

Annual Residents' Survey 2015



Research Report

June 2015



Research First

Contents

Annual Residents' Survey 2015

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1

Key Findings

72%

BCS, Overall Council Performance

The majority of residents were very satisfied, satisfied or neither satisfied or dissatisfied with overall council performance.

98%

BCS, Parks, Reserves and Gardens

Parks and open spaces were the highest performing area of Council services and facilities. This includes benchmark comparison scores over 90% for all aspects of service in this area.

67%

BCS, All Roads

The benchmark comparison score for roads was 67%. This has improved by 10% since 2014, showing an increasing level of satisfaction among residents.

97%

BCS, Public Library

The benchmark comparison score for the public library was 97%. This suggests a very high level of service is being supplied to the community.

75%

BCS, Performance of Mayor and Councillors

Residents were less satisfied with the performance of Mayor and Councillors than the performance of staff. The benchmark comparison score has decreased by 8% since 2014.

92%

BCS, Helpfulness of Council Website

The Council website was thought to be very helpful, helpful, or neither helpful nor unhelpful by 92% of residents.

92%

BCS, Performance of Council Staff

Residents were more satisfied with Council staff performance than Council performance overall.

55%

BCS, Unsealed Roads

Similarly, the benchmark comparison score for unsealed roads has increased to 55%, 8% higher than the score achieved in 2014.

Additional analysis of the results suggests:

- Overall satisfaction with Council performance is based more on perceptions of the Mayor and Councillors than on Council staff. While perceived performance of Council staff resulted in a benchmark comparison score of 92%, this was 75% for performance of Mayor and Councillors.
- Residents were considerably more satisfied with contact by phone and in person than in writing or by email. This could be because forms of delayed communication were less likely to receive a response from Council.
- Residents thought increased spending should be focused on 'core services', primarily roading and footpaths (31%) and rubbish and recycling (11%).
- Conversely, residents wished for decreased spend on big ticket items. These most commonly included the Art Gallery (23%), and the Museum (5%). Residents also opposed planned new construction and spending in the same area.
- The actions, decisions and management which were most liked centred around things which were seen as fulfilling community needs and being beneficial to all residents. For example, the EA Networks Centre.
- In contrast, the most disliked actions, decisions and management were perceived to be unnecessary or a waste of money. This included a focus on arts, culture and heritage when residents thought money could be better spent on core services.
- Residents were also concerned about what they saw a 'lack of consultation' on important issues. Analysis of the responses suggests, however, that residents actually feel they are not listened to. That is, while the Council may consult, residents believe they ignore the wishes of the public and pursue their own agenda. The Museum and Art Gallery were given as examples of this.

2

Research Design

2.1 Context

The Ashburton District is one of the most progressive and inviting regions of New Zealand. The local economic development agency, Grow Mid Canterbury, describes the district as “a vibrant and outstanding business and recreational environment to live, work and play right in the heart of the most fertile farming, recreational and tourism regions of Canterbury”. The Ashburton District has a population of approximately 32,000, 17,000 of whom live in Ashburton (the largest town in the District and the second largest in Canterbury).

The Ashburton District Council is the local government authority for the District. Each year the Council surveys residents in the District about their opinions on a wide ranging list of services and issues pertaining to the Council, and the services it delivers to the residents of the district. The information provided by the survey results helps the Council determine its work programme and budget priorities in the future. In 2015, the Council contracted Research First to conduct the Annual Residents’ Survey.

2.2 Research Method

Ashburton District Council has used a telephone survey for its annual residents’ surveys in the past, and this is the method that Research First continued to use for the 2015 survey. This method was the best choice because the number and range of households in the Ashburton District with access to a telephone is considerably higher than the number of households with access to the internet.

Moreover, keeping the survey design the same as that used in previous years allowed for direct year on year comparisons. A telephone survey approach also:

- Provided better quality results (because the presence of a telephone interviewer reduces errors and addresses potential biases resulting from interpretation problems on behalf of the participants);
- Provided results that are representative of the views of a geographically dispersed population; and
- Provided results that can be extrapolated to an audience with a high degree of accuracy (because of the use of probability samples).

2.3 Research Sampling

The 2014 Ashburton District Council Annual Residents’ Survey was conducted by a telephone survey designed to obtain the views of the Ashburton community. A random database of telephone numbers was obtained covering the Ashburton area. This included a sample from Research First’s cellphone-only database. After piloting the survey to ensure consistency and respondents’ ability to comprehend and credibly respond to the questions, data collection took place between May 16th and June 2nd. Data collection was randomised within each household to ensure the sample included a spread of respondents based on age and gender, with a quota system being used to ensure the sample was representative of Ashburton District.

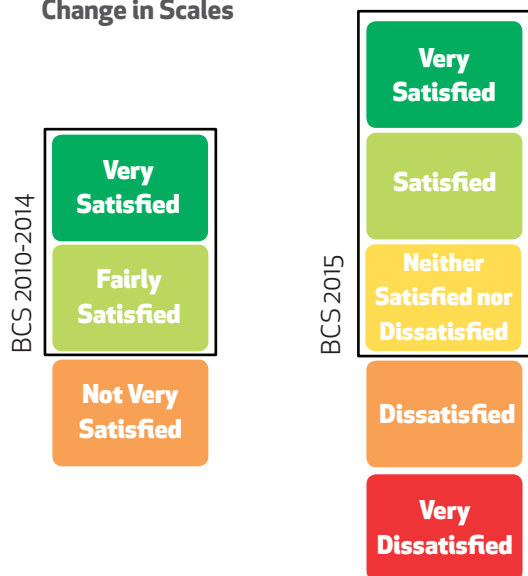
The 2015 Ashburton District Council Annual Residents’ Survey involved 383 completions. The maximum margin of error for the sample is +/-5% (at the 95% confidence interval). This means that Council can have confidence in the results for the sample as a whole, but the results for subsamples such as ward, age and gender are less precise.

2.4 Data Analysis

In 2015, the survey changed from a four-point to a five-point scale for most questions. This change was made to provide respondents with the option of a mid-point response. This mid-point allows respondents to choose a ‘neutral’ (or ambivalent) response, rather than being forced into reporting satisfaction or dissatisfaction (where such feelings may not be present). This move away from the ‘forced choice’ design used in previous years means the range of results will provide a more precise measure of community attitudes. Note that an anticipated structural effect of this shift in scoring will be a smaller proportion of residents express either satisfaction or dissatisfaction with Council services (because those participants in previous years who would prefer to report a midpoint score were only able to choose mild satisfaction or dissatisfaction scores).

To enable comparisons with previous years, this shows the range of responses across the five-point scale. It also calculates a ‘benchmark comparison score’, or BCS. This simply sums together those respondents who were very satisfied, satisfied and neither satisfied nor dissatisfied (or equivalent). This score allows indicative comparison to previous data collection, as illustrated in Figure 2.1 overleaf.

2.1 Change in Scales



As a result, the data captured in the trend analysis can be presumed to provide indicative trends when comparing to data from previous years.

2.4.1. Why Use A Five Point Scale?

There is considerable debate in the research literature about best practice when it comes to designing scale questions. Different scale designs all have their fans but five point scales are the best all-round compromise because:

- Scales with an even number of points (most commonly four point scales) do not allow for an ambivalent or 'neutral' option and hence misrepresent those respondents who do not genuinely have a view about the topic or question. This means the scales are not an accurate reflection of the population's real views (which can be a big problem).
- Three point scales do not provide a measure of how strongly respondents hold a particular view. This means they are useful where researchers don't want to know about intensity, but in general are seen as having insufficient sensitivity for attitudinal surveying; and
- Seven point scales introduce too much sensitivity. While they allow us to see where a particular respondent sits on an attitudinal continuum, they also give less sense of the 'distance' between the points. That is, the difference between 'satisfied' and 'very satisfied' to one respondent may not be the same for other respondents. Larger scales magnify this inter-respondent bias.
- Finally, respondents have difficulty holding seven pieces of information in mind at any one time, and this means seven point scales create more respondent fatigue.

It's also very important for these scales to be balanced between negative and positive options. The wording is key here. For example, on the previous scale of 'very satisfied', 'fairly satisfied', and 'not very satisfied', the scale is giving respondents two positive options and one negative option. This makes the scale more difficult for participants to interpret, and the resulting data set less accurate.

2.5 Non-Response

Of the total valid calls answered and qualifying, the response rate to the survey was 30.1%. As part of our commitment to providing Ashburton District Council with robust results, Research First provided a 'non-response' survey alongside the full survey. Non-response is a critical issue for resident opinion surveys, as response rates for telephone surveys decline relative to the time required. There is a risk that the potential differences between respondents and non-respondents creates a systematic bias in the results (undermining the value of the research insights). A non-response survey simply involves calling back respondents who refused to participate, and asking them one or two key questions from the research. These results can then be compared to the results from the full survey. This allows researchers to understand if the views of respondents are the same as non-respondents. Where only small differences exist between the two respondent groups, the researcher can be much more confident that the survey results are representative of the target population in general.

Here, a random sample of non-participants from the original sample was generated. These were contacted with a target of achieving 40 randomly generated completions. Participants in the non-response survey were asked about their satisfaction with 'the overall performance of the Ashburton District Council', their satisfaction with the 'performance of Council staff', and the 'performance of the Mayor and Councillors'. Because the questions asked in the non-response survey was also asked in the full Annual Residents' Survey, it is possible to compare the results from this sample with those in the primary data set.

What this analysis suggests is that there is a measure of self-selection bias present in the primary data set. In general, respondents in the primary data set seem more likely to be satisfied with the overall performance of the Ashburton District Council than the 'typical' respondent selected for the non-response survey. This is shown in Tables 2.2 and 2.3 overleaf.

2.2 Overall Satisfaction with Council Performance

	Primary Sample	Non-Response Sample
Total respondents	381	40
Very satisfied	4%	5%
Satisfied	32%	18%
Neither satisfied nor dissatisfied	36%	43%
Dissatisfied	18%	25%
Very dissatisfied	9%	10%
BCS	72%	65%

2.3 Performance of Staff, Mayor and Councillors

	Performance of Staff		Performance of Mayor and Councillors	
	Primary Sample	Non-Response Sample	Primary Sample	Non-Response Sample
Total respondents	359	40	375	40
Very good	16%	9%	5%	5%
Good	45%	27%	36%	26%
Neither good nor poor	31%	45%	34%	24%
Poor	6%	18%	19%	29%
Very poor	2%	0%	6%	16%
BCS	92%	82%	75%	55%

3

Demographics of the Research Sample

The following tables show the sample achieved and the demographic information obtained. The data set closely matches the population of the District; this means that the sample is robust and representative of District residents.

3.1 Distribution by Ward

	Number of respondents	Percentage of respondents	2013 Census
Western Ward	67	17%	17%
Eastern Ward	91	24%	27%
Ashburton Ward	225	59%	56%

3.2 Distribution by Gender

	Number of respondents	Percentage of respondents	2013 Census
Male	177	46%	50%
Female	206	54%	50%

3.3 Distribution by Age

	Number of respondents	Percentage of respondents	2013 Census
18-24	28	7%	7%
25-34	56	15%	16%
35-44	71	19%	18%
45-54	74	19%	19%
55-64	66	17%	17%
65+	88	23%	23%

3.4 Distribution by Length of Time in Ashburton

	Number of respondents	Percentage of respondents
5 years or less	24	6%
6 to 10 years	39	10%
More than 10 years	320	84%
Total respondents	383	

3.6 Distribution by Place Lived

	Number of respondents	Percentage of respondents
In a town or village	279	73%
In an area of mainly small land blocks, or on a small land block	48	13%
In an area of mainly large land blocks or farms, or on a large land block or farm	56	15%
Total respondents	383	

3.5 Distribution by Income

	Number of respondents	Percentage of respondents
Less than \$40,000 per year	75	20%
\$40,000 - \$60,000 per year	77	20%
\$60,000 - \$80,000 per year	63	16%
More than \$80,000 per year	135	35%
Prefer not to say	33	9%
Total respondents	383	

4

General Council Business

4.1 Overall Council Performance

Residents were asked how satisfied they were with the overall performance of the Ashburton District Council over the past twelve months. Over one-third (36%) were satisfied or very satisfied, while the benchmark comparison score (BCS) was 72%.

4.1 Satisfaction with Overall Council Performance	Overall council performance
Total respondents	381
Very satisfied	4%
Satisfied	32%
Neither satisfied nor dissatisfied	36%
Dissatisfied	18%
Very dissatisfied	9%
BCS	72%

4.2 Rates

Of the 383 residents spoken to, 343 (90%) were ratepayers. The remaining 10% were not.

4.2 Number of Ratepayers	Number of respondents	Percentage of respondents
Yes	343	90%
No	40	10%
Total respondents	383	

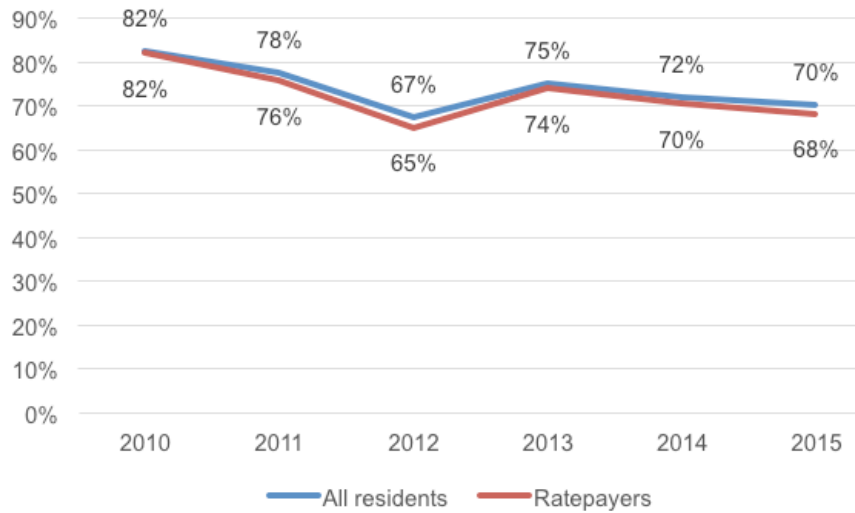
All residents were asked to consider the services and facilities that Council provides, and rate their satisfaction with how rates are spent. Across all residents, 31% were satisfied or very satisfied. The benchmark comparison score for all residents was 70%. It was slightly lower among ratepayers, at 68%.

4.3 Satisfaction with Rates Spend

	All residents	Ratepayers
Total respondents	375	340
Very satisfied	3%	3%
Satisfied	28%	28%
Neither satisfied nor dissatisfied	39%	38%
Dissatisfied	21%	22%
Very dissatisfied	9%	10%
BCS	70%	68%

Satisfaction with rates spend has declined slightly in the period 2010-2015.

4.4 Perceptions of Rates Spend, Comparative Trend



4.3 Council Staff Performance

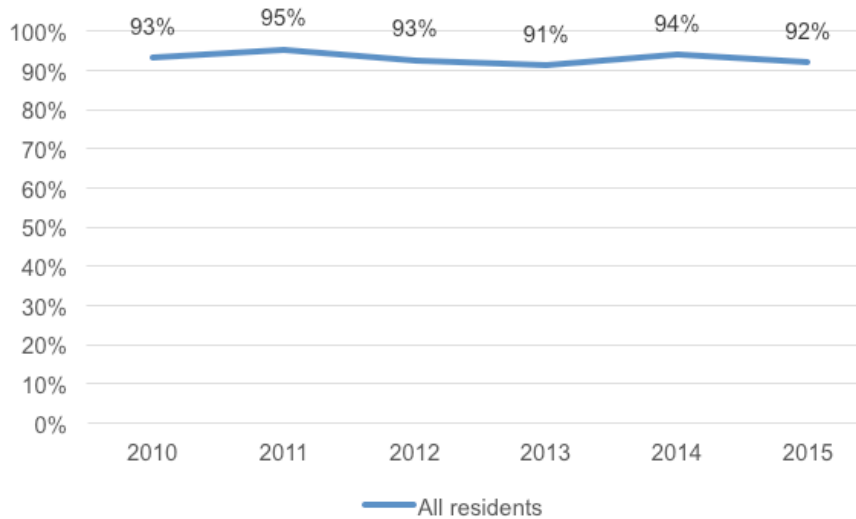
Residents were asked to take all aspects into account, and rate the performance of Council staff in the past year. Around half (51%) thought it was good or very good. The benchmark comparison score was 92%, suggesting that few respondents thought performance was poor.

4.5 Performance of Council Staff

	All residents
Total respondents	359
Very good	16%
Good	45%
Neither good nor poor	31%
Poor	6%
Very poor	2%
BCS	92%

The benchmark comparison score for 2015 was in line with previous years' results. Satisfaction has been high since 2010.

4.6 Perceptions of Performance of Council Staff, Comparative Trend



4.4 Contact with Staff

Residents were asked if they had made contact with Council in the past year, and if so, how they had done so. Overall, 55% of residents had contacted the Council. The most common method of contact was by phone (42%), followed by in person (36%). The data indicate that many people who had contacted Council had done so in numerous ways.

4.7 Contact Made With Staff

	Have contacted	Have not contacted
By phone	42%	58%
In person	36%	64%
In writing	7%	93%
By email	15%	85%

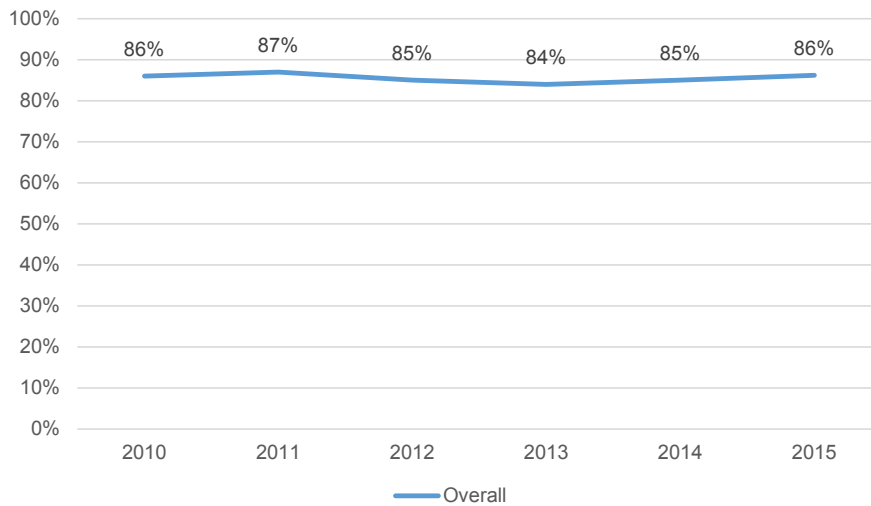
4.8 Satisfaction with Contact

	Total respondents						BCS
By phone	159	30	35	18	8	9	84%
In person	136	35	40	13	7	4	89%
In writing	28	25	25	25	14	11	75%
By email	55	27	29	18	11	15	75%
Overall	210	23	46	17	9	5	86%

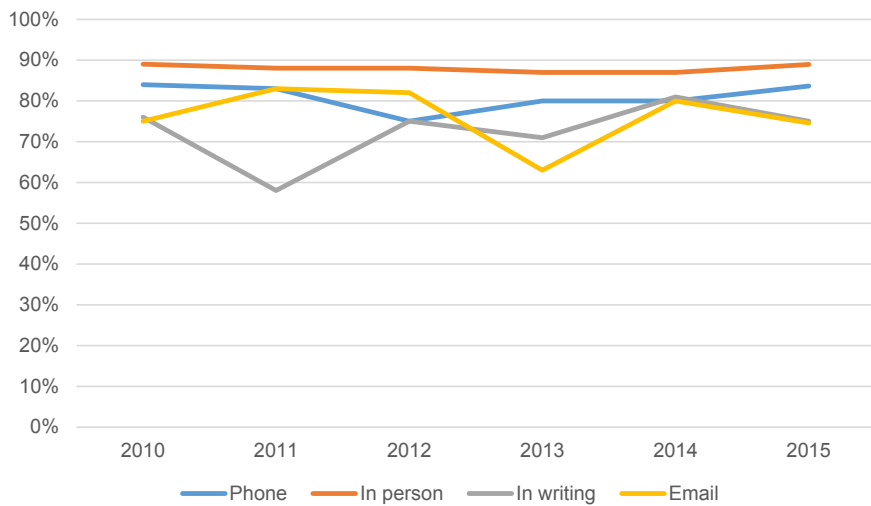
■ Very satisfied
 ■ Satisfied
 ■ Neither satisfied nor dissatisfied
 ■ Dissatisfied
 ■ Very dissatisfied

Satisfaction with contact has increased overall, by phone, and in person since 2014. However, satisfaction has decreased with email and written contact (although these forms of contact have been more uneven previously, and the results are less robust because of the lower base sizes).

4.9a Perceptions of Contact with Council Staff Overall, Comparative Trend



4.9b Perceptions of Contact with Council Staff, Comparative Trend, by Method



Those respondents who were dissatisfied with their contact with Council were asked why. Across all method, the primary reasons were that the contact did not help to solve the problem, or they did not receive a response to the problem.

4.10 Reasons for Dissatisfaction with Phone Contact

	Number of respondents	Percentage of respondents
Didn't help to solve the problem	12	46%
No return calls	6	23%
Incompetent	4	15%
Didn't get a response to a problem	3	12%
Were impolite	2	8%
Hard to get hold of people	2	8%
Don't keep promises	2	8%
Total	26	

4.11 Reasons for Dissatisfaction with Personal Contact

	Number of respondents	Percentage of respondents
Didn't help to solve the problem	8	53%
Were impolite	3	20%
Incompetent	2	13%
No return calls	1	7%
Didn't get a response to a problem	1	7%
Hard to get hold of people	1	7%
Don't keep promises	1	7%
Total	15	

4.12 Reasons for Dissatisfaction with Written Contact

	Number of respondents	Percentage of respondents
Didn't get a response to a problem	4	67%
Were impolite	1	17%
Don't keep promises	1	17%
Slow	1	17%
Total	6	

4.13 Reasons for Dissatisfaction with Email Contact

	Number of respondents	Percentage of respondents
Didn't get a response to a problem	8	62%
Didn't help to solve the problem	2	15%
Were impolite	2	15%
Slow	1	8%
Total	13	

4.5 Council Website

Respondents were asked if they had used the Council website in the past year. Overall, under half (42%) had done so.

4.14 Use of Council Website

	Have visited	Have not visited
Used Council website	42%	58%

Use of the Council website appears to be infrequent – more than half (53%) of those who had used the website only did so every six months or less often. Just 7% used the website fortnightly or more often.

4.15 Frequency of Use of Council Website

	Number of respondents	Percentage of respondents
Once a fortnight, or more often	11	7%
About once a month	16	10%
About once every three months	49	31%
About once every six months, or less often	84	53%
Total respondents	160	

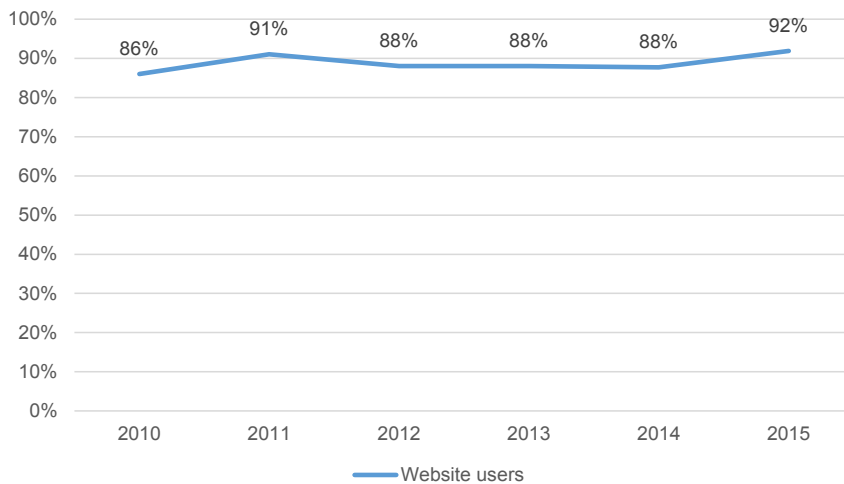
Respondents who had used the Council website were asked to rate how helpful they had found it. Overall, 68% thought it was helpful or very helpful. The benchmark comparison score is 92%.

4.16 Helpfulness of Council Website

	Helpfulness of council website
Total respondents	160
Very helpful	18%
Helpful	58%
Neither helpful nor unhelpful	16%
Unhelpful	4%
Very unhelpful	4%
BCS	92%

The benchmark comparison score in 2015 was in line with the scores of previous years. This is a consistently well-performing area of service.

4.17 Perceptions of Council Website, Comparative Trend



Website users were asked if they had used the website to make a transaction. One-quarter had done so.

4.18 Transactional Use of Council Website (n=160)

	Have used	Have not used
Used website for a transaction	25%	75%

The transactions made were usually a fine or infringement payment (33%), or an information request (33%). Respondents had also applied for a building consent (20%), made a rates payment (15%), or asked for a building inspection (3%).

4.19 Types of Transaction Made

	Number of respondents	Percentage of respondents
Fine or infringement payment	13	33%
Information request	13	33%
Building consent	8	20%
Rates payment	6	15%
Building inspection	1	3%
Total respondents	40	

Respondents were primarily positive about the service they had received during the transaction. Nearly four-fifths (78%) thought the service had been good or very good. The benchmark comparison score was 100%.

4.20 Satisfaction with Service During Transaction

	All residents
Total respondents	40
Very good	33%
Good	45%
Neither good nor poor	23%
Poor	0%
Very poor	0%
BCS	100%

All website users were asked what else they would like to see the Council provide on its website. Nearly half of users (45%) thought the Council could not make any improvements.

4.21 Other Information or Services Council Could Provide on Website

	Number of respondents	Percentage of respondents
Nothing	18	45%
Need to be more simple / easier to navigate	3	8%
More info on property ownership	3	8%
Improve building consent lodgement process	2	5%
More up-to-date information / notify of changes	2	5%
Sport events in town	1	3%
Spending on roadworks	1	3%
Dog registration (more payment options, more info)	1	3%
Pay rates online	1	3%
Pay for swimming lessons online	1	3%
Zoning	1	3%
Don't know	9	23%
Total respondents	40	

4.6 Spend Emphasis

Residents were asked, bearing in mind that Council cannot spend more on every service or facility without increasing rates and/or user charges, what services or facilities they would like Council to spend more on. One-third of respondents (36%) did not think the Council should spend more on anything. The most commonly identified area for increased spending was land transport (31%). The next most identified area was rubbish and recycling (11%).

4.22 Services Council Should Spend More On

	Number of respondents	Percentage of respondents
Nothing	136	36%
Roads/ footpaths/ road safety	119	31%
Rubbish collection / recycling	42	11%
Activities for children and teenagers / young generation	20	5%
EA Networks Centre / sports	12	3%
Water supply	9	2%
Hydroslide	8	2%
Public toilets	7	2%
Hospital / public health	7	2%
Clean city centre	7	2%
Social housing	5	1%
Parks / gardens	5	1%
Community facilities / social services	4	1%
City library	4	1%
Other	27	7%
Total respondents	383	

Residents were asked what services or facilities they would like Council to spend less on in future. While over half of respondents (55%) did not think Council should reduce spending in any areas, nearly one-quarter (23%) thought the Art Gallery should receive less funding.

4.23 Services Council Should Spend Less On

	Number of respondents	Percentage of respondents
Nothing	210	55%
Art Gallery	88	23%
Museum	20	5%
New City Council Building	18	5%
New construction projects in the city (in general)	18	5%
City council staff (wages, vehicles, etc.)	16	4%
EA Network Centre	11	3%
New recycle rubbish bins	4	1%
Consultants	4	1%
Other	23	6%
Total respondents	383	

4.7 Council's Actions, Decisions and Management

Respondents were asked if there was any one thing they liked about Council's actions, decisions or management in the last few months. Over half (56%) said there was, and this group was asked to identify what the thing was and why they liked it. The most liked aspect was the EA Network Centre (37%), because it was good for the community and needed in the town. Verbatim responses to this question are provided in Appendix 2.

4.24 Most Liked Aspect of Actions, Decisions and Management

	EA Network Centre	Town overall / good job overall	Gardens	Art Gallery	Museum	Rubbish collection/ new recycling bins	Other	Total
Good for the community / gives something to do/ used by everyone	45%	16%	19%	47%	43%	20%	6%	36%
Great facility / was highly needed in town	42%	11%	19%	47%	43%	20%	12%	35%
Town looks nice/clean/safe	2%	47%	50%	0%	0%	0%	10%	12%
Good for young people	11%	0%	6%	0%	7%	0%	0%	8%
Good for the future of Ashburton	9%	5%	0%	7%	7%	0%	4%	7%
Good for visitors / tourists	5%	5%	0%	7%	14%	0%	2%	5%
Active lifestyle / sports	6%	0%	0%	0%	0%	0%	0%	4%
Other	6%	21%	6%	20%	21%	60%	63%	26%
None/don't know	1%	0%	6%	7%	0%	0%	4%	2%
Total	142	19	16	15	14	5	51	213

Respondents were asked if there was any one thing they disliked about Council's actions, decisions or management in the last few months. Three-fifths (62%) did dislike something, and this group was asked to identify what the thing was and why they disliked it. The most commonly identified thing was the museum and art gallery, primarily because of perceived overspending. Verbatim responses are provided in Appendix 2.

4.25 Most Disliked Aspect of Actions, Decisions and Management

	Museum and Art Gallery	Budget spendings/ wasting money	Don't listen to public opinion	Hydroslides	Untrustworthiness/ lack of transparency / poor project management	Rubbish collection / recycling	Bridge project	Rates	Bad roads/ footpaths/ lack of traffic lights	New Council building	Other	Total
Budget overspending / waste money	51%	45%	10%	19%	22%	13%	27%	21%	14%	44%	5%	28%
Don't listen what people want / Lack of consultation / Community opposition to Council actions	28%	27%	81%	33%	33%	31%	20%	7%	7%	0%	8%	27%
Prefer them to spend more on infrastructure / Community has more important needs (roads, car parks, water, etc)	15%	18%	5%	0%	17%	13%	27%	0%	50%	0%	24%	17%
Don't need / Unnecessary projects	15%	18%	0%	19%	6%	13%	0%	21%	7%	33%	8%	12%
Hard to pay rates	4%	12%	0%	10%	0%	6%	7%	50%	7%	33%	3%	7%
Lack of control / poor project management by the Council	10%	6%	0%	0%	17%	0%	7%	7%	0%	0%	11%	7%
Prefer to have a hydroslide instead of Art Gallery	6%	3%	5%	29%	6%	6%	0%	7%	0%	0%	0%	6%
Wrong location	5%	0%	0%	0%	0%	0%	20%	0%	0%	0%	5%	4%
Dangerous / unsafe	1%	3%	0%	0%	11%	0%	7%	7%	14%	11%	5%	4%
Don't like design	2%	0%	0%	5%	11%	0%	7%	0%	0%	11%	0%	3%
Don't like new recycling bins	0%	0%	0%	0%	0%	38%	0%	0%	0%	0%	0%	3%
Other	2%	6%	10%	14%	11%	13%	7%	14%	14%	0%	32%	13%
Total	81	33	21	21	18	16	15	14	14	9	38	236

5

Transportation

This section covers the results for the land transport services and facilities provided by Council. These include:

- Roads;
- Unsealed roads; and
- Footpaths.

5.1 Roads

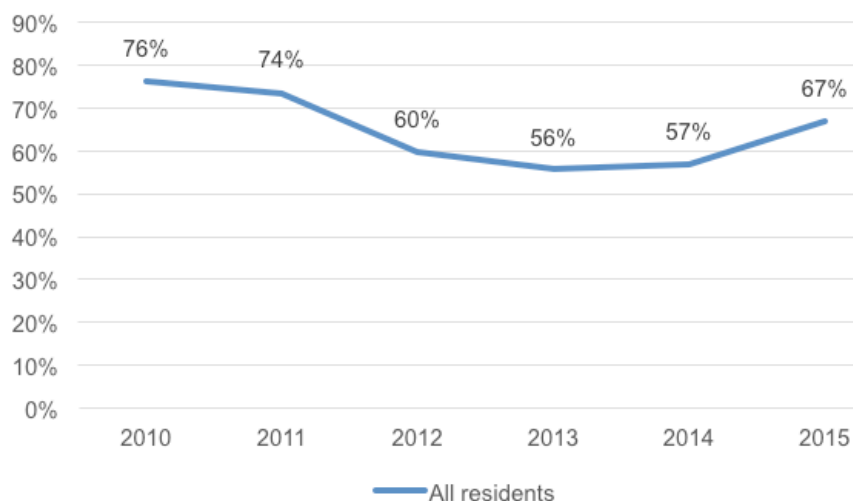
Residents were asked how satisfied they are with the standard and safety of roads in Ashburton District, excluding State Highways. One third (31%) of residents were satisfied or very satisfied with the roads. The benchmark comparison score was 67%, 13% lower than the target score of 80%.

5.1 Satisfaction with Roads

	All residents
Total respondents	381
Very satisfied	6%
Satisfied	25%
Neither satisfied nor dissatisfied	36%
Dissatisfied	21%
Very dissatisfied	12%
BCS	67%
Target	80%

Although the target was not met, results in 2015 had increased from the result in 2014. In fact, the 2015 BCS was the highest received since 2011.

5.2 Perceptions of Roads, Comparative Trend



5.2 Unsealed Roads

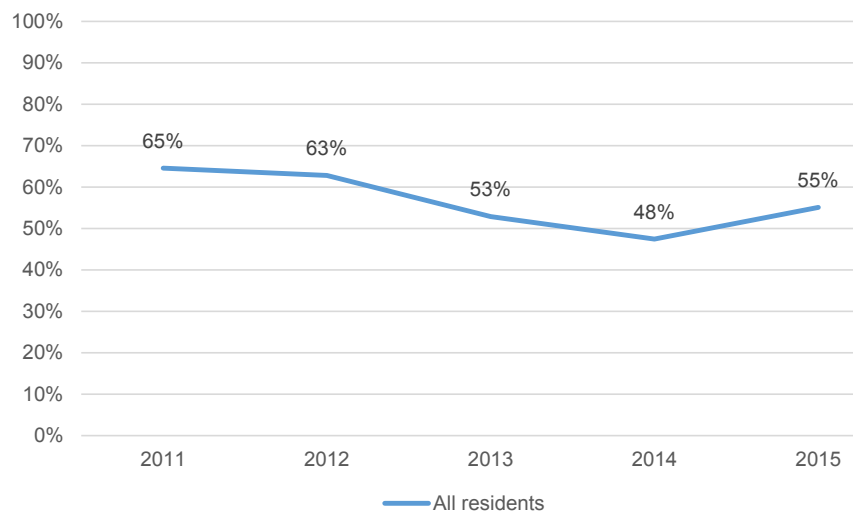
Residents were told that the roading network in Ashburton District includes over 1,000 kilometres of unsealed roads, and asked how satisfied they are with the standard and safety of these. One-quarter (26%) were satisfied or very satisfied, and the benchmark comparison score was 55%. This is lower than the target of 63%.

5.3 Satisfaction with Unsealed Roads

	All residents
Total respondents	363
Very satisfied	3%
Satisfied	23%
Neither satisfied nor dissatisfied	29%
Dissatisfied	28%
Very dissatisfied	17%
BCS	55%
Target	63%

As with roads in general, the benchmark comparison score for 2015 is higher than that received in 2014. This suggests a slight increase in satisfaction over the past year.

5.4 Perceptions of Unsealed Roads, Comparative Trend



5.3 Footpaths

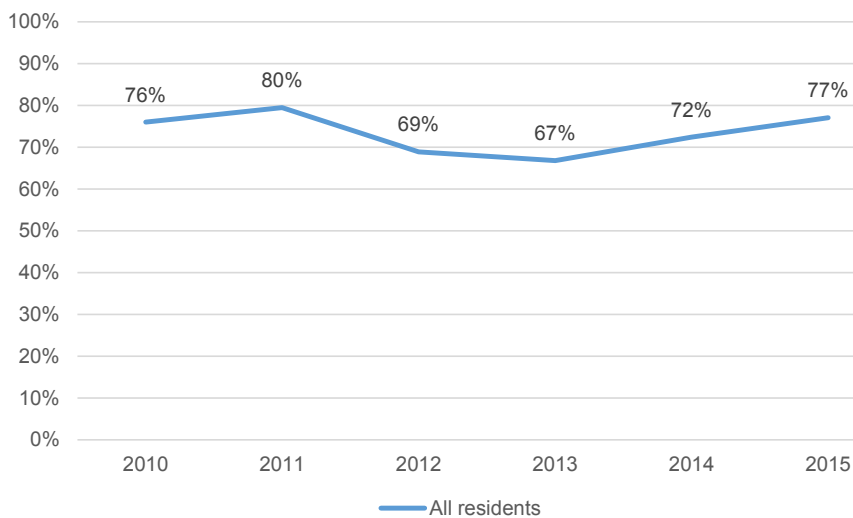
Residents were asked how satisfied they are with the cleanliness, standard and safety of footpaths. Overall, 45% were satisfied or very satisfied with footpaths. The benchmark comparison score was 77%, slightly short of the 85% target.

5.5 Satisfaction with Footpaths

	All residents
Total respondents	375
Very satisfied	7%
Satisfied	38%
Neither satisfied nor dissatisfied	33%
Dissatisfied	17%
Very dissatisfied	6%
BCS	77%
Target	85%

The benchmark comparison score for 2015 is in line with results achieved since 2010.

5.6 Perceptions of Footpaths, Comparative Trend



6

Drinking Water

This section reports on provision of drinking water in the District. It covers quality and reliability in both urban and rural schemes.

6.1 Provision

Respondents were asked which water scheme they are connected to (if any). Most were connected to the Ashburton supply (69%). Nearly one-quarter of respondents (22%) were not connected to any Council-provided supply.

6.1 Provision of Drinking Water	Number of respondents	Percentage of respondents
Ashburton	263	69%
Methven	15	4%
Rakaia	8	2%
Council-provided rural supply	13	3%
None of these	84	22%
Total respondents	383	

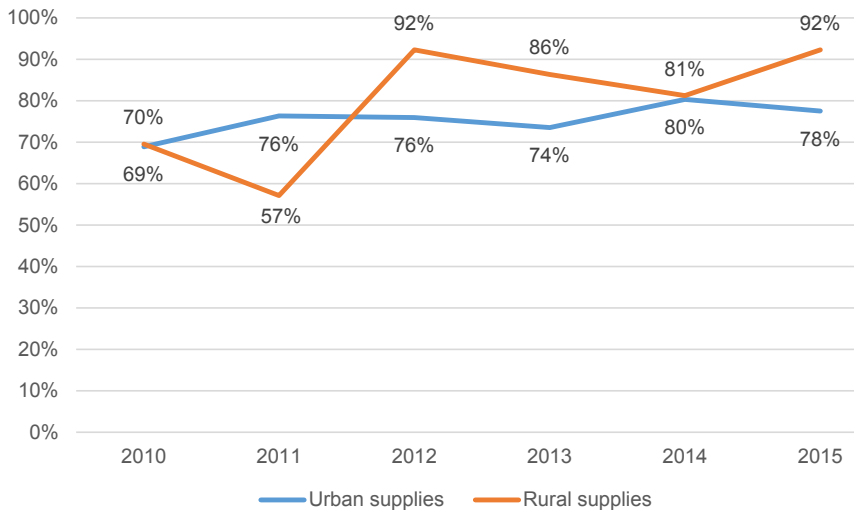
6.2 Quality

Residents were asked how satisfied they are with the quality of the water supply they are connected to. Please note that supplies with an asterisk (*) denote low base sizes. These results are indicative only and should be read with caution.

Respondents were generally more satisfied with rural supplies (84% satisfied or very satisfied) than urban supplies (58% satisfied or very satisfied). While results from rural supplies surpass the target, quality of urban supplies overall falls short.

6.2 Quality of Drinking Water	Ashburton	Methven	Rakaia	Urban supplies overall	Rural supplies overall	Total quality
Total respondents	262	*15	*8	285	*13	298
Very satisfied	19%	27%	25%	20%	15%	20%
Satisfied	38%	20%	75%	38%	69%	40%
Neither satisfied nor dissatisfied	20%	13%	0%	19%	8%	19%
Dissatisfied	16%	13%	0%	15%	0%	15%
Very dissatisfied	6%	27%	0%	7%	8%	7%
BCS	78%	60%	100%	78%	92%	78%
Target				85%	75%	

6.2 Perceptions of Quality of Drinking Water, Comparative Trend



6.3 Reliability

Respondents were also asked to rate their satisfaction with the reliability of their water supply. Please note that supplies with an asterisk (*) denote low base sizes. These results are indicative only and should be read with caution.

The majority of residents were satisfied or very satisfied with the reliability of urban supplies overall (77%, BCS 88%). All residents receiving rural supplies were satisfied or very satisfied with reliability.

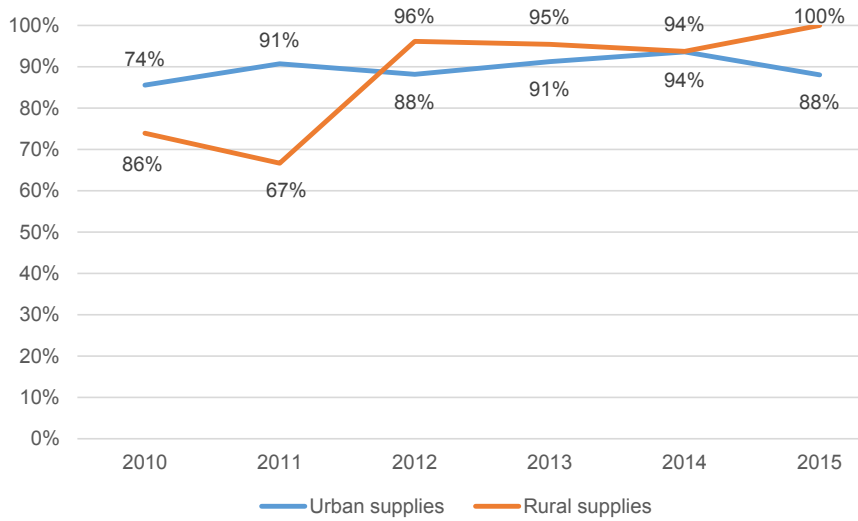
6.4 Reliability of Drinking Water

	Ashburton	Methven	Rakaia	Urban supplies overall	Rural supplies overall	Total reliability
Total respondents	262	*15	*8	285	*12	297
Very satisfied	38%	40%	25%	38%	33%	37%
Satisfied	39%	40%	50%	39%	67%	40%
Neither satisfied nor dissatisfied	11%	7%	25%	12%	0%	11%
Dissatisfied	10%	7%	0%	9%	0%	9%
Very dissatisfied	2%	7%	0%	2%	0%	2%
BCS	88%	87%	100%	88%	100%	89%

When the 2015 benchmark comparison score is compared to previous years' results, perceptions of urban supplies are much the same. Perceptions of rural supplies are more uneven; this is likely to be due to the low base sizes over time.

6.5

Perceptions of Reliability of Drinking Water , Comparative Trend



7

Wastewater

This section reports the results of resident satisfaction with wastewater services. Overall, 73% of residents were provided with a Council wastewater system.

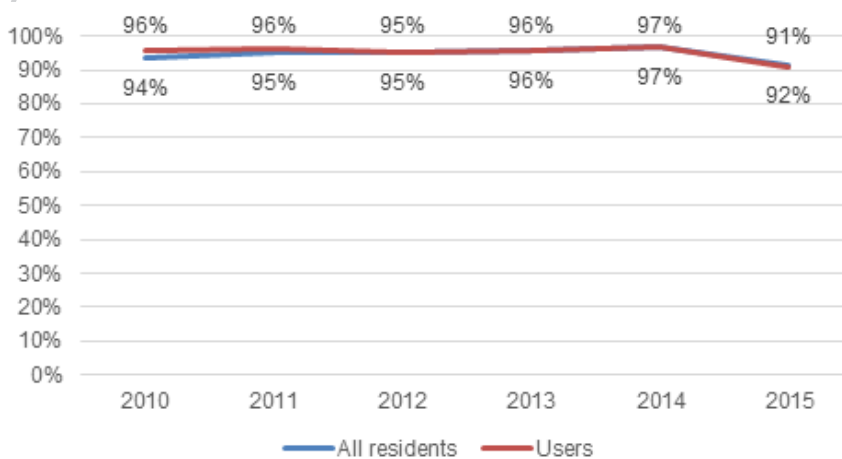
Residents were asked how satisfied they are with the standard of wastewater systems (also known as the sewerage system). Overall, 64% of all residents were satisfied or very satisfied with the wastewater system. The benchmark comparison score was 92%, which is above the target of 85%. Results were similar between those who were provided with wastewater (91%) and not provided (93%), although it should be noted that 41% of respondents who do not receive wastewater services were neither satisfied nor dissatisfied.

7.1 Satisfaction with Wastewater

	All residents	Provided with wastewater	Not provided with wastewater
Total respondents	342	269	71
Very satisfied	18%	21%	8%
Satisfied	46%	47%	44%
Neither satisfied nor dissatisfied	27%	23%	41%
Dissatisfied	6%	7%	6%
Very dissatisfied	2%	2%	1%
BCS	92%	91%	93%
Target	85%		

Perceptions of wastewater among all residents and among users have decreased slightly since 2014, although results remain strongly positive.

7.2 Perceptions of Wastewater, Comparative Trend



8

Stormwater

This section reports the results of resident satisfaction with stormwater services. Overall, 63% of respondents were provided with a piped stormwater system.

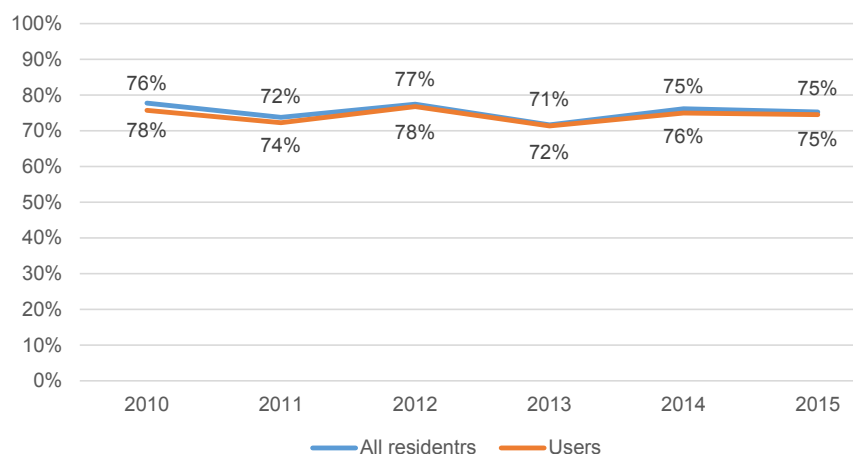
Residents were asked how satisfied they are with the stormwater drainage in urban areas. Among all residents, 37% were satisfied or very satisfied. The benchmark comparison score was 75%, below the target of 85%. Among users, 39% were satisfied and the BCS was also 75%.

8.1 Satisfaction with Stormwater

	All residents	Provided with stormwater	Not provided with stormwater
Total respondents	356	224	104
Very satisfied	5%	5%	4%
Satisfied	32%	34%	25%
Neither satisfied nor dissatisfied	38%	35%	48%
Dissatisfied	19%	20%	17%
Very dissatisfied	6%	6%	6%
BCS	75%	75%	77%
Target	85%		

Satisfaction with stormwater continued to be very similar across users and all residents. Results are in line with those of previous years.

8.2 Perceptions of Wastewater, Comparative Trend



9

Refuse and Recycling

This section details the results for all refuse and recycling services and facilities provided by Council. These include:

- The Resource Recovery Park;
- Rubbish collection; and
- Recycling collection.

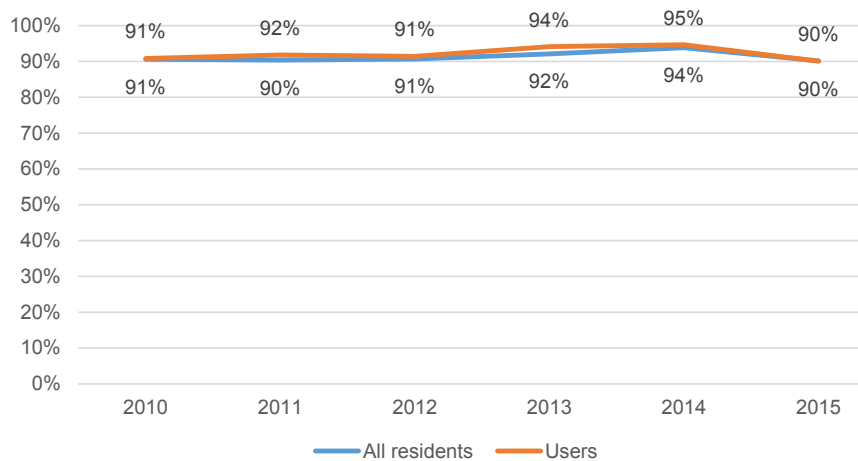
9.1 Resource Recovery Park

Respondents were asked how satisfied they are with the provision of resource recovery parks and recycling drop-off facilities. Overall, 63% of residents were satisfied or very satisfied. The benchmark comparison score was 90%. This data was similar across users and non-users (although non-users tended to be neither satisfied nor dissatisfied, rather than satisfied).

9.1 Satisfaction with Resource Recovery Park	All residents	Have used RRP	Have not used RRP
Total respondents	364	323	41
Very satisfied	26%	26%	20%
Satisfied	47%	49%	32%
Neither satisfied nor dissatisfied	18%	15%	39%
Dissatisfied	7%	7%	7%
Very dissatisfied	3%	3%	2%
BCS	90%	90%	90%

Satisfaction with the resource recovery park was in line with previous years' results, although the scores were the lowest received in the past six years.

9.2 Perceptions of the Resource Recovery Park, Comparative Trend



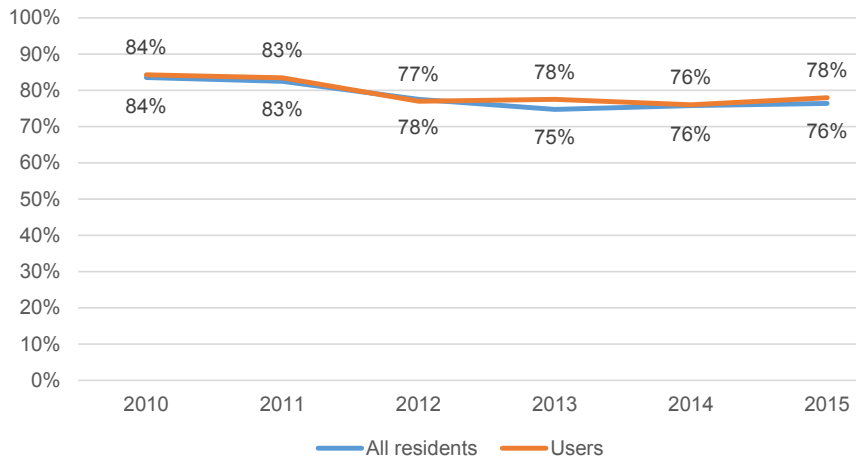
9.2 Rubbish Collection

Residents were asked to rate how satisfied they were with the rubbish collection. Overall, 52% of residents were either satisfied or very satisfied. The benchmark comparison score was 76%. This was slightly higher among those residents who do have their rubbish collected.

9.3 Satisfaction with Rubbish Collection	All residents	Have rubbish collected	Do not have rubbish collected
Total respondents	339	281	57
Very satisfied	18%	20%	7%
Satisfied	34%	35%	28%
Neither satisfied nor dissatisfied	25%	23%	33%
Dissatisfied	15%	14%	21%
Very dissatisfied	9%	8%	11%
BCS	76%	78%	68%
Target	-	85%	-

The benchmark comparison score for rubbish collection in 2015 was in line with that of 2014. There has been a slightly decrease in satisfaction over the past six years.

9.4 Perceptions of Rubbish Collection, Comparative Trend



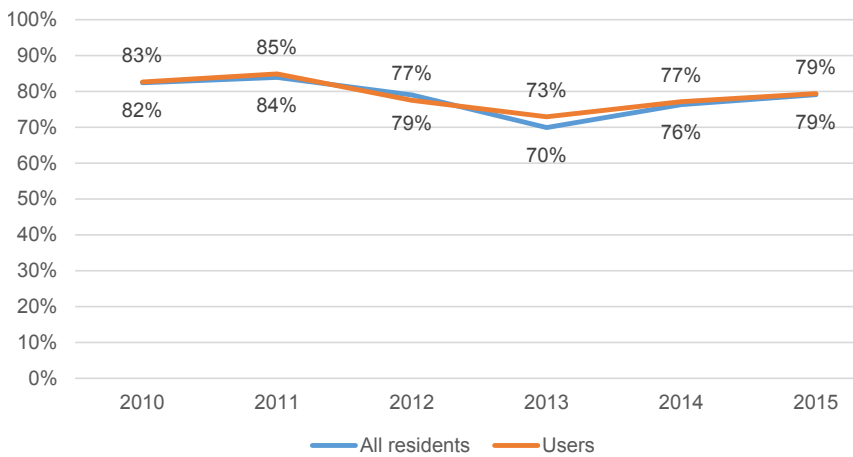
9.3 Recycling Collection

Residents were asked how satisfied they are with the recycling collection service. Overall, 58% were satisfied or very satisfied. This rose to 60% among those residents who receive the service. The benchmark comparison score for both all residents and users was 79%. This is slightly lower than the target of 85%.

9.5 Satisfaction with Recycling Collection	All residents	Have recycling collected	Do not have recycling collected
Total respondents	340	281	59
Very satisfied	20%	21%	15%
Satisfied	38%	39%	34%
Neither satisfied nor dissatisfied	21%	20%	29%
Dissatisfied	12%	14%	3%
Very dissatisfied	9%	6%	19%
BCS	79%	79%	78%
Target	-	85%	-

Trend analysis shows that satisfaction with recycling collection continues to rise, after a slight dip in 2013. As in previous years, results were similar across users and all residents.

9.6 Perceptions of Recycling Collection, Comparative Trend



10

Recreation and Leisure

This section details aspects of the Council relating to recreation and leisure. This includes:

- The public library;
- Arts, culture and heritage; and
- Community events.

10.1 Public Library

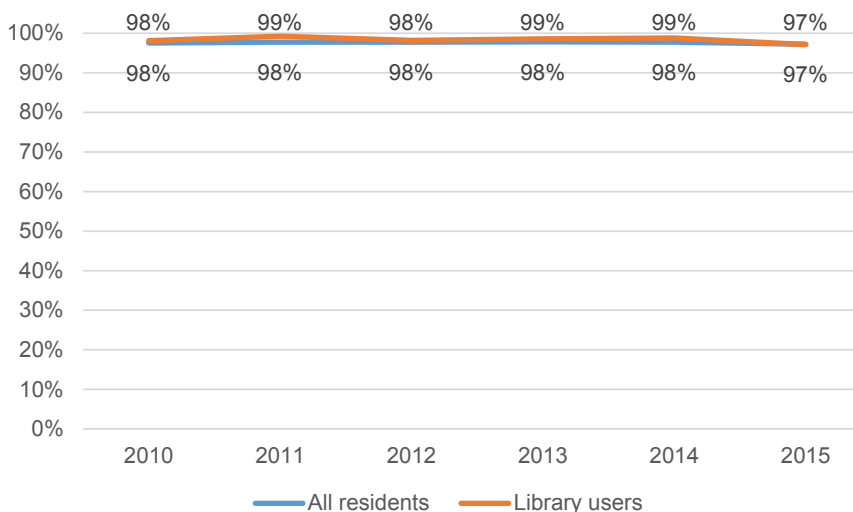
Residents were asked how satisfied they are with the public library service. Overall, 80% were satisfied or very satisfied. The benchmark comparison score was 97%; this is higher than the target. Overall use was 65% (n=248), slightly below the target of 70%.

10.1 Satisfaction with Public Library

	All residents	Library user	Library non-user
Total respondents	356	245	111
Very satisfied	38%	48%	17%
Satisfied	42%	37%	53%
Neither satisfied nor dissatisfied	17%	12%	27%
Dissatisfied	2%	2%	3%
Very dissatisfied	1%	1%	0%
BCS	97%	97%	97%
Target	90%		

Trend analysis reveals that the benchmark comparison score remained in line with results from previous years. Perceptions have been consistently high.

10.2 Perceptions of the Public Library, Comparative Trend



10.2 Arts, Culture and Heritage

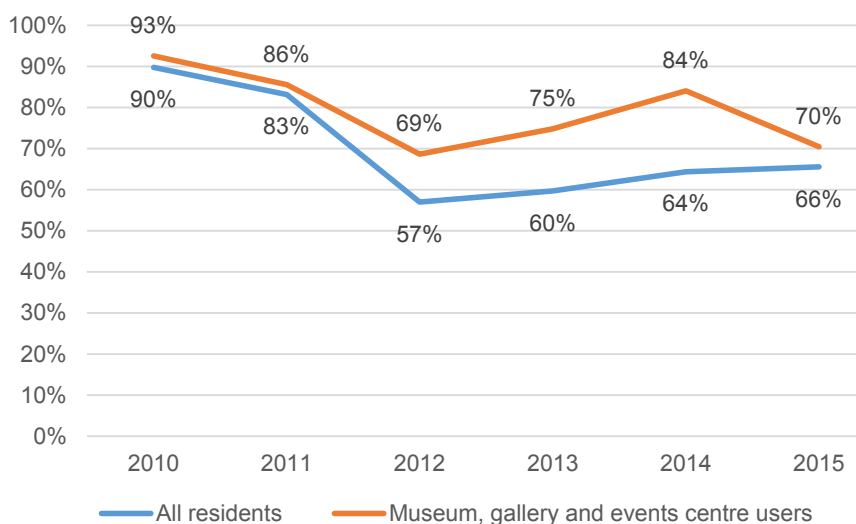
Residents were asked how satisfied they are with the level of Council's involvement in arts, culture and heritage activities. These include providing funding for the Ashburton Museum and Ashburton Art Gallery and the Ashburton Trust Event Centre. Overall, 39% of residents were satisfied or very satisfied with the Council's involvement. The benchmark comparison score was 66%, which fell short of the 85% target. The BCS was notably higher among users of the museum or art gallery (78%).

10.3 Satisfaction with Arts, Culture and Heritage

	All residents	Museum/art gallery user	Event centre user
Total respondents	366	99	252
Very satisfied	12%	19%	12%
Satisfied	27%	38%	28%
Neither satisfied nor dissatisfied	27%	20%	28%
Dissatisfied	20%	17%	21%
Very dissatisfied	15%	5%	12%
BCS	66%	78%	67%
Target	85%		

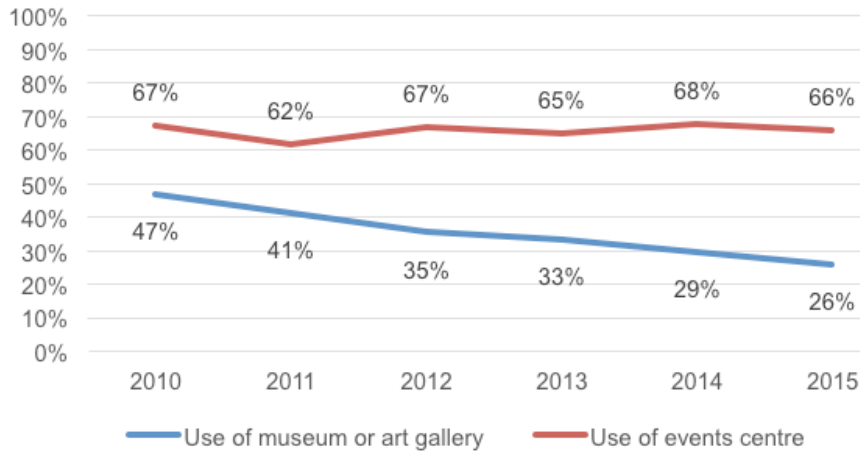
Trend analysis shows that satisfaction among users decreased markedly between 2014 and 2015. In contrast, satisfaction of all residents continued to incline slowly (after a drop between 2011 and 2012).

10.4 Perceptions of Arts, Culture and Heritage, Comparative Trend



Analysis of usage patterns indicates that use of the Ashburton Museum and Ashburton Art Gallery continue to decrease over time. In comparison, use of the event centre remains steady at around two-thirds of residents.

10.5 Use of Facilities Over Time



10.3 Community Events

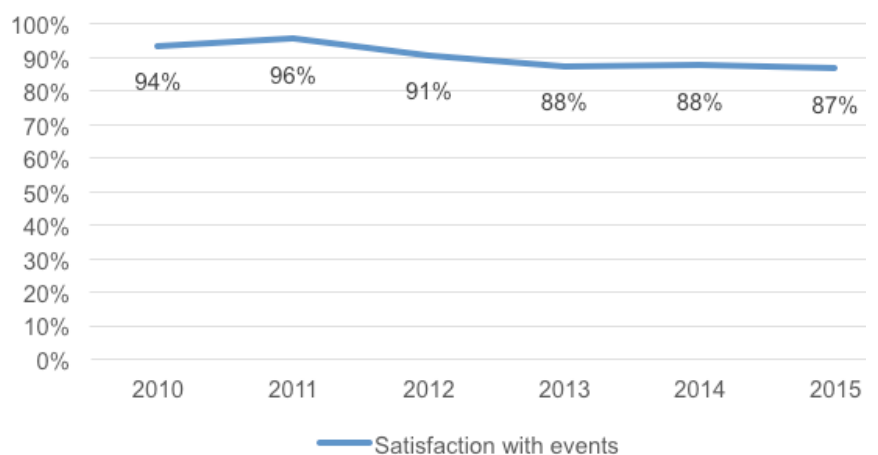
Residents were asked how satisfied they are with community events. Overall, 57% of residents were satisfied with community events. The benchmark comparison score was 87%, just above the target of 85%.

10.6 Satisfaction with Events

	All residents
Total respondents	359
Very satisfied	10%
Satisfied	47%
Neither satisfied nor dissatisfied	30%
Dissatisfied	10%
Very dissatisfied	3%
BCS	87%
Target	85%

Trend analysis shows that satisfaction with community events is in line with results from 2013 and 2014.

10.7 Perceptions of Events, Comparative Trend



11

Community Facilities and Support

This section details aspects of the Council relating to recreation and leisure. This includes:

- Public conveniences;
- Community wellbeing (i.e. social services); and
- Emergency management.

11.1 Public Conveniences

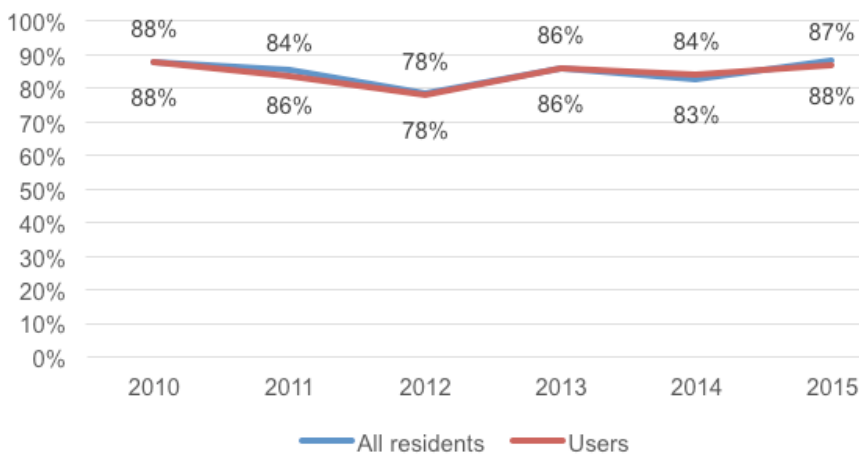
Residents were asked how satisfied they are with public toilets. Most residents were satisfied or very satisfied (59%), and the benchmark comparison score was 88%. This is above the target of 88%. Satisfaction was higher among users (66%) than non-users (46%).

11.1 Satisfaction with Public Toilets

	All residents	Have use public toilet	Have not used public toilet
Total respondents	320	205	115
Very satisfied	13%	17%	6%
Satisfied	46%	49%	40%
Neither satisfied nor dissatisfied	30%	21%	45%
Dissatisfied	8%	8%	7%
Very dissatisfied	4%	5%	2%
BCS	88%	87%	91%
Target	85%		

Perceptions of public toilets is in line with scores since 2010.

11.2 Perceptions of Public Toilets, Comparative Trend



11.2 Community Wellbeing

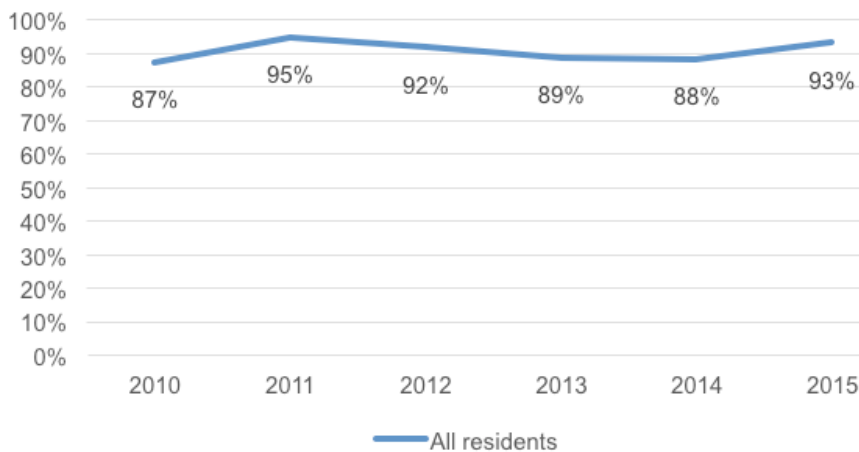
Residents were asked to rate their satisfaction with the level of Council's involvement in social services (including its support of Safer Ashburton District and Ashburton Town Centre Ambassadors). Just under half (48%) of residents were satisfied or very satisfied. The benchmark comparison score was 93%.

11.3 Satisfaction with Social Services

	All residents
Total respondents	328
Very satisfied	9%
Satisfied	37%
Neither satisfied nor dissatisfied	47%
Dissatisfied	6%
Very dissatisfied	1%
BCS	93%
Target	85%

Trend analysis shows that the results in 2015 were in line with those for 2013 and 2014.

11.4 Perceptions of Social Services, Comparative Trend



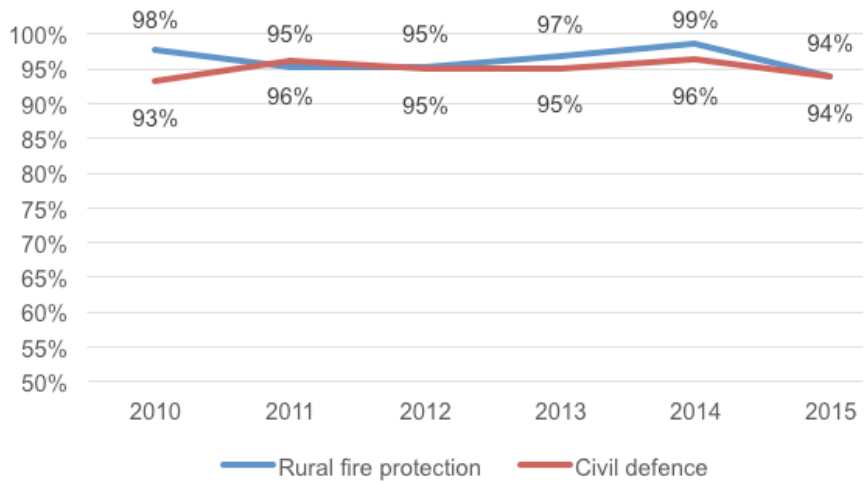
11.3 Emergency Management

Residents were asked how satisfied they are with the Council’s role in rural fire protection, and Civil Defence. Residents were mostly satisfied or very satisfied with both (74% rural fire protection, 71% civil defence). The benchmark comparison score for each was 94%. These scores are above the targets.

11.5 Satisfaction with Emergency Management	Satisfaction with rural fire protection	Satisfaction with civil defence
Total respondents	309	328
Very satisfied	27%	23%
Satisfied	47%	49%
Neither satisfied nor dissatisfied	20%	22%
Dissatisfied	5%	5%
Very dissatisfied	1%	1%
BCS	94%	94%
Target	85%	85%

Satisfaction with both rural fire protection and civil defence is in line with the scores received since 2011. The benchmark comparison scores remain high.

11.6 Perceptions of Emergency Management, Comparative Trend



12

Economic Development

This section details the results for Council's involvement in economic development, including:

- Business and economic development;
- District tourism and promotion;
- District water management; and
- Rural stockwater.

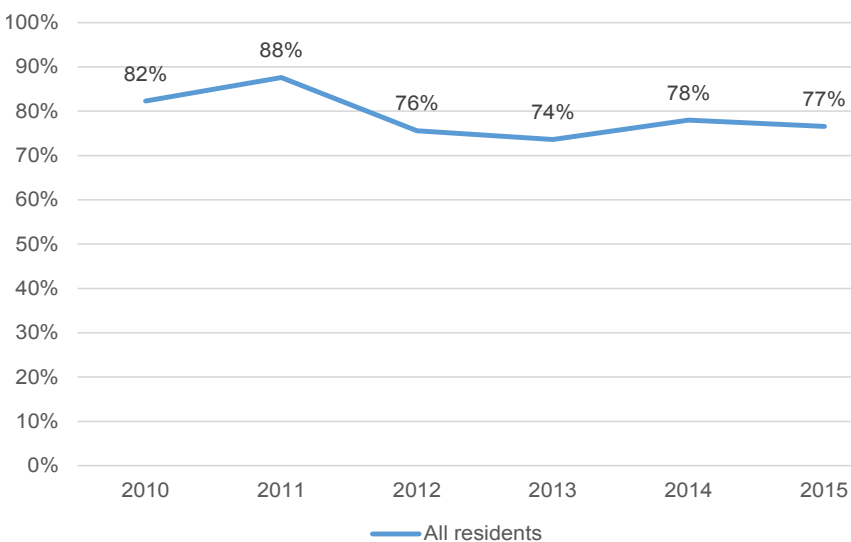
12.1 Business and Economic Development

Residents were asked how satisfied they are with the Council's role in employment and business development initiatives, such as Council funding of Grow Mid Canterbury and the development of the Ashburton Business Estate. Residents were mostly neither satisfied nor dissatisfied (42%). The benchmark comparison score for was 77%.

12.1 Satisfaction with Business and Economic Development	All residents
Total respondents	329
Very satisfied	7%
Satisfied	27%
Neither satisfied nor dissatisfied	42%
Dissatisfied	14%
Very dissatisfied	9%
BCS	77%

At 77%, the 2015 score is in line with that achieved in 2014. There has been little change in satisfaction since a decrease between 2011 and 2012.

12.2 Perceptions of Business and Economic Development, Comparative Trend



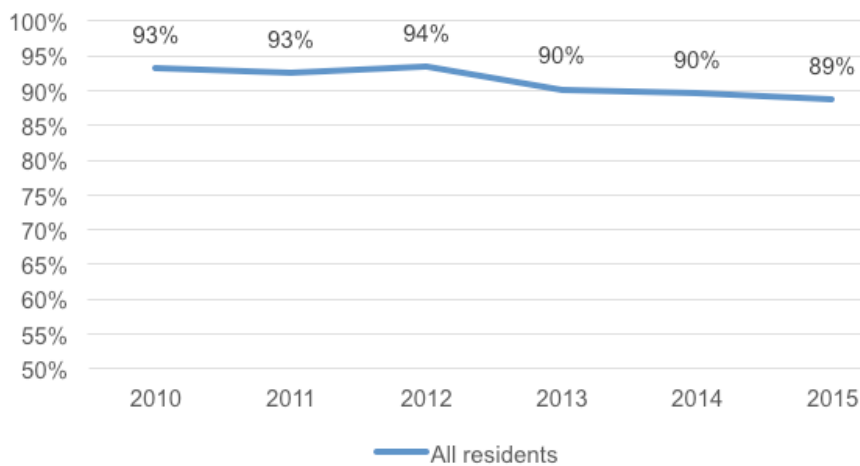
12.2 District Tourism and Promotion

Residents were asked how satisfied they are with tourism promotion of the District, including Council funding of Experience Mid Canterbury and the Ashburton and Methven I-SITE information centres. Nearly half (49%) of residents were satisfied or very satisfied with tourism promotion. The benchmark comparison score for tourism promotion was 89%, just short of the 90% target.

12.3 Satisfaction with District Tourism and Promotion		All residents
Total respondents		356
Very satisfied		8%
Satisfied		41%
Neither satisfied nor dissatisfied		39%
Dissatisfied		10%
Very dissatisfied		2%
BCS		89%
Target		90%

Results for 2015 were in line with those achieved since 2010. This has been a consistently high performing area for the Council.

12.4 Perceptions of District Tourism and Promotion, Comparative Trend



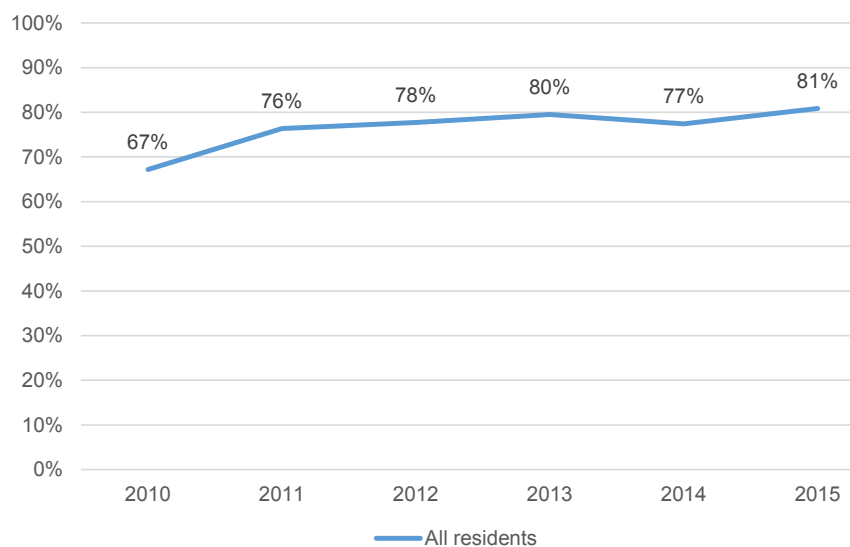
12.3 District Water Management

Residents were asked how satisfied they are with Council's role in promoting the management of the District's water resources. This includes Council's involvement in the Canterbury Water Management Strategy and Council's advocacy role in water management matters. Overall, 40% of residents were satisfied or very satisfied with water management. The benchmark comparison score for water management was 81%.

12.5 Satisfaction with District Water Management	All residents
Total respondents	345
Very satisfied	9%
Satisfied	31%
Neither satisfied nor dissatisfied	41%
Dissatisfied	14%
Very dissatisfied	5%
BCS	81%

Satisfaction with water management achieved its highest score in the past six years. This continues an overall upward trend.

12.6 Perceptions of District Water Management, Comparative Trend



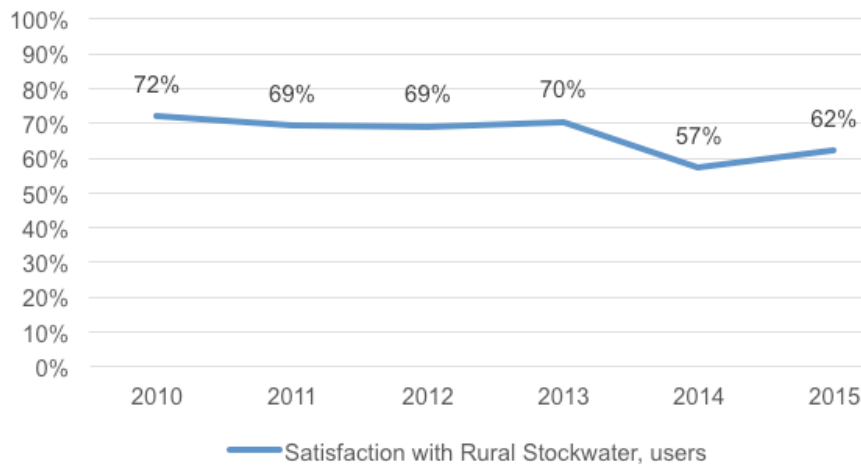
12.4 Stockwater

Residents were asked if they used the District’s rural stockwater. Overall, 9% of respondents reported that they did. These respondents were then asked how satisfied they are with the satisfied. Of these users, 50% were satisfied or very satisfied. The benchmark comparison score was 62%, lower than the target of 70%.

12.7 Satisfaction with Rural Stockwater (Users)	All residents
Total respondents	34
Very satisfied	12%
Satisfied	38%
Neither satisfied nor dissatisfied	12%
Dissatisfied	24%
Very dissatisfied	15%
BCS	62%
Target	70%

Trend analysis shows that satisfaction improved slightly between 2014 and 2015.

12.8 Perceptions of Rural Stockwater, Comparative Trend



13

Parks and Open Spaces

This section details the results for parks and open spaces. It includes:

- Parks, reserves and gardens;
- Flowerbeds;
- Rural reserves;
- Camping grounds;
- The Ashburton Domain;
- Cemeteries; and
- Sportsfields and playgrounds.

13.1 Parks, Reserves and Gardens

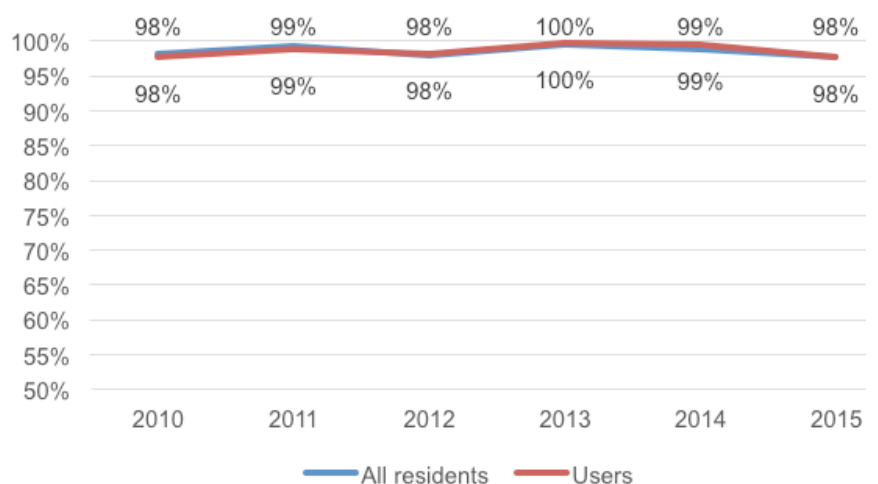
Residents were asked about their satisfaction with parks, reserves and gardens overall. Residents were also asked about their satisfaction with public flowerbeds and displays. The majority of residents were satisfied or very satisfied with parks and reserves (94%). Nearly as many were satisfied or very satisfied with flowerbeds and displays (92%). The benchmark comparison score for each is 98% (above target for flowerbeds).

13.1 Satisfaction with Parks, Reserves and Gardens

	All residents	Park and reserve users	Park and reserve non-users	Satisfaction with flowerbeds, all residents
Total respondents	380	345	35	380
Very satisfied	51%	52%	37%	55%
Satisfied	43%	41%	54%	37%
Neither satisfied nor dissatisfied	4%	4%	6%	7%
Dissatisfied	2%	2%	3%	2%
Very dissatisfied	1%	1%	0%	0%
BCS	98%	98%	97%	98%
Target				85%

Satisfaction in 2015 was in line with results from previous years. Trend analysis shows that satisfaction with parks, reserves and gardens remains high.

13.2 Perceptions of Parks, Reserves and Gardens, Comparative Trend



13.2 Rural Reserves

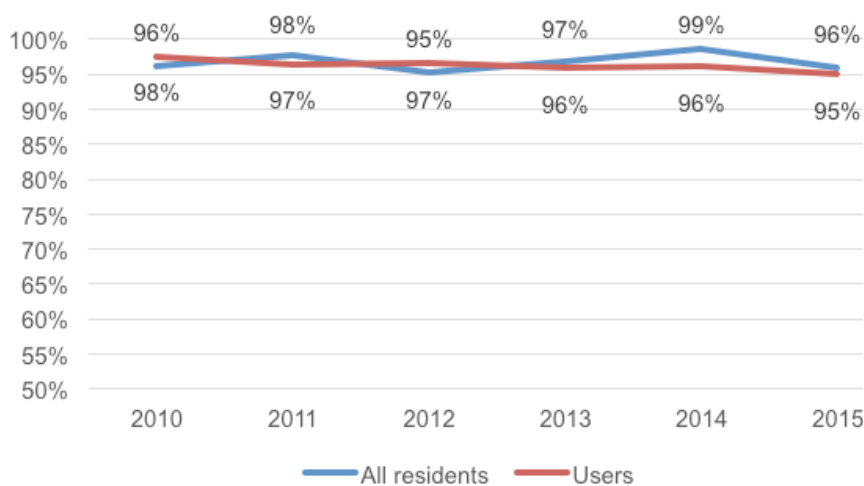
Residents were asked to rate their satisfaction with rural reserves, such as Hakatere, Rangitata, Huts or Awa Awa Rata. Overall, 62% were satisfied or very satisfied with rural reserves. The benchmark comparison score was 96%, above the target of 90%.

13.3 Satisfaction with Rural Reserves

	All residents	Have used rural reserves	Have not used rural reserves
Total respondents	319	200	119
Very satisfied	17%	21%	12%
Satisfied	45%	47%	41%
Neither satisfied nor dissatisfied	34%	28%	45%
Dissatisfied	3%	4%	3%
Very dissatisfied	1%	2%	0%
BCS	96%	95%	97%
Target	90%		

Trend analysis shows that satisfaction remains high.

13.4 Perceptions of Rural Reserves, Comparative Trend



13.3 Camping Grounds

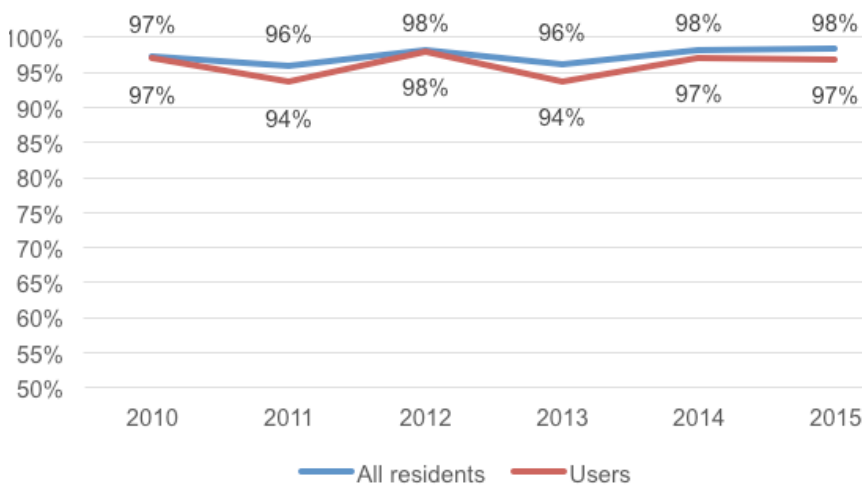
Residents were asked how satisfied they were with camping grounds and the reserves at camping grounds. Overall, 59% of residents were satisfied or very satisfied. Satisfaction was higher among used (76%). The benchmark comparison score for all residents' satisfaction was 98%, and 97% among users.

13.5 Satisfaction with Camping Grounds

	All residents	Have used Camping Grounds	Have not used Camping Grounds
Total respondents	285	96	189
Very satisfied	14%	22%	11%
Satisfied	45%	54%	41%
Neither satisfied nor dissatisfied	39%	21%	48%
Dissatisfied	1%	1%	1%
Very dissatisfied	1%	2%	0%
BCS	98%	97%	99%
Target	90%		

Results from 2015 are in line with those achieved previously. Satisfaction among both residents and users is high.

13.6 Perceptions of Camping Grounds, Comparative Trend



13.4 Cemeteries

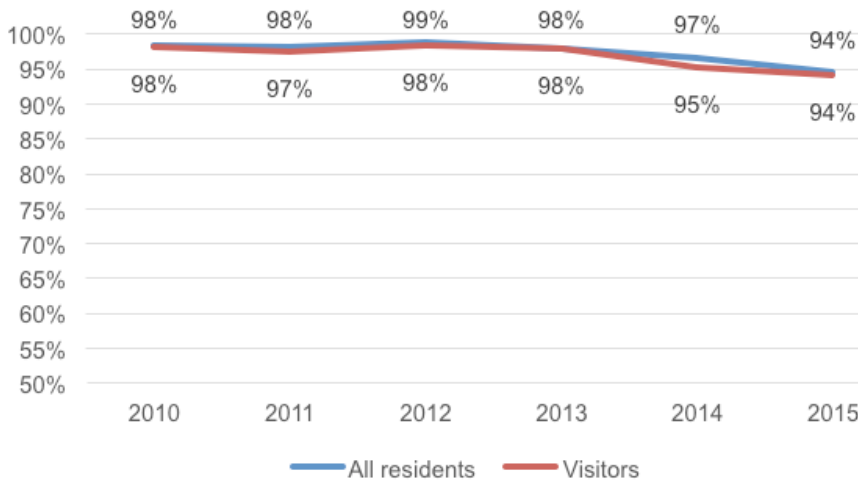
Residents were asked to rate their satisfaction with cemeteries. Residents were mostly satisfied or very satisfied (77%). Satisfaction was slightly higher among those who had visited cemeteries (82%). The benchmark comparison score 94% for both all residents and visitors.

13.7 Satisfaction with Cemeteries

	All residents	Have visited cemeteries	Have not visited cemeteries
Total respondents	343	235	108
Very satisfied	27%	29%	20%
Satisfied	50%	53%	43%
Neither satisfied nor dissatisfied	18%	11%	32%
Dissatisfied	4%	4%	4%
Very dissatisfied	1%	2%	1%
BCS	94%	94%	95%
Target	90%		

Satisfaction with cemeteries remains high, as it has been since 2010.

13.8 Perceptions of Cemeteries, Comparative Trend



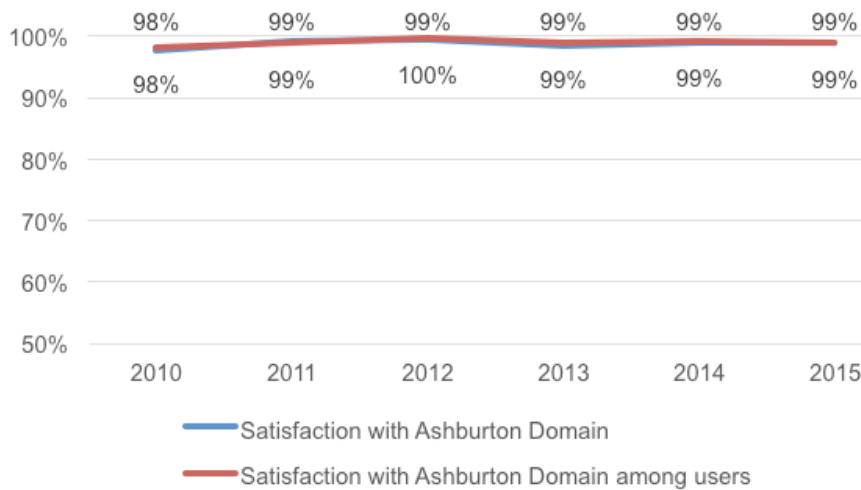
13.5 Ashburton Domain

Residents were asked how satisfied they are with the Ashburton Domain. Among all residents and among users, the proportion of respondents who were satisfied or very satisfied was 96%. The benchmark comparison score was also 99% for both groups. This is higher than the target score of 90%.

13.9 Satisfaction with Ashburton Domain	All residents	Have visited Ashburton Domain	Have not visited Ashburton Domain
Total respondents	381	351	30
Very satisfied	60%	62%	37%
Satisfied	36%	34%	60%
Neither satisfied nor dissatisfied	3%	3%	3%
Dissatisfied	1%	1%	0%
Very dissatisfied	1%	1%	0%
BCS	99%	99%	100%
Target	90%		

Satisfaction has been consistently high over the past six years. This is true of all residents and of users.

13.10 Perceptions of Ashburton Domain, Comparative Trend



13.6 Sportsfields and Playgrounds

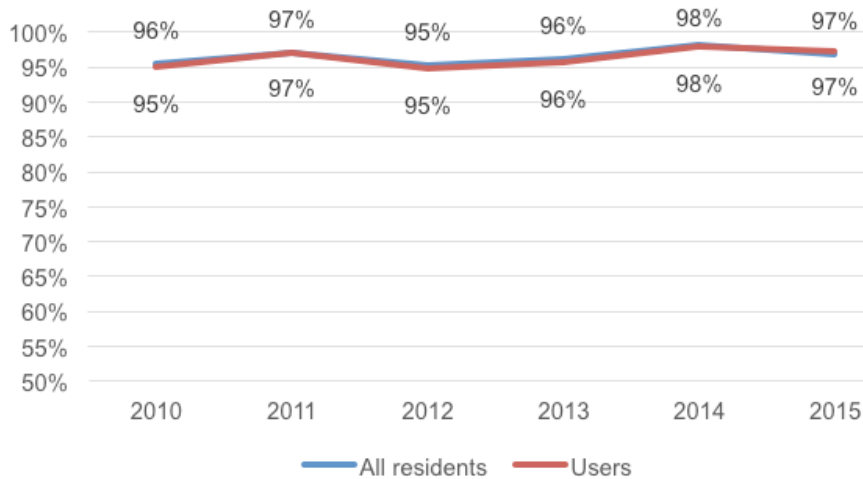
Residents were asked how satisfied they were with sportsfields and playgrounds. Overall, 85% were satisfied or very satisfied. This was slightly higher among users (86%). The benchmark comparison score for both users and residents in general was 97%. This is higher than the target of 90%.

13.11 Satisfaction with Sportsfields and Playgrounds

	All residents	Have visited Sportsfields and Playgrounds	Have not visited Sportsfields and Playgrounds
Total respondents	372	297	75
Very satisfied	32%	35%	20%
Satisfied	53%	51%	60%
Neither satisfied nor dissatisfied	12%	11%	15%
Dissatisfied	3%	2%	5%
Very dissatisfied	1%	1%	0%
BCS	97%	97%	95%
Target	90%		

Satisfaction in 2015 is in line with satisfaction in previous years.

13.12 Perceptions of Sportsfields and Playgrounds, Comparative Trend



14

Regulatory Services

This section details the results for Council's various regulatory services. These include:

- Building regulation;
- Land information services;
- District planning;
- Environmental monitoring;
- Animal control;
- Parking enforcement; and
- Alcohol licensing.

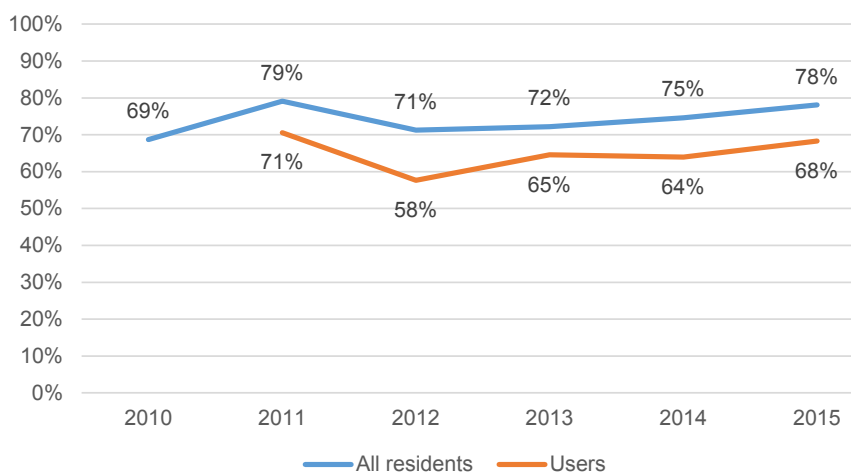
14.1 Building Regulation

Residents were asked how satisfied they were with the building and regulatory services provided by Council. In total, 39% were satisfied or very satisfied. The benchmark comparison score was 78%. This was lower among service users (68%).

14.1 Satisfaction with Building and Regulatory Services	All residents	Building service users	Building service non-users
Total respondents	333	101	232
Very satisfied	8%	11%	6%
Satisfied	31%	31%	31%
Neither satisfied nor dissatisfied	39%	27%	44%
Dissatisfied	15%	17%	15%
Very dissatisfied	7%	15%	3%
BCS	78%	68%	82%

Trend analysis shows that satisfaction among all residents and among users has increased between 2014 and 2015. This is a continuation of a trend among all residents that is evident since 2012.

14.2 Perceptions of Building and Regulatory Services, Comparative Trend



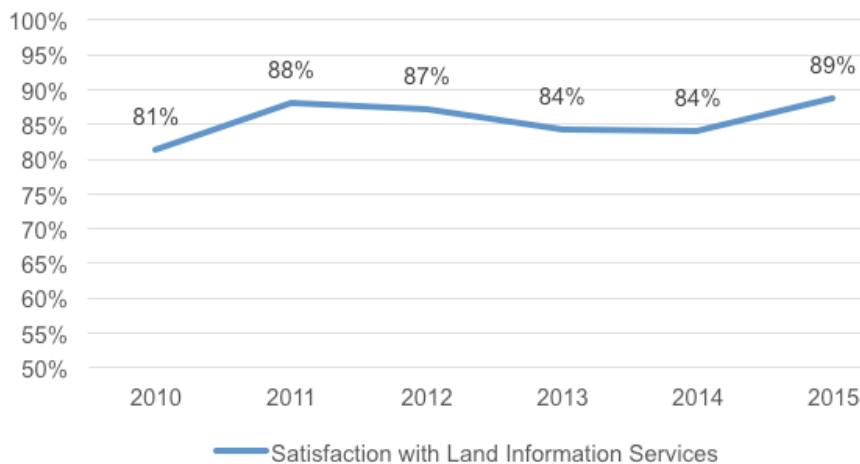
14.2 Land Information

Residents were asked how satisfied they are with Council's property information service. This includes the provision of Land Information Memorandums, or LIMs. In these, Council provides building consent, resource consent, rating and other required information on any property. Overall, 47% of residents were satisfied or very satisfied. The benchmark comparison score was 89%.

14.3 Satisfaction with Land Information Services	Satisfaction with Land Information Services
Total respondents	328
Very satisfied	12%
Satisfied	35%
Neither satisfied nor dissatisfied	42%
Dissatisfied	9%
Very dissatisfied	2%
BCS	89%
Target	85%

Trend analysis reveals that satisfaction with land information services has been high since 2010. The 2015 results are the highest achieved in the past six years.

14.4 Perceptions of Land Information Services, Comparative Trend



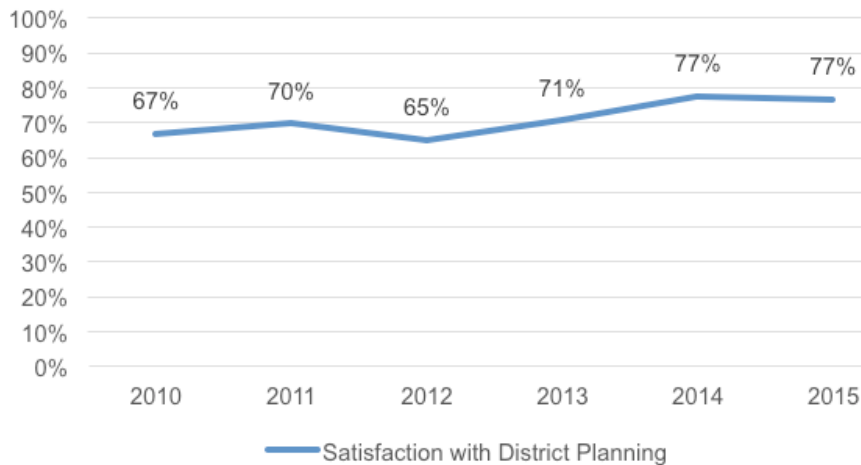
14.3 District Planning

Residents were asked to rate their satisfaction with Council's planning activities, which include resource consents and rules about urban and rural planning; that is, the District Plan. One-third (34%) of residents were satisfied or very satisfied with Council's planning activities. The benchmark comparison score was 77%, which is lower than the target of 85%.

14.5 Satisfaction with District Planning	Satisfaction with District Planning
Total respondents	349
Very satisfied	4%
Satisfied	30%
Neither satisfied nor dissatisfied	42%
Dissatisfied	15%
Very dissatisfied	9%
BCS	77%
Target	85%

Trend analysis shows that results for 2015 were in line with previous years. The past two data collection periods present a slight increase in satisfaction.

14.6 Perceptions of District Planning, Comparative Trend



14.4 Environmental Monitoring and Public Health

Residents were asked to rate their satisfaction with Council's environmental monitoring and public health functions, including noise, smell and litter control, monitoring water and air, and licensing of food and other premises. Nearly half (48%) of respondents were satisfied or very satisfied. The benchmark comparison score was 82%.

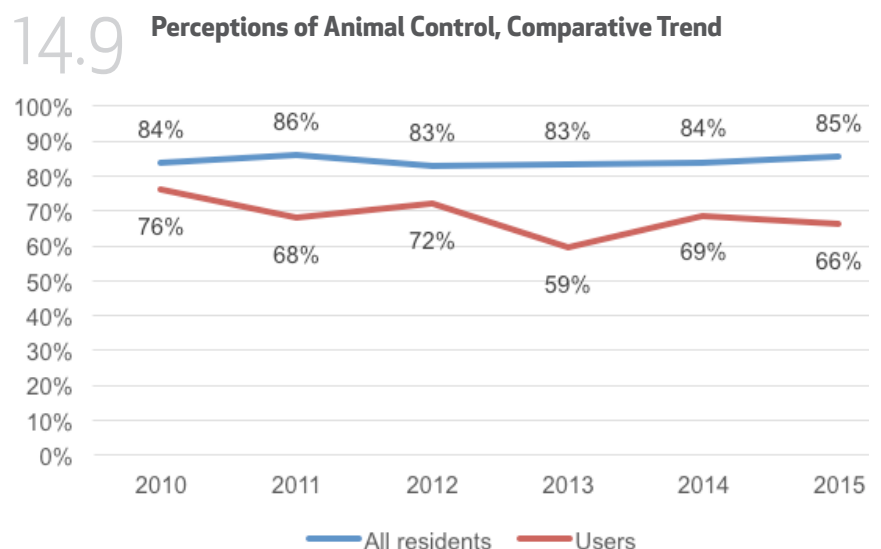
14.7 Satisfaction with Environmental Monitoring and Public Health		All residents
Total respondents		342
Very satisfied		9%
Satisfied		39%
Neither satisfied nor dissatisfied		34%
Dissatisfied		16%
Very dissatisfied		2%
BCS		82%

14.5 Animal Control

Residents were asked to rate their satisfaction with Council's animal control services. More than half of residents were satisfied or very satisfied (55%). In contrast, 41% of service users were satisfied or very satisfied. The benchmark comparison score was 85% among all residents and 66% among users.

14.8 Satisfaction with Animal Control			
	All residents	Have used Animal Control	Have not used Animal Control
Total respondents	357	47	310
Very satisfied	11%	11%	12%
Satisfied	44%	30%	46%
Neither satisfied nor dissatisfied	30%	26%	30%
Dissatisfied	10%	26%	8%
Very dissatisfied	4%	9%	4%
BCS	85%	66%	88%
Target	85%		

Satisfaction among all residents is in line with results from previous years. Among users, however, results have declined since 2014. This looks to be part of a wider trend of overall declining satisfaction among service users since 2010.



14.6 Parking Enforcement

Residents were asked to rate their satisfaction with parking enforcement in Ashburton District. Overall, 52% of respondents were satisfied or very satisfied. The benchmark comparison score was 79%.

14.10 Satisfaction with Parking Enforcement	All residents
Total respondents	365
Very satisfied	14%
Satisfied	38%
Neither satisfied nor dissatisfied	27%
Dissatisfied	14%
Very dissatisfied	7%
BCS	79%

Trend analysis shows that satisfaction has slightly and steadily declined since 2010.

14.11 Perceptions of Parking Enforcement, Comparative Trend



14.7 Alcohol Licensing

Residents were asked to rate their satisfaction with the Council's role in alcohol licensing. Overall, 44% of residents were satisfied or very satisfied with alcohol licensing. The benchmark comparison score was 80%.

14.12 Satisfaction with Alcohol Licensing

	All residents
Total respondents	338
Very satisfied	8%
Satisfied	36%
Neither satisfied nor dissatisfied	36%
Dissatisfied	15%
Very dissatisfied	5%
BCS	80%

Trend analysis shows that results for satisfaction with alcohol licensing are in line with those of previous years.

14.13 Perceptions of Alcohol Licensing, Comparative Trend



15

Democracy and Governance

This section details results for the Councils' democratic and governance functions. These include:

- Performance of Mayor and councillors;
- Community consultation;
- Advocacy; and
- Communication.

15.1 Performance of Mayor and Councillors

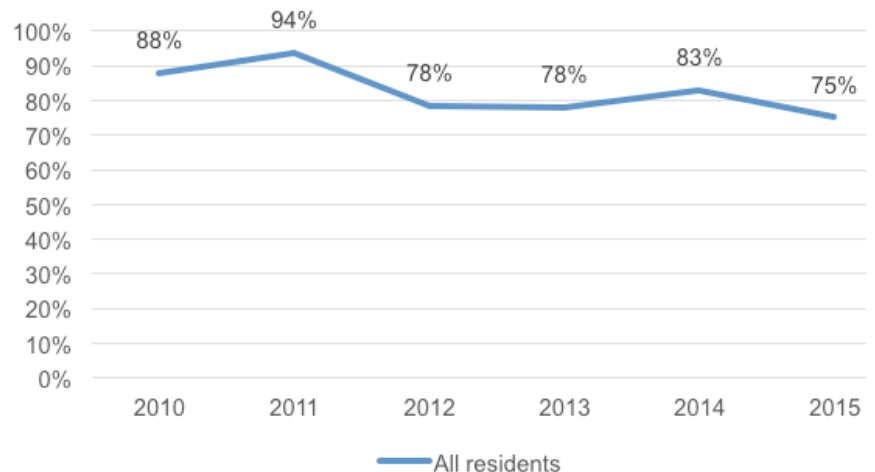
Residents were asked to rate the performance of the Mayor and Councillors over the previous twelve months. Two-fifths (41%) felt that the Mayor and Councillors had performed well or very well. The benchmark comparison score was 75%, just over the target of 74%.

15.1 Performance of Mayor and Councillors

	All residents
Total respondents	375
Very good	5%
Good	36%
Neither good nor poor	34%
Poor	19%
Very poor	6%
BCS	75%
Target	74%

Trend analysis indicates that perceived performance has been declining over the period measured.

15.2 Perceptions of Performance of Mayor and Councillors, Comparative Trend



Respondents were asked if they had had any contact with the Mayor or councillors in the last twelve months. Around one-quarter (26%) had done so.

15.3 Contact with Mayor or Councillors

	Number of respondents	Percentage of respondents
Have had contact with Mayor or Councillors	99	26%
Have not had contact with Mayor or Councillors	284	74%
Total respondents	383	

15.2 Consultation

Residents were asked to rate their satisfaction with community consultation, taking into account that Council consults with the community on its annual work programme and budget, key planning strategies, major projects and other matters of community interest. Around one-third (34%) of respondents were satisfied or very satisfied with consultation. Overall, the benchmark comparison score was 71%, just under the target of 74%.

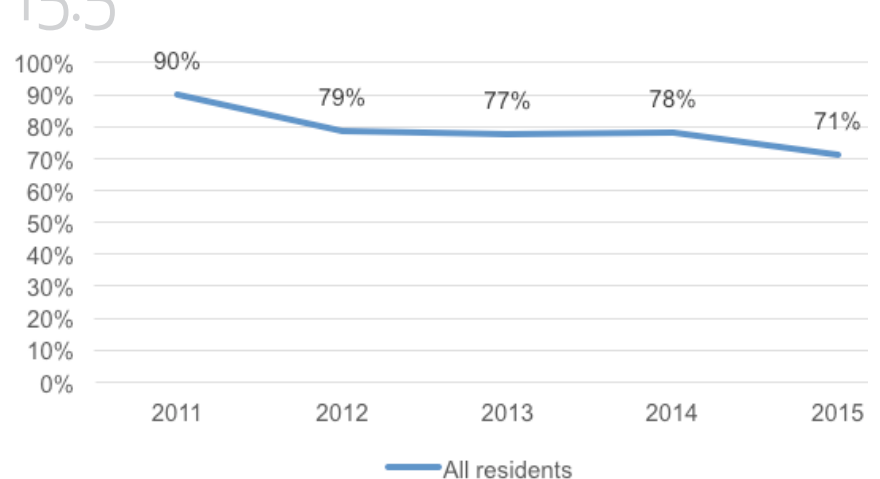
Trend data shows that satisfaction with community consultation has been steadily declining since the the 2011 data collection period

Respondents were asked to detail their suggestions for how Council could communicate more effectively with the community. While most respondents had no suggestions, the most common among those who did was 'listen to what people want' (53%).

15.4 Satisfaction with Community Consultation

		All residents
Total respondents		368
Very satisfied		6%
Satisfied		28%
Neither satisfied nor dissatisfied		37%
Dissatisfied		20%
Very dissatisfied		9%
BCS		71%
Target		74%

15.5 Perceptions of Community Consultation, Comparative Trend



15.6 Suggestions for More Effective Community Consultation

	Number of respondents	Percentage of respondents
Listen to what people want (They consult but don't listen)	96	53%
Better communication with the community (more meetings, more information)	55	30%
Reach people through e-mail and Facebook (online polling, surveys, collecting residents' ideas and opinions)	23	13%
Transparency in decision making / provide access to council information	11	6%
Be more aware and involved with the community needs	4	2%
Build a multi-story parking building in the city	1	1%
Nothing / Don't know	202	
Total respondents	383	

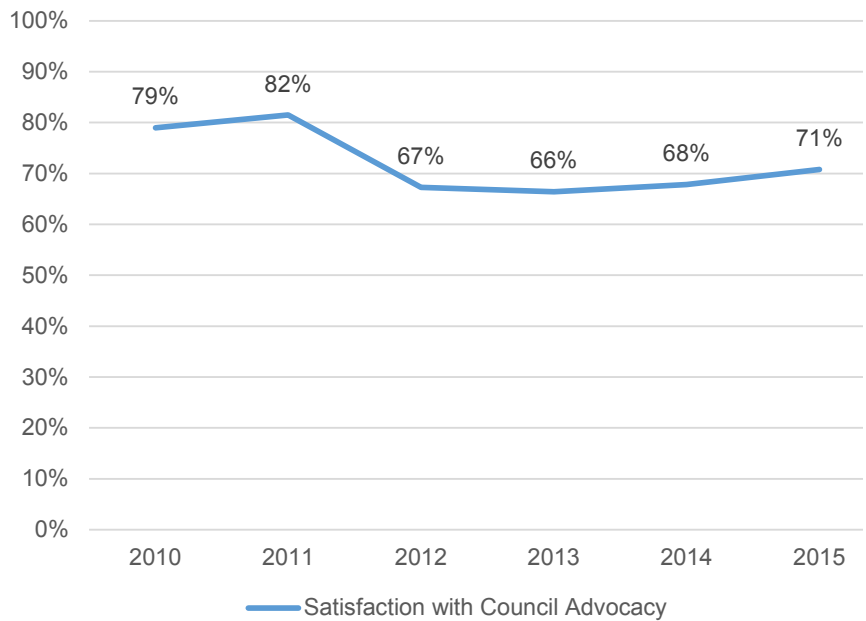
15.3 Advocacy

Respondents were asked to rate their satisfaction with Council’s advocacy for the District. This includes Council representing community views and needs to other agencies, such as Central Government, about things like funding for roading and hospital services. Overall, 34% of residents were satisfied or very satisfied. The benchmark comparison score was 71%, below the target of 85%.

15.7 Satisfaction with Council Advocacy		All residents
Total respondents		349
Very satisfied		7%
Satisfied		27%
Neither satisfied nor dissatisfied		37%
Dissatisfied		19%
Very dissatisfied		10%
BCS		71%
Target		85%

Satisfaction with advocacy rose slightly between 2014 and 2015. It has not recovered, however, to the highest satisfaction recorded in the past six years (82% in 2011).

15.8 Perceptions of Council Advocacy, Comparative Trends



15.4 Communication

Respondents were asked what their main source of information about Council is. Residents clearly use newspapers most frequently to find out information about Council (87%). Most commonly noted newspapers were the Ashburton Guardian (74%), and the Courier (54%).

15.9 Main Source of Information about Council

	Number of respondents	Percentage of respondents
Newspapers	334	87%
Council's District Diary newsletter	31	8%
Radio	24	6%
Personal contact	23	6%
Council's website	15	4%
Other Council newsletters	14	4%
Facebook	14	4%
Not aware of any	5	1%
Meetings	1	0%
Total respondents	383	

15.10 Newspapers Used as a Source of Information

	Number of respondents	Percentage of respondents
Ashburton Guardian	283	74%
The Courier	208	54%
The Mid-Canterbury Herald	140	37%
The Press	35	9%
Snowfed	4	1%
Rakaia News	3	1%
Otago Daily Times	1	0%
NZ Farmer	1	0%
Mail with rates	1	0%
Farmer Weekly	1	0%
The Sun	1	0%
Star Times	1	0%
Essons Magazine	1	0%
Total respondents	383	

Respondents were asked if they had heard or seen any Council-published information (specifically for the community) in the past twelve months. More than three-quarters (77%) had.

15.11 Main Source of Information about Council

	Number of respondents	Percentage of respondents
Have seen or read information	296	77%
Have not seen or read information	76	20%
Unsure	11	3%
Total respondents	383	

Residents who had seen or read Council-published information were then asked where they had seen or read it. The most common sources was the *District Diary* (seen by 89% of those who had read Council-published information). This was followed by the noticeboard in the *Ashburton Guardian* (75%).

15.12 Specific Use of Council Sources

	Total respondents	Have seen/read	Have not seen/read
Council's 2 monthly newsletter, The District Diary	296	89%	11%
The Community Noticeboard in the Ashburton Guardian	296	75%	25%
The Long Term Plan or Annual Plan	296	65%	35%
Information available from the Council website	296	38%	62%
Information available from Council offices	296	22%	78%

Residents were asked how much information they thought Council supplied to the community. Overall, 72% thought the amount was just right. Just 3% thought Council supplied too much information, and 25% thought Council supplied too little.

15.13 Perception of Amount of Information Supplied

	All residents
Total respondents	289
Far too much	1%
Too much	2%
About right	72%
Too little	22%
Far too little	3%

16

Summary of Results

The following tables provide a summary of satisfaction results in 2015. Each table shows:

- The 'more than satisfied' score (or equivalent) for each service; that is, residents who were satisfied or very satisfied;
- The benchmark comparison score for each service; that is residents who were very satisfied, satisfied, or neither satisfied nor dissatisfied;
- The change in the BCS since 2014; and
- Whether the score meets the corresponding Annual Plan target.

16.1 Increased Satisfaction	MTS	BCS	Change from 2014	Target Met
Quality of rural water supplies	85%	92%	11%	✓
Roads	31%	67%	10%	✗
Unsealed roads	26%	55%	8%	✗
Reliability of rural water supplies	100%	100%	6%	
Public toilets, all residents	58%	88%	6%	✓
Rural stockwater, users	50%	62%	5%	✗
Social services	46%	93%	5%	✓
Footpaths	45%	77%	5%	✗
Land information services	47%	89%	5%	✓
Building and regulatory services, users	42%	68%	4%	
Helpfulness of Council website	76%	92%	4%	
Contact by phone	65%	84%	4%	
Building and regulatory services	39%	78%	3%	
Water management	40%	81%	3%	
Advocacy	34%	71%	3%	✗
Recycling collection, all residents	58%	79%	3%	
Public toilets, users	65%	87%	3%	
Recycling collection, users	60%	79%	2%	✗
Contact in person	76%	89%	2%	
Rubbish collection, users	55%	78%	2%	✗
Animal control, all residents	56%	85%	1%	✓
Contact overall	69%	86%	1%	
Arts, culture and heritage, all residents	38%	66%	1%	✗
Rubbish collection, all residents	52%	76%	1%	
Alcohol licensing	44%	80%	1%	

16.2 Unchanged Satisfaction

	MTS	BCS	Change from 2014	Target Met
Camping grounds, all residents	60%	98%	0%	✓
Ashburton Domain, all residents	96%	99%	0%	✗
Camping grounds, users	76%	97%	0%	
Ashburton Domain, users	96%	99%	0%	
Stormwater, provided	40%	75%	0%	

16.3 Decreased Satisfaction

	MTS	BCS	Change from 2014	Target Met
Library, all residents	81%	97%	-1%	✓
Sportsfields and playgrounds, users	86%	97%	-1%	
District planning	35%	77%	-1%	✗
Tourism promotion	50%	89%	-1%	✗
Community events	57%	87%	-1%	✓
Stormwater, all residents	37%	75%	-1%	✗
Rural reserves, users	68%	95%	-1%	✓
Parks and reserves, all residents	93%	98%	-1%	
Cemeteries, visitors	83%	94%	-1%	
Business and economic development	35%	77%	-1%	
Sportsfields and playgrounds, all residents	85%	97%	-1%	✓
Library, users	85%	97%	-2%	
Parks and reserves, users	93%	98%	-2%	
Rates spend, all residents	31%	70%	-2%	
Performance of Council staff	61%	92%	-2%	
Cemeteries, all residents	76%	94%	-2%	✓
Rates spend, ratepayers	30%	68%	-2%	
Civil defence	72%	94%	-2%	✓
Animal control, users	40%	66%	-3%	
Rural reserves, all residents	62%	96%	-3%	
Quality of urban water supplies	58%	78%	-3%	✗
Resource recovery park, all residents	73%	90%	-4%	
Parking enforcement	52%	79%	-4%	
Resource recovery park, users	75%	90%	-5%	
Rural fire protection	74%	94%	-5%	✓
Wastewater, all residents	64%	92%	-5%	✓
Contact by email	56%	75%	-5%	
Reliability of urban water supplies	76%	88%	-6%	
Wastewater, provided	68%	91%	-6%	
Contact in writing	50%	75%	-6%	
Community consultation	34%	71%	-7%	✗
Performance of Mayor and Councillors	41%	75%	-8%	
Arts, culture and heritage, users	58%	78%	-14%	

16.4 Changes Not Tracked

	MTS	BCS	Change from 2014	Target Met
Service during transaction	78%	100%		
Flowerbeds	92%	98%		✓
Environmental planning and public health	48%	82%		
Overall Council performance	36%	72%		

17

Appendix One: Results by Ward

17.1 General Council Business

17.1 Performance of Council	Ashburton	Total Rural	Eastern	Western	Total
Overall performance of Council	73%	72%	74%	69%	72%
Performance of staff	92%	92%	91%	92%	92%
Performance of Mayor and Councillors	73%	78%	78%	79%	75%
Perceptions of rates spend	67%	75%	73%	78%	70%
Council advocacy	70%	72%	72%	72%	71%

17.2 Contact and Communications

17.2 Perceptions of Contact and Communications	Ashburton	Total Rural	Eastern	Western	Total
Staff contact overall	91%	80%	77%	82%	86%
Community consultation	69%	74%	74%	75%	71%
Council website	92%	92%	92%	92%	92%

17.3 Use of Contact and Communications

17.3 Use of Contact and Communications	Ashburton	Total Rural	Eastern	Western	Total
Use of website	44%	38%	40%	36%	42%
Have seen information	81%	72%	74%	70%	77%
- The District Diary	91%	86%	84%	89%	89%
- Community Noticeboard	75%	76%	76%	77%	75%
- Long Term Plan or Annual Plan	68%	61%	63%	57%	65%
- Website information	38%	38%	37%	38%	38%
- Council office information	24%	18%	19%	15%	22%
Information supplied about right	72%	72%	73%	70%	72%

17.3 Transportation

17.4 Perceptions of Transportation	Ashburton	Total Rural	Eastern	Western	Total
Roads	69%	64%	63%	64%	67%
Unsealed roads	58%	50%	49%	52%	55%
Footpaths	72%	84%	83%	86%	77%

17.4 Water Services

17.5 Perceptions of Water Service	Ashburton	Total Rural	Eastern	Western	Total
Quality of drinking water	78%	79%	85%	70%	78%
Reliability of drinking water	86%	94%	98%	89%	89%
Stormwater	73%	78%	80%	76%	75%
Wastewater	92%	91%	90%	91%	92%

17.6 Provision of Water Supplies	Ashburton	Total Rural	Eastern	Western	Total
Council water supply	95%	54%	54%	55%	78%
Stormwater	80%	32%	29%	36%	60%
Wastewater	92%	44%	38%	52%	72%

17.5 Refuse and Recycling

17.7 Perceptions of Refuse and Recycling	Ashburton	Total Rural	Eastern	Western	Total
Resource Recovery Park	94%	85%	87%	83%	90%
Rubbish collection	77%	76%	81%	69%	76%
Recycling	81%	75%	79%	71%	79%

17.8 Provision of Refuse and Recycling	Ashburton	Total Rural	Eastern	Western	Total
Used resource recovery park	89%	82%	78%	87%	86%
Have rubbish collected	93%	45%	38%	54%	73%
Have recycling collected	92%	47%	41%	55%	74%

17.6 Recreation and Leisure

17.9 Perceptions of Recreation and Leisure	Ashburton	Total Rural	Eastern	Western	Total
Public library	98%	97%	98%	95%	97%
Arts, culture and heritage	63%	69%	66%	72%	66%
Community events	87%	86%	83%	91%	87%

17.10 Use of Recreation and Leisure	Ashburton	Total Rural	Eastern	Western	Total
Public library	64%	65%	71%	57%	65%
Museum or Art Gallery	29%	23%	22%	25%	27%
Events Centre	67%	64%	67%	60%	66%

17.7 Community Facilities and Support

17.11 Perceptions of Community Facilities and Support	Ashburton	Total Rural	Eastern	Western	Total
Public toilets	91%	84%	82%	86%	88%
Community wellbeing	94%	91%	90%	91%	93%
Civil Defence	95%	93%	96%	88%	94%
Rural fire protection	95%	92%	96%	87%	94%

17.12 Use of Community Facilities and Support	Ashburton	Total Rural	Eastern	Western	Total
Public toilets	50%	62%	60%	64%	55%

17.8 Economic Development

17.13 Perceptions of Economic Development	Ashburton	Total Rural	Eastern	Western	Total
Business and economic development	73%	81%	81%	81%	77%
District tourism promotion	91%	86%	85%	88%	89%
District water management	82%	79%	80%	77%	81%

17.9 Parks and Open Spaces

17.14 Perceptions of Parks and Open Spaces	Ashburton	Total Rural	Eastern	Western	Total
Parks, reserves and gardens	98%	97%	97%	97%	98%
Flowerbeds	99%	97%	97%	97%	98%
Rural reserves	97%	95%	93%	97%	96%
Camping grounds	99%	97%	97%	98%	98%
Cemeteries	96%	93%	91%	95%	94%
Ashburton Domain	100%	98%	99%	97%	99%
Sportsfields and playgrounds	97%	97%	98%	96%	97%

17.15 Use of Parks and Open Spaces	Ashburton	Total Rural	Eastern	Western	Total
Parks, reserves and gardens	93%	86%	88%	84%	90%
Rural reserves	53%	56%	55%	58%	54%
Camping grounds	27%	27%	27%	27%	27%
Cemeteries	65%	59%	56%	64%	63%
Ashburton Domain	93%	90%	92%	87%	92%
Sportsfields and playgrounds	80%	75%	74%	76%	78%

17.10 Regulatory Services

17.16 Perceptions of Regulatory Services

	Ashburton	Total Rural	Eastern	Western	Total
Building and regulatory services	82%	73%	77%	68%	78%
Land information services	89%	89%	92%	84%	89%
District planning	77%	75%	76%	74%	77%
Environmental monitoring and health	80%	84%	84%	84%	82%
Animal control	85%	85%	84%	88%	85%
Parking enforcement	77%	80%	81%	80%	79%
Alcohol licensing	79%	81%	78%	84%	80%

17.17 Use of Regulatory Services

	Ashburton	Total Rural	Eastern	Western	Total
Building and regulatory services	27%	27%	26%	27%	27%
Animal control	14%	10%	12%	7%	13%

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Appendix Two: Results by Age and Gender

18.1 General Council Business

18.1 Performance of Council	18-34	35-64	65+	Male	Female	Total
Overall performance of Council	78%	67%	80%	68%	76%	72%
Performance of staff	90%	90%	98%	92%	92%	92%
Performance of Mayor and Councillors	78%	72%	79%	75%	75%	75%
Perceptions of rates spend	65%	71%	74%	70%	71%	70%
Council advocacy	72%	65%	82%	73%	69%	71%

18.2 Contact and Communications

18.2 Perceptions of Contact and Communications	18-34	35-64	65+	Male	Female	Total
Staff contact overall	89%	83%	92%	87%	85%	86%
Community consultation	75%	67%	71%	75%	68%	71%
Council website	100%	90%	89%	94%	90%	92%

18.3 Use of Contact and Communications	18-34	35-64	65+	Male	Female	Total
Use of website	38%	52%	22%	39%	44%	42%
Have seen information	60%	80%	88%	79%	76%	77%
- The District Diary	76%	89%	96%	90%	88%	89%
- Community Noticeboard	74%	78%	71%	78%	73%	75%
- Long Term Plan or Annual Plan	58%	64%	71%	71%	61%	65%
- Website information	42%	46%	19%	38%	38%	38%
- Council office information	18%	21%	25%	24%	20%	22%
Information supplied about right	61%	75%	73%	73%	71%	72%

18.3 Transportation

18.4 Perceptions of Transportation	18-34	35-64	65+	Male	Female	Total
Roads	67%	66%	70%	63%	71%	67%
Unsealed roads	59%	56%	48%	50%	60%	55%
Footpaths	90%	76%	67%	77%	77%	77%

18.4 Water Services

18.5 Perceptions of Water Service

	18-34	35-64	65+	Male	Female	Total
Quality of drinking water	78%	75%	86%	82%	75%	78%
Reliability of drinking water	93%	85%	92%	91%	86%	89%
Stormwater	73%	74%	80%	75%	76%	75%
Wastewater	87%	92%	94%	88%	95%	92%

18.6 Provision of Water Supplies

	18-34	35-64	65+	Male	Female	Total
Council water supply	70%	77%	89%	76%	80%	78%
Stormwater	49%	61%	69%	60%	60%	60%
Wastewater	64%	73%	80%	72%	73%	72%

18.5 Refuse and Recycling

18.7 Perceptions of Refuse and Recycling

	18-34	35-64	65+	Male	Female	Total
Resource Recovery Park	93%	90%	88%	89%	91%	90%
Rubbish collection	80%	73%	82%	79%	74%	76%
Recycling	81%	76%	85%	81%	78%	79%

18.8 Provision of Refuse and Recycling

	18-34	35-64	65+	Male	Female	Total
Used resource recovery park	86%	88%	82%	90%	83%	86%
Have rubbish collected	62%	74%	83%	73%	74%	73%
Have recycling collected	64%	73%	83%	74%	73%	74%

18.6 Recreation and Leisure

18.9 Perceptions of Recreation and Leisure

	18-34	35-64	65+	Male	Female	Total
Public library	99%	96%	99%	98%	97%	97%
Arts, culture and heritage	62%	64%	73%	64%	67%	66%
Community events	88%	85%	91%	86%	87%	87%

18.10 Use of Recreation and Leisure

	18-34	35-64	65+	Male	Female	Total
Public library	71%	62%	65%	63%	67%	65%
Museum or Art Gallery	15%	28%	33%	25%	28%	27%
Events Centre	63%	70%	59%	59%	71%	66%

18.7 Community Facilities and Support

18.11 Perceptions of Community Facilities and Support

	18-34	35-64	65+	Male	Female	Total
Public toilets	89%	88%	88%	94%	83%	88%
Community wellbeing	91%	94%	92%	92%	94%	93%
Civil Defence	93%	93%	97%	95%	93%	94%
Rural fire protection	92%	93%	97%	95%	93%	94%

18.12 Use of Community Facilities and Support

	18-34	35-64	65+	Male	Female	Total
Public toilets	70%	55%	41%	56%	54%	55%

18.8 Economic Development

18.13 Perceptions of Economic Development

	18-34	35-64	65+	Male	Female	Total
Business and economic development	81%	71%	86%	75%	78%	77%
District tourism promotion	83%	90%	91%	89%	89%	89%
District water management	83%	79%	83%	78%	84%	81%

18.9 Parks and Open Spaces

18.14 Perceptions of Parks and Open Spaces

	18-34	35-64	65+	Male	Female	Total
Parks, reserves and gardens	98%	97%	100%	98%	98%	98%
Flowerbeds	100%	97%	100%	99%	98%	98%
Rural reserves	97%	97%	93%	97%	95%	96%
Camping grounds	99%	98%	98%	99%	97%	98%
Cemeteries	94%	93%	97%	98%	91%	94%
Ashburton Domain	100%	98%	100%	99%	99%	99%
Sportsfields and playgrounds	96%	96%	99%	98%	96%	97%

18.15 Use of Parks and Open Spaces

	18-34	35-64	65+	Male	Female	Total
Parks, reserves and gardens	93%	91%	85%	89%	92%	90%
Rural reserves	55%	57%	48%	60%	49%	54%
Camping grounds	30%	31%	15%	27%	27%	27%
Cemeteries	48%	65%	70%	62%	63%	63%
Ashburton Domain	92%	91%	92%	89%	94%	92%
Sportsfields and playgrounds	85%	82%	63%	79%	78%	78%

18.10 Regulatory Services

18.16 Perceptions of Regulatory Services

	18-34	35-64	65+	Male	Female	Total
Building and regulatory services	81%	75%	83%	75%	81%	78%
Land information services	93%	88%	86%	89%	88%	89%
District planning	87%	72%	77%	71%	82%	77%
Environmental monitoring and health	85%	79%	86%	89%	76%	82%
Animal control	91%	85%	80%	89%	82%	85%
Parking enforcement	85%	78%	74%	80%	77%	79%
Alcohol licensing	87%	80%	71%	80%	79%	80%

18.17 Use of Regulatory Services

	18-34	35-64	65+	Male	Female	Total
Building and regulatory services	33%	31%	9%	30%	24%	27%
Animal control	13%	14%	9%	12%	13%	13%

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Appendix Three: Verbatim Answers

19.1 Dissatisfaction with Contact

No response by council

They failed to explain their actions

It didn't change anything

No notice taken of me

Because of water wastage during a drought in Methven Town Centre

Because I wanted information on piped drainage, not stock water (wrong information supplied)

Because they didn't fix what was wrong

My complaint was not settled and advice given was poor

Moss on footpath, wanted someone to clear it. They haven't done a thing about it

Weren't helpful and not willing to help me

They didn't action what they were going to do, and the streetlight was out for 5 weeks

Leaves get picked up in afternoon but cars are in the way, it should be a morning pickup

Because I didn't get the answer that I wanted to hear.

He would not accept to meet me in person, after saying they would.

Took a long time to do anything and was put from person to person.

Still waiting for return call

No return on phone call and couldn't get to the relevant people you needed to talk to

There's never anyone to answer the phone. Always on hold.

Fail to reply to telephone message.

Didn't get back to me and problem not resolved

Dodgy phone system

Didn't get an answer correctly.

Refused to change the name on rates of a property formerly owned by dead parent

Because the information that she provided was incorrect.

Unfairness toward me

A meeting was arranged and no-one showed up.

Bad customer service with lack of manners, was not happy.

Because nothing has happened.

Because of how long it took when I went in there to pay my rates

Because they were rude and went round in circles and got nowhere

Complaint about house, and told it was private property couldn't do thing about it

Have not acted on my requests or complaints

Lack of communication

No notice taken

The gentleman I was dealing with was arrogant.

The information provided was unfair in my opinion.

Because I didn't get the answer that I wanted to hear.

The person was either new, or didn't know. But was rude and dismissive

Went in 3 times and got the run around concerning bills to pay.

Wouldn't let me speak to people in right dept

Didn't get a response.

No response as yet

No response by council

Delay in expected response

Was a bit slow.

They were devious about how they contacted me.

The response didn't change anything

Didn't get a response

Didn't reply to either of two emails

Haven't had a reply

They didn't act upon the information I was giving them.

I sent the email in twice and they still didn't have it ready when needed

No response

No response as yet

No response by Council

Their email back seemed quite rude with how it was written

They did not email me back

They were devious about how they contacted me

Took so long to get anything done

19.2 Suggested Improvements to Website

Any easy way to pay on-line for swimming lessons etc for busy parents.

Cannot think of any

Clearer navigation.

Tell us more about how money is spent on roading

I would like to pay my rates on the website.

Just really more information about what they are actually trying to achieve and what is the actual plan.

Make it easier to register dogs online. Make it easier to navigate.

More info about building consents

More information about changes and zoning

More up to date website

Selwyn District Councils consent lodgement process is superior to Ashburton's

To be able to make a bill payment for dog registration without paying it by credit and put it through the bank.

Used to have more information on property ownership

What is on the website is not clear enough for everyday people. Information needs to be simplified

19.3 Disliked Actions, Decisions or Management

A new bridge at Tinwald; doesn't cope with traffic volume at all times

A second bridge; It bottlenecks at Moore Street and West Street due to the volume of traffic.

A section a couple of hundred metres up the road that has a rundown old house on it that people have made several complaints about and they've done nothing. It's been like that for 3 to 4 years. And people think there may be a homeless man living in it; it's an eyesore and a danger. Especially to the children around here.

About turns on things i.e. hydro slide; make decisions based on community opinion

Alcohol licensing; Supermarkets shouldn't be selling alcohol at all

Amount of projects they have going on at once; Spend too much at once affecting rate payers

Appreciate a better move towards the wheelie bin proposal; are they making the best use of the bins

Art Gallery; because they went ahead with something the majority didn't want.

Art Gallery; Cost, and it's for a select group of people

Art Gallery; cost overrun by 50%

Art Gallery; Better things to spend money on; No demand for it; Children need facilities more

Art Gallery; Budget blowout; Majority of the public did not want the new art gallery; could understand a small blowout but one of this size is unacceptable

Art Gallery; Money could have been better spent elsewhere

Art Gallery; Too much money spent

Art Gallery; Limited parking; terrible colour; unnecessary expense; Over budget

Art Gallery; Rather than put money into an art gallery put it into the future of youth through things like housing

Art Gallery; Spent too much on it

Art gallery; a waste of taxpayers' money for small amount of people who will visit it, not benefiting the greater

majority in town

Art Gallery; Went against people's wishes

Art Gallery; don't think it was needed

Art Gallery and Museum; It placement, parking, pedestrian access is not good on State Highway 1.

Art gallery and the bridge; waste of money ratepayers' money

Art gallery, museum; too much money spent on them

Arts centre; Stuff about parking, people being misled

Arts Centre; was forced through by a few to build it.

Ashburton Art Gallery; was not listened to about the Ashburton Art Gallery

Bad communication with the public; they don't listen to the people, they make decisions and then ask what we think when it's too late to have a say.

Badly need lights at intersection; At times it is a hazard, needs control

Baring Square East development; had no information on it, no feedback

Behaviour relating to earthquake strengthening of building; Required owners to take actions they weren't legally entitled to.

Bridge and Art Gallery; let the second bridge go through. Not supportive of the art gallery publicly

Building consents - the staff member was unreasonably controlling about it they like to exert their power; Nobody would like being treated like that.

Building fees for solar panels; we had solar panels put in and the fees were way too much. I'd like to see a simpler form and a cheaper way of doing it. It was too expensive. Other districts waive fees for putting in solar panels. We're far behind other towns.

Building of the Art Gallery; it was not needed. Most people did not want it. Spent money on the Art Gallery and it could not be open for a long time.

Cancelling the hydro slide and building the Art Gallery; Extra expenditure that wasn't required

Change in the rubbish collection; we think the cost is going to be higher than the service warrants. The present option fulfils our needs.

Changing of the museum; the expense

Communication; A lack of communication. We wrote to them 3 times and got no reply or even an acknowledgement of a received letter.

Community Base Youth Centre; when we spoke to the council about your youth centre we asked for funding we believed that the council could provide. The feeling we received from the council members were that they were not listening to what we truly had to say.

Consultation; don't act on peoples requests; the survey is far too long

Consultation of new art gallery and museum, and consultation for plans for new state highway through township; didn't listen to ratepayers with lots of views, not a fair consultation process

Consultation process in regards to the long term ten year plan and 17 million dollar plan not satisfactory, due to lack of communication with rate payers; we pay rates and they are accountable to the rate payers and they need to listen to them

Consultation with the ratepayers; because I do not think that they take any notice of what the ratepayers have to say.

Council decision making; Leaves a lot to be desired, short-sighted

Council don't need a new building for offices, have an empty building they can use; Not needed, rates high enough already

Council overspending on unnecessary facilities; Puts too much pressure on ratepayers

Council overspending on unnecessary projects; The Council needs to provide proper infrastructure in the council's area and not spend money on one project after the other.

Council seems to be getting deeper in debt; the local museum, event centre and art gallery cost a lot. Council seem to think money grows on trees. Not happy with the second bridge proposal. There's a lot of other things that they could spend money on like traffic lights on Walnut Avenue & West Street

Council Staff; Their staff and user systems are not friendly.

Crop burning; Because of the pollution caused

Decision making; Public not consulted on decisions

Decision of the hydro slides and the collection of recycling and rubbish collection; I feel like the council is not listening to the people in the community about what we want which I have stated and believe that they are more focused on and have higher priorities by building a new council building and the library

Don't consider the views and needs of the older people in the community; the council needs to be made more aware and take on board the issues and needs of the older people in the community

Drains - certain amount of area around drain had to be clear; could have been more flexibility with criteria around drain

EA Centre; Right beside riverbed and rubbish dump, should be in higher ground

Failure to honour what was recommended by the public after consultation; Disrespectful to the community

Fireplace restrictions; the way they are going it's almost like banning all fires

Footpaths; they need to be fixed properly. Outside my house is shocking. Very dangerous.

Footpaths; The pay and display machine on Cash Street. Too expensive. Money could be spent on bad footpaths especially on Burnett Street. It's unsafe.

Funding for the Art Gallery was too far too much; we weren't consulted enough. The consultation that was had was ignored because they had already made up their mind.

Handling of the Art Gallery; I did not like the way they handled it. They went back on their word to a local ratepayer. It wasn't a well-managed project. I am for the Art Gallery.

Having a hydro slide, having something in this town for children, the art gallery and museum; I dislike the decision not to have it, I think we need it and I don't think we need the art gallery.

How long it's taken them to build the bridge/make any decisions; They are so very indecisive; Everyone seems to be not doing anything and pointing fingers;

Hydro slide; should have been put in aquatic centre

Hydro slide; should have okayed it

If there is a shingle driveway going onto a sealed road you have to seal part of the driveway; Cost us money and there is no need for it.

I don't think they listen to what the rate payers want; I think they don't listen to what the rate payers what or perhaps listen and do it anyway.

In Rakaia we used to have a local guy doing the gardens, he was axed and council contractor took over; the standard of the flower beds and garden dropped. And a nice man lost his job because of it. Everyone in Rakaia was upset by it.

Inability to manage the Art Gallery; Overspending and the infighting between the Arts community and the Council

Lack of listening to what the community wants; Lack of listening to what the community wants

Lack of progress to traffic in Tinwald; Speed of progress

Listen to the people more; it's fine to do consultation but listen; don't put aside the people's thoughts and do what you want.

Location of new Countdown; Busy enough as it is and a large supermarket will only make it worse

Management problems; the bad management of funds.

Mismanagement of building and price of new Art Gallery; Overpricing and bad design

Mixed messages from Council; hydro slide been put off. Need it built.

Money spent on Ashburton Museum; could have spent money on the urban and rural roads.

Mt Somers School asked the Council to fix the War Memorial and the Council said no, but the school should pay for it; I do not believe it was a school issue. I believe it was a community issue.

Museum; Waste of time and money when we already had one

Museum and Art Gallery; Spent money on art gallery instead of sealing roads; Hydro slide should be going ahead

Museum, cost, design; I didn't believe we needed an art gallery. I believed the old one was sufficient. I felt an aquatic centre would have been better. If they put more money into a bigger pool it would have been better.

Never listening to the rate payers and public; they totally ignore rate payers' opinions. Employ local companies to build instead of out of towners. They're always saying they want to promote local business, yet got a Christchurch company to build the Stadium.

New council buildings; we don't need them. We've just spent heaps on the new Stadium, Art Gallery and Museum. They're spending money they don't have for things we don't need. Fix the roads first.

New facilities in Ashburton; don't use them, live in Rakaia.

New Office Building the Council is building; I believe it is unnecessary

New recycling recovery system is rubbish; The service is less than it was before, inaccessible with trailers not undercover, short armed people can't lift lid on bins, not monitored by staff and result will be contamination

No need for a new Council building or the new Art Gallery; massive overspending where it was not needed

No response to emails and phone calls; No response or action when it was required

Not doing the hydro slide; Doing the Art Gallery; Having rubbish bags instead of wheelie bins; Young generation needs a hydro slide - which will result in more usage of the sports centre; Art gallery was an unnecessary expense - over budget and was a huge mistake as we have a perfectly good one; Did not consult the community with regards to projects.

Not happy with recycling decisions; not happy

Not happy with the amount of money spent on Art gallery and Heritage Centre; I think because overall the decision to build was made by a previous council some years ago. Despite this the present council ignored a large amount of public disapproval re: the building. I think this is a little egotistical on behalf of the council.

Not listening to community; nothing for teenagers in Ashburton, EA centre: wanted hydro slide didn't get it

Not working together for district; There for district, not for themselves

Opening the new museum; haven't planned for the car parking for the event taking place. And not sure the roading is going to work either, too early to tell.

Over spending on the rates. Too much spending on vanity projects instead of infrastructure and roading; I cannot afford the rates rise because I am on the pension and have been on the invalids benefit for many years.

Overseeing, planning, and cost management of major projects; because they weren't managed terribly well due to budget overruns and a lack of transparency

Paying for parking in town; it should be free; Very tricky to pay for parking when you come in every fortnight and have 3 kids and you have to do it yourself

Planned rubbish collection for 2017. It is too expensive; Wheelie bins are unnecessary and people should be able to choose if they want a wheelie bin or not. If you don't fill a wheelie bin you still have to pay as if you did fill it.

Poor consultation with Ashburton people; Poor consultation with Ashburton people

Potholes in the road; Wakanui's roads have major potholes and they get temporarily patched but not fixed properly.

Price of rates; Because of cost

Priorities; Too much emphasis on things people see such as the art gallery and not enough on things they don't see such as infrastructure

Prioritising the Art Gallery over the Stadium and cost of the rates and the level of service in return for the cost particularly the roading conditions and the massive overspending on unnecessary projects; the unnecessary cost of the gallery - no direct return for cost of the money spent.

They are not listening to the public. I don't think they are looking at the bigger picture for Ashburton; Spend money on things the majority of the community doesn't want.

Proposed rate boundary changes; Excessive rates increase.

Raising the rates; raising rates to pay for things that us old people won't use and have already paid for during our lifetimes. It should be user pays. The young people using them should pay, not us.

Rate increase; the level of increase is unfair because of gross overspending on the Art Gallery.

Rates; Rates going up on a regular basis.

Rates are too high; too dear. I can't see why we have to pay for things we don't want and won't use.

Rates in advance; Had our shop shut down for three years and still paying full rates with no services; No contingency for demolished buildings

Rates increases; paying for things no one wants or will use

Rates Rebate procedure; The fact that someone has to visually see my 90 year old mother sign the rates rebate form at the council office. It's a major hassle getting her there just for a 1 minute visit. Why can't I witness it at her home and confirm it myself at the office?

Rates; because I don't see why we need to pay for things we don't use. The young people who use it should pay for it, not the old people who will never go there.

Recycling bins; Levied on rates for the service, imposition on pensioners who have little rubbish

Recycling bins; I hope that the council does not force everyone to get recycling bins.

Refused reusable nappy scheme from the cloth nappy lady; Nappy scheme in place now is expensive; the scheme we asked for would help lower income families

Replacing street light bulbs; took so long to get anything done

Resource consent process for art gallery; Reneged on the deal they made on resource consent without proper consultation dragging the process out making residents look bad

Road repairs; they put all the shingle over the grass verge and now can't mow the roadside. They also patch the road but don't repair it properly.

Roading; Standard to which roads repaired to not suitable or forward enough thinking for type of traffic on road and supervision of repair work not good enough

Roading; The lack of proper grading on the rural roads.

Roading; Disappointed in the way we've been treated. There's a blocked culvert that hasn't been fixed in years despite constant complaints.

Rubbish and recycling collection; they should follow other councils and implement the wheelie bin

Rubbish bins; not doing anything about them

Rubbish collection; we have to buy rubbish bags and still pay for the collection of them

Rubbish collection; not collecting the green waste

So consultation process; don't listen to the community

Some members of council let the job go to their heads; not as approachable as they could be; some individuals are more disagreeable than others on both sides of the counter

Some of the actions on the pool; the pool was supposed to be a replacement for the college that was closed and was going to be for competitions. Somehow it's too short and some of the facilities aren't as good as the old one.

Some of the disabled services (parking, building access) are shocking; some of the parking spaces are gone and it takes a long time to find a park and then get to the shops. The new seats are hard for me too, I used to be able to use the back of the seats to push myself up, now they're banana shaped and they're curved and slippery.

Spending; because the rates keep going up; too much.

Spending; the pool had to be shaved and now not big enough to hold events. Not all spending had to go on the art centre.

Spending money; some things needed, but not all at once

Spending money in the wrong direction; Art Gallery; Any facility that a minor proportion of the population would use

Spending money on wrong thing; other things in district that would be better served by money spent on them

Spending on the community pool; too much equipment in Gym, I think that money should have been spent on the hydro slide for children. They should have separated the toddler and the main pool.

Spending rural rates on town projects; Need water races closed as council says they have no money for them.

Spending too much money; because it puts the rates up too much

Spending money on the Art Gallery; waste of money

Suggesting they rebuild the council offices; Increasing rates to pay for that

The need to get the water quality right but not everyone can agree on/or understand the science needed to do this.

The alternative bridge over the Ashburton River; don't think it is in the right place

The amount of councillors that are farmers; Uneven balance of interest in council affairs weighted unfairly towards rural sector as opposed best interests of running a community

The amount of money being spent; Pay rises for councillors and wasting money on Art centre and Pool instead of the Roads.

The Art Gallery; The management of the funding. Planning of the facilities.

The Art Gallery; For the amount of money on the building of the centre which could have gone to other facilities (i.e. hydro slide)

The Art Gallery; The way they've handled it. The lack of transparency

The Art Gallery; I don't believe the people that pushed the council to build it, put enough effort in to raise the funds before it all started. It's a very minority wanted place.

The Art Gallery; Appalling decisions by the council, including location, as it is bound by residential criteria which restricts its use.

The Art Gallery; I think the planning and total spend could have been better managed

The art gallery; I just felt that there were higher priorities than the gallery. I'd have preferred money being spent on family friendly facilities like a hydro slide at the pool. It was disappointing that it went over budget and still had issues by the opening - e.g. air-conditioning

The Art Gallery; the cost of it doesn't warrant the building of it

The Art Gallery; Lower priority than other community needs and too expensive

The Art Gallery; Too much money spent on it

The Art Gallery; massive overspending and the farce of the Gallery opening left bad impressions in the community

The Art Gallery; Because of the cost

The Art Gallery; massive overspending

The Art Gallery; It was a shocking decision made by a minority for a minority group of people. The council didn't listen to the people, just their arty friends.

The Art Gallery; It's in the wrong place and was only wanted by a few people, and no one seems to be accountable for the extra cost.

The Art Gallery; It's not necessary. The building is too big and will be underutilized. Total waste of money. No one wanted it but the council forced it on us.

The Art Gallery; The whole way it was run. The pricing. The look.

The Art Gallery; The way they went about doing it. Lack of consultation and ignoring the public's views.

The art gallery in residential area and misinformation that went with that; 4 million dollar blowout

The art gallery that they had one and didn't need to get another one; they already had one that I didn't use, and I have no intention of going to new one either.

The Art Gallery; A local offered their art work and the council said it was not good enough. I thought that was rude.

The Art Gallery/Museum; Not handled well as regards the cost over-run and administration.

The Arts centre; it's in the wrong place. There's not enough parking. And it's ugly

The Ashburton Arts and Museum Centre; Cost overruns, lack of project management from council. A litany of problems have surfaced since the independent review which have made us aware of what was not done.

Taking money out of essentials like footpaths for expensive structural infrastructure. I think the safety of people and roading, health services, and footpaths are more important than buildings.

The bridge situation. It's in the wrong place and costing too much.

The bridge; the placing of the bridge, because of the sound and vibration, it's gone over price and over time.

The budget for the roads; they cut the budget and need to spend money now rather than later on.

The budgeting of the Museum and Art centre, they over budgeted. Money could be spent elsewhere rather than on a building that has no relevance for the community welfare. Over budgeted. Money has to come from the ratepayers

The building on West Street; It's an eye-sore and coming from the overhead bridge there is no safe way to get to it. Why go to Europe for heating fittings. Also cost over-run.

The clean air by-law; the by-law is unworkable and is very unpopular

The continuing increase in staff and rates; Lack of control by the council and CEO

The cost of the art gallery; I felt like they had spent too much on it

The council have committed public money to ventures, which the public did not fully understand the commitment to (i.e. overspend of the Museum and Art Gallery). The new Aquatic Centre. Public weren't aware about the hydro slide; because they are not listening to the public interests and fully informing the public of events

The general inspectors; the lack of consistency in their decision making process

They go ahead without full consultation; the state of some of the roads in town; lack of footpaths in some places; would like to see a decent path around the Domain inside the edge.

The handling of the Museum and art gallery; It just seems they've made a lot of poor decisions and wasted money that could have gone to more deserving projects.

The whole debacle of the Art Centre and Museum was really badly handled; I'm not a fan of the process for the new bridge – I don't agree with where they're putting it; The recent discussion of rural property owners needing to seal their driveways – the state of some of the roads is appalling and cyclists are going to have accidents on the shingles on Racecourse Road.

The hydro slide; submissions needed to be made on the annual plan but this was not made clear and online surveys that were made then were found to be invalid

The hydro slide at the pool; It was there one minute and gone the next which means no incentive for people to come from out of town to use the pool facility, and a pool size which is of no practical use for potential competitions

The hydro slide; if they don't have a hydro slide now it will be more expensive later on. Important to keep young people entertained in a healthy way.

The hydro slide; Need some consideration as to whether it's wanted by the majority of people.

The hydro slide. Need to get the hydro slide for the people of Ashburton. Not put it off.

The lack of traffic lights in Tinwald; obviously there is a very pressing need for them

The lack of transparency with the Council, particularly the older Councillors, I'm most unimpressed by them; they don't react to public opinion because they have their own agendas, and they disregard other peoples' opinion within Council and outside.

The Lake Hood trust management; having to pay and register our boats to use the lake, even after we've paid for it. There have been a lot of confrontations at the boat ramp.

The lies I've been told; there was to be no silage on the side of the road, but it's still occurring. Bryan Forth is unhelpful to deal with in regards to roading.

The location of the second Bridge between Tinwald and Ashburton; Very short-sighted plan and not looking 40 years ahead.

The long term plan; The Museum Art Gallery overspending against the public's wishes.

The mayor; Railway crossing accidents, nothing done to prevent them

The Museum & Art gallery; Waste of money. Not many people will visit.

The Museum and Art gallery; the management of the whole project. They should bow their heads in total embarrassment. There was no project management.

The Museum/Art Gallery; It's an ugly building. It cost too much. It's only for a minority.

The New Art Gallery; wrong area and on the wrong side of town

The new bridge on Chalmers Ave.; The amount of traffic going through Ashburton it would not work. I have shown a better route for dealing with the problem.

The New Council Offices; Think it's an unnecessary expense

The new pool in Ashburton, the new complex; the changing rooms are not big enough for the amount of people and the pool isn't big enough for big events swimming lengths. We didn't need an art gallery

The new pool; the hydro slide should go ahead now.

The opening of the Art Gallery; Waste of Money

The positioning of the new bridge; because even though there was consultation with the public, none of it appeared to be taken into consideration.

The potential to stop rural stock water races; Will be a lot of expense to do the stock water ourselves and wildlife needs the water.

The project management over the museum and art gallery was very poor, and questions need to be asked and people need to be called to account. There needs to be greater clarity and transparency about the Grow Mid Canterbury project - I'm not sure what it is; fundamentally the community was overwhelmingly opposed to the museum and art gallery development and the council went ahead and did it anyway. There needs to be greater notice taken of the community's voice.

The ratepayers do not have a say in what the council does. The council does not listen to what we have to say, like the new museum and art gallery. The swimming pool is not big enough for competitions. This could have brought a lot of money for the district; the council does not listen to what we have to say, like the new museum and art gallery. The swimming pool is not big enough for competitions. This could have brought a lot of money for the district.

The rates; Price we pay, should put more money into sports centre and making entranceway safer

The rates expenditure; the rates increases.

The recycling and rubbish collection service; Need to upgrade to the three bins and not use the black rubbish bag and little green bins

The rising rates bill; the council needs to put a cap on it

The roading is disgraceful spend too much money on white elephants; Roading is disgraceful and deteriorating

The rubbish and recycling; everyone needs to have a say about it and don't like the new scheme.

The Sports Stadium; the swimming pool size is 25 metres instead of 50m so should have spent a bit more to upgrade.

The spraying of Lake Hood with herbicides; its destroying the natural ecology. There must be a better or more organic way to do it

The swimming pool; they reduced the length of the pool to 25m and that was a backward step.

The ten year plan for the art gallery and museum; the way they spend so much money and don't have regard for people's opinions.

The use of outside consultants to give them dreamy ideas i.e.: bridge placement; design of new sports facility; Flaws in the basic design of the sports facility that the architect should have known about

The way the Arts Centre and Museum was handled; Planning and the amount of money wasted

The way they bullied through the Art Gallery without proper consultation and the resulting cost over runs; they railroaded through two major projects that took on debt despite public opposition

Their communication with the general public; Layman's language to the general public is poor. But now we've had a change of communications officer it's a little better.

Their lack of communication with the public; they reply to letters but don't answer the questions asked. I got just a confirmation of my letter and that's it.

They do not listen to public requests or opinions; they do not listen to public requests or opinions.

They do not listen to the public on issues or big projects; they have already made up their mind.

They need to look at the roads in mid Canterbury; I don't think they are doing enough for paying our rates, we don't get rubbish sewage and water, we look after all that and they do nothing in return and the roads are getting worse.

They were over doing it by doing the Art Gallery and the Sports Centre at the same time; the rates went up.

Things being done in closed meeting in Council, it would be nice to see what the agenda are; their communication strategy is not very good, lots of secret discussions being made.

Too much money spent on art gallery; I don't think budgeting was adequate enough as they went over, they did not do enough planning and so revisited problems. The excess money could have been spent elsewhere, for example wheelie bins or recycling.

Too much mucking around. We're waiting to get a title to a piece of land, we paid a deposit on the property 14 months ago and we're still waiting; It's costing my business lots of money. We originally had council support however now they're doing nothing about it.

Trying to make people pay for rubbish collection that no one wants. It will create more problems; the system that is in place now is fantastic. We would be paying more for something we don't want that is a worse system.

Trying to manage commercial businesses; putting themselves in competition with local businesses, shouldn't be doing it as a Government body, i.e. EA Centre

Wasted money art gallery; Rather spent on an A and E department

Wasting money; the money should be on roading and footpaths instead of the Art Gallery, Museum and Sports Centre.

Water restrictions during the summer; because we can't use water during the day and it makes cooking and washing hard.

Water wastage in Methven during the drought; because there was no need for it

We say we don't want the second bridge but they are building it anyway; they don't seem to listen to what the ratepayers have to say

19.4 Liked Actions, Decisions or Management

The Domain; I like the facilities.

The new sports centre; Young children who use it

ANZAC Day Dawn Service; Good to experience a bit of history with the children.

Art Gallery has been completed; it needed to be built.

Ashburton stadium; Widespread public support, will be great facility for community

Asking the community what they think of the swimming pool; Good consultation.

Building department; Michael Wong and his team are doing an excellent job; Ladies at the front desk doing a great job

Building the EA Network centre (stadium); it's a community asset that was really needed and supported by the whole community.

Communication is better; Council used to be useless at communicating which gave a "behind closed doors" impression; they seem a lot more open now in their decision making

Community stadium is an asset. Add the hydro slide! Kids in the community need something to do. An annual family pass option to the pools would be fantastic; Facilities, pricing, layout.

Completing the sports stadium; it's great for the community.

Councillors prepared to front up, active in community; pretty genuine in trying their best

Did a marvellous job in building the EA Centre; It's bigger, central for the public

EA Centre; it was needed by district

EA Centre; Does benefit the wider community

EA Centre; Serve more of the community than anything else

EA Centre; Community needed it

EA Centre; Everything so central and together.

EA Centre; Gives wide range of people something to do

EA Centre; think it is great, looking to the future

EA Centre; future use of centre. Council support of centre. Asked for public opinion more than used to

EA Centre; has benefitted the community on a whole and in wider areas

EA Centre; Something that was needed

EA Centre; Lot of fun, good for sports teams, help to improve them

EA centre; It is a good community facility

EA Centre; Great asset to community

EA Centre; New pool for kids, netball courts, rugby fields inside

EA Centre; Better upgrade.

EA Centre; My kids love it

EA Centre; Think it's a good idea

EA Network Centre; Future proofing for the community

EA Network Centre; Fantastic facility; much needed; Money well spent

EA Network Centre; needed a new facility in the community

EA Network Centre; Nice place and a much needed resource for the community

EA Network Centre; Because of the community involvement

EA Network Centre and Gardens; good for the community

EA Network Centre in Ashburton; Good for the District

EA Network sports centre; Great place for the town

EA Network Stadium; Outstanding Facility for the community

EA Network Stadium; Magnificent asset to the community

EA Network Stadium and Ashburton Museum; both encourage involvement with young people as well as the whole community

EA Sports Centre; Long needed it; Seem to have got it right

EA swimming complex; Caters for all.

EA Swimming Pool; Need it in the area, but need more safe parking at night.

EA Sports Stadium; the old pool was outdated and tired.

Gardens; Making it look clean

Gardens; makes the town look lovely

General performance; Mayor and councillors are down to earth working class people

Go ahead for the aquatic centre; a community needs a centre like that, it brings the community together. It will be better when the cafeteria is up and running. If we had made it better and bigger it would have brought more people into the district.

Have been willing to come and check out my concerns but haven't acted on them yet; the fact that they were prepared to come out

Honouring people and their special achievements; it shows appreciation and concern for the action made for the community

I agree with the pool complex, it's a good idea although they have done a few things wrong; it's good for Ashburton and they need it. A silly short cut to run bigger events.

I approve of everything they're doing with the Domain; Good maintenance and tree control. It's looking great

I do think the new sports stadium has made a huge difference to Ashburton that is really good

I have approved of the Baring Square garden changes; because it looks better.

I like that we are going to get recycling wheelie bins; because I do not like the black bags. I think that recycling should be in a wheelie bin.

I think they are trying; they do consult but still do whatever they want anyway

I think they have communicated over every issue good or bad

Impressed with sports centre and arts centre; Modern amenities; Attractive; Functional

Improving the sewerage system and water; because it is needed. It is an essential.

Info about long term plan for future; Informing public of what was happening, held meetings

Involvement in EA Centre, Museum; giving back to the community

Keep putting rate up and wheelie bin fixed income getting harder and harder; don't know

Keeping Ashburton tidy; the cemetery is fantastic.

Local infrastructure developments (art gallery/sports centre); Council is giving back to the community; Future-proofing Ashburton

Most of the things they do are good; Builds up the town.

New EA events centre; overall benefit to all residents.

New EA Network Centre; Good for the community; I use it

New facilities like the museum, art gallery the EA Stadium; they are good for the community.

New fire shed at Alford forest; made it easier for community to see that there was a fire service there

New museum and stadium; Looking to the future

New Sports Centre; Something Ashburton really needed; will bring people from out of town

New Sports Centre; The way the courts are set up to include a variety of games under one roof

New Sports Centre; Combining many sports into one area in a nice new facility	Sports stadium; well planned
New Sports Complex; Great for the kids all round sport	Sports stadium; Benefits a broad cross section of the community
New Stadium; It's good for our community	Sports stadium & Events centre; Great facility to bring everyone together; the stadium feeds into the long term plan to have everything in close proximity to each other (sports fields, hockey fields, changing rooms, toilets etc.);
New Stadium; Provides facilities for future generations	Sports Stadium; Great for the community.
New Swimming Pool; Spa	Swimming complex; needed upgrade from old pool and is now equipped for all ages
None; None	Swimming Pool; Time for an upgrade
Opening of EA Aquatic network Centre, Art Gallery and Museum; Very good facilities for the local public	Swimming pool; Asset to Ashburton; Bring events to Ashburton helping the economy
Opening of the EA Centre (sports complex); they were needed for the town	Swimming Pool; I have 6 & 7 year old kids who love it
Opening of the new Event Centre Pool; it is long overdue and it's great for our community	That they are going to upgrade the worst roads; Make it safer, easier and they will fill the potholes.
Opening up the possibility of wheelie bins for rubbish collection; Easy for the elderly to use, although they should spread the cost of a long period of time not just a couple of years.	The beautifying of the town; the town looks great
Park maintenance; It keeps the place looking good.	The Anzac parade; well done and appropriate.
Parks and gardens; Good maintenance.	The Anzac services; Again it's a people thing. It's actually showing support and respect for people.
Progress of Recycling in the District; the recycling not going into landfill.	The Art Gallery; because the council didn't really listen to the wider community
Rates payment; didn't charge penalty on late payment, one off.	The Art Gallery and Sports Centre because they are so good. They just should not have been done at the same time; Arts, museum and the Sports Centre have been needed for a long time.
Roads; because the shingle roads are disgraceful	The Art Museum; The offering of Art by Council to the Art Gallery due to the air-conditioning problem.
Rubbish services; they come every week	The Ashburton Art Gallery; Good idea
Sports Centre; Good for the kids; inside sports	The Ashburton Library and how they provide free WiFi; I believe this is important because it would benefit a lot of people who would could use this service when they need it such as for homework. This would benefit people who come from low socio economic families and live below the poverty line.
Sports Centre; it's good for the community and visitors	The Ashburton Trust Event Centre is a top facility and I've been to many excellent functions there; it's well built and well run and very clean.
Sports centre; did well, got a good facility	
Sports Centre; It was a long time coming and it's great that we have something like that here now	
Sports centre; like the way they are all set up, planned ahead	
Sports centre & network centre; needed for a while	
Sports Complex; well planned and completed	
Sports Facility; District needed it	

The cleanliness of the town; It makes it a nice place to live

The Community House.; The Council putting money towards it.

The completion of the sports complex.; Because it just caters for individual different sporting codes in swimming more so with what the art gallery money wasted on that and how it brings potential so many people out of the district where increase accommodation restaurants and hospitality

The Council contribution to the new stadium; because it is something the community will make use of

The Council could further improve the road out of Rakaia that connects to South Canterbury and the Mackenzie country by going beyond the five kilometres already completed; this makes the road safer.

The Domain and gardens generally; they look beautiful.

The EA Centre; they got it open.

The EA Centre.; Great facility for the community.

The EA Centre.; of a very good standard and appeals to a large sector of the community.

The EA Network Centre; It's a good thing for the community

The EA Network Centre; everything is at the one place and is good for the community.

The EA Network Centre; Good Community Focal Point

The EA Network Centre; Complete sporting complex flowing onto potential tourism opportunities

The EA Network Centre; Good Facility for the Community

The EA Network Centre; Good for the Community and the young people in the community

The EA Network Centre; Community Focal Point

The EA network centre; because they got behind the project and allowed it to happen.

The EA sports stadium; It's a great thing for the community and the pool needed an upgrade. Needs more parking though.

The Events Centre; It's a great public place

The Gardens; they make the town look colourful and pretty

The gardens; Maintenance of public parks and gardens is good

The Gardens and Domain; they keep them clean and tidy. The town looks pretty.

The general management pleases me; because it pleases other people too

The ladies at the desk where I pay my bills are wonderful; they do the job they're paid to do properly unlike the council.

The museum; Right in town, good advertisement for the town

The Museum and Art Gallery; It shows that we value our art and culture and history. And it's good for the tourists to see our culture.

The museum is good; I think it had to happen - it needed more space

The network centre; It's a great facility; need more car parking space

The new Art Gallery.; An asset for the town.

The new EA centre is a great idea. The EA Centre will be used a lot more by families. It would be a lot better if they plan better. They need more car parking. It would be better if they had a different entrance way; The EA Centre will be used a lot more by families. It would be a lot better if they plan better. They need more car parking. It would be better if they had a different entrance way.

The new EA Network Centre; Community needs it and the family orientation

The new EA Network Centre; great asset for future generations of Ashburton youth

The new EA sports centre; it's good for the sporting and general community in general.

The new Event centre; it's good for the community. Brings people into town.

The new infrastructure; Benefits to the town, makes town more attractive

The new museum is wonderful a real asset to the town; it's just a wonderful new building and shows all the history of Ashburton very well.

The New Network Centre; great for the young people

The new pool; It's an amazing facility and they listened to the people. It was finished when they said it would be

The new pool; It's going to get kids off the streets and has a lot to offer.

The new Pool and hydro slide; Good for the community and it will be used by the whole community. Good for wellbeing.

The new pool centre; It'll be great for the community and its already being used.

The new pool complex; the majority of people wanted it and will use it regularly.

The new pool; It's going to be a great thing for the community.

The new sports centre, museum and art gallery; they are great assets for the Ashburton District.

The new Sports Centre.; More attractive to people outside of Ashburton to come and use it.

The new sports facility; It's great for the young.

The new Stadium; they actually listened. Now it's a good size pool and stadium and gym. Meeting the needs of what we wanted.

The new Stadium; because it's looking after future generations and brings family's together. They should add more fields and areas for training

The new stadium; It's an asset. Well spent money.

The new Stadium; Great facility for the community.

The new stadium. A new pool and Sports facilities; because it's there for everyone and has so many uses.

The new swimming pool; It's just far superior to what we've had for years.

The new swimming pool; a good thing for the kids

The opening of the art gallery and the network centre.

The Pool and Museum are moving in the right direction; they are a great asset for the community.

The Pool and Sports Centre.; A facilities that most people will use and enjoy.

The pool; I think it's a great facility.

The Pool; It is great for Ashburton.

The pools; Fantastic family facility

The possibility of a second bridge from Tinwald and traffic flow through West Street; we need a second bridge for availability for usage particularly heavy traffic

The progressive nature of new facility's for the district; Progressing is a great thing.

The recognised need for a proper museum, art gallery and sporting facility; because I feel there is a need for all those facilities in a community of our size

The Second Bridge; they made a decision and that gives some surety.

The Sport Centre; I swim three mornings a week. Badly needed a new pool and sport facilities.

The Sports Centre; Will be very widely used with popular support from the people of Ashburton.

The sports centre; the future use of the facility

The Sports Centre; It gives the young people more to do.

The Sports Centre; Great venue.

The sports stadium is awesome; because very badly needed downside the pools longer for competitions.

The Sports Stadium; It's a great asset.

The Sports Stadium; did a good job of it apart from the pool size.

The Stadium; It's something the community can use and its great.

The Stadium; It's a great place for public events.

The Stadium; It's great for the community and will be there forever.

The stadium; It covers a wide range of community activities and is a great way to bring the sporting community together

The Stadium; It's a great facility and will bring people to town.

The Stadium; great for the community

The Stadium; It's a great opportunity for all age groups and it's there for the future generations to enjoy.

The Stadium; It adds a lot of depth to our community and sports people. A place to come together.

The stadium; It's a very good community facility.

The support of the EA Sports Centre; It's a fantastic facility

The swimming pool; Not enough things out there for us to visit/do - gives us an activity to do

The Swimming Pool; It's a good thing for the community.

The way they're trying to push the District into the future; it's moving the city forward. Like the new Stadium and Arts centre. It's good for future generations even though people are against it now.

Their flexible and understanding approach toward us; Gave us time to sort our financial situation

Their involvement in ANZAC day; Made sure it was ready to go and was run smoothly. It was a great community day.

Their support of social services; the money they gave Safer Ashburton

There are some really nice public places; it's good that they keep funding them and keep them going.

The new pool; because it was needed but the design could have been better.

Too many to think about. Overall they're doing a great job; I think they do an excellent job and the district is well looked after.

Trying to promote business opportunities in area; Facilities established in area

Upgrading the park at the end of Bathurst St.; they've just done it up. Looks great. It's great for the children.

Very happy with the Museum, Art Gallery and EA Network Centre; Museum and Art Gallery necessary for the maintenance of historical information in the district

Very tidy; No loitering; No criminal activity; Makes for a safe and clean city

Visibility; they were there, presence at gathering an important one for community

Wheelie bins; Hope the wheelie bin system is in place soon.

When there is no drought Methven looks pretty; the town looks pretty

When they build more shops; Because Ashburton is getting bigger and there's more people coming into the township.

19.5 Suggestions for More Effective Community Consultation

A bit more in the newspapers.

A broad and balanced section of the community needs to be heard.

A few more public meetings.

Act on what they are hearing from community

Add more info into free community newspapers to reach people on a lower income, more in social media for the younger people.

Advertising public meetings more visibly.

An electronic billet or a written billet asking questions.

An email list.

Approach businesses and get worker opinions

As long as they tell people before anything happens, instead of waiting until after it's been decided and then telling us.

Ask the people before doing anything.

Basically better communication, better information about what they're actually doing and how it affects residents.

Be clearer.

Be more open and honest

Be more open and transparent to the community and listen the majority of what the community wants

Be more pro-active.

Be more up front on what's going on

Be out in the community more talking to the people. I haven't seen a councillor in years.

Better communication, had enough of going ahead without consulting public

Better notification of topics to be discussed in advance

By being able to have 2 way conversations. And being able to talk to the public about consultations

By listening.

By mail.

By putting more information into the papers.

Consult more with the wider community

Consult with a wider section of the community

Consult with the residents before doing anything to the local area. Ask about how it would affect people.

Consultation is ok, Have to listen to what community is saying

Consultation plans should be less loaded towards some things, and let the people have a say instead of just telling us what's going to happen when its too late.

Could be better

Could listen to and take notice of submissions made by the community

Council meetings could be reported more in detail.

Council should be more transparent toward the local residence

Direct mailing

Do consult but don't act on what the community wants

Do consult but don't listen; Do what they like anyway

Do something with the results, evidence that they are using the feedback from the community

Don't consult very well with the community.

Don't have a real say.

Email

Email

Emails

Finish public consulting before starting a project and spending money.

They need more of a local body in each area. More councillors representing more areas, so they can give more feedback to council. They are too thin on the ground and not representing the county.

Getting out of their offices and talking to the people like the old days.

Go back to online surveys and listen to the residents especially when asked to do it online

Have people visit community groups to have a discussion

Have to listen to responses from the consultation of the public. They ignore the majority opinion of the public.

I am not sure the public are being listened to regarding surveys undertaken by Council.

I believe the best way would be through mail because not everyone decides to have access to email such as the elderly and they would be more inclined to read something that came in the mail because it is there.

I believe the council needs to listen to the community's voice and provide something for this such as a mail service so we can write down our opinions or ring someone to discuss these problems

I think they do it right but they don't listen and take into consideration.

I think they have got to do it in a way that means they take the advice they get.

I think they should come to the public with options rather than just asking for ideas. They need to do the homework first rather than asking for ideas from the general public.

If they ask for the community's opinions, they should listen to what we say before they make a decision instead going ahead anyway.

If they had more meetings to provide information more widely in the community

If they would listen to the public. It sort of goes in one ear and straight out the other.

Individual councillors could listen to people better and take it back to council

Individual mailing, continue with phone surveys. Be more transparent

It is hard to make sure people are aware of all decisions being made, but they need to try to put things in lay terms as much as possible. More creative use of the website to keep people informed.

Just be open and honest. Open up the books for the public to look at instead of hiding them.

Just ensuring everybody has access to council information

Just don't keep so many secrets tell us what is happening information is gold.

Just listen a bit more.

Just listen a lot more.

Just listen to them more. They don't take enough notice of people's opinions.

Just listen to what the community wants

Just listen to what the people want.

Let people know about the rules changing with house fires

Letters to rate payers with information on their plans on projects funded by rate payers

Letting people/households know when they have been rezoned

Listen (to rate payers), stop using independent consultants to work out policy

Listen and do what is suggested

Listen and involve the community more. The Council don't listen to the community enough.

Listen objectively to the ratepayers and implement what the majority of ratepayers and residents have to say

Listen rather than consult.

Listen to the community

Listen to the community

Listen to the community a lot more than they are doing now

Listen to the community more and take what they have to say on bored

Listen to the community, not do what the council wants

Listen to the people

Listen to the people and take in the information.

Listen to the people.

Listen to the people;

Listen to the public.

Listen to the public.

Listen to the rural community more effectively

Listen to what the community want

Listen to what the community has to say

Listen to what the community is saying

Listen to what the community is trying to tell them

Listen to what the community says

Listen to what the community want.

Listen to what the majority are saying

Listen to what we are saying. They have a history of doing what they want to do regardless of what public opinion is saying

Listening to public opinion, for example around the museum and art gallery is a classic case in point.

Listening to what community is saying

Make community more aware of council actions notices or anything to do with the community

Make it easier for people to understand what's being said. Stop hiding Council Notices in the back of the paper.

Make up their minds after they have consulted the people.

More advertising

More advertising in the newspaper

More Council Involvement with Community Needs

More direct control of council staff by people who elected them

More face to face with the people. More community meetings.

More follow through based on community opinion.

More frequent info on current planning strategies. More transparency on how ratepayers' money is spent.

More information about the council's sessions on the website.

More information in the local newspaper

More information on Facebook.

More information on their Facebook page, if they have one.

More knowledge and consultation, being more transparent

More listening and less consulting. If 80% of the community doesn't want it, don't do it just to please your mates. Very "National" thing to do

More meetings with the public.

More meetings. More transparent

More on a personal level, don't read papers

More online surveys.

More open meetings where they listen to us.

More opinion sourcing on issues and more transparency on projects proposed by Council

More personal touch

More proactive in keeping in touch with the community. Better a rubbish system e.g. wheelie bins.

More public polling

More regional council meetings.

More transparency and when they launch or project a major project that they include ALL costs and not just the basics. I.e. the realistic finished costings

Need to listen to referendum results.

Need to listen to the people; they don't take the majority vote.

Newspapers

Do it through the newspapers and publications in the Courier.

No they are going about the right but they need to listen all the time.

None - they seem to consult okay but don't listen to feedback

Not really, they don't listen to people trying to talk to them anyway, they take no notice of them.

Not so much that they don't consult but that they consult then ignore too often

Just don't only consult. Listen.

Offer a minimal rebate for attending public meetings. Such as a stamp or ticket to attach to the bill when paying. It will encourage people to attend more meetings and get rate payers involved.

Public speaking and functions and seminars.

Publicise meetings more

Put information in with the rates bills.

Put out a poll and have a vote

Respond to what the community actually asks for.

Send newsletter with rates to tell people what's going on

Send out voting paper so people can make decisions on roads, buying of Lake Hood, second bridge land allocation and money spent on the Art and Crafts Museum.

Should have local referendum, listen more to citizens association groups in area, think tanks

Should make sure they have the correct information regarding people's addresses re resource consents. They need to target most affected residents.

Something simple like yes or no answers on their Facebook website.

Surveys such as this; Public notice boards; Paper or email surveys with tick boxes to get people's views

Take more notice of what people say

Take notice of what people tell them.

Take notice of what the community says

Take opinions from individual people and use it to build up a proper public view.

Telephone; Email surveys; Social media;

They don't listen to the people and ignore public consultations. Stop spending so much on Consultants when they already have the answers they wanted.

The Mayor needs to stop and listen to the older community and ask relevant questions about issues affecting the older people in the Ashburton District

The questionnaires are good but the way they are designed are bad.

There is a need for a multi-storey parking building between East and West Streets

There should be more responsibility about communicating with the public

There was confusion about initial surveys and the following annual plan surveys and whether or not you could reply to both or just one.

They advertise about decision making. If you're an avid reader you get an idea.

They consult but don't listen. They need to listen to what people are telling them instead of going their own way.

They consult but don't take on board what community tells them so need to act on what they are told.

They consult, but they don't listen. They've already decided what to do and do it despite peoples thoughts.

They could just listen they ask what everybody wants and don't do it.

They could listen a lot more to what people say.

They could present information in a more easy to understand language for the public. More layman's terms rather than bureaucrat speak.

They could take longer trying to get the peoples input and actually take notice of what people are saying.

They have a new communications manager but nothing's changed and we haven't heard anything from her. Just more communication with the people. We thought we'd have it with the new manager. They were good with the new stadium but nothing else so far.

They just need to listen when spoken to e.g. hydro slide and the arts gallery they never listen to us on that and go broke and sporting facility going to cost us money.

They just need to let us know what they're planning instead of telling us when it's too late to have a say.

They need to follow through with their promises by community consultation and show more transparency

They need to have workshops during the day. Survey a wide range of people, not just the usual people who comment on everything

They need to listen to people instead of confirming themselves.

They need to listen to the community more effectively.

They need to listen to the public and take serious note of what they say

They need to make their meetings more accessible to people who work. More access to the mayor. The old Mayor used to have a talkback show on the local radio station and it was really good to be able to talk to him directly and let him know what was going

They should be able to communicate better.

They should listen to what people say and take it into consideration.

They need to listen to the community more

Through Facebook

Too much in-fighting between interested groups and need to have the information available to the wider community.

Took more notice of suggestions

Transparency

When they consult it should mean listen to public concerns and opinions.

Write to people that are affected by proposed changes, gather email addresses of residents to give choice of email or letter mail

Written surveys in the mail

19.6 Areas for Increased Spend

A new bridge at Tinwald, and a safer and better pedestrian crossing, especially for children crossing to go to school, on the bridge.

Roading and footpaths.

Accommodation

Activities for families

Activities for teenagers

Another rural recycling depot

Another set of public toilets in a shopping area by Briscoes, another bridge or bypass, recycling - 3 bins for each household, EA Centre parking

Any facility that is child/youth/elderly orientated

Aspects of roading that are needed for safety

Better footpaths

Better roading. Rubbish collection - getting wheelie bins

Central services.

Child welfare within area, public transport, support system for older people

Cleaning footpaths. Keeping them clean

Cleaning up our waterways due to water pollution from the dairy industry.	Grading of shingle roads
Closing the stock water races	Gutters.
Community housing	Health
Community projects;	Help hospitals
Could have spent more on EA Network Centre	Hospital
Could spend more on roading and footpaths	Hospital
Council could consult more re: such things as clean burning fires	Hospital Services and Roding and Social Housing
Council should look at 3 Bin Collection Service	Hospital services; I spend a lot of money taking my children to Christchurch
Cycle safety lanes need to be done properly.	Hospital, library
Do more quality road repairs so that the ratepayers do not spent a lot of money in the long run.	Hydro slide for the EA network centre.
EA Centre	I do think the some of the streets roading and footpaths probably need more again I would go for that than the big spend.
EA Centre - putting in hydro slide	I think a new building for administration.
Environmental issues such as more planting on council land, and on farms to better enhance the environment, as well as more effective recycling measures.	I would like to see fluoridation of the water supply; the children's' playgrounds can be improved like others I've seen around the country. The Domain is very popular and the Council should recognise this and spend accordingly.
Facilities for children	I would like to see the wheelie bins come in.
Facilities for children and youth. Help keep them off the streets	I'd like to see them change rubbish collection from bags and introduce wheelie bin system
Footpaths and urban roads need more repair	If rural roads have potholes fixed, they come back in a few days - and so need to be fixed better
Footpaths, deep gutters	Improve rural roads by putting the right grade of shingle on them so the rural mailman will deliver mail, and Council needs to maintain the roads better.
Footpaths.	Improvement in footpaths in Ashburton.
Future of youth	In our area water pressure in the summer is shocking.
Gardens not tended to or lawns	Infrastructure
General social development - helping people get into employment to reduce the unemployment rate; Help school leavers with careers	I reckon the public toilets are not up to standard and spend more on them.
Get back to basics in line with what the community can afford to deal with	Library
Get the trains going to the Business Park.	Library and Roads.
Getting Ashburton out of debt.	Maintenance of shingle roads. Spending extra money on the maintenance of the roads. Shingle roads are disgraceful.
Grading gravel roads more frequently	

Making it a family community things every school holidays and not to get into a car and have an activity to do.	Put a budget aside for the hydro slide at the aquatic centre
Maybe the Public Toilets .needing cleaned more regularly	Put the Tinwald Bridge in the right place
More activities for younger people	Rakaia - guttering and paths, domain
More attention should be spent on roading	Rates linked to CPI
More car parks in the centre of town.	Recycle collection
More facilities for teenagers through to young adults	Recycling
More facilities for the younger generation to use	Recycling & rubbish - implement the wheelie bin
More facilities for youth to keep them occupied, as there hasn't been much change in that regard for the last 15 years	Recycling collection
More for the youth to do to keep them off the streets. More funding for youth projects.	Recycling in general and green waste in particular.
More law enforcement	Recycling in the rural area or have the facilities for recycling. Wheelie bins for the rubbish collection. Speed limits need to be reviewed. Road maintenance.
More of a Police presence in the district but this may not be a council decision or need council input	Recycling system could do with an upgrade - to wheelie bins
More on roads	Recycling. We need larger bins to stop people having to dump recyclables. Free books from the library. Modernise the library - make it more user friendly, more welcoming (brighter and warmer), WiFi to attract younger people.
More parent rooms. Places for somewhere for new parents to change babies and breast feed, heat a babies bottle etc. Especially in the Mall	Residential recycling service improved we need proper wheelie bins
More repair of the footpaths and safer measures at intersections.	Road safety
More spent on the EA Network Centre	Road surfacing quality improved. Recycling not adequate enough.
More than a little concerned about the increasing of rates in the general area	Roading
On our teenagers.	Roading
On playgrounds.	Roading
Parking in Ashburton close to the shops that isn't metered.	Roading
Parks; Skate parks; Things for kids	Roading
Probably the new sports stadium.	Roading
Probably not because of the cost	Roading
Proper Rubbish Bins; Green Waste Bins	Roading
Public toilets	Roading
Public toilets, roading	Roading - made safer
Public Toilets. Upgrades, some are pretty rough	Roading - potholes on back country roads
	Roading really poor.

Roading (Bicycle lanes), planning for underpass for safety sake

Roading and cleanliness of the town centre

Roading and footpaths

Roading and footpaths. They're terrible and dangerous

Roading and safety

Roading around schools, entranceway to sports centre

Roading both Rural and Urban

Roading in particular rural roading

Roading in the town

Roading, footpaths

Roading, footpaths, potholes

Roading, railway crossing

Roading.

Roading.

Roading.

Roading.

Roading. And where it's needed rather than buildings.

Roading. Cleaning up the leaves in town. Proper grading on the rural roads

Roading. Council used to have graders and do it regularly now it's irregular and not done properly. The grader drivers don't seem to know how to do it properly.

Roading. Footpaths.

Roading. It is terrible.

Roading. South Street is horrible.

Roads

Roads

Roads

Roads

Roads

Roads

Roads

Roads and the sporting facilities.

Roads - in town, leaving bad roads, fixing good roads

Roads and Footpaths.

Roads and weed control by rivers.

Roads, it's not getting spend on rates. More rates and we are not seeing it.

Roads, urban and rural. Poor standard of workmanship.

Roads, urban and rural. State of repair and cleaning up of glass and rubbish. Contractors not doing as good a job as previously by council.

Roads.

Roads.

Roads.

Roads.

Road works.

Rubbish & recycling collection - improve and simplify

Rubbish bins

Rubbish collection

Rubbish collection

Rubbish collection

Rubbish collection

Rubbish collection

Rubbish collection

Rubbish collection in Methven. Should have bins.

Rubbish collection to go to wheelie bins.

Rubbish collection.

Rubbish collection. The rubbish bags are useless, wheelie bins would be better.

Rubbish collection. Cleaning up the cemetery. Footpaths

Rubbish dumps, we only have recycling in Methven, no general rubbish dump.

Rural and urban roading.

Rural and urban roads

Rural district roading maintenance	four lanes, I don't think they need the new council building and underground carpark
Rural roading	The footpaths.
Rural roading	The footpaths.
Rural roading could be improved	The hydro slide and the roads.
Rural roading; Landowners and farmers are paying the majority of the rates in these areas and we can't recycle plastics; Roads are substandard; Roads should be of a standard to handle milk tankers; Roads are rutted because of this; More regular grading	The Library. It needs to be upgraded to keep up with the rest of the country.
Rural roads	The main road through town needs attention
Rural roads	The main road through town particularly the Tinwald Bridge and traffic lights, and free left-turns on the main road, and put green directional arrows on consistent timing frequencies
Rural roads	The parking building
Safety of community volunteers	The poolside seating near learners' pool and more parking spaces
Sewerage system upgrade	The recycling and rubbish collection service
Social housing	The recycling bins. It's a great idea and it's working in other cities
Social housing looking after people that can't look after themselves they could stop big money to spend and put more little people.	The Recycling centres
Social services	The road works all around the District, but especially urban patching of roads.
Something for young people to do in Ashburton	The roading and footpaths.
Spend more on roading in the town	The roads.
Spend more on roading. Cleaning up the roads i.e. leaves etc.	The Roads.
Spent enough already.	The roads. Especially the unsealed ones. They're terrible and unsafe.
Sporting, parks	The rubbish collection and roading
Sports and equestrian for kids	The rural roads.
Sports pavilion at Rakaia domain	The sporting complex.
Subsidising of nappy composting bags. Roading.	The stadium
The aquatic and more public toilet facilities. Is there only on in the town centre?	The upkeep of our roads. South St one of the stand-outs, poorly kept up.
The Basics. Water. Rubbish. Parks. Roading. Footpaths.	The waste recycling.
The country roads.	The water storage.
The curb side collection such as rubbish and recycling, our roads and the hydro slides at the stadium	Their core business - roading, sewerage, rubbish etc.
The footpaths, fixing bottle neck down West Street with	

There is a need to improve to the rubbish collection service

They could improve the recycling system. Wheelie bins for the rubbish

They need to approve of the new pool and stadium, but the design it should have been.

They need to do more about street sweeping during autumn. Especially in the CBD

They should spend more on parks, with better/ more permanent plantings, more maintenance on current plantings and bee food in this area.

They should spend more on roading and public safety (e.g. safety ambassadors)

Things for people to do around town - activities and facilities; Things that would bring tourists

Things for young people to keep them busy.

To keep the core services up to date

Tourism opportunities

Unsealed roads

Upgrading the main road between Methven and Ashburton properly and throughout the district generally

Upgrading the Methven water supply

Water conditions

Water usage in the Domain to keep it green and attractive looking

We need more community policing in Rakaia. There's only one officer and if he goes on holiday he isn't replaced.

Wheelchair/walker access to buildings and better footpaths. More seats outside shops for the elderly who need to sit down when tired from shopping.

Wheelie bins

Wheelie bins.

Would like to see more cycle lanes

A community facility for Rakaia that everyone can agree on and can afford

More needs to be spent on roading in Ashburton, and a hydro slide for the new pool complex.

More public toilets in the town centre.

Maintenance of rural roading and basic cleanliness of urban roads, i.e. clean up the leaves

Cleaning up the CBD of Ashburton. Also down Hakatere we have been asking them to top the trees for years. They have said they would do it for years.

Youth and family.

19.7 Areas for Decreased Spend

Advertising promotions of Ellerslie flower show in Ashburton

All the extra staff that do nothing and still got pay rises.

All the new buildings and the Industrial/Business estate.

Art Gallery

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Art Gallery	Councillors and Mayor have taken an 8% pay rise. I'm aware that this is State Services Commission decision however they could voluntarily take a lower raise. Council staffing has increased by large numbers
Art Gallery	
Art Gallery	
Art Gallery	Enterprise Ashburton seem to be asking for an awful lot of money
Art gallery, events centre	Expensive rubbish collection
Art gallery, museum	Explore more options as regards new Council Buildings.
Art gallery, museum, EA centre	Fix the Town Centre and make it look better.
Art gallery.	Grow Mid Canterbury. They are a business and they should pay.
Art gallery/Museum	Have one major project at a time.
Art Gallery/Museum.	Heritage and Arts Museum
Arts	Hydro slide for the Swimming pool.
Arts	I can't understand changing Baring Square East.
Arts	I think perhaps consultants for things.
Arts Centre	Involved in business or commercial style business like gym in new sports centre
Arts Centre more of a social thing rather than helping health and education	Keep it the same as it is, but not increase it.
Arts, themselves	Less spend on extravagant council buildings, and more on things that really need work.
Ashburton Art Gallery	Managing sports centre, non-core business
Basic cleanliness of roading	Museum
Big ticket items.	Museum and Art Gallery
Building big buildings in Ashburton and wasting money.	Museum and Art Gallery.
Buildings going up without knowing cost	Museums
Buildings; less cutting down trees. Why revamping the square when it will be ruined by taggers. I think it's a waste of money.	Museums and art galleries
Buying up land for the second bridge when none of us want it where they want it to go.	New Arts Centre
Camping grounds	New buildings
Capital projects.	New council buildings
Consultants	No more big buildings
Consultation costs for art gallery and museum	No more big projects going on all the time. Slow down.
Council Buildings.	No need for wheelie bins, too difficult for the elderly
Council vehicles	Not upgrading their own buildings

Parking - upgrade to pay and display. Old parking meters were fine	The Art Gallery
Parking meters	The Art Gallery
Probably the art gallery.	The Art Gallery
Probably the arts museum yes, but not the arts.	The Art Gallery
Probably to make informed decision and their job to do that.	The Art gallery
Promotion of local business, should be local business cost, not council	The Art Gallery
Rebranding of the councils Logo.	The Art Gallery
Rebuilding council offices after they spent so much on the art gallery	The Art Gallery
Reduce spending on upgrades of unnecessary facilities	The Art Gallery
Shouldn't be getting pay rises when so much is wrong with the town. Massive projects that the public don't want like the Aquatic centre. If no one uses it then it will fail costing lots of ratepayers' money.	The art gallery and the library and how many people go to the library.
Social Services. Grow Mid Canterbury etc.	The Art Gallery – unexplained and unnecessary
Some gardens etc.	The Art Gallery & Museum
Some of the well they could spend less on building than own empire.	The Art Gallery and Museum (Heritage Centre.)
Some plantings. Consultation charges.	The Art Gallery complex and consultancy.
Spend too much on themselves	The Art Gallery.
Sports facilities. The museum and Art Gallery	The Art Gallery.
Staff / CEO salary	The Art Gallery.
Staff. There are too many people doing nothing but spending money.	The Art Gallery.
Stick with what Council should provide	The Art Gallery.
Surveys	The Art Gallery.
The Art Gallery	The Art Gallery.
The Art Gallery	The Art Gallery.
The Art Gallery	The Arts and specifically the Art Gallery
The Art Gallery	The Arts Centre and sports centre. Too much staff at I-Site.
The Art Gallery	The arts centre.
The Art gallery	The Arts Centre.
	The Bridge.

The Council

The Council Offices

The Mayor's salary.

The Mayor's wages because he is paid too much.

The Museum

The Museum & Art gallery

The new council offices.

The new facilities as there are too many expensive new projects.

The new offices. The bridge

The proposed civic building and library

The rubbish collection bins they're about to propose. I think it's a waste of money. The second bridge. The council office. They need to consult the public fully before they spend so much money on consultants, who DON'T live in the area and have no idea what we need.

The Sporting Complex.

The Stadium.

The wheelie bins. We're quite happy with the system we have now. There's only 2 of us and we don't have that much rubbish. And the bins stink after a while and are disgusting. The bags are better.

The white elephants.

Their pay rises. They get paid a lot of money and it is very unrealistic.

Their wages.

Themselves

Themselves and things that that the minority want.

Themselves.

Themselves.

Themselves.

Themselves. And their new council building.

There really is not a need for new Council Offices

They should balance the budget first before doing anything else.

They should lower dumping fees

Things like Methven Heritage Centre and Ashburton Art Gallery

Things like the Art Centre and Museum. Should be more user pays on those things.

Too late as now the art gallery etc. have to be up kept so don't proceed with idea of new council offices as well.

Too late they spent on museum and art gallery.

Unnecessary things like lavish Christmas functions, creating new positions

Unnecessary community facilities such as the new sports ground

Waste of money on bad planning of the Art Gallery and EA Network Centre

Worried about how much extra prettiness of the Parks and Gardens costs.



Research First