

# Queenstown Lakes District Council Ratepayer and Resident Survey

R E P O R T  
2017/18

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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 again in 2018 Versus Research was commissioned to complete this research. The questionnaire remains the same as that used in 2017. 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=1,432 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 26<sup>th</sup> of June and 24<sup>th</sup> of July 2018. All completed responses were entered in to the draw to win a \$1000 rates rebate or a \$500 Prezzy Card or grocery voucher. 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=751 (35% online, 65% returned for data entry)	16%	n=526
International ratepayers	n=534	n=66	12%	n=24
Recreation facility users database	n=6,505	n=519	8%	n=159
Face to face intercept interviewing	-	n=196	-	n=191
<b>TOTAL</b>	<b>n=11,839</b>	<b>n=1,532</b>	<b>13%</b>	<b>n=900</b>



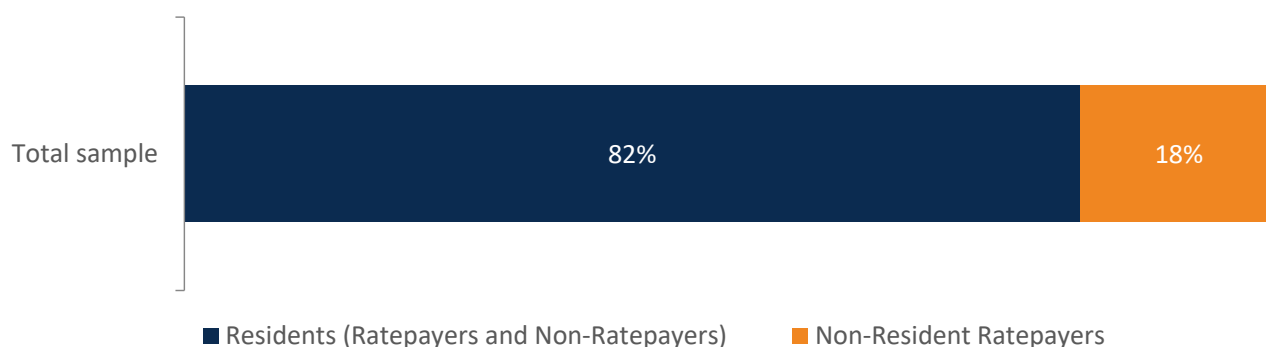
# Background, Objectives, and Method

## Sample

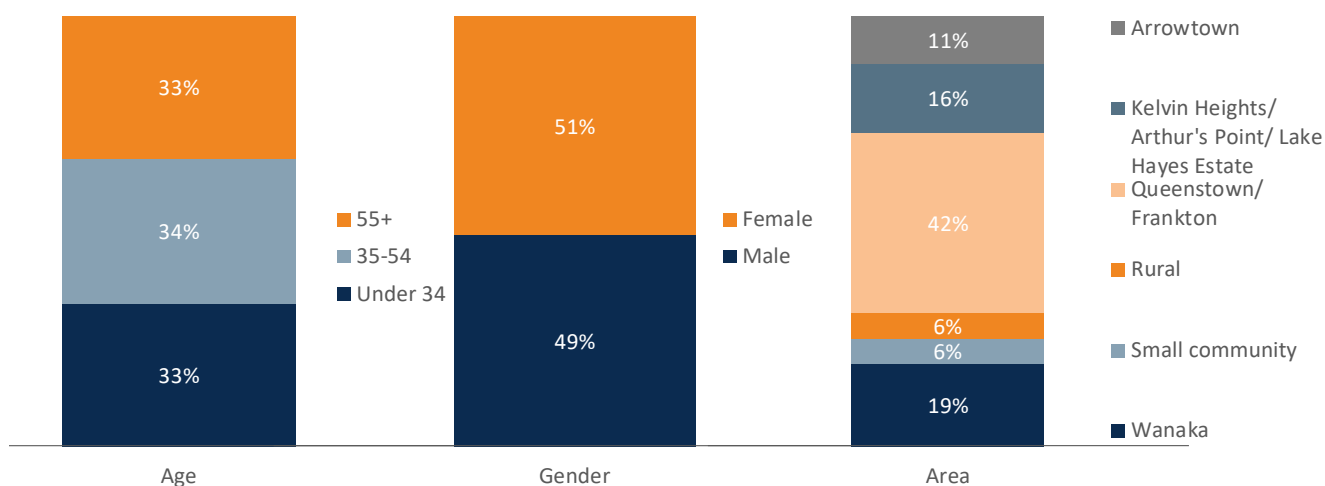
The sample has been stratified to represent the resident (ratepayers and non-ratepayers) and non-resident ratepayers. The residents sample has also been stratified to ensure it is representative of the age and gender proportions of those in the district as well as the geographic spread of the area. Area 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-resident ratepayers sample.

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

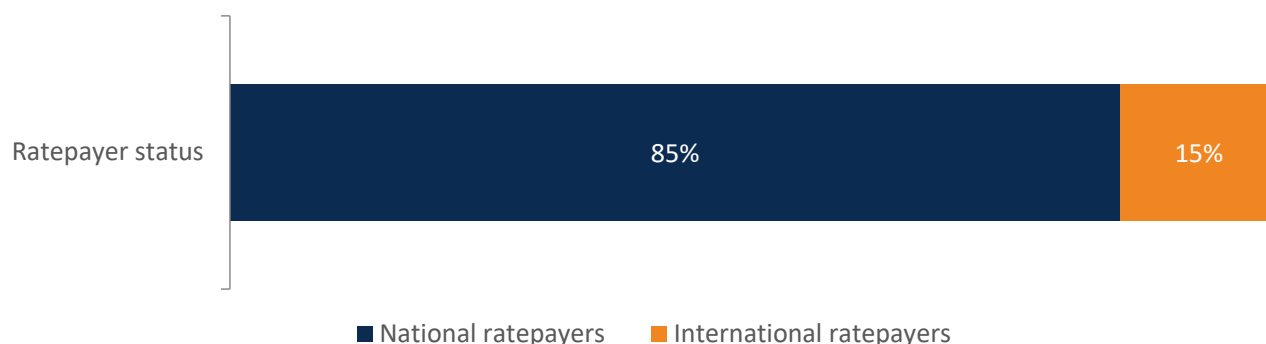
## Total Sample



## Resident Sample (Ratepayers and Non-Ratepayers)



## Non-Resident Ratepayers Sample



# Background, Objectives, and Method

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## 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:

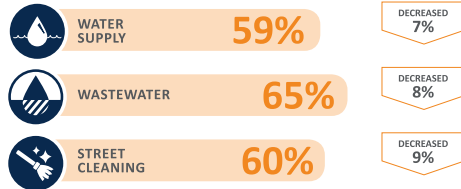
- Not all charts add up to 100%, this is due to rounding and multiple choice questions.
- Not all respondents answered all questions as respondents are able to skip over questions in self complete surveys.
- Not applicable responses have been excluded from this year's results, this is to ensure year 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

## Infrastructure | Summary

The summary below shows this year's satisfied result for each measure associated with infrastructure, as well as the percent change from 2017's results.

### Infrastructure Summary



## Regulatory Services | Resource Consents

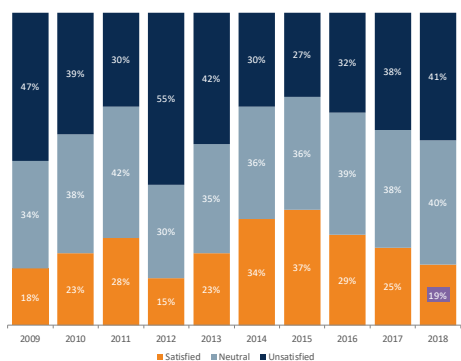
### 2018 Total Results

Nineteen percent of respondents are satisfied with the quality of resource consent series. A further 40% give this a neutral rating and 41% are unsatisfied with this.



### 2009 - 2018 Total Results

Year on year results show a steady decrease in satisfied responses since 2015 and concurrently an increase in unsatisfied responses. This year shows a significant decrease in satisfied results (19% cf. 2017, 25%).



## 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 2017's results.

## Total Level Results

The total satisfied result for 2018 is shown at the top of each page, as well as the percent change from last year's results. The first text paragraph outlines 2018's results.

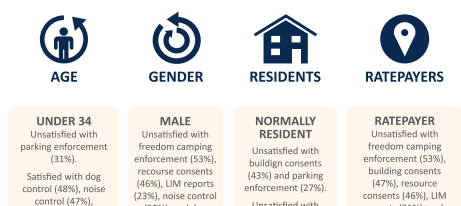
The chart and text below detail differences and changes from previous years' results. Significance testing has been applied to this year's results. Significance testing is used to determine whether the difference between two results is statistically significant or not, i.e., to determine the probability 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 2017's result.

## Regulatory Services | Demographic Differences

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

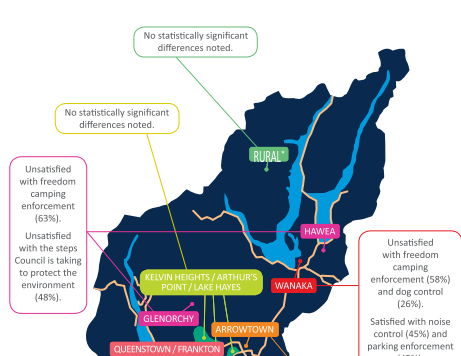


## Demographic and Area Differences

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.



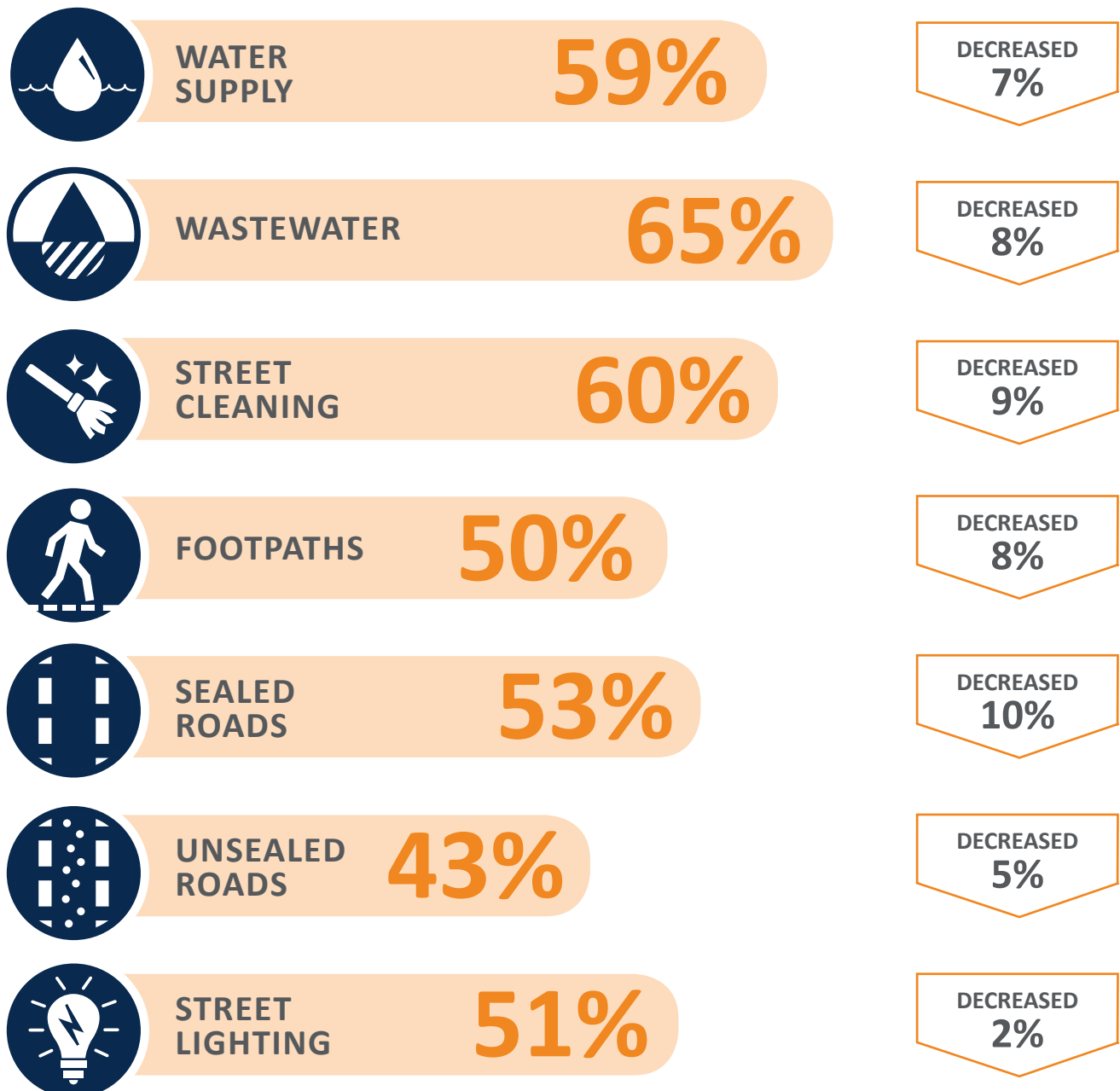


# Infrastructure

# Infrastructure | Summary

The summary below shows this year's satisfied result for each measure associated with infrastructure, as well as the percent change from 2017's results.

## Infrastructure Results



# Infrastructure | Water Supply

## 2018 Total Results

Fifty-nine percent of respondents are satisfied with the quality of water supply services in the area. A further 18% give this a neutral rating and 23% are unsatisfied with water supply in the area.



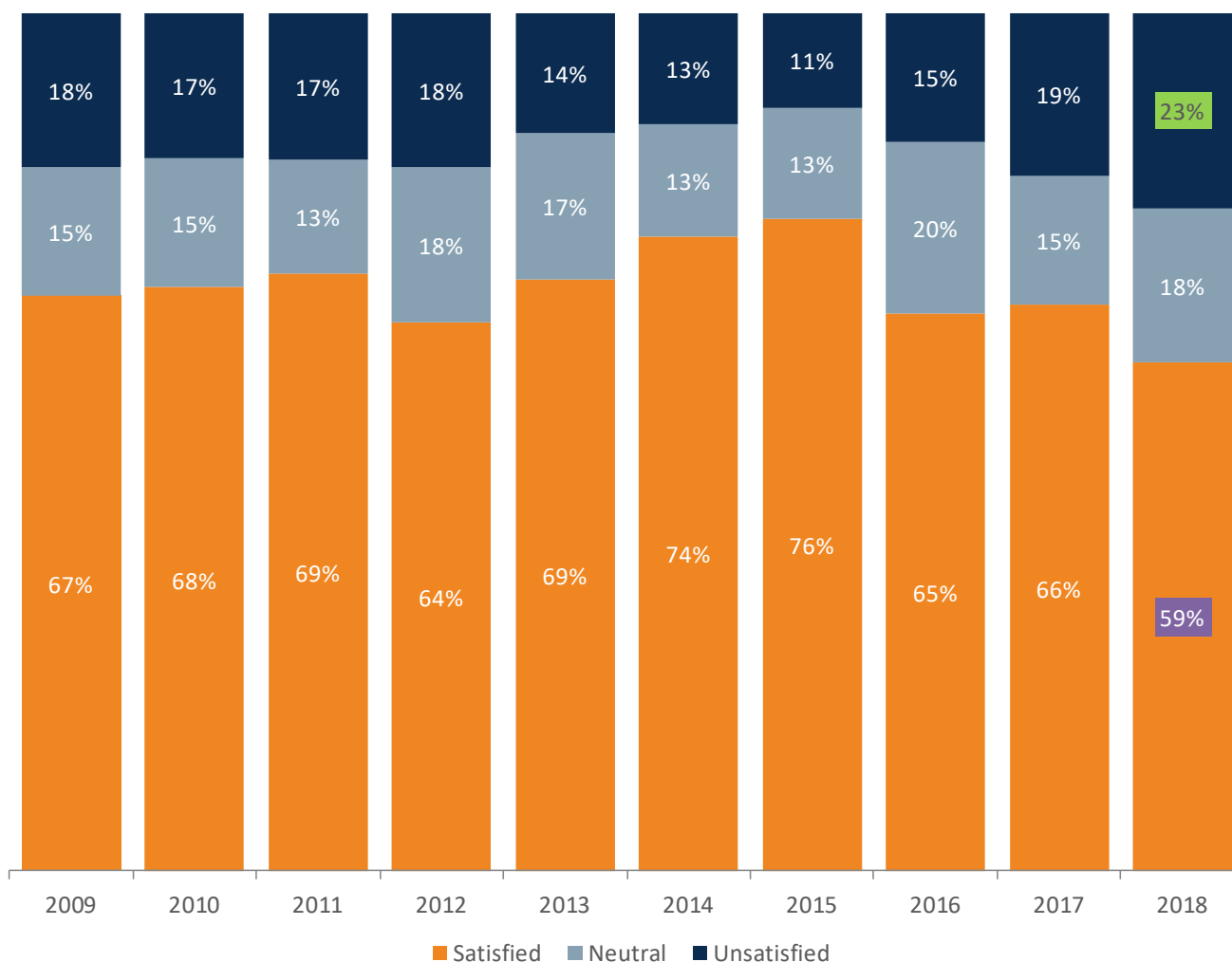
SATISFIED

59%

DECREASED  
7%

## 2009 - 2018 Total Results

Compared to last year's results, respondents mentioning they are satisfied with the water supply have decreased significantly (59% cf. 2017, 66%) and those unsatisfied with this have increased significantly (23% cf. 2017, 19%). Unsatisfied results have steadily increased since 2015.





# Infrastructure | Wastewater

## 2018 Total Results

Overall, 65% of respondents indicate they are satisfied with the quality of wastewater services in the area. A further 26% of respondents give this a neutral rating and 10% are unsatisfied with wastewater services.



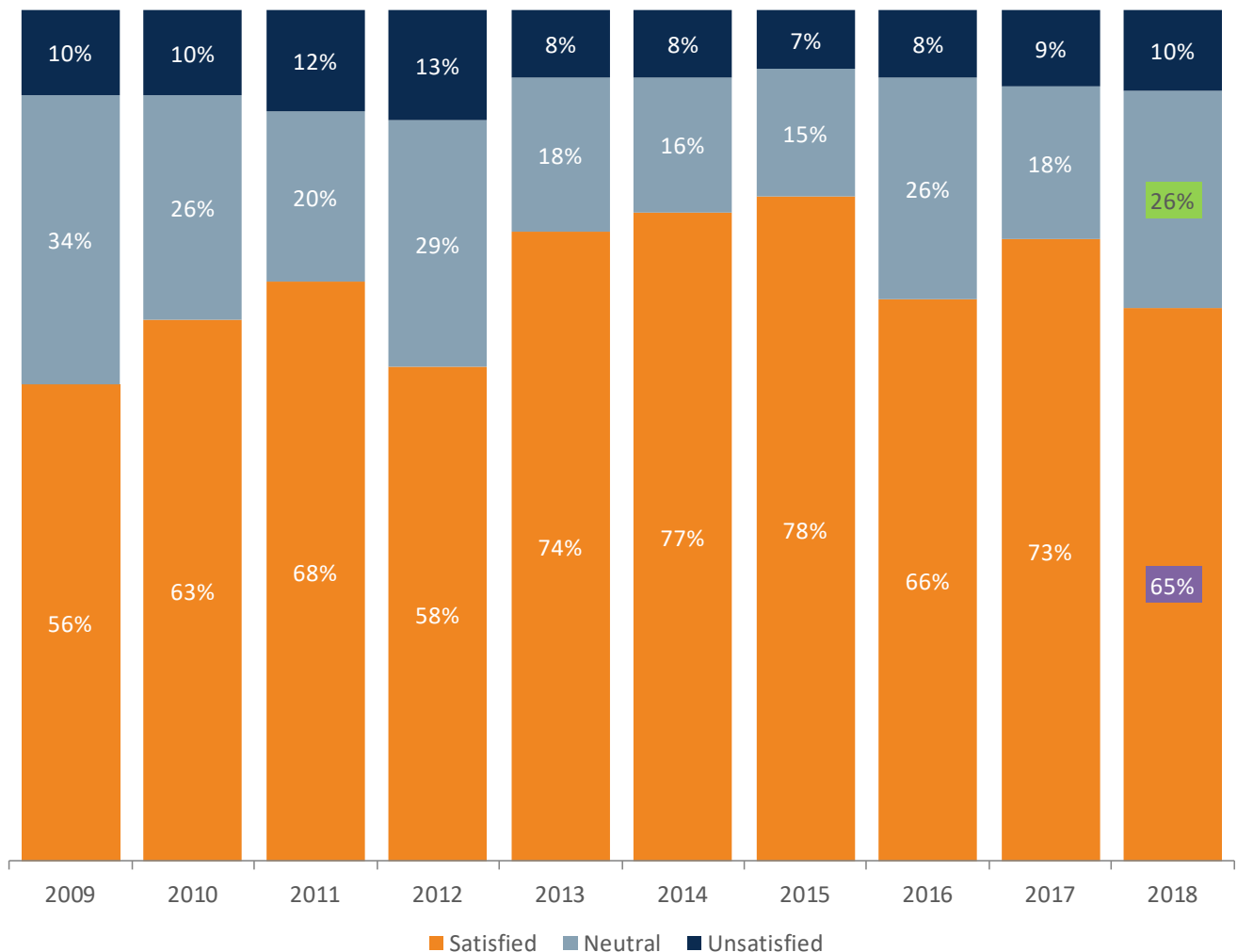
SATISFIED

65%

DECREASED  
8%

## 2009 - 2018 Total Results

This year shows a significant decrease in satisfied responses (65% cf. 2017, 73%) and a significant increase in neutral ratings (26% cf. 2017, 18%). Unsatisfied results have steadily increased from 7% in 2015.



# Infrastructure | Street Cleaning

## 2018 Total Results

Sixty percent of respondents are satisfied with the quality of street cleaning in the area. A quarter (24%) of respondents give a neutral rating for street cleaning and 16% are unsatisfied with this.



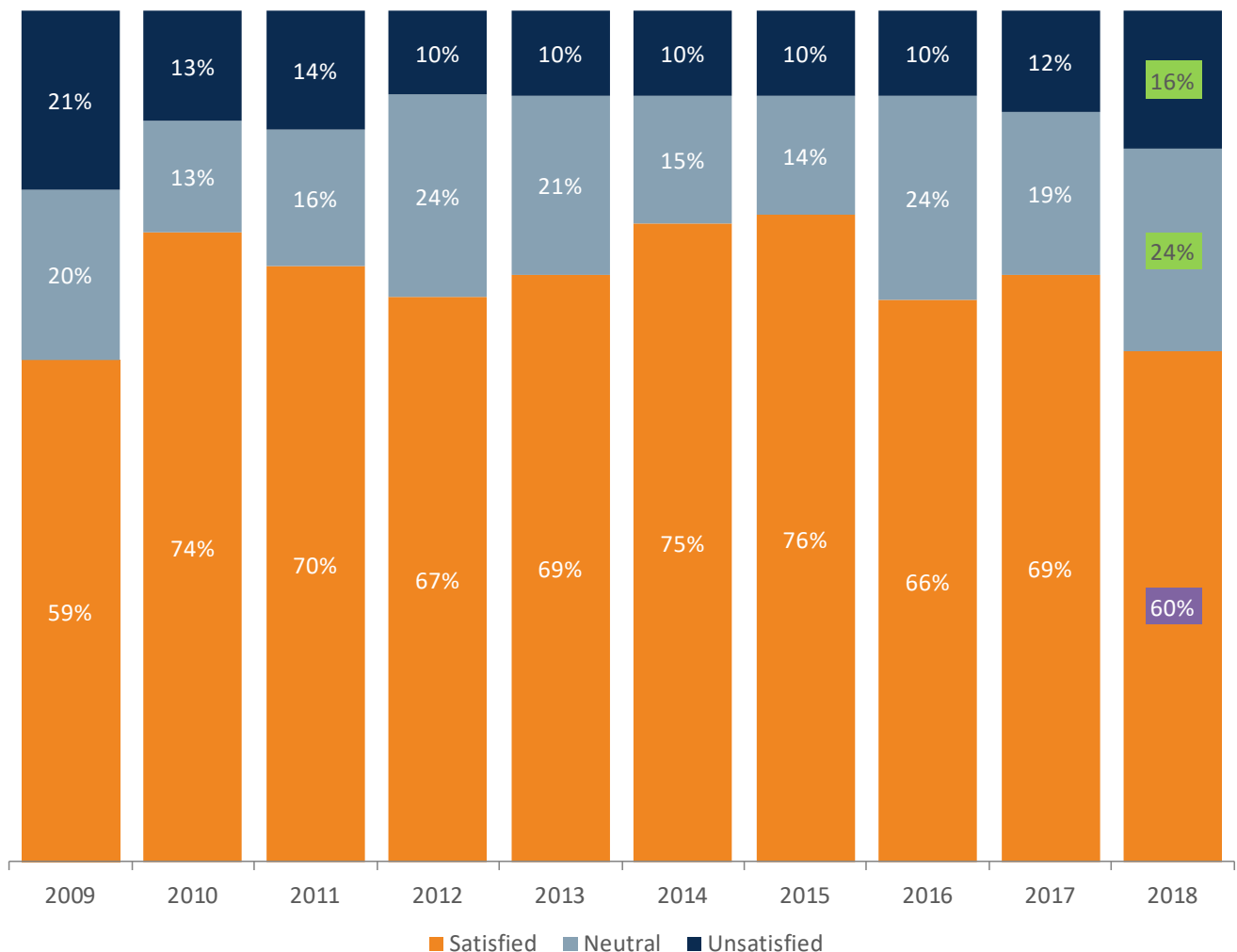
**SATISFIED**

**60%**

**DECREASED  
9%**

## 2009 - 2018 Total Results

Satisfied results have decreased significantly this year (60% cf. 2017, 69%), while both neutral (24% cf. 2017, 19%) and unsatisfied results (16% cf. 2017, 12%) have increased significantly.



# Infrastructure | Footpaths

## 2018 Total Results

Half (50%) of respondents are satisfied with the quality of footpaths in the area. A further quarter (26%) give this a neutral rating and 23% are unsatisfied with footpaths in the area.



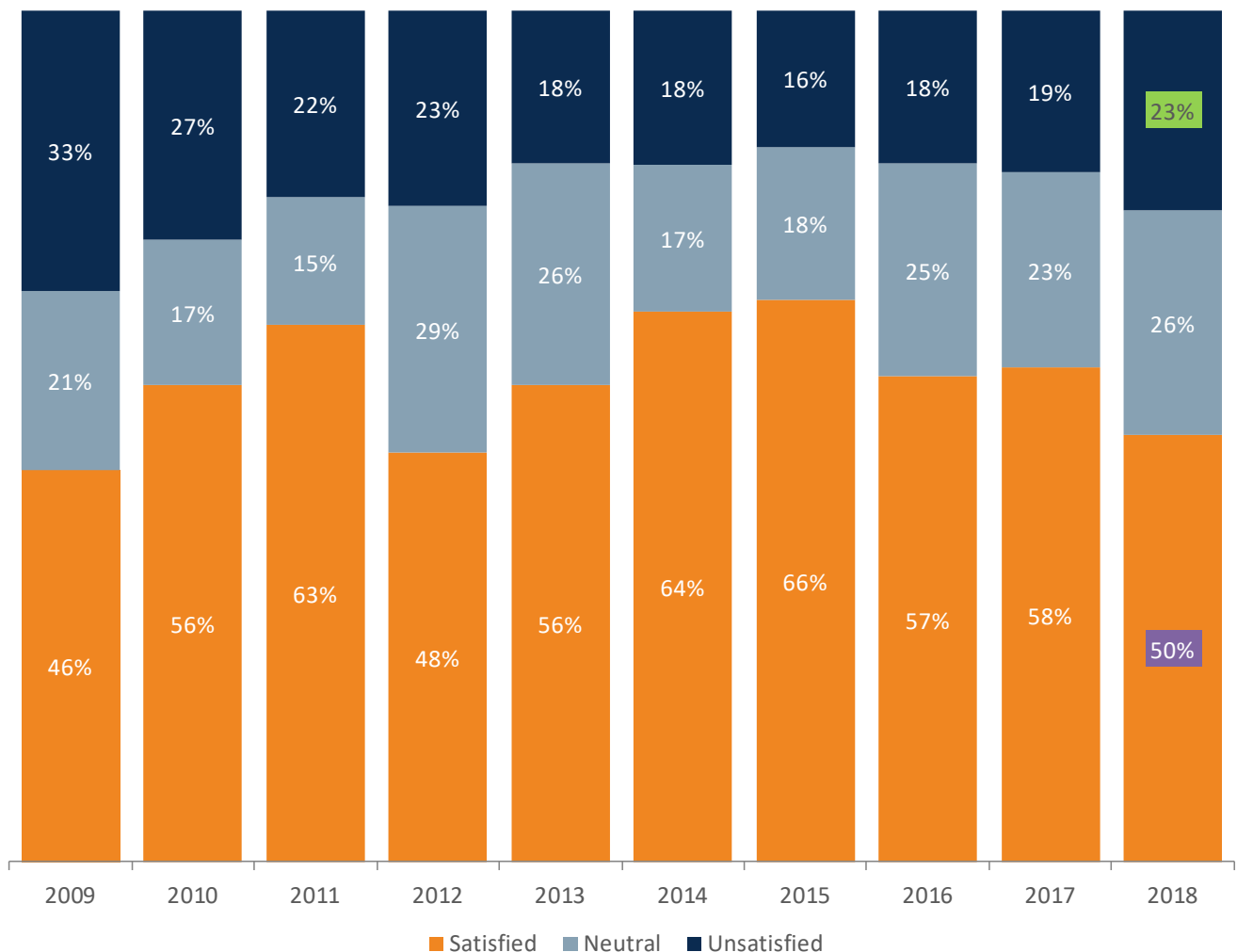
**SATISFIED**

**50%**

**DECREASED  
8%**

## 2009 - 2018 Total Results

Compared to last year, satisfied results have decreased significantly (50% cf. 2017, 58%) and unsatisfied results have increased significantly (23% cf. 2017, 19%). Unsatisfied results have increased steadily by 7% since 2015.





# Infrastructure | Sealed Roads

## 2018 Total Results

Just over half (53%) of respondents are satisfied with the quality of sealed roads in the area. A further 28% give this a neutral rating and 19% are unsatisfied with sealed roads in the area.



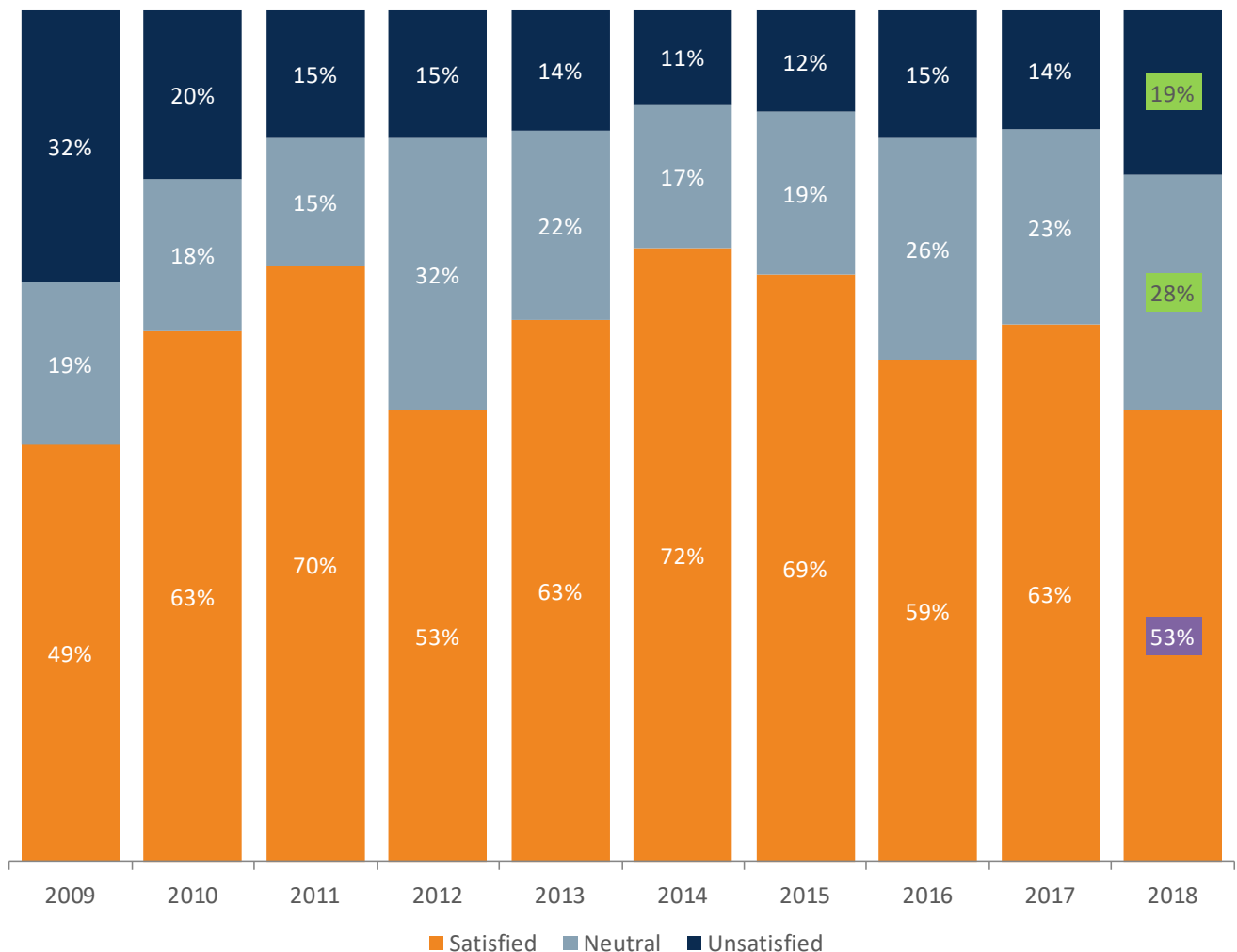
**SATISFIED**

**53%**

**DECREASED  
10%**

## 2009 - 2018 Total Results

Compared to last year's result, satisfied results have decreased significantly (53% cf. 2017, 63%), while both neutral ratings (28% cf. 2017, 23%) and unsatisfied results (19% cf. 2017, 14%) have increased significantly. Unsatisfied results currently sit 13% below results from 2009.



# Infrastructure | Unsealed Roads

## 2018 Total Results

Under half (43%) of respondents are satisfied with the quality of unsealed roads in the area. A further 37% of respondents give this a neutral rating and 21% are unsatisfied with unsealed roads in the area.

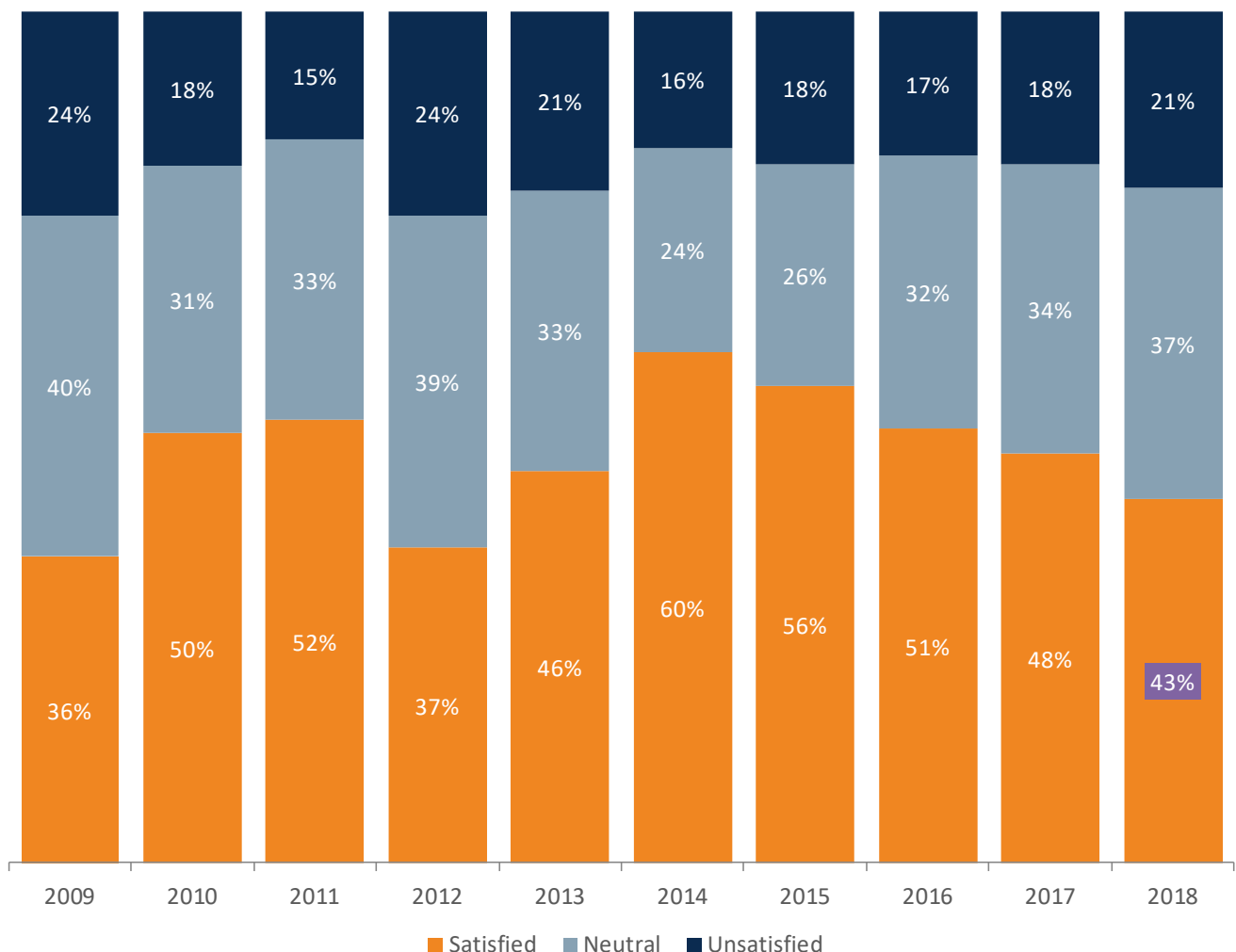


**SATISFIED 43%**

**DECREASED  
5%**

## 2009 - 2018 Total Results

This year continues a steady decrease in satisfaction since 2014, with a significant decrease seen in this year's satisfied result (43% cf. 2017, 48%).



# Infrastructure | Street Lighting

## 2018 Total Results

Half (51%) of respondents are satisfied with the quality of street lighting in the area. A further 29% give this a neutral rating and 20% are unsatisfied with street lighting in the area.



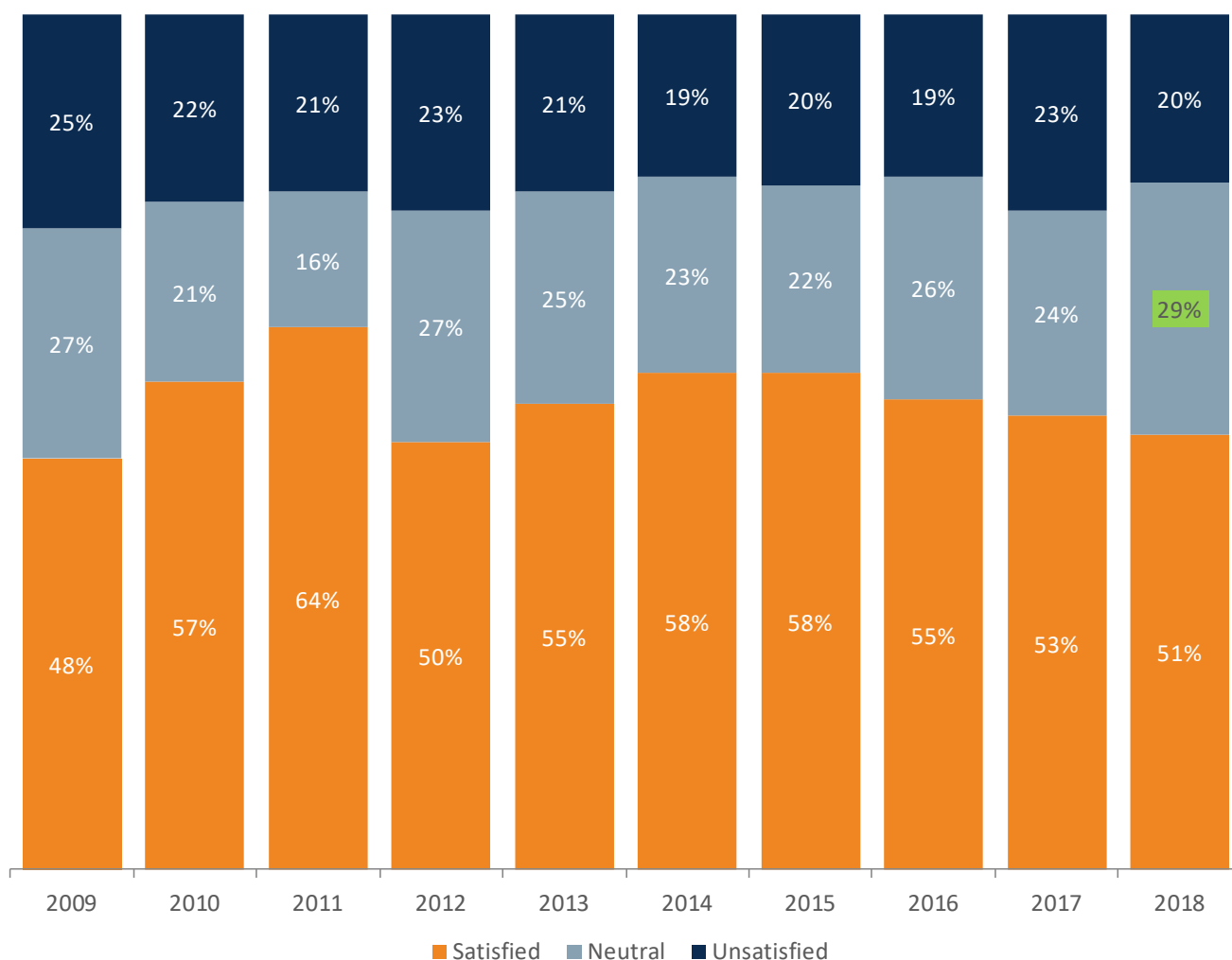
**SATISFIED**

**51%**

**DECREASED  
2%**

## 2009 - 2018 Total Results

This year neutral ratings have increased significantly (29% cf. 2017, 24%). Although not statistically significant, unsatisfied ratings have decreased 3% and satisfied ratings have decreased 2%.





# Infrastructure | Demographic Differences

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



## AGE

### UNDER 34

Satisfied with footpaths (57%).

### 35-54

No statistically significant differences noted.

### 55+

Satisfied with wastewater (77%), sealed roads (60%), and street lighting (55%).



## GENDER

### MALE

No statistically significant differences noted.

### FEMALE

No statistically significant differences noted.



## RESIDENTS

### NORMALLY RESIDENT

Unsatisfied with footpaths (25%), sealed roads (22%), street lighting (21%), and street cleaning (18%).

### HOLIDAY HOME OWNER

Satisfied with wastewater (80%), street cleaning (75%), sealed roads (70%), water supply (66%), street lighting (66%), footpaths (60%), and unsealed roads (54%).



## RATEPAYERS

### RATEPAYER

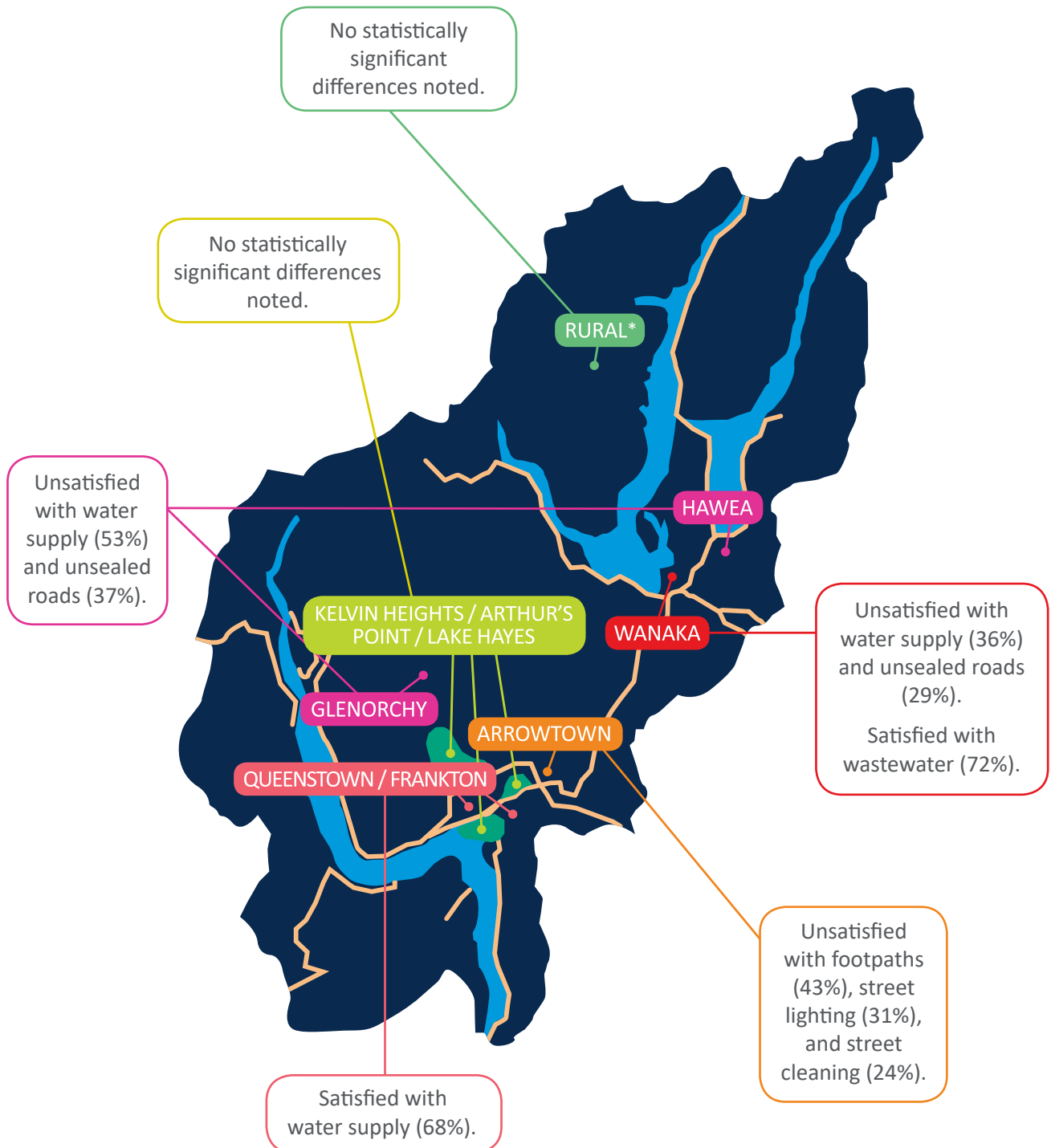
Unsatisfied with footpaths (28%), water supply (27%), sealed roads (24%), unsealed roads (23%), and street cleaning (20%).

### NON RATEPAYER

Satisfied with street cleaning (66%), footpaths (61%), sealed roads (58%), street lighting (58%) and unsealed roads (52%).

# Infrastructure | Area Differences

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



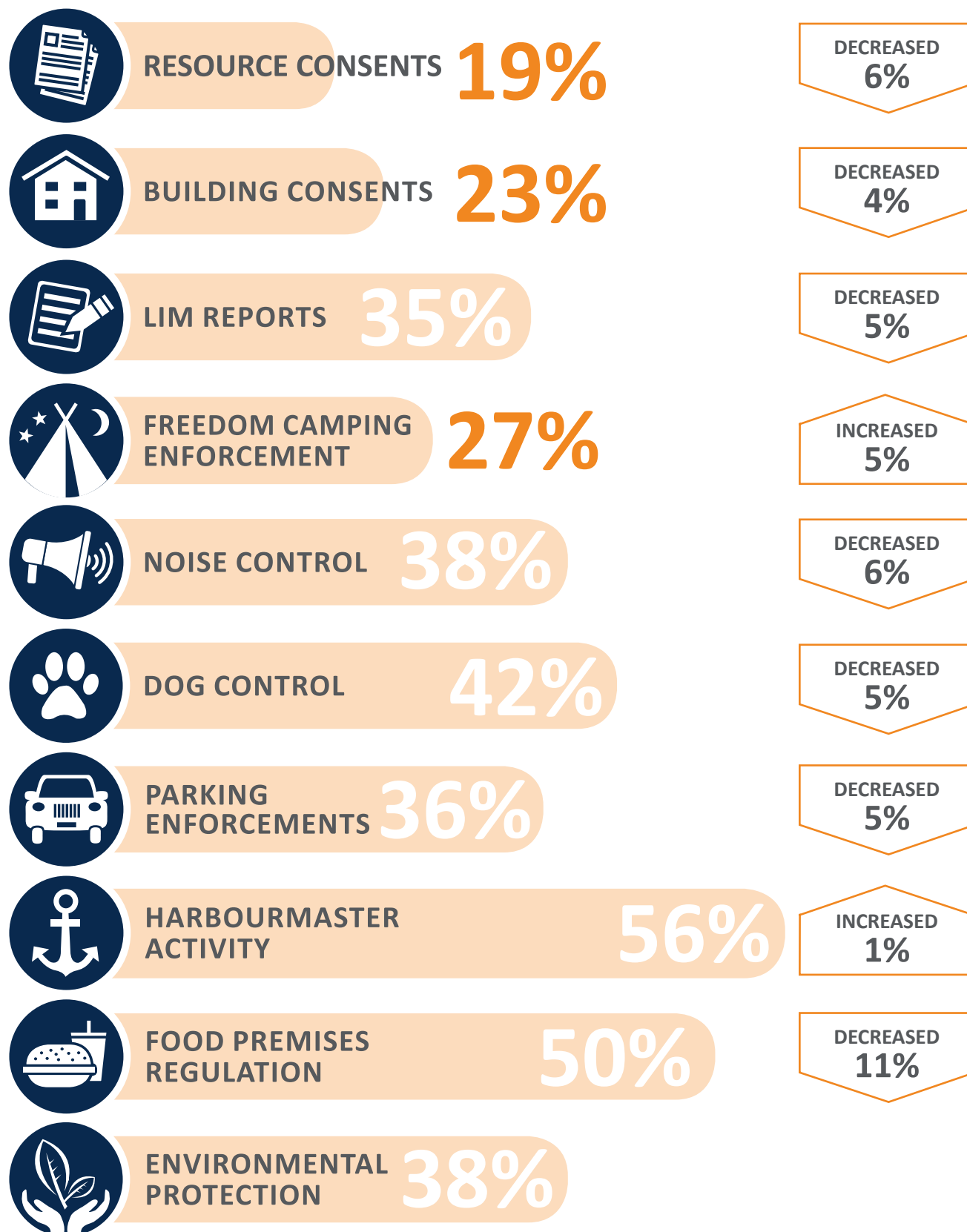
\* Includes Makarora, Luggate, Kingston, and Gibbston.

# **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 2017's results.

## Regulatory Services Results



# Regulatory Services | Resource Consents

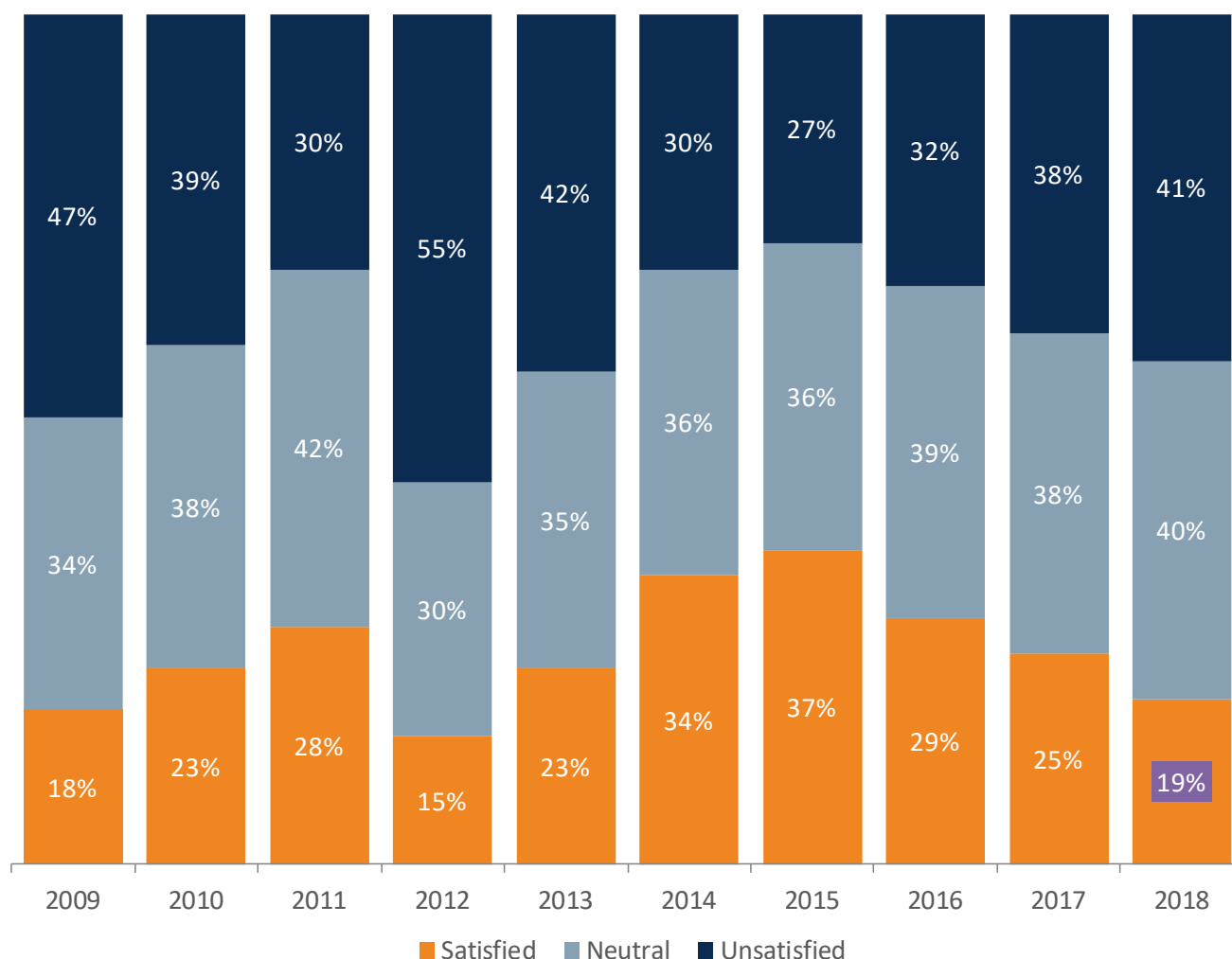
## 2018 Total Results

Nineteen percent of respondents are satisfied with the quality of resource consent services. A further 40% give this a neutral rating and 41% are unsatisfied with this.



## 2009 - 2018 Total Results

Year on year results show a steady decrease in satisfied responses since 2015 and concurrently an increase in unsatisfied responses. This year shows a significant decrease in satisfied results (19% cf. 2017, 25%).



# Regulatory Services | Building Consents

## 2018 Total Results

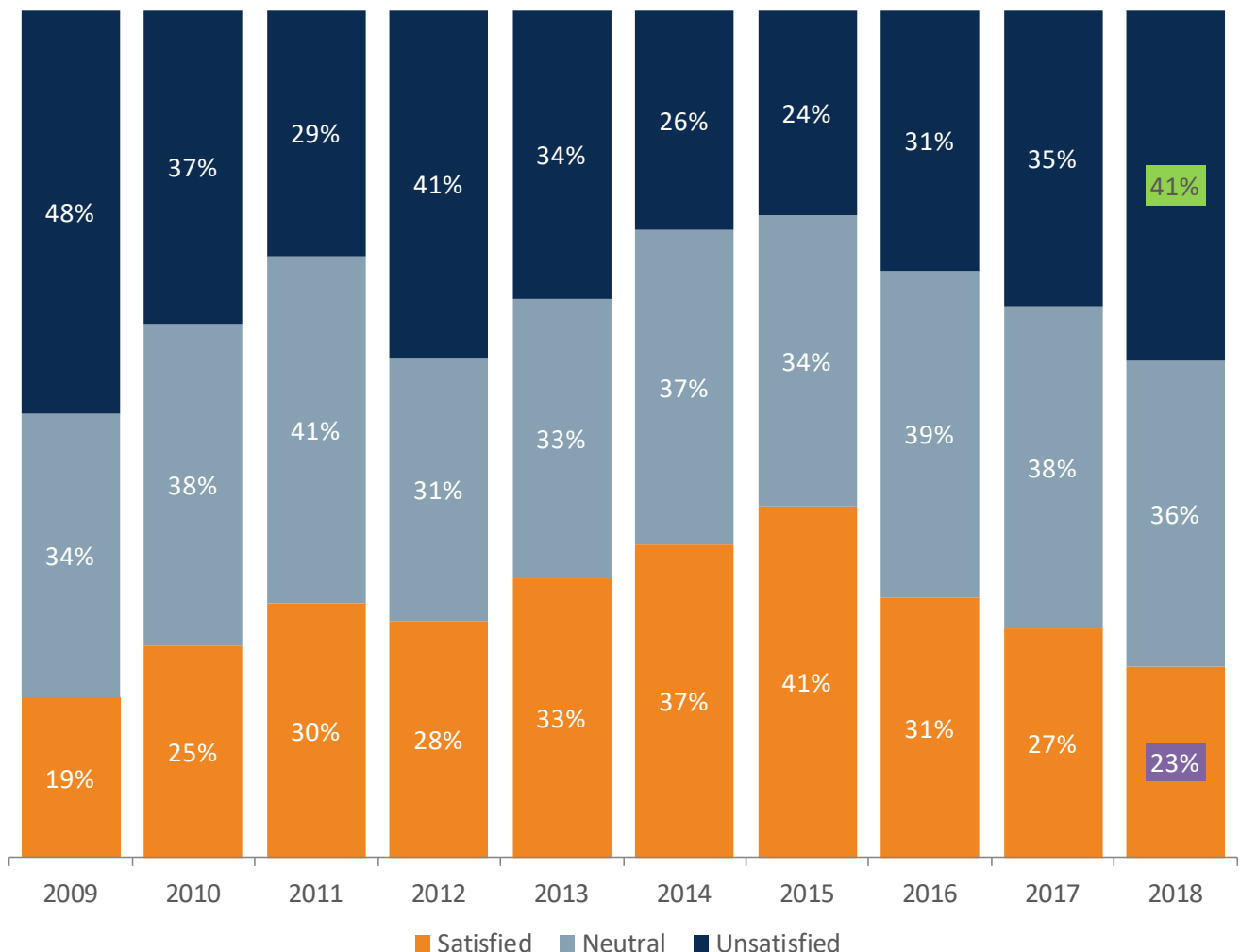
Just under a quarter (23%) of respondents are satisfied with the quality of building consent services. A further 36% give this a neutral rating and 41% of respondents are unsatisfied with the quality of building consent



## 2009 - 2018 Total Results

services.

There has been a significant decrease in satisfied results this year (23% cf. 2017, 27%) and a significant increase in unsatisfied results (41% cf. 2017, 35%). Satisfied results have steadily decreased 18% since 2015, while unsatisfied results have increased 17% over the same time period.



# Regulatory Services | LIM Reports

## 2018 Total Results

Around a third (35%) of respondents are satisfied with the quality of LIM reports. Almost half (47%) give this a neutral rating and 19% are unsatisfied with the quality of LIM reports.



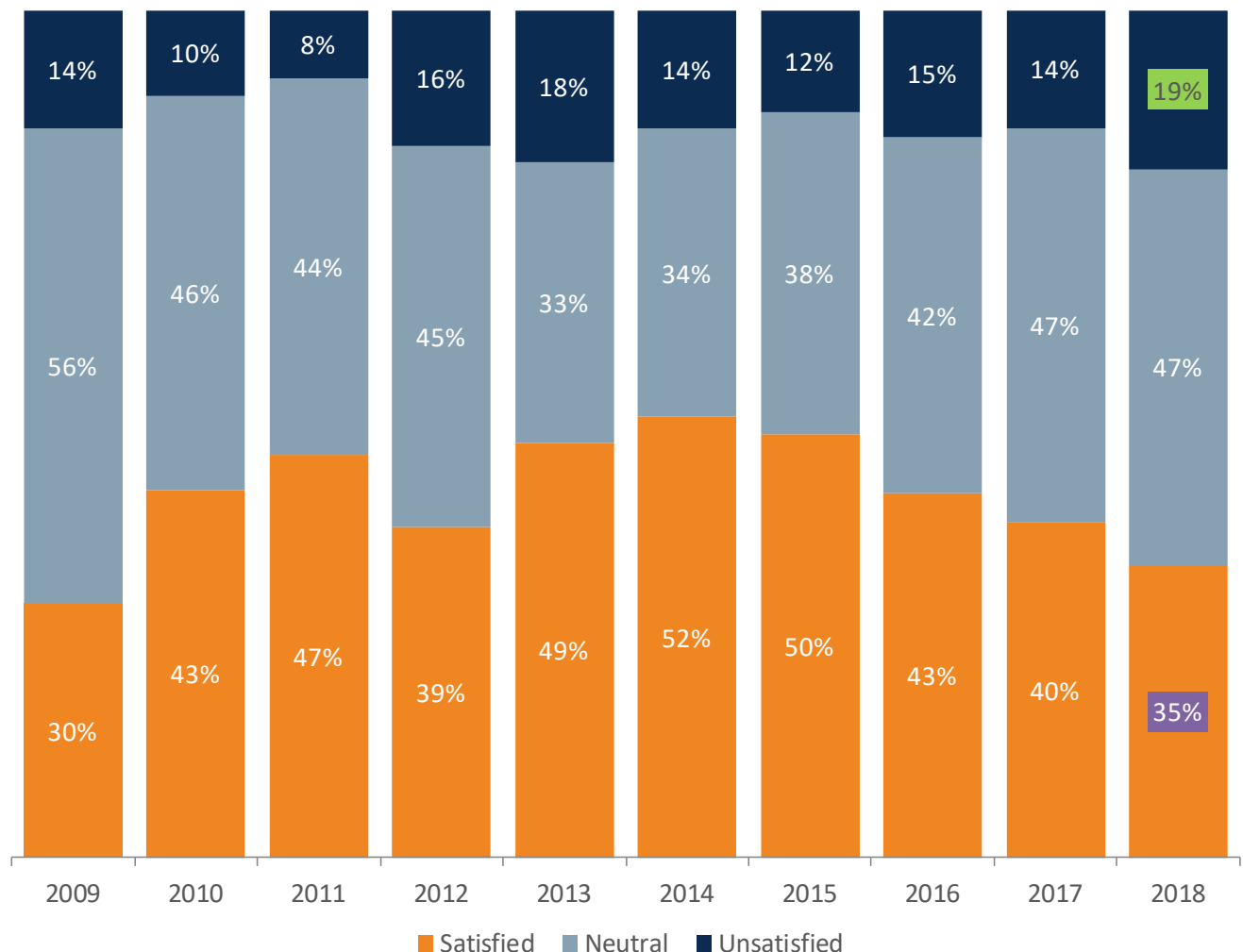
SATISFIED

35%

DECREASED  
5%

## 2009 - 2018 Total Results

Satisfaction with the quality of LIM reports has decreased steadily since 2014, with this year's satisfied result significantly lower than last year's result (35% cf. 2017, 40%). Unsatisfied results have also increased significantly this year (19% cf. 2017, 14%) and have increased 7% since 2015.





# Regulatory Services | Freedom Camping Enforcement

## 2018 Total Results

Over a quarter (27%) of respondents are satisfied with freedom camping enforcement. A further 24% give this a neutral rating and 49% are unsatisfied with freedom camping enforcement.



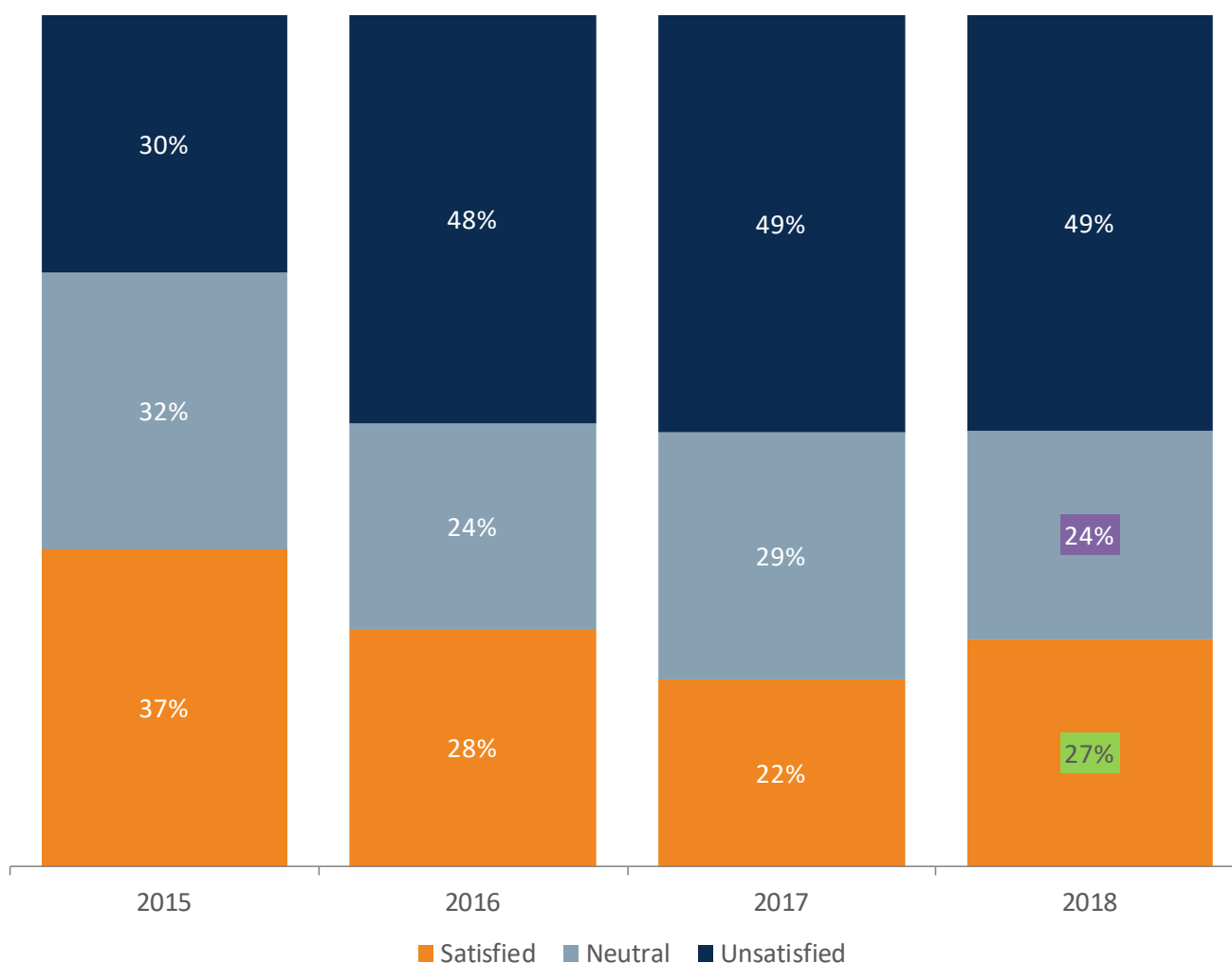
SATISFIED

27%

INCREASED  
5%

## 2015 - 2018 Total Results

Satisfaction with freedom camping enforcement has increased significantly this year (27% cf. 2017, 22%), while neutral ratings have decreased significantly (24% cf. 2017, 29%). Unsatisfied results have remained consistent since 2016.



# Regulatory Services | Noise Control

## 2018 Total Results

Just over a third (38%) of respondents are satisfied with the quality of noise control in the area. A further 44% give this a neutral rating and 18% are unsatisfied with the quality of noise control in the area.



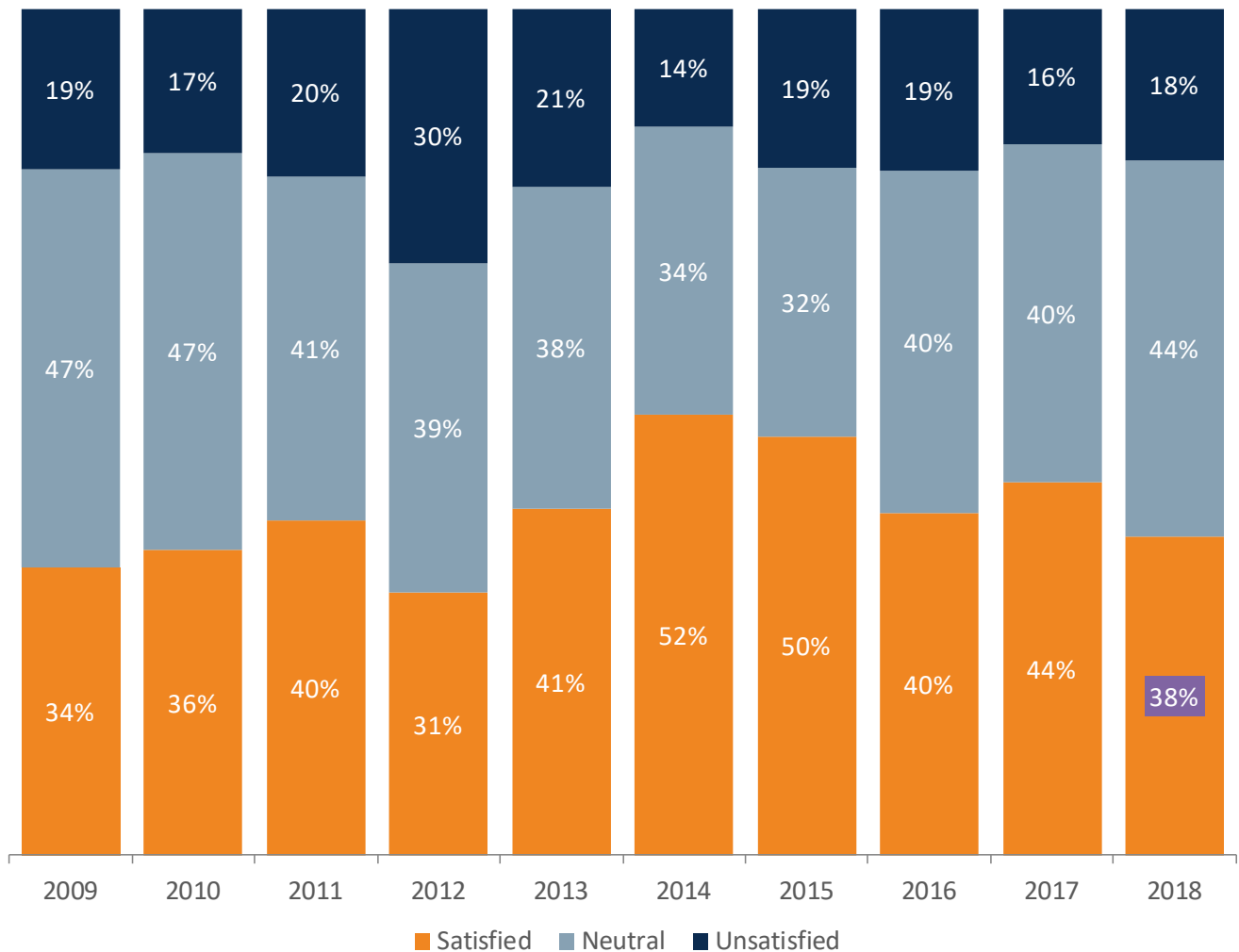
**SATISFIED**

**38%**

**DECREASED  
6%**

## 2009 - 2018 Total Results

Satisfied ratings have decreased significantly this year (38% cf. 2017, 44%). However, this year's results are similar to results from 2016.



# Regulatory Services | Dog Control

## 2018 Total Results

Forty-two percent of respondents are satisfied with the quality of dog control in the area. A further 40% of respondents give this a neutral rating and 18% are unsatisfied with the quality of dog control in the area.



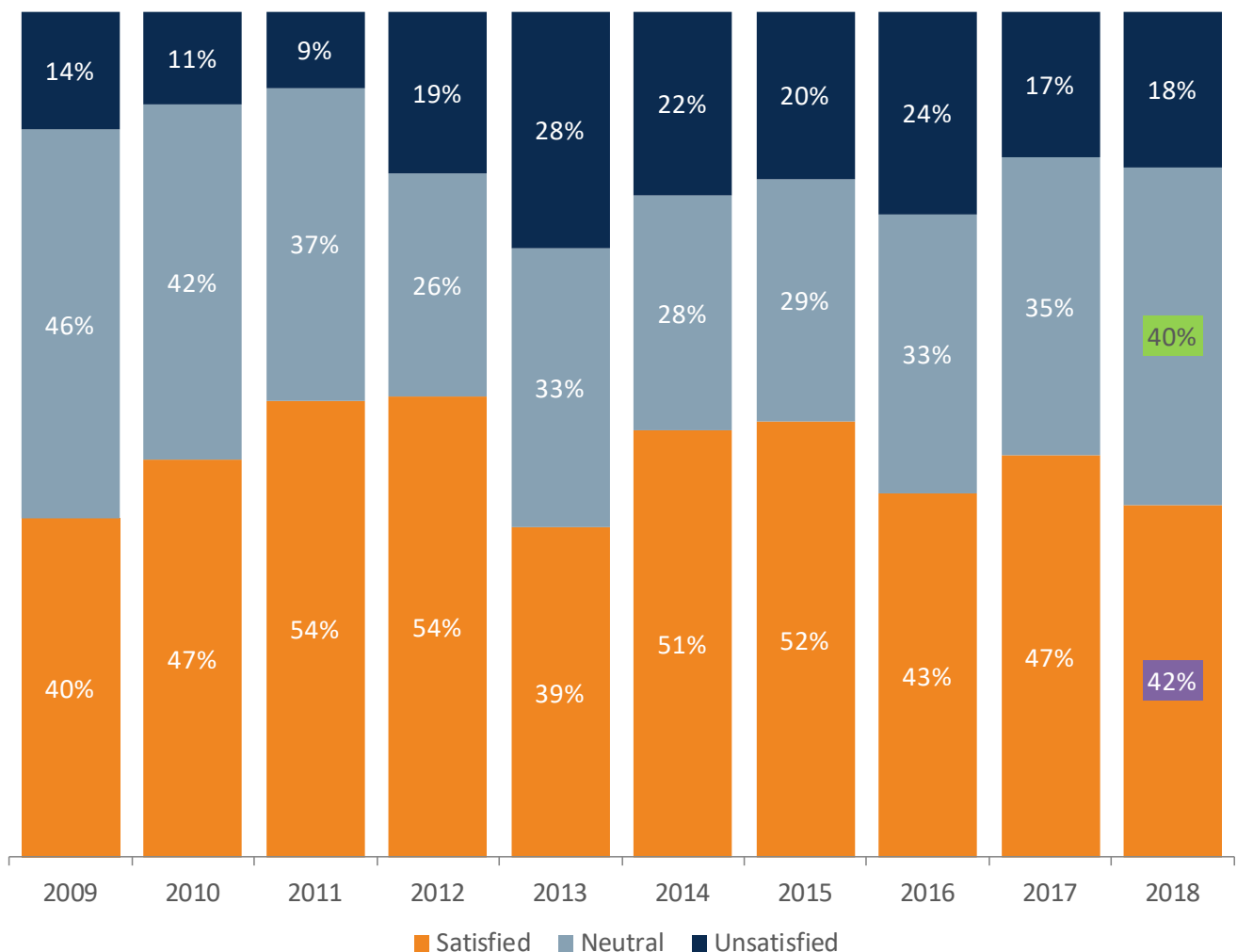
**SATISFIED**

**42%**

**DECREASED  
5%**

## 2009 - 2018 Total Results

This year's satisfied results are significantly lower than results from 2017 (42% cf. 2017, 47%), concurrently there has been an increase in neutral ratings this year (40% cf. 2017, 35%).



# Regulatory Services | Parking Enforcement

## 2018 Total Results

Just over a third (36%) of respondents are satisfied with the quality of parking enforcement. A further 39% give this a neutral rating and a quarter (25%) are unsatisfied with the quality of parking enforcement in the area.



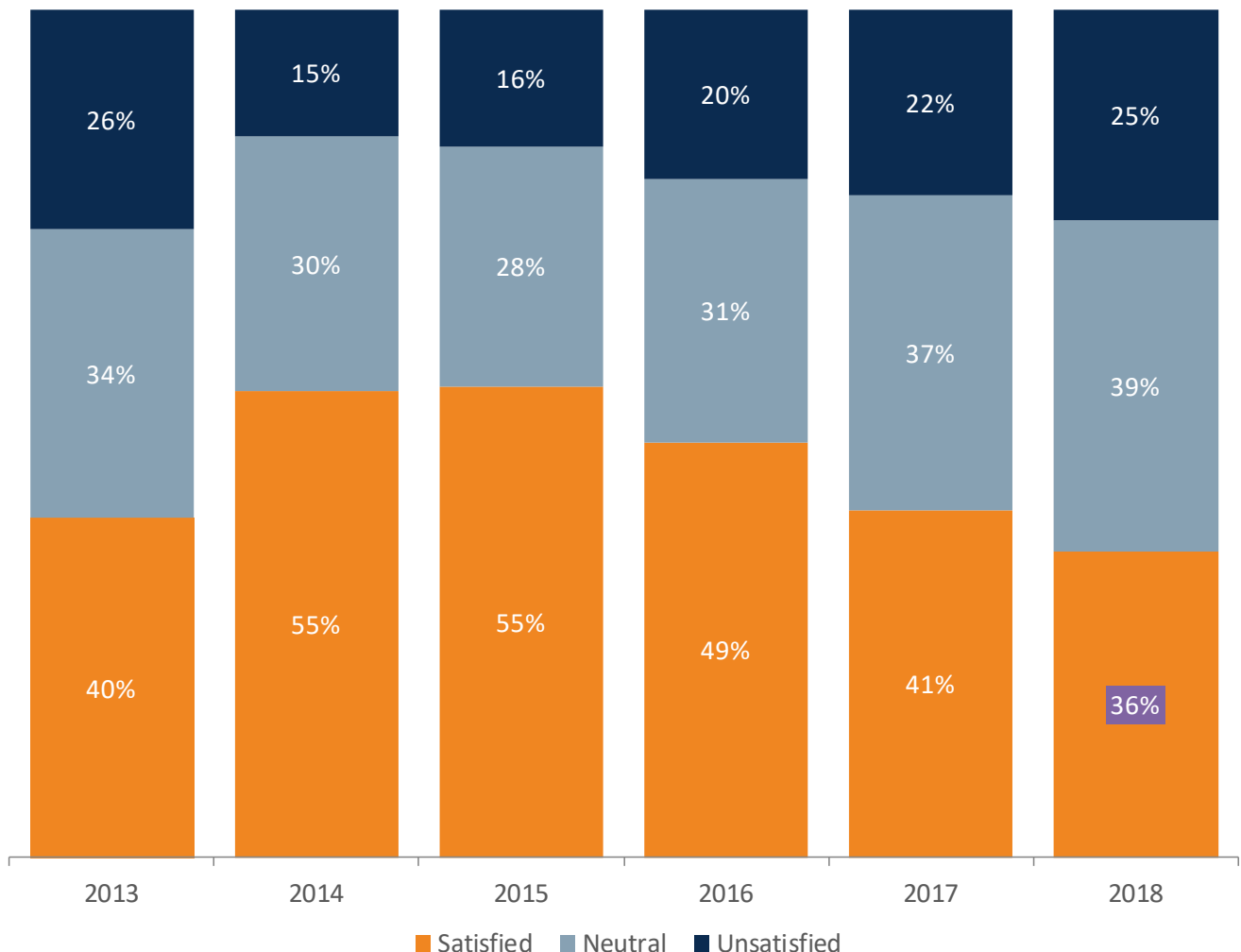
**SATISFIED**

**36%**

**DECREASED  
5%**

## 2013 - 2018 Total Results

Satisfied results have decreased consistently since 2015, while unsatisfied results have steadily increased. Specifically, satisfied results have decreased significantly this year (36% cf. 2017, 41%).



# Regulatory Services | Harbourmaster Activity

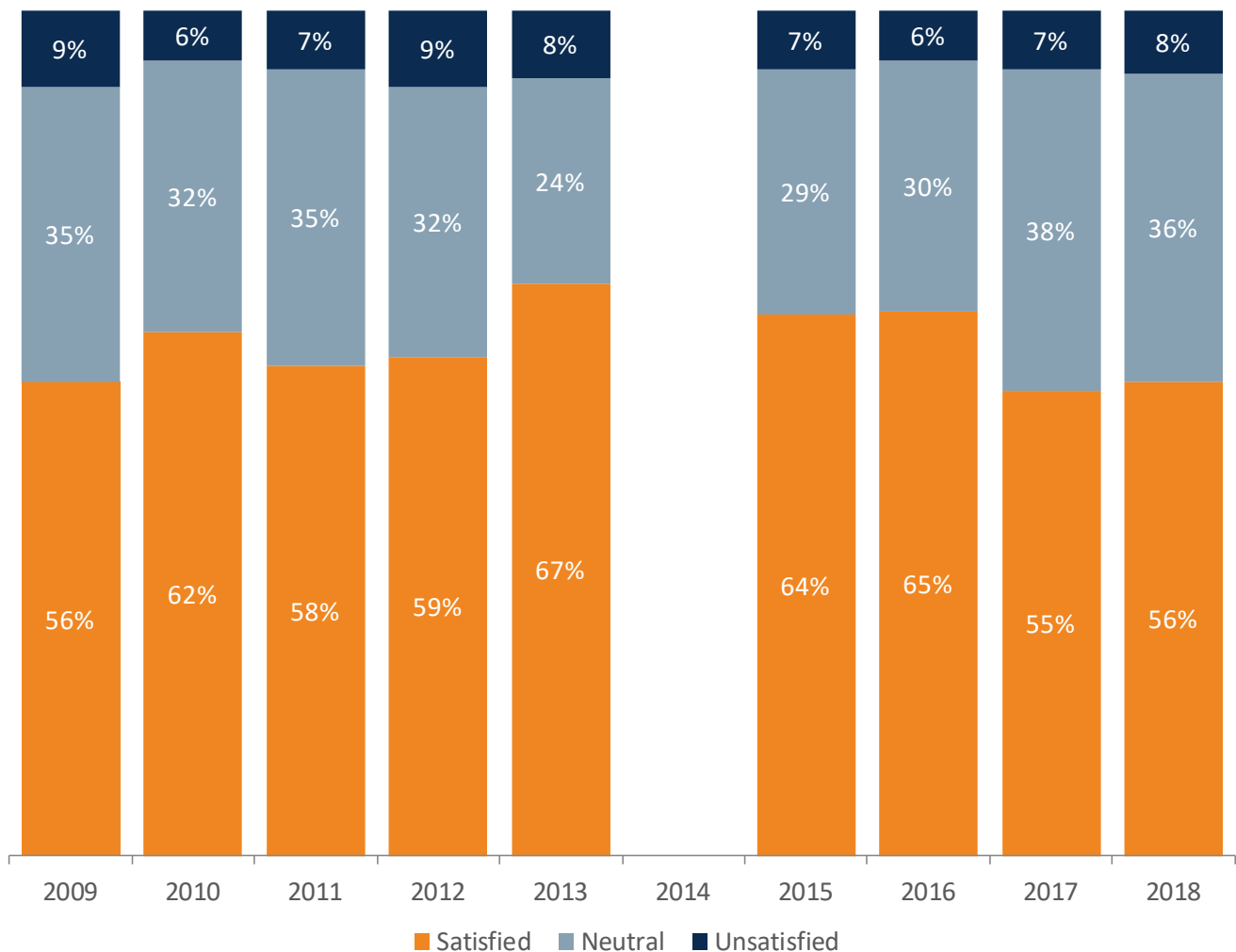
## 2018 Total Results

Fifty-six percent of respondents are satisfied with harbourmaster activity in the area. A further 36% of respondents give this a neutral rating and 8% are unsatisfied with harbourmaster activity in the area.



## 2009 - 2018 Total Results

This year's results are on a par with last year's results, as well as results from 2009.



# Regulatory Services | Food Premises Regulation

## 2018 Total Results

Half (50%) of respondents are satisfied with food premises regulation. A further 43% give this a neutral rating and 7% are unsatisfied with food premises regulation in the area.



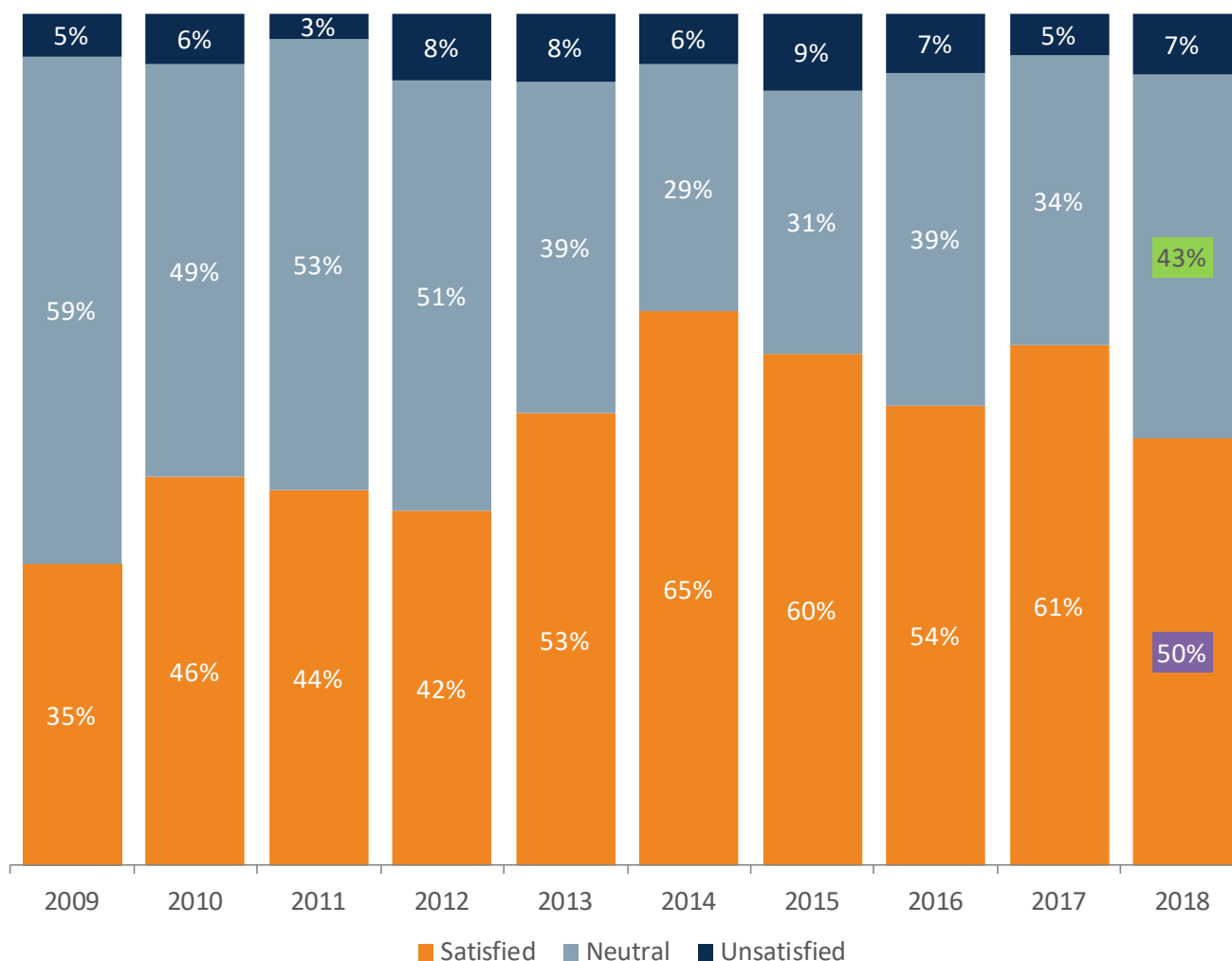
**SATISFIED**

**50%**

**DECREASED  
11%**

## 2009 - 2018 Total Results

Compared to last year's results, satisfied ratings have decreased significantly (50% cf. 2017, 61%), while neutral ratings have increased significantly (43% cf. 2017, 34%). Although not statistically significant, unsatisfied results have increased 2% this year.



# Regulatory Services | Environmental Protection

## 2018 Total Results

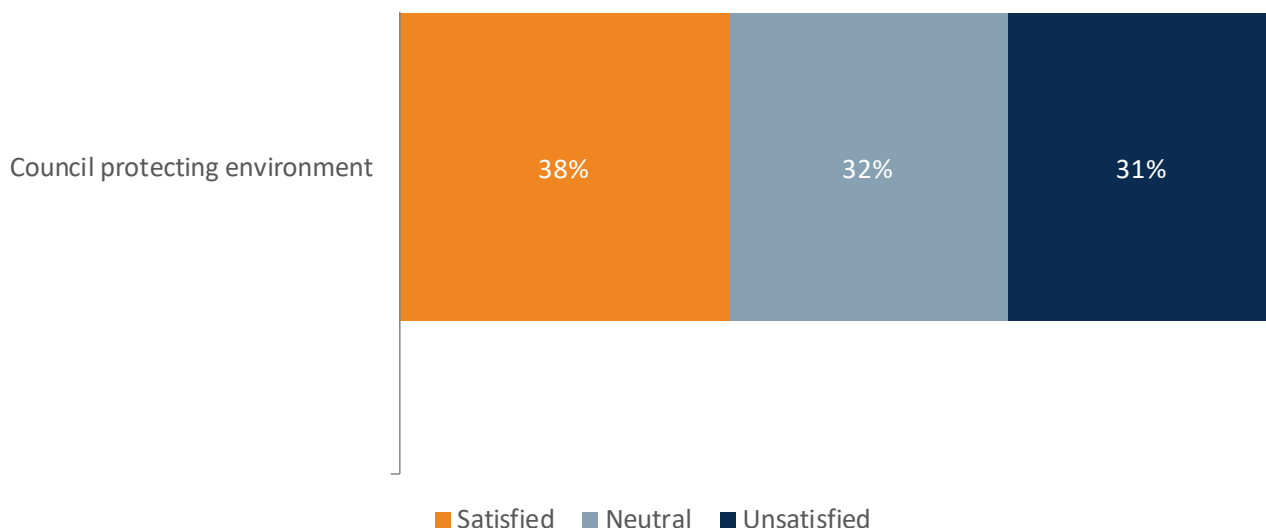
Thirty-eight percent of respondents are satisfied with the steps Council is taking to protect the environment. A further 32% give this a neutral rating and 31% are unsatisfied with the steps Council are taking to protect the environment.

Optional comments for this question primarily revolve around waste, rubbish, and recycling (29%). At a lower level respondents also mention growth and development (17%), water (11%), and freedom campers (9%). Notably, 10% of respondents mention Council are generally not doing enough.

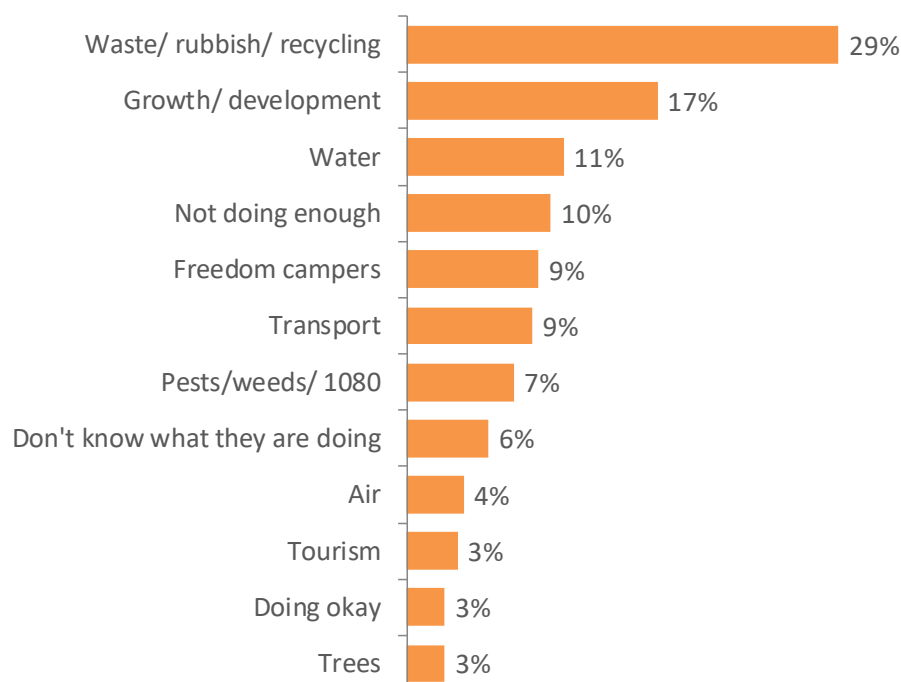


**ENVIRONMENTAL  
PROTECTION**

**38%**



## 2018 Optional Comments





# Regulatory Services | Demographic Differences

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



## AGE

### UNDER 34

Unsatisfied with parking enforcement (31%).

Satisfied with dog control (48%), noise control (47%), freedom camping enforcement (35%), building consents (30%), and resource consents (28%).

Satisfied with the steps Council is taking to protect the environment (44%).

### 35-54

Unsatisfied with building consent (49%) and noise control (23%).

Unsatisfied with the steps Council is taking to protect the environment (39%).

### 55+

Unsatisfied with resource consents (50%).

Satisfied with harbourmaster activity (64%) and parking enforcement (41%).



## GENDER

### MALE

Unsatisfied with freedom camping enforcement (53%), recourse consents (46%), LIM reports (23%), noise control (22%), and dog control (21%).

### FEMALE

Satisfied with dog control (47%), noise control (45%), parking enforcement (41%), LIM reports (40%), freedom camping enforcement (31%), and resource consents (23%).

Satisfied with the steps Council is taking to protect the environment (41%).



## RESIDENTS

### NORMALLY RESIDENT

Unsatisfied with building consents (43%) and parking enforcement (27%).

Unsatisfied with the steps Council is taking to protect the environment (33%).

### HOLIDAY HOME OWNER

Satisfied with LIM reports (54%), parking enforcement (47%), and building consents (34%).

Satisfied with the steps Council is taking to protect the environment (52%).



## RATEPAYERS

### RATEPAYER

Unsatisfied with freedom camping enforcement (53%), building consents (47%), resource consents (46%), LIM reports (21%), and dog control (20%).

Unsatisfied with the steps Council is taking to protect the environment (35%).

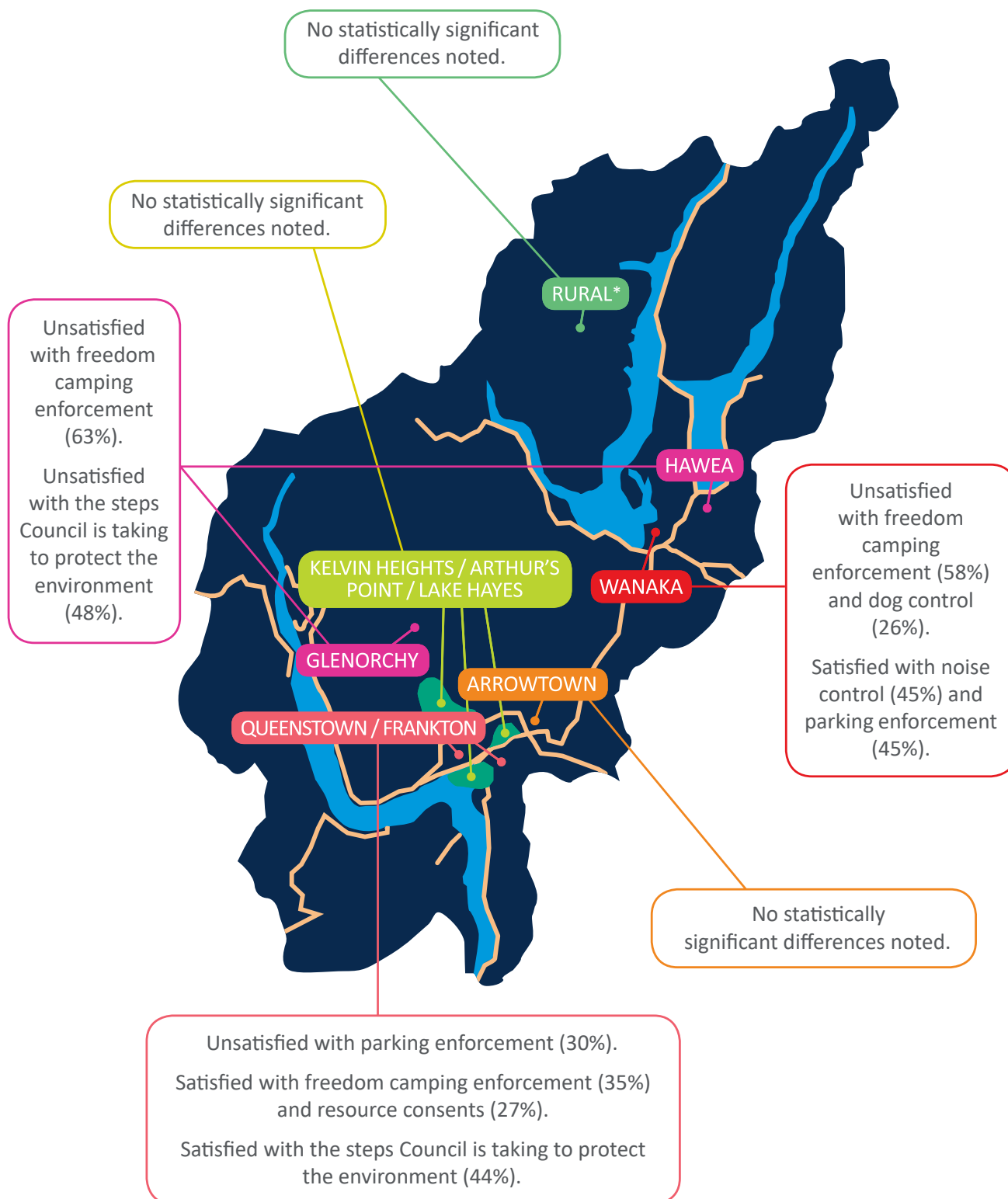
### NON RATEPAYER

Satisfied with noise control (52%), freedom camping (43%), resource consents (38%), and building consents (34%).

Satisfied with the steps Council is taking to protect the environment (54%).

# Regulatory Services | Area Differences

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



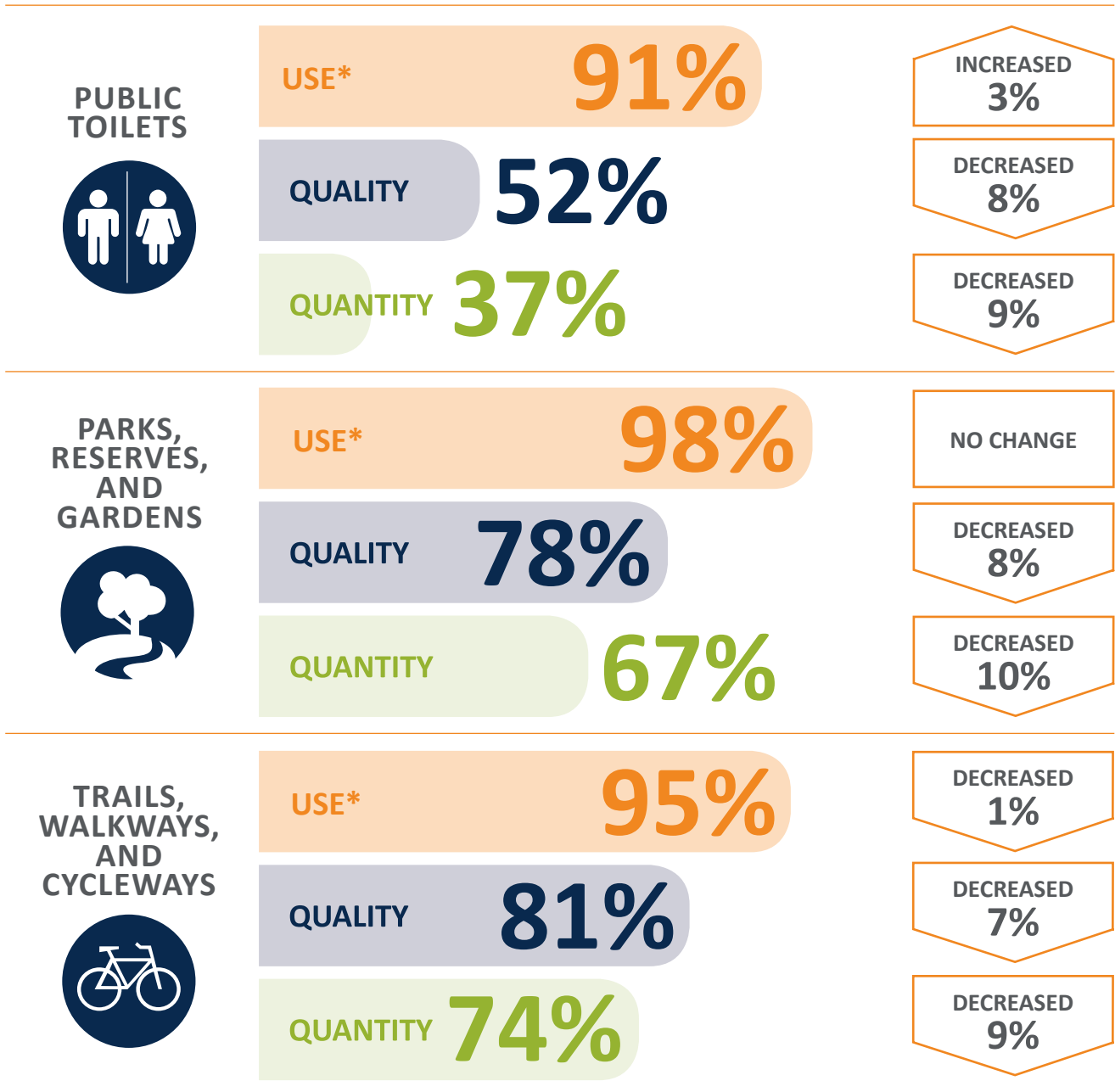
\* Includes Makarora, Luggate, Kingston, and Gibbston.

# Community Services

# Community Services | Summary

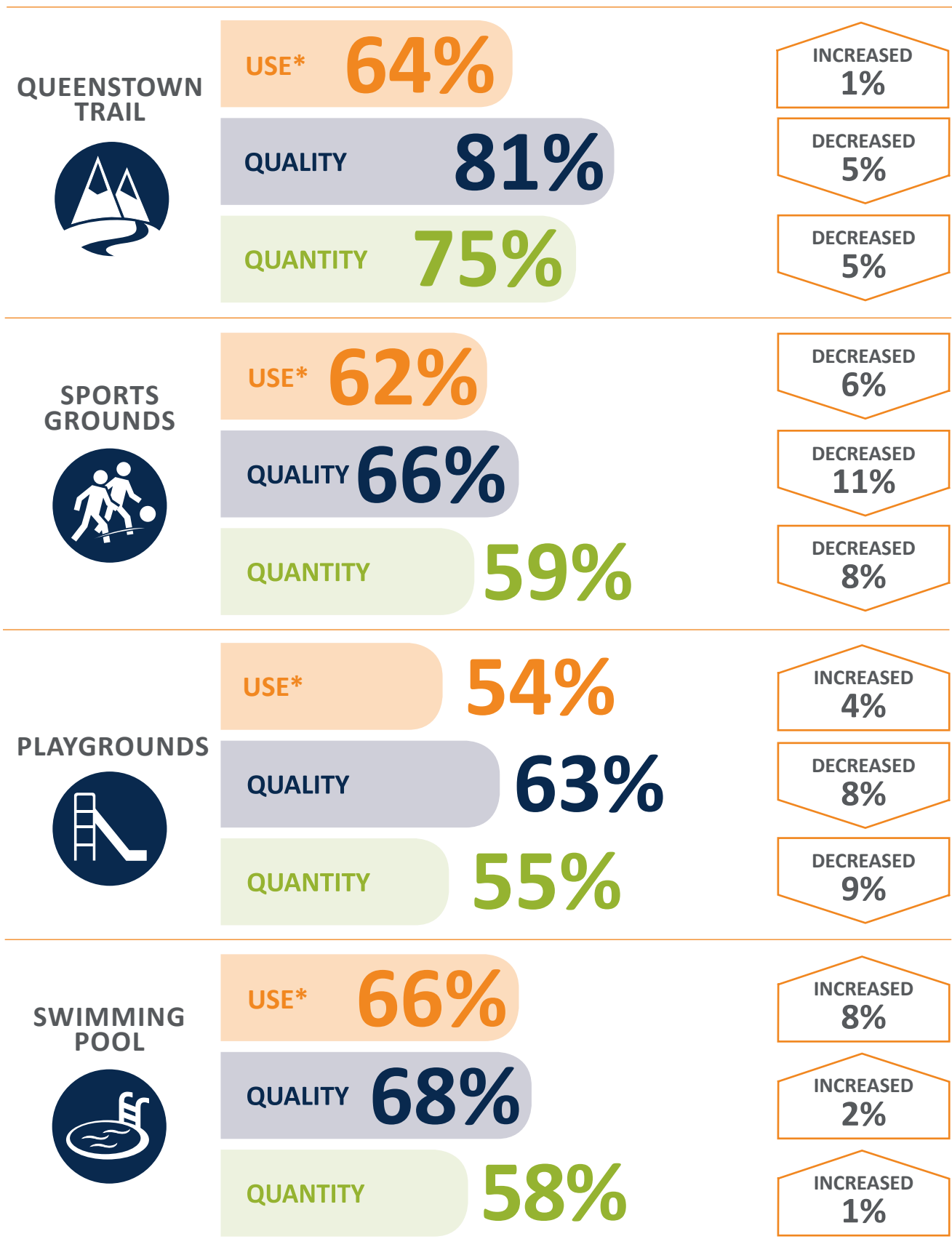
The summary below shows this year's total usage, as well as the satisfied result for quality and quantity of community services for each measure; percent change from 2017's results is also shown.

## Community Services Results



\*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\* **64%**

QUALITY

**58%**

QUANTITY

**57%**

INCREASED  
**2%**

DECREASED  
**11%**

DECREASED  
**6%**

## LIBRARIES



USE\* **66%**

QUALITY

**72%**

QUANTITY

**66%**

INCREASED  
**1%**

DECREASED  
**9%**

DECREASED  
**5%**

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

# Community Services | Public Toilets | Use

## 2018 Total Results

Almost all (91%) of respondents have used a public toilet at least once in the last year. Three percent of respondents mention they have used the public toilets daily, 20% weekly, and 20% monthly.



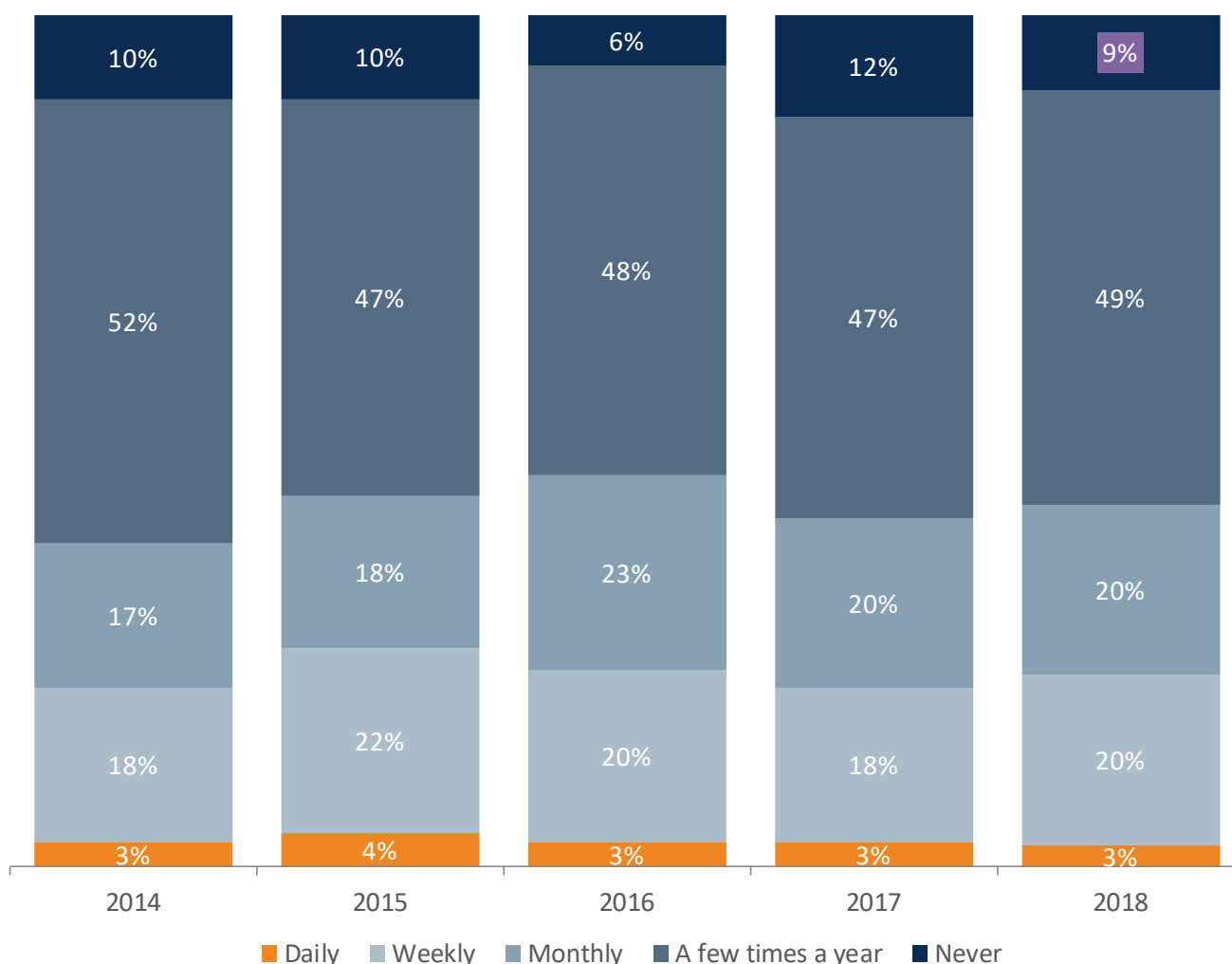
USE

91%

INCREASED  
3%

## 2014 - 2018 Total Results

Notably, the number respondents mentioning they have not used the public toilets has decreased significantly this year (9% cf. 2017, 12%), while use daily and weekly remain on a par with results from previous years.



# Community Services | Public Toilets | Quality

## 2018 Total Results

Just over half (52%) of respondents mention they are satisfied with the quality of public toilets. A further third (32%) give this a neutral rating and 15% of respondents are unsatisfied with the quality of public toilets.



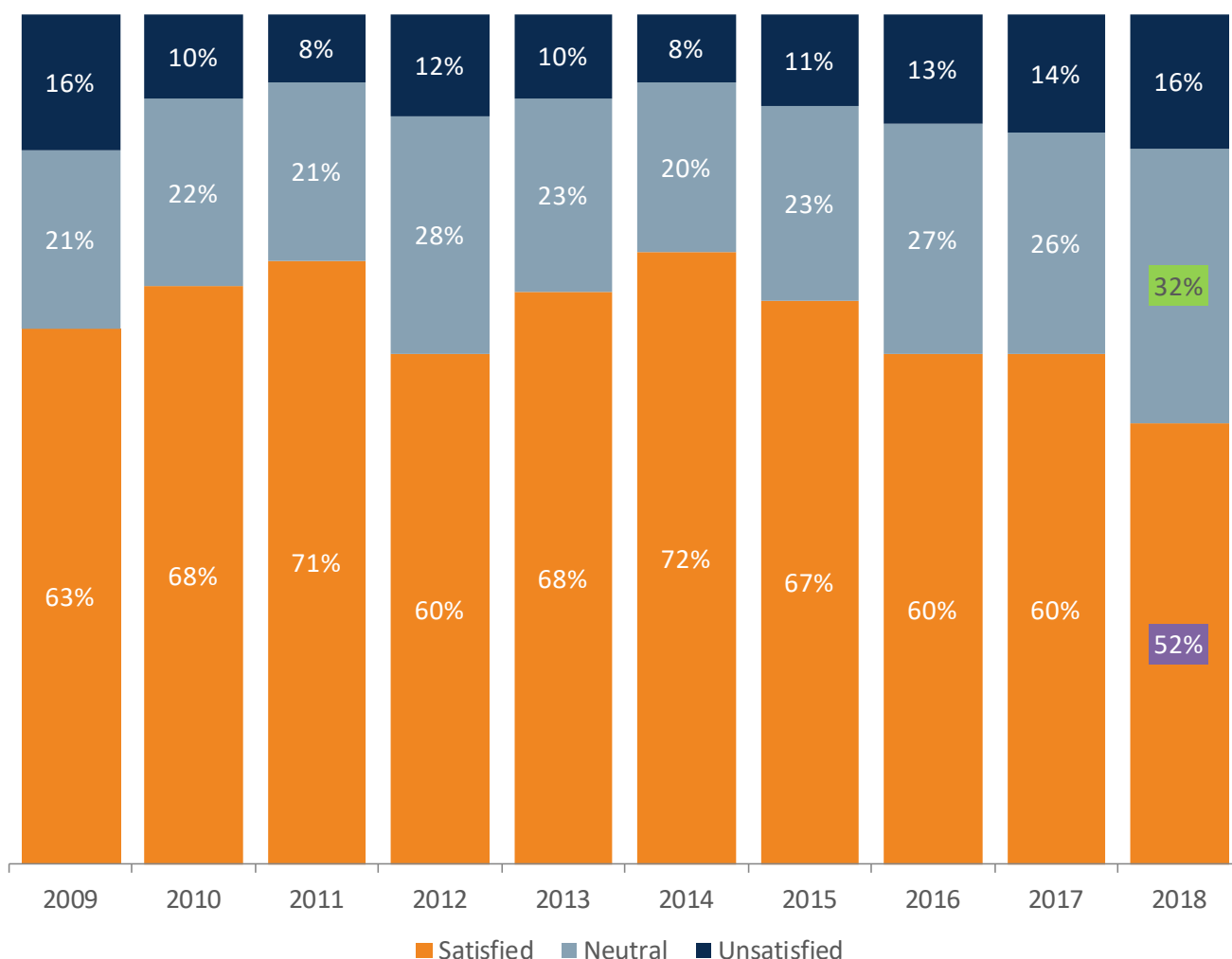
**SATISFIED**

**52%**

**DECREASED  
8%**

## 2009 - 2018 Total Results

Overall, satisfaction with the quality of public toilets has decreased significantly this year (52% cf. 2017, 60%); concurrently neutral ratings have increased significantly (32% cf. 2017, 26%). Unsatisfied ratings remain on a par with last year's results.





# Community Services | Public Toilets | Quantity

## 2018 Total Results

Around a third (37%) of respondents are satisfied with the quantity of public toilets. A further third (31%) of respondents give this a neutral rating and 31% are unsatisfied with the quantity of public toilets.



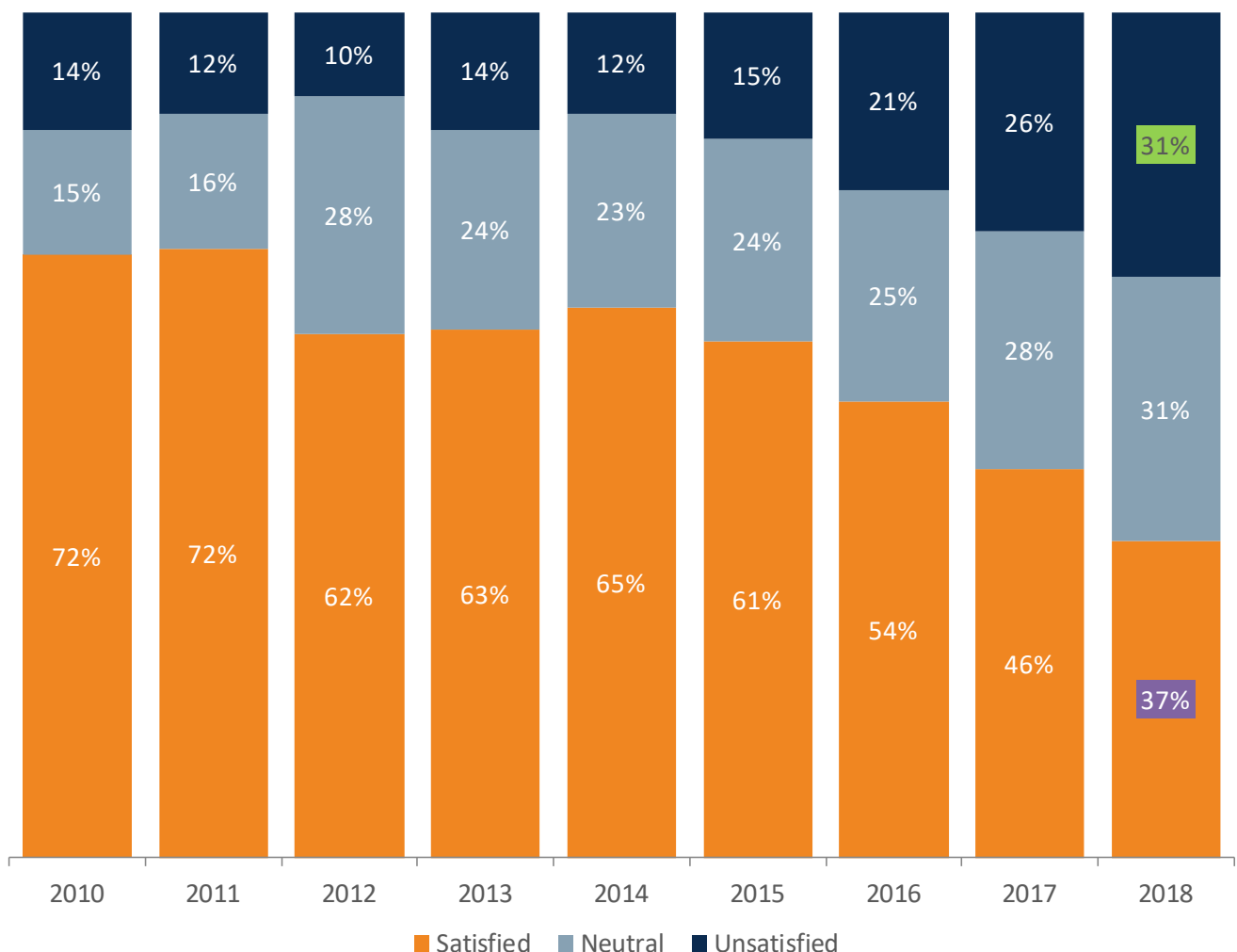
**SATISFIED**

**37%**

**DECREASED  
9%**

## 2009 - 2018 Total Results

Satisfaction with the quantity of public toilets has continuously decreased from 2014's results, with a significant decrease seen this year (37% cf. 2017, 46%). Concurrently, respondents mentioning they are unsatisfied with the quantity of public toilets has increased steadily since 2014's results, with a significant increase seen in this year's results (31% cf. 2017, 26%).



# Community Services | Parks, Reserves, and Gardens | Use

## 2018 Total Results

The majority of respondents (98%) have used a park, reserve, or garden in the last year. Specifically, 18% of respondents mention they use a parks, reserves, or gardens daily, 38% use them weekly, 18% indicate they use them monthly.



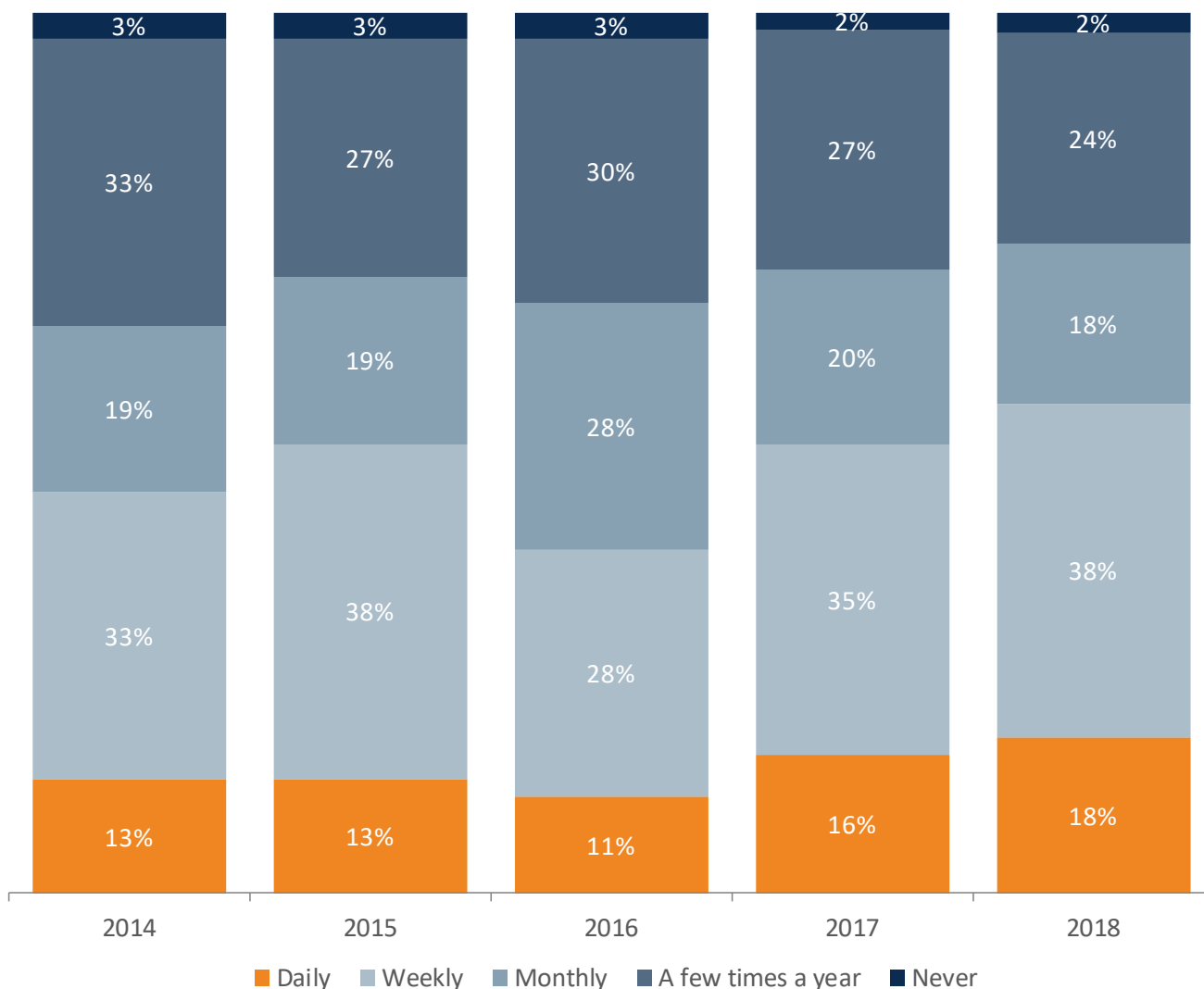
USE

98%

NO CHANGE

## 2014 - 2018 Total Results

Overall, daily and weekly use of parks, reserves, and gardens have both increased 5% (each) compared to 2014's results. Notably, residents mentioning they only use the parks, reserves, or gardens a few times a year has decreased 9% from 2014's results.



# Community Services | Parks, Reserves, and Gardens | Quality

## 2018 Total Results

Seventy-eight percent of respondents are satisfied with the quality of parks, reserves, and gardens. Following this, 15% give the parks, reserves, and gardens quality a neutral rating, and 6% of respondents are unsatisfied with this.



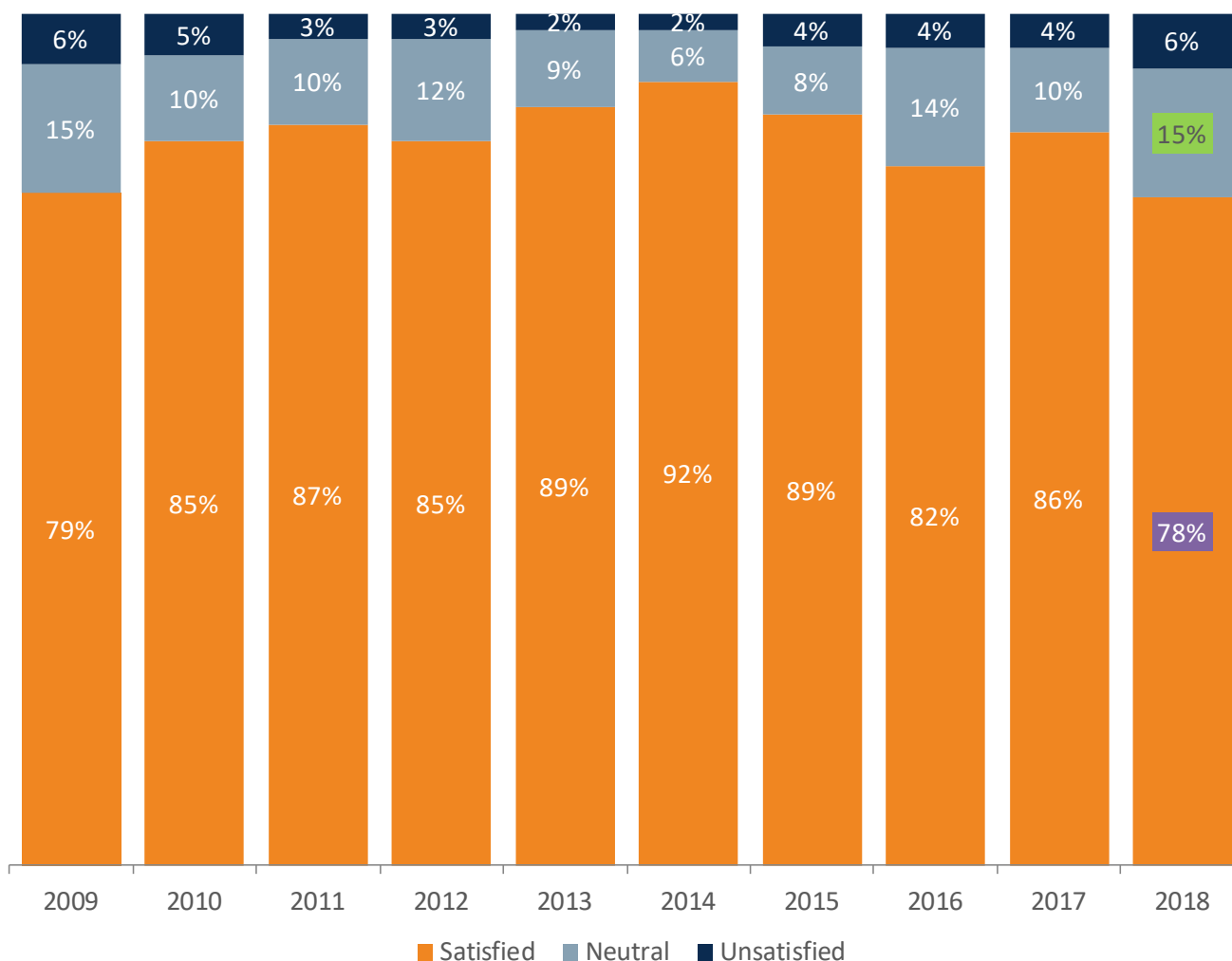
SATISFIED

78%

DECREASED  
8%

## 2009 - 2018 Total Results

Overall satisfaction has decreased significantly this year (78% cf. 2017, 86%), while neutral ratings have increased significantly (15% cf. 2017, 10%). However, this year's results are on a par with results from 2009.



# Community Services | Parks, Reserves, and Gardens | Quantity

## 2018 Total Results

Sixty-seven percent of respondents are satisfied with the quantity of parks, reserves, and gardens. A further quarter of respondents (24%) rate the quantity of parks, reserves, and gardens as neutral and 9% are unsatisfied with this.

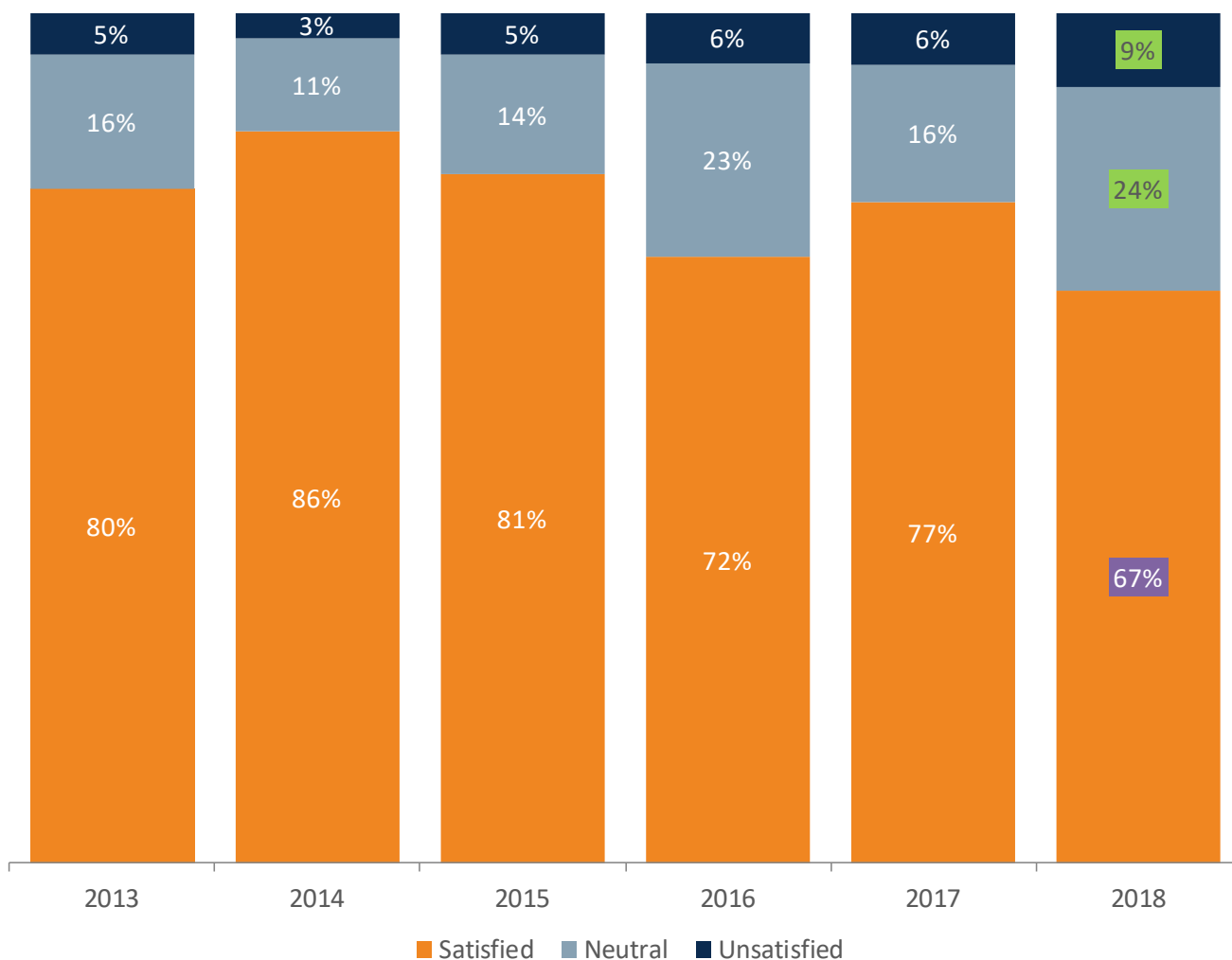


**SATISFIED 67%**

**DECREASED  
10%**

## 2013 - 2018 Total Results

This year, satisfied results have decreased significantly (67% cf. 2017, 77%), while respondents giving neutral ratings (24% cf. 2017, 16%) and unsatisfied ratings (9% cf. 2017, 6%) have both increased significantly. With the exception of 2017, satisfaction with the quantity of parks, reserves, and gardens has decreased steadily since 2014.



# Community Services | Trails, Walkways, and Cycleways | Use

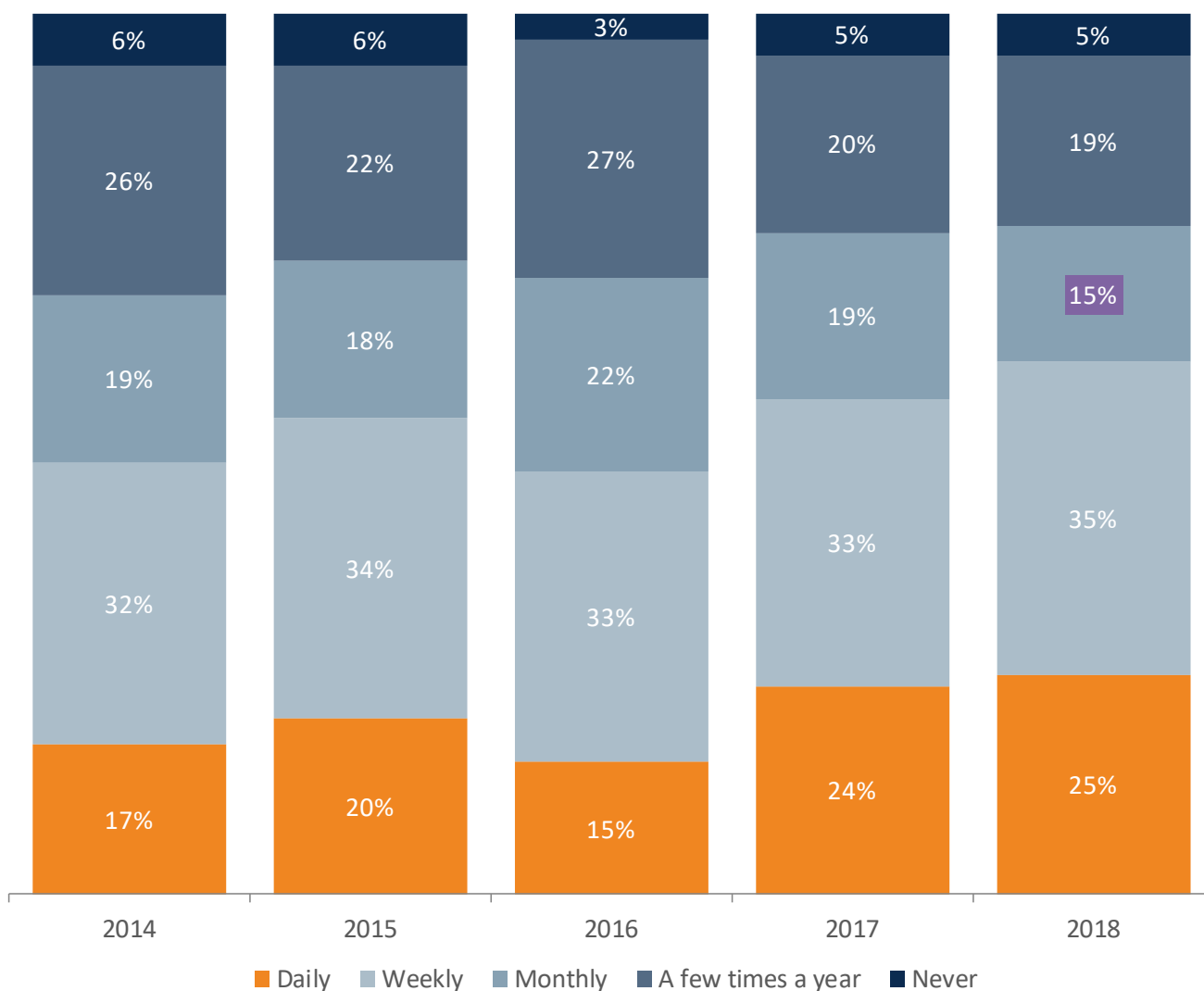
## 2018 Total Results

Most (95%) of respondents mention they have used a trail, walkway, or cycleway. Specifically, a quarter (25%) use a trail, walkway, or cycleway daily, 35% weekly, and 15% monthly.



## 2014 - 2018 Total Results

Daily use remains on a par with last year's results, however this has increased 10% since 2016's results. Monthly use has decreased significantly this year (15% cf. 2017, 19%) and although not statistically significant, weekly use has increased 2% from last year's results.



# Community Services | Trails, Walkways, and Cycleways | Quality

## 2018 Total Results

Over three quarters (81%) of respondents are satisfied with the quality of trails, walkways, and cycleways. A further 14% give this a neutral rating and 5% of respondents are unsatisfied with the quality of trails, walkways, and cycleways.



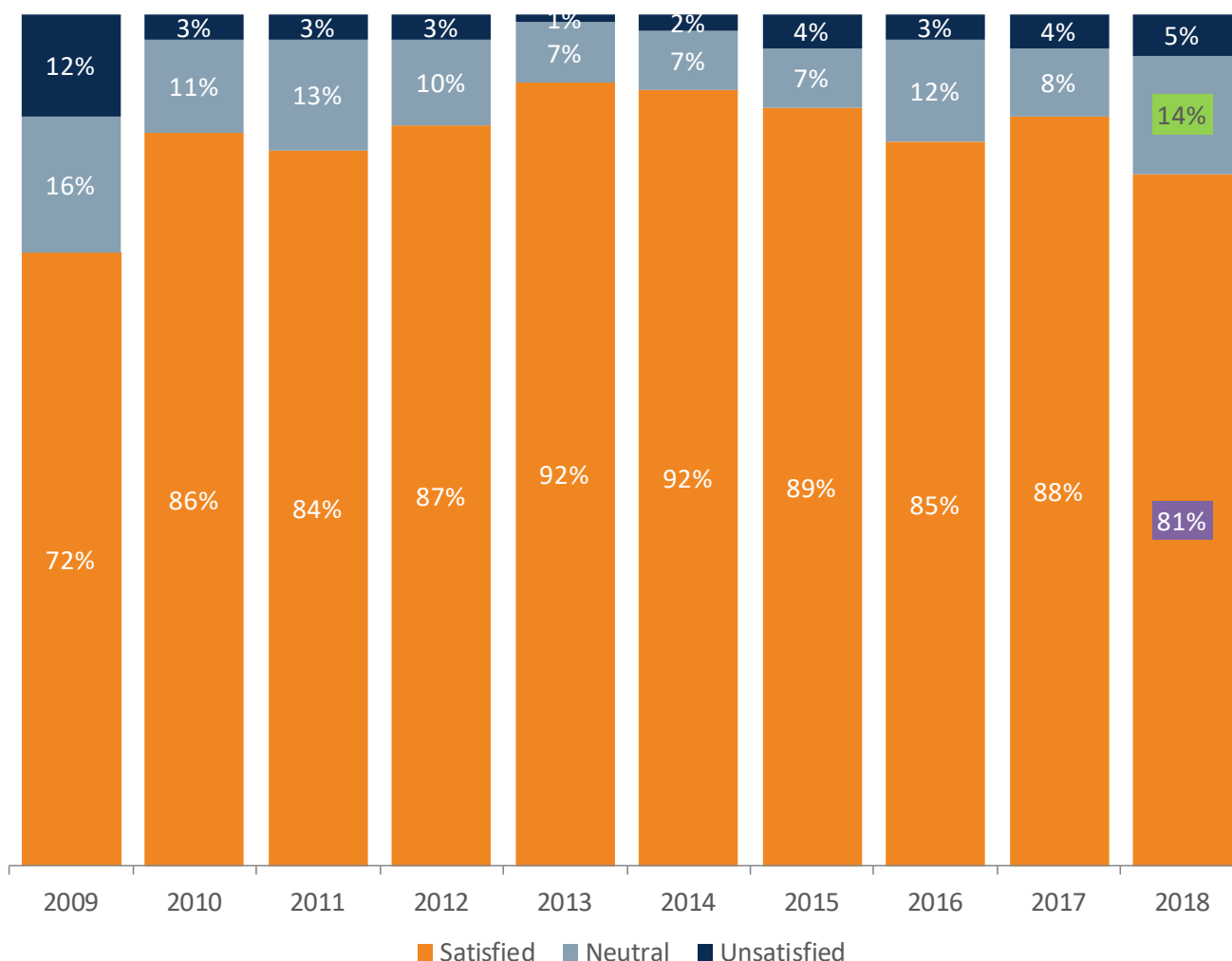
**SATISFIED**

**81%**

**DECREASED  
7%**

## 2009 - 2018 Total Results

Compared to last year's results, satisfied results have decreased significantly this year (81% cf. 2017, 88%), while neutral ratings have increased significantly (14% cf. 2017, 8%). Satisfaction has increased 9% since 2009.



# Community Services | Trails, Walkways, and Cycleways | Quantity

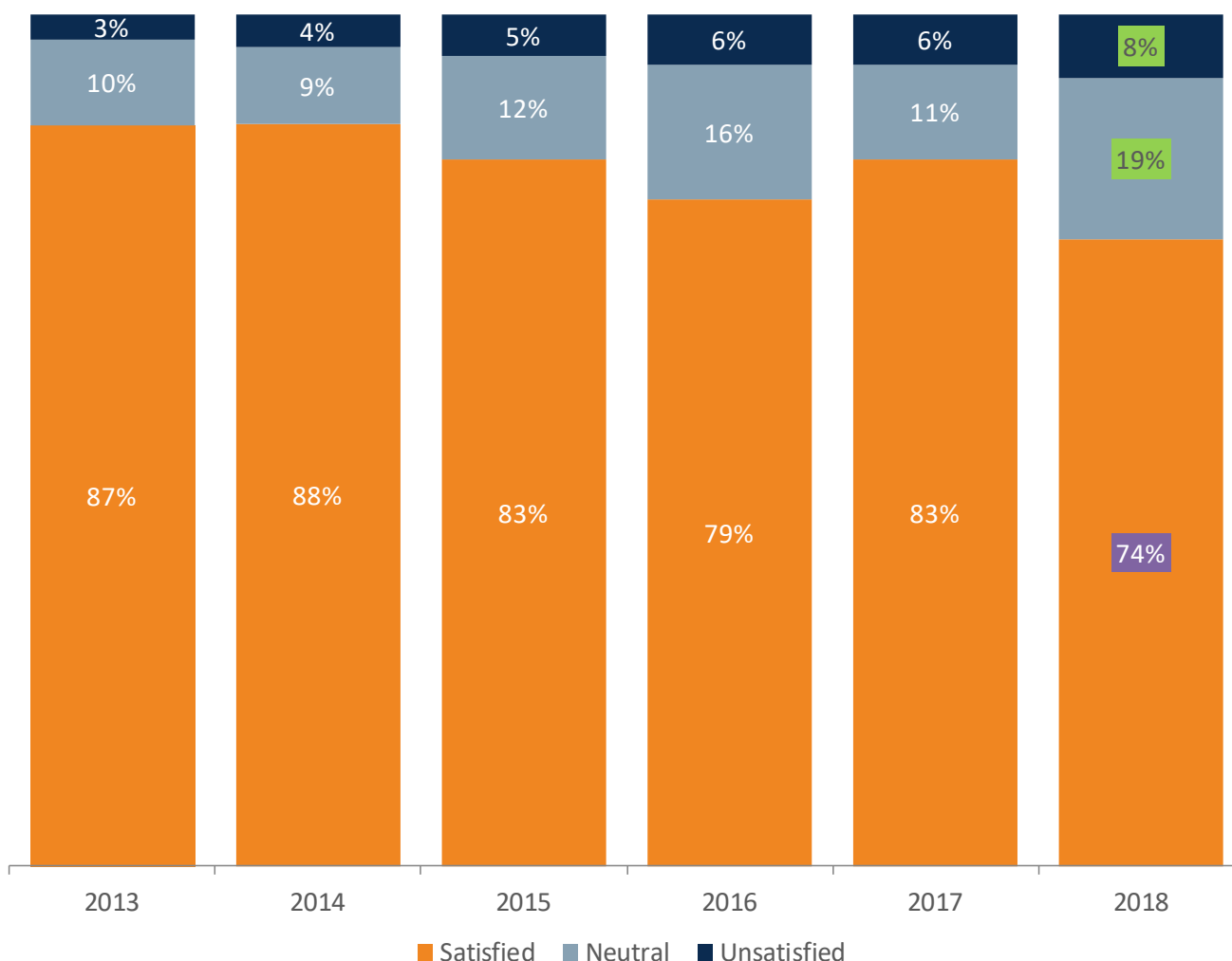
## 2018 Total Results

Seventy-four percent of respondents are satisfied with the quantity of trails, walkways, and cycleways. Eight percent of respondents are unsatisfied with the quantity of trails, walkways, and cycleways, and 19% give this a neutral rating.



## 2013 - 2018 Total Results

Satisfied results have decreased significantly this year (74% cf. 2017, 83%), while neutral (19% cf. 2017, 11%) and unsatisfied results (8% cf. 2017, 6%) have both increased significantly. This year's results are similar to results from 2016.



# Community Services | Queenstown Trail | Use

## 2018 Total Results

Sixty-four percent of respondents have used the Queenstown Trail. Specifically, 7% of respondents have used the Queenstown Trail daily, 18% weekly, 14% monthly, 25% a few times a year, and 43% never use the trail.



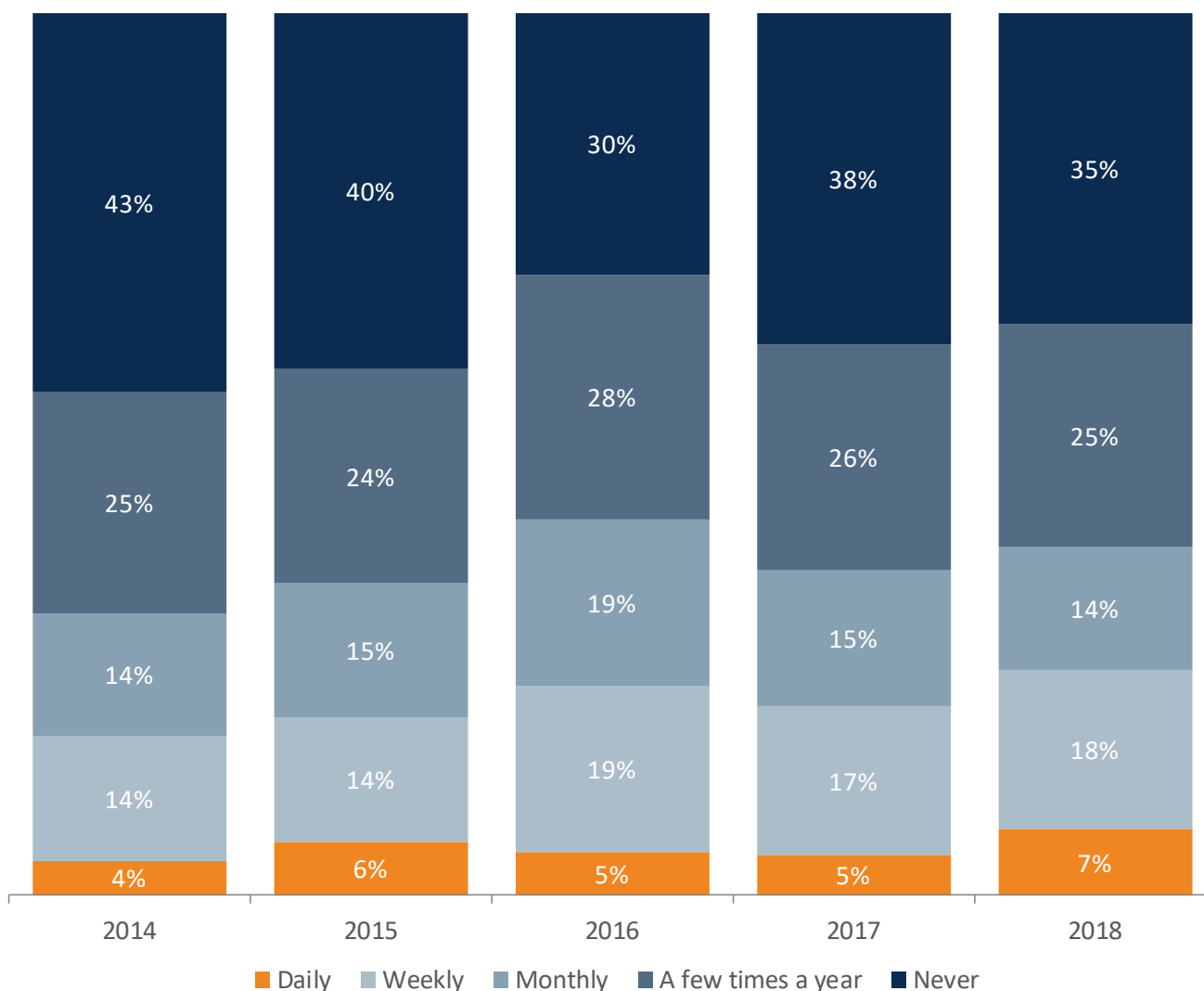
USE

64%

INCREASED  
1%

## 2014 - 2018 Total Results

Although not statistically significant, daily use of the Queenstown Trail has increased 2% compared to last year's results. Respondents mentioning they never use the Queenstown Trail has decreased 8% since 2014.





# Community Services | Queenstown Trail | Quality

## 2018 Total Results

Overall, 81% of respondents are satisfied with the quality of the Queenstown Trail. A further 16% give a neutral rating for the quality of the Queenstown Trail and 3% are unsatisfied with this.



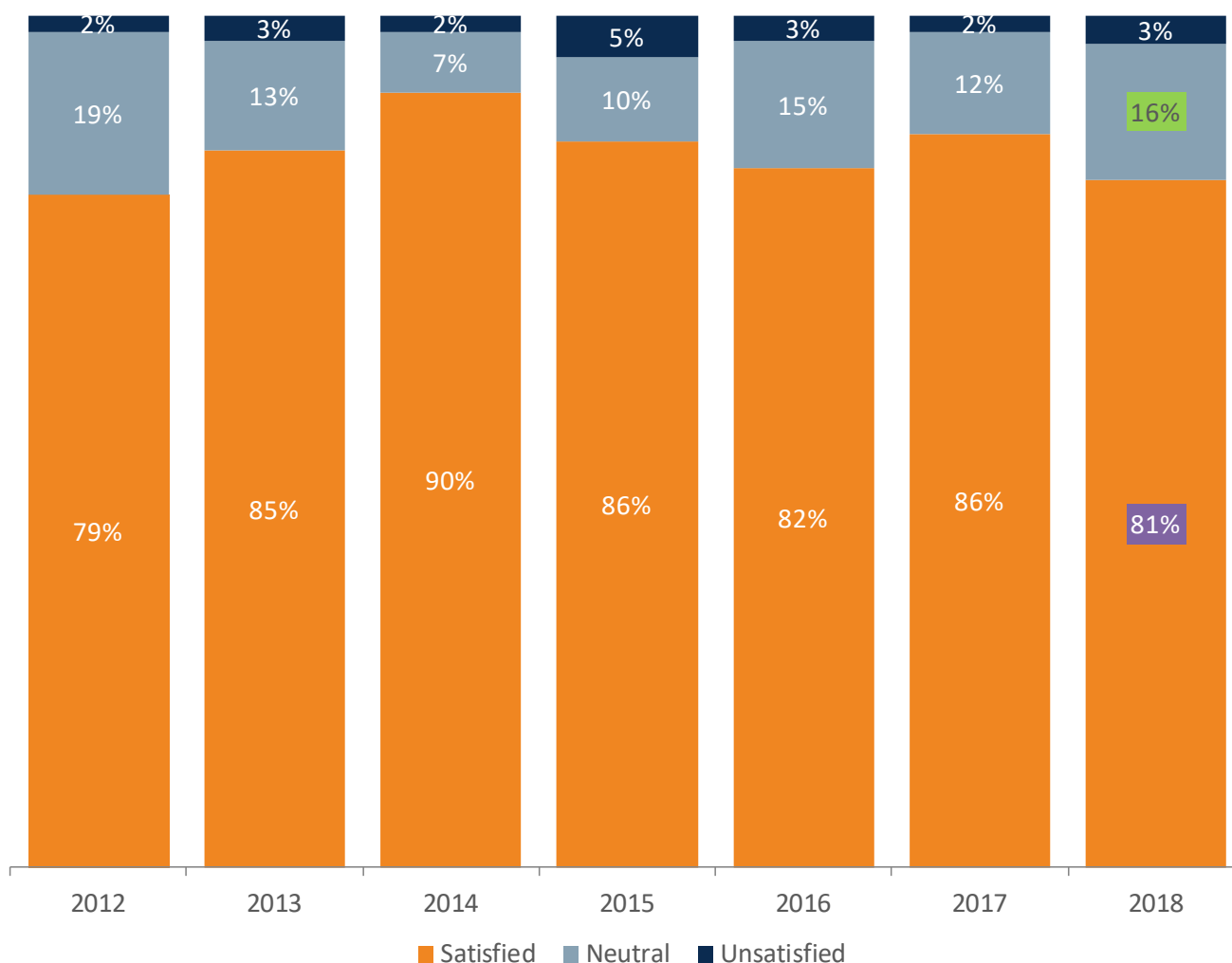
SATISFIED

81%

DECREASED  
5%

## 2012 - 2018 Total Results

Satisfied results have decreased significantly this year (81% cf. 2017, 86%), while neutral ratings have increased significantly (16% cf. 2017, 12%). This year's results are similar to results from 2016.



# Community Services | Queenstown Trail

## | Quantity

### 2018 Total Results

Three-quarters (75%) of respondents are satisfied with the quantity of Queenstown Trails. A further 21% give this a neutral rating, and 4% are unsatisfied with the quantity of Queenstown Trails.



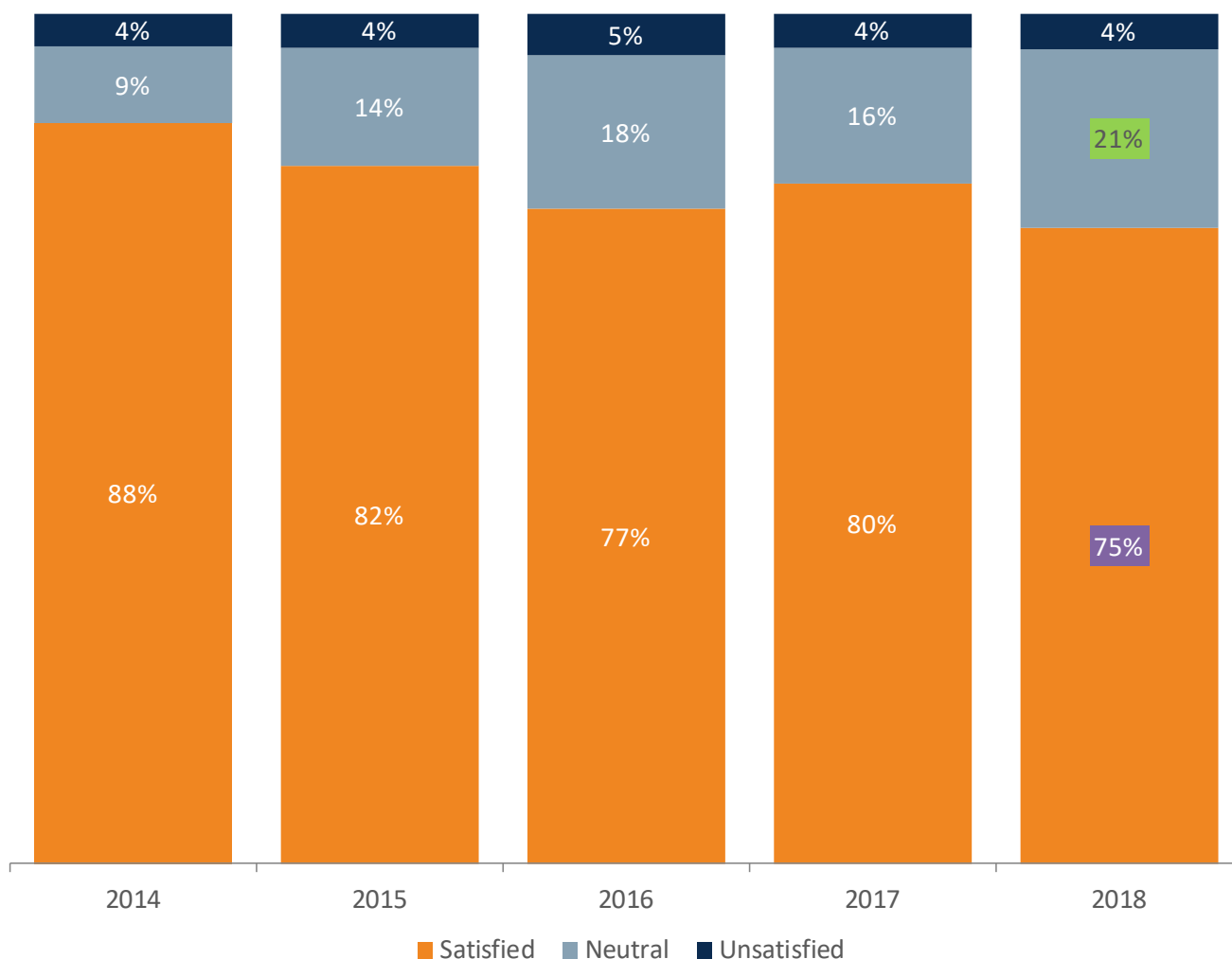
SATISFIED

75%

DECREASED  
5%

### 2014 - 2018 Total Results

Compared to 2017's results, satisfied results have decreased significantly (75% cf. 2017, 80%), concurrently neutral ratings have increased significantly (21% cf. 2017, 16%). Unsatisfied results have remained on a par with previous years' results, while satisfied ratings have continuously decreased and neutral ratings have continuously increased.



# Community Services | Sports Grounds | Use

## 2018 Total Results

Sixty-two percent of respondents have used a sports ground in the past twelve months. Two percent of respondents have used the sports grounds daily, 18% weekly, and 11% monthly.



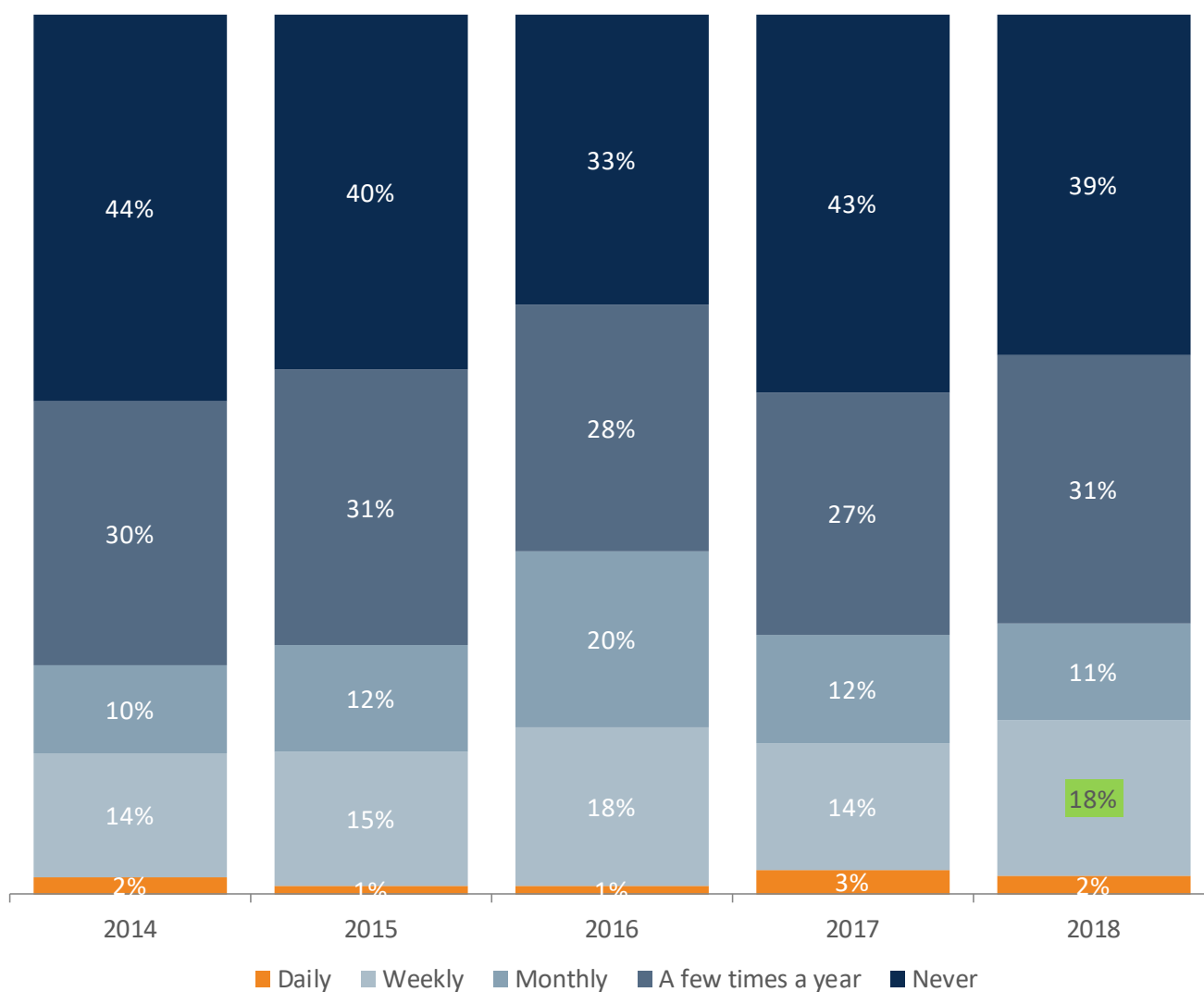
USE

62%

INCREASED  
6%

## 2014 - 2018 Total Results

Compared to last year's results, overall sports ground use has increased 6%. Specifically, respondents indicating they use sports grounds weekly have increased significantly this year (18% cf. 2017, 14%).



# Community Services | Sports Grounds | Quality

## 2018 Total Results

Two thirds (66%) of respondents are satisfied with the quality of sports grounds. A further 27% give the quality of sports grounds a neutral rating, while 7% are unsatisfied with this.

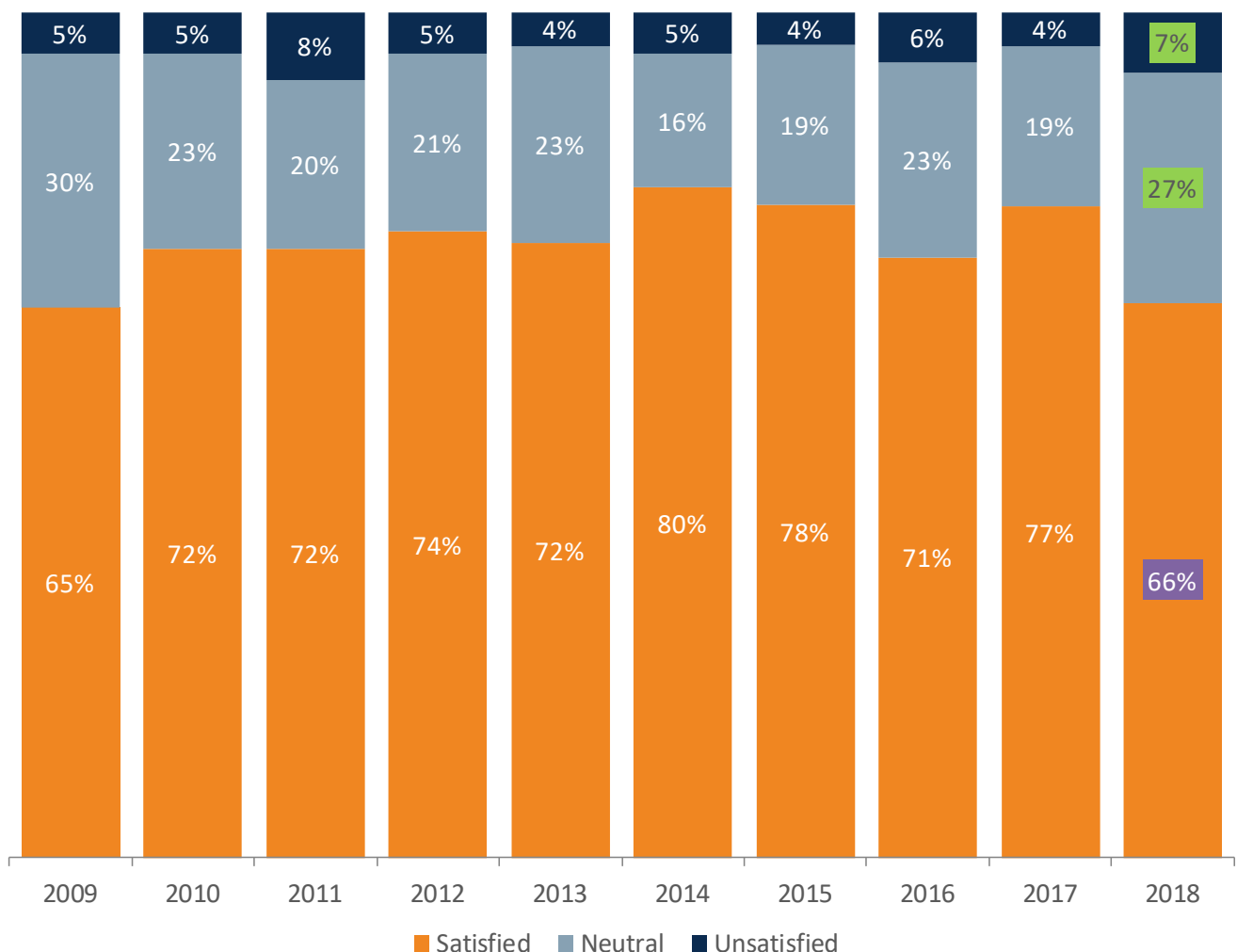


**SATISFIED 66%**

**DECREASED  
11%**

## 2009 - 2018 Total Results

Satisfied results have decreased significantly this year (66% cf. 2017, 77%), while neutral ratings (27% cf. 2017, 19%) and unsatisfied ratings (7% cf. 2017, 4%) have both increased significantly. This year's satisfied results are on a par with results from 2009.



# Community Services | Sports Grounds | Quantity

## 2018 Total Results

Over half (59%) of respondents are satisfied with the quantity of sports grounds in the area. Twenty-nine percent of respondents give a neutral rating for the quantity of sports grounds and 11% are unsatisfied with this.



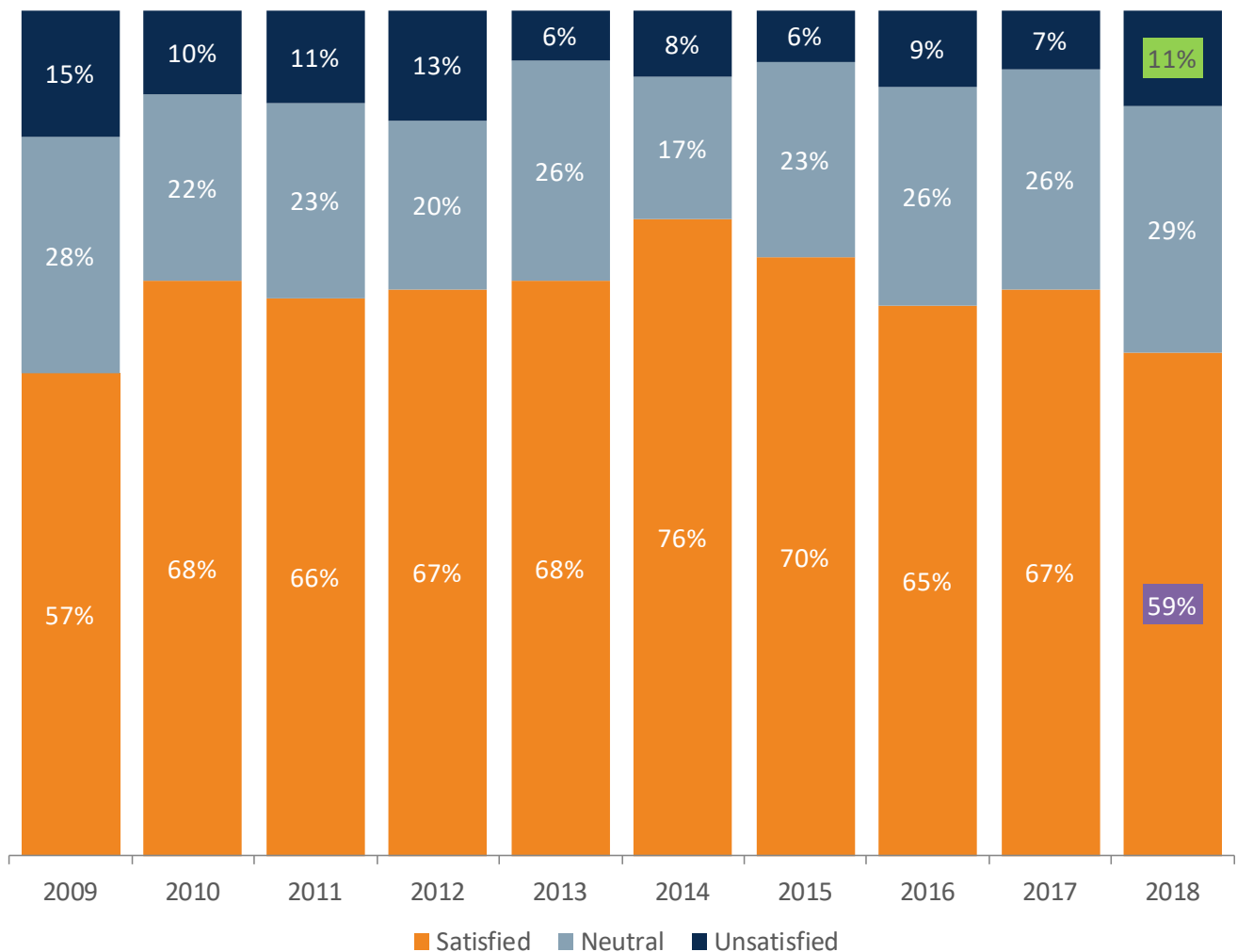
**SATISFIED**

**59%**

**DECREASED  
8%**

## 2009 - 2018 Total Results

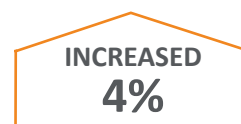
Satisfied results have decreased significantly this year (59% cf. 2017, 67%), while unsatisfied results have increased significantly (11% cf. 2017, 7%). This year's results are similar to results from 2009.



# Community Services | Playgrounds | Use

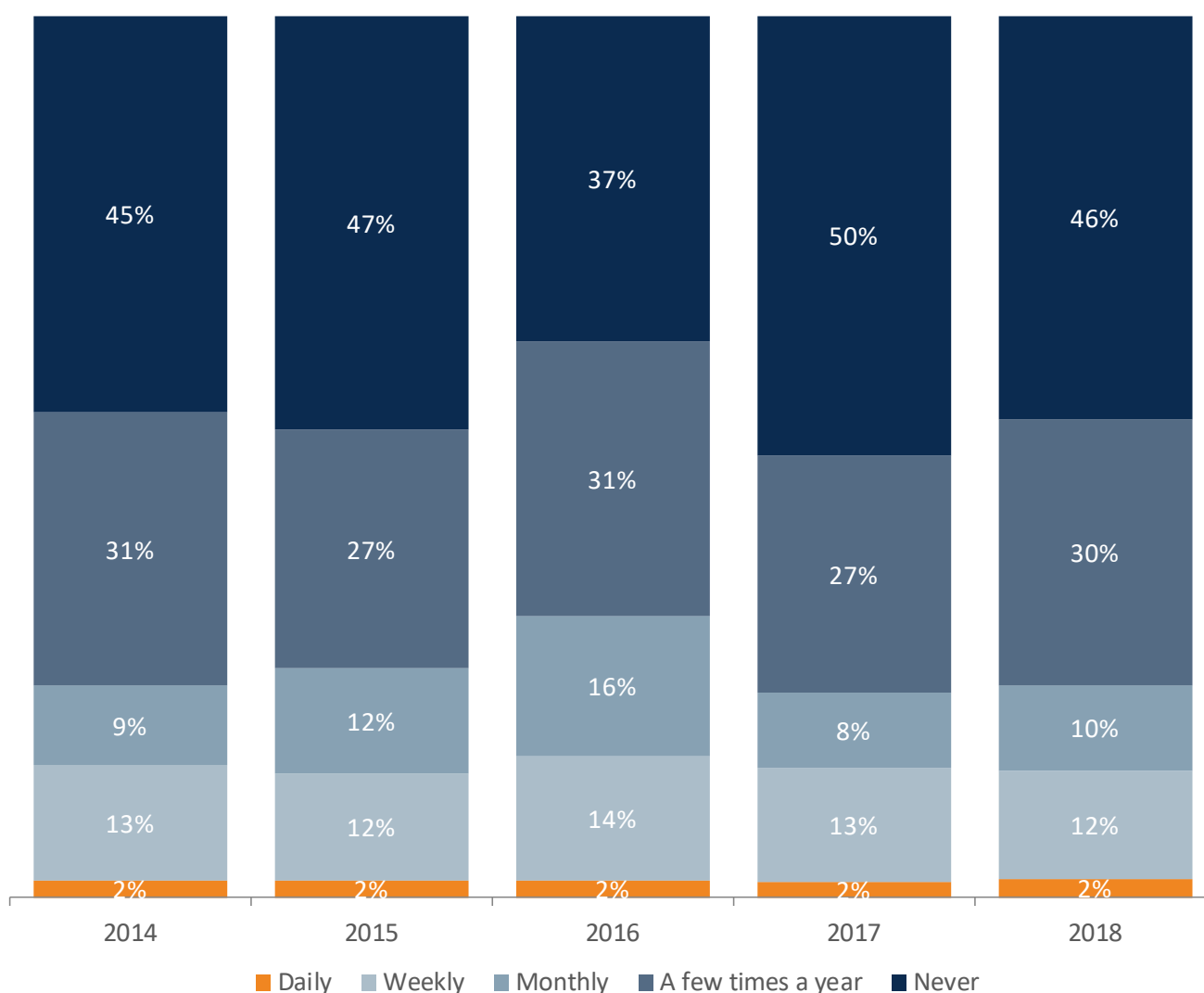
## 2018 Total Results

Fifty-four percent of respondents have used a playground in the past twelve months. Specifically, 2% mention they use a playground daily, 12% weekly, and 10% monthly. A further 30% of respondents mention they use playgrounds a few times a year.



## 2014 - 2018 Total Results

Overall use is similar to last year's results. Daily use of playgrounds has remained consistent since 2014. Compared to results from 2016, respondents using playgrounds monthly has decreased 6%.



# Community Services | Playgrounds | Quality

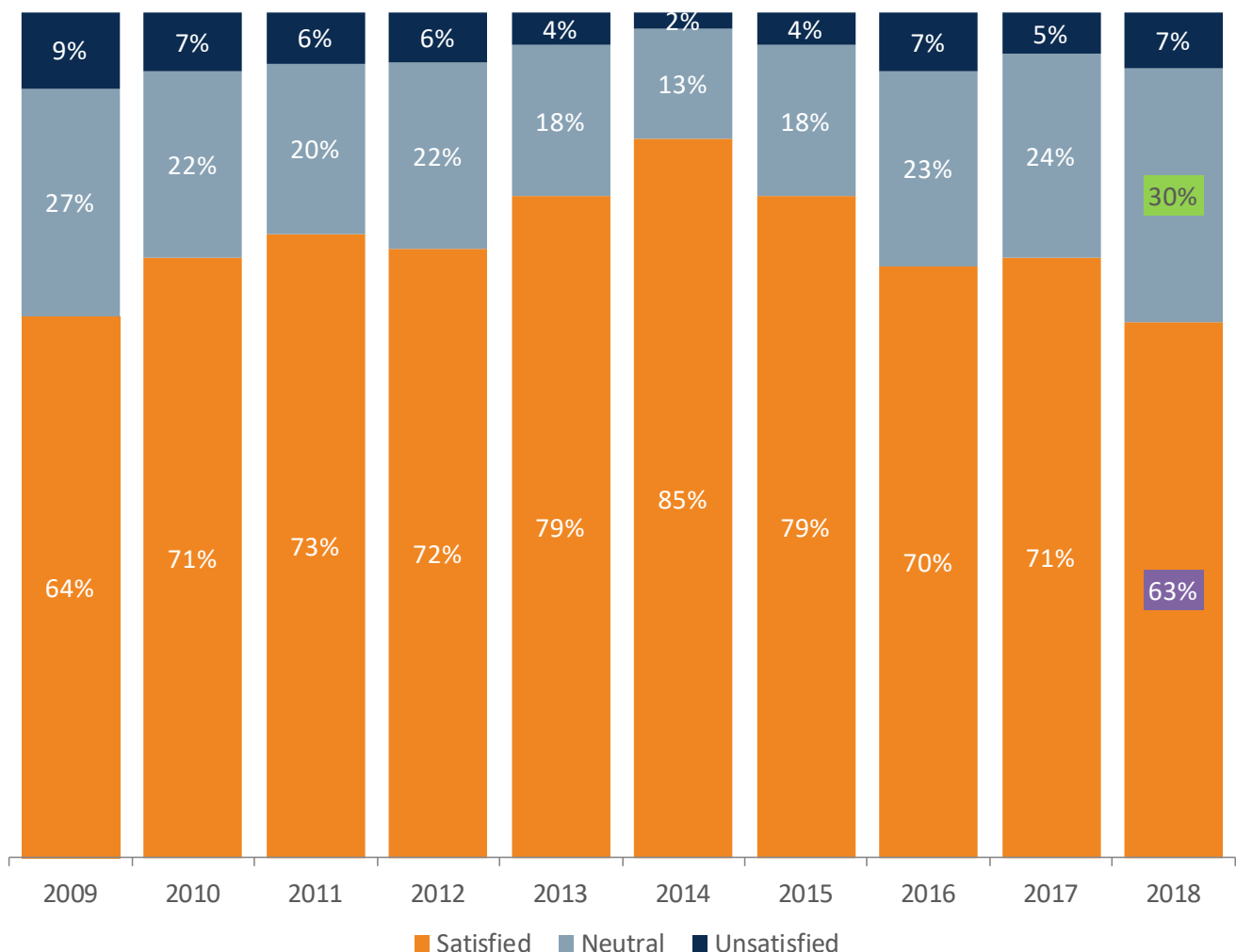
## 2018 Total Results

Sixty-three percent of respondents are satisfied with the quality of playgrounds. Almost a third (30%) give the quality of playgrounds a neutral rating and 7% are unsatisfied with this.



## 2009 - 2018 Total Results

There has been a significant decrease in satisfied results this year (63% cf. 2017, 71%) and an increase in neutral ratings (30% cf. 2017, 24%). This year's results are similar to results from 2009.



# Community Services | Playgrounds | Quantity

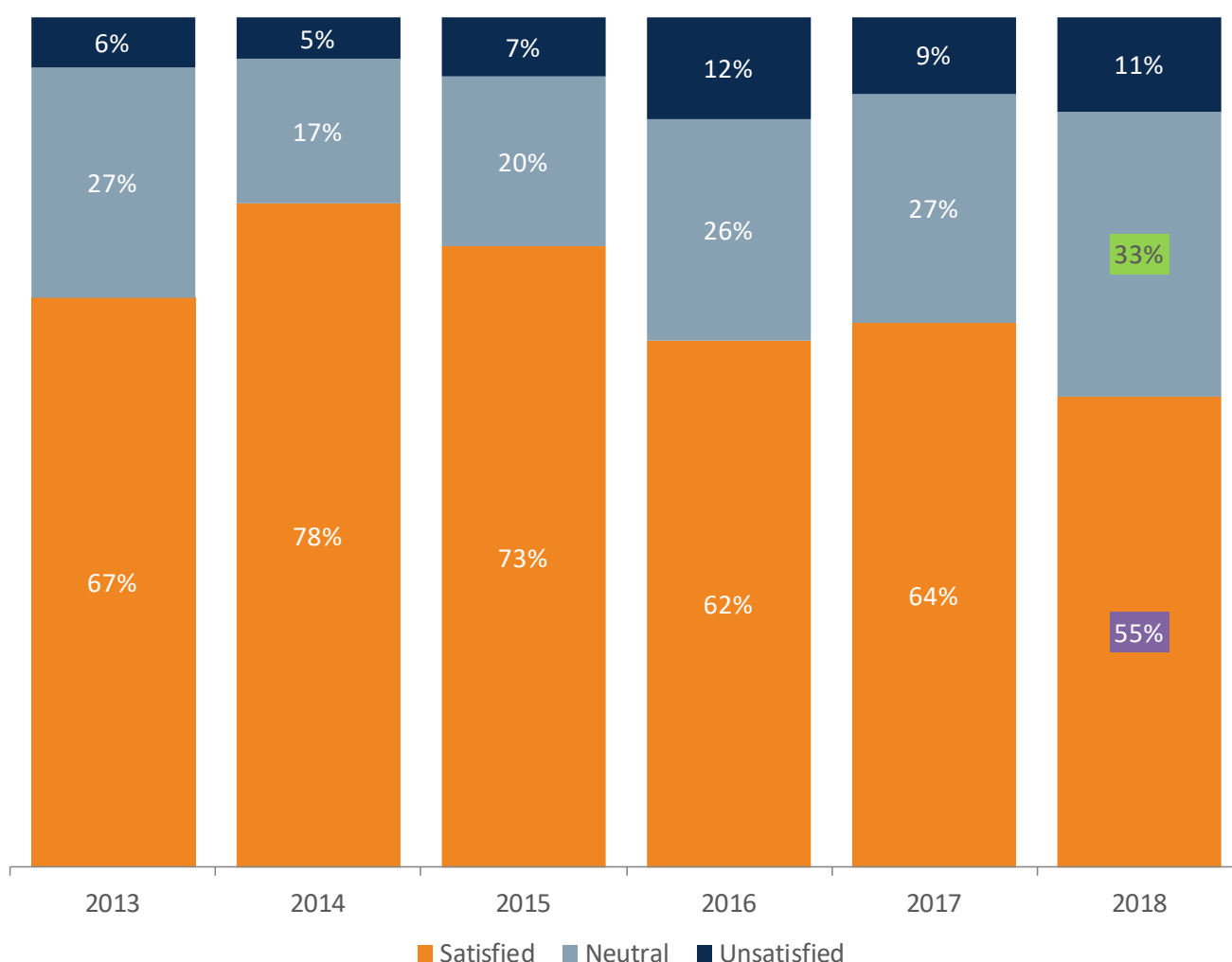
## 2018 Total Results

Just over half (55%) of respondents are satisfied with the quantity of playgrounds. Following this, a third (33%) of respondents give the quantity of playgrounds a neutral rating and 11% are unsatisfied with this.



## 2013 - 2018 Total Results

Overall satisfied results have decreased significantly this year (55% cf. 2017, 64%), while neutral ratings have increased significantly (33% cf. 2017, 27%). Although not statistically significant, unsatisfied results have also increased 2% this year.





# Community Services | Swimming Pools | Use

## 2018 Total Results

Sixty-six percent of respondents have used a swimming pool in the past twelve months. Specifically, 3% of respondents mention they use a swimming pool daily, 19% weekly, and 14% monthly.



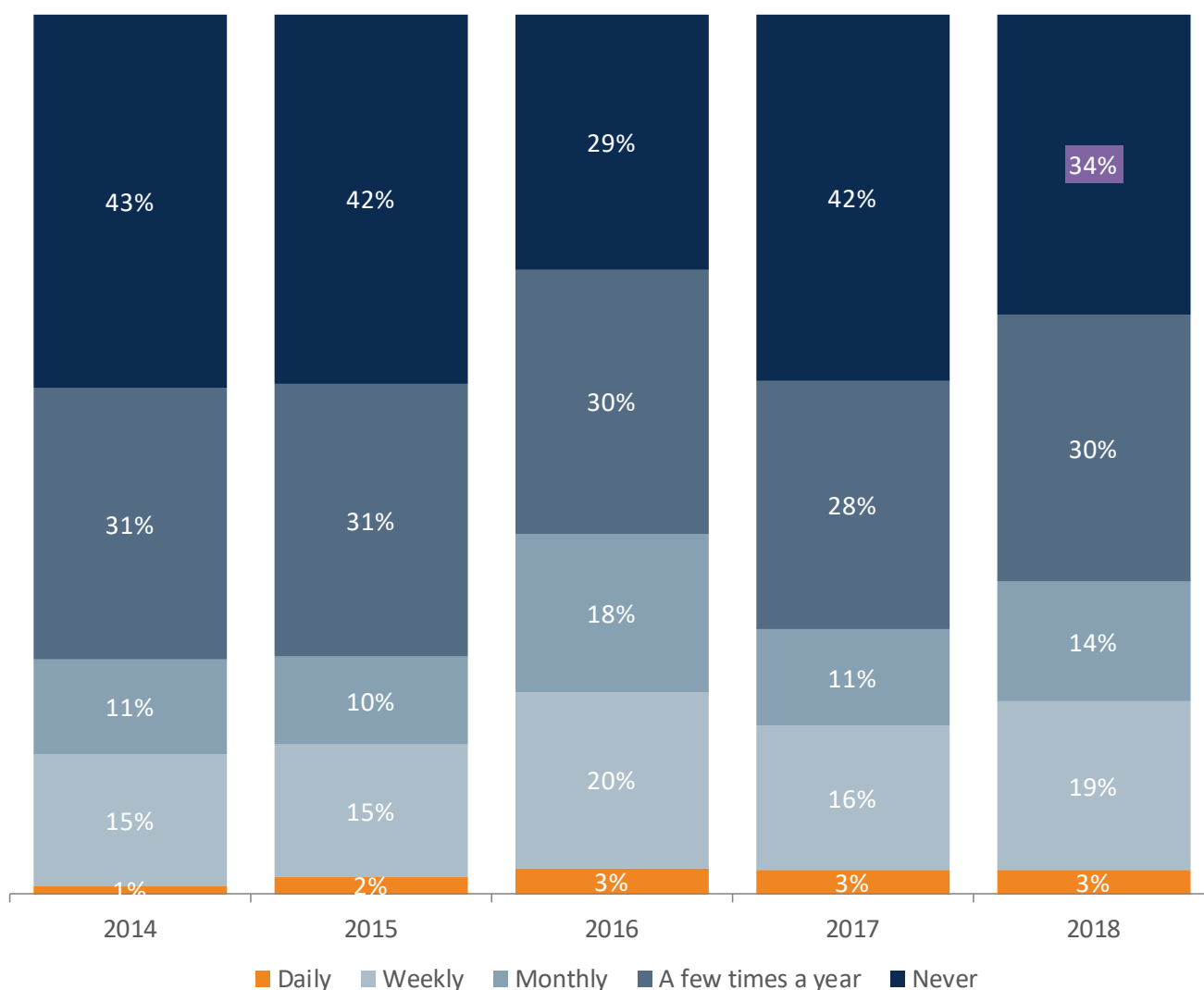
USE

66%

INCREASED  
8%

## 2014 - 2018 Total Results

Compared to last year, overall use has increased 8% while respondents mentioning they never use the swimming pools has decreased significantly (34% cf. 2017, 42%).



# Community Services | Swimming Pools | Quality

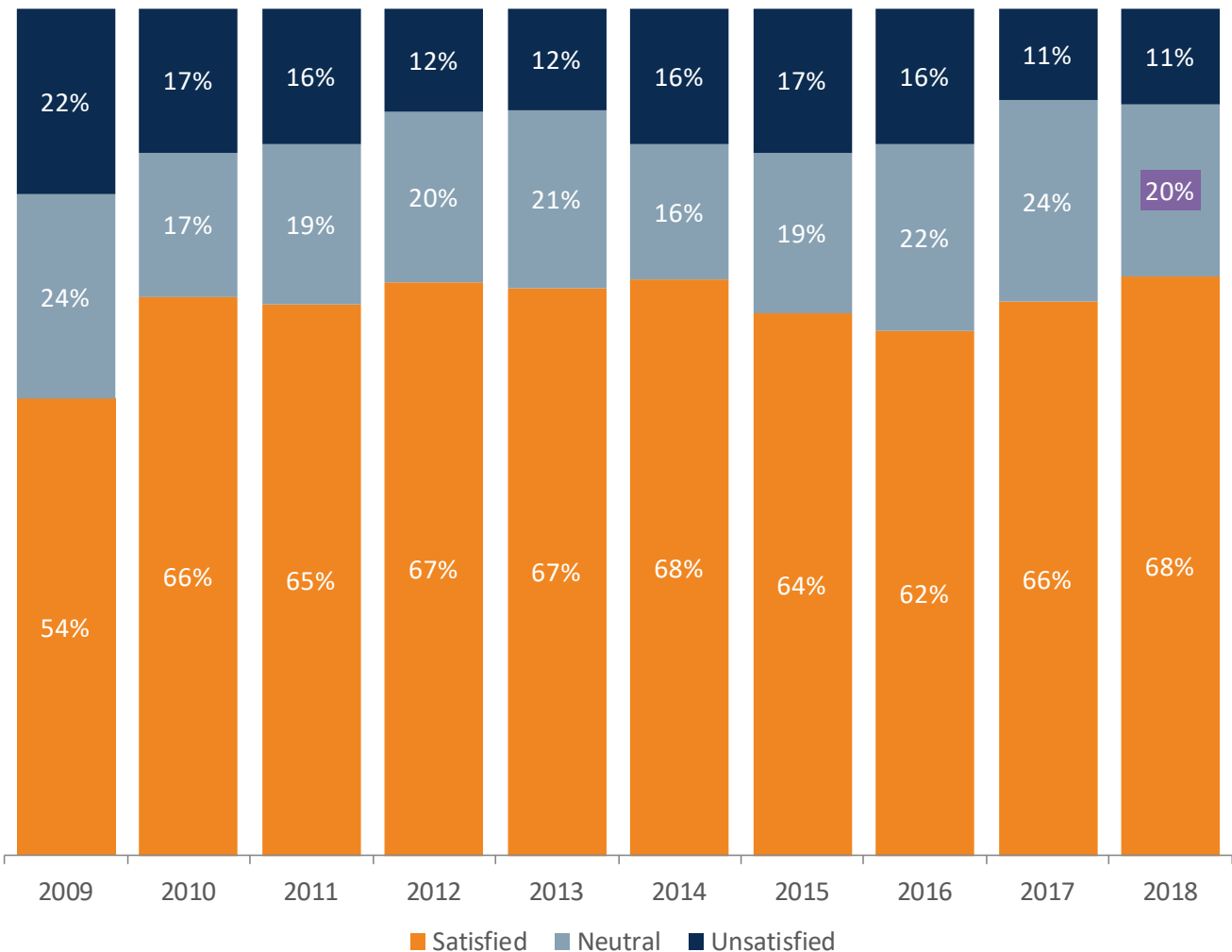
## 2018 Total Results

Overall, 68% of respondents are satisfied with the quality of swimming pools. A further 20% give this a neutral rating and 11% are unsatisfied with the quality of swimming pools.



## 2009 - 2018 Total Results

Although not statistically significant, satisfaction with the quality of swimming pools has increased 2% this year; neutral ratings have decreased 4%, a significant change (20% cf. 2017, 24%). This year's increase in satisfaction continues a trend of increasing satisfaction which began in 2016.



# Community Services | Swimming Pools | Quantity

## 2018 Total Results

Over half (58%) of respondents are satisfied with the quantity of swimming pools. A quarter (25%) give the quantity of the pools a neutral rating and 16% are unsatisfied with this.



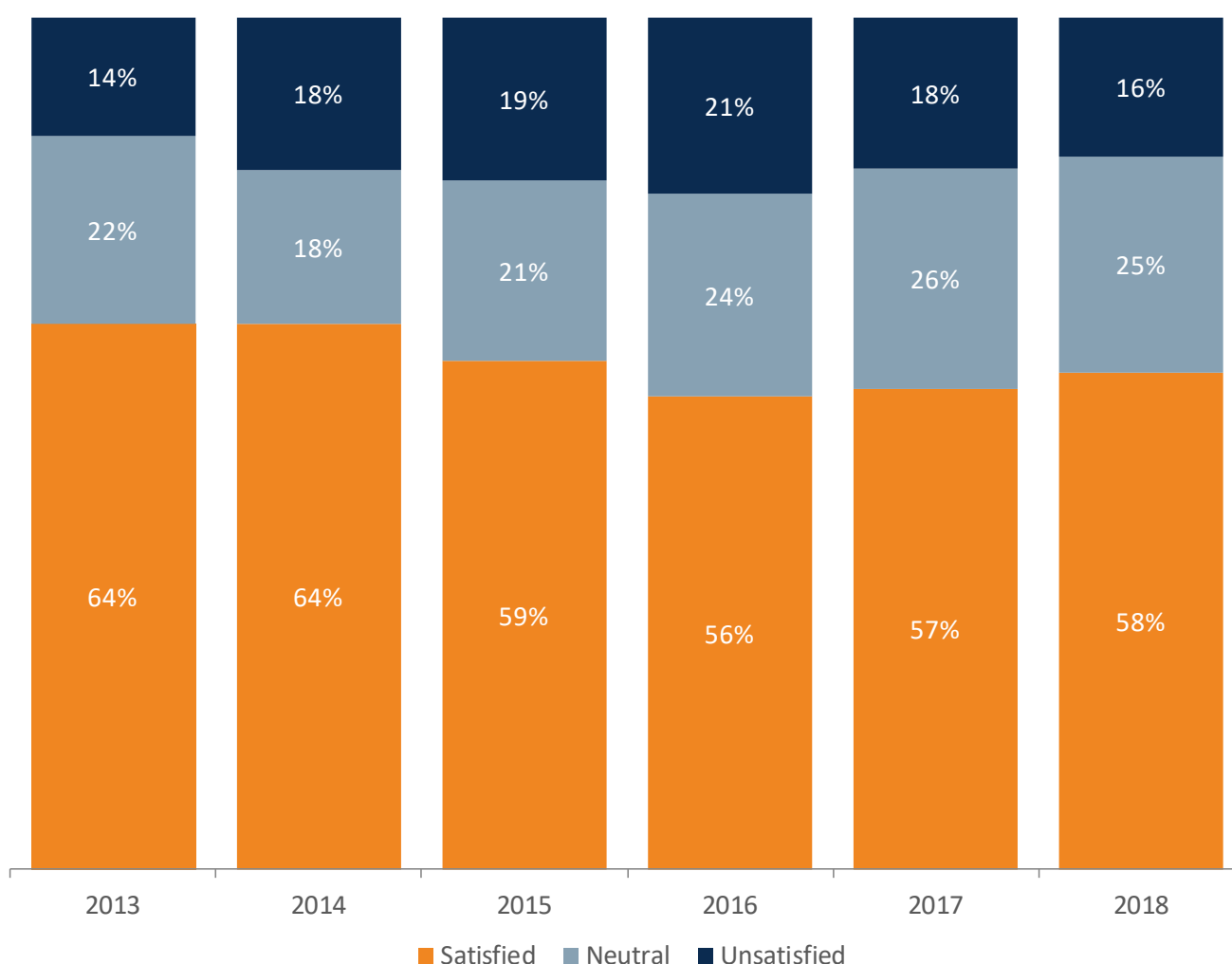
**SATISFIED**

**58%**

INCREASED  
**1%**

## 2013 - 2018 Total Results

This year's results are on a par with previous years' results. Compared to results from 2016, unsatisfied results have decreased 5%.



# Community Services | Community Halls | Use

## 2018 Total Results

Sixty-four percent of respondents indicate they use community halls. Half (51%) of these respondents mention they use community halls a few times a year, 9% use a hall monthly, and 4% use a hall weekly.



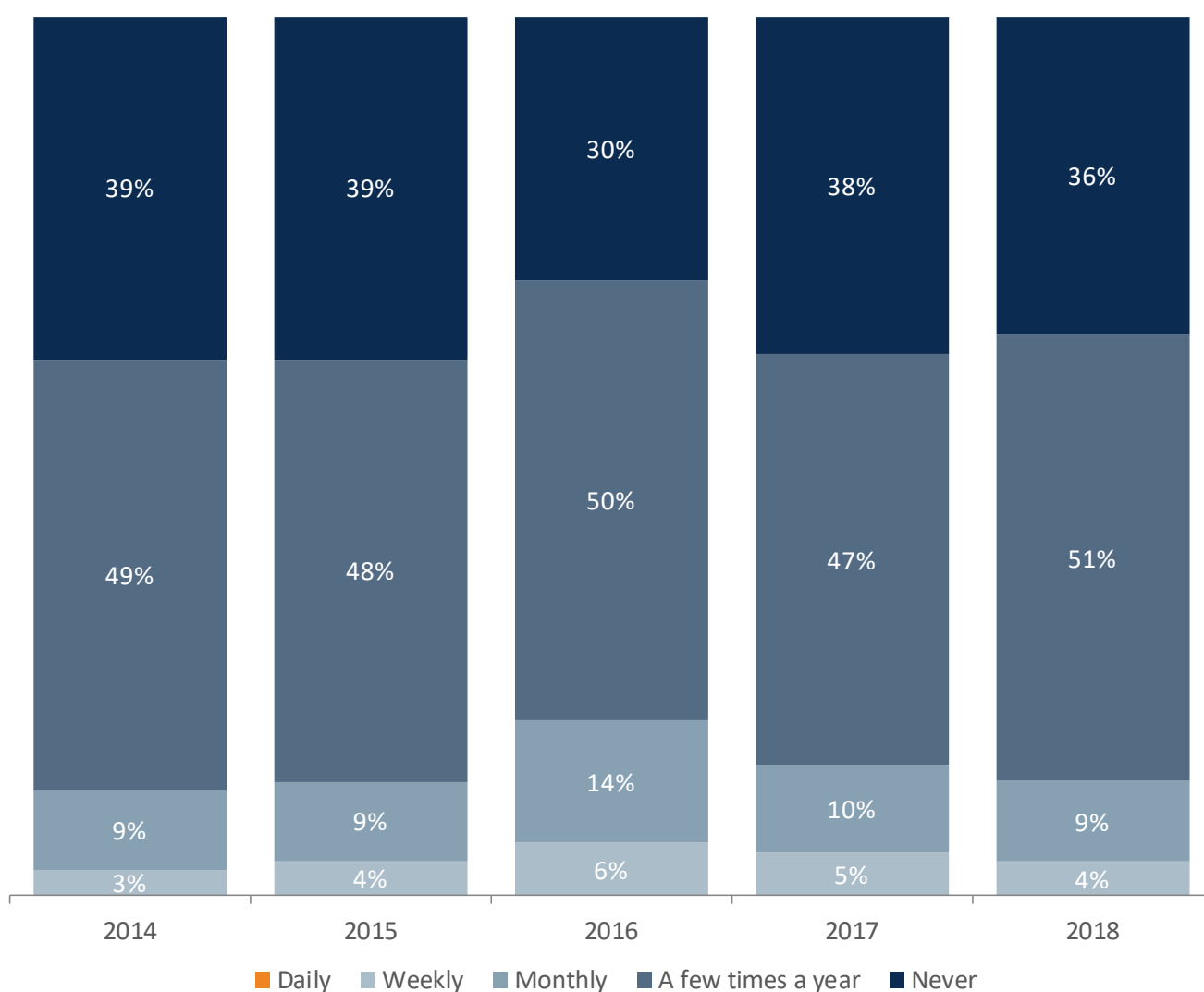
USE

64%

INCREASED  
2%

## 2014 - 2018 Total Results

This year's results are on a par with previous years' results. Respondents mentioning they never use a community hall has decreased 3% since 2014.



# Community Services | Community Halls | Quality

## 2018 Total Results

Fifty-eight percent of respondents are satisfied with the quality of community halls. A further third (36%) give this a neutral rating and 7% are unsatisfied with the quality of community halls.



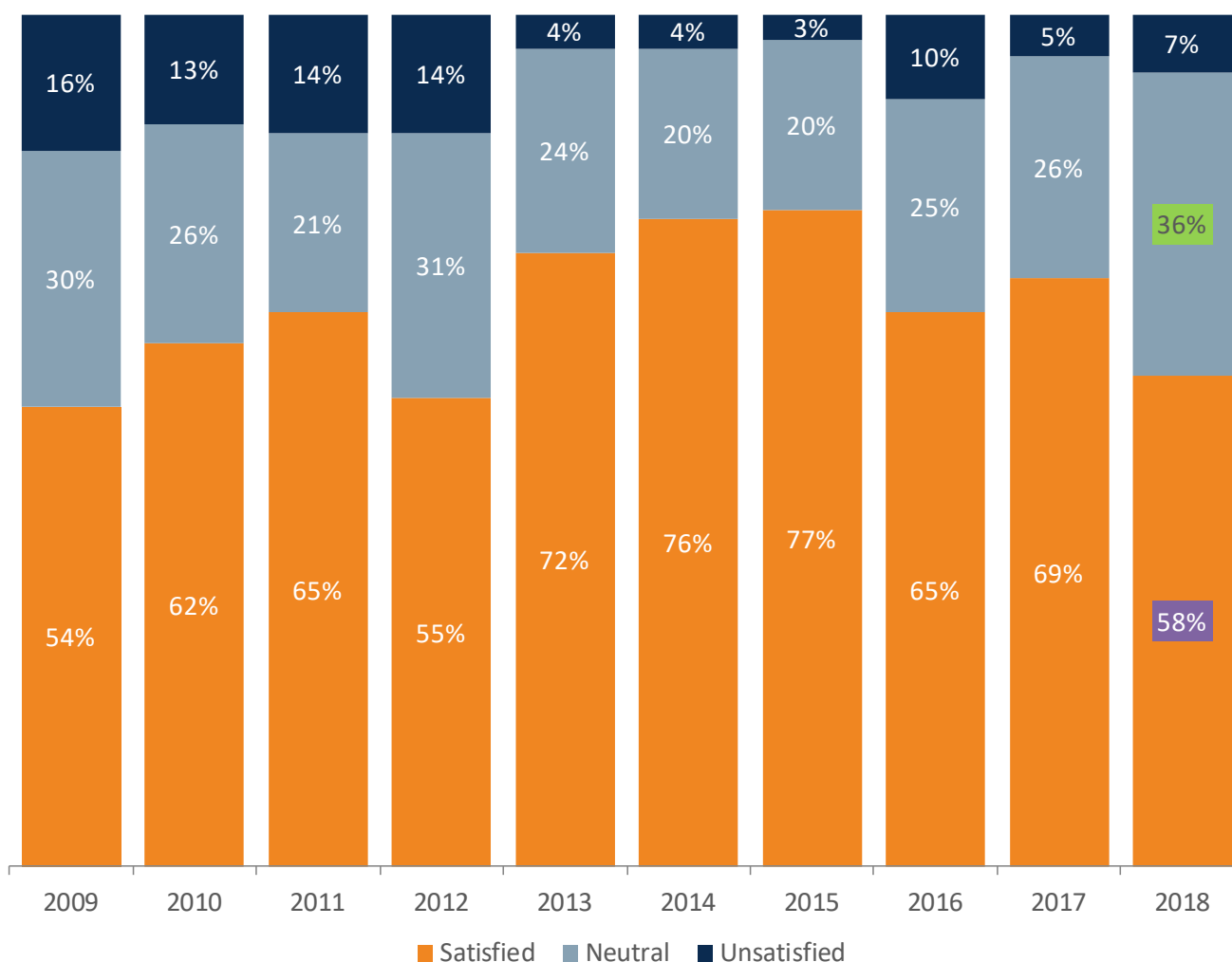
**SATISFIED**

**58%**

DECREASED  
**11%**

## 2009 - 2018 Total Results

Satisfaction with the quality of community halls has decreased significantly this year (58% cf. 2017, 69%) while neutral ratings have increased significantly (36% cf. 2017, 26%). This year's results are similar to results from 2012 and 2009.



# Community Services | Community Halls | Quantity

## 2018 Total Results

Overall, 57% of respondents are satisfied with the quantity of community halls. A further third (33%) of respondents give this a neutral rating and 9% are unsatisfied with the quantity of community halls.



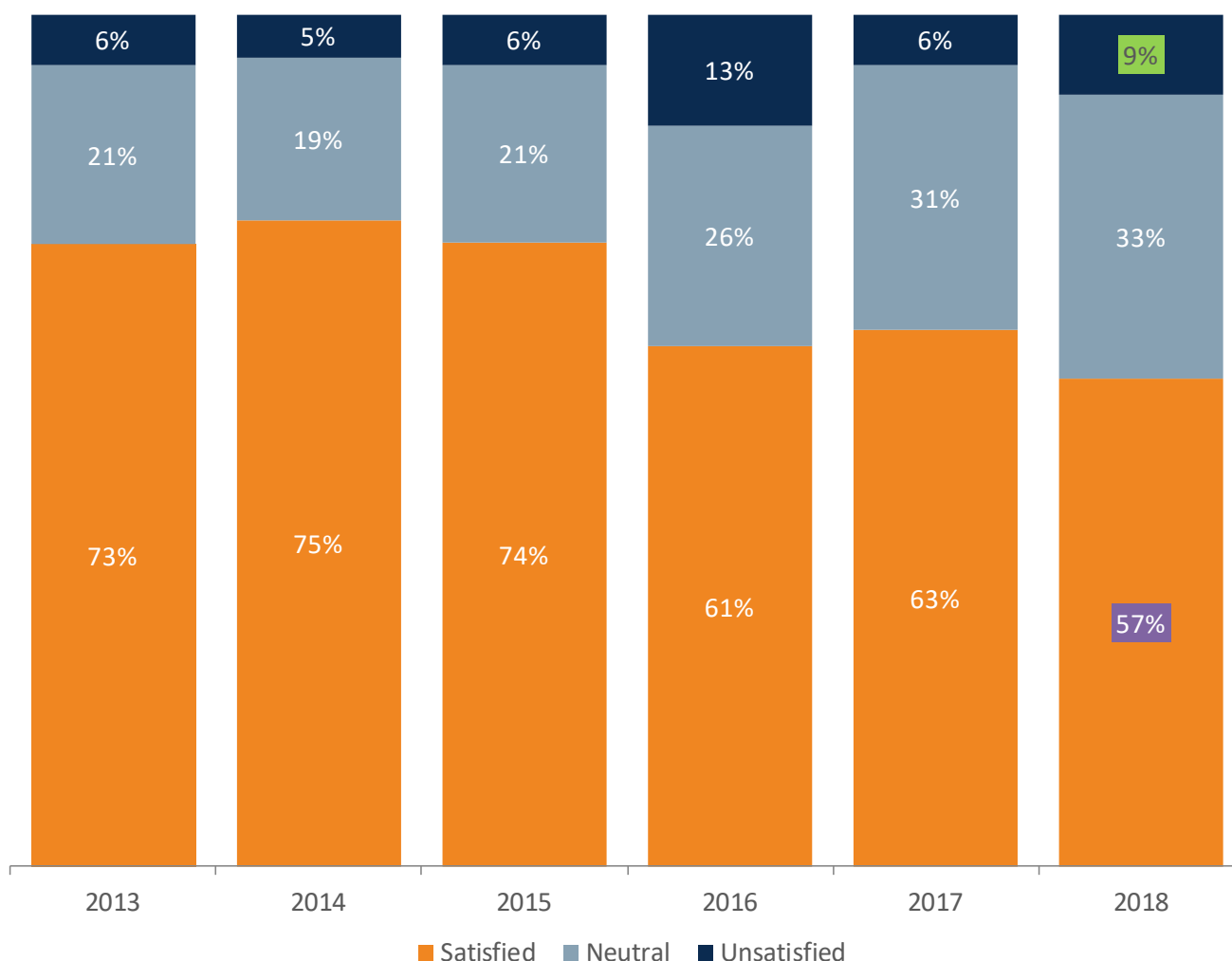
**SATISFIED**

**57%**

DECREASED  
**6%**

## 2013 - 2018 Total Results

Overall satisfaction with the quantity of community halls has decreased significantly this year (57% cf. 2017, 63%) while unsatisfied results have increased significantly (9% cf. 2017, 6%).



# Community Services | Libraries | Use

## 2018 Total Results

Two thirds (66%) of respondents mention they have used a library in the past twelve months. Specifically, a third (34%) of these respondents use the library a few times a year, 17% monthly, 14% weekly, and 1% daily.



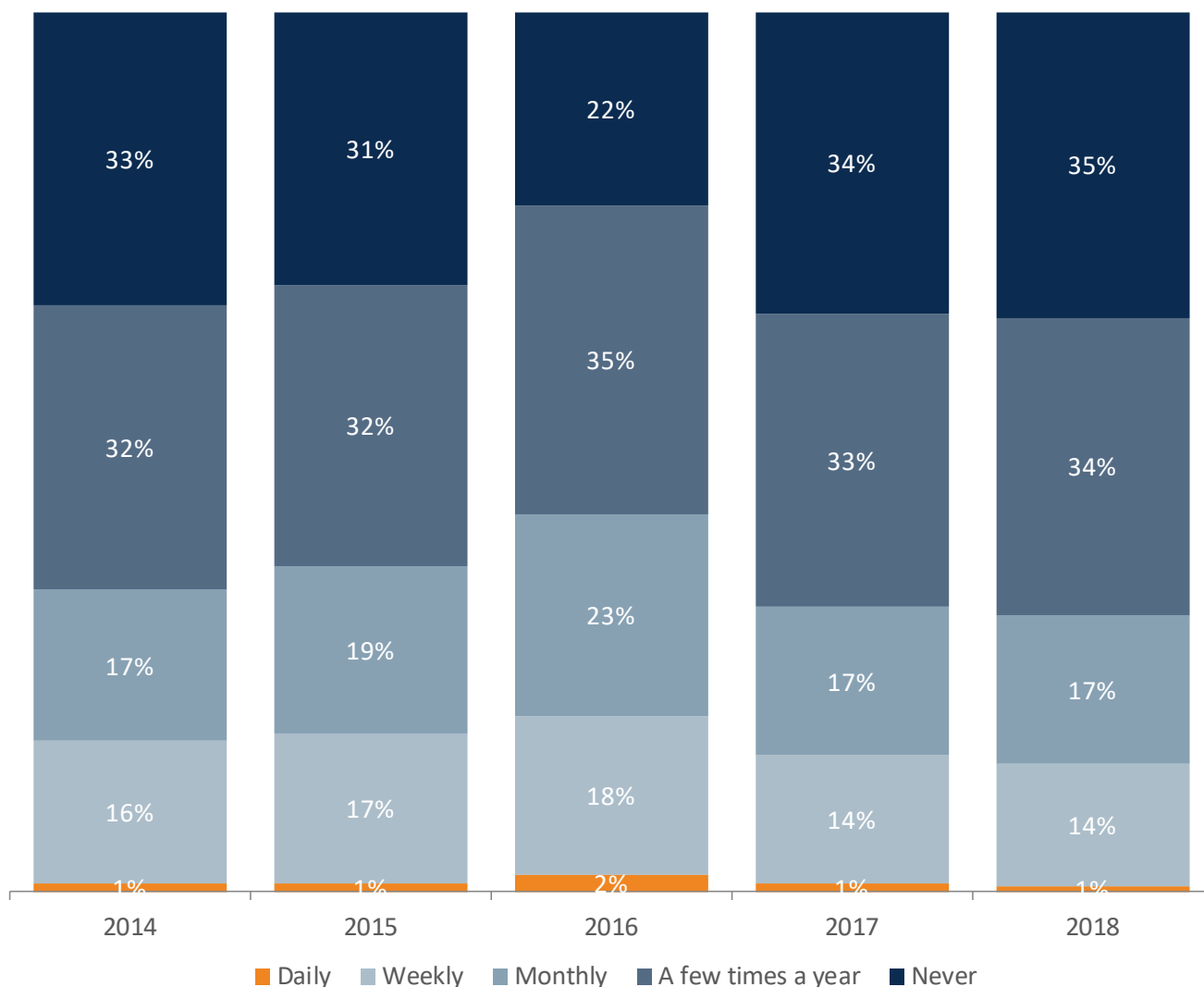
USE

66%

INCREASED  
1%

## 2014 - 2018 Total Results

Library use remains on a par with results from previous years.



# Community Services | Libraries | Quality

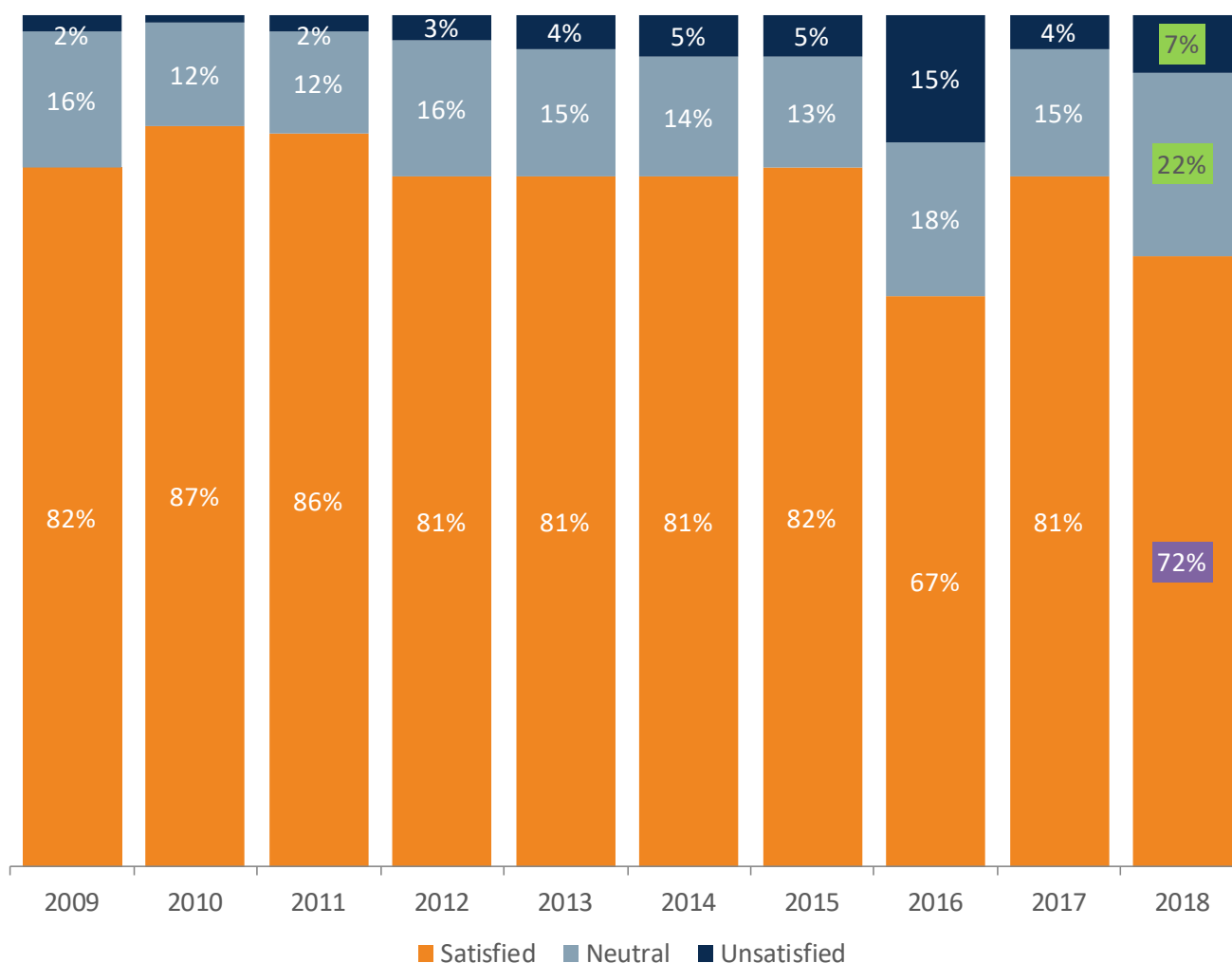
## 2018 Total Results

Three-quarters (72%) of respondents are satisfied with the quality of libraries. A further 22% give this a neutral rating and 7% are unsatisfied with the quality of libraries.



## 2009 - 2018 Total Results

Compared to last year's results, satisfaction with the quality of libraries has decreased significantly (72% cf. 2017, 81%) while neutral ratings (22% cf. 2017, 15%) and unsatisfied ratings (7% cf. 2017, 4%) have increased significantly.





# Community Services | Libraries | Quantity

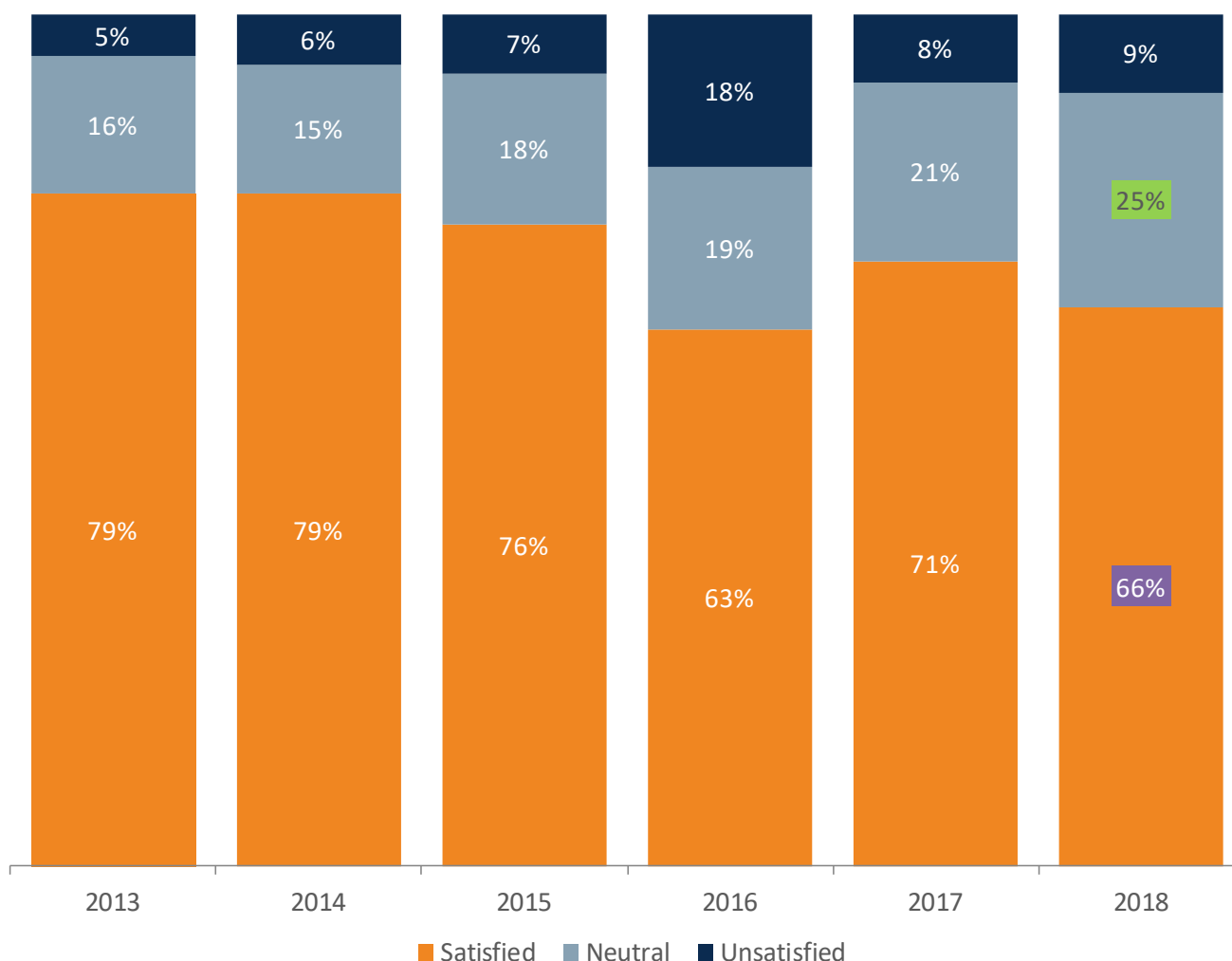
## 2018 Total Results

Sixty-six percent of respondents are satisfied with the quantity of libraries. A further quarter of respondents (25%) give the quantity of libraries a neutral rating and 9% are unsatisfied with this.



## 2013 - 2018 Total Results

Overall satisfaction with the quantity of libraries has decreased significantly this year (66% cf. 2017, 71%) while neutral ratings have increased significantly (25% cf. 2017, 21%). Compared to 2013, satisfied results have decreased 13% and unsatisfied results have increased 4%.



# Community Services | Demographic Differences

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



## AGE

### UNDER 34

Have used sports grounds (35%), Queenstown Trail (34%), public toilets (28%), and trails, walkways, and cycleways (28%).

Unsatisfied with quality of public toilets (23%), swimming pools (19%), playgrounds (11%), sports grounds (10%), and parks, reserves, and gardens (10%).

Unsatisfied with quantity of swimming pools (26%), playgrounds (15%), and libraries (13%).

Satisfied with quantity of public toilets (43%).

### 35-54

Have used sports grounds (38%), playgrounds (37%), swimming pools (37%), Queenstown Trail (35%), community halls (35%), public toilets (33%), parks, reserves, and gardens (32%), and trails, walkways, and cycleways (32%).

### 55+

Have used a library (44%).

Satisfied with quality of libraries (83%), swimming pools (77%), playgrounds (74%), community halls (71%), and public toilets (57%).

Satisfied with quantity of libraries (77%), swimming pools (71%), community halls (70%), and playgrounds (64%).



## GENDER

### MALE

No statistically significant differences noted.

### FEMALE

Have used a library (53%).

Unsatisfied with quality of public toilets (20%).

Unsatisfied with quantity of swimming pools (21%).

Satisfied with quality of parks, reserves, and gardens (81%).

Satisfied with quantity of parks, reserves, and gardens (72%).



## RESIDENTS

### NORMALLY RESIDENT

Have used sports grounds (92%), community halls (91%), Queenstown Trail (90%), swimming pools (89%), playgrounds (85%), libraries (85%), and public toilets (83%).

Unsatisfied with quantity of public toilets (33%) and swimming pools (18%).

### HOLIDAY HOME OWNER

Satisfied with quality of libraries (87%), parks, reserves, and gardens (86%), swimming pools (81%), community halls (77%), playgrounds (77%), and public toilets (68%).

Satisfied with quantity of libraries (82%), trails, walkways, and cycleways (81%), community halls (77%), parks, reserves, and gardens (76%), swimming pools (76%), sports grounds (72%), and playgrounds (70%).



## RATEPAYERS

### RATEPAYER

Have used community halls (73%) and libraries (71%).

Satisfied with quality of Queenstown Trail (83%), libraries (72%), and swimming pools (70%).

Satisfied with the quantity of Queenstown Trails (77%), libraries (66%), swimming pools (59%), and playgrounds (55%).

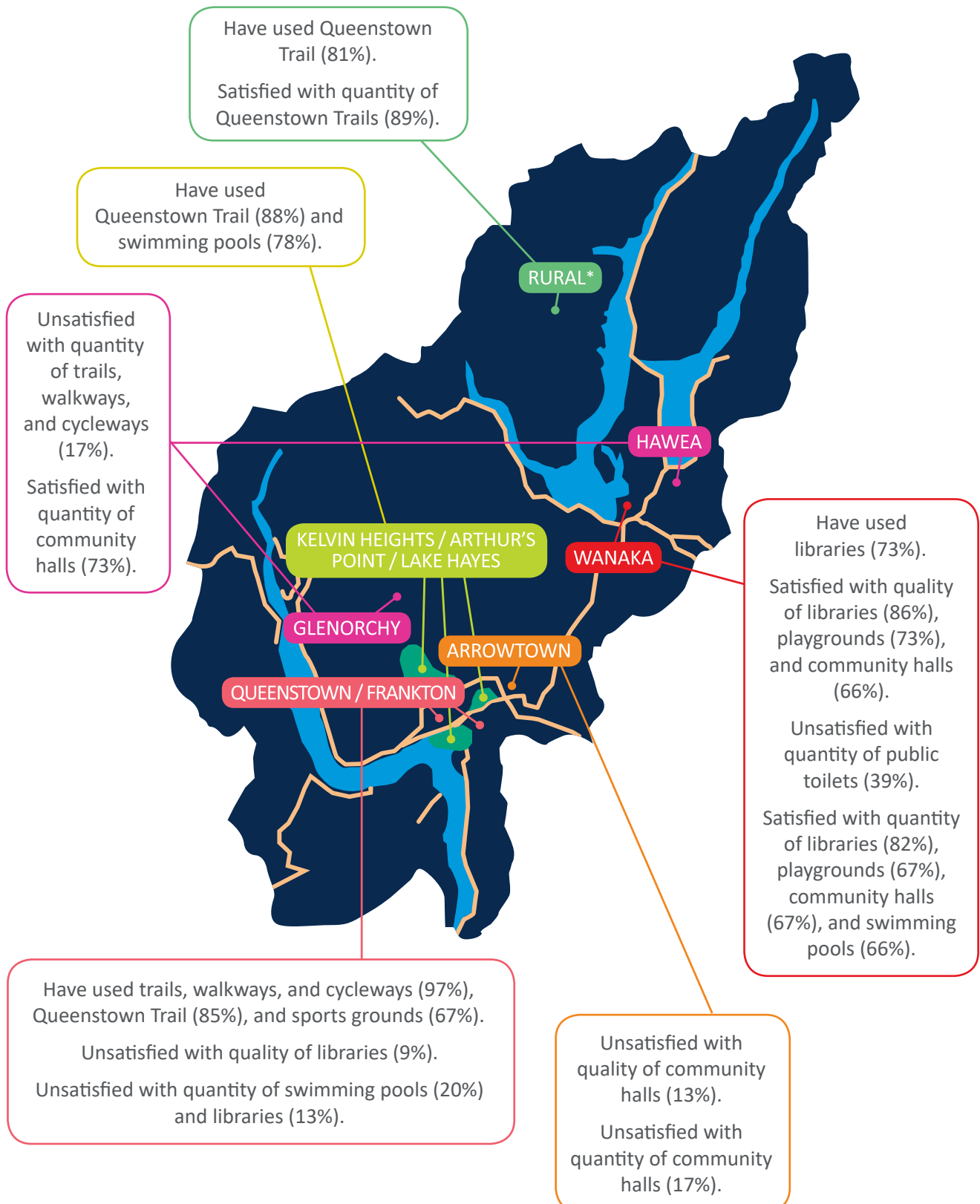
### NON RATEPAYER

Have used Queenstown Trail (81%).

Unsatisfied with quantity of swimming pools (26%).

# 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.

## Town Satisfaction Results

QUEENSTOWN

WANAKA



THE TOWN IS AN EASY PLACE TO SPEND TIME

41%

62%

DECREASED  
13%

DECREASED  
6%



THERE IS ENOUGH PUBLIC TRANSPORT AVAILABLE IN TOWN

37%

7%

INCREASED  
19%

DECREASED  
3%



THE TOWN LAYOUT WORKS WELL FOR BOTH PEDESTRIANS AND CARS

18%

30%

DECREASED  
7%

NO CHANGE



GENERALLY, TRAFFIC LEVELS ARE ACCEPTABLE IN THE TOWN

12%

18%

NO CHANGE

DECREASED  
3%



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

9%

13%

NO CHANGE

DECREASED  
2%

# Town Satisfaction | Easy Place To Spend Time

## Queenstown Respondents: 2017 - 2018 Total Results

Forty-one percent of these respondents agree Queenstown is an easy place to spend time. A further 21% give this a neutral rating and 38% disagree that Queenstown is an easy place to spend time. Compared to last year's results, agreement that Queenstown is an easy place to spend time has decreased significantly (41% cf. 2017, 54%), while disagreement with this has increased significantly (38% cf. 2017, 28%).



**SATISFIED 41%**

**DECREASED  
13%**

## Wanaka Respondents: 2017 - 2018 Total Results

Sixty-two percent of these respondents agree Wanaka is an easy place to spend time. A further 22% give this a neutral rating and 15% disagree that Wanaka is an easy place to spend time. Agreement that Wanaka is an easy place to spend time has also decreased significantly this year (62% cf. 2017, 68%), while neutral ratings have increased significantly (22% cf. 2017, 18%).

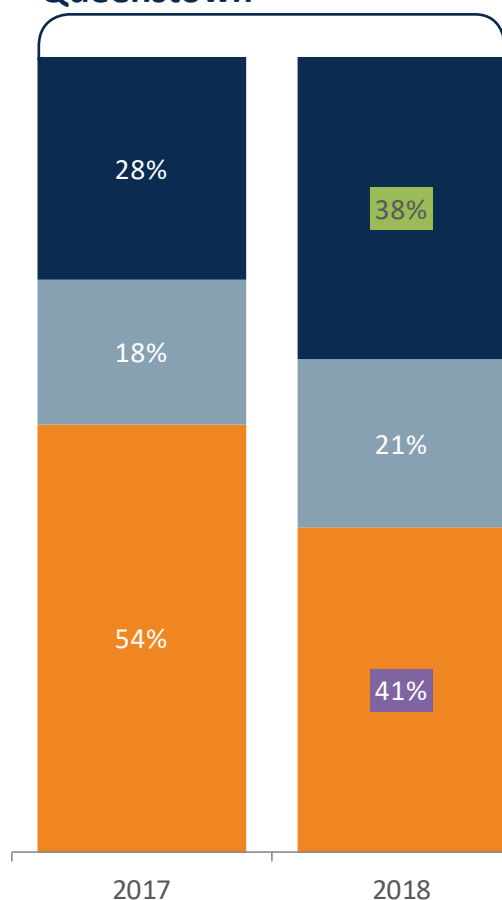


**SATISFIED**

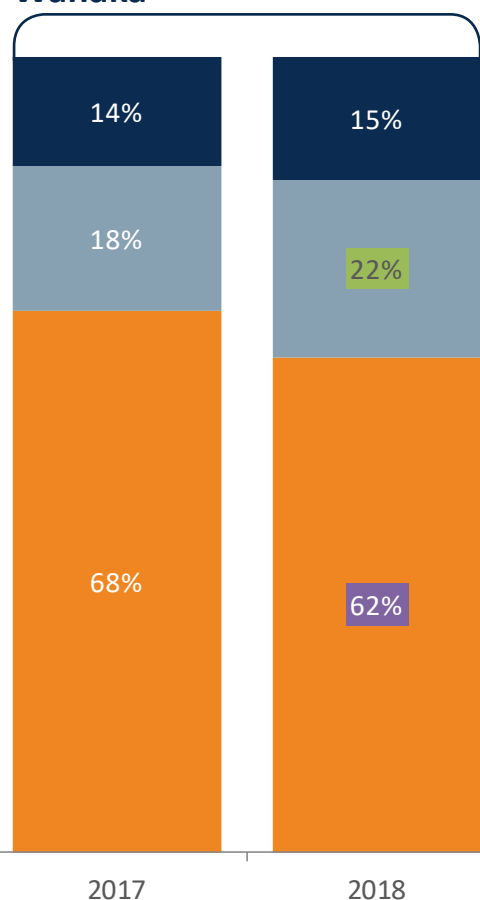
**62%**

**DECREASED  
6%**

### Queenstown



### Wanaka



■ Agree ■ Neutral ■ Disagree

# Town Satisfaction | Public Transport Availability

## Queenstown Respondents: 2017 - 2018 Total Results

Amongst these respondents, 37% agree there is enough public transport available in Queenstown. A further 29% give this a neutral rating and 34% disagree there is enough public transport available in Queenstown. Compared to last year's results, agreement that there is enough public transport available in Queenstown has increased significantly (37% cf. 2017, 18%), while disagreement with this has decreased significantly (34% cf. 2017, 63%).



SATISFIED

37%

INCREASED  
19%

## Wanaka Respondents: 2017 - 2018 Total Results

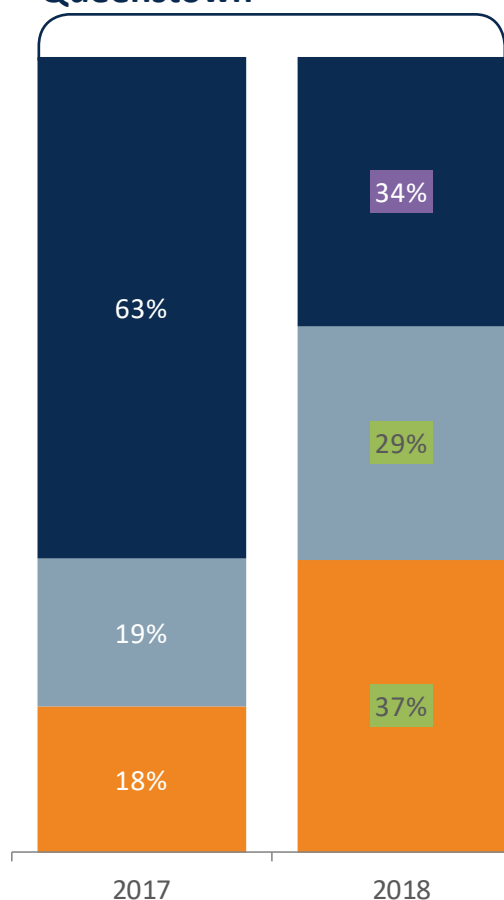
Seven percent of these respondents agree there is enough public transport available in Wanaka. A further 20% give this a neutral ratings and three quarters (73%) of these respondents disagree that there is enough public transport available in Wanaka. This year's results are on a par with last year's results.



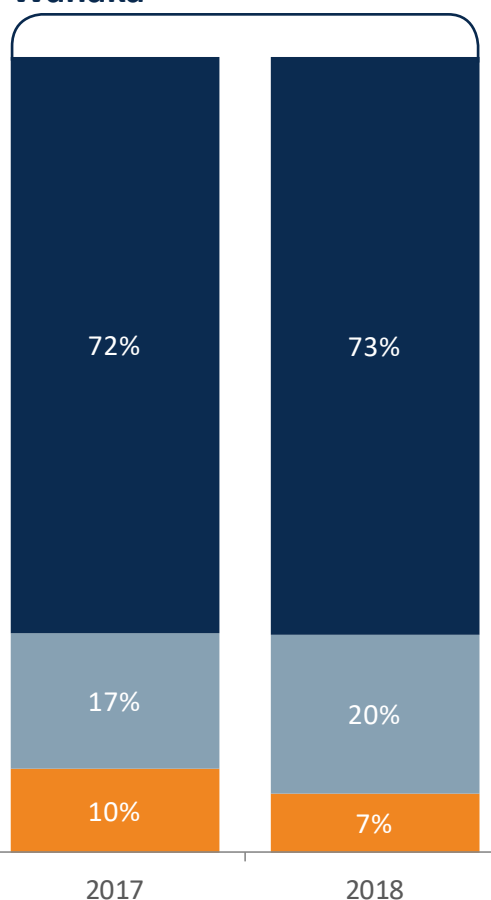
SATISFIED 7%

DECREASED  
3%

Queenstown



Wanaka



■ Agree ■ Neutral ■ Disagree

# Town Satisfaction | Town Layout Works Well

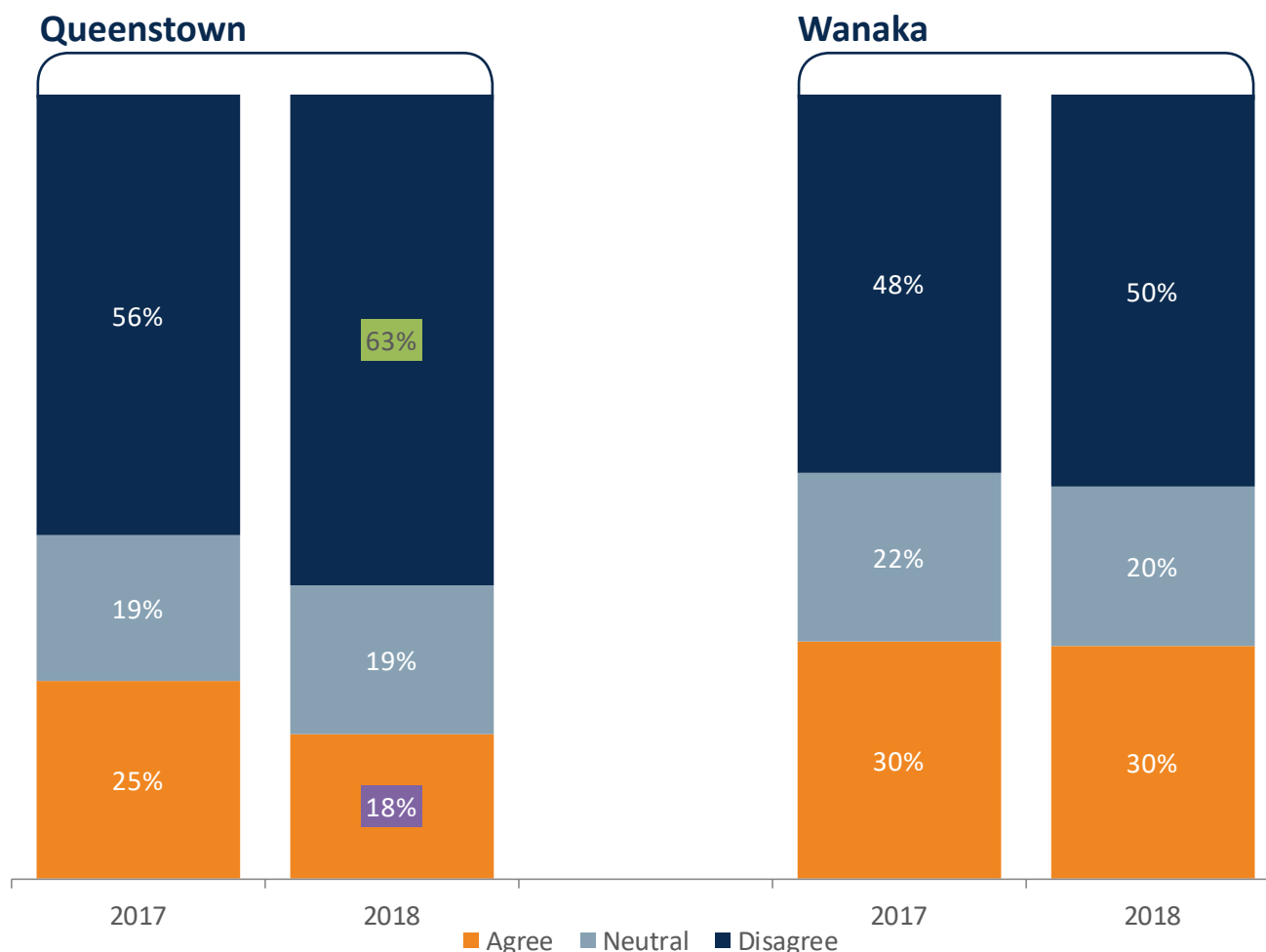
## Queenstown Respondents: 2017 - 2018 Total Results

Overall, 18% of these respondents agree the town layout in Queenstown works well for both cars and pedestrians. Nineteen percent of these respondents give this a neutral rating and 63% disagree that the town layout in Queenstown works well for both cars and pedestrians. Agreement that Queenstown works well for cars and pedestrians has decreased significantly this year (18% cf. 2017, 25%), while disagreement has increased significantly (63% cf. 2017, 56%).



## Wanaka Respondents: 2017 - 2018 Total Results

Just under a third (30%) of these respondents agree the town layout of Wanaka works well for both pedestrians and cars. A further 20% give this a neutral ratings and 50% disagree with this. This year's results are on a par with results from 2017.





# Town Satisfaction | Acceptable Traffic Levels

## Queenstown Respondents: 2017 - 2018 Total Results

Twelve percent of these respondents agree that the traffic levels are acceptable in Queenstown. A further 16% give this a neutral rating and 72% disagree that the traffic levels in Queenstown are acceptable. This year disagreement that the traffic levels in Queenstown are acceptable have increased significantly (72% cf. 2017, 67%), while neutral ratings have decreased significantly (16% cf. 2017, 20%).



**SATISFIED 12%**

NO CHANGE

## Wanaka Respondents: 2017 - 2018 Total Results

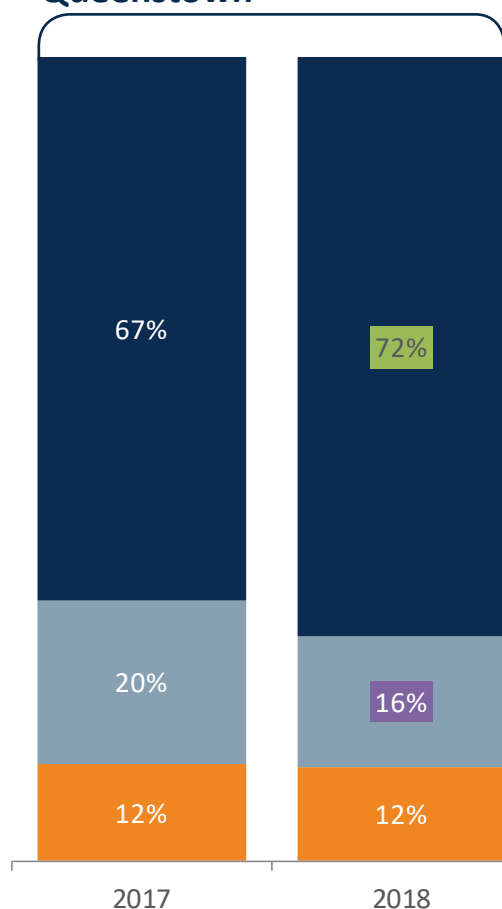
Overall, 18% of these respondents agree that the traffic levels in Wanaka are acceptable. A further 23% give this a neutral rating and 59% disagree that the traffic levels are acceptable in Wanaka. Compared to last year's results, disagreement that the traffic levels are acceptable has increased significantly (59% cf. 2017, 52%).



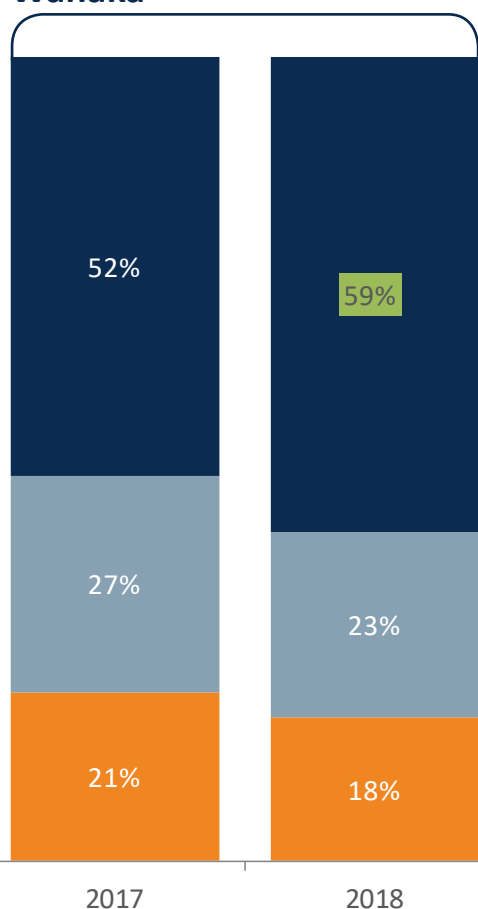
**SATISFIED 18%**

DECREASED  
3%

### Queenstown



### Wanaka



Agree Neutral Disagree

# Town Satisfaction | Parking Arrangements

## Queenstown Respondents: 2017 - 2018 Total Results

Nine percent of these respondents agree that the parking arrangements are suitable in Queenstown for the amount of traffic. A further 13% give this a neutral rating and 78% disagree that the parking arrangements in Queenstown are suitable. This year neutral ratings have increased significantly (13% cf. 2017, 10%).



NO CHANGE

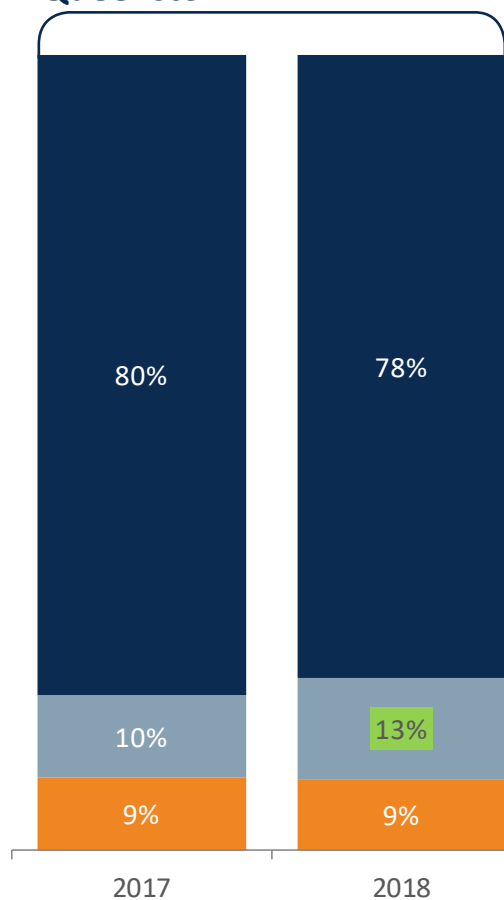
## Wanaka Respondents: 2017 - 2018 Total Results

Thirteen percent of these respondents agree that the parking arrangements in Wanaka are suitable for the amount of traffic. A further 13% give this a neutral rating and 74% disagree that the parking arrangements in Wanaka are suitable. Disagreement with the suitability of parking arrangements has increased significantly this year (74% cf. 2017, 68%).

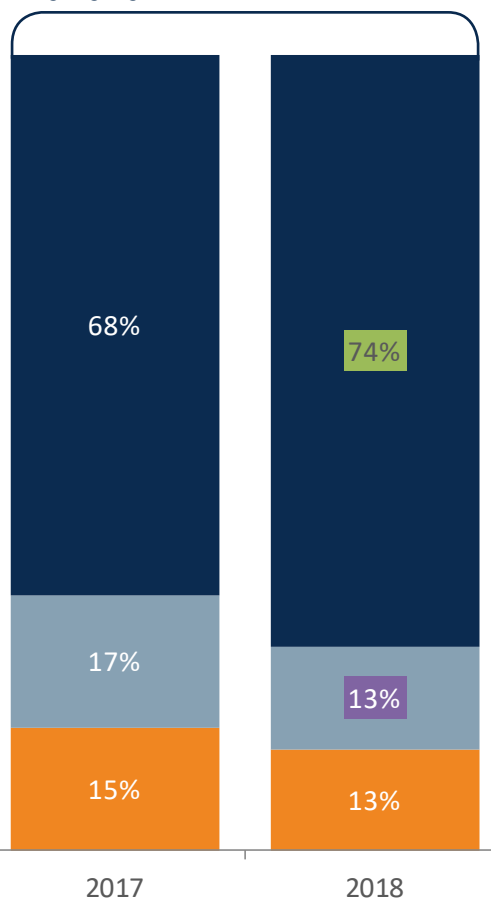


DECREASED  
2%

Queenstown



Wanaka



Agree Neutral Disagree

# Town Satisfaction | Demographic Differences

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



## AGE

### UNDER 34

Visit Queenstown more regularly (84%).

Agree that Queenstown is an easy place to spend time (55%), that there is enough public transport available (43%), that the town layout works well for both pedestrians and cars (30%), and that traffic levels are acceptable (19%).

### 35-54

Disagree that in Queenstown traffic levels are acceptable (79%), that layout works well for both pedestrians and cars (76%), that the town is an easy place to spend time (47%), and that there is enough public transport (43%).

### 55+

Visit Wanaka more regularly (46%).



## GENDER

### MALE

No statistically significant differences noted.

### FEMALE

Disagree that parking arrangements in Queenstown are suitable (82%).



## RESIDENTS

### NORMALLY RESIDENT

Visit Queenstown more regularly (73%).

Disagree that in Queenstown parking arrangements are suitable (80%), traffic levels are acceptable (73%), that the town layout works well for both pedestrians and cars (65%), and that the town is an easy place to spend time (40%).

Disagree that in Wanaka the parking arrangements are suitable (81%), traffic levels are acceptable (65%), the town layout works well for both pedestrians and cars (57%), and the town is an easy place to spend time (20%).

### HOLIDAY HOME OWNER

Visit Wanaka more regularly (58%).

Agree that Queenstown is an easy place to spend time (58%) and that the town layout works well for both pedestrians and cars (30%).

Agree that Wanaka is an easy place to spend time (73%), that the town layout works well for both pedestrians and cars (37%), and that traffic levels are acceptable (25%).



## RATEPAYERS

### RATEPAYER

Visit Wanaka more regularly (29%).

Disagree that in Queenstown traffic levels are acceptable (77%) and that the town layout works well for both pedestrians and cars (66%).

### NON RATEPAYER

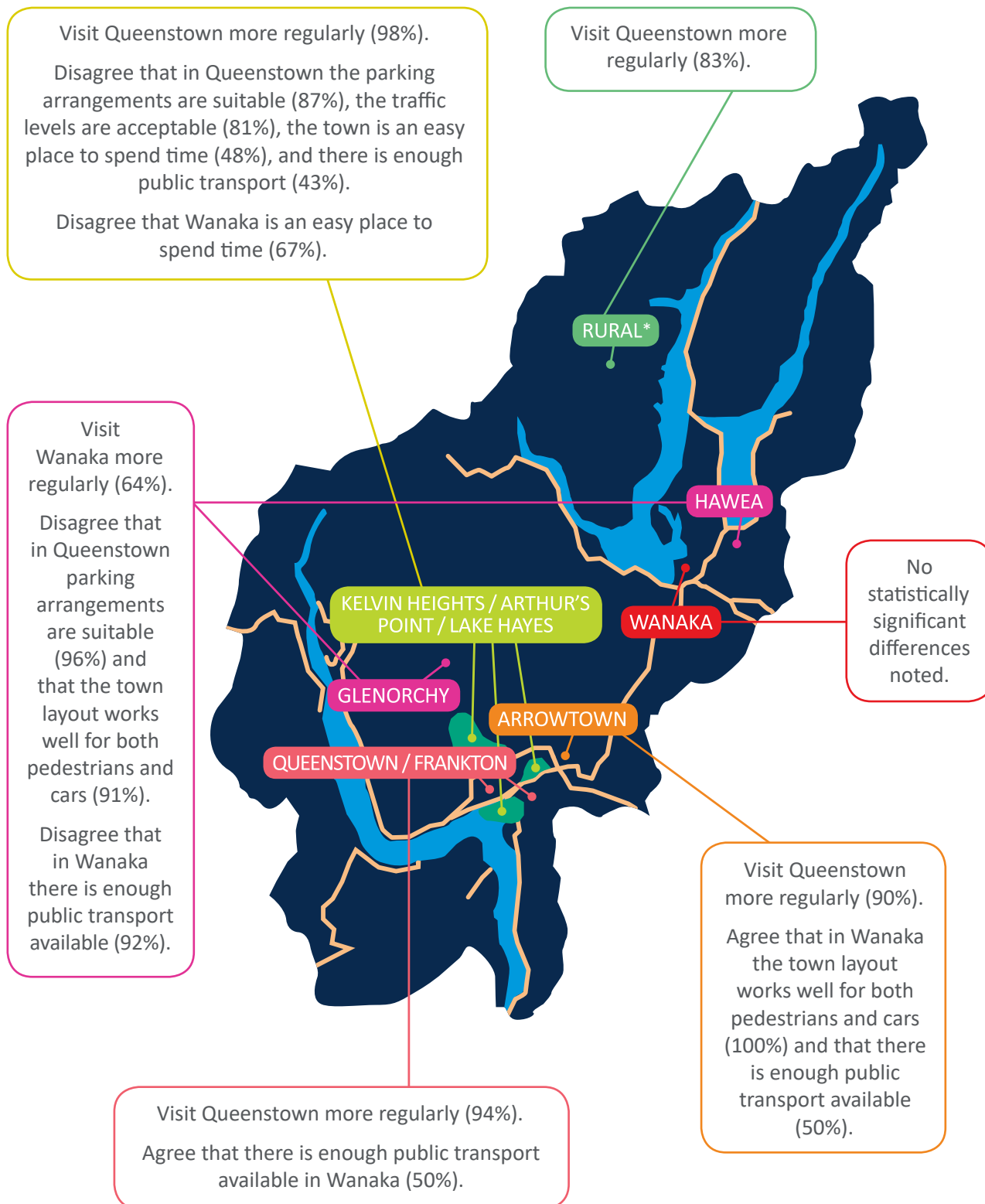
Visit Queenstown more regularly (90%).

Agree that Queenstown is an easy place to spend time (56%), that there is enough public transport (46%), that the town layout works well for both pedestrians and cars (32%), and that traffic levels are acceptable (24%).

Agree that in Wanaka the parking arrangements are suitable (67%), that there is enough public transport (67%), and that traffic levels are acceptable (67%).

# Town Satisfaction | Area Differences

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



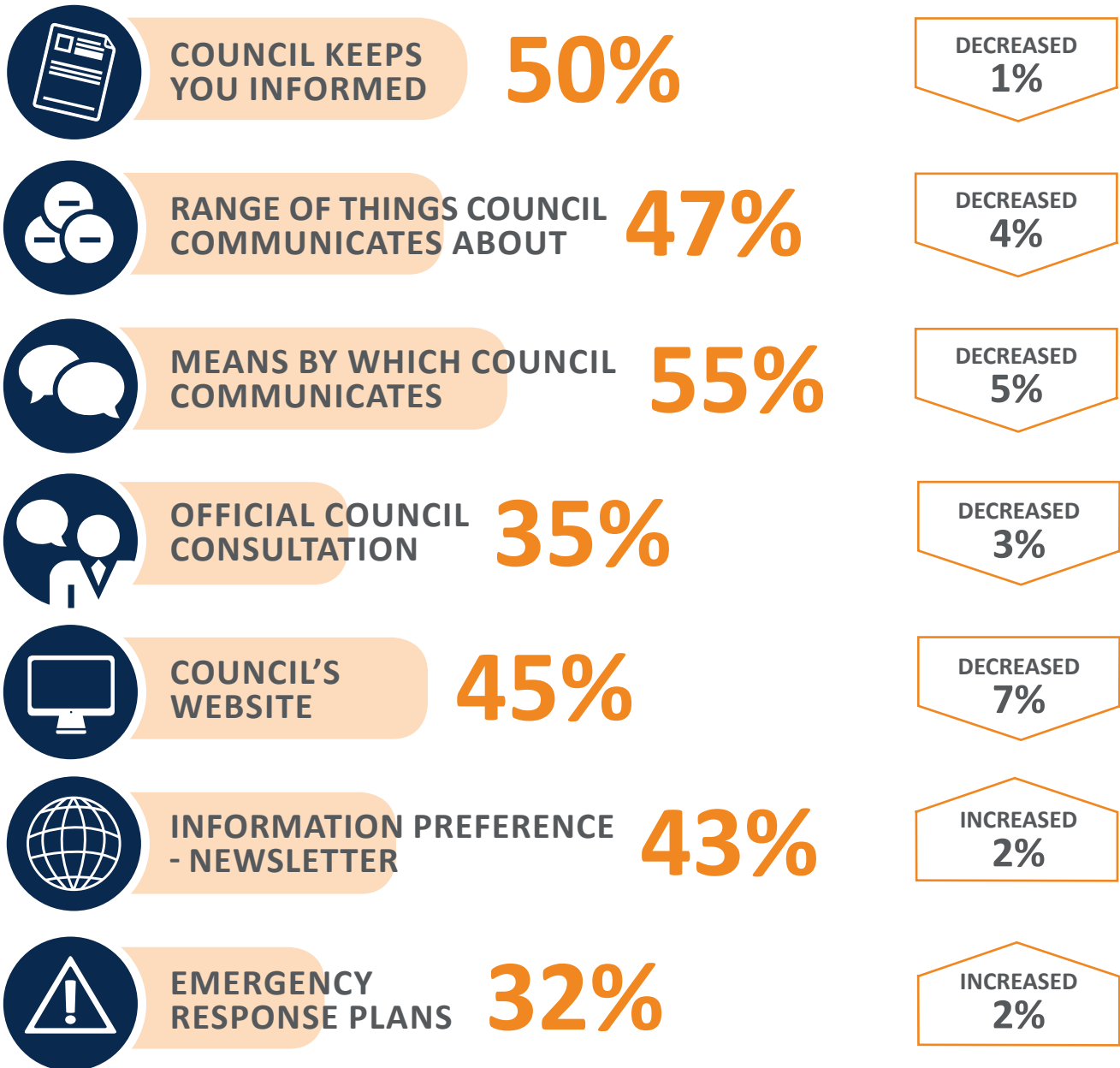
\* Includes Makarora, Luggate, Kingston, and Gibbston.

# **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 2017's results.

## Consultation and Communication Results



# Consultation and Communication | Council Keeping you Informed

## 2018 Total Results

Half (50%) of respondents are satisfied with the way Council keep them informed. A further 35% give this a neutral response and 15% are unsatisfied with the way Council keep them informed.



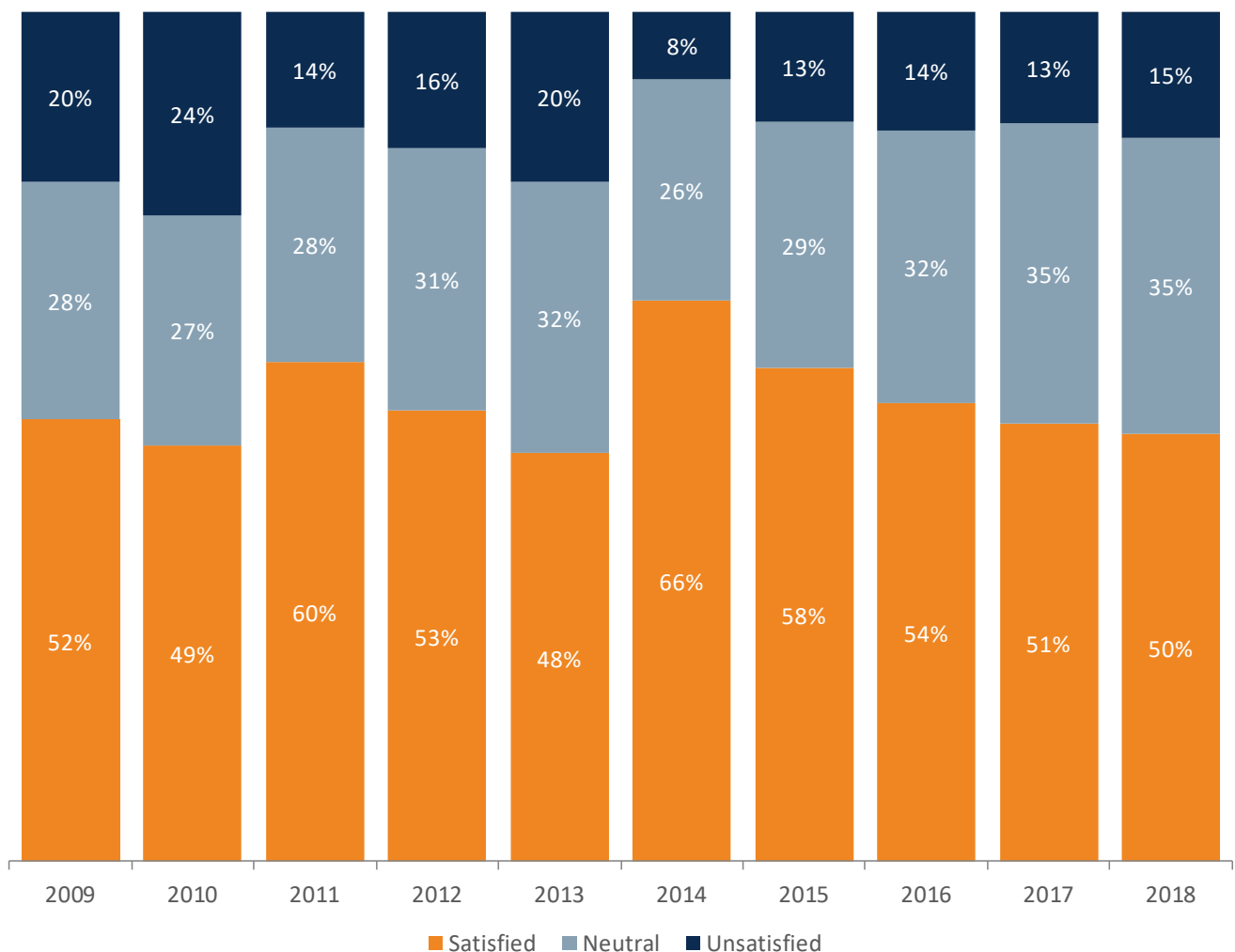
**SATISFIED**

**50%**

**DECREASED  
1%**

## 2009 - 2018 Total Results

This year's results are similar to results from 2017, however there has been a continuous decline in satisfied ratings since 2014. Notably, unsatisfied ratings have remained fairly consistent since 2015.



# Consultation and Communication | Range of Things Council Communicates About

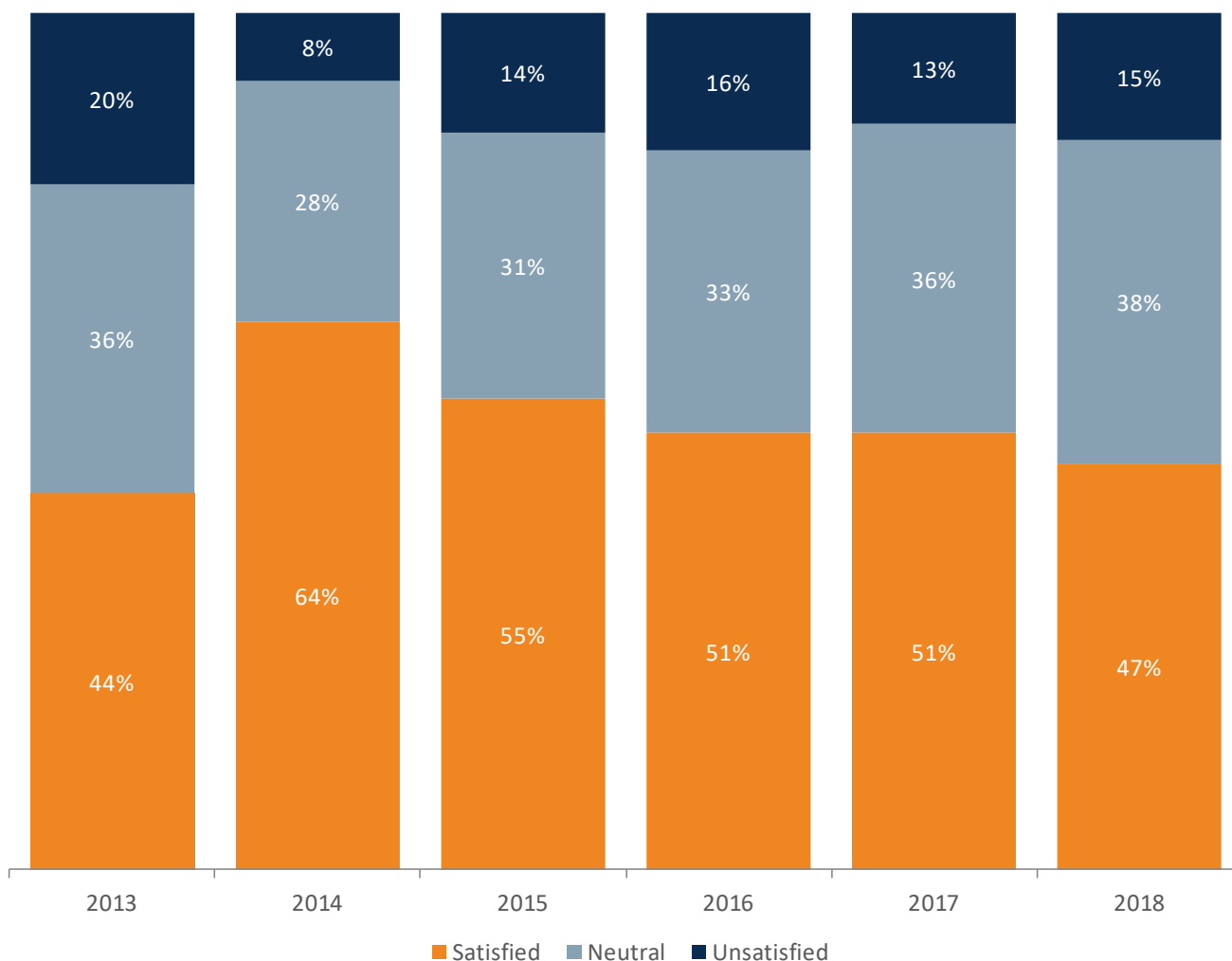
## 2018 Total Results

Forty-seven percent of respondents are satisfied with the range of things Council communicates about. A further 38% give this a neutral rating and 15% are unsatisfied with the range of topics Council communications about.



## 2013 - 2018 Total Results

This year's results are similar to last year's results. Although not statistically significant, satisfied results have decreased 4% this year.





# Consultation and Communication |

## Method of Communication

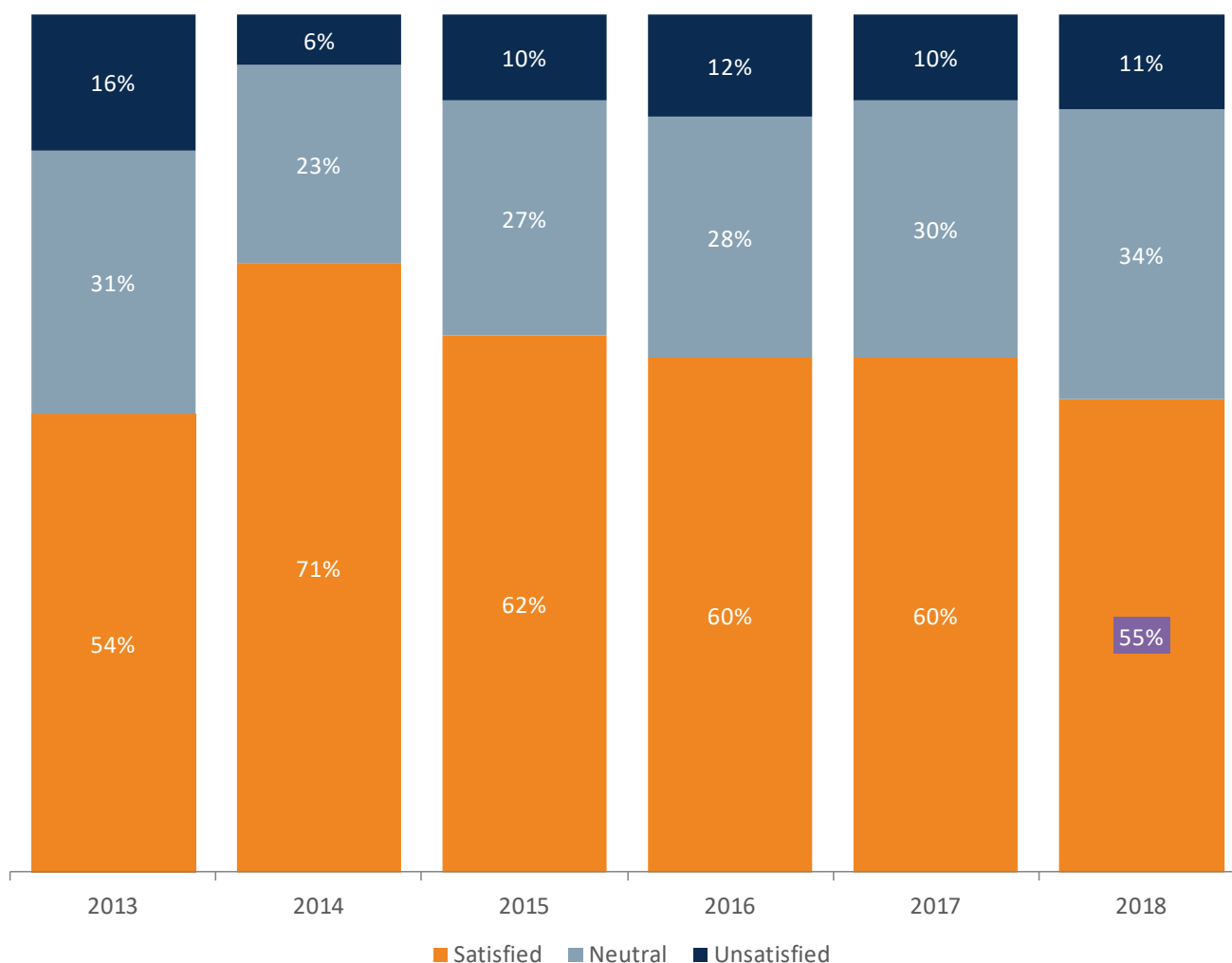
### 2018 Total Results

Overall, 55% of respondents are satisfied with the means by which Council communicates. A further 34% of respondents give this a neutral rating and 11% are unsatisfied with the means by which Council communicates.



### 2013 - 2018 Total Results

Compared to last year's results, satisfaction has decreased significantly this year (55% cf. 2017, 60%) while neutral ratings have increased 4%.



# Consultation and Communication |

## Consultation

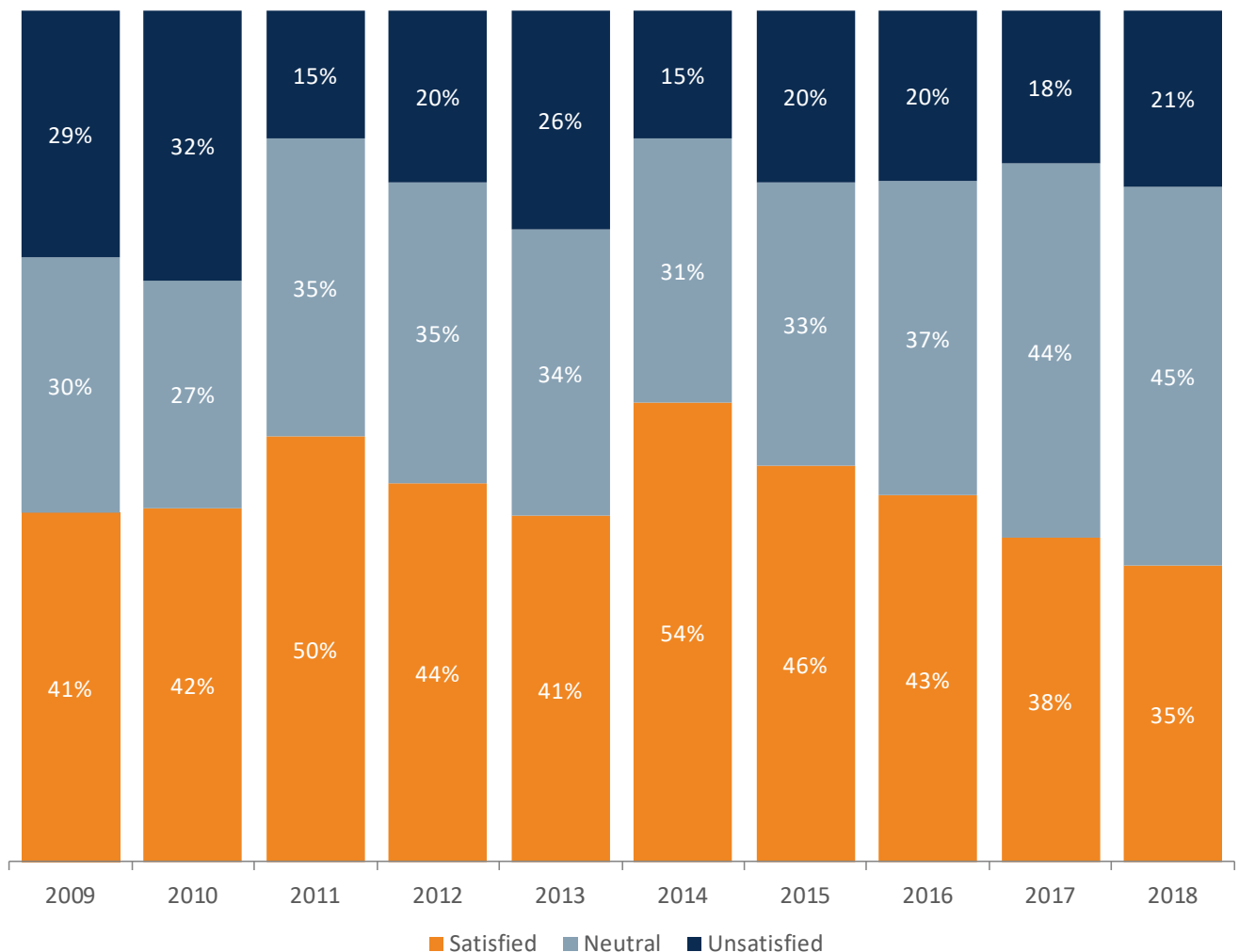
### 2018 Total Results

Just over a third (35%) of respondents are satisfied with official Council consultation. A further 45% give this a neutral rating and 21% are unsatisfied with official Council consultation.



### 2009 - 2018 Total Results

Satisfied results have continuously decreased from 54% in 2014, concurrently neutral ratings have also increased consistently while unsatisfied results remain on a par with results from previous years.



# Consultation and Communication | Council's Website

## 2018 Total Results

Forty-five percent of respondents are satisfied with Council's website. A further 42% of respondents give this a neutral rating and 12% are unsatisfied with Council's website.



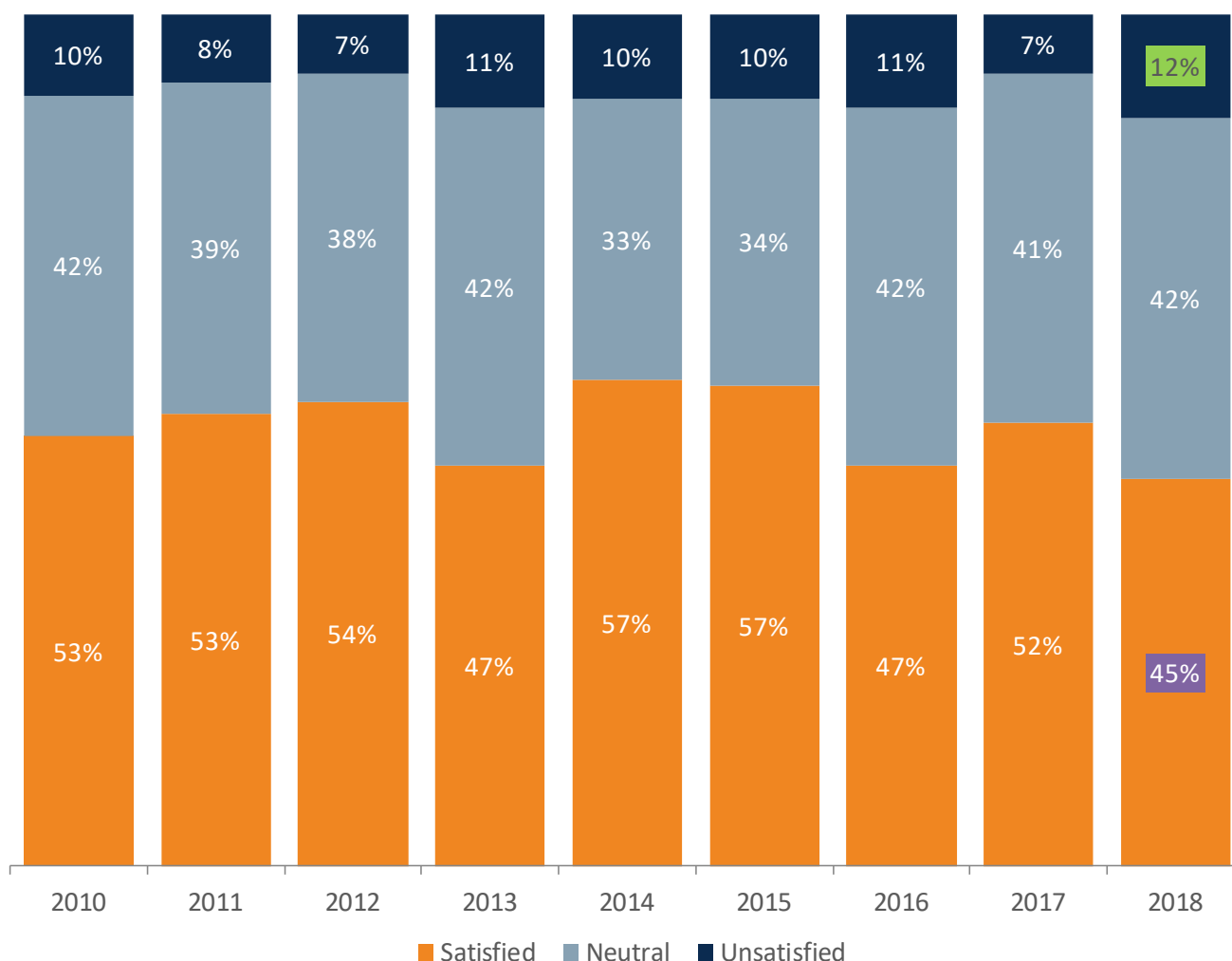
**SATISFIED**

**45%**

**DECREASED  
7%**

## 2010 - 2018 Total Results

There has been a significant decrease in satisfied responses this year (45% cf. 2017, 52%) and a significant increase in unsatisfied responses (12% cf. 2017, 7%). However, this year's results are on a par with results from 2016.



# Consultation and Communication | Preference

## 2016 - 2018 Total Results

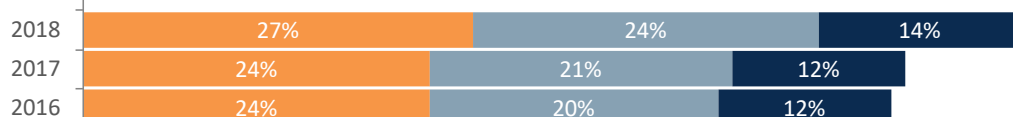
Newsletter remains the more preferred form for respondents to receive Council information, with almost half (43%) of respondents ranking this as their first choice to receive this information. A further 11% rank newsletter as their second choice and 12% rank it as their third choice. At a lower level, email is the first choice for 27% and second choice for 24% of respondents while social media is the first choice for 22% and second choice for 13% of respondents.



### Newsletter



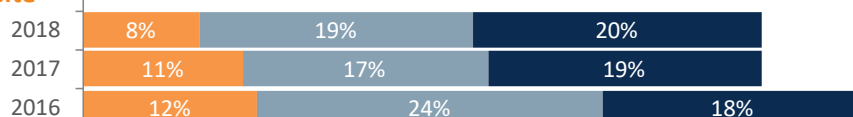
### Email



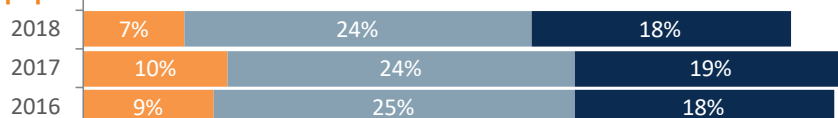
### Social media



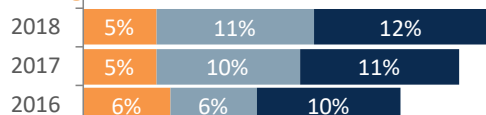
### Website



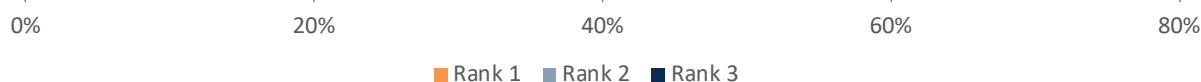
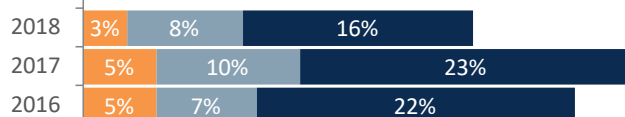
### Newspaper



### Text message



### Radio



# Consultation and Communication | Emergency Response Plans

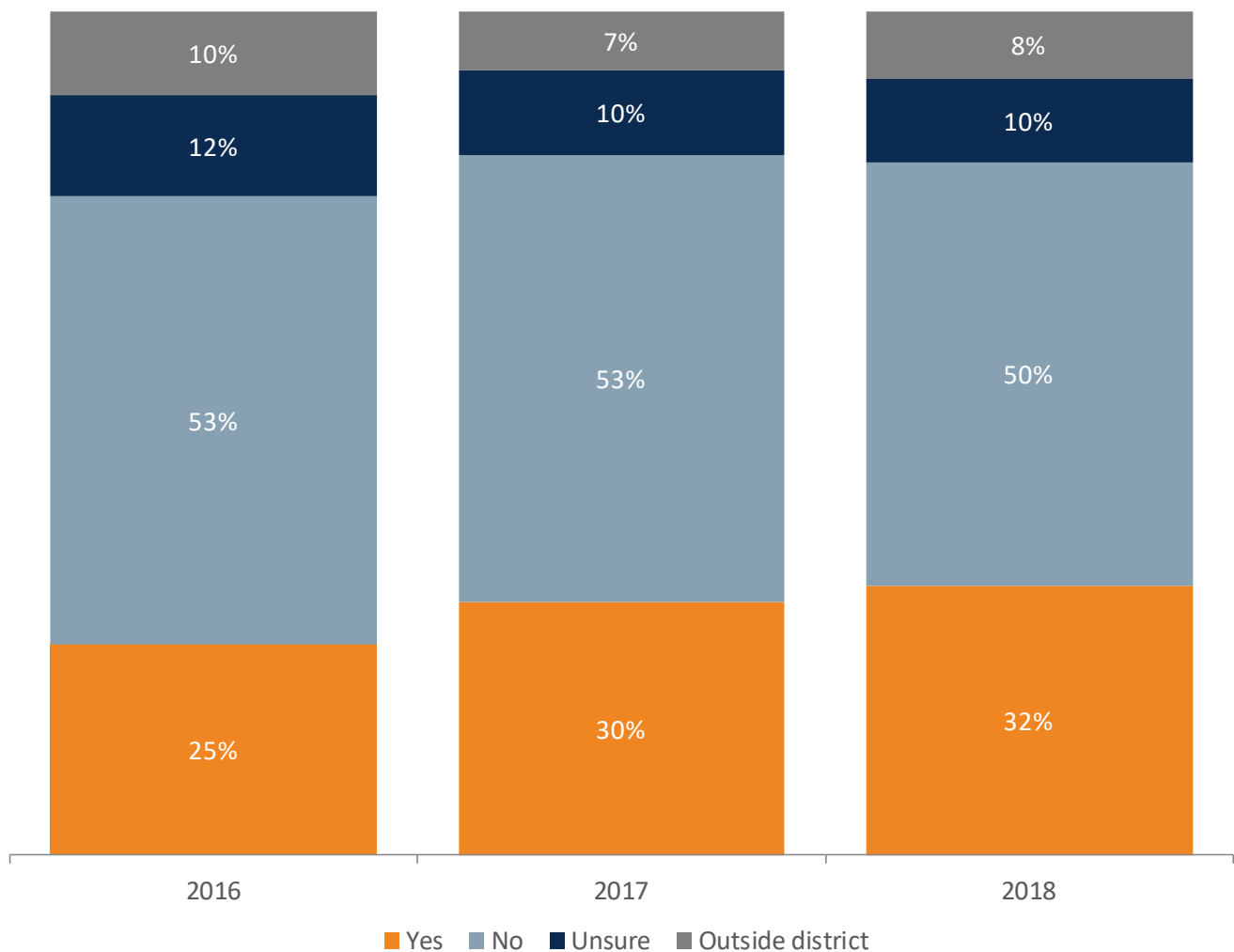
## 2018 Total Results

A third (32%) of respondents have read their local community response plan for natural disasters where they live.



## 2016 - 2018 Total Results

There has been a steady increase in respondents mentioning they have read their local community response plan since 2016, with a 2% increase seen this year.



# Consultation and Communication | Demographic Differences

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



## AGE

### UNDER 34

Unsatisfied with the range of things Council communicates about (22%), how well Council keeps them informed (21%), and the means by which Council communicates (16%).

Prefer to receive Council information through social media (41%).

Have not read their local community response plan (68%).

### 35-54

Unsatisfied with official Council consultation (26%).

Unsatisfied with Council's website (15%).

### 55+

Satisfied with the means by which Council communicates (66%), how well Council keeps them informed (62%), the range of things Council communicates about (60%), and official Council consultation (43%).

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

Satisfied with Council's website (51%).

Have read their community response plan (41%).



## GENDER

### MALE

Prefer to receive Council information through the newsletter (50%).

### FEMALE

Prefer to receive information through social media (28%) and text messages (7%).



## RESIDENTS

### NORMALLY RESIDENT

Unsatisfied with official Council consultation (22%), how well Council keeps them informed (17%), the range of things Council communicates about (17%), and the range by which Council communicates (13%).

Prefer to receive Council information through social media (26%) and the QLDC website (9%).

Have not read their community response plan (54%).

### HOLIDAY HOME OWNER

Satisfied with the means by which Council communicates (80%), how well the Council keeps them informed (77%), the range of things Council communicates about (75%), and official Council consultation (59%).

Prefer to receive Council information through the newsletter (79%).

Satisfied with Council's website (56%).



## RATEPAYERS

### RATEPAYER

Satisfied with the means by which Council communicates (52%) and the range of things Council communicates about (43%).

Prefer to receive Council information through the newsletter (40%).

Have read their community response plan (37%).

### NON RATEPAYER

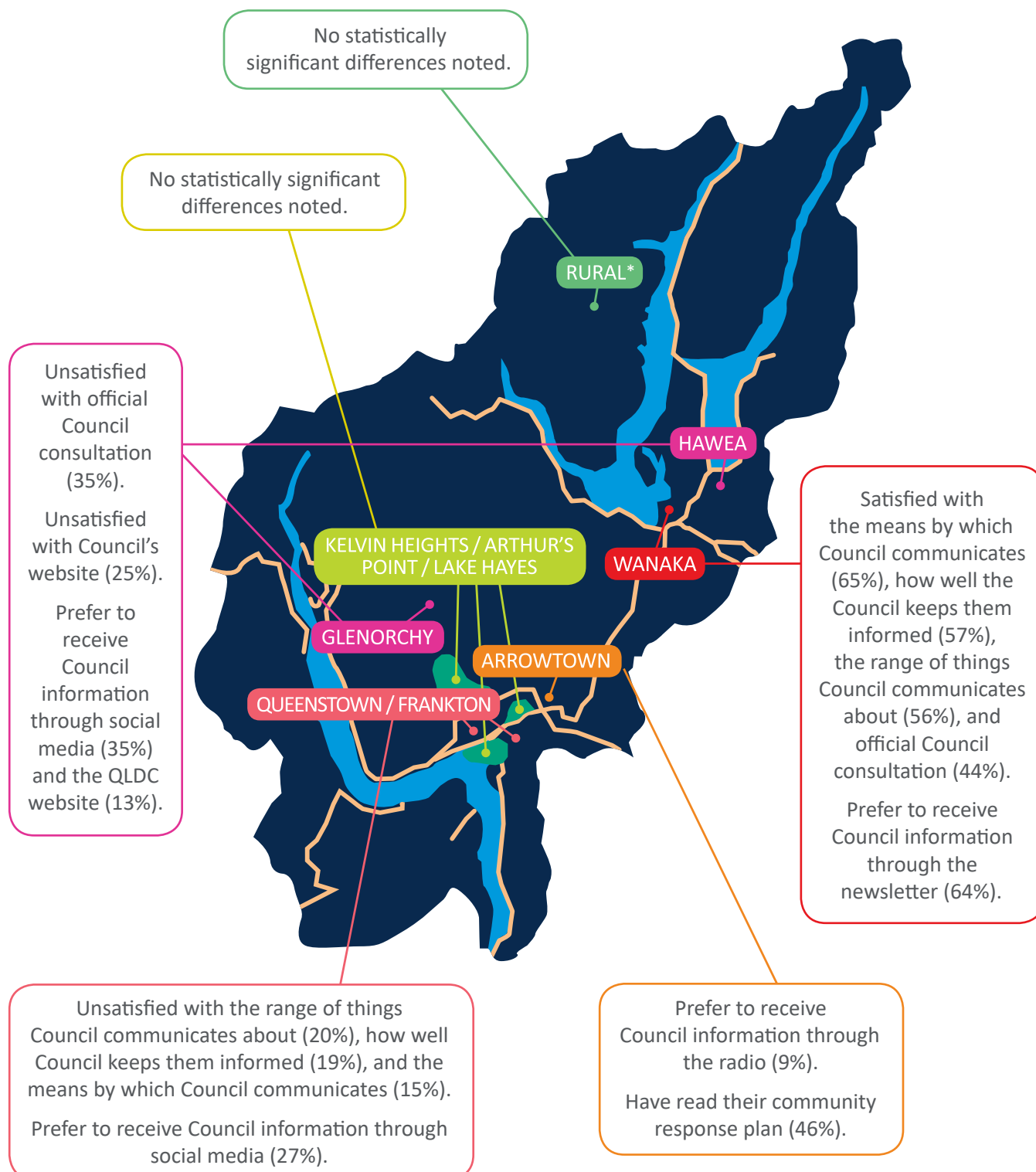
Prefer to receive Council information through social media (44%) and text messages (10%).

Have not read their community response plan (68%).

# Consultation and Communication |

## Area Differences

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



\* Includes Makarora, Luggate, Kingston, and Gibbston.

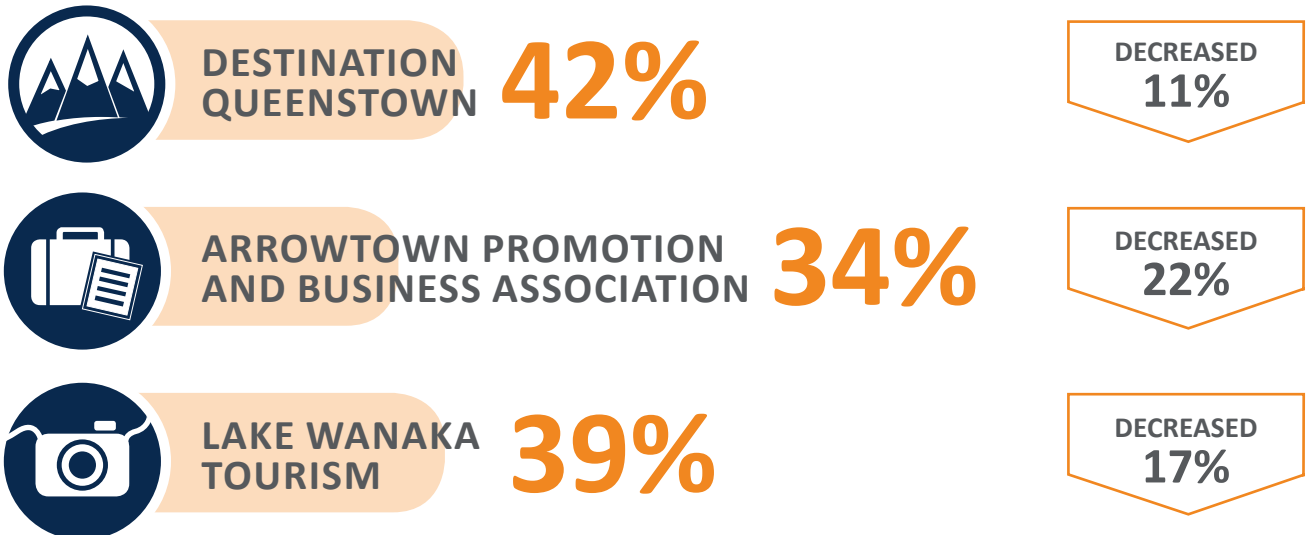
# Tourism Promotion



# 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 2017's results.

## Tourism Promotion Results



# Tourism Promotion | Destination Queenstown

## 2018 Total Results

Forty-two percent of respondents are satisfied with Destination Queenstown. A further 41% give this a neutral rating and 18% are unsatisfied with Destination Queenstown.



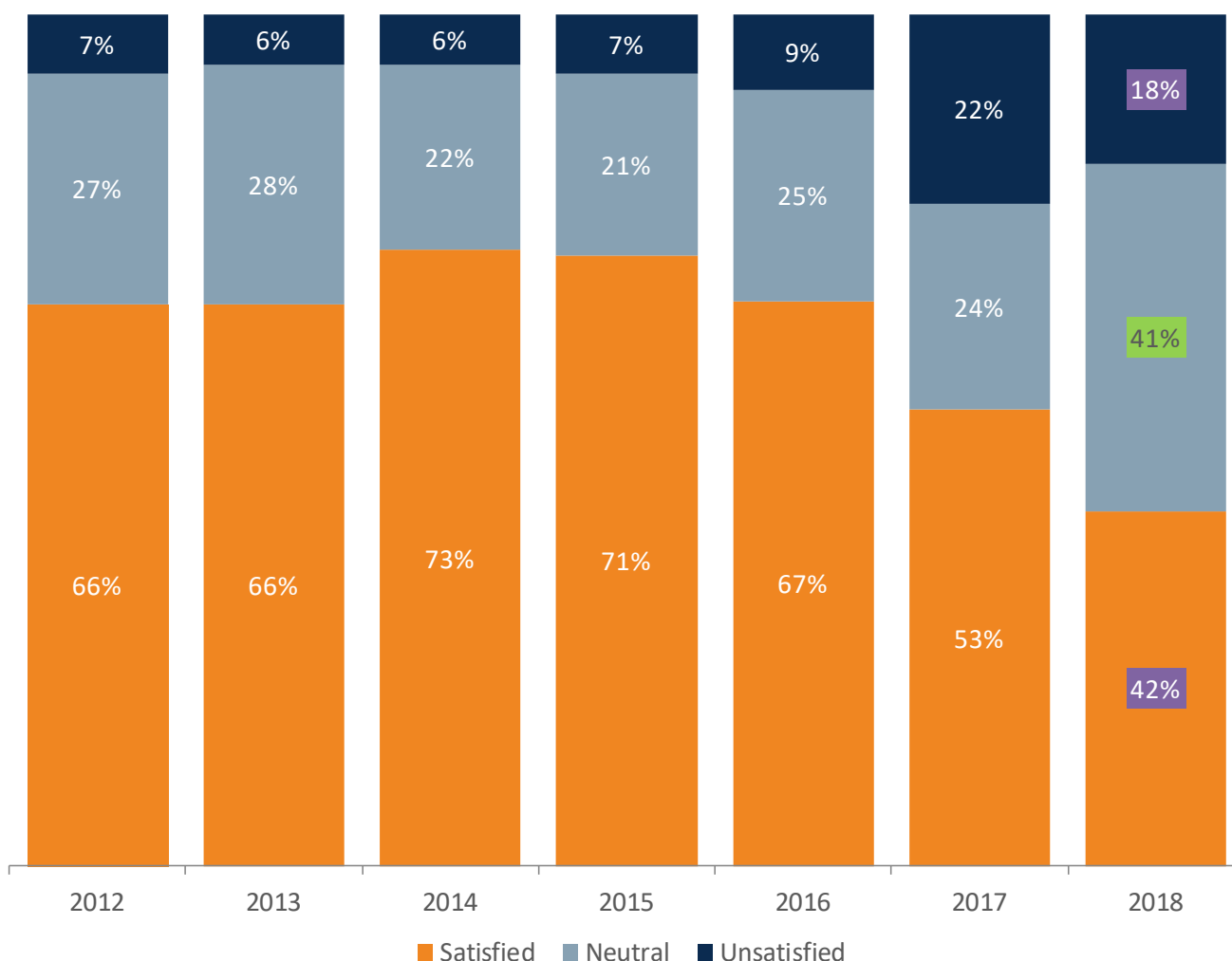
**SATISFIED**

**42%**

**DECREASED  
11%**

## 2012 - 2018 Total Results

Satisfaction with Destination Queenstown has continued to decrease since 2014 results, with a significant decrease seen this year (42% cf. 2017, 53%). Although, unsatisfied ratings have also significantly decreased this year (18% cf. 2017, 22%), neutral ratings have increased significantly (41% cf. 2017, 24%).



# Tourism Promotion | Arrowtown Promotion and Business Association

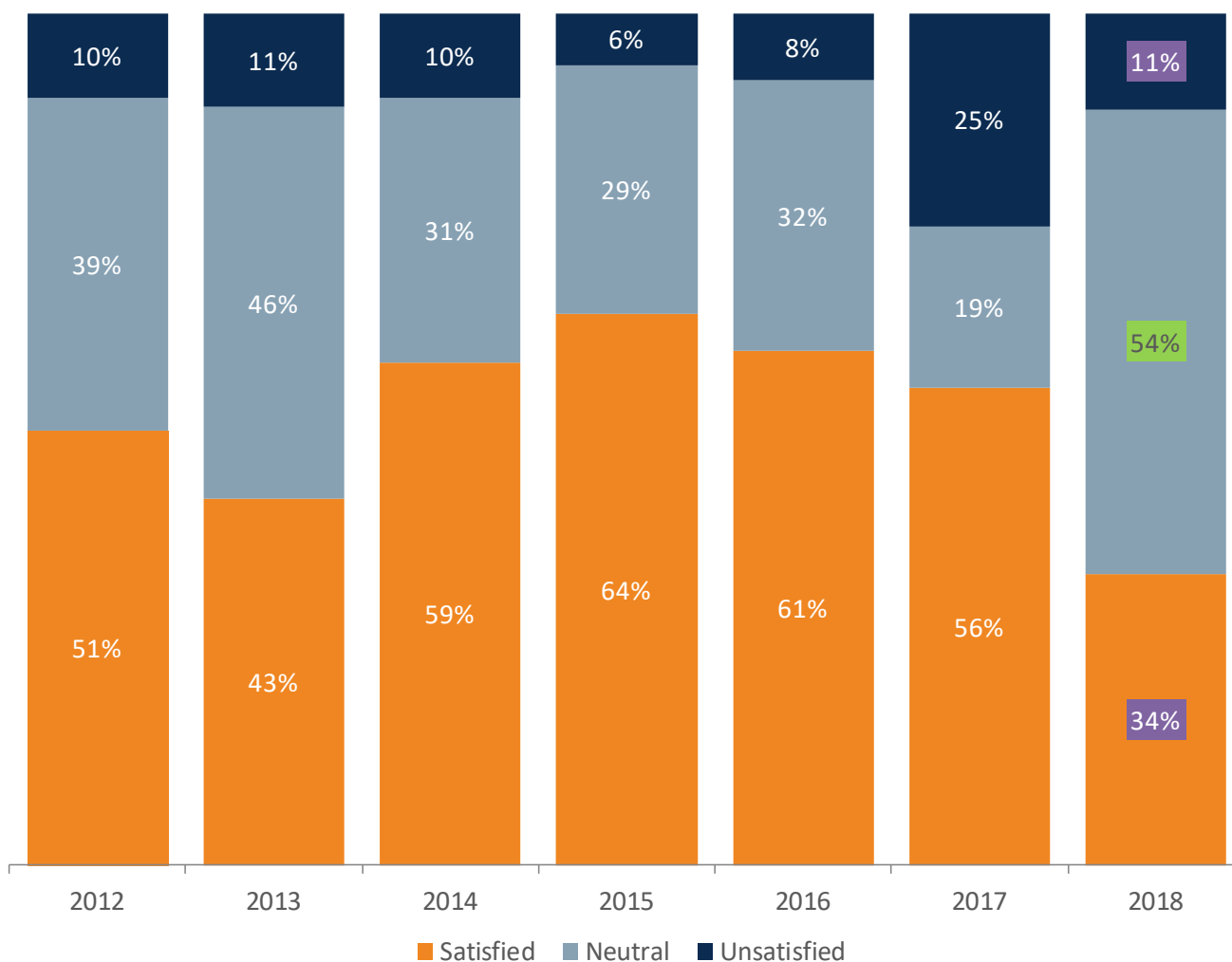
## 2018 Total Results

A third (34%) of respondents are satisfied with the Arrowtown Promotion and Business Association. Over half (54%) give this a neutral rating and 11% are unsatisfied with the Arrowtown Promotion and Business Association.



## 2012 - 2018 Total Results\*

This year, satisfied results have continued to decrease from a peak in 2015 of 64%, this year's decrease is a statistically significant change (34% cf. 2017, 56%). Notably, unsatisfied ratings also decreased significantly this year (11% cf. 2017, 25%) while neutral ratings have increased significantly (54% cf. 2017, 19%).



\* Question change in 2017 from Arrowtown Promotional Board

# Tourism Promotion | Lake Wanaka Tourism

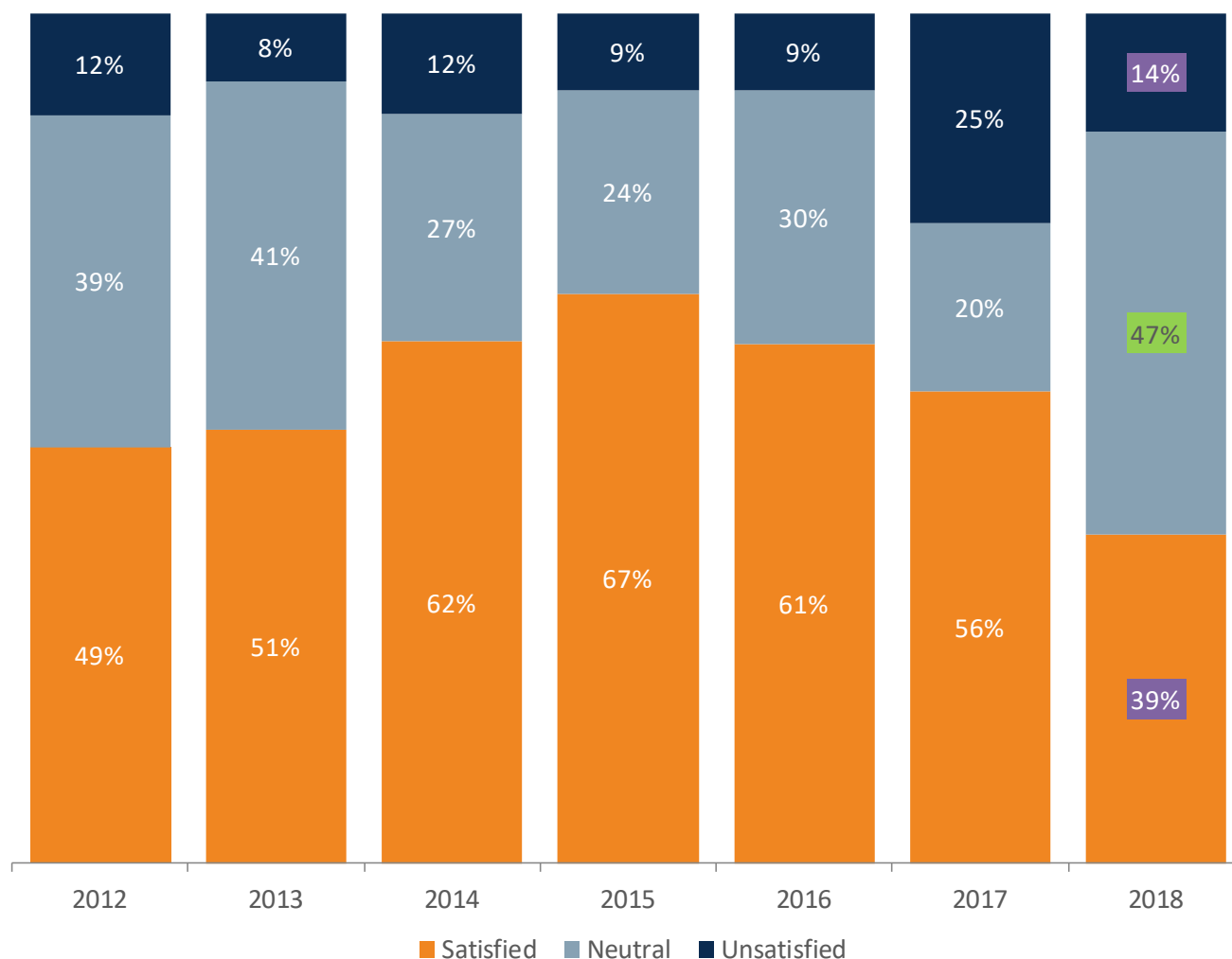
## 2018 Total Results

Thirty-nine percent of respondents are satisfied with Lake Wanaka Tourism. A further 47% give this a neutral rating and 14% are unsatisfied with Lake Wanaka Tourism.



## 2012 - 2018 Total Results

Satisfaction has been consistently decreasing since 2015, with a significant decrease also noted this year (39% cf. 2017, 56%). Unsatisfied ratings have also decreased significantly this year (14% cf. 2017, 25%) while neutral ratings have increased significantly (47% cf. 2017, 20%).



# Tourism Promotion | Demographic Differences

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



## AGE

### UNDER 34

Satisfied with Destination Queenstown (53%).

### 35-54

Unsatisfied with Destination Queenstown (23%).

### 55+

No statistically significant differences noted.



## GENDER

### MALE

No statistically significant differences noted.

### FEMALE

No statistically significant differences noted.



## RESIDENTS

### NORMALLY RESIDENT

Unsatisfied with Destination Queenstown (19%).

### HOLIDAY HOME OWNER

Satisfied with Lake Wanaka Tourism (51%).



## RATEPAYERS

### RATEPAYER

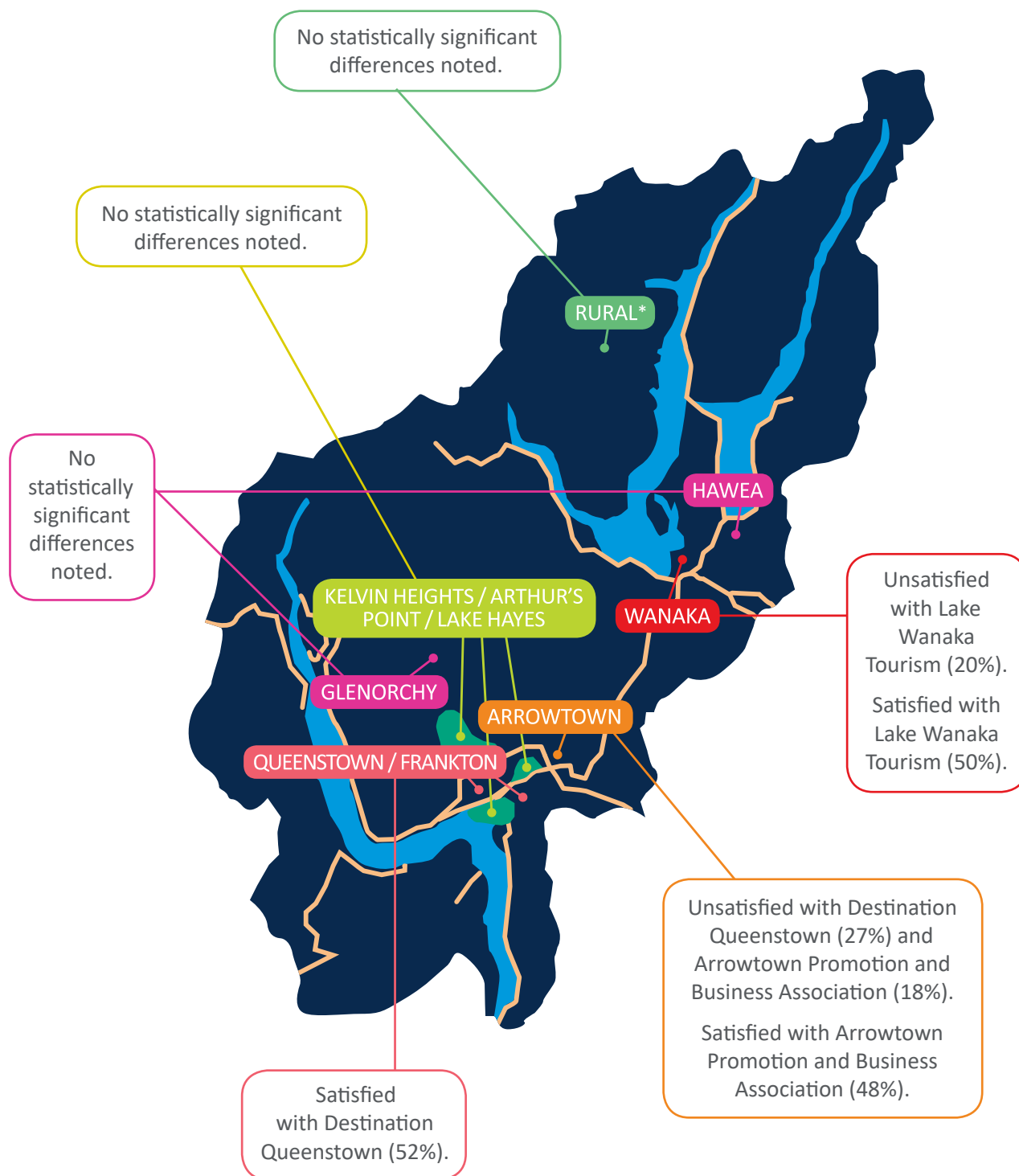
Unsatisfied with Destination Queenstown (22%) and Lake Wanaka Tourism (17%).

### NON RATEPAYER

Satisfied with Destination Queenstown (56%), Lake Wanaka Tourism (46%), and Arrowtown Promotion and Business Association (42%).

# Tourism Promotion | Area Differences

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



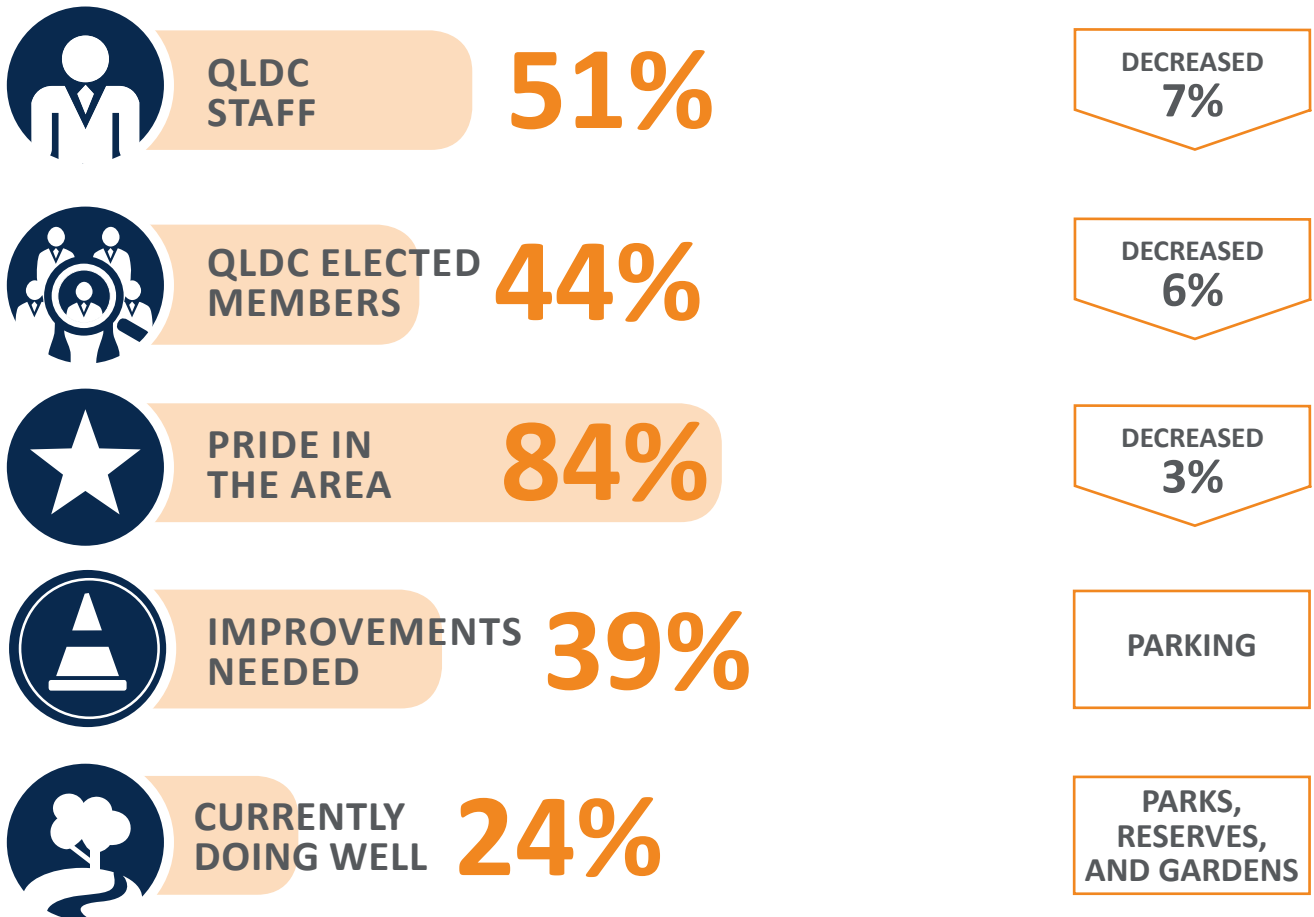
\* Includes Makarora, Luggate, Kingston, and Gibbston.

# 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 2017's results.

## The Big Picture Results





# The Big Picture | QLDC Staff

## 2018 Total Results

Half (51%) of respondents are satisfied with QLDC staff. A further 36% give this a neutral rating and 13% are unsatisfied with QLDC staff.



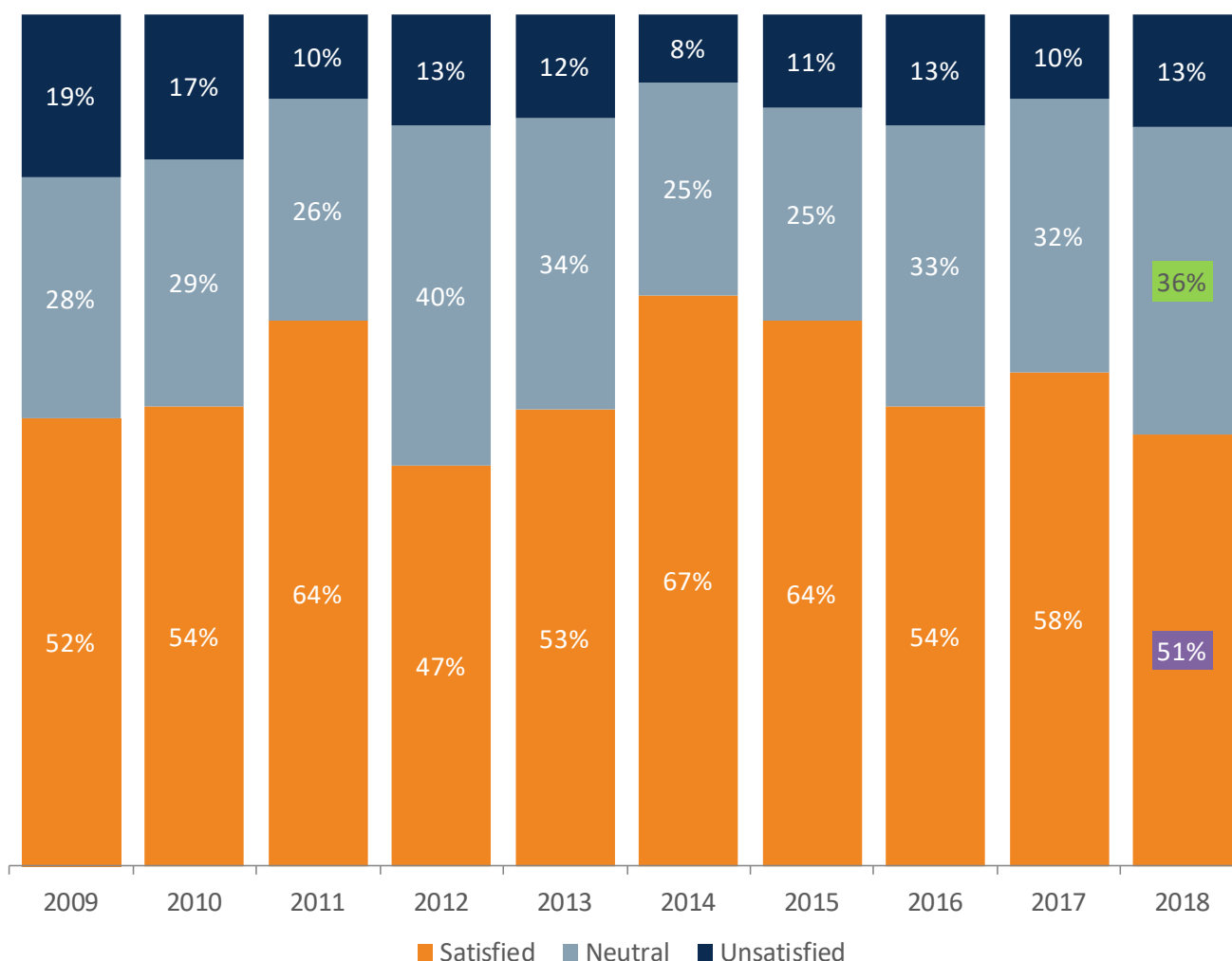
SATISFIED

51%

DECREASED  
7%

## 2009 - 2018 Total Results

Compared to last year's results, satisfied results have decreased significantly (51% cf. 2017, 58%) while neutral ratings have increased significantly (36% cf. 2017, 32%). Although not statistically significant, unsatisfied ratings have increased 3% this year.



# The Big Picture | QLDC Elected Members

## 2018 Total Results

Forty-four percent of respondents are satisfied with QLDC elected members. Thirty-nine percent of respondents give this a neutral rating and 17% are unsatisfied with QLDC elected members.



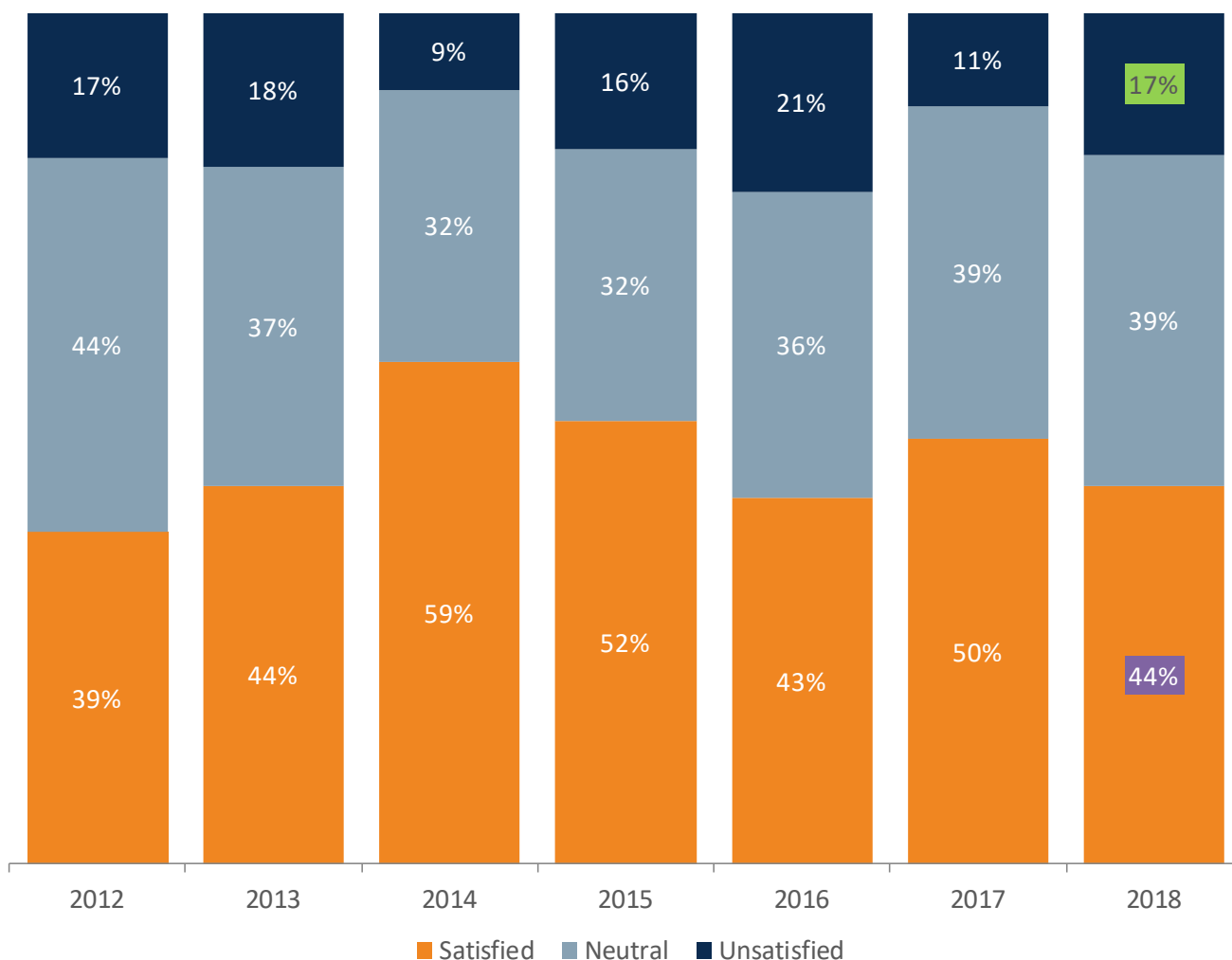
**SATISFIED**

**44%**

**DECREASED  
6%**

## 2012 - 2018 Total Results

Satisfied results have decreased significantly this year (44% cf. 2017, 50%), while unsatisfied results have increased significantly (17% cf. 2017, 11%).



# The Big Picture | Pride in Area

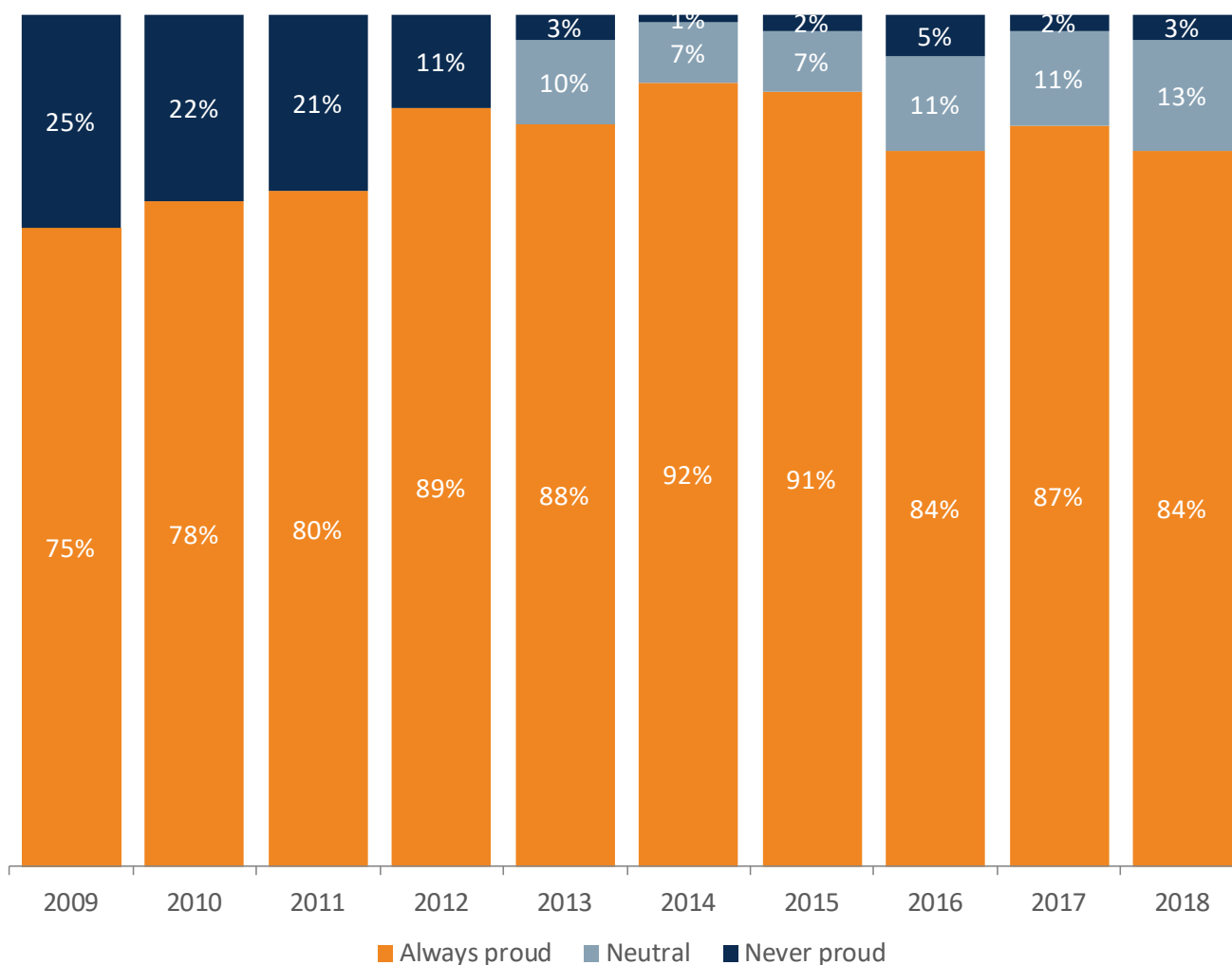
## 2018 Total Results

The majority (84%) of respondents mention they feel proud of the area. A further 13% give this a neutral rating and 3% of respondents indicate they are not proud of the area.



## 2009 - 2018 Total Results

This year's results are on a par with results from last year. Notably, pride in the area has increased 9% since 2009.



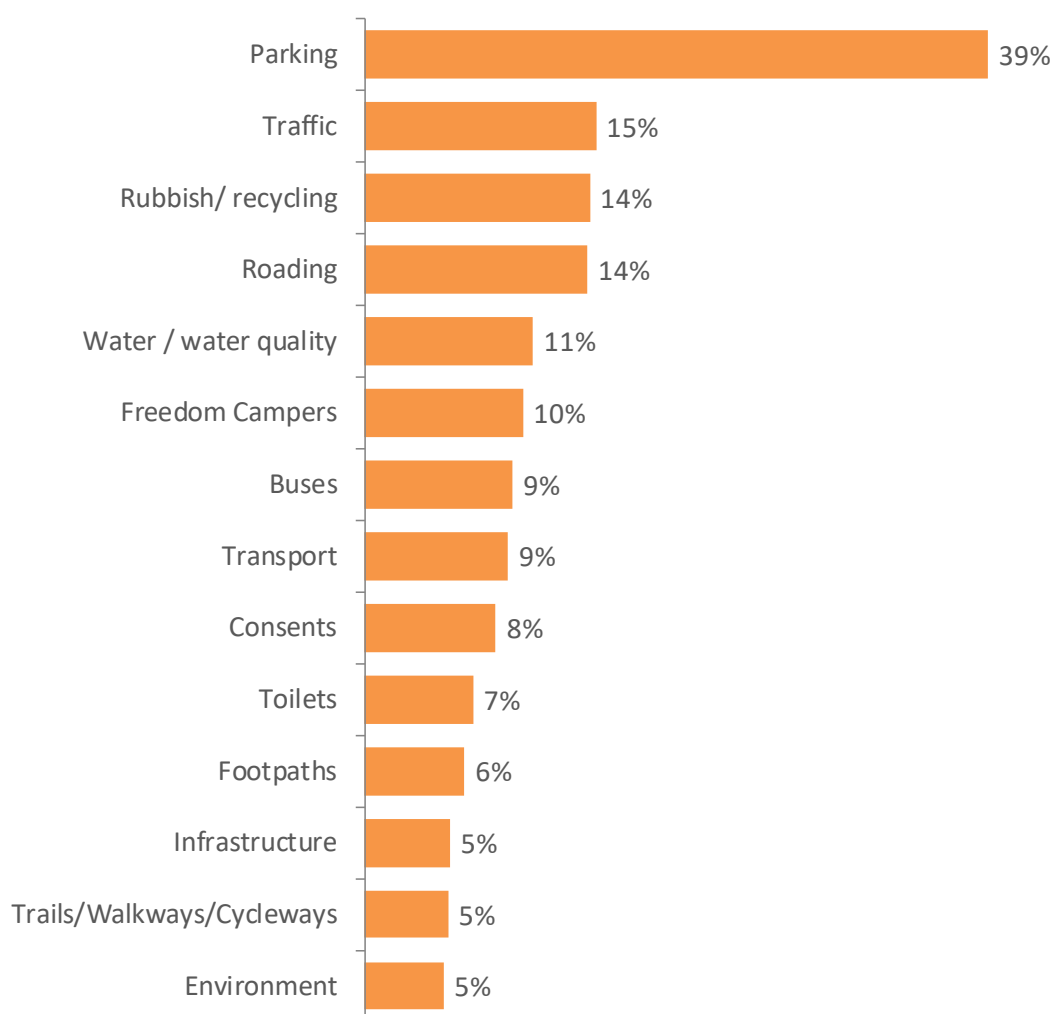
# The Big Picture | Improvements Needed

## 2018 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 5% and above are shown here.

Thirty-nine percent of respondents mentioned a comment pertaining to parking. At a lower level, respondents mentioned areas for improvement revolve around traffic (15%), rubbish and recycling (14%), roading (14%), and water and water quality (11%).



# The Big Picture | Currently Doing Well

## 2018 Total Results

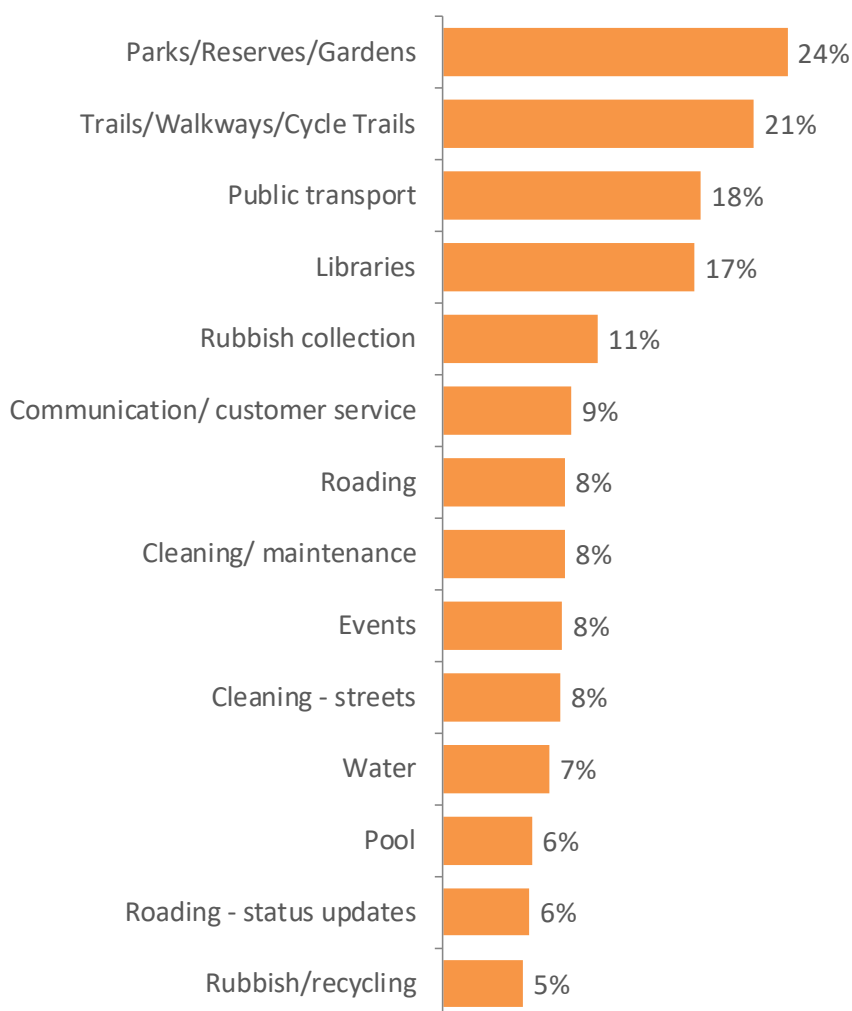


**PARKS, RESERVES  
AND GARDENS**

**24%**

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 5% and above are shown here.

Parks, reserves, and gardens (24%), trails, walkways, and cycleways (21%), public transport (18%), and libraries (17%) are the primary mentions respondents made in regards to what Council does well. At a lower level, respondents also mention rubbish collection (11%) and communication and customer service (9%) are areas Council is currently performing well in.



# The Big Picture | Demographic Differences

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



## AGE

### UNDER 34

Improvements to buses (16%).

Doing well with cleaning and maintenance (13%), street cleaning (12%), and roading status updates (10%).

### 35-54

Unsatisfied with QLDC staff (18%).

Improvements to roading (21%).

### 55+

Satisfied with QLDC staff (55%) and QLDC elected members (51%).

Always proud of their district (89%).

Doing well with libraries (22%) and rubbish collection (16%).



## GENDER

### MALE

Unsatisfied with QLDC staff (16%).

Improvements to roading (17%).

Doing well with water (11%).

### FEMALE

Improvements to rubbish and recycling (18%).

Doing well with events (12%).



## RESIDENTS

### NORMALLY RESIDENT

Improvements to roading (16%), buses (10%), and transport (10%).

Doing well with public transport (19%), libraries (19%), and roading (10%).

### HOLIDAY HOME OWNER

Satisfied with QLDC staff (63%).

Always proud of their district (94%).



## RATEPAYERS

### RATEPAYER

Unsatisfied with QLDC elected members (19%) and QLDC staff (15%).

Improvements to water and water quality (11%) and consents (9%).

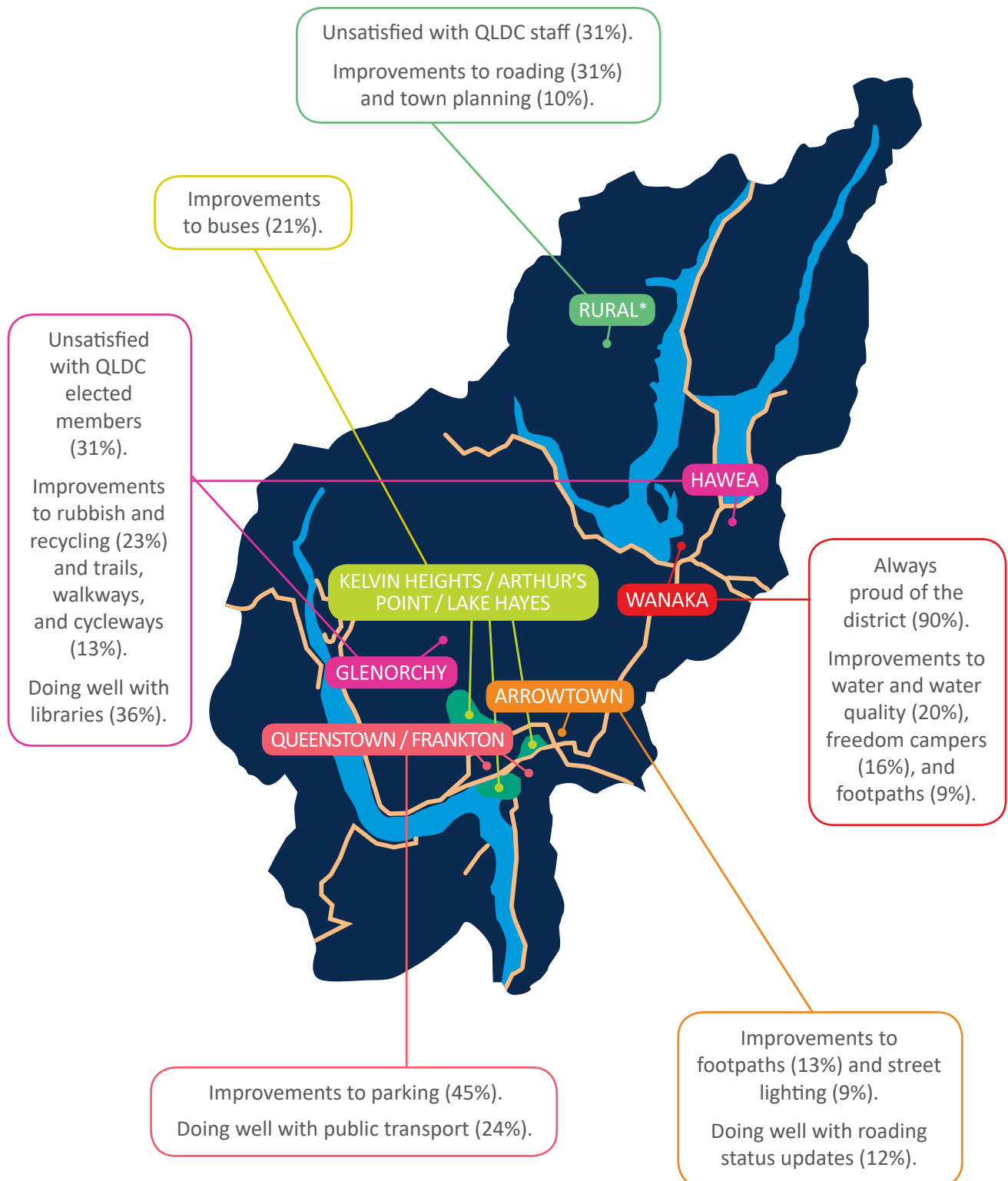
Doing well with parks, reserves, and gardens (26%), trails, walkways, and cycle trails (25%), libraries (21%), and communication and customer service (10%).

### NON RATEPAYER

Doing well with public transport (28%), street cleaning (24%), and events (14%).

# 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

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## Infrastructure

Satisfaction with all infrastructure measures have decreased this year. Ratepayers in the area are less satisfied with the footpaths, water supply, sealed roads, unsealed roads, and street lighting. Also of note, those who are holiday home owners in the area are more likely to be satisfied with wastewater, street cleaning, sealed roads, water supply, street lighting, footpaths, and unsealed roads.

## Council Regulatory Services

Satisfaction with freedom camping enforcement and harbourmaster activity have both increased this year, while satisfaction with food premises regulation, resource consents, noise control, LIM reports, dog control, parking enforcement, and building consents has decreased. Notably, non-ratepayers in the region are more likely to mention they are satisfied with noise control, freedom camping, resource consents, building consents, and with the steps Council is taking to protect the environment.

## Community Services

This year sees an increase in usage of public toilets, the Queenstown Trail, playgrounds, swimming pools, community halls, and libraries. Use of parks, reserves, and gardens remains similar to last year's results, while use of sports grounds has decreased this year.

Satisfaction with the quality and quantity of swimming pools has increased this year. Satisfaction with the quality and quantity of all other community services has decreased compared to 2017's results.

Respondents aged under 34 are more likely to have used a range of community services, however they are more likely to be unsatisfied with the quality of public toilets, swimming pools, playgrounds, sports grounds, and parks, reserves, and gardens. Respondents aged 55+ are more likely to mention they are satisfied with the quality and quantity of libraries, swimming pools, community halls, and playgrounds.

## Town Satisfaction

Amongst respondents who mention they visit Queenstown more frequently, agreement with there being enough public transport available has increased. Agreement with the traffic levels being acceptable and the suitability of parking arrangements remains the same as 2017's results, while agreement with the town is an easy place to spend time and the town layout working well have both decreased.

Amongst respondents who mention they visit Wanaka more frequently, agreement that the town layout working well remains on a par with 2017's results. Agreement that the town is an easy place to spend time, availability of public transport, acceptable traffic levels, and the suitability of parking arrangements has decreased this year.

# Summary of Findings

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## Consultation and Communication

Respondents mentioning they have read their community response plan has increased this year, while satisfaction with all other consultation and communication measures has decreased this year. Notably, respondents aged under 34 are more likely to be unsatisfied with the range of things Council communicates about, how well Council keeps them informed, and the means by which Council communicates. Respondents aged 55+ are more likely to be satisfied with the means by which Council communicates, how well Council keeps them informed, the range of things Council communicates about, and official Council communication.

## Tourism Promotion

Satisfaction with Destination Queenstown, Arrowtown Promotion and Business Association, and Lake Wanaka Tourism has decreased this year. Respondents who are not ratepayers in the area are more likely to be satisfied with all three tourism promotion measures.

## The Big Picture

Satisfaction with QLDC staff and QLDC elected members has decreased this year. Respondents mentioning they are always proud of the area has also decreased this year. Almost half of respondents mention parking needs improving and a quarter mention QLDC are currently doing parks, reserves, and gardens well. Respondents aged 55+ are more likely to mention they are satisfied with QLDC staff and QLDC elected members.

# Appendix

# Appendix | Questionnaire

UNIQUE ID



QUEENSTOWN  
LAKES DISTRICT  
COUNCIL

## 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 <https://www.versus.co.nz/survey> to complete this survey online. Keep this paper 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 24<sup>th</sup> of July 2018 go in to 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 [marguerite@versus.co.nz](mailto:marguerite@versus.co.nz)

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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					
	1	2	3	4	5	6	7	8	9	10						Not applicable
Resource consents	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>						<input type="radio"/>
Building consents	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>						<input type="radio"/>
Land Information Management (LIM) reports	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>						<input type="radio"/>
Freedom camping enforcement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>						<input type="radio"/>
Noise control	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>						<input type="radio"/>
Dog control	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>						<input type="radio"/>
Parking enforcement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>						<input type="radio"/>
Harbourmaster activity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>						<input type="radio"/>
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"/>

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					
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"/>

Optional comment:

## 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					
	1	2	3	4	5	6	7	8	9	10						Not applicable
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"/>
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"/>
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"/>
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"/>
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"/>

## 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					
	1	2	3	4	5	6	7	8	9	10						Not applicable
How well the Council keeps you informed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>						<input type="radio"/>
The range of things that Council communicates 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"/>
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"/>
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"/>

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](http://www.qldc.govt.nz) (Please select one)

Extremely unsatisfied					Neither satisfied nor unsatisfied					Extremely satisfied					
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"/>

# Appendix | Questionnaire

## Tourism promotion

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

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 ☐

Gender?

Female ☐

Male ☐

I identify as ☐

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 ☐

Q25. So that we can contact you if you win the prize, please supply your email or phone number

Email / Phone: