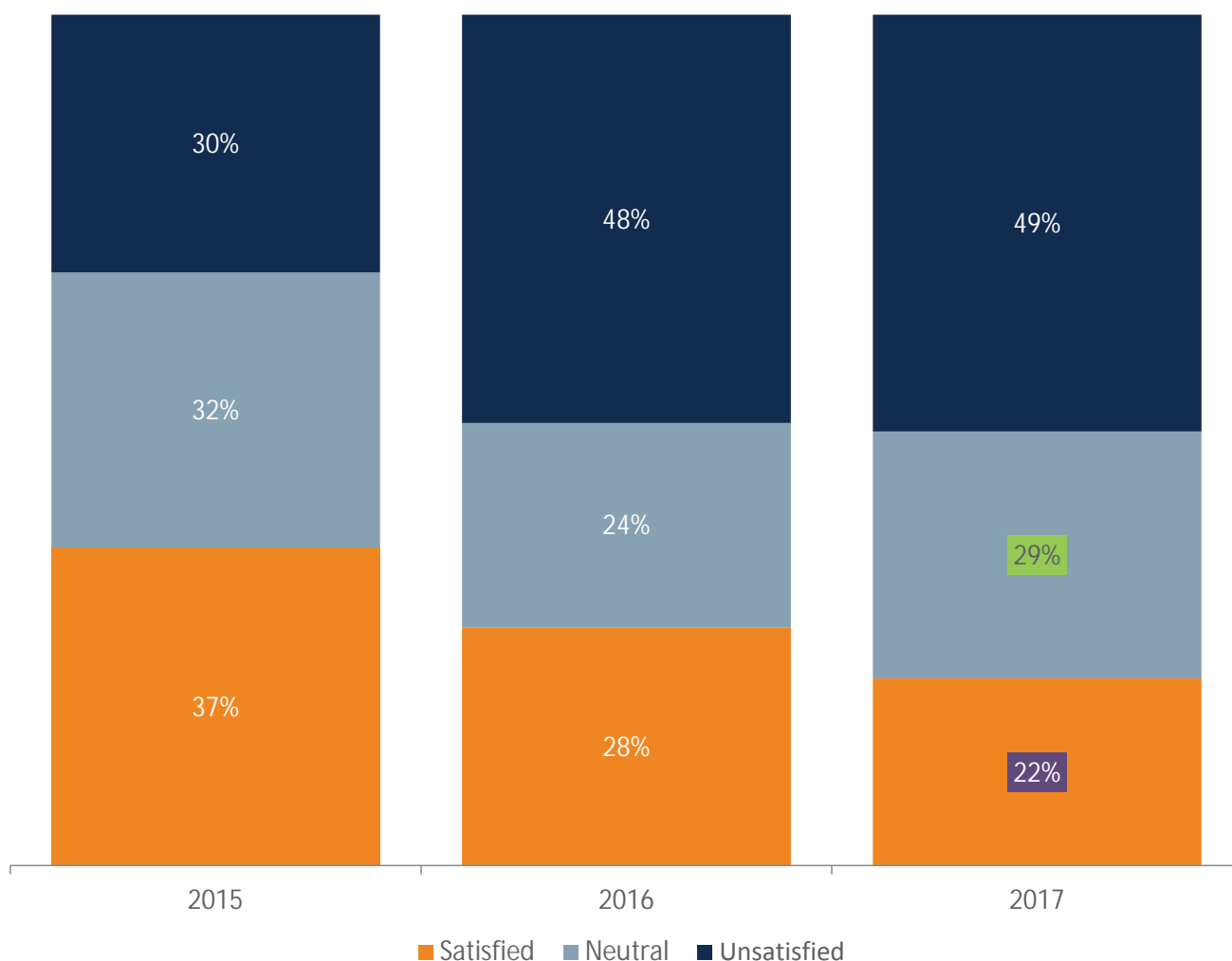
SATISFIED

22%

DECREASED
6%

2015 - 2017 Total Results

Compared to last year's result, satisfied rating have decreased significantly (22% cf. 2016, 28%) and neutral ratings have increased significantly (29% cf. 2016, 24%). Unsatisfied ratings have increased 19% since 2015 and satisfied ratings have decreased 15% over the same time period.



Regulatory Services | Noise Control

2017 Total Results

Almost half (44%) of respondents are satisfied with noise control in the area. A further 40% give a neutral rating and 16% of respondents are unsatisfied with this.



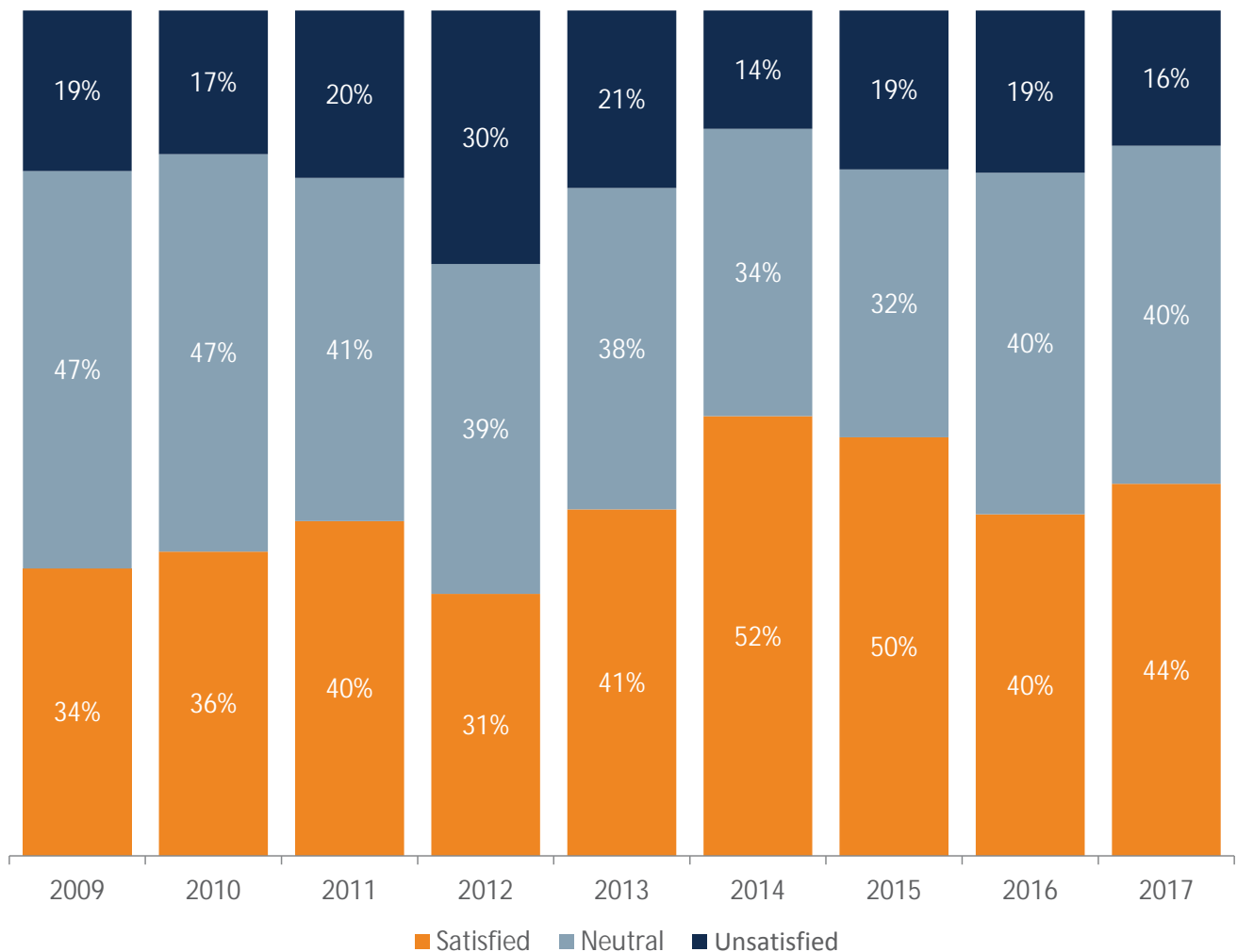
SATISFIED

44%

**INCREASED
4%**

2009 - 2017 Total Results

This year's results remain largely consistent with last year's results. Satisfied ratings have increased 4% and unsatisfied ratings have decreased 3% this year, although this is not statistically significant. Compared to 2009, satisfied ratings have increased 10%, neutral ratings have decreased 7%, and unsatisfied ratings have decreased 3%.



Regulatory Services | Dog Control

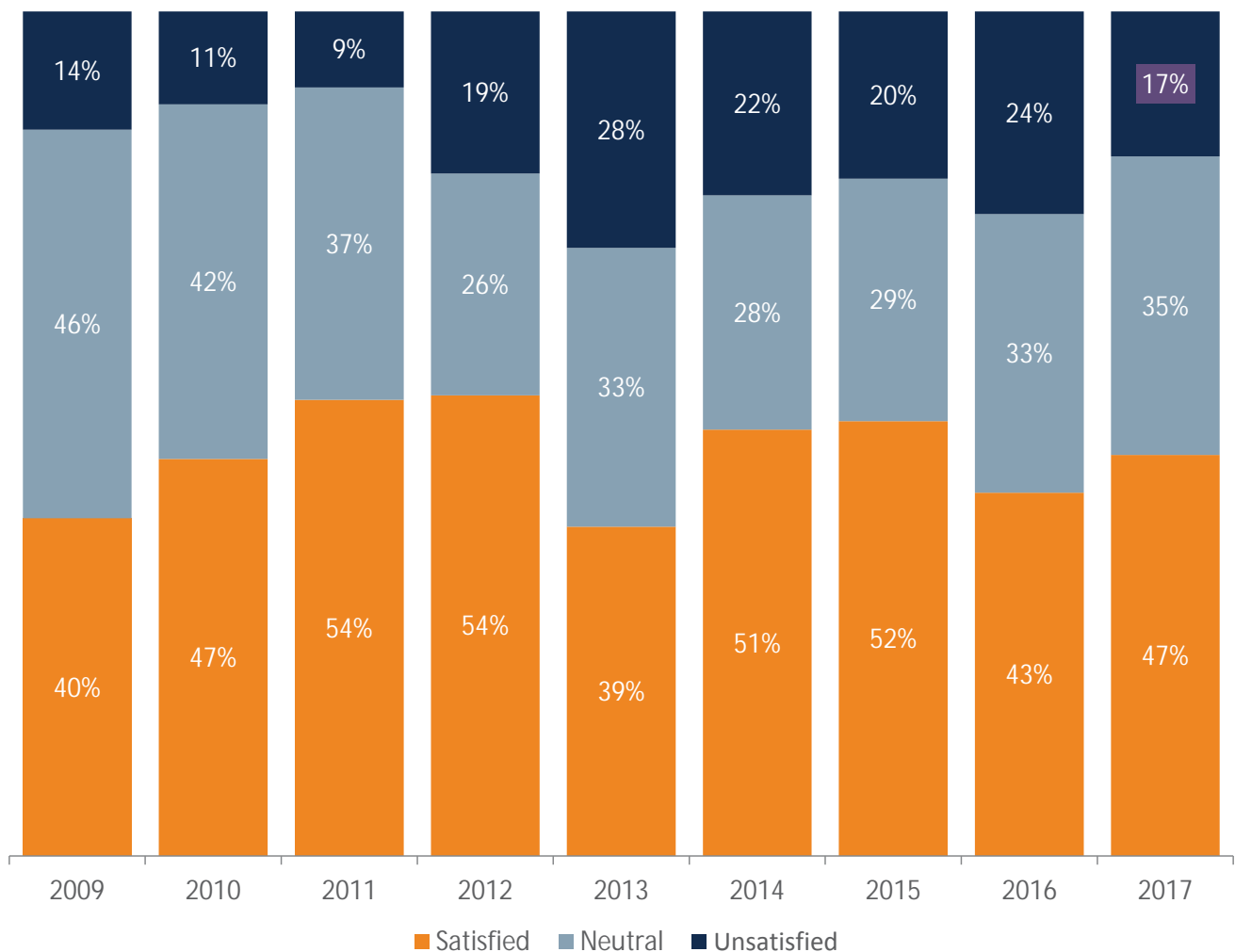
2017 Total Results

Half (47%) of respondents are satisfied with dog control. Thirty-five percent of respondents give a neutral rating and 17% are unsatisfied with dog control.



2009 - 2017 Total Results

Compared to last year's result, unsatisfied results have decreased significantly (17% cf. 2016, 24%) and although not statistically significant, satisfied results have increased 4%. Satisfied results have increased 7% since 2009, neutral ratings have decreased 11%, and unsatisfied ratings have increased 3%.



Regulatory Services | Parking Enforcement

2017 Total Results

Just under half (41%) of respondents are satisfied with parking enforcement in the area. A further 37% give this a neutral rating and 22% are unsatisfied with parking enforcement.



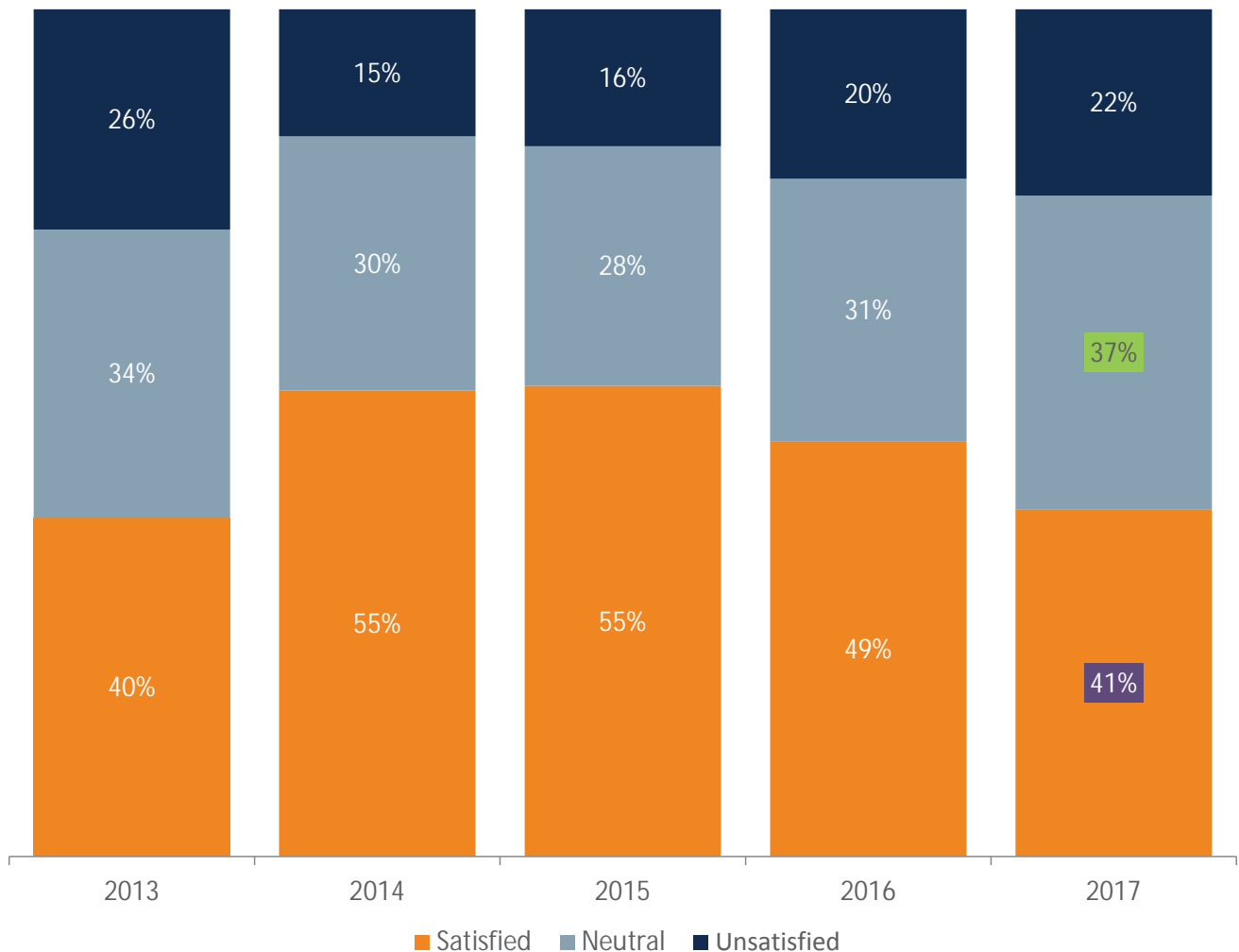
SATISFIED

41%

**DECREASED
8%**

2013 - 2017 Total Results

Compared to last year's result, satisfied ratings have decreased significantly (41% cf. 2016, 49%) and concurrently, neutral ratings have increased significantly (37% cf. 2016, 31%). This year's results are similar to results seen in 2013, although unsatisfied ratings have decreased 4% over that time.



Regulatory Services | Harbourmaster Activity

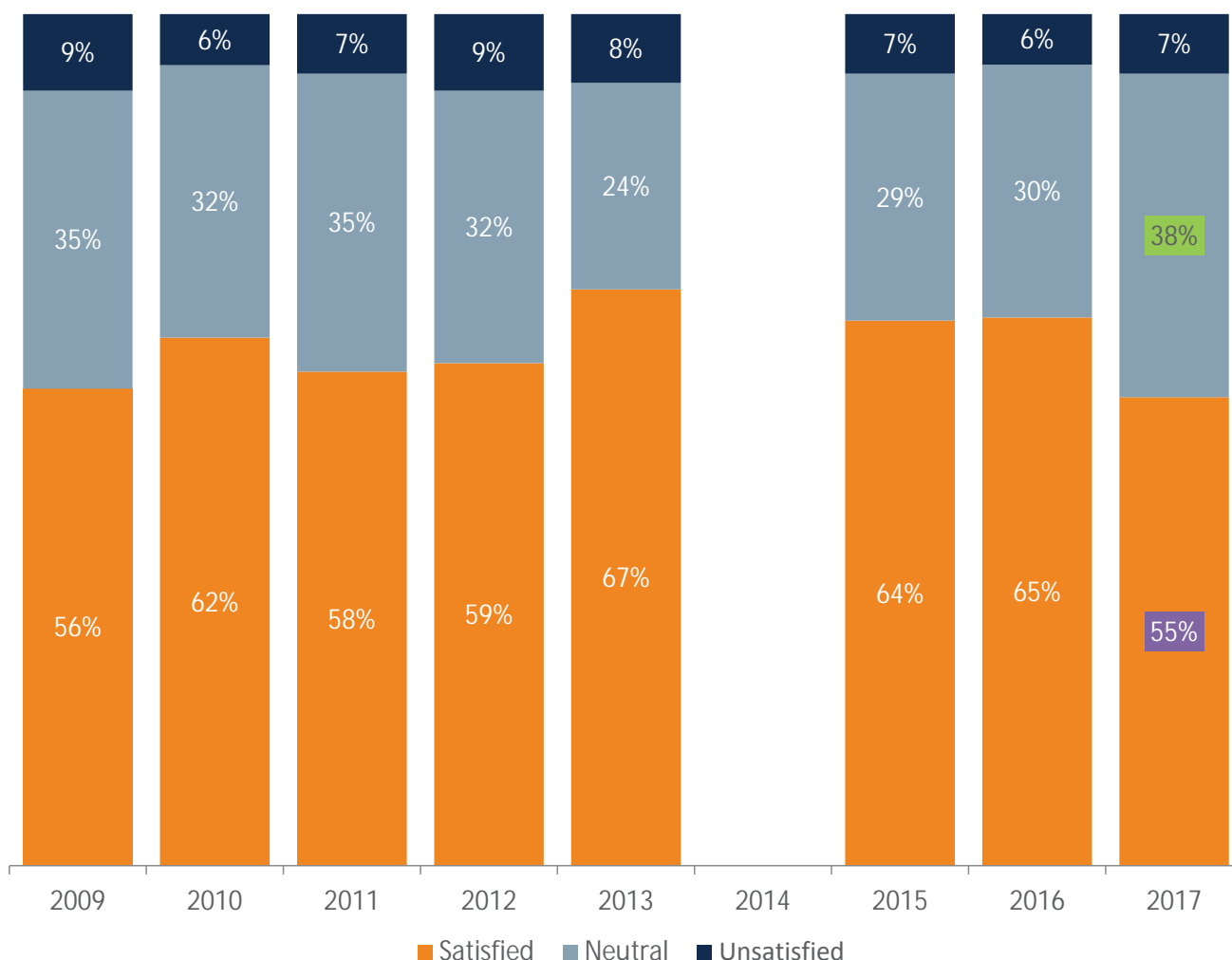
2017 Total Results

Over half (55%) of respondents are satisfied with harbourmaster activities in the area. Thirty-eight percent of respondents give this a neutral rating and 7% are unsatisfied with harbourmaster activities.



2009 - 2017 Total Results

Compared to last year's result, satisfied ratings have decreased significantly (55% cf. 2016, 65%) and concurrently, neutral ratings have increased significantly (38% cf. 2016, 30%). This year's results are similar to results from 2009.



Regulatory Services | Food Premises Regulation

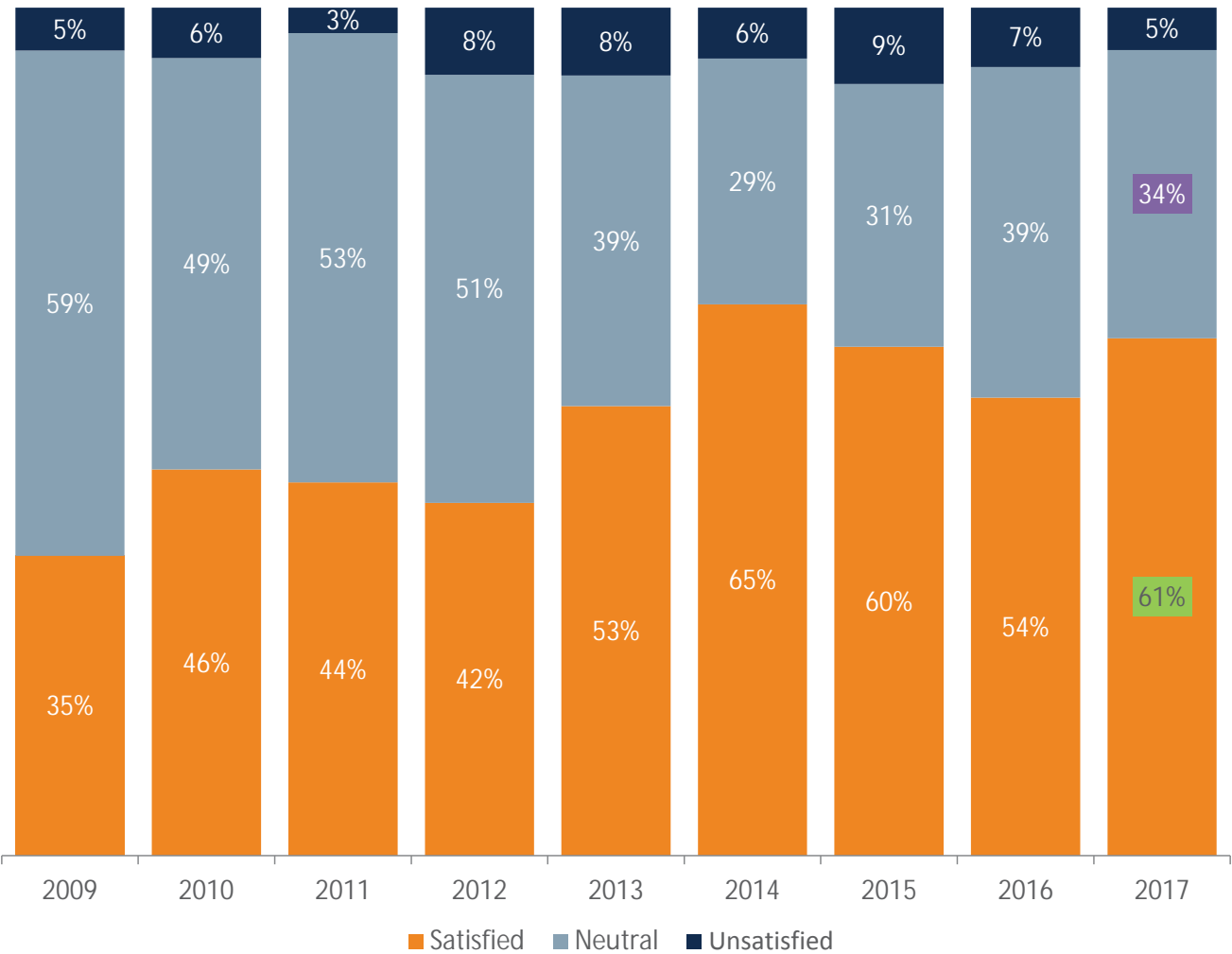
2017 Total Results

Sixty-one percent of respondents are satisfied with food premises regulation. A further 34% give this a neutral rating and only 5% of respondents are unsatisfied with food premises regulation.



2009 - 2017 Total Results

This year sees a significant increase in satisfied ratings (61% cf. 2016, 54%) and a significant decrease in neutral ratings (34% cf. 2016, 39%). Compared to results from 2009, satisfaction with food premises regulation has increased 26% and neutral ratings have decreased 25%.



Regulatory Services | Environmental Protection

2017 Total Results

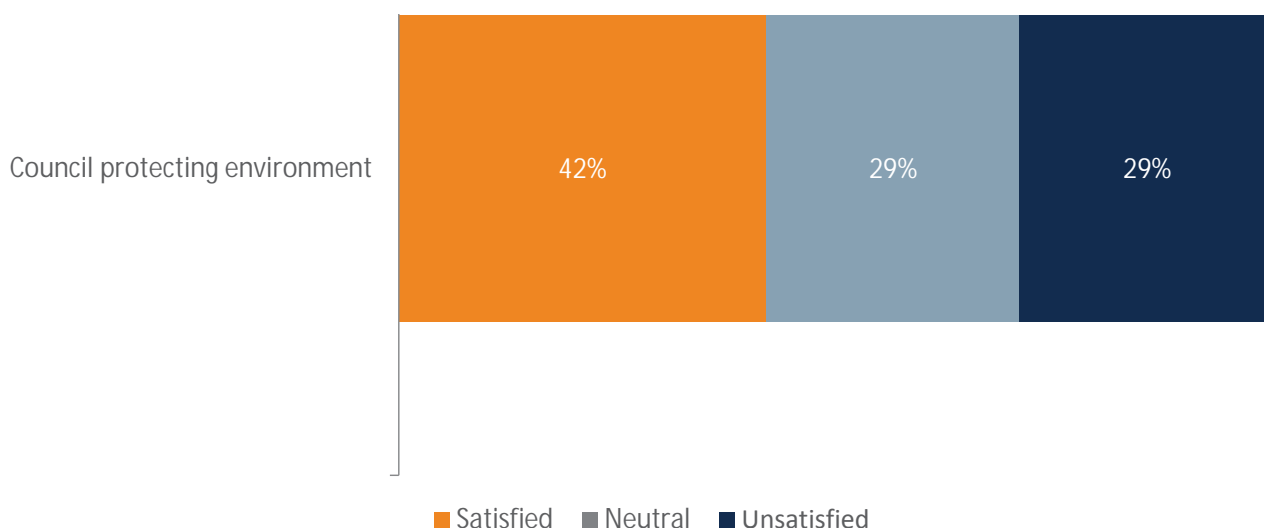
Forty-two percent of respondents are satisfied with the steps Council is taking to protect the environment. A further 29% give this a neutral rating and 29% are unsatisfied with the steps being taken.

Optional comments pertaining to this question revolve around waste and rubbish (19%), water (12%), and growth and development (12%). Notably, 12% of these respondents mention they think Council are “doing OK” at protecting the environment and a further 8% don’t know what they are doing to protect the environment.

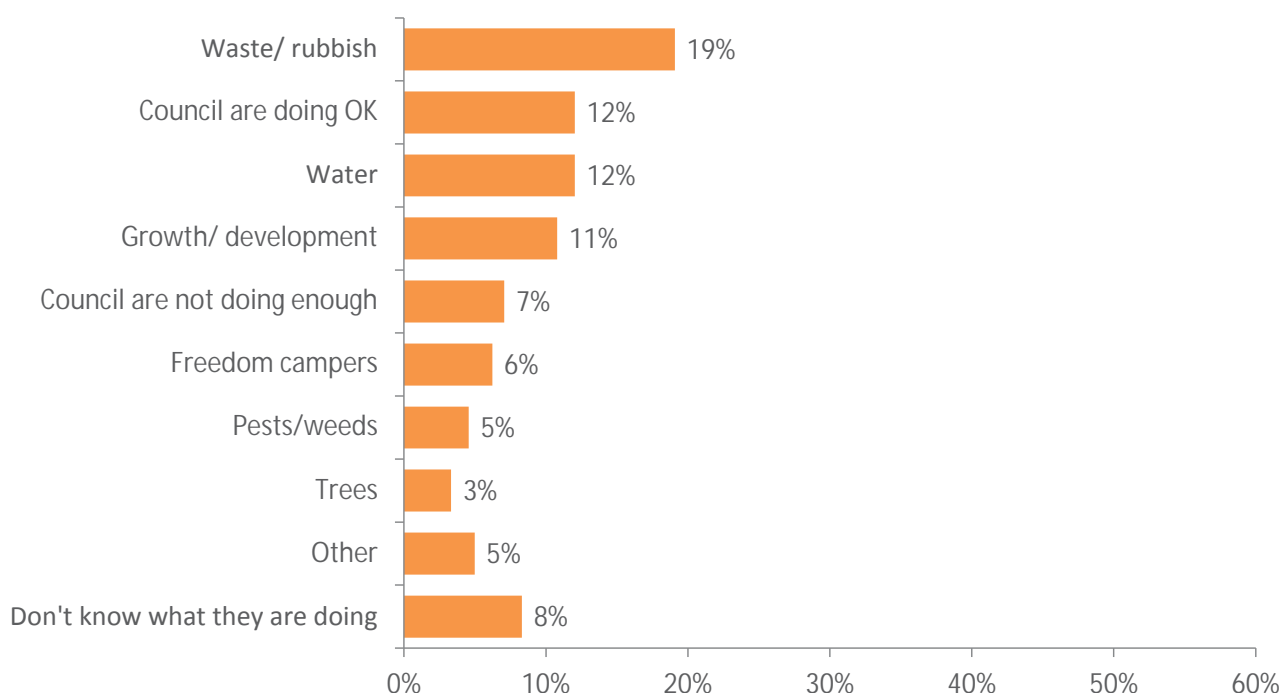


ENVIRONMENTAL PROTECTION

42%



2017 Optional Comments



Regulatory Services | Demographic Differences

Highlighted below are results that are statistically significantly higher than the total result.



AGE

UNDER 34

Satisfied with freedom camping enforcement (33%), noise control (57%), dog control (57%), and food premises regulation (69%).

Unsatisfied with parking enforcement (28%).

Satisfied with steps Council is taking to protect the environment (55%).

35-54

Unsatisfied with freedom camping enforcement (55%).

55+

Unsatisfied with resource consents (52%), building consents (43%), freedom camping enforcement (55%), dog control (23%).



GENDER

MALE

No statistically significant differences noted.

FEMALE

No statistically significant differences noted.



RESIDENTS

NORMALLY RESIDENT

Neutral rating for satisfaction with LIM reports (49%).

HOLIDAY HOME OWNER

Satisfied with LIM reports (52%).



RATEPAYERS

RATEPAYER

Unsatisfied with resource consents (45%), building consents (42%), LIM reports (15%), freedom camping enforcement (56%), dog control (19%), and food premises regulation (6%).

Unsatisfied with the steps Council is taking to protect the environment (34%).

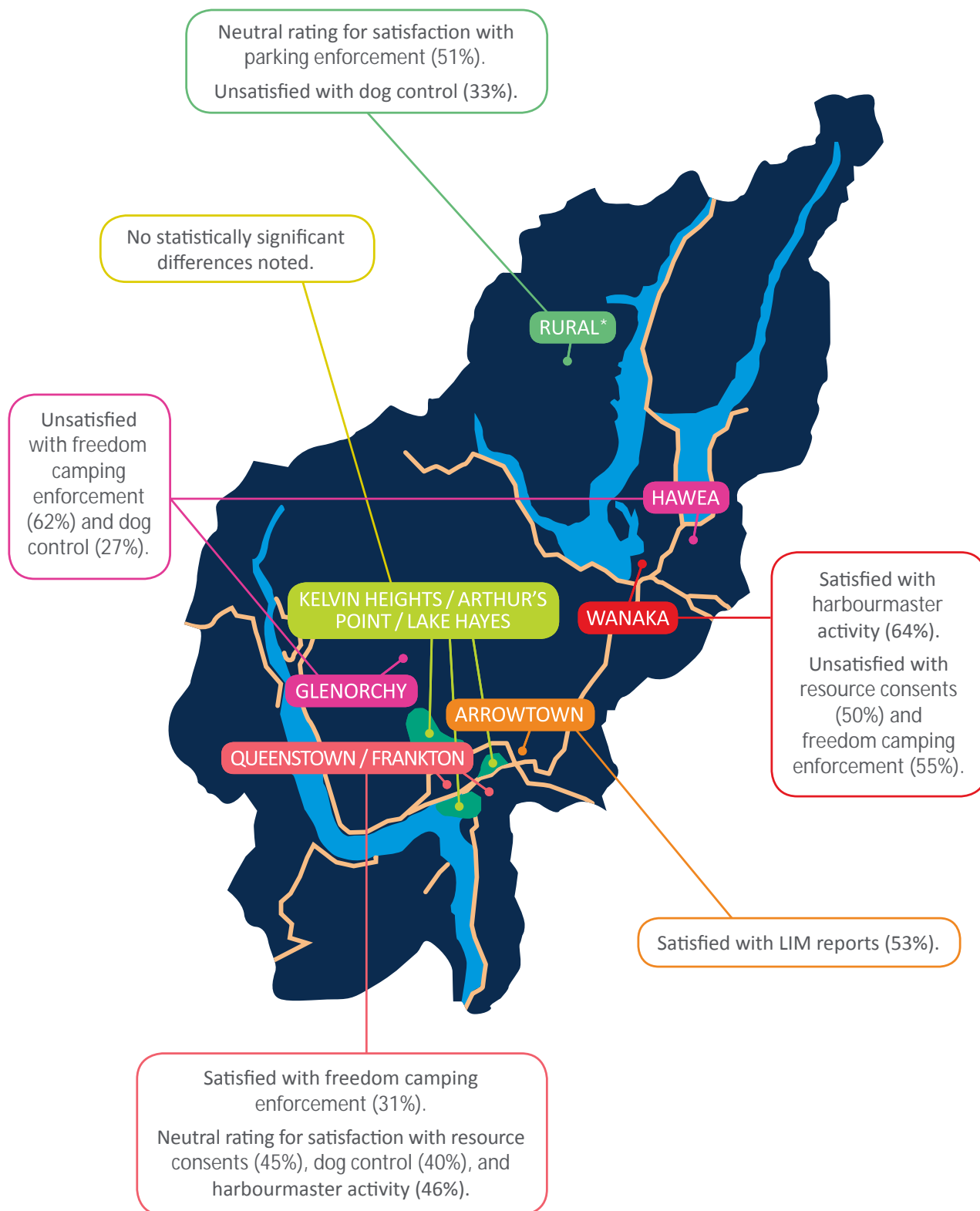
NON RATEPAYER

Satisfied with resource consents (36%), freedom camping enforcement (35%), noise control (60%), dog control (61%), and food premises regulation (73%).

Satisfied with the steps Council is taking to protect the environment (62%).

Regulatory Services | Area Differences

Highlighted below are results that are statistically significantly higher than the total result.



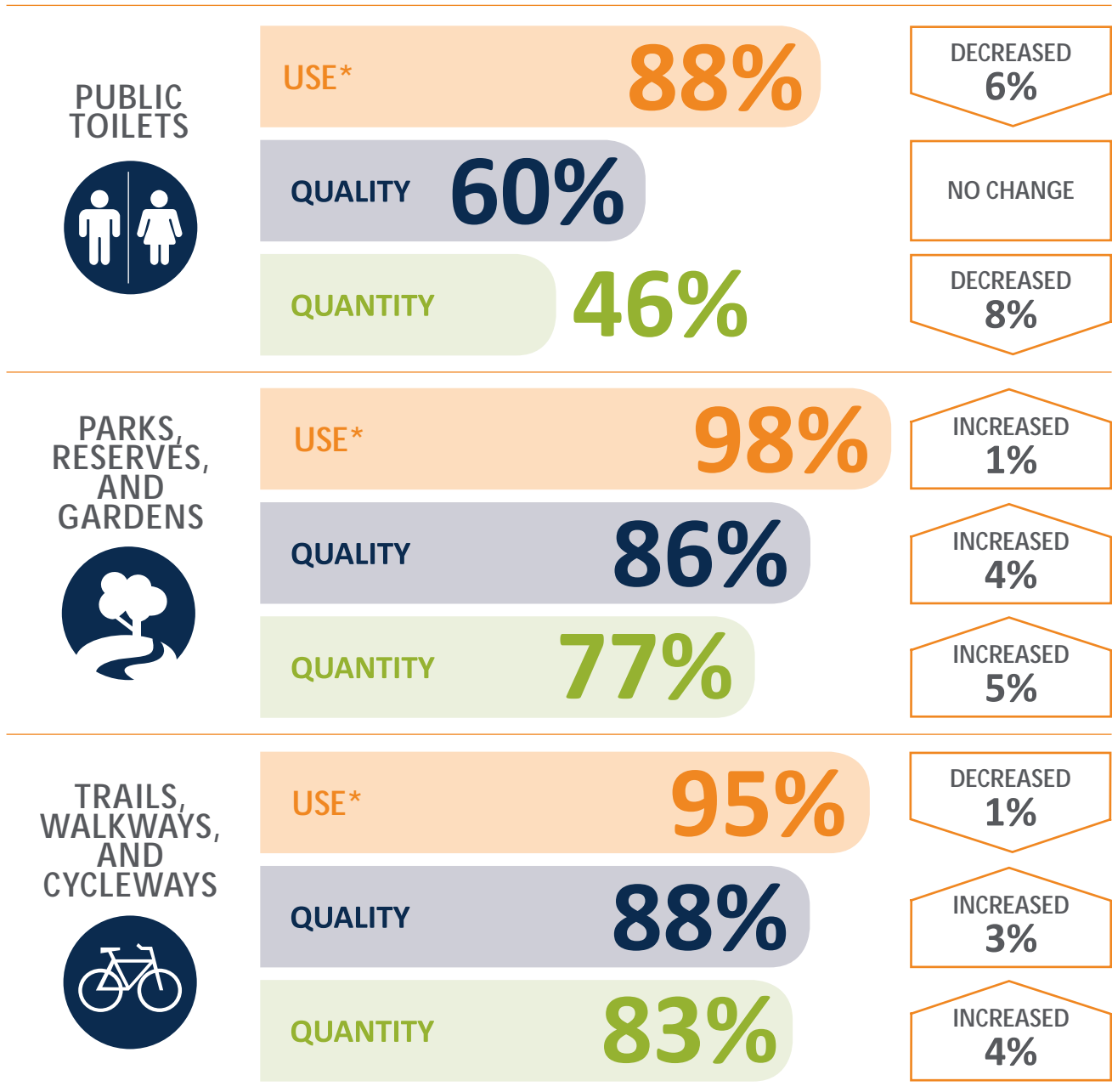
* Includes Makarora, Luggate, Kingston, and Gibbston.

Community Services

Community Services | Summary

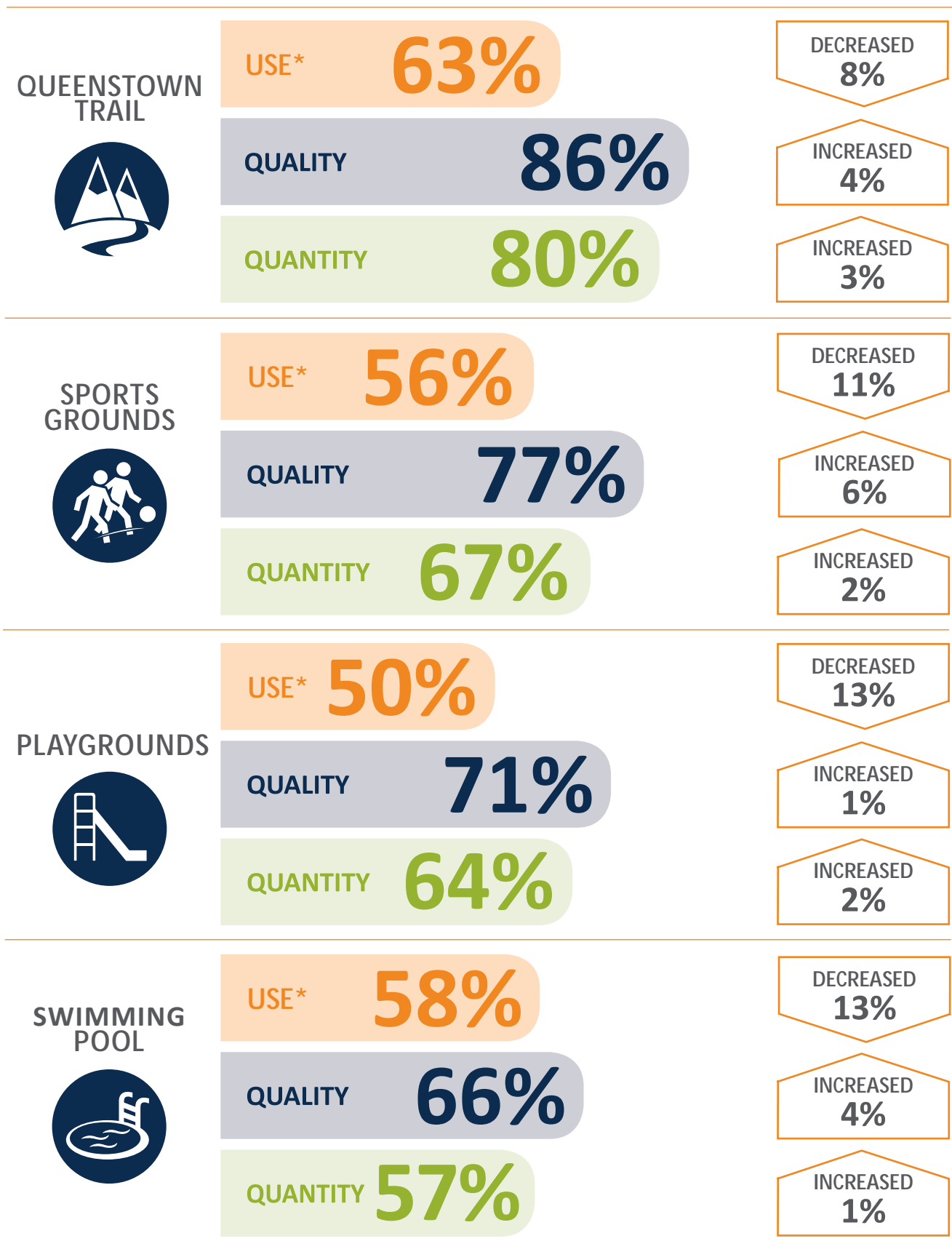
The summary below shows this year's total usage, as well as the satisfied result for quality and quantity of community services for each measure; percent change from 2016's results is also shown.

Community Services Summary



*Total percent of people that use the community service described.

Community Services | Summary Continued



*Total percent of people that use the community service described.

Community Services | Summary Continued

COMMUNITY HALLS



USE*

62%

DECREASED
8%

QUALITY

69%

INCREASED
4%

QUANTITY

63%

INCREASED
2%

LIBRARIES



USE*

65%

DECREASED
13%

QUALITY

81%

INCREASED
14%

QUANTITY

71%

INCREASED
8%

*Total percent of people that use the community service described.

Community Services | Public Toilets | Use

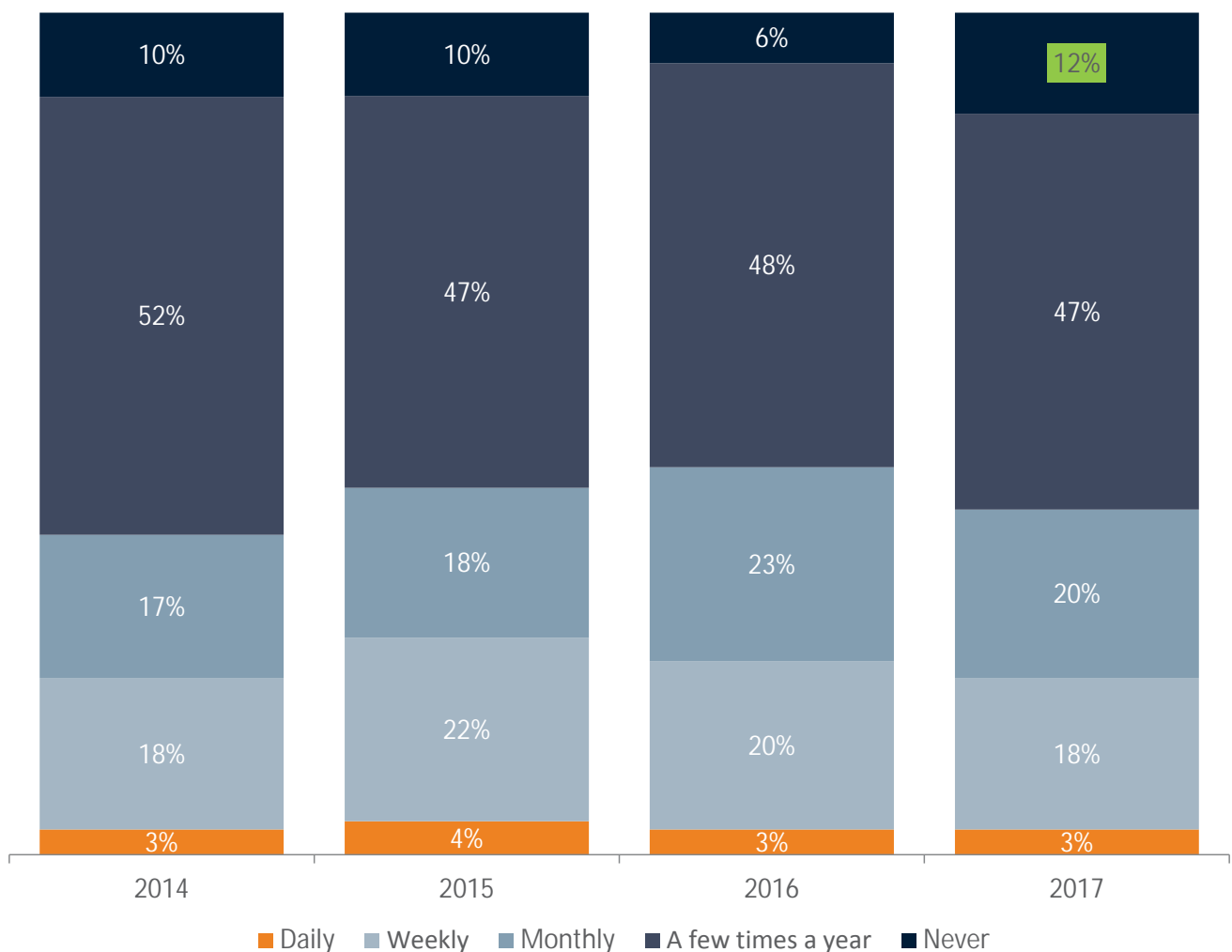
2017 Total Results

This year, 88% of respondents have used a public toilet at least once over the past year. Specifically, 3% of respondents mention they use public toilets daily, 18% weekly, or 20% monthly.



2014 - 2017 Total Results

Usage of public toilets has decreased significantly this year, with more respondents mentioning they have not used public toilets at all (12% cf. 2016, 6%), although this is on a par with results from 2014 and 2015.



Community Services | Public Toilets | Quality

2017 Total Results

Overall, 60% of respondents are satisfied with the quality of public toilets. A further 26% of respondents give this a neutral rating and 14% are unsatisfied with the quality of public toilets.



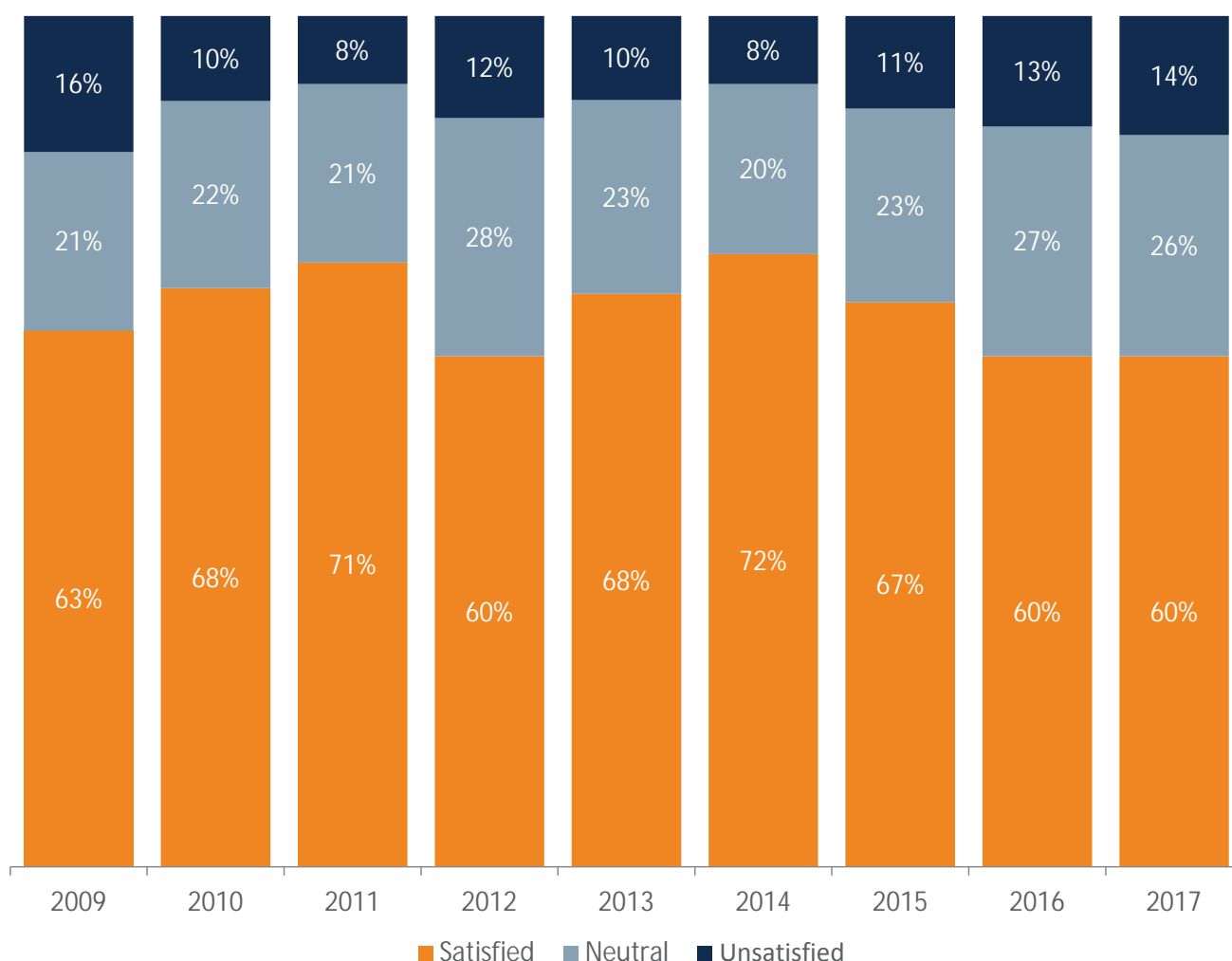
SATISFIED

60%

NO CHANGE

2009 - 2017 Total Results

This year's results remain consistent with results from last year, and are similar to results seen in 2012 and 2009.



Community Services | Public Toilets | Quantity

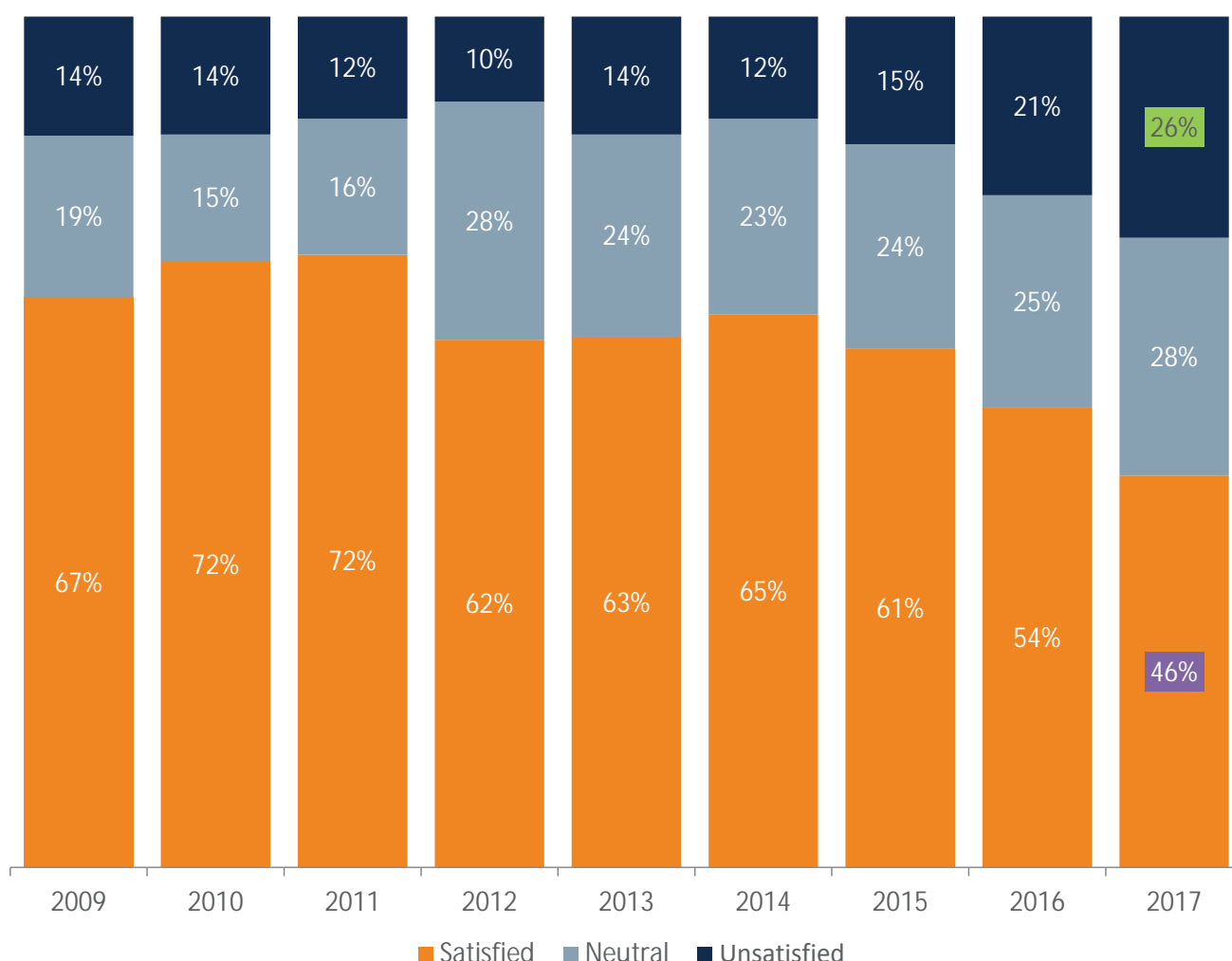
2017 Total Results

Forty-six percent of respondents are satisfied with the quantity of public toilets. Twenty-eight percent of respondents give this a neutral rating and 26% are unsatisfied with the quantity of public toilets.



2009 - 2017 Total Results

Satisfaction with quantity of public toilets has decreased significantly this year (46% cf. 2016, 54%), and is 21% below results from 2009. Concurrently, unsatisfied results have increased this year (26% cf. 2016, 21%) while neutral ratings remain on a par with previous years' results.



Community Services | Parks, Reserves, and Gardens | Use

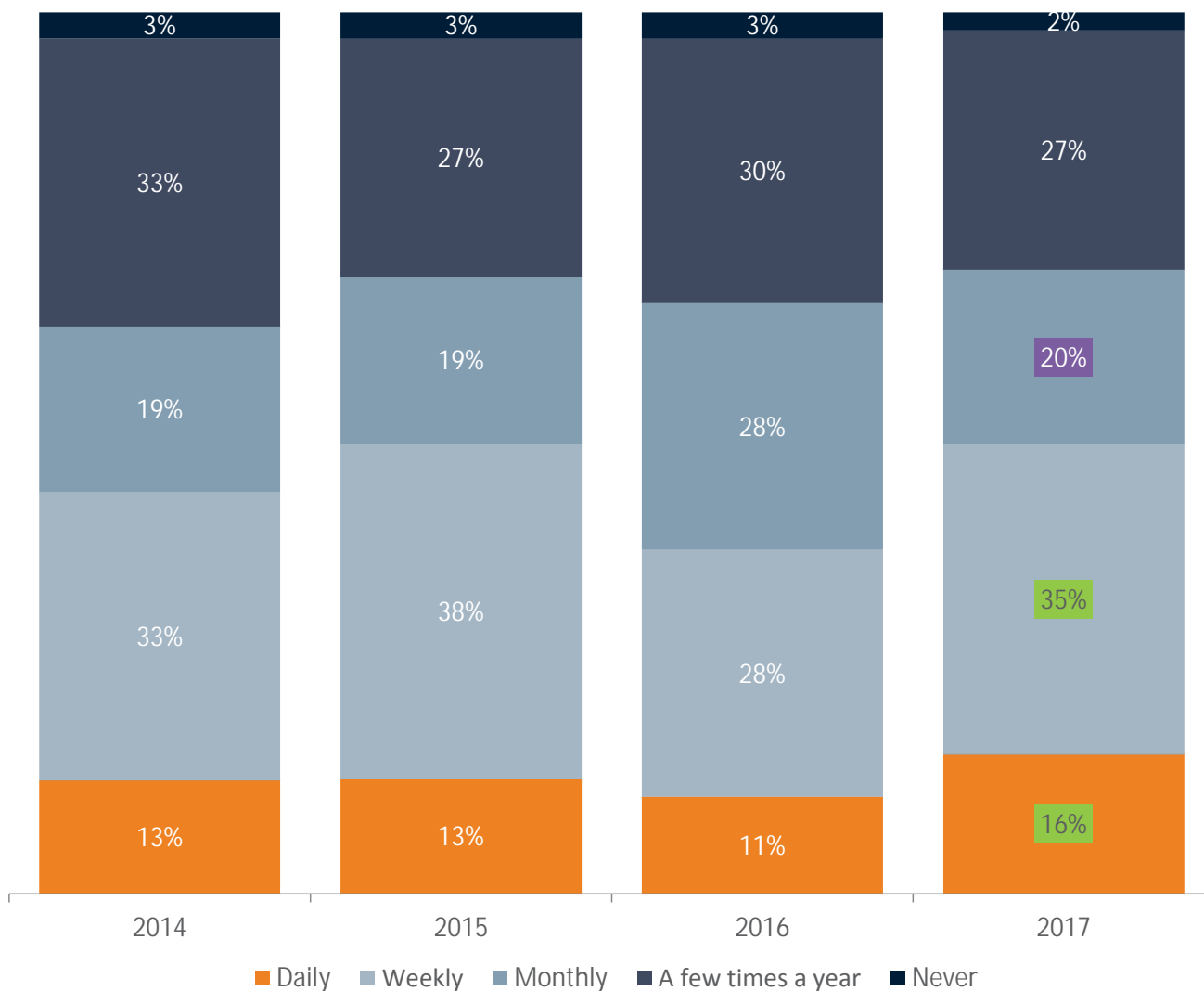
2017 Total Results

Almost all (98%) of respondents mention they have used a park, reserve, or garden in the past year. Sixteen percent of respondents mention they use a park, reserve, or garden daily, a further 35% use them weekly, or 20% monthly.



2014 - 2017 Total Results

Compared to last year's results, overall use remains similar. However, there have been significant increases in respondents mentioning they use parks, reserves, or gardens daily (16% cf. 2016, 11%) or weekly (35% cf. 2016, 28%) and, concurrently, a significant decrease in those mentioning they use them monthly (20% cf. 2016, 28%).



Community Services | Parks, Reserves, and Gardens | Quality

2017 Total Results

Overall, 86% of respondents are satisfied with the quality of parks, reserves, and gardens. A further 10% give this a neutral rating and only 4% of respondents are unsatisfied with the quality of parks, reserves, and gardens.



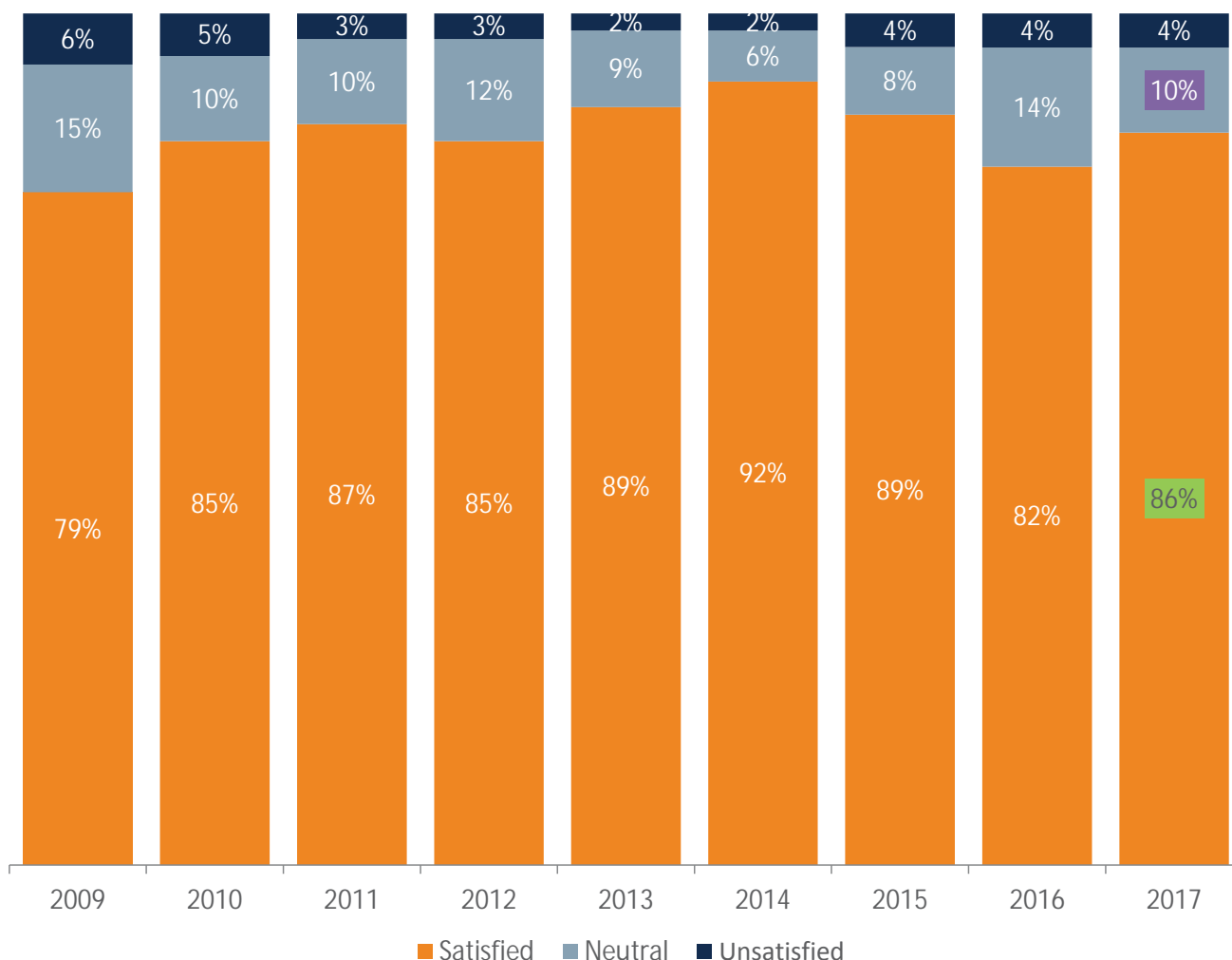
SATISFIED

86%

**INCREASED
4%**

2009 - 2017 Total Results

Compared to last year's results, satisfaction with the quality of parks, reserves, and gardens has increased significantly (86% cf. 2016, 82%) and neutral ratings have decreased significantly (10% cf. 2016, 14%). This year satisfaction is 7% above results from 2009.



Community Services | Parks, Reserves, and Gardens | Quantity

2017 Total Results

Seventy-seven percent of respondents are satisfied with the quantity of parks, reserves, and gardens in the area. A further 16% give this a neutral rating and 6% are unsatisfied with the quantity of parks, reserves, and gardens.



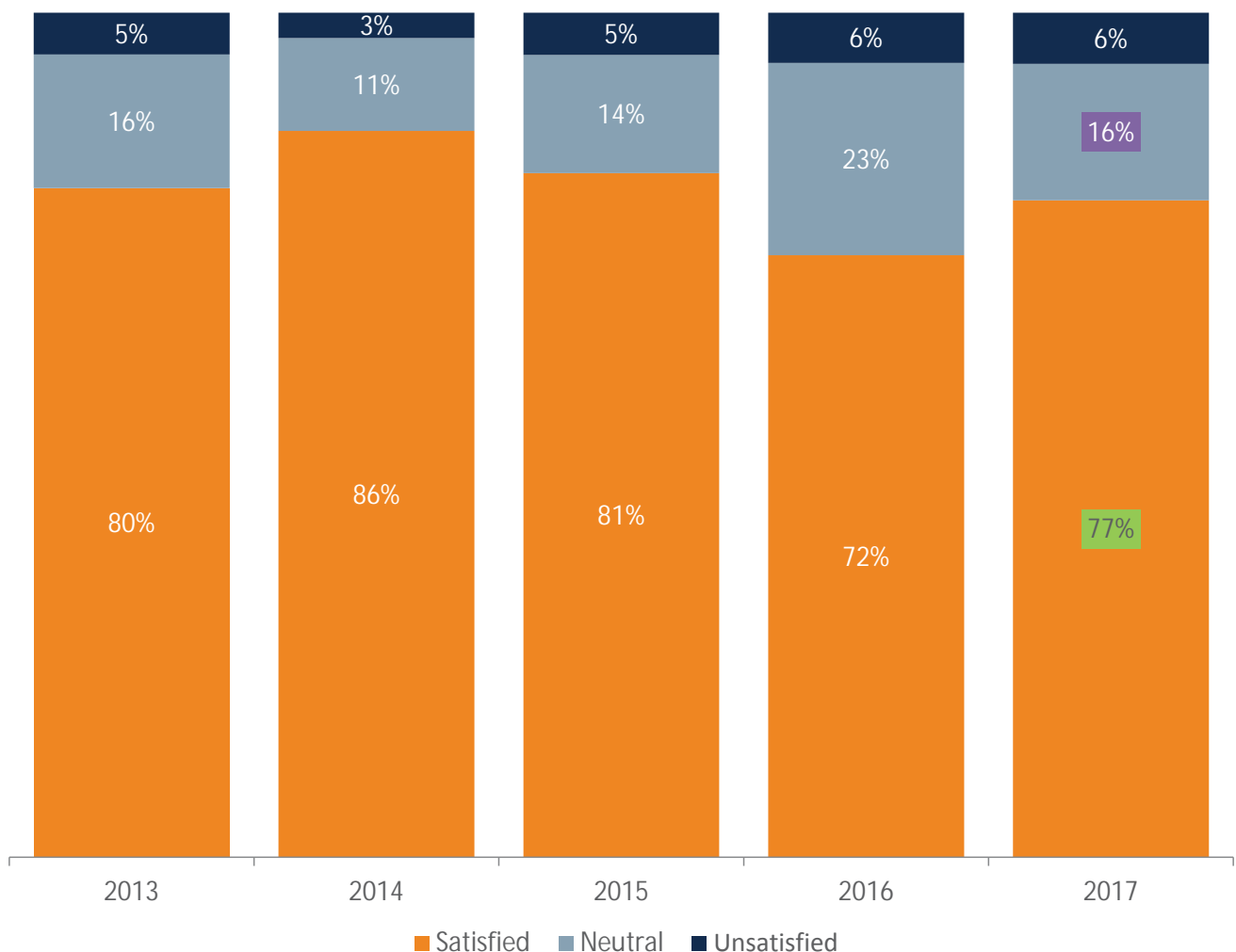
SATISFIED

77%

INCREASED
5%

2013 - 2017 Total Results

Satisfaction with the quantity of parks, reserves, and gardens has also increased significantly this year (77% cf. 2016, 72%) while neutral ratings have decreased (16% cf. 2016, 23%). Overall satisfied results are 3% below results from 2013.



Community Services | Trails, Walkways, and Cycleways | Use

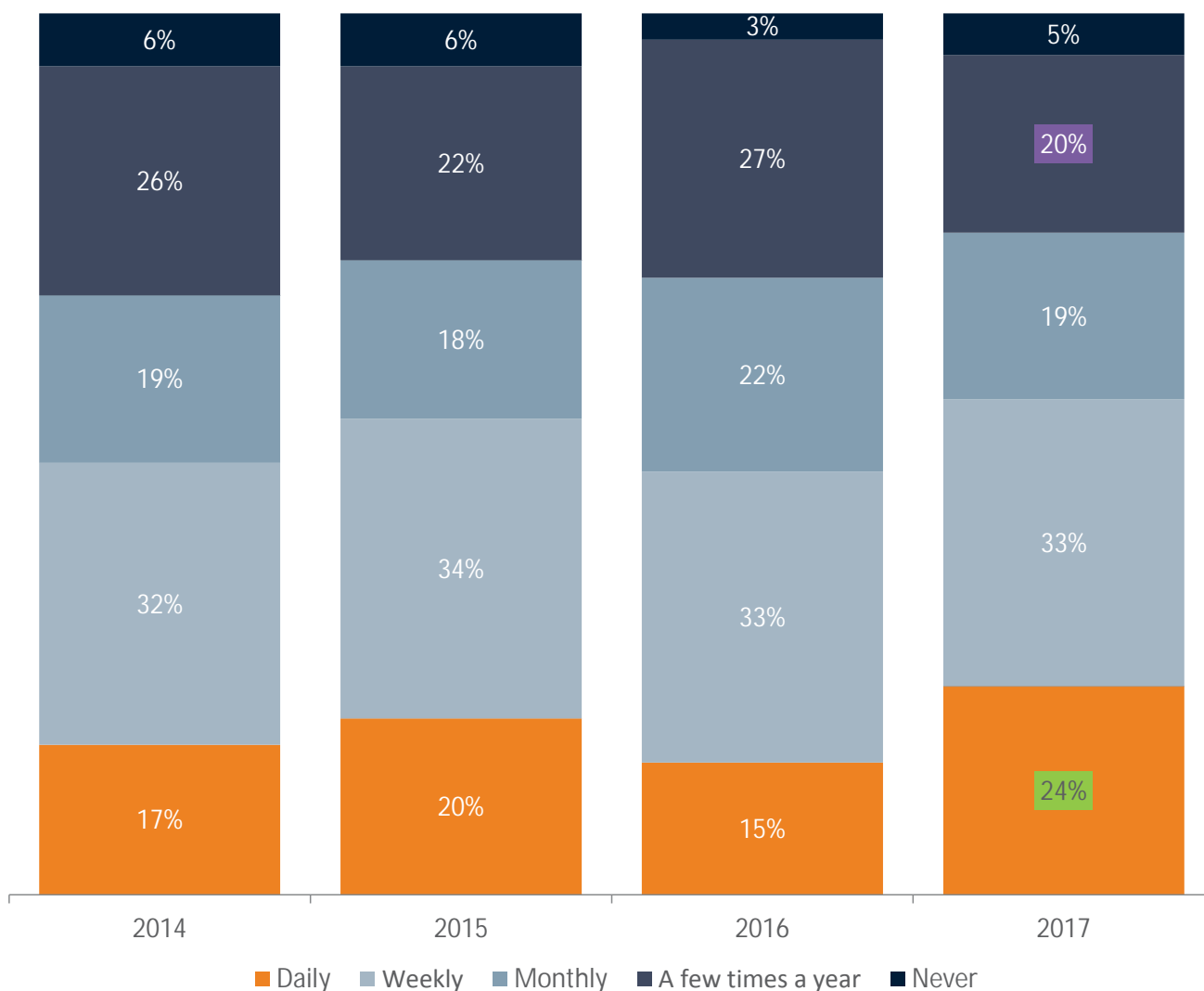
2017 Total Results

Almost all (96%) of respondents indicate they have used a trail, walkway, or cycleway in the past year. A quarter (24%) of respondents mention they use a trail, walkway, or cycleway daily, 33% use them weekly, and 19% use them monthly.



2014 - 2017 Total Results

Although overall use remains on a par with previous years' results, the frequency of use has increased. This year significantly more respondents mention they use a trail, walkway, or cycleway daily (24% cf. 2016, 15%).



Community Services | Trails, Walkways, and Cycleways | Quality

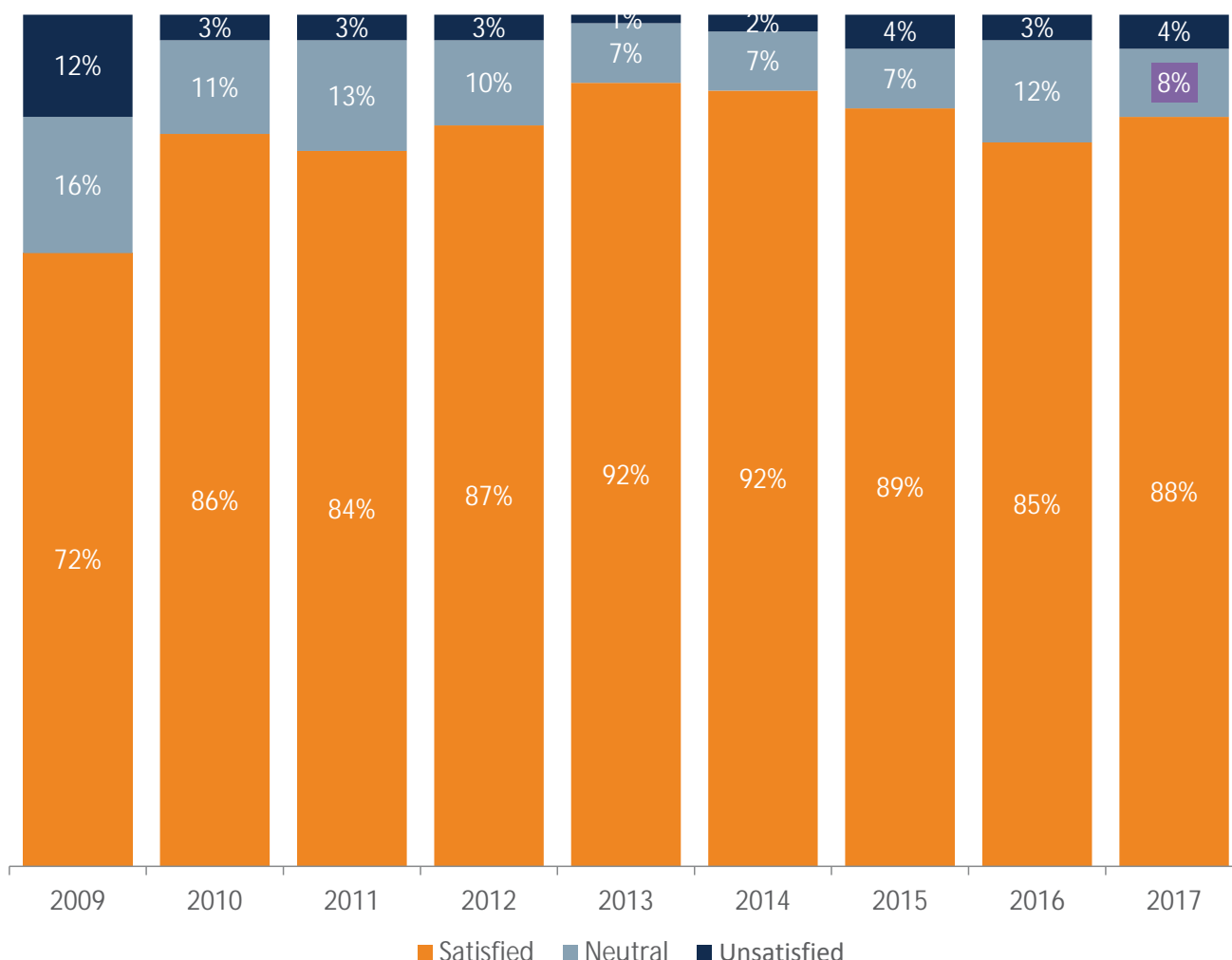
2017 Total Results

Eighty-eight percent of respondents are satisfied with the quality of trails, walkways, and cycleways available in the area. A further 8% give this a neutral rating and 4% are unsatisfied with the quality.



2009 - 2017 Total Results

Satisfaction with trails, walkways, and cycleways has increased 3% this year, although this is not statistically significant. Neutral ratings have decreased significantly compared to last year's result (8% cf. 2016, 12%). Satisfied results have increased 16% from 2009 results and unsatisfied results have decreased 8% over the same time period.



Community Services | Trails, Walkways, and Cycleways | Quantity

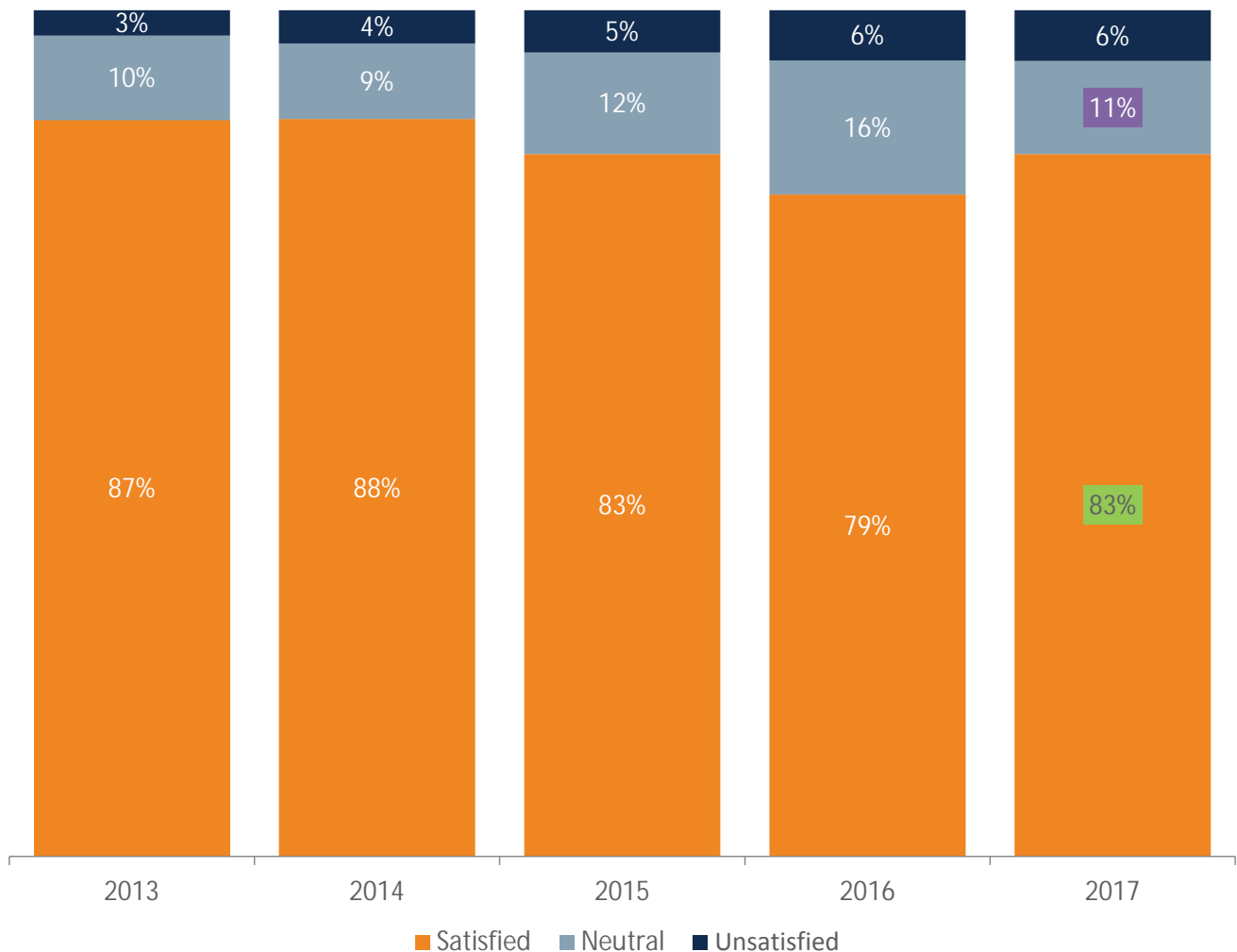
2017 Total Results

Eighty-three percent of respondents are satisfied with the quantity of trails, walkways, and cycleways in the area. A further 11% give this a neutral rating and 6% are unsatisfied with the quantity.



2013 - 2017 Total Results

There has been a significant increase in satisfied results from last year's results (83% cf. 2016, 79%) and concurrently a significant decrease in neutral ratings (11% cf. 2016, 16%). Unsatisfied results remain on a par with last year's results, however these are 3% below results from 2013.



Community Services | Queenstown Trail | Use

2017 Total Results

Sixty-three percent of respondents mention they have used the Queenstown Trail in the past year. Five percent of respondents mention they use the trail daily, 17% use it weekly, and 15% use it monthly. A further quarter (26%) of respondents mention they use the trail a few times a year.



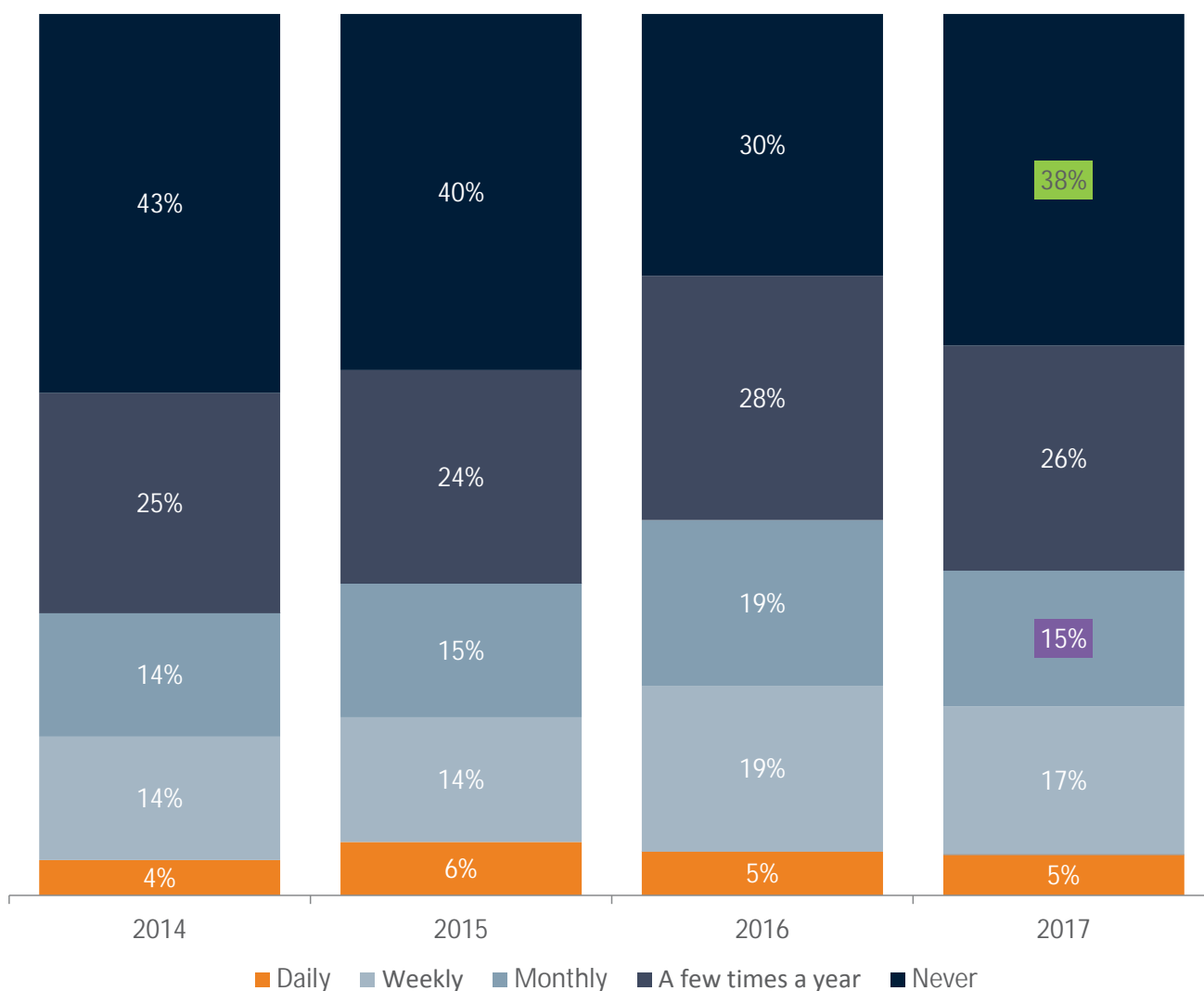
USE

63%

DECREASED
8%

2014 - 2017 Total Results

Overall use has decreased significantly this year with more respondents mentioning they have not used the Queenstown Trail at all (38% cf. 2016, 30%). However, this year's overall use results are on a par with results from 2014 and 2015. Decreases this year can also be seen in the number of respondents mentioning they use the trail monthly (15% cf. 2016, 19%).



Community Services | Queenstown Trail | Quality

2017 Total Results

Eighty-six percent of respondents are satisfied with the quality of the Queenstown Trail. Twelve percent give this a neutral ratings and only 2% are unsatisfied with the quality of the Queenstown Trail.



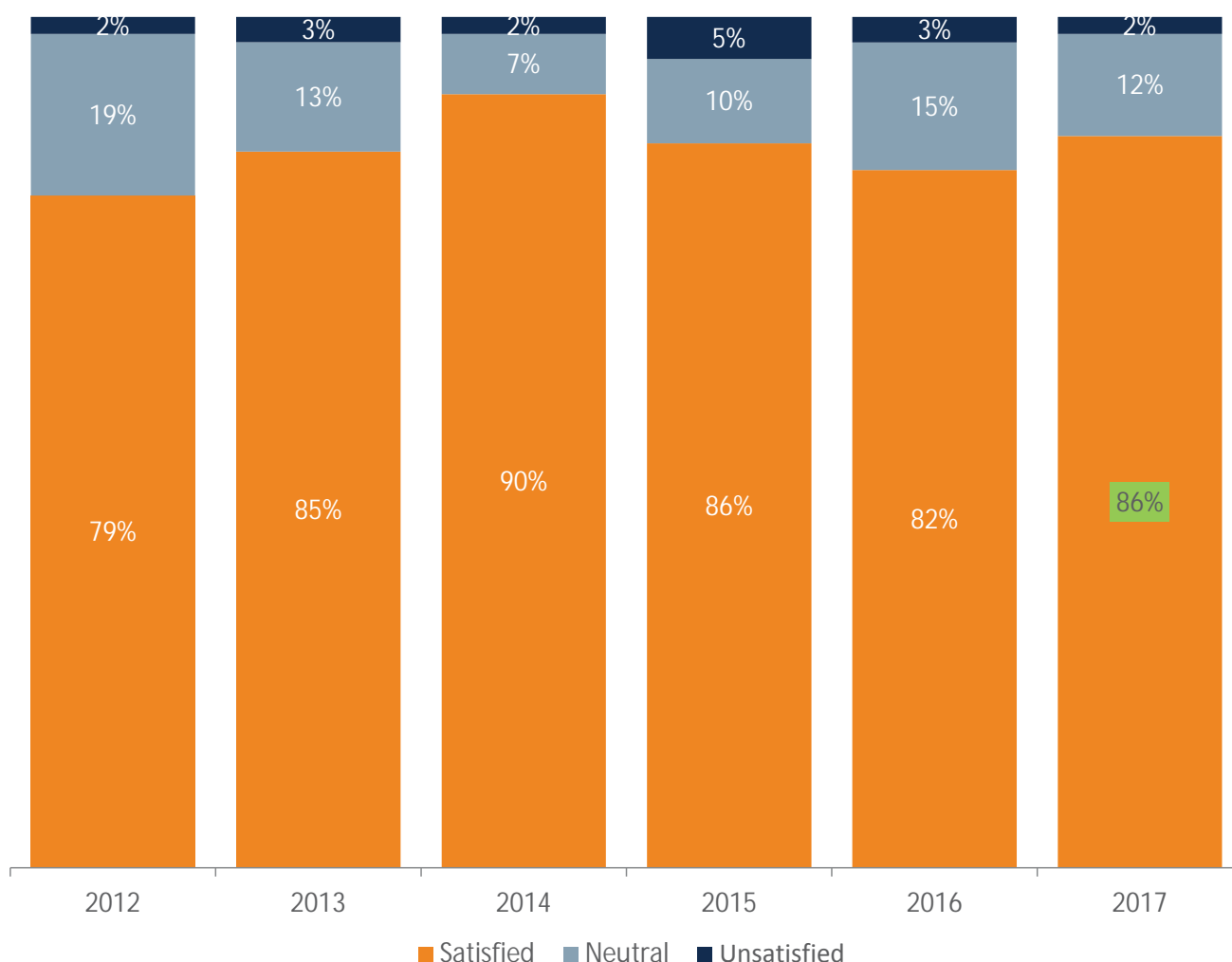
SATISFIED

86%

INCREASED
4%

2012 - 2017 Total Results

Satisfaction with the quality of the Queenstown Trail has increased significantly this year (86% cf. 2016, 82%), and is currently 7% above results from 2012. Neutral ratings have also decreased this year to 12%, although this is not statistically significant. Unsatisfied results remain similar to previous years' results.



Community Services | Queenstown Trail | Quantity

2017 Total Results

Eighty percent of respondents are also satisfied with the quantity of Queenstown Trails. A further 16% give this a neutral rating and 4% are unsatisfied with the quantity.



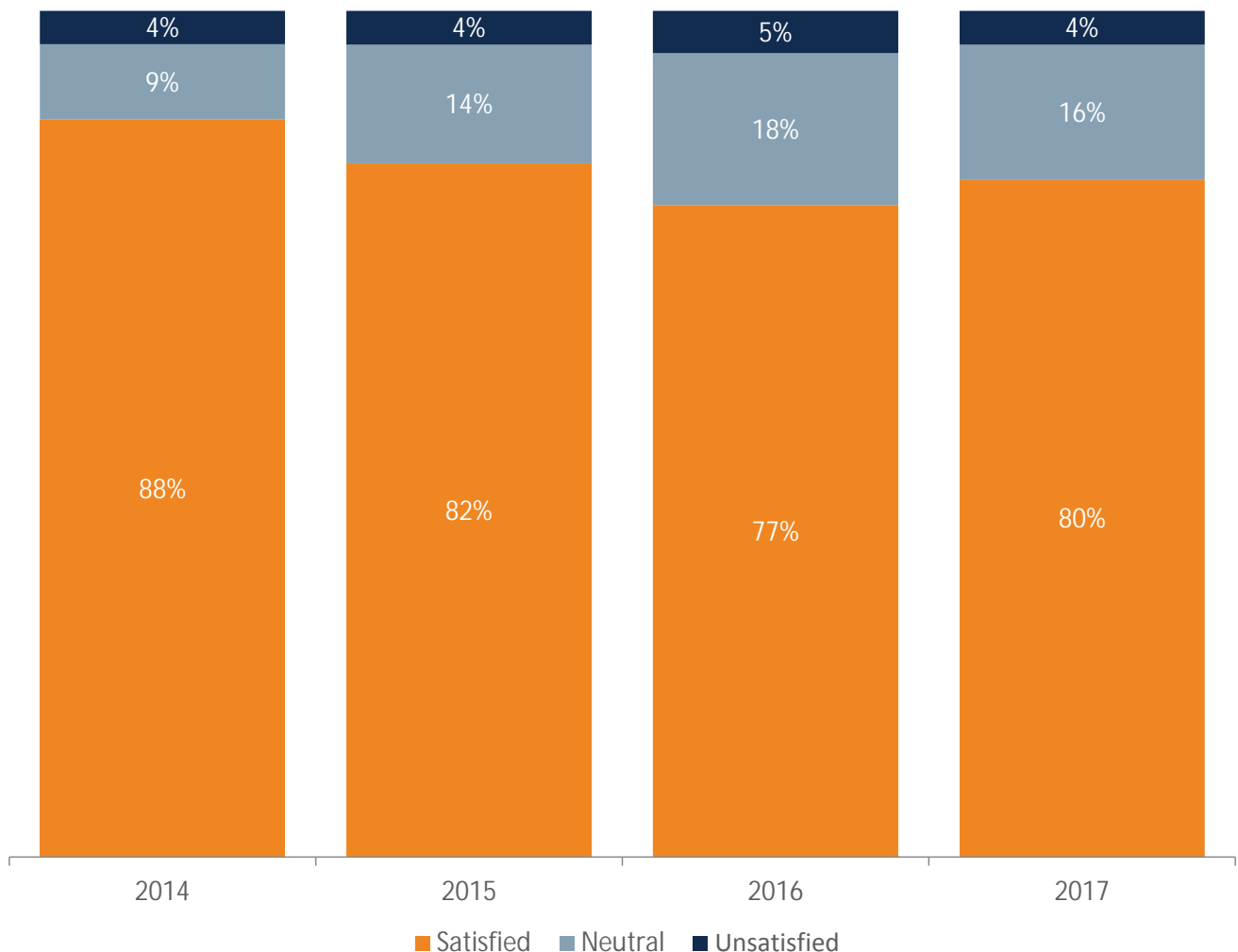
SATISFIED

80%

**INCREASED
3%**

2014 - 2017 Total Results

Satisfaction with the quantity of Queenstown Trails has increased 3% this year, although this is not statistically significant. This year's satisfied result is 8% below results from 2014, although unsatisfied results remain on a par with previous years' results.



Community Services | Sports Grounds | Use

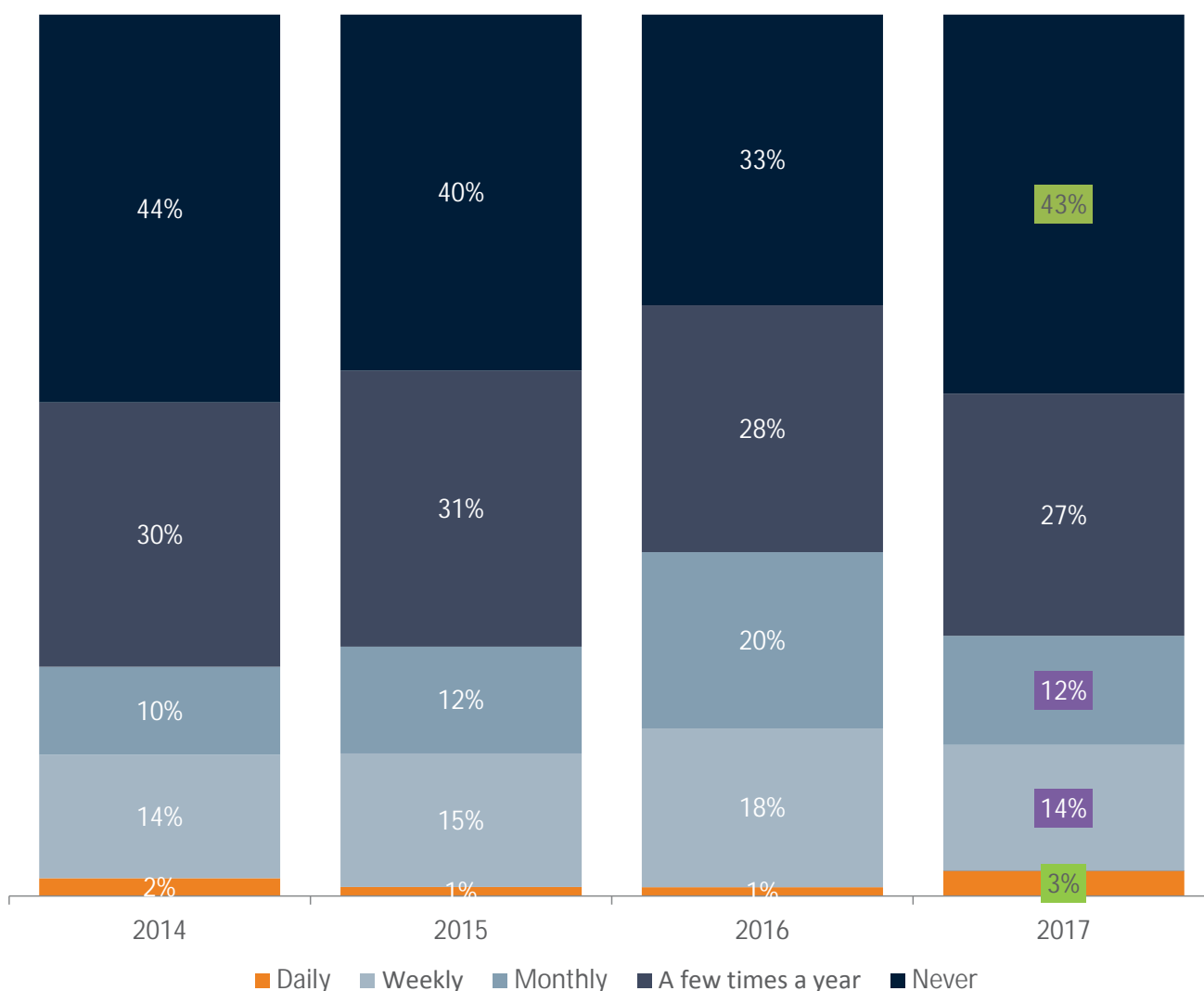
2017 Total Results

Just over half (56%) of respondents mention they have used a sports ground in the past year. Three percent of respondents mention they use sports ground daily, 14% use them weekly, and 12% use them monthly.



2014 - 2017 Total Results

Use of sports grounds has decreased significantly this year with more respondents mentioning they have not used a sports ground (43% cf. 2016, 33%), although this is similar to results from 2014 and 2015. The number of respondents mentioning they use sports grounds weekly (14% cf. 2016, 18%) and monthly (12% cf. 2016, 20%) has decreased significantly this year, although daily use has increased (3% cf. 2016, 1%).



Community Services | Sports Grounds | Quality

2017 Total Results

Three quarters (77%) of respondents are satisfied with the quality of sports grounds. A further 19% give this a neutral rating and 4% are unsatisfied with the quality of sports grounds.



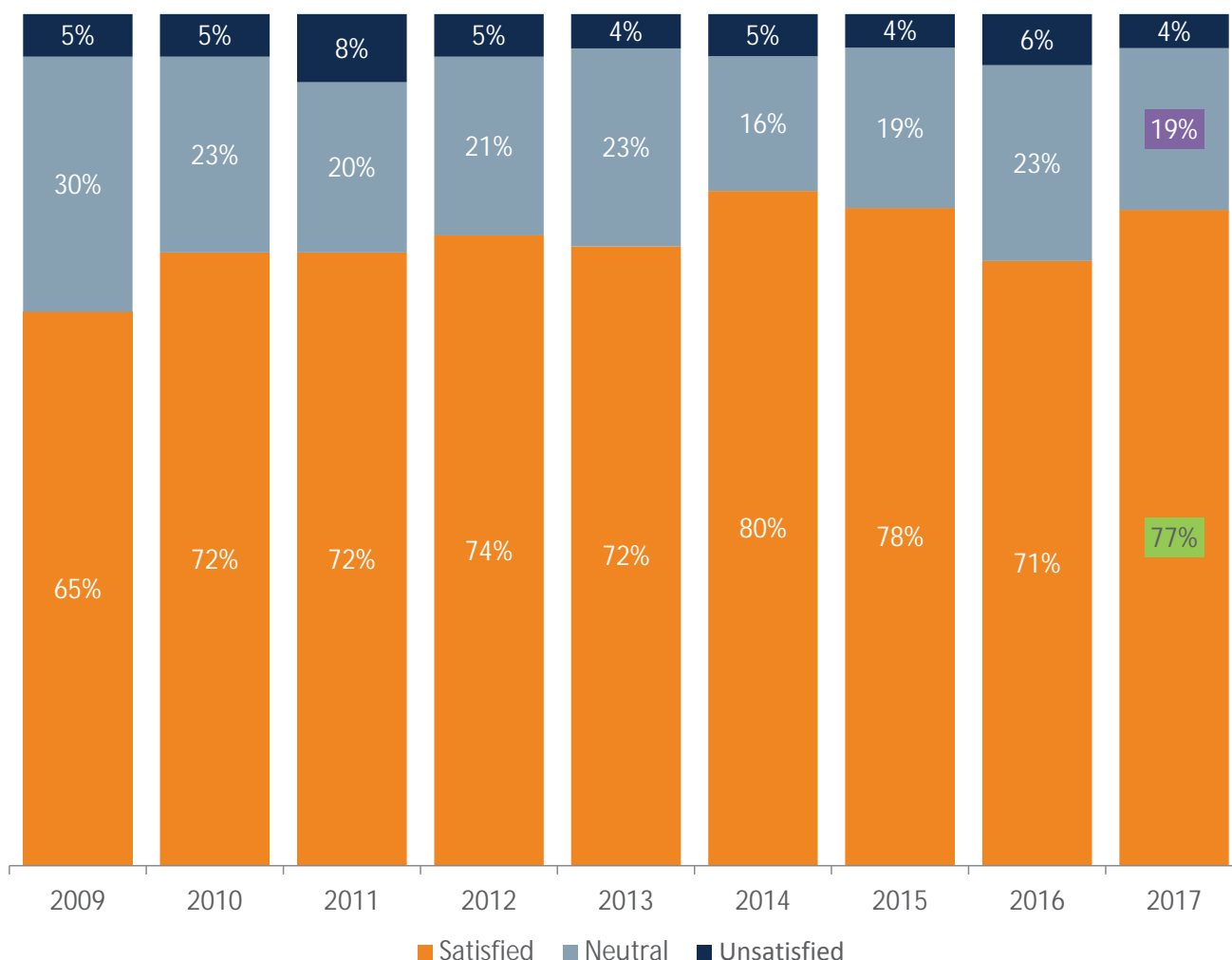
SATISFIED

77%

**INCREASED
6%**

2009 - 2017 Total Results

Satisfied results have increased significantly this year (77% cf. 2016, 71%) and concurrently neutral ratings have decreased significantly (19% cf. 2016, 23%). Also of note, this year's satisfied result is 12% above results from 2009.



Community Services | Sports Grounds | Quantity

2017 Total Results

Sixty-seven percent of respondents are satisfied with the quantity of sports grounds. A further quarter of respondents (26%) give this a neutral rating and 7% are unsatisfied with the quantity.



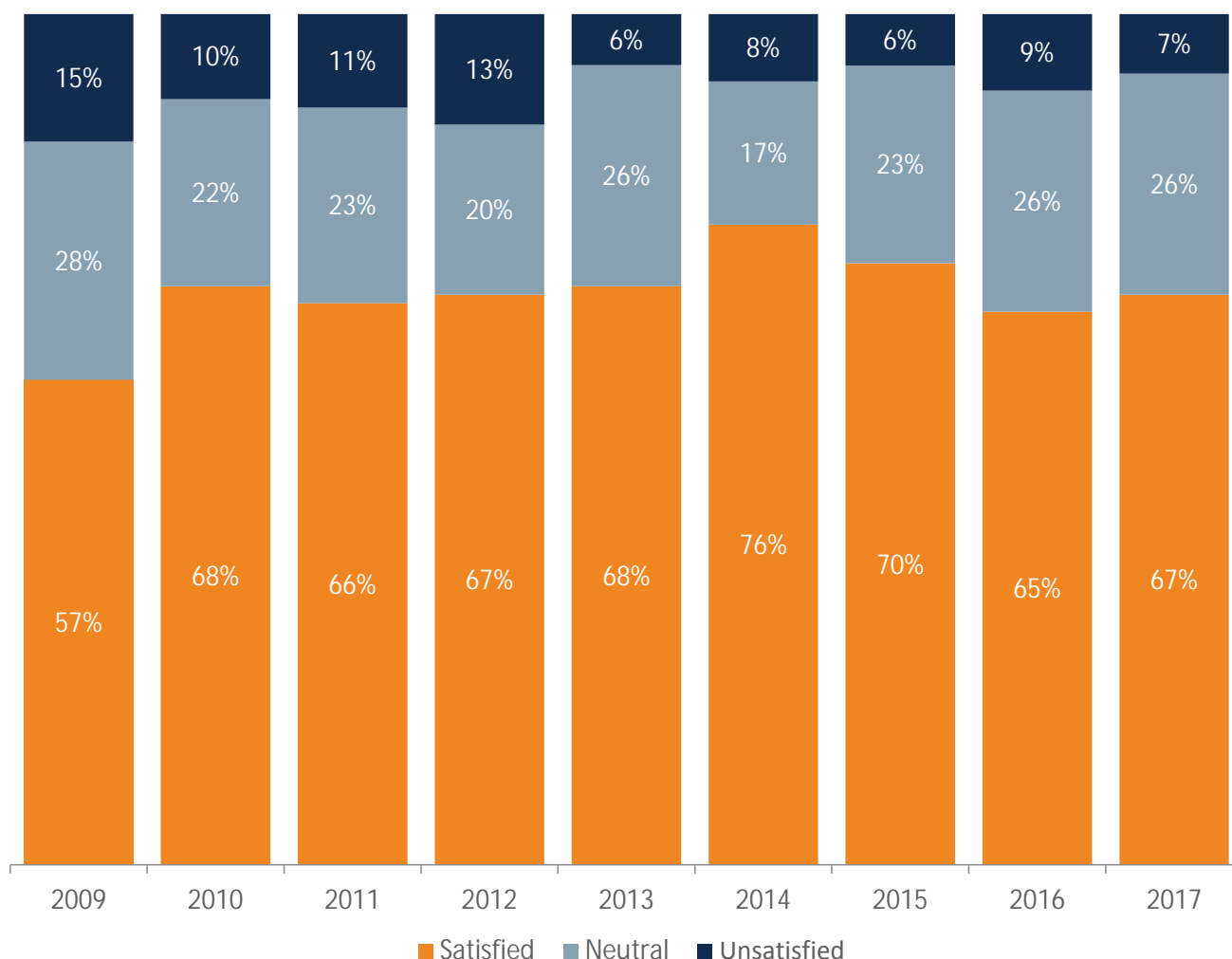
SATISFIED

67%

**INCREASED
2%**

2009 - 2017 Total Results

This year's results are on a par with last year's results. Although, this year's satisfied results are 10% above results from 2009 and unsatisfied results are 8% below results from 2009.



Community Services | Playgrounds | Use

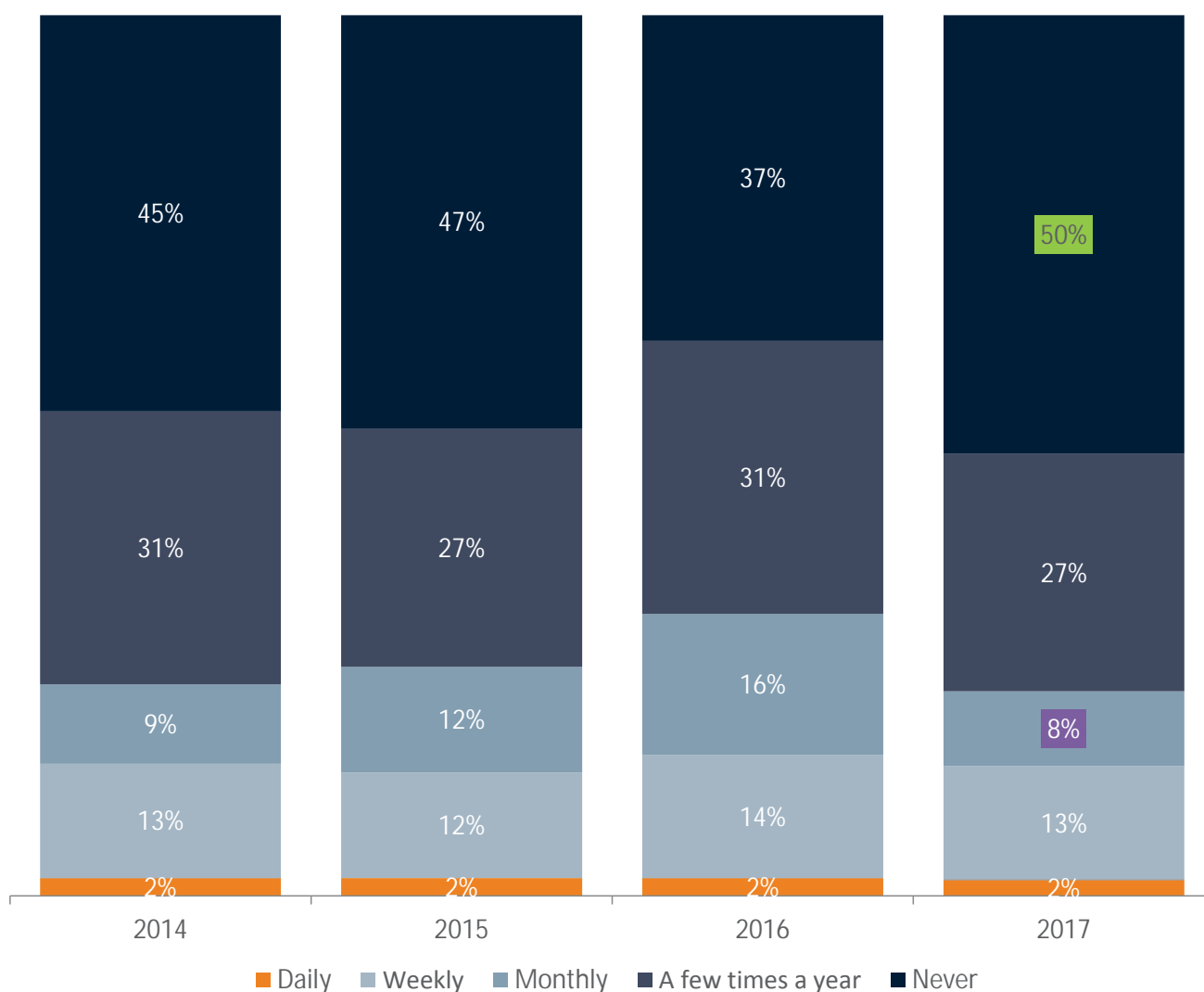
2017 Total Results

Half (50%) of respondents have used a playground in the past year. A quarter (27%) of respondents indicate they use playgrounds a few times a year, 8% use them monthly, and 13% use them weekly.



2014 - 2017 Total Results

Compared to last year's results, use of playgrounds has decreased significantly with more respondents mentioning they have not used a playground (50% cf. 2016, 37%), although this is similar to 2013 and 2014 results. Monthly use has also decreased this year (8% cf. 2016, 16%), while weekly and daily use remains on a par with previous years' results.



Community Services | Playgrounds | Quality

2017 Total Results

Seventy-one percent of respondents are satisfied with the quality of playgrounds. A further 24% give this a neutral rating and 5% are unsatisfied with the quality of playgrounds.



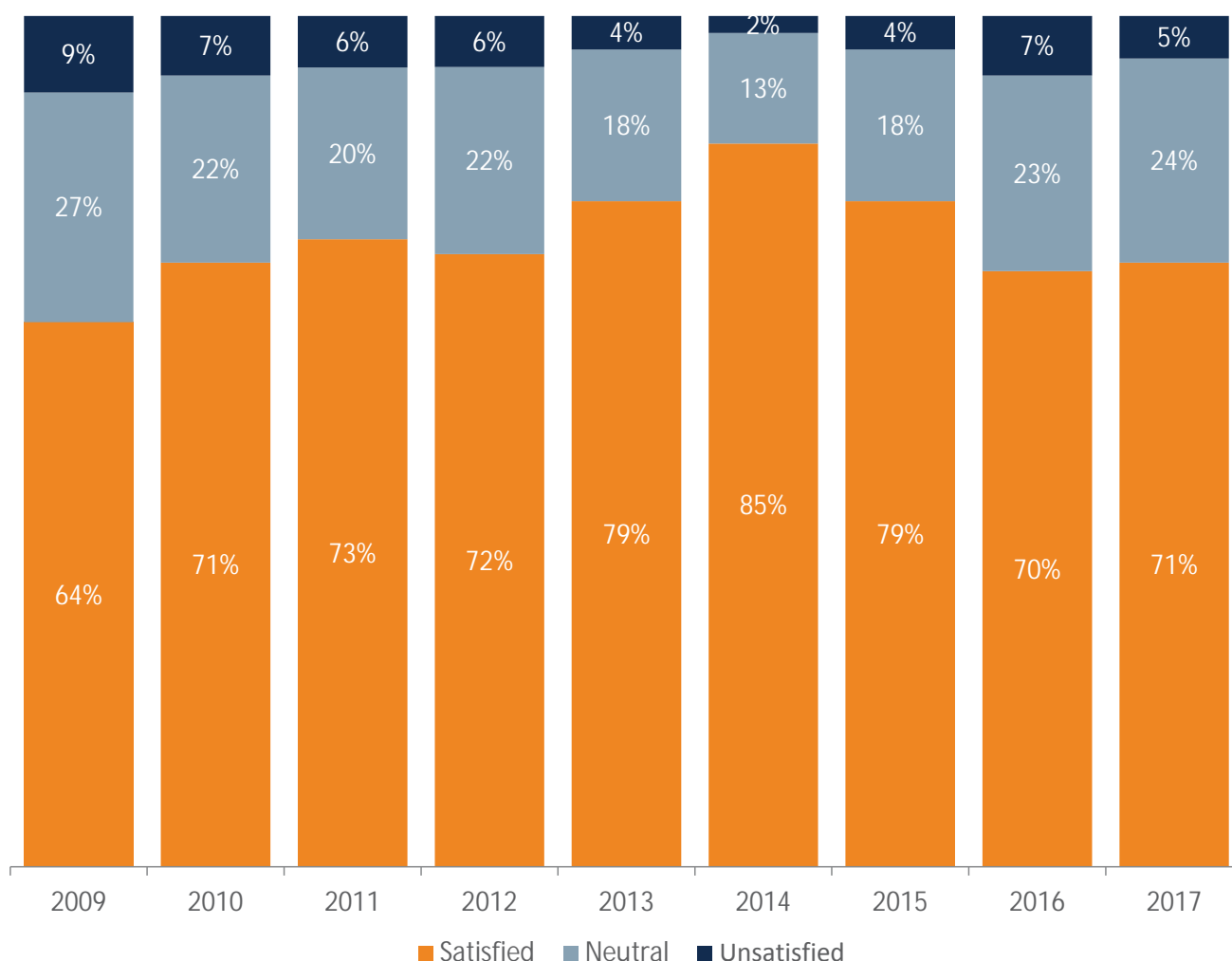
SATISFIED

71%

INCREASED
1%

2009 - 2017 Total Results

This year's results remain on a par with last year's results. Compared to 2009, satisfaction with the quality of playgrounds has increased 7% and unsatisfied results have decreased 4%.



Community Services | Playgrounds | Quantity

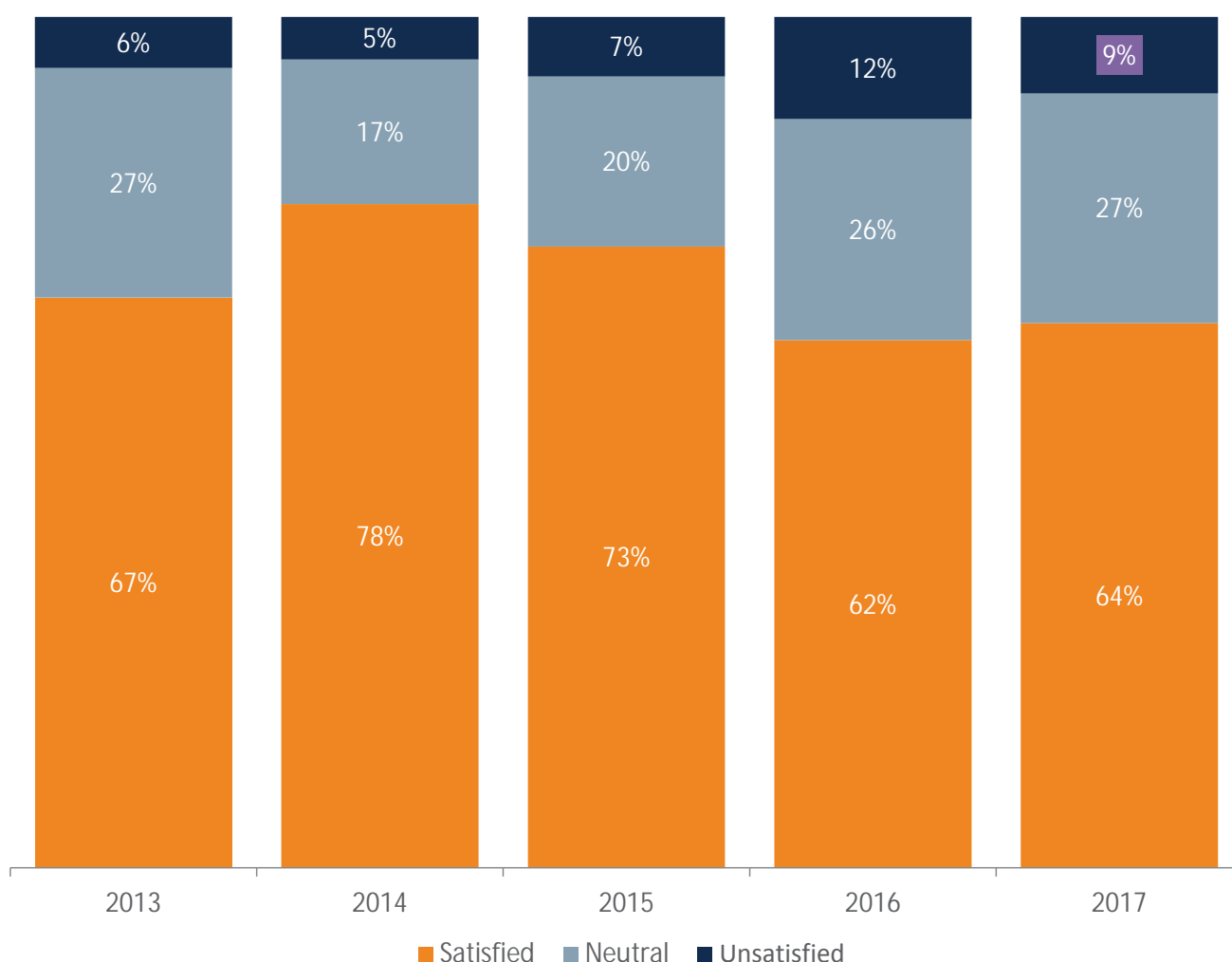
2017 Total Results

Sixty-four percent of respondents are satisfied with the quantity of playgrounds in the area. A further 27% give this a neutral rating and 9% are unsatisfied with the quantity of playgrounds.



2013 - 2017 Total Results

Compared to last year's results, satisfaction with the quantity of playgrounds has increased 2% and unsatisfied results have decreased 3%, a significant change (9% cf. 2016, 12%). This year, satisfied results are 3% below results from 2013.



Community Services | Swimming Pools | Use

2017 Total Results

Just over half (58%) of respondents have used a swimming pool in the past year. Eleven percent of respondents mention they use a pool monthly, 16% use it weekly, and 3% use a pool daily.



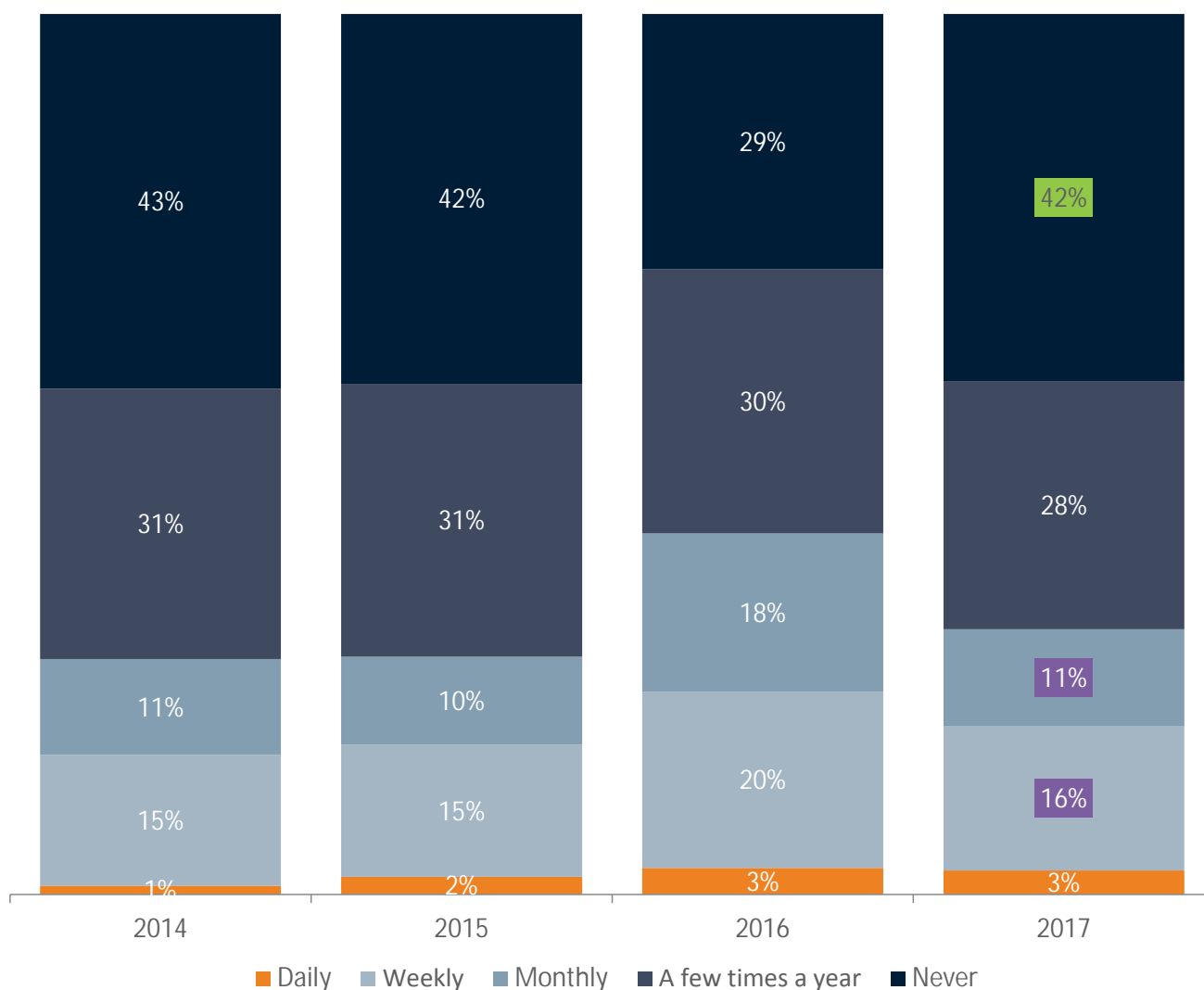
USE

58%

DECREASED
13%

2014 - 2017 Total Results

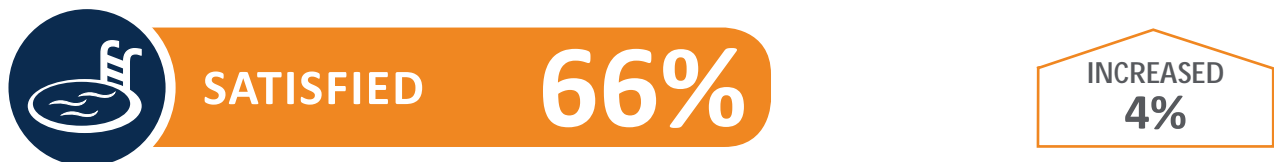
Swimming pool use has also decreased this year, with significantly more respondents mentioning they have not used a pool (42% cf. 2016, 29%). Concurrently, weekly (16% cf. 2016, 20%) and monthly (11% cf. 2016, 18%) use has decreased significantly. Notably, this year's overall use is on a par with results from 2014 and 2015.



Community Services | Swimming Pools | Quality

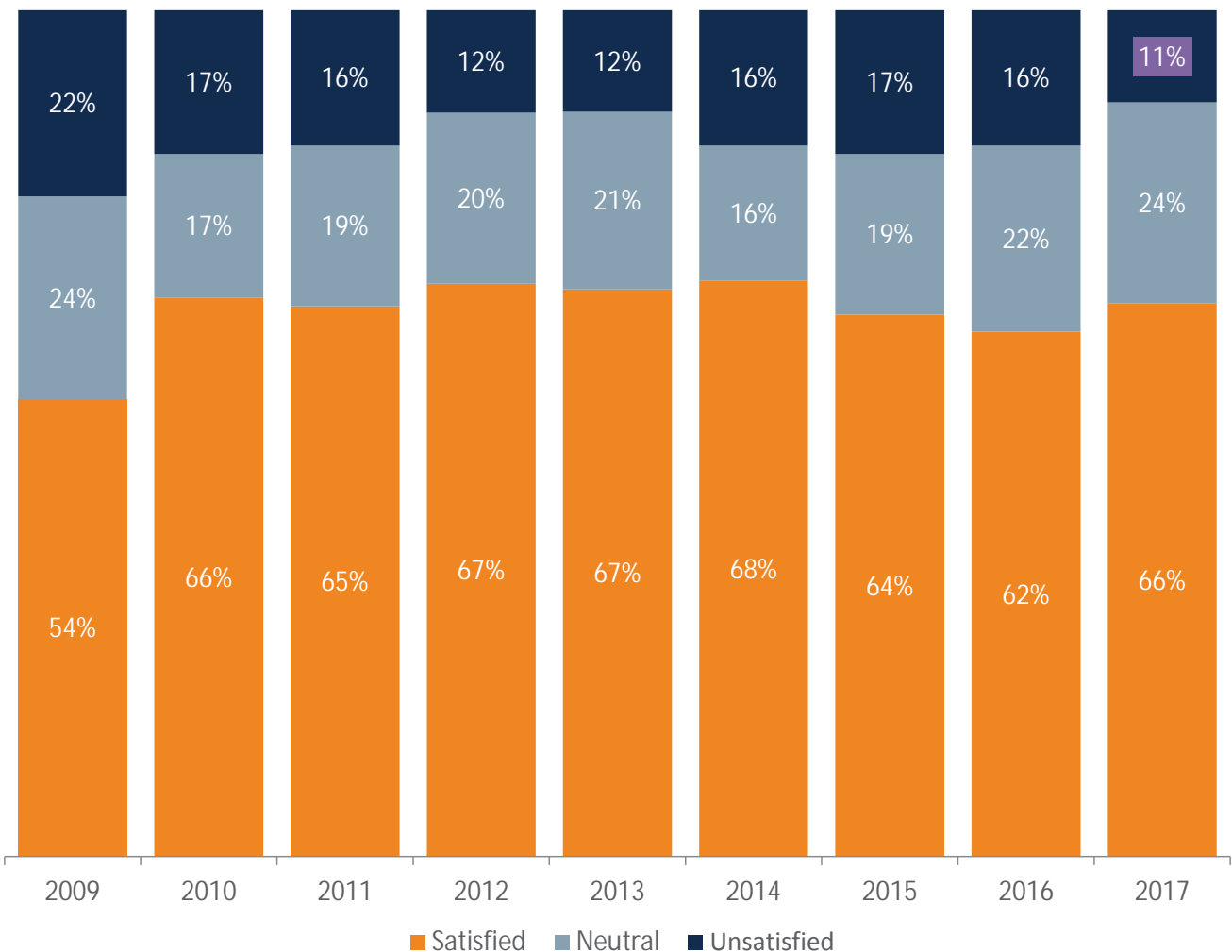
2017 Total Results

Overall, 66% of respondents are satisfied with the quality of swimming pools in the area. A further quarter of respondents (24%) give this a neutral rating and 11% are unsatisfied with this.



2009 - 2017 Total Results

Satisfied results have increased 4% this year, although this is not statistically significant. Notably, unsatisfied results have decreased this year (11% cf. 2016, 16%). This year, satisfaction with the quality of swimming pools is 12% above results from 2009 and unsatisfied results are 11% below results from 2009.



Community Services | Swimming Pools | Quantity

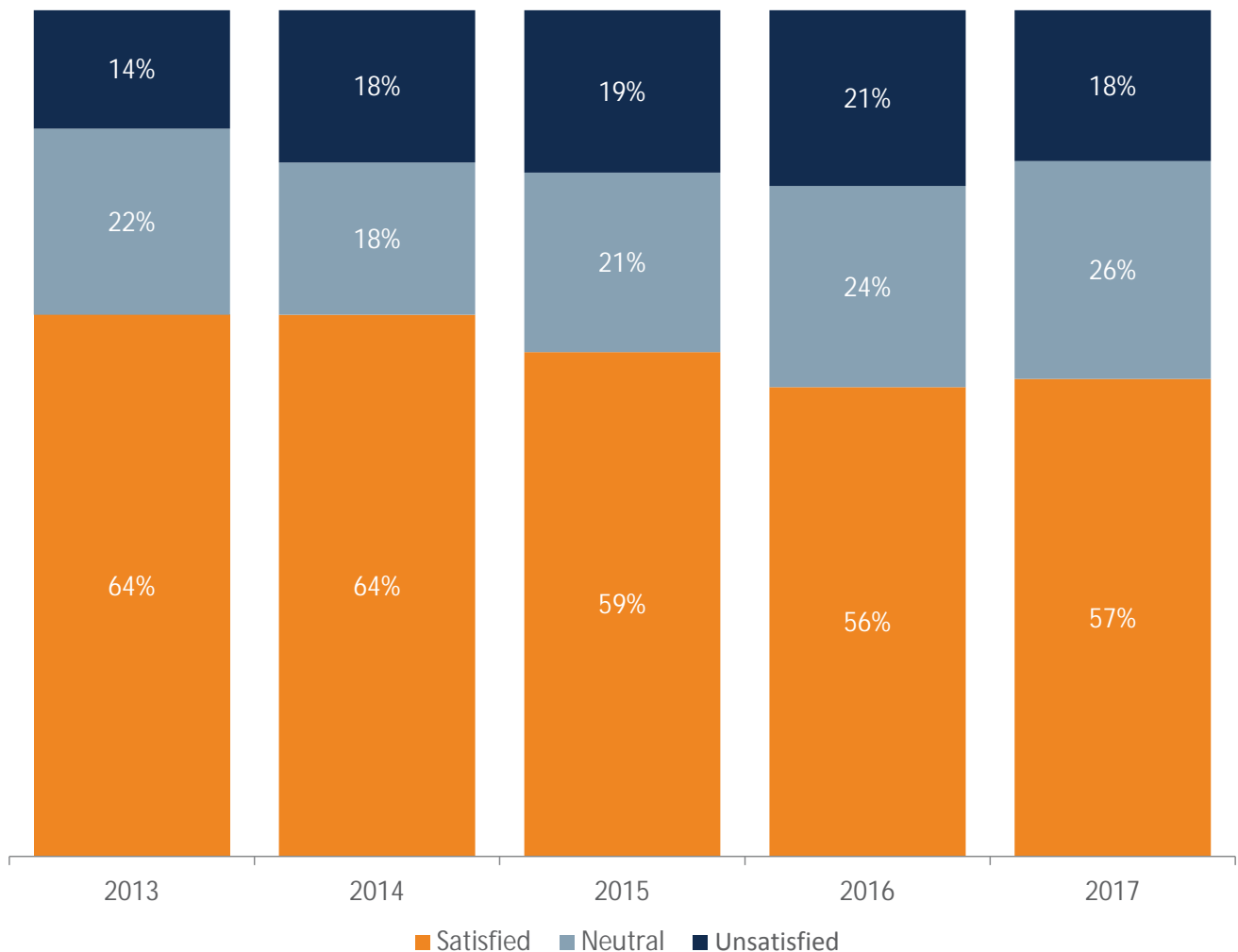
2017 Total Results

Over half (57%) are satisfied with the quantity of swimming pools in the area. A further 26% give this a neutral rating and 18% are unsatisfied with the quantity of swimming pools.



2013 - 2017 Total Results

Satisfied results are on a par with last year's results, while unsatisfied results have decreased 3% this year (not statistically significant). Trends over time show an overall decrease in satisfaction with the quantity of swimming pools, with this year's result at 7% below results from 2013.



Community Services | Community Halls | Use

2017 Total Results

Sixty-two percent of respondents have used a community hall in the past year. Almost half (47%) of respondents mention they use community halls a few times a year.



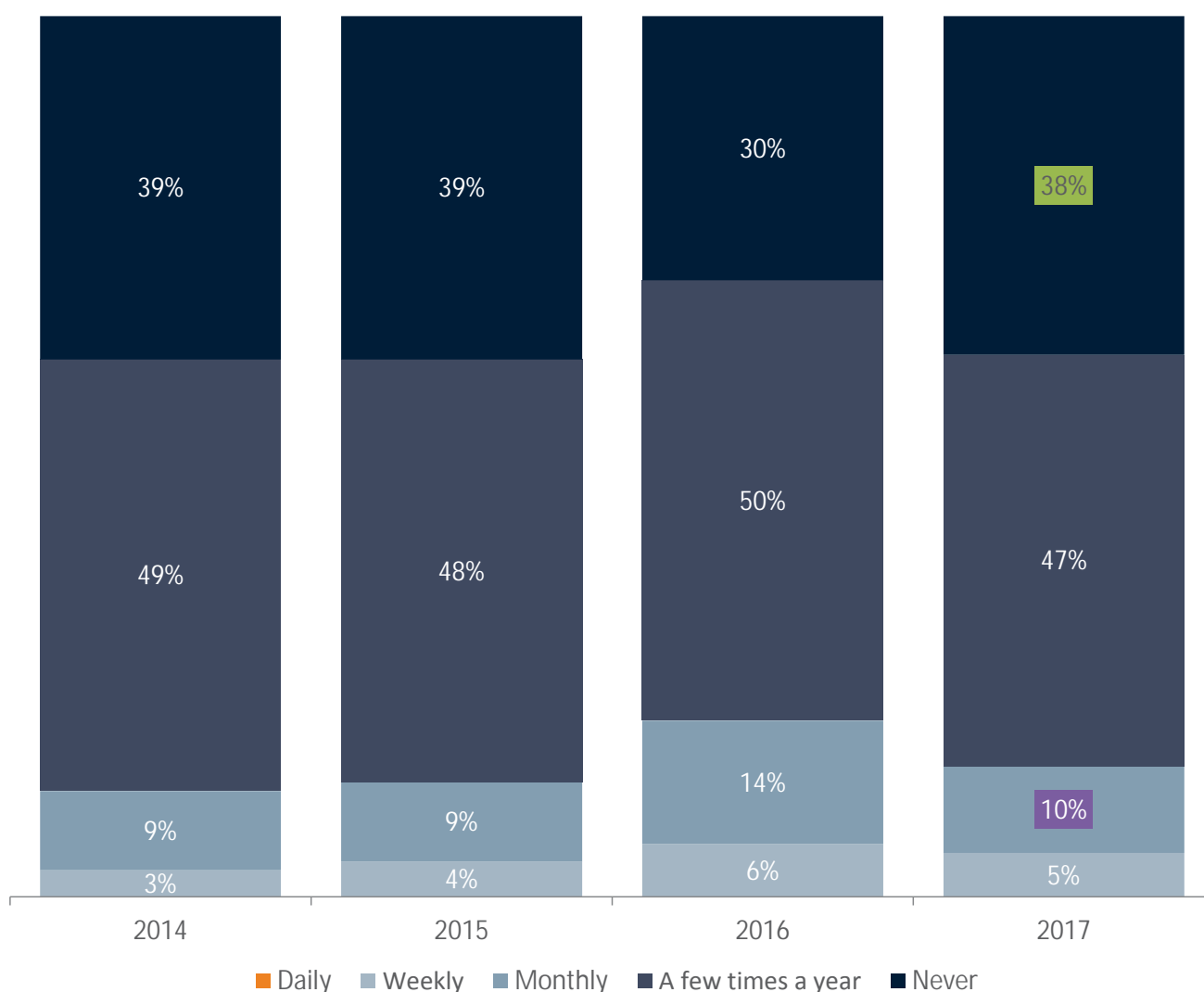
USE

62%

DECREASED
8%

2014 - 2017 Total Results

This year community hall use has decreased, with significantly more respondents mentioning they have not used a hall (38% cf. 2016, 30%); this year's usage results are on a par with results from 2014 and 2015. Respondents mentioning they use the halls monthly has decreased significantly this year (10% cf. 2016, 14%).



Community Services | Community Halls | Quality

2017 Total Results

Sixty-nine percent of respondents are satisfied with the quality of community halls. A further 26% give this a neutral rating and 5% are unsatisfied with the quality.



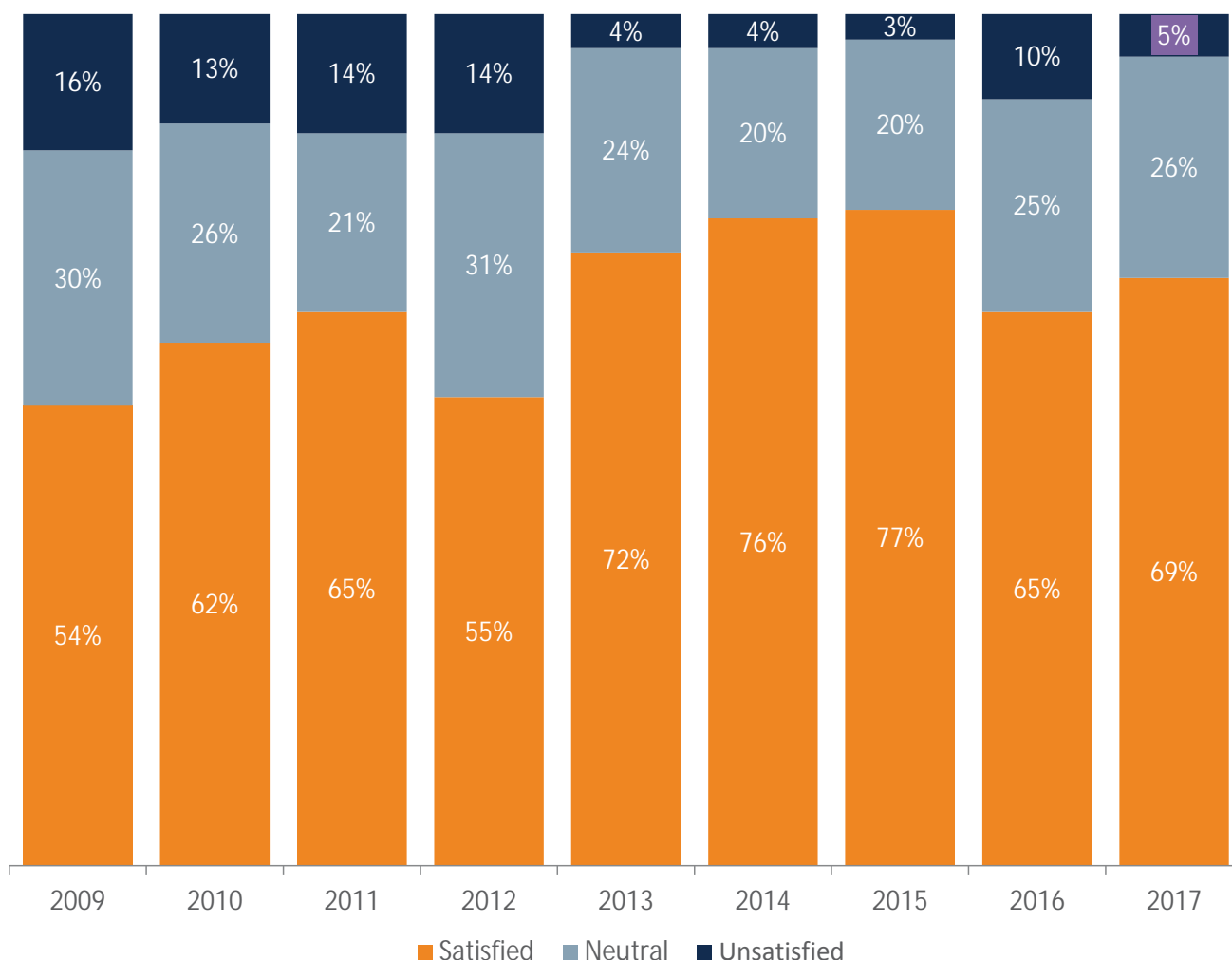
SATISFIED

69%

**INCREASED
4%**

2009 - 2017 Total Results

Satisfied results have increased 4% this year, although this is not a statistically significant change. Concurrently, unsatisfied results have decreased significantly this year (5% cf. 2016, 10%). Satisfaction has improved over time, with this year's satisfied result sitting 15% above results from 2009 and this year's unsatisfied result is 11% below 2009's result.



Community Services | Community Halls | Quantity

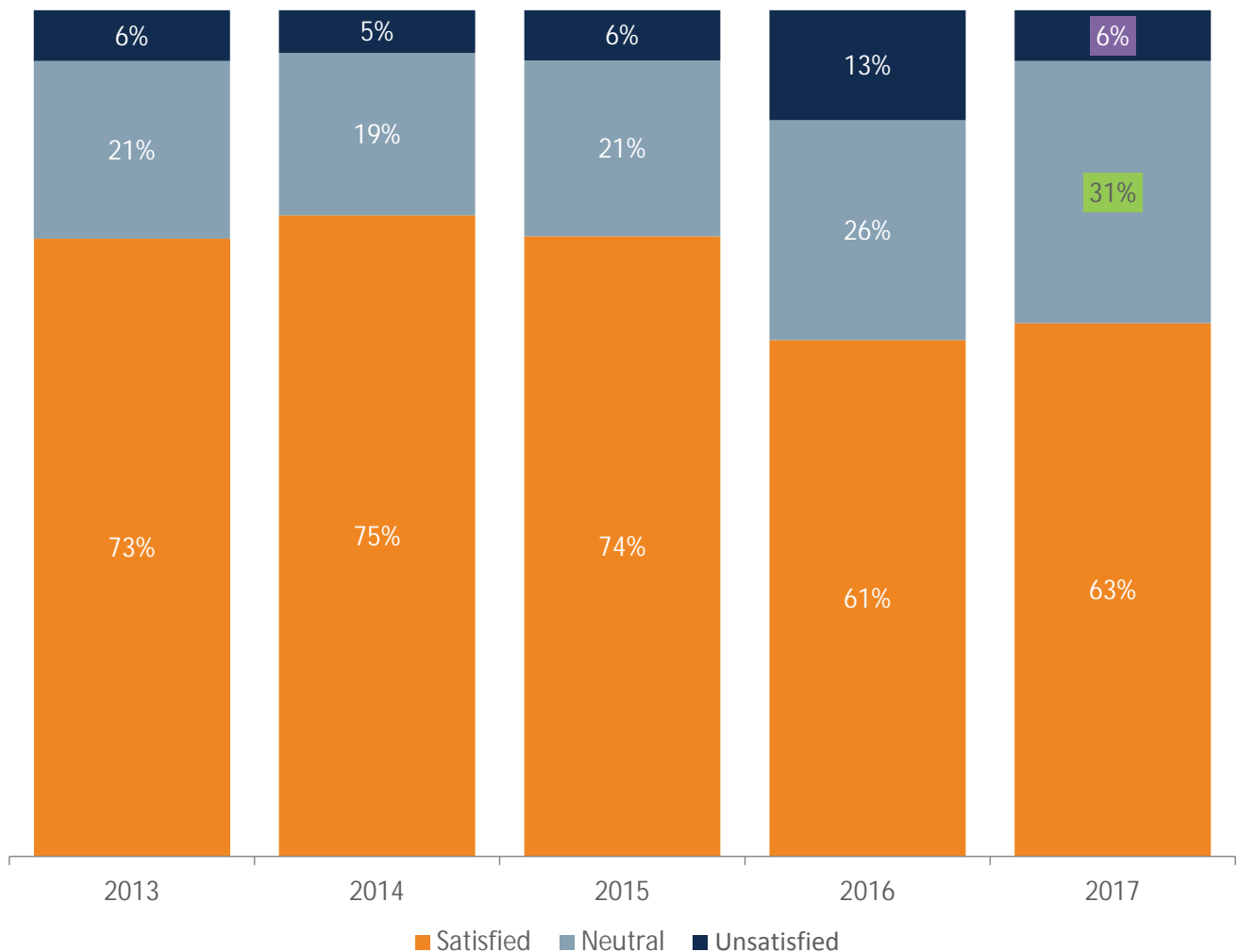
2017 Total Results

Overall, 63% of respondents are satisfied with the quantity of community halls. A further 31% give this a neutral rating and 6% are unsatisfied with this.



2013 - 2017 Total Results

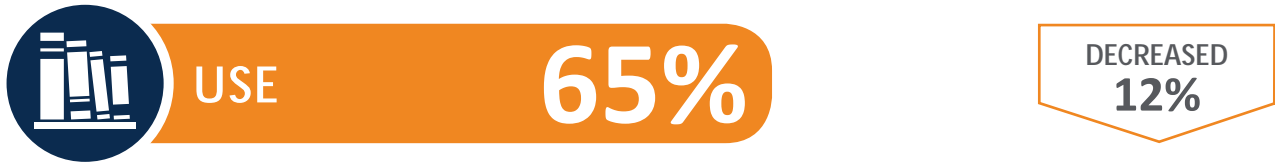
Satisfied results remain similar to last year's results. However, neutral ratings have increased significantly (31% cf. 2016, 26%) and unsatisfied results have decreased significantly (6% cf. 2016, 13%). This year's satisfied results are 10% below results from 2013.



Community Services | Libraries | Use

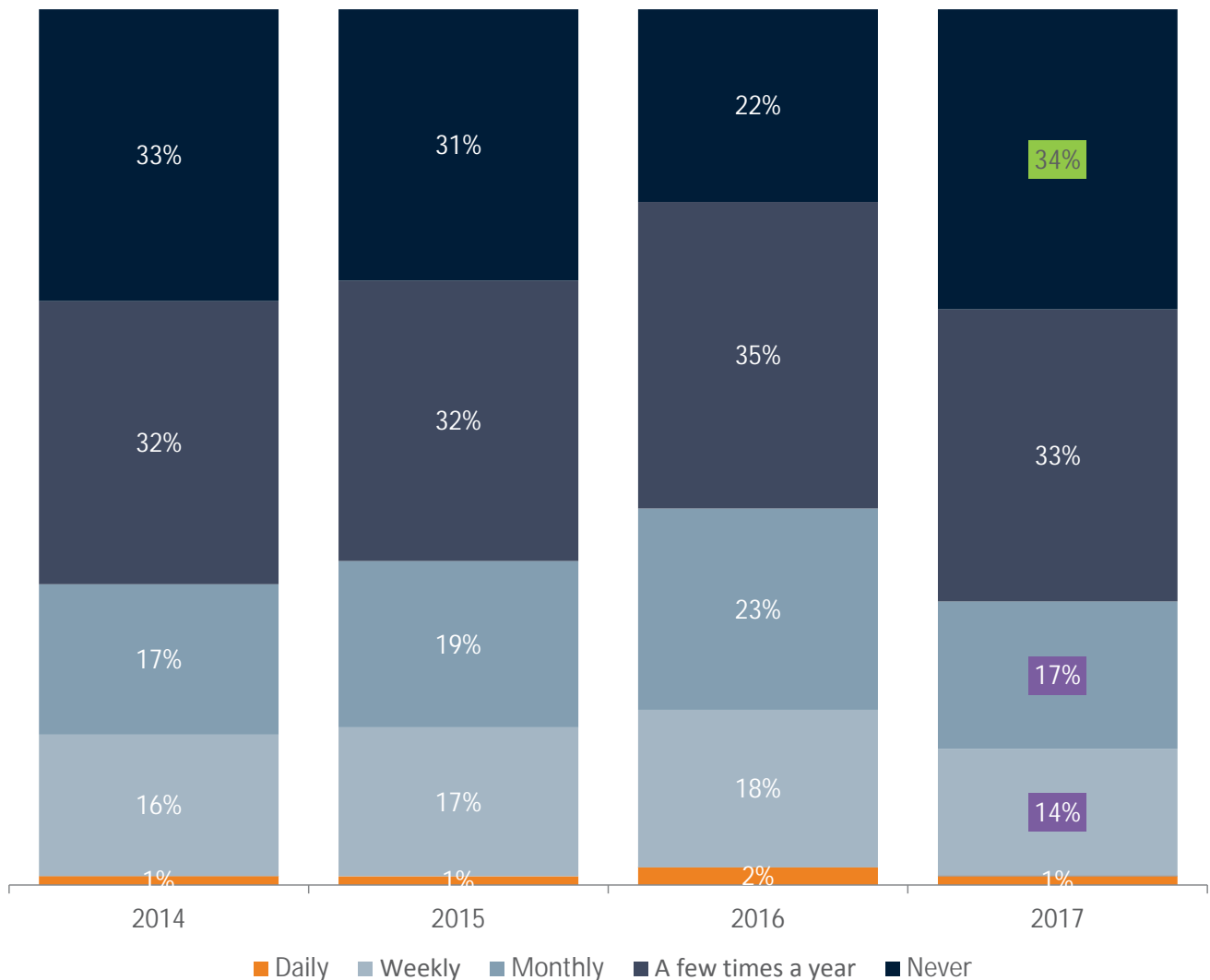
2017 Total Results

Sixty-five percent of respondents have used a library in the past year. A third (33%) of respondents mention they use the library a few times a year, 17% mention they use it monthly, and 14% use it weekly.



2014 - 2017 Total Results

Overall library use has decreased this year, with significantly more respondents mentioning they have not used a library (34% cf. 2016, 22%). Notably, the number of respondents mentioning they use the library monthly (17% cf. 2016, 23%) or weekly (14% cf. 2016, 18%) has decreased significantly this year. This year's results are similar to results from 2014 and 2015.



Community Services | Libraries | Quality

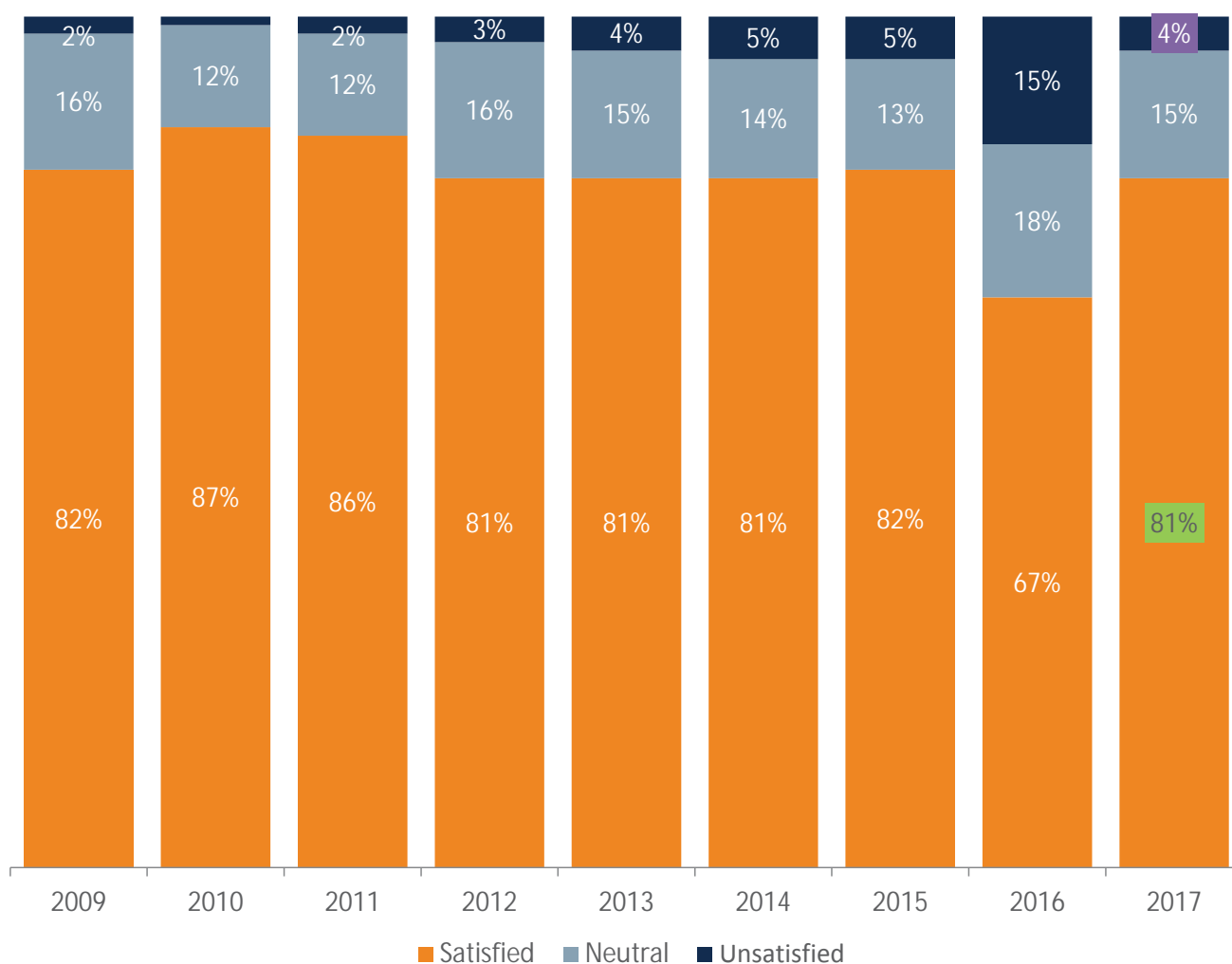
2017 Total Results

Eighty-one percent of respondents are satisfied with the quality of libraries in the area. A further 15% give this a neutral rating and 4% are unsatisfied with the quality of libraries in the area.



2009 - 2017 Total Results

Satisfied results have increased significantly this year (81% cf. 2016, 67%) while unsatisfied results have decreased significantly (4% cf. 2016, 15%). This year's results are on a par with results from 2009.



Community Services | Libraries | Quantity

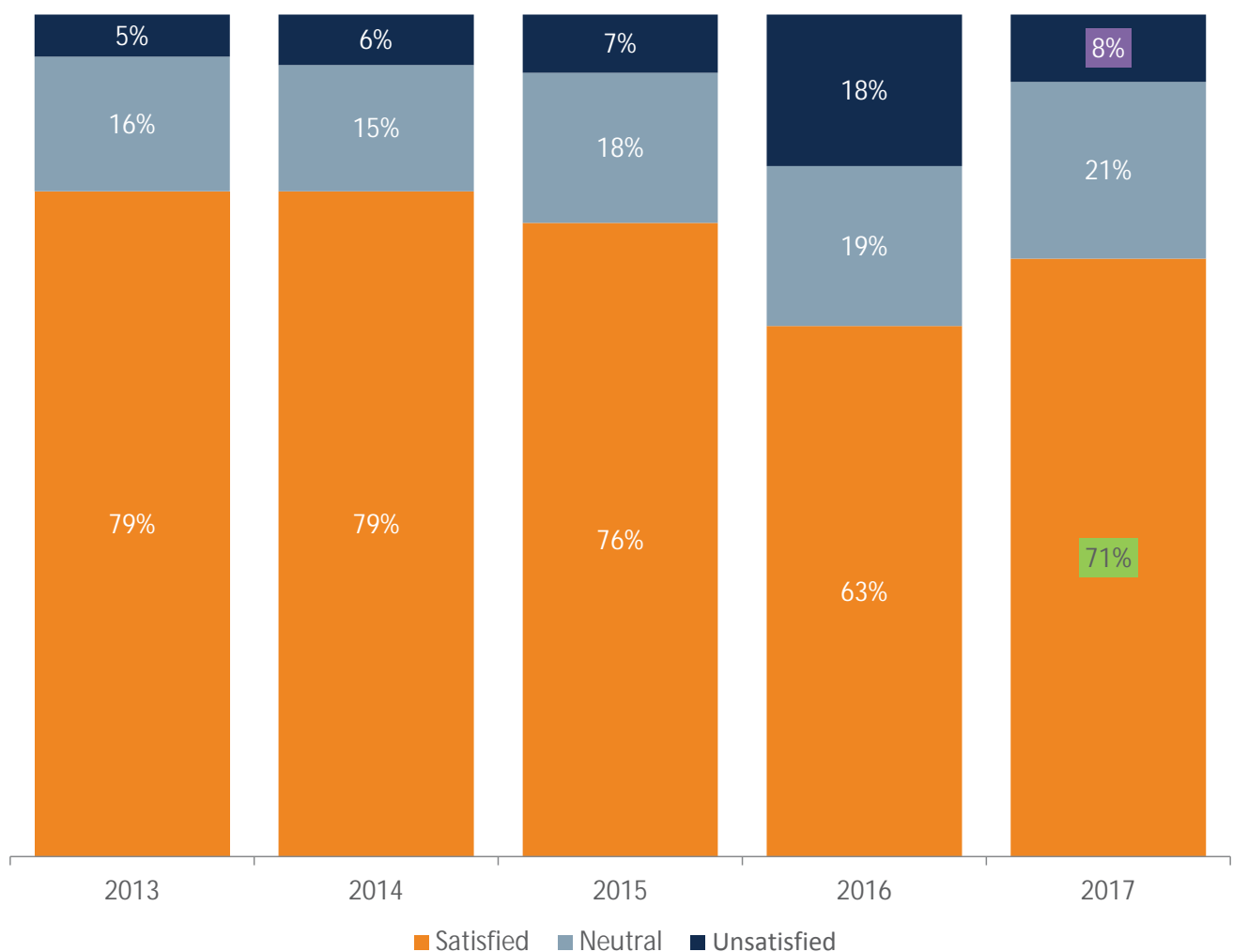
2017 Total Results

Seventy-one percent of respondents are satisfied with the quantity of libraries in the area. A further 21% give this a neutral rating and 8% are unsatisfied with the quantity of libraries.



2013 - 2017 Total Results

Satisfied results have increased significantly this year (71% cf. 2016, 63%) while unsatisfied results have decreased significantly (8% cf. 2016, 18%). This year's satisfied result is 8% below results from 2013.



Community Services | Demographic Differences

Highlighted below are results that are statistically significantly higher than the total result.



AGE

UNDER 34

Have used parks, reserves, and gardens (100%), trails, walkways, and cycleways (98%), the Queenstown Trail (83%), sports grounds (69%), and swimming pools (68%).

Unsatisfied with quantity of libraries (13%).

Satisfied with quantity of public toilets (55%).

35-54

Have used public toilets (94%), trails, walkways, and cycleways (98%), the Queenstown Trail (68%), sports grounds (68%), playgrounds (61%), swimming pools (69%), and community halls (68%).

Unsatisfied with quality of swimming pools (16%) and libraries (8%).

Unsatisfied with the quantity of public toilets (32%) and playgrounds (12%).

55+

Have used libraries (71%).

Satisfied with quality of playgrounds (83%) and libraries (89%).

Satisfied with the quantity of sports grounds (75%), playgrounds (75%), swimming pools (55%), community halls (68%), and libraries (82%).



GENDER

MALE

Have used sports grounds (62%).

Satisfied with the quality of public toilets (64%).

FEMALE

Have used libraries (73%).

Satisfied with the quality of the Queenstown Trail (90%).

Satisfied with the quantity of trails, walkways, and cycleways (85%) and the Queenstown Trail (84%).



RESIDENTS

NORMALLY RESIDENT

Have used public toilets (89%), parks, reserves, and gardens (99%), trails, walkways, and cycleways (97%), the Queenstown Trail (67%), sports grounds (62%), swimming pools (62%), community halls (68%), and libraries (67%).

Unsatisfied with the quality of public toilets (16%) and swimming pools (12%).

Unsatisfied with the quantity of public toilets (27%) and swimming pools (19%).

HOLIDAY HOME OWNER

Satisfied with the quality of public toilets (70%), the Queenstown Trail (94%), and libraries (92%).



RATEPAYERS

RATEPAYER

Have used playgrounds (55%), community halls (72%), and libraries (71%).

Unsatisfied with the quality of public toilets (17%) and swimming pools (14%).

Satisfied with the quality of playgrounds (73%).

Unsatisfied with the quantity of public toilets (30%).

Satisfied with the quantity of playgrounds (66%) and libraries (73%).

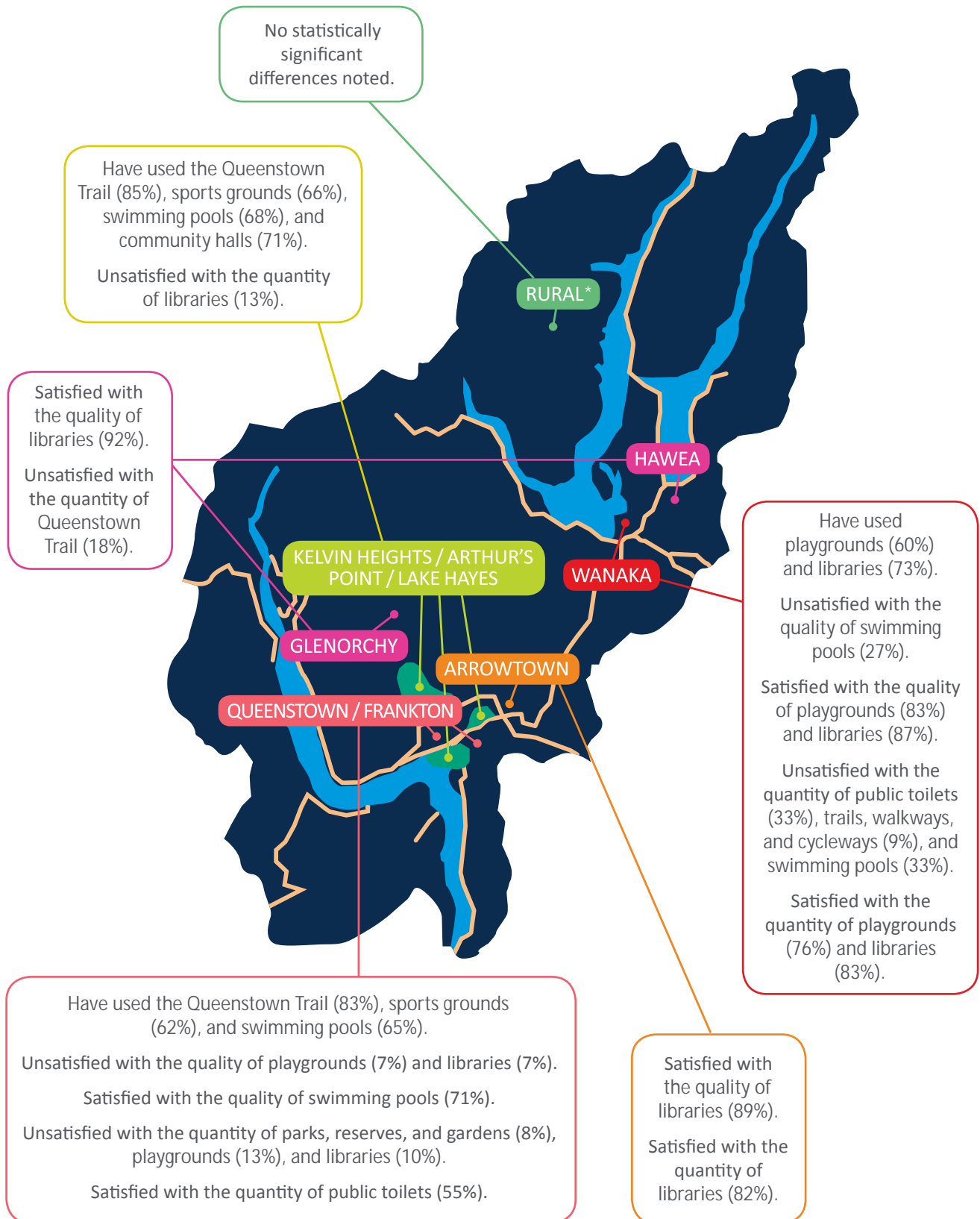
NON RATEPAYER

Have used trails, walkways, and cycleways (99%), the Queenstown Trail (84%), and swimming pools (70%).

Satisfied with the quality of public toilets (68%) and parks, reserves, and gardens (91%).

Community Services | Area Differences

Highlighted below are results that are statistically significantly higher than the total result.



* Includes Makarora, Luggate, Kingston, and Gibbston.

Town Satisfaction

Town Satisfaction | Summary

The summary below shows this year's satisfied result for each measure associated with town satisfaction in Queenstown and Wanaka, there are no year on year comparisons available for these results.

Town Satisfaction Summary

QUEENSTOWN

WANAKA



THE TOWN IS AN EASY PLACE TO SPEND TIME

54%

68%



THE TOWN LAYOUT WORKS WELL FOR BOTH PEDESTRIANS AND CARS

25%

30%



THERE IS ENOUGH PUBLIC TRANSPORT AVAILABLE IN TOWN

18%

10%



GENERALLY, TRAFFIC LEVELS ARE ACCEPTABLE IN THE TOWN

12%

21%



THE PARKING ARRANGEMENTS ARE SUITABLE FOR THE AMOUNT OF TRAFFIC IN THE TOWN

9%

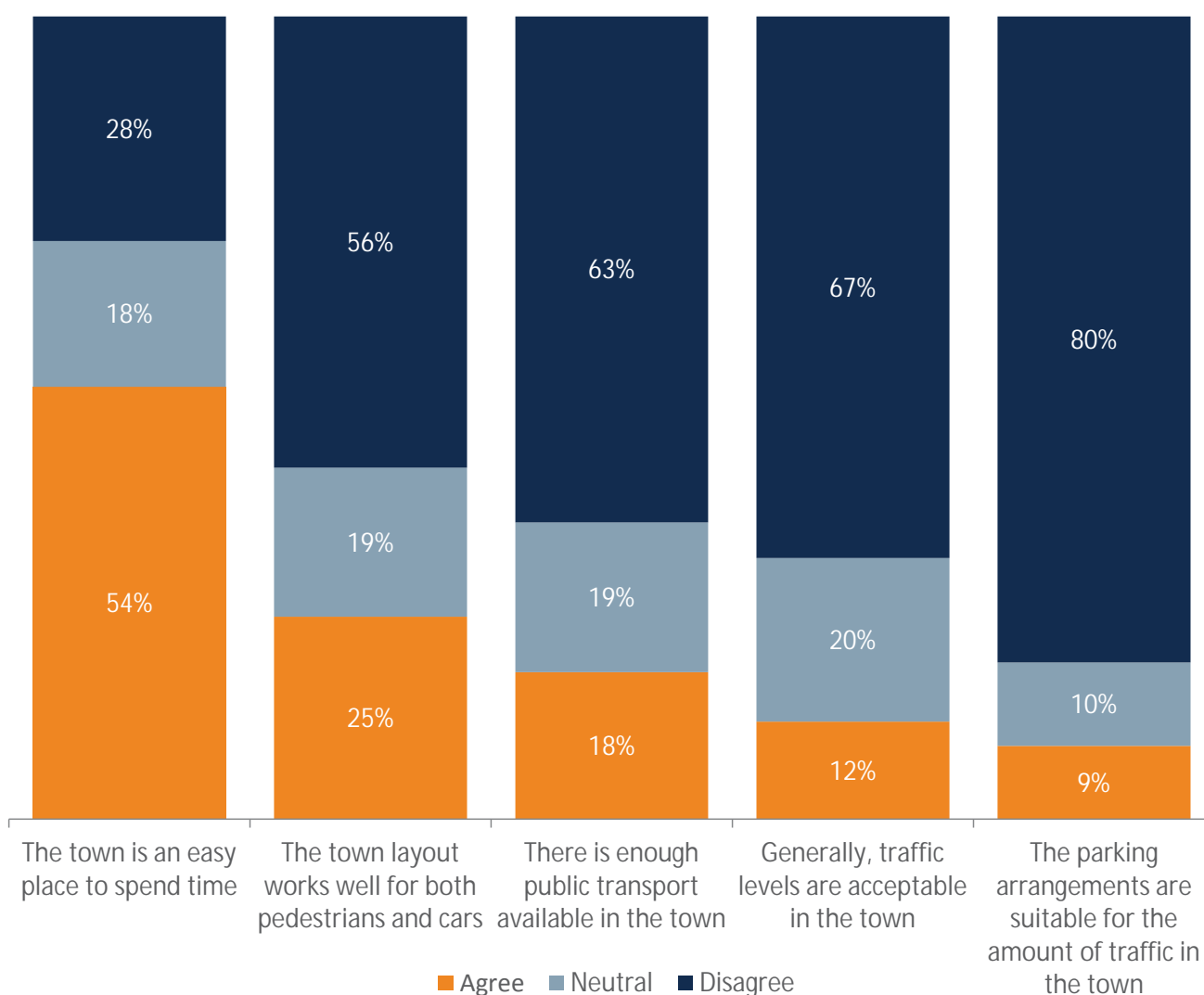
15%

Town Satisfaction | Queenstown

2017 Total Results

Over two thirds (70%) of respondents mention they visit Queenstown more regularly than Wanaka.

Amongst respondents who visit Queenstown more regularly, 54% agree the town is an easy place to spend time. Half (56%) disagree that the town layout works for both pedestrians and cars, 63% disagree that there is enough public transport available in Queenstown, and 67% disagree that generally traffic levels are acceptable in Queenstown. A further 80% of respondents disagree that parking arrangements are suitable for the amount of traffic in Queenstown.

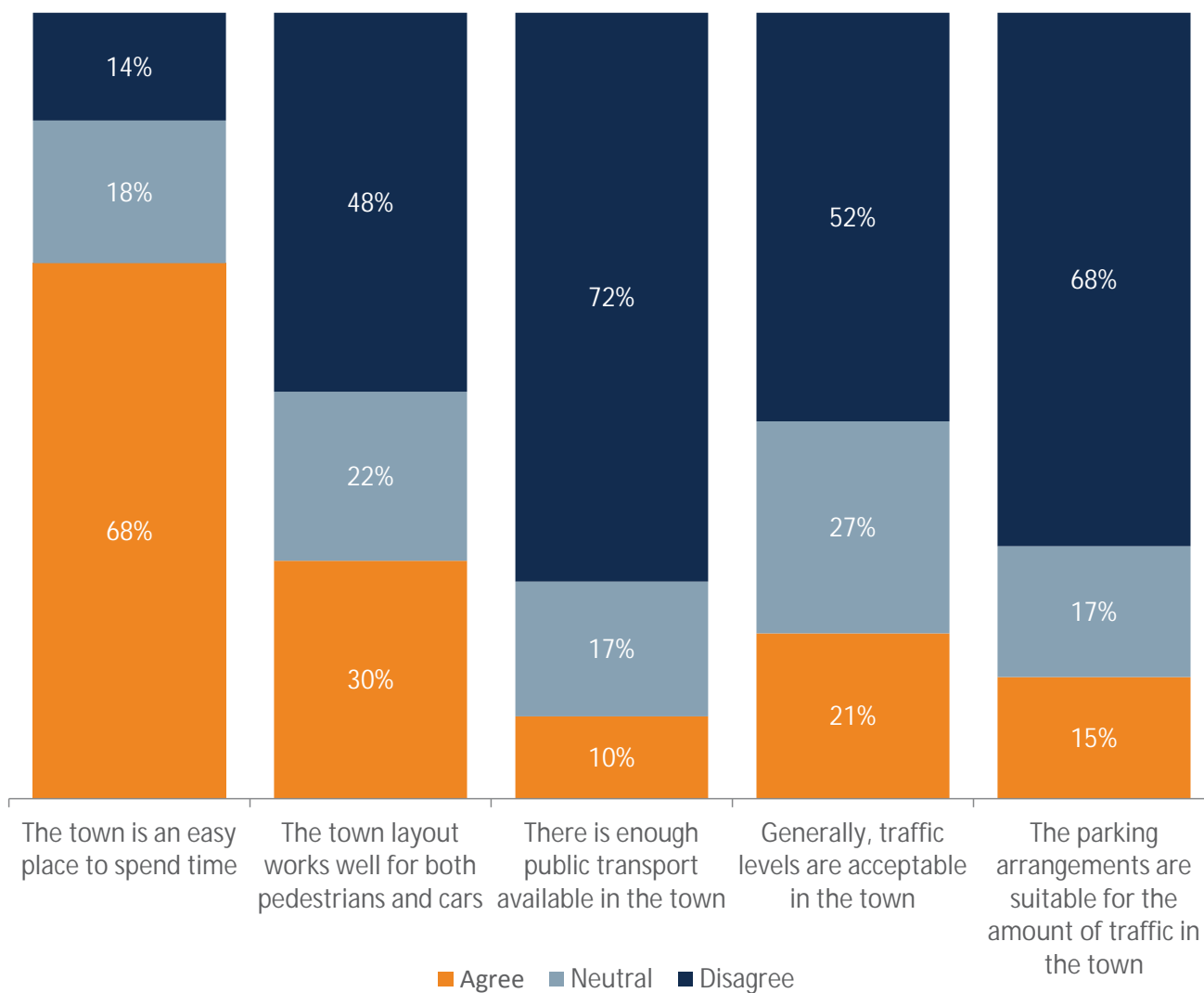


Town Satisfaction | Wanaka

2017 Total Results

Twenty-eight percent of respondents mention they visit Wanaka more regularly than Queenstown.

Overall, 68% of respondents who visit Wanaka more regularly agree the town is an easy place to spend time. A further 30% agree the town layout works well for both pedestrians and cars and 21% agree that generally traffic levels in Wanaka are acceptable. Sixty-eight percent of respondents disagree that the parking arrangements are suitable for the amount of traffic in Wanaka and 72% disagree that there is enough public transport available in Wanaka.



Town Satisfaction | Demographic Differences

Highlighted below are results that are statistically significantly higher than the total result.



AGE



GENDER



RESIDENTS



RATEPAYERS

UNDER 34

Visit Queenstown more regularly (94%). Agree that in Queenstown the town layout works well for both pedestrians and cars (39%), that it is an easy place to spend time (69%), that parking arrangements are suitable (15%), that traffic levels are acceptable (22%), and that in Wanaka the town layout works well for both pedestrians and cars (57%).

35-54

Disagree that in Queenstown the layout works well for both pedestrians and cars (65%), that it is an easy place to spend time (34%), that there is enough public transport available (71%), and that traffic levels are acceptable (76%).

55+

Visit Wanaka more regularly (49%).

Disagree that in Queenstown the town layout works well for both pedestrians and cars (70%), that it is an easy place to spend time (40%), that the parking arrangements are suitable (87%), and that traffic levels are acceptable (82%).

Agree that in Wanaka there is enough public transport available (15%).

MALE

No statistically significant differences noted.

FEMALE

Disagree that in Wanaka there is enough public transport available (82%).

NORMALLY RESIDENT

Visit Queenstown more regularly (88%).

Disagree that in Wanaka the town layout works well for both pedestrians and cars (53%), the parking arrangements are suitable (73%), that there is enough public transport available (80%), and that traffic levels are acceptable (57%).

HOLIDAY HOME OWNER

Visit Wanaka more regularly (31%).

Agree that the parking arrangements are suitable (23%).

RATEPAYER

Visit Wanaka more regularly (98%).

Disagree that in Queenstown the town layout works well for both pedestrians and cars (65%), that it is an easy place to spend time (36%), that there is enough public transport available (69%), and that traffic levels are acceptable (75%).

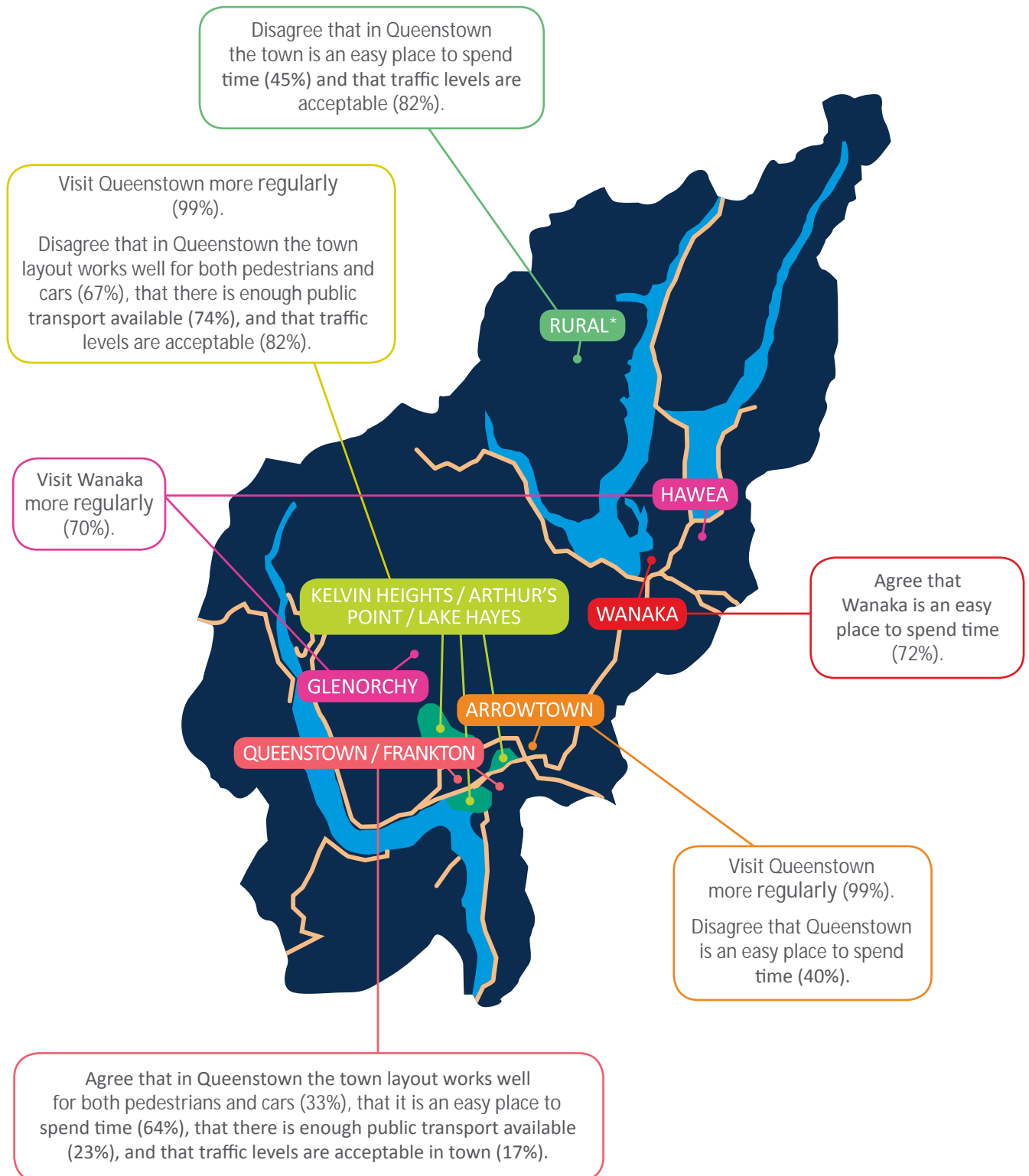
NON RATEPAYER

Visit Queenstown more regularly (30%).

Agree that in Queenstown the town layout works well for both pedestrians and cars (34%), that it is an easy place to spend time (75%), that the parking arrangements are suitable (14%), that there is enough public transport available (26%), and that traffic levels are acceptable (21%).

Town Satisfaction | Area Differences

Highlighted below are results that are statistically significantly higher than the total result.



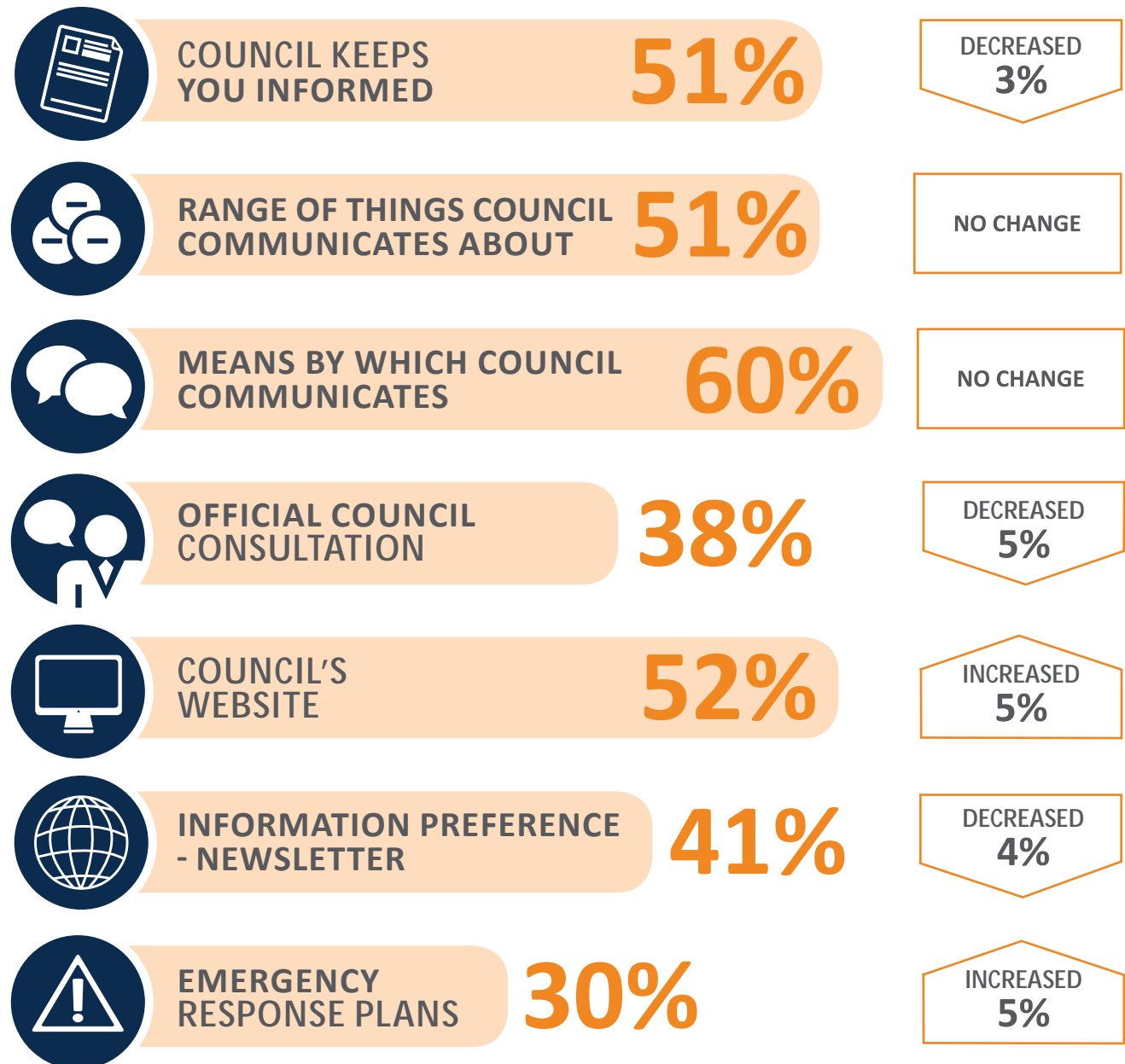
* Includes Makarora, Luggate, Kingston, and Gibbston.

Consultation and Communication

Consultation and Communication | Summary

The summary below shows this year's satisfied result for each measure associated with consultation and communication, as well as the percent change from 2016's results.

Consultation and Communication Summary



Consultation and Communication | Council Keeping you Informed

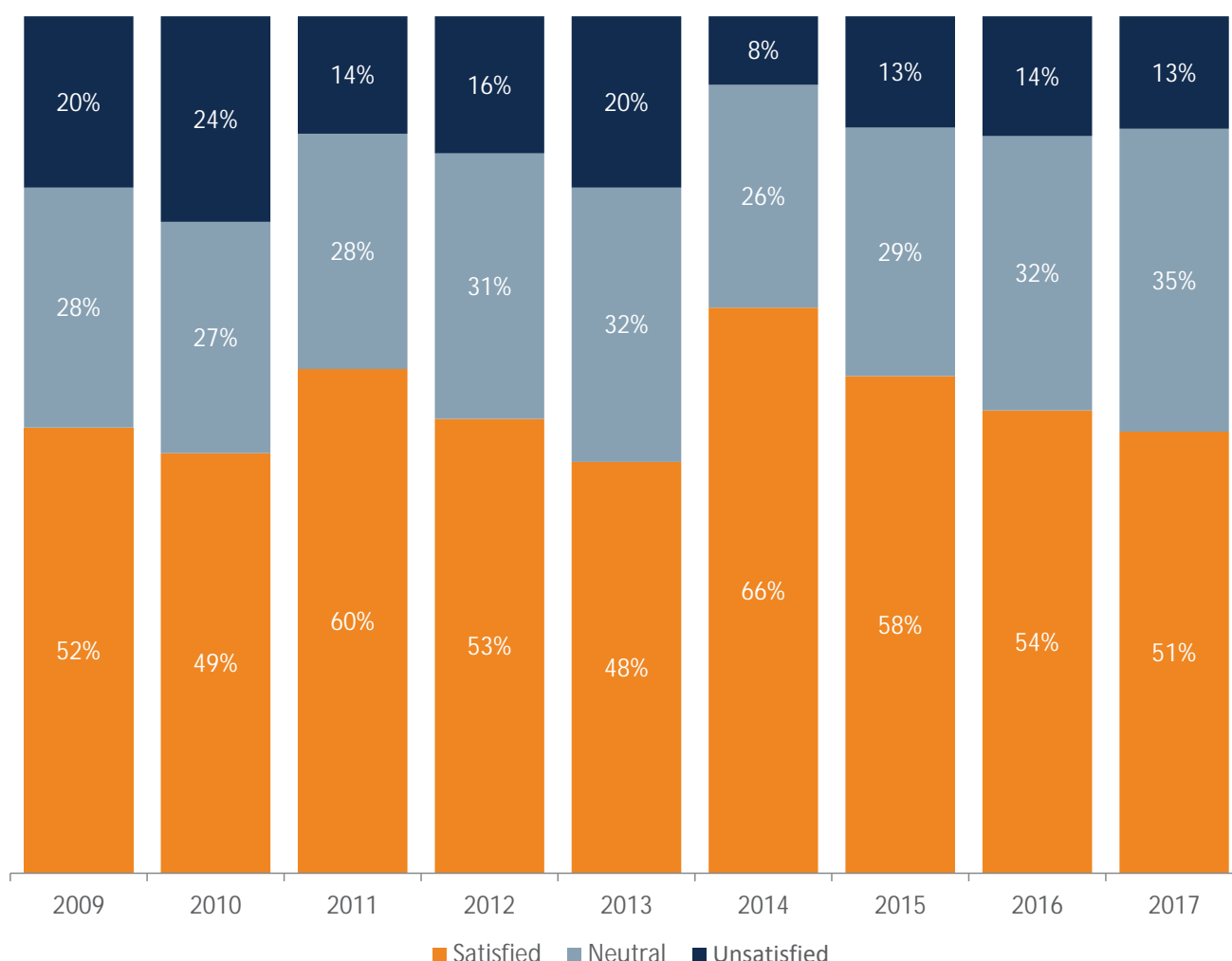
2017 Total Results

Half (51%) of respondents are satisfied with how well Council keeps them informed. Thirty-five percent give this a neutral rating and 13% are unsatisfied with how Council keeps them informed.



2009 - 2017 Total Results

Compared to previous years' results, satisfaction has decreased consistently since 2014, although this is paired with an increase in neutral responses. Positively, unsatisfied ratings have decreased 7% from 2009 results and concurrently, neutral ratings have increased 7% over the same time.



Consultation and Communication | Range of Things Council Communicated About

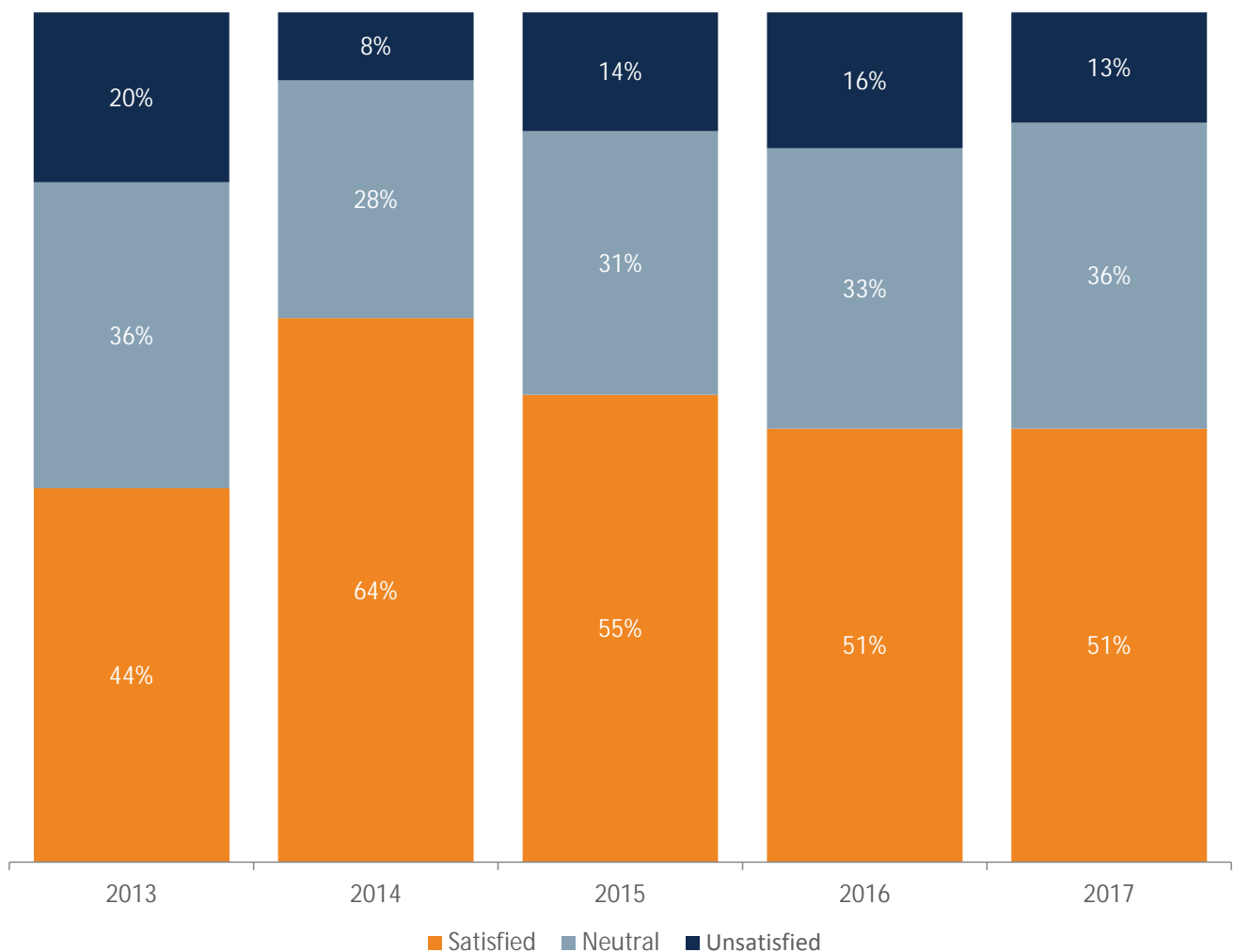
2017 Total Results

Fifty-one percent of respondents are satisfied with the range of topics that Council communicates about. A further 36% give this a neutral rating and 13% are unsatisfied with the range of things that Council communicates on.



2013 - 2017 Total Results

This year's results remain similar to results from last year. Notably, satisfaction has increased 7% from 2013 and unsatisfied results have decreased 7% over the same time period.



Consultation and Communication |

Method of Communication

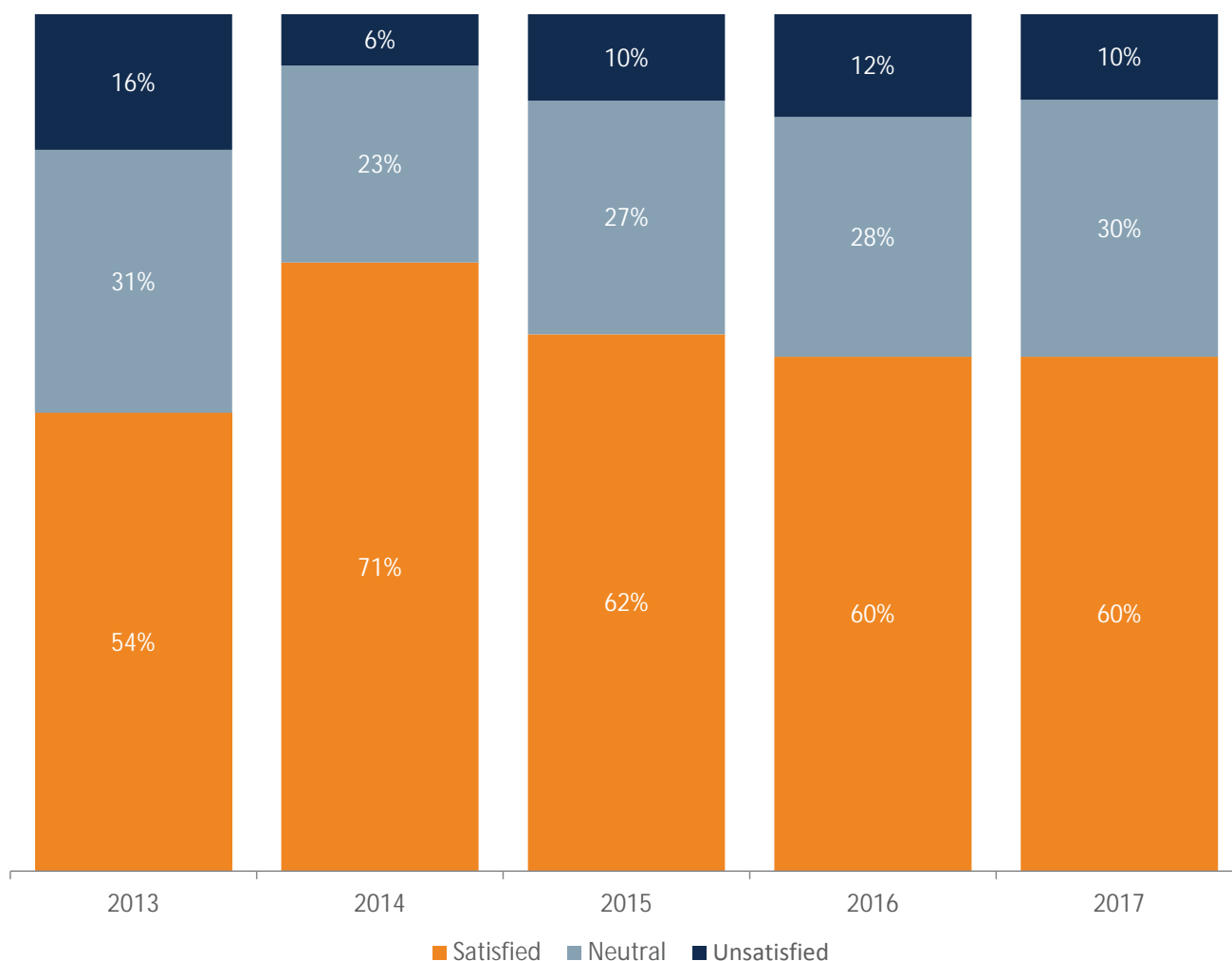
2017 Total Results

Overall, 60% of respondents are satisfied with the means by which Council communicates. A further 30% give this a neutral rating and 10% are unsatisfied with the means by which Council communicates.



2013 - 2017 Total Results

This year's results remain similar to results from 2016 and 2015. Satisfied results have increased 6% from 2013's results while unsatisfied ratings have decreased 6% over this time.



Consultation and Communication |

Consultation

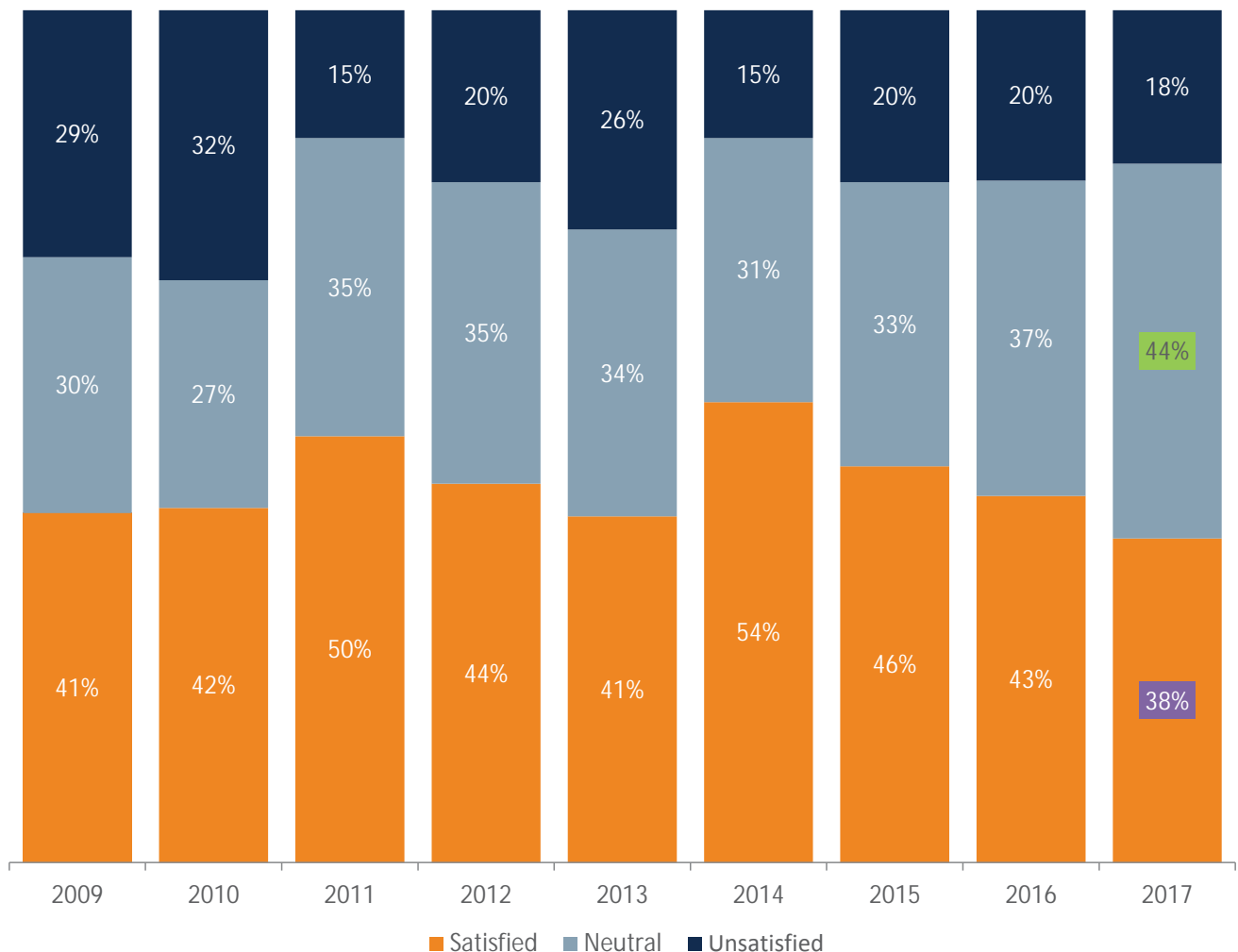
2017 Total Results

Just over a third (38%) of respondents are satisfied with official Council consultation. Almost half (44%) give this a neutral rating and 18% are unsatisfied with official Council consultation.



2009 - 2017 Total Results

Compared to last year's results, satisfied ratings have decreased significantly (38% cf. 2016, 43%) and concurrently, neutral ratings have increased significantly (44% cf. 2016, 37%). Unsatisfied ratings remain similar to last year's result, however this year's unsatisfied result is 11% below the results from 2009.



Consultation and Communication | Council's Website

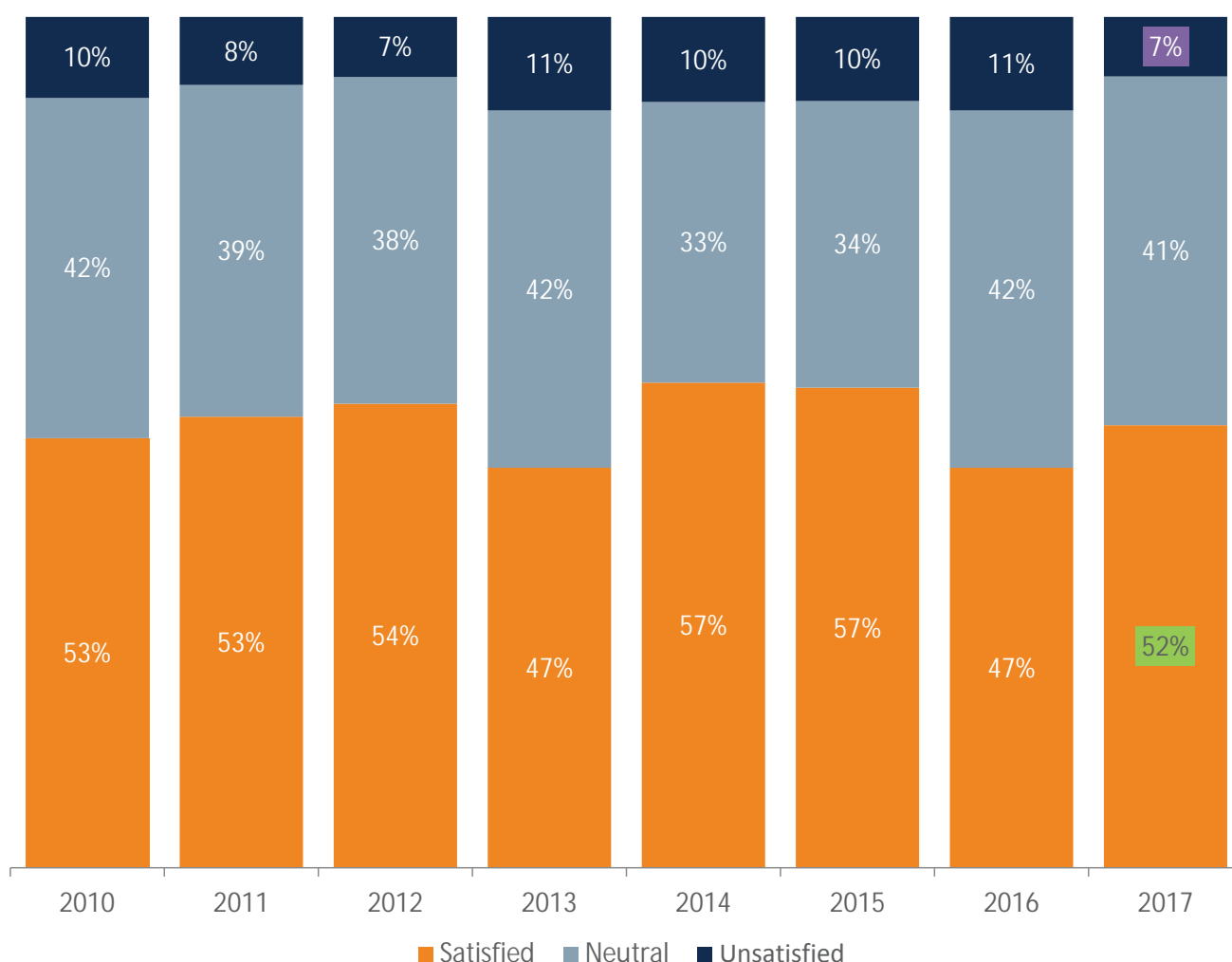
2017 Total Results

Half (52%) of respondents are satisfied with Council's website. Forty-one percent of respondents give this a neutral rating and 7% are unsatisfied with Council's website.



2010 - 2017 Total Results

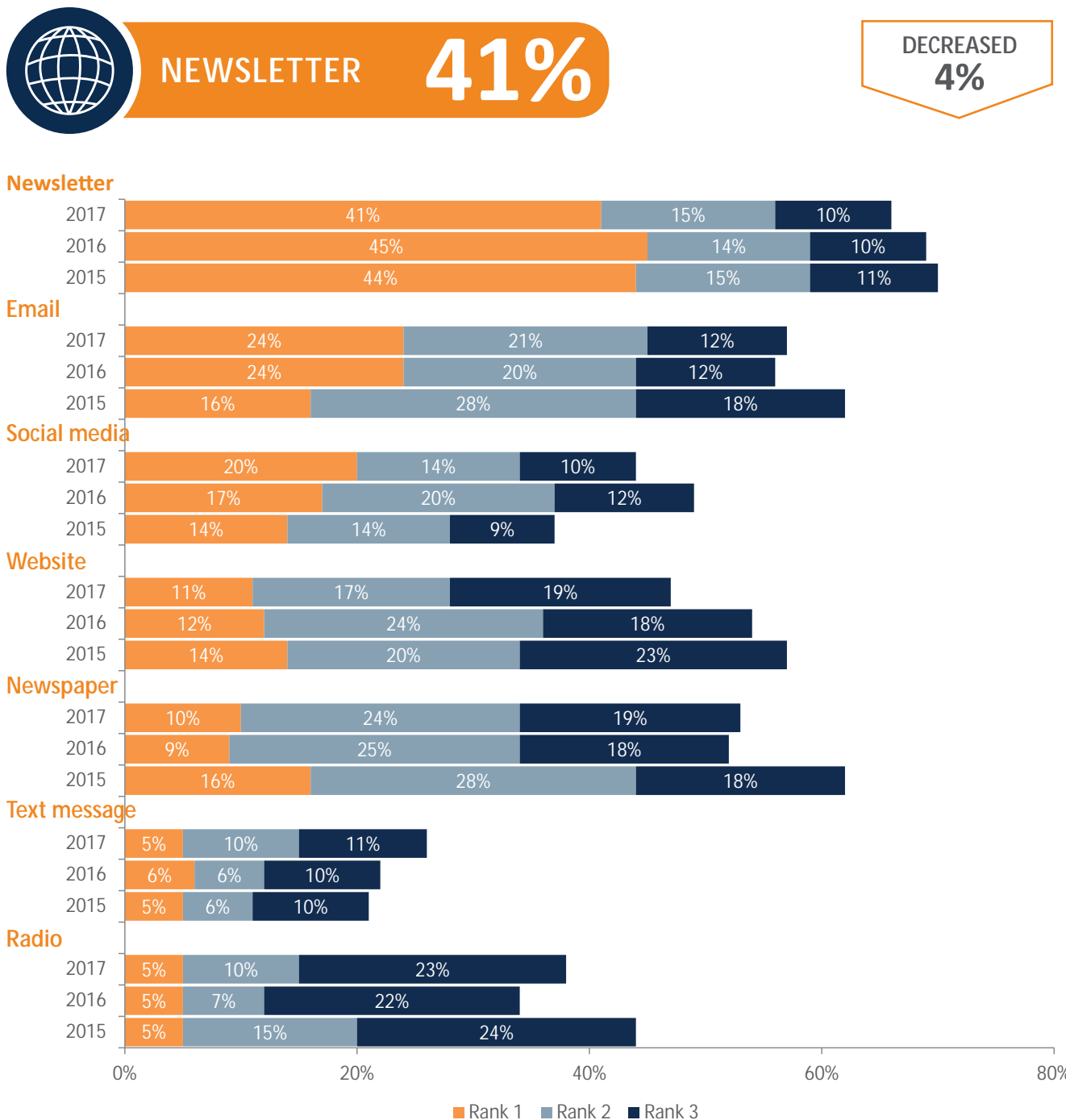
Compared to last year's results, satisfaction with Council's website has increased significantly (52% cf. 2016, 47%) and unsatisfied ratings have decreased significantly (7% cf. 2016, 11%).



Consultation and Communication | Preference

2015 - 2017 Total Results

Newsletters remain the primary source through which respondents prefer to receive information about the Council. Similarly to previous years, almost half (41%) of respondents mention newsletter as their preferred source of Council information. A further 15% of respondents rate newsletters as their second choice. At a lower level, 24% of respondents mention email as their first choice and 21% as their second choice to receive information about the Council. Twenty percent of respondents also mention social media as their first choice and a further 14% mark this as their second choice.



Consultation and Communication | Emergency Response Plans

2017 Total Results

Overall, 30% of respondents have read the local community response plan for natural disasters where they live.



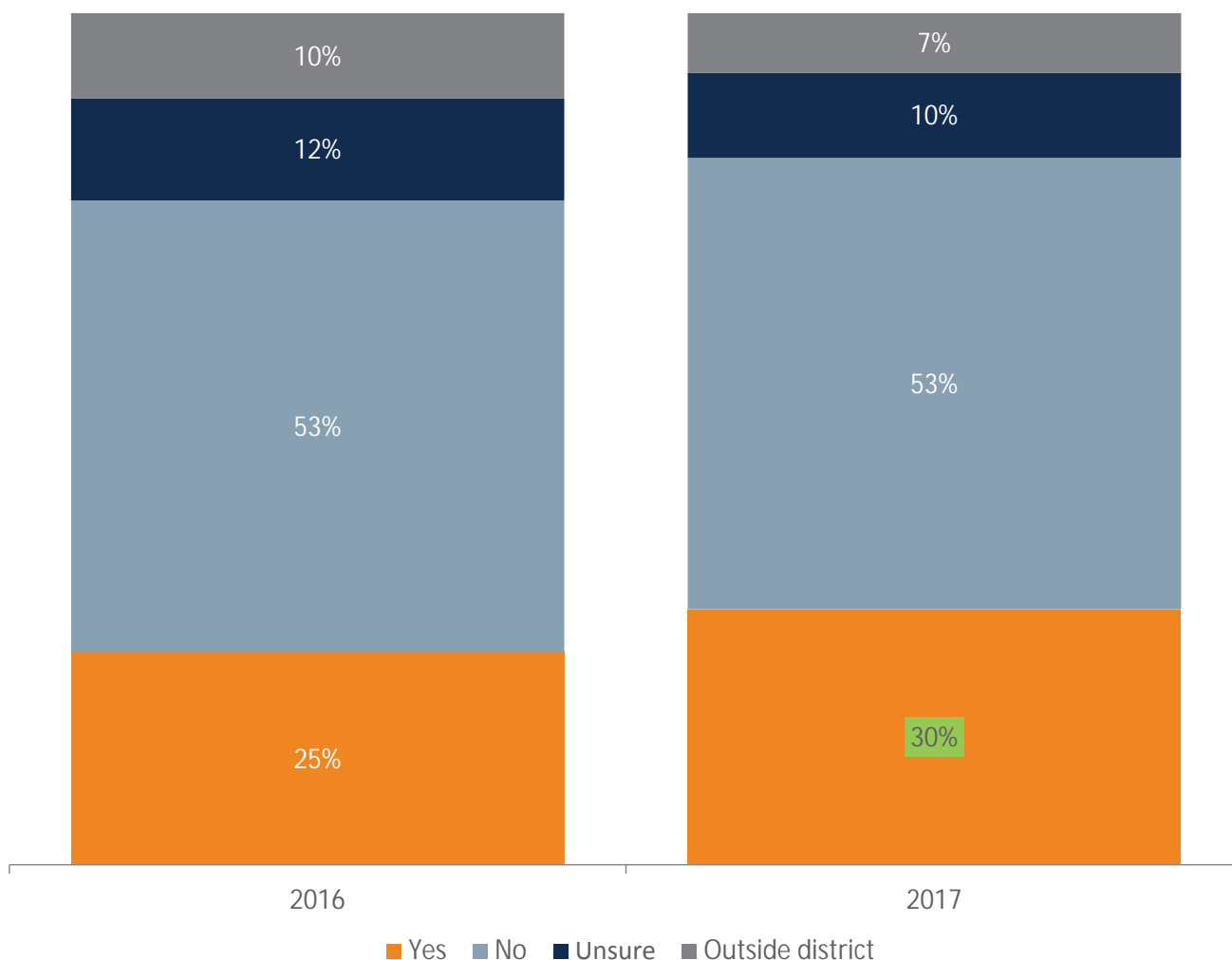
SATISFIED

30%

INCREASED
5%

2016 - 2017 Total Results

Respondents mentioning they have read the response plan have increased significantly this year (30% cf. 2016, 25%).



Consultation and Communication | Demographic Differences

Highlighted below are results that are statistically significantly higher than the total result.



AGE



GENDER



RESIDENTS



RATEPAYERS

UNDER 34

Unsatisfied with how well Council keeps you informed (18%) and the means by which Council communicates (16%).

Prefer to receive Council information through social media (38%).

35-54

Prefer to receive Council information through QLDC newsletter (35%).

55+

Satisfied with how well Council keeps you informed (62%), the range of things that Council communicates about (60%), the means by which Council communicates (69%), and official Council consultation (43%).

Prefer to receive Council information through QLDC newsletter (65%).

MALE

No statistically significant differences noted.

FEMALE

No statistically significant differences noted.

NORMALLY RESIDENT

Unsatisfied with how well Council keeps you informed (15%), the range of things that Council communicates about (15%), the means by which Council communicated (11%), and official Council consultation (19%).

Prefer to receive Council information through QLDC newsletter (34%).

HOLIDAY HOME OWNER

Satisfied with how well Council keeps you informed (71%), the range of things that Council communicates about (73%), the means by which Council communicates (77%), and official Council consultation (50%).

Satisfied with Council's website (62%).

Prefer to receive Council information through QLDC newsletter (70%).

RATEPAYER

Unsatisfied with official Council consultation (21%).

Prefer to receive Council information through QLDC newsletter (41%).

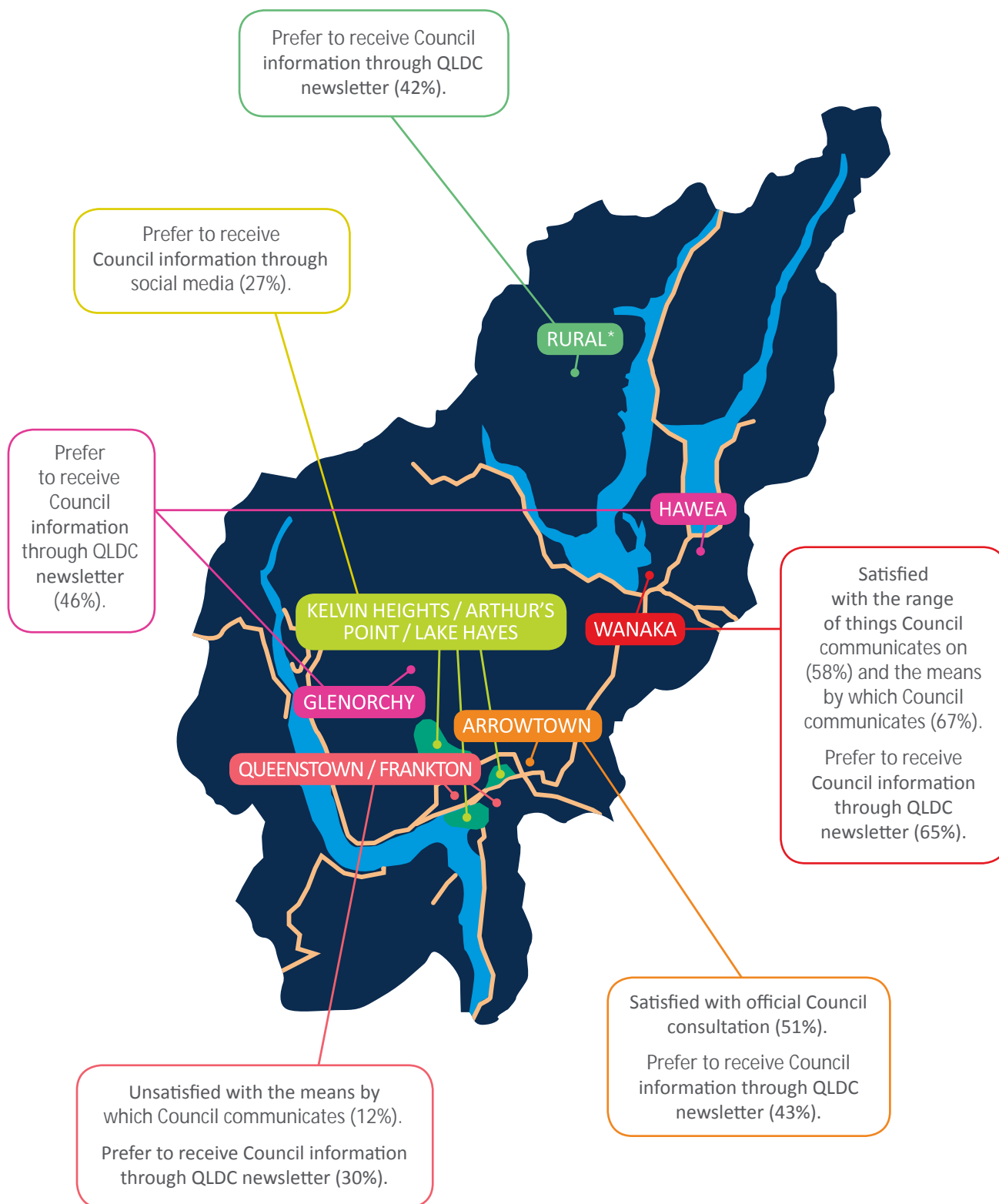
NON RATEPAYER

Prefer to receive Council information through social media (38%).

Consultation and Communication |

Area Differences

Highlighted below are results that are statistically significantly higher than the total result.



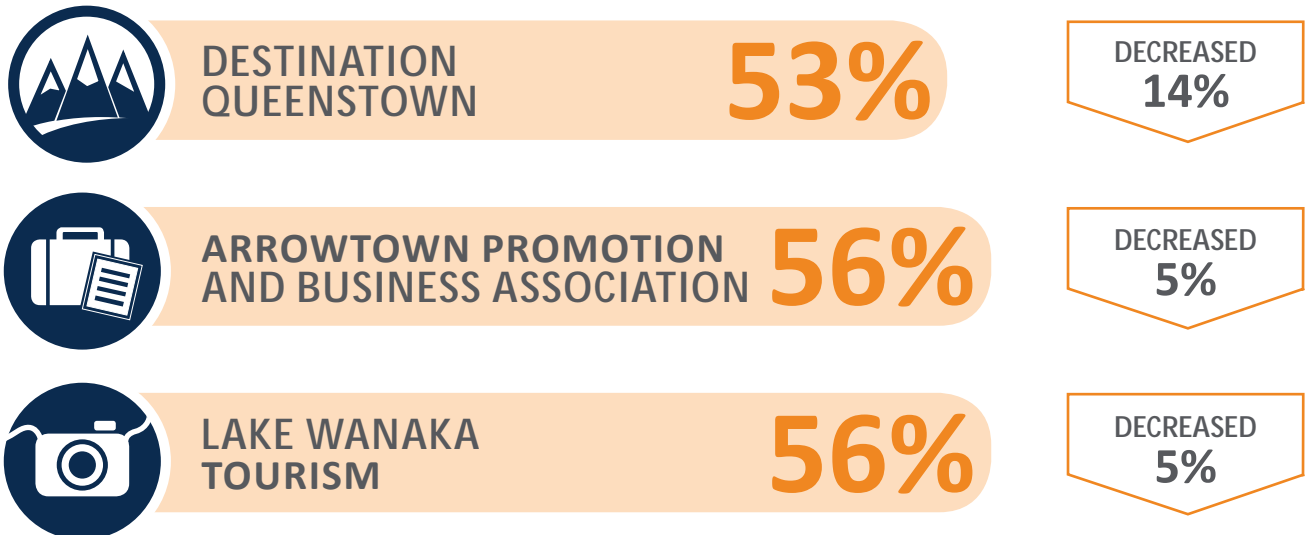
* Includes Makarora, Luggate, Kingston, and Gibbston.

Tourism Promotion

Tourism Promotion | Summary

The summary below shows this year's satisfied result for each measure associated with tourism promotion, as well as the percent change from 2016's results.

Tourism Promotion Summary



Tourism Promotion | Destination Queenstown

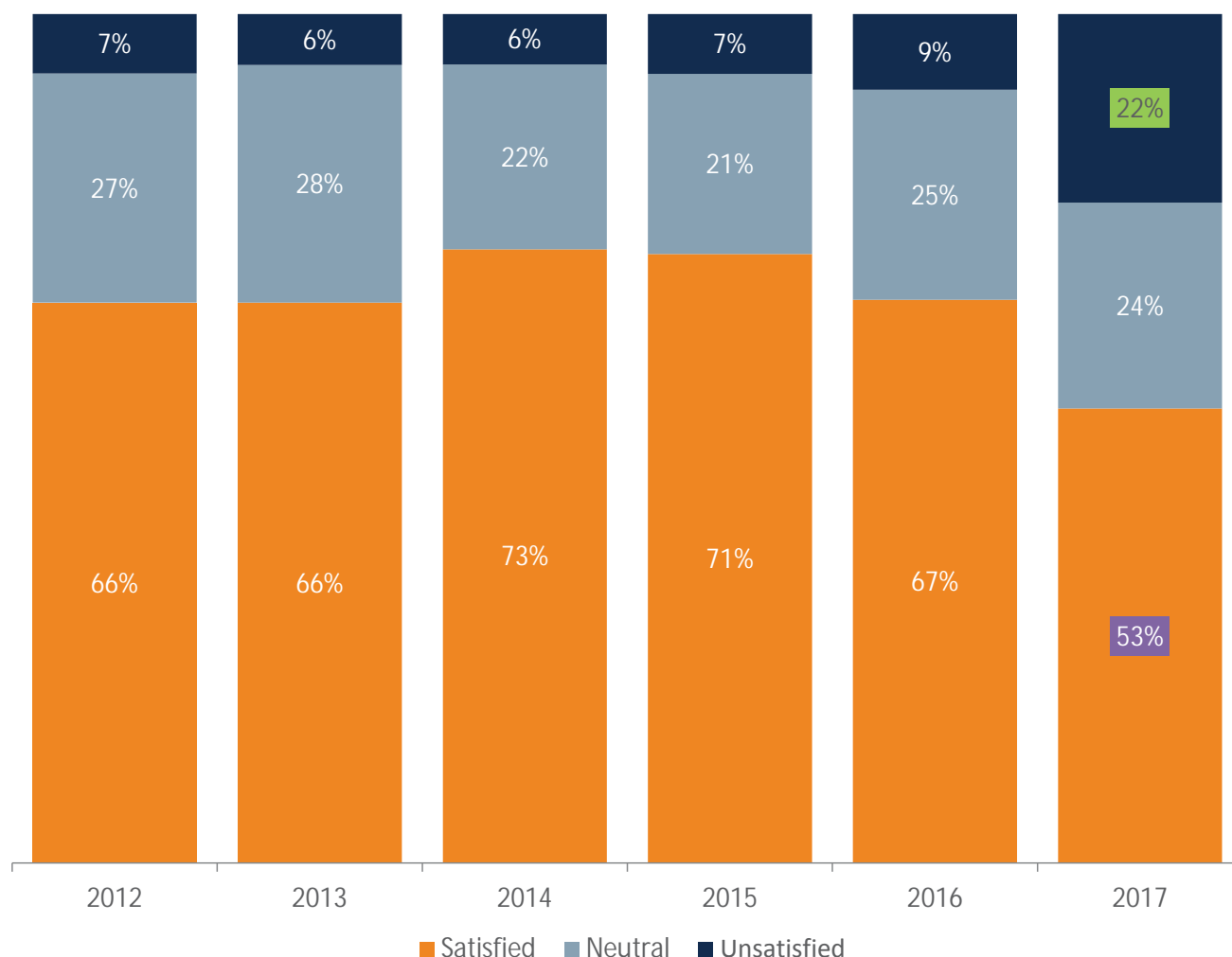
2017 Total Results

Over half (53%) of respondents are satisfied with Destination Queenstown. A further 24% give this a neutral rating and 22% are unsatisfied with Destination Queenstown.



2012 - 2017 Total Results

Satisfaction has decreased significantly compared to last year's results (53% cf. 2016, 67%) while unsatisfied results have increased significantly (22% cf. 2016, 9%). There has been an overall 13% decrease in satisfied ratings with Destination Queenstown since 2012.



Tourism Promotion | Arrowtown Promotion and Business Association

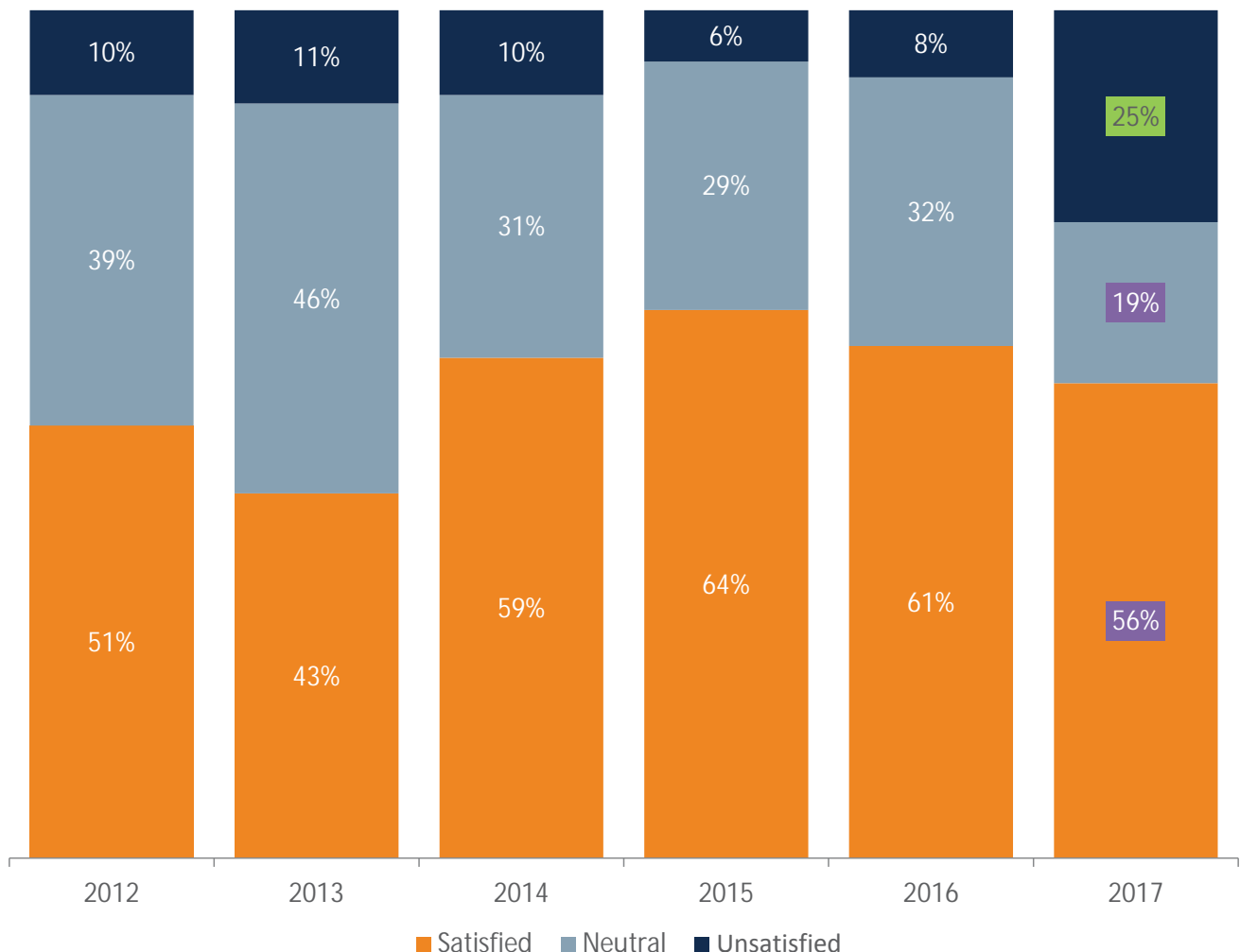
2017 Total Results

Fifty-six percent of respondents are satisfied with Arrowtown Promotion and Business Association. A further 19% give this a neutral rating and 25% are unsatisfied with the association.



2012 - 2017 Total Results*

Compared to last year's results, satisfied ratings (56% cf. 2016, 61%) and neutral ratings (19% cf. 2016, 32%) have decreased significantly while unsatisfied ratings have increased significantly (25% cf. 2016, 8%). Neutral ratings have decreased 20% since 2012 while satisfied ratings have increased 5% over the same time period.



* Question change in 2017 from Arrowtown Promotional Board

Tourism Promotion | Lake Wanaka Tourism

2017 Total Results

Over half (56%) of respondents are satisfied with Lake Wanaka Tourism. A further 20% of respondents give this a neutral ratings and a quarter (25%) are unsatisfied with Lake Wanaka Tourism.



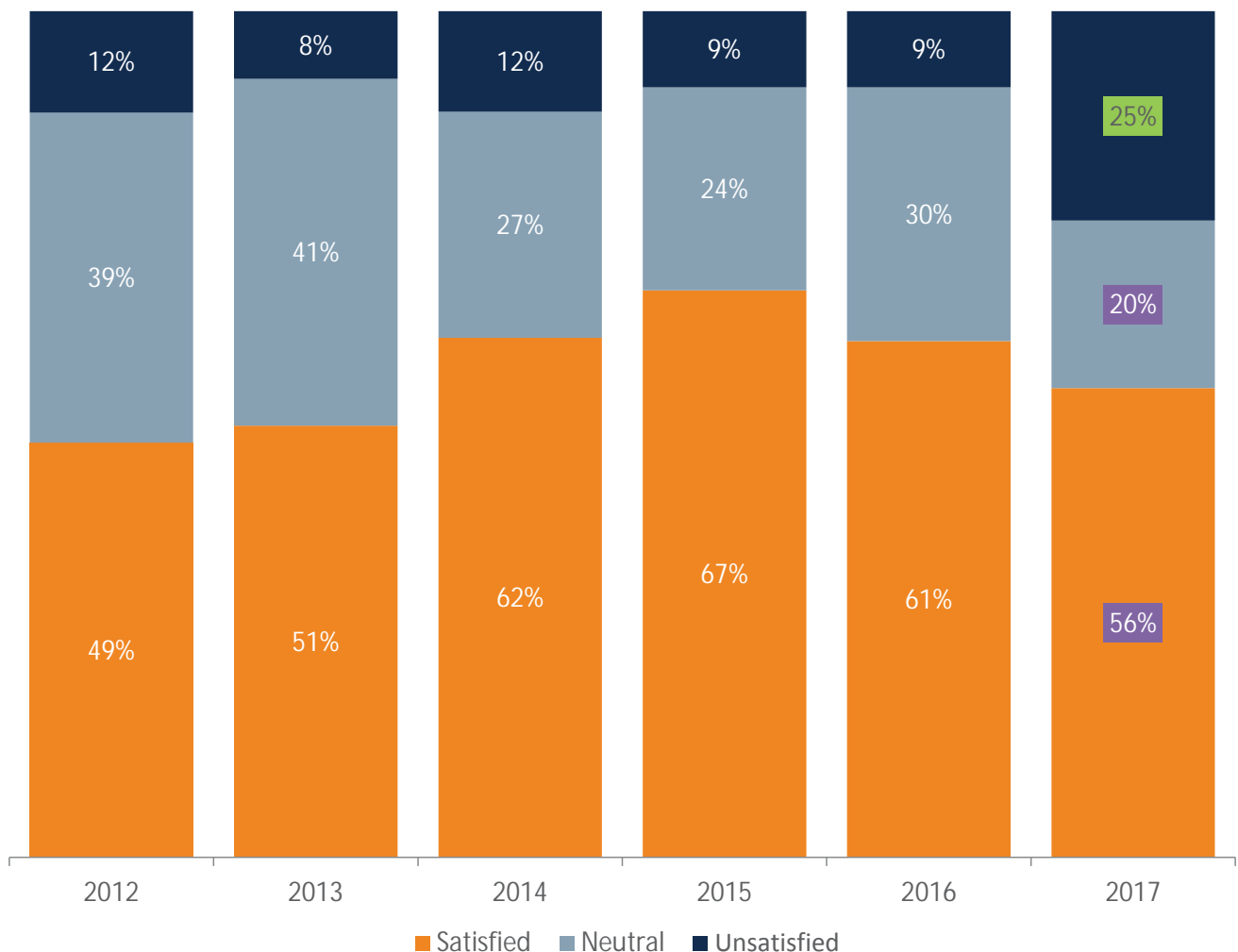
SATISFIED

56%

DECREASED
5%

2012 - 2017 Total Results

Satisfaction with Lake Wanaka Tourism has decreased significantly this year (56% cf. 2016, 61%) as have neutral ratings (20% cf. 2016, 30%) and concurrently, unsatisfied ratings have increased significantly (25% cf. 2016, 9%). Satisfied results have increased over time, with this year's satisfied result sitting 7% above the 2012 results.



Tourism Promotion | Demographic Differences

Highlighted below are results that are statistically significantly higher than the total result.



AGE

UNDER 34

Unsatisfied with Arrowtown Promotion and Business Association (33%).

35-54

No statistically significant differences noted.

55+

Satisfied with Arrowtown Promotion and Business Association (66%).



GENDER

MALE

Unsatisfied with Lake Wanaka Tourism (28%).

FEMALE

No statistically significant differences noted.



RESIDENTS

NORMALLY RESIDENT

No statistically significant differences noted.

HOLIDAY HOME OWNER

No statistically significant differences noted.



RATEPAYERS

RATEPAYER

Unsatisfied with Destination Queenstown (25%).

Satisfied with Arrowtown Promotion and Business Association (58%).

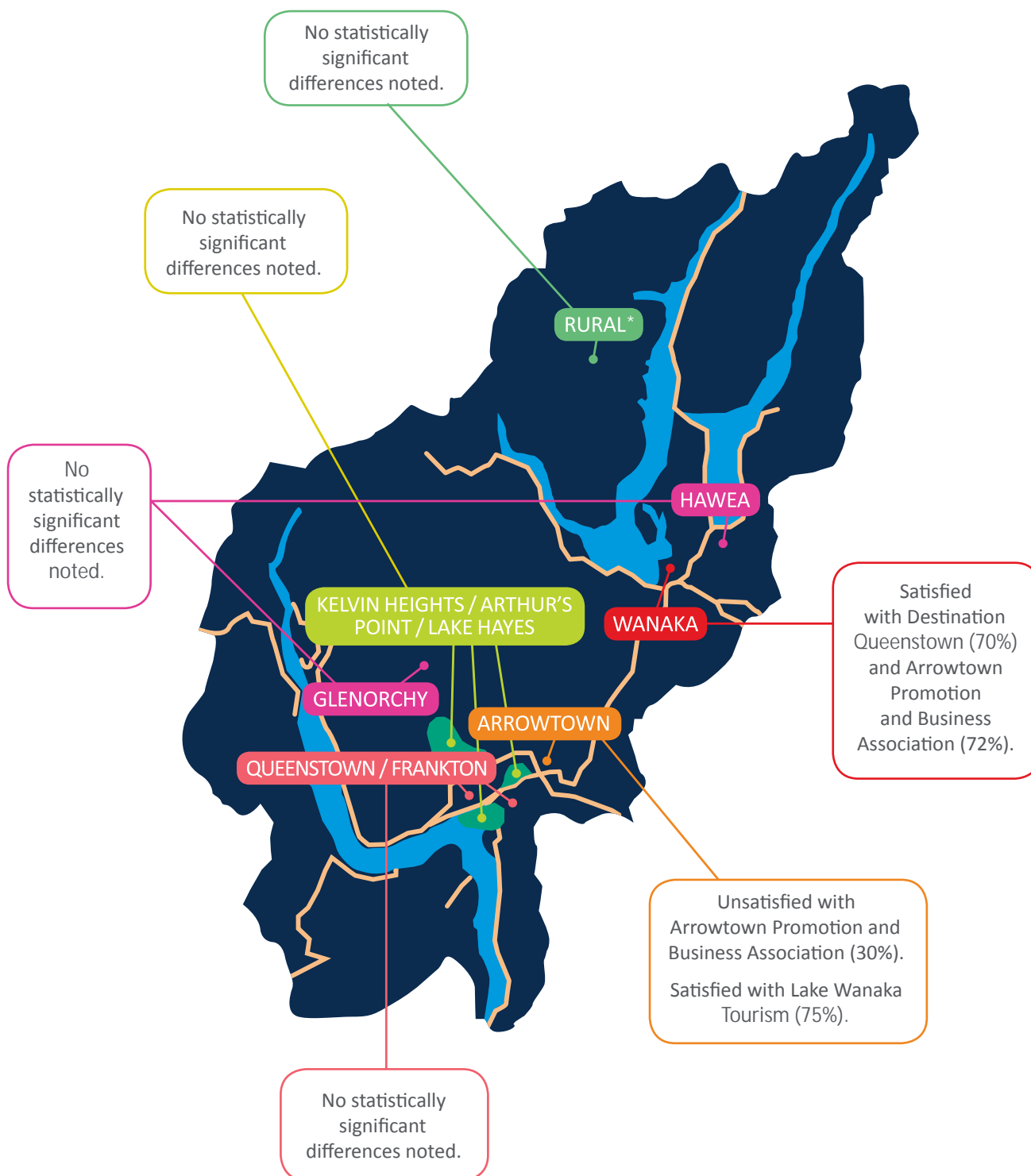
NON RATEPAYER

Unsatisfied with Arrowtown Promotion and Business Association (34%).

Satisfied with Destination Queenstown (61%).

Tourism Promotion | Area Differences

Highlighted below are results that are statistically significantly higher than the total result.



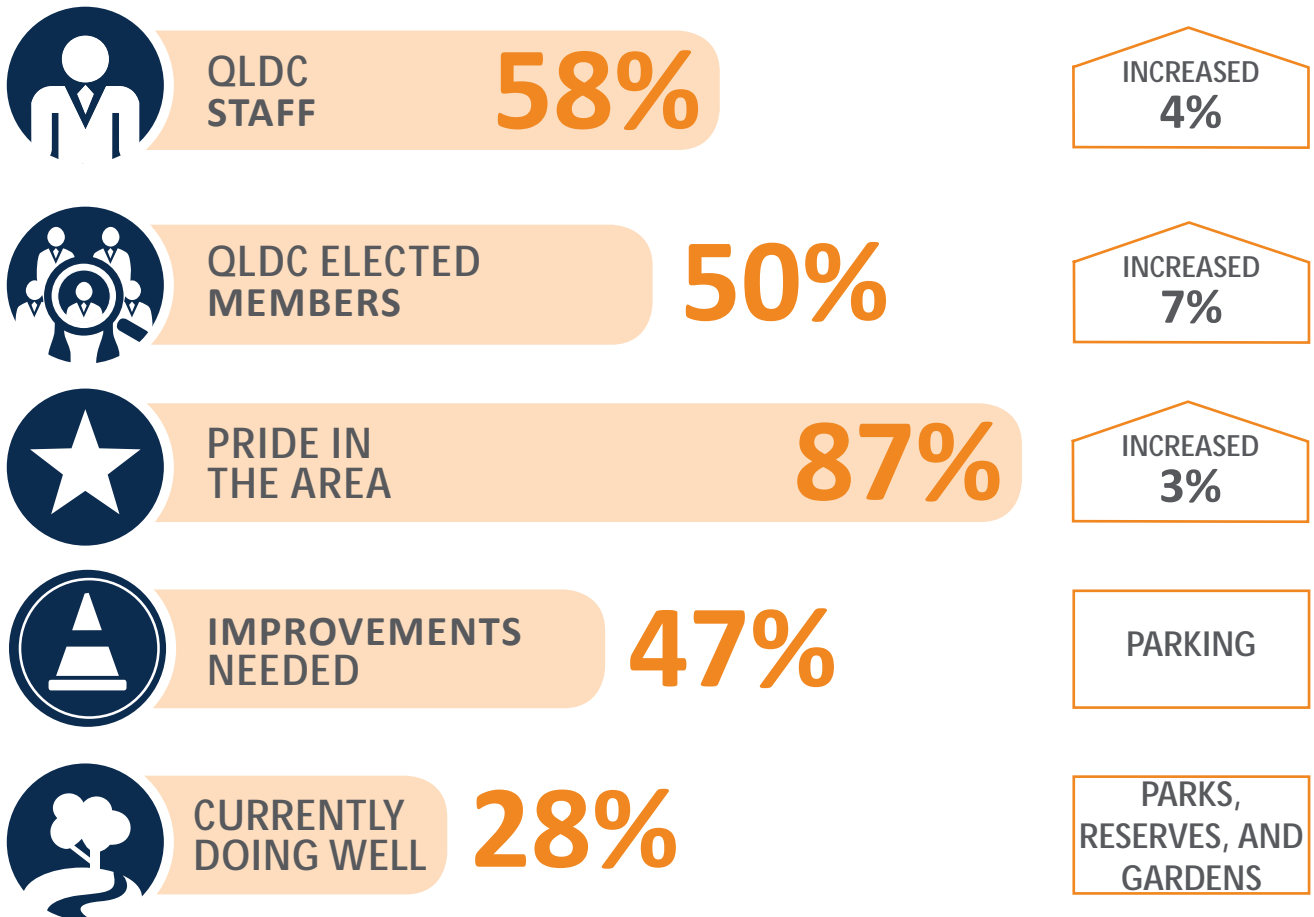
* Includes Makarora, Luggate, Kingston, and Gibbston.

The Big Picture

The Big Picture | Summary

The summary below shows this year's satisfied result for each measure associated with the big picture as well as, where applicable, the percent change from 2016's results.

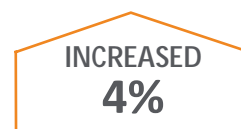
The Big Picture Summary



The Big Picture | QLDC Staff

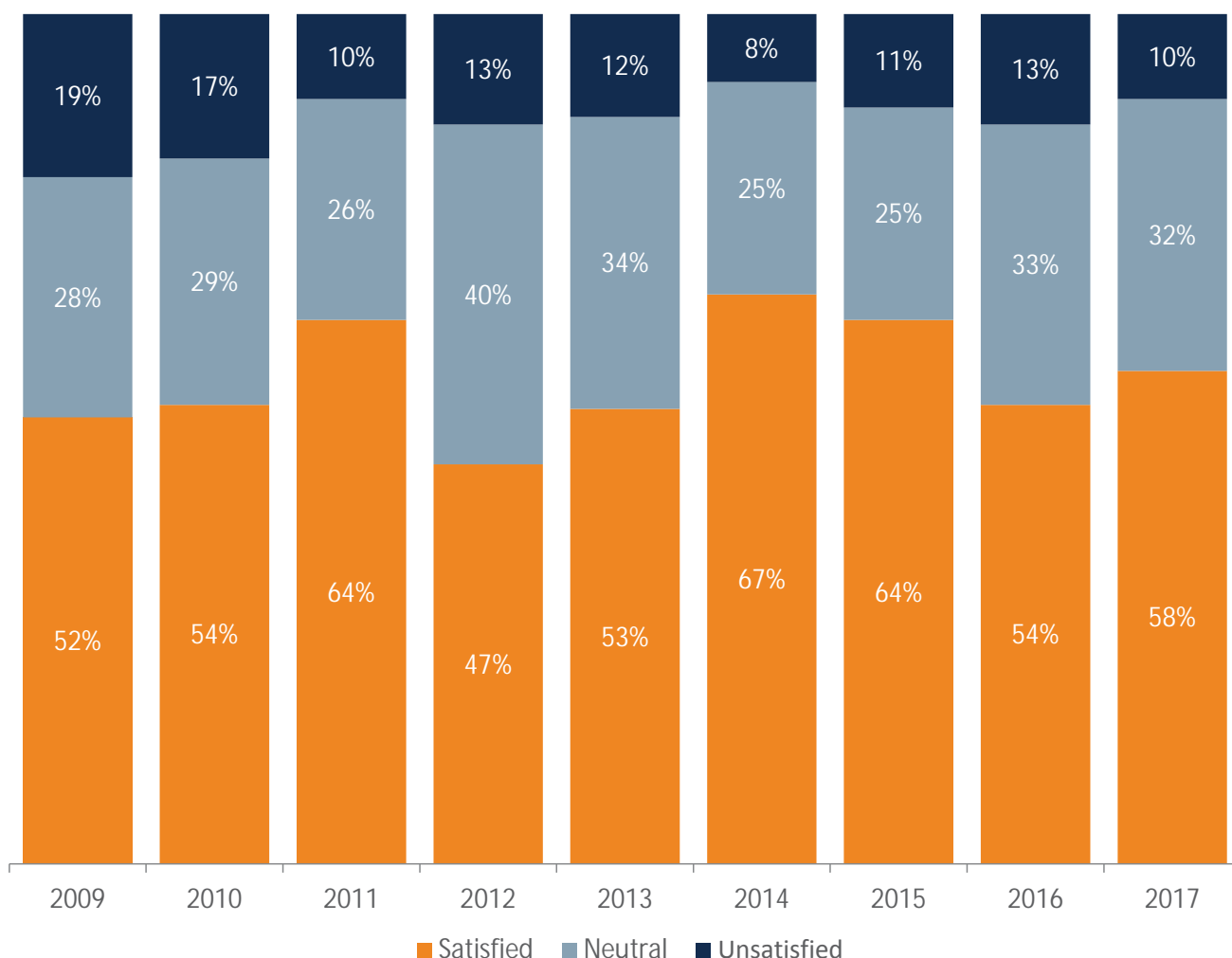
2017 Total Results

Over half (58%) of respondents are satisfied with QLDC staff overall. A third (32%) give this a neutral rating and a further 10% are unsatisfied with QLDC staff.



2009 - 2017 Total Results

Although not significant, satisfaction with QLDC staff has increased 4% compared to last year's results and 6% compared to 2009's results. Concurrently, unsatisfied results have decreased 3% from last years and 9% from 2009's results.



The Big Picture | QLDC Elected Members

2017 Total Results

Fifty-percent of respondents are satisfied with QLDC elected members. Thirty-nine percent of respondents give this a neutral rating and 11% are unsatisfied with QLDC elected members.



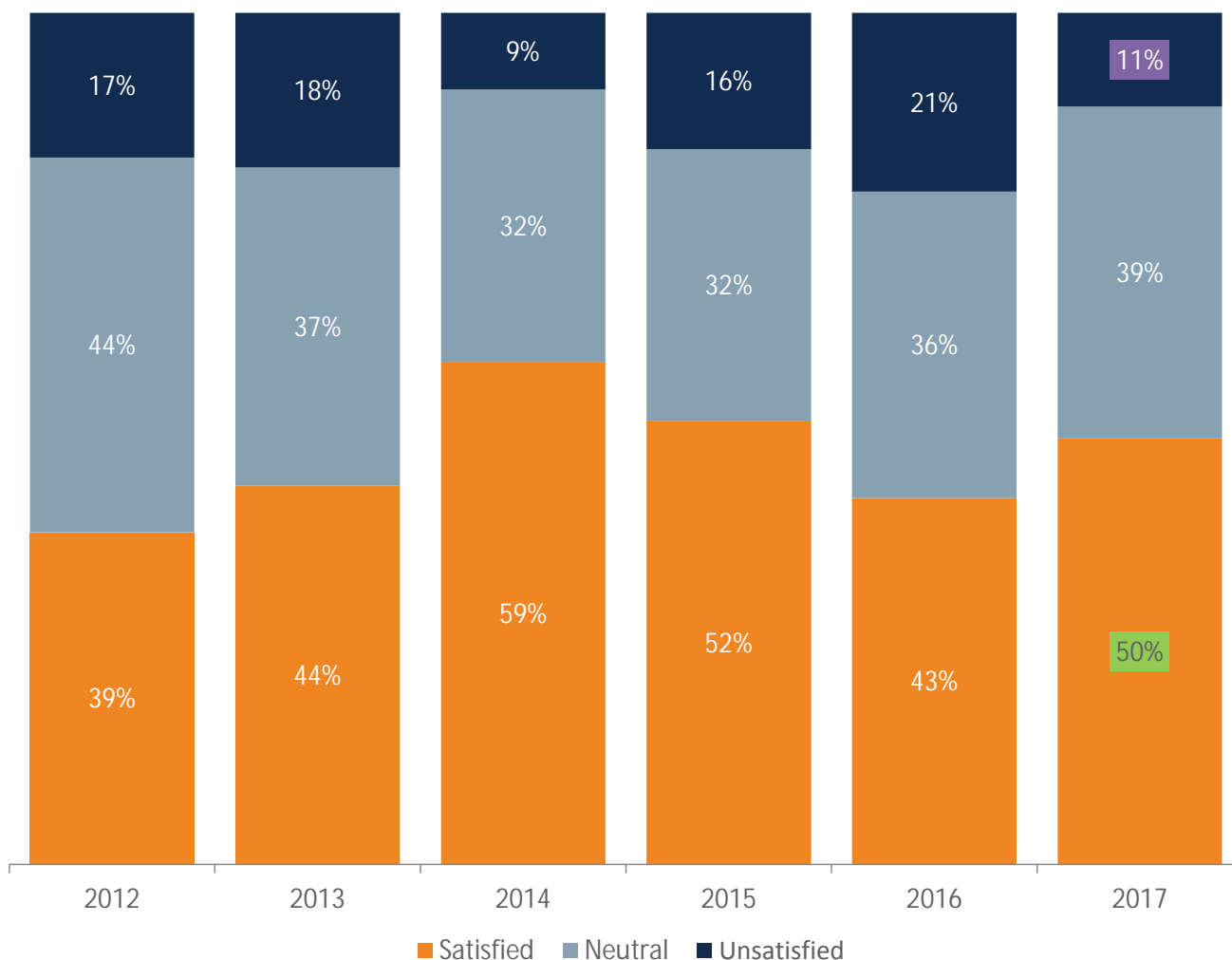
SATISFIED

50%

**INCREASED
7%**

2012 - 2017 Total Results

Satisfaction with QLDC elected members has increased significantly this year (50% cf. 2016, 43%) and unsatisfied results have decreased significantly (11% cf. 2016, 21%). Compared to 2012, satisfaction has increased 11%, unsatisfied results have decreased 6%, and neutral ratings have decreased 5%.



The Big Picture | Pride in Area

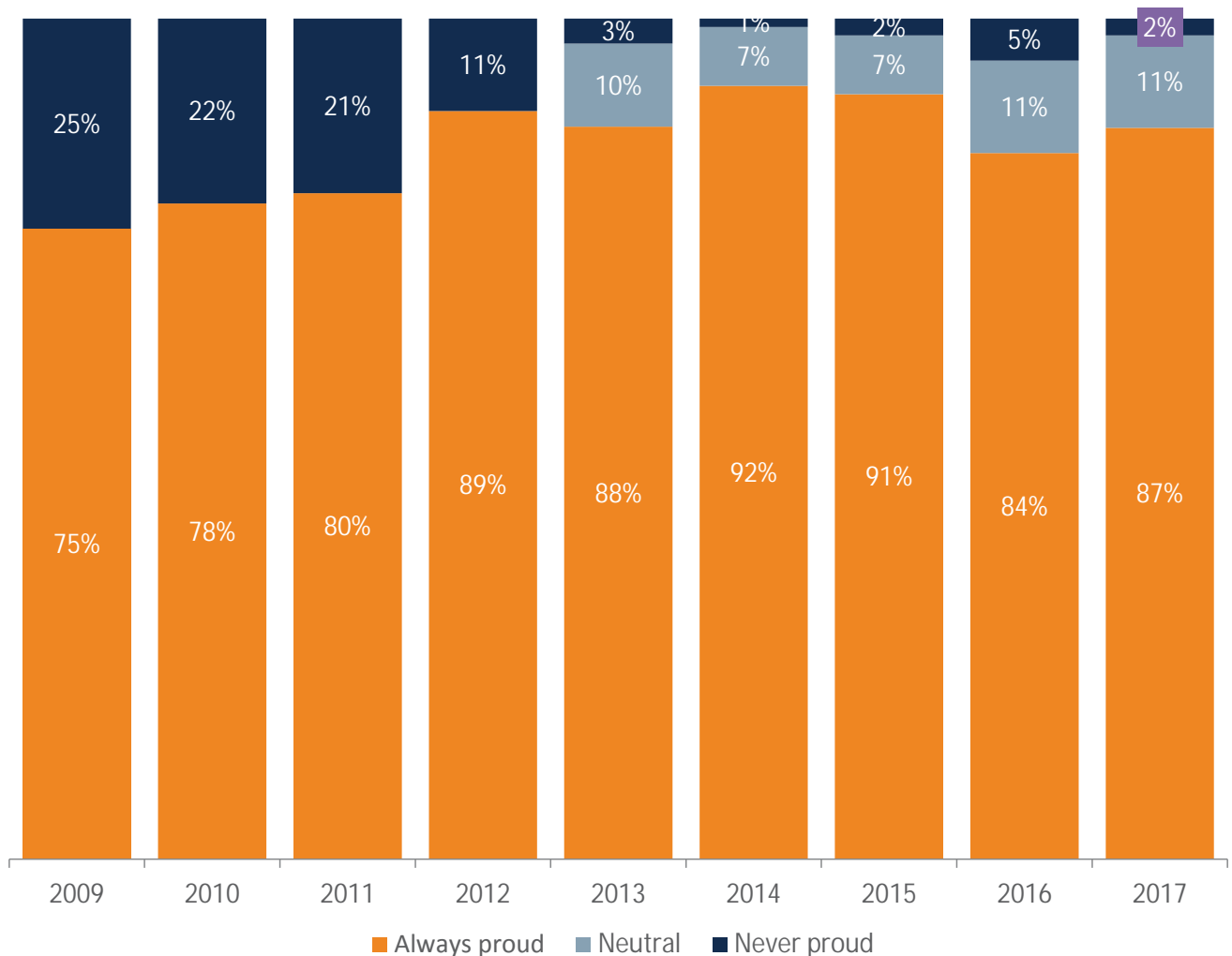
2017 Total Results

Eighty-seven percent of respondents mention they are always proud of the district. A further 11% give this a neutral rating and 2% of respondents mention they are never proud of the district.



2009 - 2017 Total Results

Although not significant, always proud mentions have increased 3% compared to last year's results and notably have increased 12% from 2009's results. Never proud ratings have decreased significantly this year (2% cf. 2016, 5%).



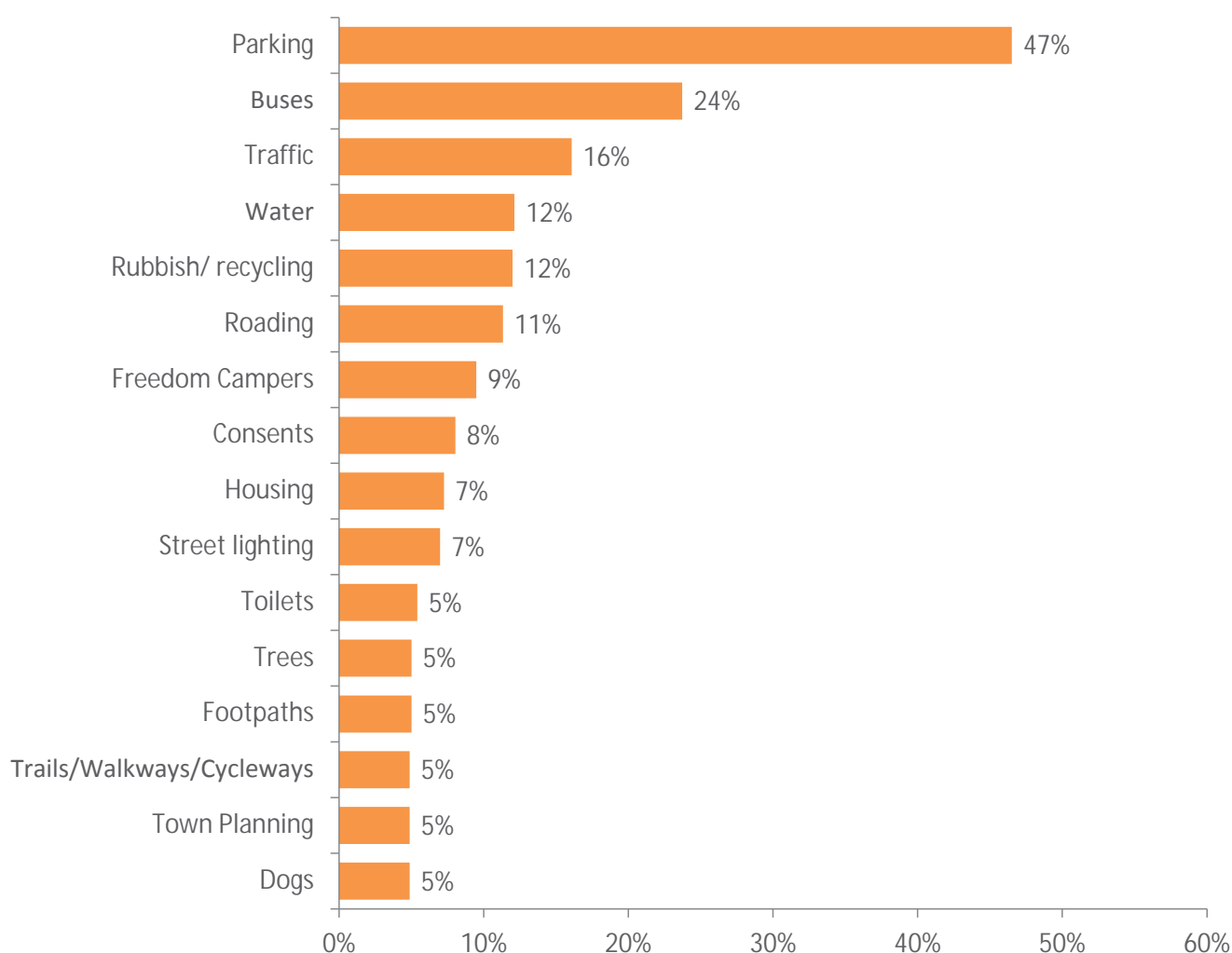
The Big Picture | Improvements Needed

2017 Total Results



Respondents were asked to list up to three services Council either needs to improve on, or does not currently provide but should. It should be noted that only results above 5% are shown here.

Almost half (47%) of responses pertained to parking; primarily respondents mention more parking is needed. At a lower level respondents also mention buses or public transport (24%) and traffic (16%). Indicative comparisons to last year's results shows a decrease in roading and rubbish mentions, and an increase in parking, buses, and traffic mentions.



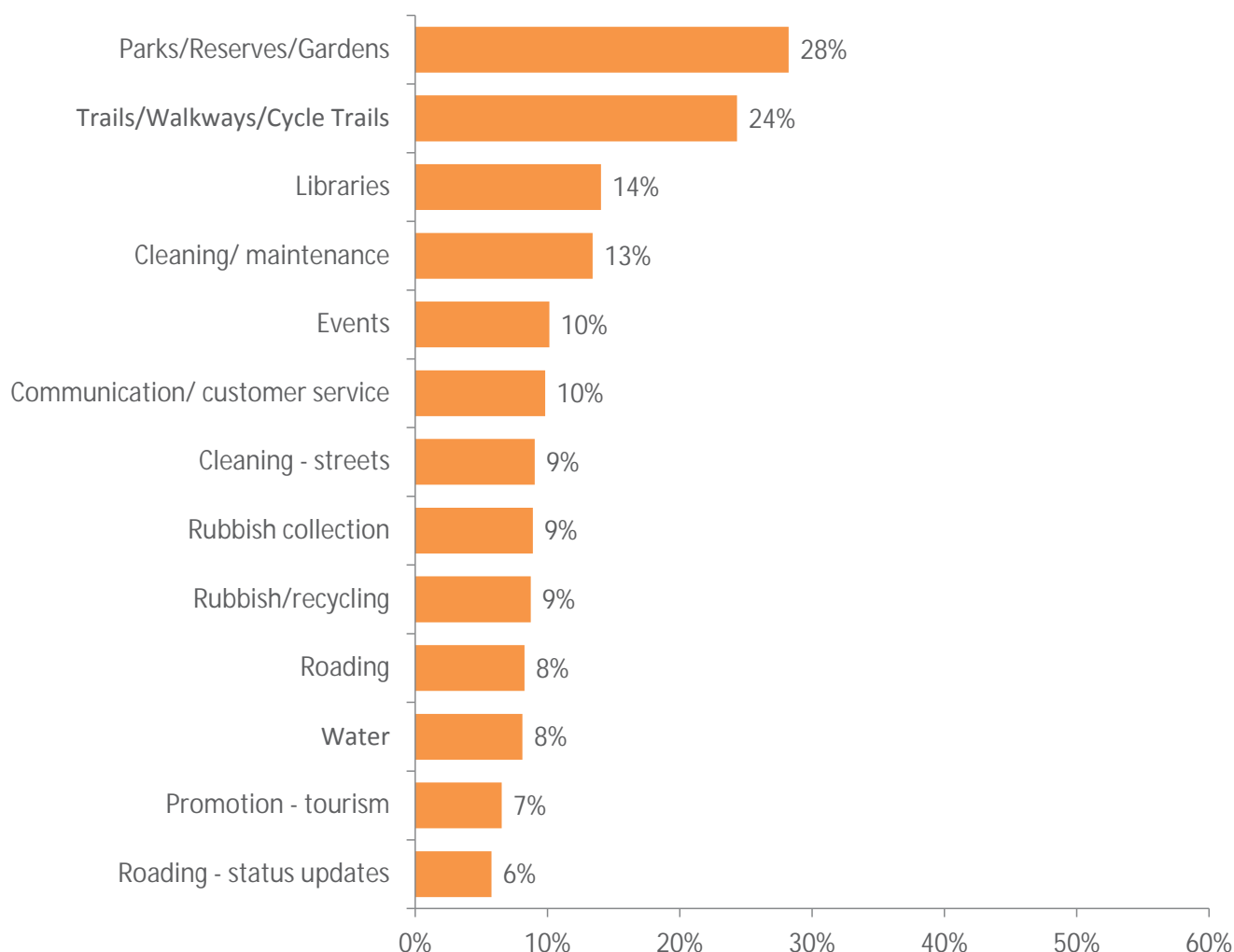
The Big Picture | Currently Doing Well

2017 Total Results



Respondents were also asked to list up to three services they think Council does well and should continue to provide. It should be noted that only results above 5% are shown here.

Parks, reserves, and gardens (28%) and trails, walkways, and cycle trails (24%) are the most mentioned services. At a lower level respondents also mention libraries (14%) and cleaning and maintenance (13%). Indicative comparisons to last year's results show a decrease in rubbish collection mentions, as well as mentions of Three Waters, and recreational facilities. Increases in mentions can be seen in cleaning, events, and communication and customer service.



The Big Picture | Demographic Differences

Highlighted below are results that are statistically significantly higher than the total result.



AGE



GENDER



RESIDENTS



RATEPAYERS

UNDER 34

Improvements to services include parking (61%), buses (39%), traffic (23%), housing (12%), and pedestrian crossings (6%) needed.

Doing well with cleaning and maintenance (24%), street cleaning (13%), and roading status updates (11%).

35-54

Improvements to services include consents (11%) needed.

Doing well with trails, walkways, and cycle trails (30%).

55+

Improvements to services include water (19%), freedom campers (13%), footpaths (9%), and town planning (7%) needed.

Doing well with libraries (21%), rubbish collection (15%), and water (14%).

MALE

Unsatisfied with QLDC staff (12%) and elected members (13%).

Doing well with water (11%).

FEMALE

Satisfied with QLDC staff (62%) and elected members (54%).

Improvements to toilets (7%) needed.

Doing well with libraries (18%).

NORMALLY RESIDENT

Unsatisfied with QLDC staff (11%).

Improvements to parking (49%), buses (26%), and roading (13%) needed.

Doing well with parks, reserves, and gardens (30%) and road status updates (7%).

HOLIDAY HOME OWNER

Improvements to water (18%) and footpaths (10%) needed.

Doing well with rubbish collection (14%) and water (14%).

RATEPAYER

Unsatisfied with QLDC staff (13%).

Satisfied with QLDC elected members (52%).

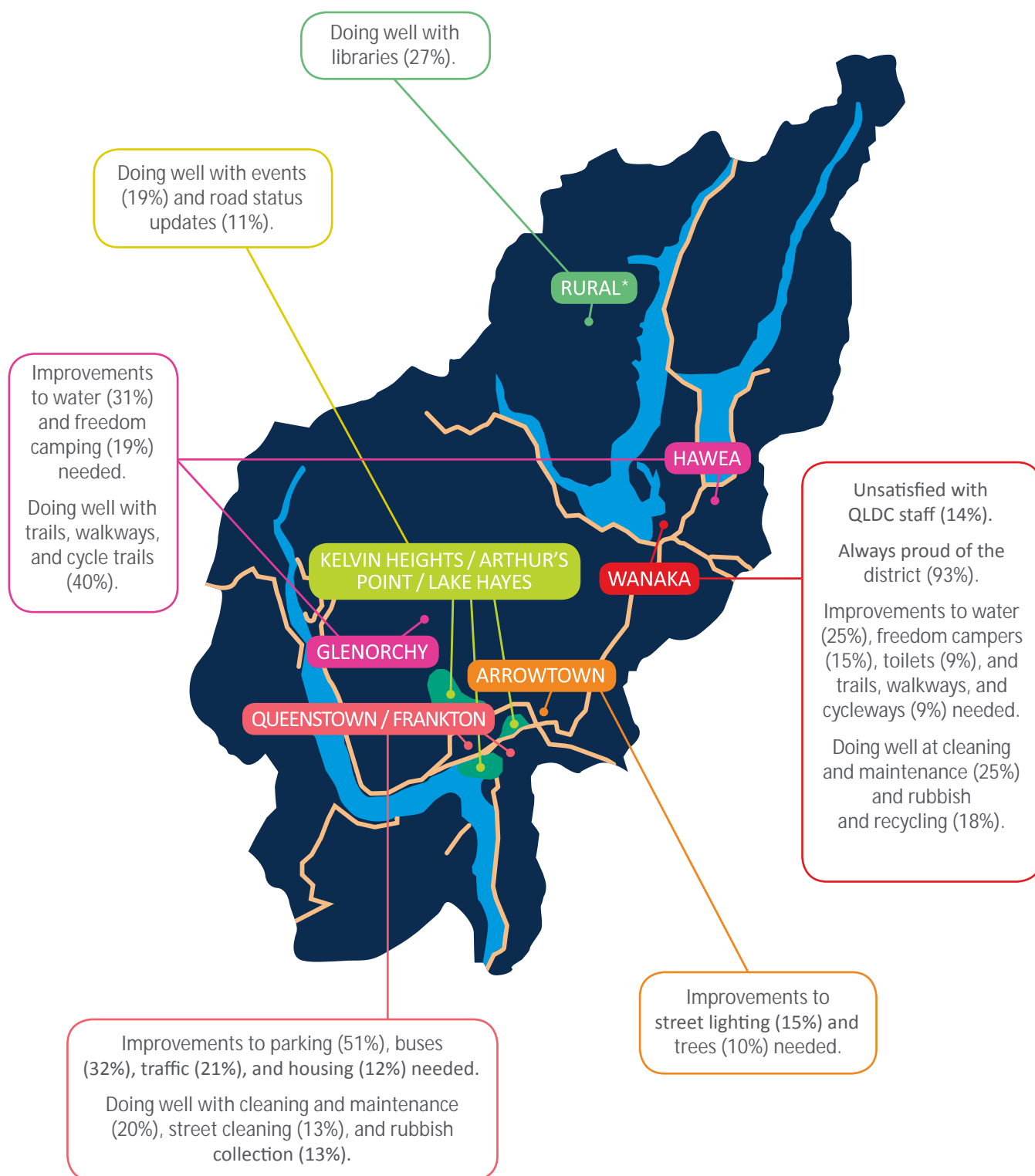
Improvements to water (14%), roading (14%), consents (9%), toilets (7%), and trails, walkways, and cycleways (6%) needed.

NON RATEPAYER

Improvements to parking (67%), buses (32%), traffic (22%), and housing (16%) needed.

The Big Picture | Area Differences

Highlighted below are results that are statistically significantly higher than the total result.



* Includes Makarora, Luggate, Kingston, and Gibbston.

Concluding Comments

Summary of Findings

Community services

Overall use of a number of community services has decreased this year. These include public toilets, the Queenstown Trail, sports grounds, playgrounds, swimming pools, community halls, and libraries. Use of parks, reserves, and gardens, and trails, walkways, and cycleways remain similar to last year's results.

Positively, satisfaction with the quality and quantity of a number of community services has increased this year. Satisfaction with the quality and quantity of parks, reserves, and gardens and libraries has increased significantly. Satisfaction with the quantity of trails, walkways, and cycleways has increased significantly this year and satisfaction with the quality of the Queenstown Trail and sports grounds have also increased significantly.

Respondents aged under 54 appear to have higher use of the community services, while those aged 55+ are more likely to be satisfied with the quantity of services. Female respondents are also more likely to be satisfied with the outdoor based services. Not surprisingly, respondents who are normally residents are more likely to use the community services, however holiday home owners are more likely to be satisfied with the quality of services available. Residents who are non-ratepayers in the area also appear to be more satisfied with community services.

Infrastructure

Satisfaction with infrastructure measures remains largely similar to previous years. Satisfaction is highest with wastewater, which has also increased significantly this year. Satisfaction with street cleaning and sealed roads have also increased this year, while satisfaction with water supply and footpaths remain similar to last year's results. Satisfaction with street lighting and unsealed roads has decreased this year although these changes are not statistically significant. Notably, respondents aged under 34, those who own a holiday home in the area, or residents who are non-ratepayers in the area appear to be more satisfied with infrastructure.

Council Regulatory Services

Satisfaction with most regulatory services has decreased this year. However, satisfaction with food premises regulation has increased significantly. Satisfaction with dog control and noise control has also increased, although these are not statistically significant changes. Satisfaction with freedom camping, parking enforcements, and harbourmaster activity has decreased significantly this year. Satisfaction with resource consents, building consents, and LIM reports has also decreased this year, although these are not statistically significant changes. Younger respondents and residents who are non-ratepayers in the area appear to be more positive about regulatory services.

Town satisfaction

The town being an easy place to spend time is the measure with the highest satisfaction levels amongst both those who visit Wanaka and Queenstown regularly. Satisfaction with the layout, availability of public transport, traffic levels, and parking arrangements is relatively lower within both towns.

Summary of Findings

Consultation and Communication

Satisfaction with Council's website has increased significantly this year. Emergency response preparedness has also increased, while satisfaction with the range of things Council communicates about and the means by which Council communicates remains the same. Satisfaction with how well Council keeps you informed has decreased this year and satisfaction with official Council consultation has decreased significantly. Respondents age 55+ and those who are holiday home owners in the area are more satisfied with consultation and communication from QLDC.

Tourism Promotion

Satisfaction with all tourism promotion measures has decreased significantly this year. Respondents aged 55+ appear the most satisfied with tourism promotion generally, while results for resident ratepayers and non-ratepayers are mixed.

The Big Picture

Satisfaction with all big picture measures has increased this year. Notably, satisfaction with QLDC elected members has increased significantly compared to last year's results. Parking is mentioned by almost half of respondents as an aspect to improve, while a quarter of respondents mention QLDC is currently providing good parks, reserves, and gardens. Female respondents and residents who are ratepayers in the area appear more satisfied with the big picture measures.

Points to Consider

Use and Satisfaction with Community Services

Use of many of the community services offered by QLDC has decreased this year, although positively these decreases are not paired with a decrease in satisfaction. Interestingly, those who use the facilities most, namely younger respondents, female respondents, or those who are permanent residents in the area appear to be less satisfied with the community services available. Older respondents and those with holiday homes in the area use the services less but are more positive about them. Those in Kelvin Heights, Arthurs Pass, or Lake Hayes and Queenstown or Frankton appear to be the highest users of community facilities, while those in Wanaka appear to be the least satisfied. Consideration should be given to how use of these services can be increased without compromising the perceived quality and quantity of those available.

Tourism Promotion Satisfaction

Satisfaction with all tourism promotion measures have decreased this year, and there has been a clear shift to higher unsatisfied results. Demographic and area differences are mixed within these results, with respondents aged under 34 and resident non-ratepayers being less satisfied with the Arrowtown Promotion and Business Association. Male respondents are less satisfied with Lake Wanaka Tourism and resident ratepayers are less satisfied with Destination Queenstown. Wanaka and Arrowtown respondents appear the most satisfied with Tourism Promotion measures. Consideration should be given to how to improve local understanding and perceptions around individual tourism groups.

Improving Parking Across the District

Parking appears to be an issue for a number of respondents, with almost half mentioning parking as a service that the Council needs to improve. Further to this, unsatisfied results are high amongst respondents in relation to the suitability of the parking arrangements provided for the amount of traffic in both Queenstown and Wanaka. Satisfied results have decreased significantly this year for parking enforcement. Notably, parking appears to be a bigger issue for respondents aged under 34 and those from Queenstown or Frankton. Consideration should be given to how to improve parking in all areas of the district.

Satisfaction with QLDC

Positively, overall satisfaction with QLDC has increased this year, and consideration should be given to how to further increase this amongst both residents and non-resident ratepayers. Female respondents and residents who are ratepayers in the district appear more satisfied with QLDC elected members, while female respondents are also satisfied with QLDC staff. Respondents are positive about the work QLDC do with outdoor services and facilities, with parks, reserves, and gardens and trails, walkways, and cycleways the primary mentions of what QLDC does well. Further improving these services and facilities may help to increase satisfaction with QLDC further.

Appendix

Appendix | Questionnaire

UNIQUE ID



RESIDENTS AND RATEPAYERS SURVEY

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

As your Council we strive to deliver affordable services and facilities with a strong focus on efficiency and value. Your feedback will help us to understand what we're doing well and what we need to do better. You have been randomly selected to take part in this quick survey - it takes just ten minutes to complete. Participation is voluntary and your individual response is anonymous.



COMPLETE IT ONLINE

Go to <http://bit.ly/2tKrKqc> to complete this survey online. Keep this near you when you are completing the survey as you will need to enter your unique ID located at the top of this page.

You should be able to complete this survey on any device, but if you have any difficulties please let us know.



FREEPOST

Once you have filled in this paper copy, fold the pages so the Versus Research address is visible, and put it in your nearest postbox

All completed responses received before the 7th of August 2017 go into the draw to win a \$1000 rates rebate or \$500 in Prezzy Cards or grocery vouchers!

This research is being run by an independent company, Versus Research. If you have any difficulties completing the survey or have any questions, please contact them on 0800 837787 or email info@versus.co.nz

Versus Research Ltd
Freepost 172567
PO Box 5516
Frankton
Hamilton
Waikato 3242

Please return to:

Appendix | Questionnaire

Community services

Q1. How often do you use the following services? (Please select one frequency for each service)

	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"/>

Q2. How satisfied are you with the QUALITY of the following services? (Please select one rating for each service)

	Extremely Unsatisfied					Neither Satisfied nor Unsatisfied					Extremely Satisfied					Not applicable
	1	2	3	4	5	6	7	8	9	10						
Public toilets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<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"/>	<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"/>	<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"/>	<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"/>	<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"/>	<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"/>	<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"/>	<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"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q3. How satisfied are you with the QUANTITY of the following services? (Please select one option for each service)

	Extremely Unsatisfied					Neither Satisfied nor Unsatisfied					Extremely Satisfied					Not applicable
	1	2	3	4	5	6	7	8	9	10						
Public toilets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<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"/>	<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"/>	<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"/>	<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"/>	<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"/>	<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"/>	<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"/>	<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"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Infrastructure

Q4. How satisfied are you with the QUALITY of the following services? (Please select one option for each service)

	Extremely Unsatisfied					Neither Satisfied nor Unsatisfied					Extremely Satisfied					Not applicable
	1	2	3	4	5	6	7	8	9	10						
Water supply	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<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"/>	<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"/>	<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"/>	<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"/>	<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"/>	<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"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Being prepared for an emergency

Q5. Have you read the local community response plan for natural disasters where you live? (Please select one)

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

Appendix | Questionnaire

Council regulatory services

Q6. How satisfied are you with the QUALITY of the following services? (Please select one option for each service)

	Extremely Unsatisfied					Neither Satisfied nor Unsatisfied					Extremely Satisfied					Not applicable
	1	2	3	4	5	6	7	8	9	10						
Resource consents	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<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"/>	<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"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Freedom camping enforcement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<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"/>	<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"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parking enforcement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Harbourmaster activity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Food premises regulation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q7. How satisfied are you with the steps Council is taking to protect the environment? (Please select one)

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

Optional comments

Town satisfaction

Q8. Do you visit Wanaka or Queenstown more regularly? (Please select one)

Wanaka	<input type="radio"/>
Queenstown	<input type="radio"/>
Neither of these	<input type="radio"/>

Q9. Thinking about the town you visit most, how much do you agree or disagree with each of the following statements? (Please select one option for each statement)

	Strongly Disagree					Neither Agree nor Disagree					Strongly Agree					Not applicable
	1	2	3	4	5	6	7	8	9	10						
The town layout works well for both pedestrians and cars	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<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 town is an easy place to spend time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<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 parking arrangements are suitable for the amount of traffic in the town	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
There is enough public transport available in the town	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Generally, traffic levels are acceptable in town	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<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

Q10. How satisfied are you with the QUALITY of the following services? (Please select one option for each statement)

	Extremely Unsatisfied					Neither Satisfied nor Unsatisfied					Extremely Satisfied					Not applicable
	1	2	3	4	5	6	7	8	9	10						
How well the Council keeps you informed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The range of things that Council communicates about	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<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"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Official 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"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q11. In order (1= more preferred) rank how you would most prefer to receive Council information (Please order in preference)

	#		#
QLDC newsletter (Scuttlebutt)		Text messages	
Newspapers		Social media (Twitter, Facebook)	
Radio		Emails	
QLDC website			

Q12. How satisfied are you with the Council's website - www.qldc.govt.nz (Please select one)

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

Appendix | Questionnaire

Tourism promotion

Q13. How satisfied are you with the District's Tourism Promotion organisations? (Please select one option for promotional organisation)

	Extremely Unsatisfied					Neither Satisfied nor Unsatisfied					Extremely Satisfied					
	1	2	3	4	5	6	7	8	9	10						Not applicable
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 Promotion and Business Association	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<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

Q14. How satisfied are you with the performance of the following teams? (Please select one option for each statement)

	Extremely Unsatisfied					Neither Satisfied nor Unsatisfied					Extremely Satisfied					
	1	2	3	4	5	6	7	8	9	10						Not applicable
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"/>

Q15. How proud are you of your district?
(Please select one)

Never Proud					Neutral					Always Proud					
1	2	3	4	5	6	7	8	9	10						Not applicable
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>						<input type="radio"/>

Q16. What are three services that the Council either needs to improve on, or does not provide, but should?

-
-
-

Q17. What are three services that you consider Council does well and should continue to provide?

-
-
-

About you

Ratepayer?

Yes ☐

No ☐

Gender?

Female ☐

Male ☐

I identify as

Prefer not to say ☐

Employment status?

Employed full-time ☐

Employed part-time ☐

Unemployed ☐

Retired ☐

Student ☐

Prefer not to say ☐

Other (please specify)

Age group?

Under 25 ☐

25-34 ☐

35-44 ☐

45-54 ☐

55-64 ☐

65+ ☐

Prefer not to say ☐

What is your annual before tax household income?

Under \$40,000 ☐

\$40,001 - \$60,000 ☐

\$60,001 - \$80,000 ☐

\$80,001 - \$100,000 ☐

\$100,001 - \$200,000 ☐

\$200,001+ ☐

Prefer not to say ☐

How long have you lived or owned property in the district?

Less than one year ☐

One to five years ☐

Five to ten years ☐

10+ years ☐

Born and raised here ☐

Where do you live OR where is your holiday home?

Queenstown/ Frankton ☐

Kelvin Heights/ Arthur's Point/ Lake Hayes Estate ☐

Arrowtown ☐

Wanaka ☐

Small community i.e. Hawea, Glenorchy, etc. ☐

Rural ☐

☐ Q26. Keep my email so that I can participate next year, by going online. I understand that my email will NOT be used for any other purpose.

Yes - enter email:

Q27. So that we can contact you if you win the prize, please supply your email or phone number

Email / Phone: