



Ashburton District Council Annual Residents' Survey

Research Report | April 2019



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1 Executive Summary



1 Executive Summary

This document reports the results of the 2019 Ashburton District Council Annual Residents' Survey. A total of 400 residents were surveyed, stratified by age, gender and location to match the District population.

Overall, the 2019 results are pleasing, with satisfaction rising across most measures, culminating in a 9% increase in rating of the Council's overall performance. Table 1.1 gives a summary of the satisfaction measures captured in the survey.

1.1 Summary of Satisfaction Measures

Long-Term Plan 2018-28 measures	Actual, 2019	Actual, 2018	% Change	LTP Target	Met?
Overall performance	77%	68%	+9%		
Alcohol licensing	88%	82%	+6%	80%	✓
Animal control	84%	84%	0%	80%	✓
Ashburton Domain, overall	95%	94%	+1%	95%	✓
Ashburton Museum, users	89%	73%	+16%	80%	✓
CCTV and security patrols	88%	79%	+9%	80%	✓
Cemeteries	96%	97%	-1%	80%	✓
Council-provided parks and open spaces	95%	96%	-1%	80%	✓
Drinking water, overall	80%	82%	-2%	80%	✓
EA networks centre, users	93%	79%	+14%	80%	✓
Emergency management/Civil Defence	97%	95%	+2%	80%	✓
Mayor and Councillors	77%	69%	+8%	80%	✗
Opportunities for grants and funding	96%	95%	+1%	80%	✓
Planning services	83%	79%	+4%	80%	✓
Public library, users	96%	94%	+2%	80%	✓
Public toilets, overall	90%	91%	-1%	80%	✓
Sealed roads	38%	43%	-5%	60%	✗
Social services	90%	91%	-1%	85%	✓
Unsealed roads	55%	55%	0%	60%	✗

Additional Measures	Actual, 2019	Actual, 2018	% Change
Advocacy	77%	69%	+8%
Arts & culture	81%	81%	0%
Building services, overall	83%	83%	0%
Community events, overall	94%	92%	+2%
Community safety	86%	85%	+1%
Contact, overall	90%	89%	+1%
Council staff	84%	86%	-2%
Economic development	84%	81%	+3%
Environmental monitoring/public health	90%	86%	+4%
Opportunities to have your say	91%	90%	+1%
Playgrounds, overall	93%	91%	+2%
Property information services	95%	90%	+5%
Quality of information (about Council activities and events)	88%	85%	+3%
Rates spend, overall	75%	70%	+5%
Rubbish & recycling, overall	90%	84%	+6%
Tourism promotion	66%	53%	+13%
Website	95%	93%	+2%

2 Research Design



2 Research Design

2.1 Context

The Ashburton District is one of the most progressive and inviting regions of New Zealand. The Ashburton District has a population of approximately 34,500, 19,600 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 2019, 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 2019 survey. 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 2019 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 February 15th and April 10th. Data collection ensured the sample included a spread of respondents based on age, location and gender, with a quota system being used to ensure the sample was representative of Ashburton District.

The 2019 Ashburton District Council Annual Residents' Survey involved 400 completions. The maximum margin of error for the sample is +/- 4.87% (at the 95% confidence level). 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. Of the total valid calls answered and qualifying, the response rate to the survey was 12.6%.

2.4 Data Analysis

Since 2016, Ashburton District Council Annual Residents' Survey has used a two-point scale for most questions. This scale is used to lessen the ambiguity of residents' responses, and give Council a clearer picture of their performance. Note that this scoring system is different to that used before 2016, and therefore the data captured in the trend analysis can be presumed to provide indicative trends when compared to data from previous years.

In some cases, respondents chose to answer 'don't know' rather than rate a service or facility. Where this is the case, these responses have been removed from the analysis and the subtotal of respondents calculated.

3 Demographics of Research Sample



3 Demographics of 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 Location

	Number of Respondents	Percentage of Respondents	Estimated actual population ¹
Urban	242	61%	59%
Rural	158	40%	41%
Total	400	100%	100%

3.2 Age

	Number of Respondents	Percentage of Respondents	Estimated actual population ²
18-24	43	11%	9%
25-34	48	12%	18%
35-44	76	19%	17%
45-54	72	18%	17%
55-64	65	16%	16%
65-74	51	13%	13%
75+	45	11%	11%
Total	400	100%	100%

3.3 Gender

	Number of Respondents	Percentage of Respondents	Estimated actual population ³
Male	203	51%	51%
Female	197	49%	49%
Total	400	100%	100%

¹ Location estimates were provided by Ashburton District Council.

² Subnational population estimates, as at 30 June 2017

³ Subnational population estimates, as at 30 June 2017

3.4 Ratepayers

	Number of Respondents	Percentage of Respondents
Yes	345	86%
No/unsure	55	14%
Total	400	100%

3.5 Income

	Number of Respondents	Percentage of Respondents
Less than \$30,000 per year	52	13%
\$30,000 - \$50,000 per year	75	19%
\$50,000 - \$70,000 per year	68	17%
\$70,000 - \$100,000 per year	83	21%
More than \$100,000 per year	100	25%
Declined	5	1%
Don't know	17	4%
Total	400	100%

3.6 Time Lived in Ashburton

	Number of Respondents	Percentage of Respondents
5 years or less	35	9%
6 to 10 years	36	9%
More than 10 years	329	82%
Total	400	100%

4 Local Infrastructure



4 Local Infrastructure

4.1 Drinking Water

Respondents were asked which water scheme they are connected to (if any). Most were connected to the Ashburton supply (56%).

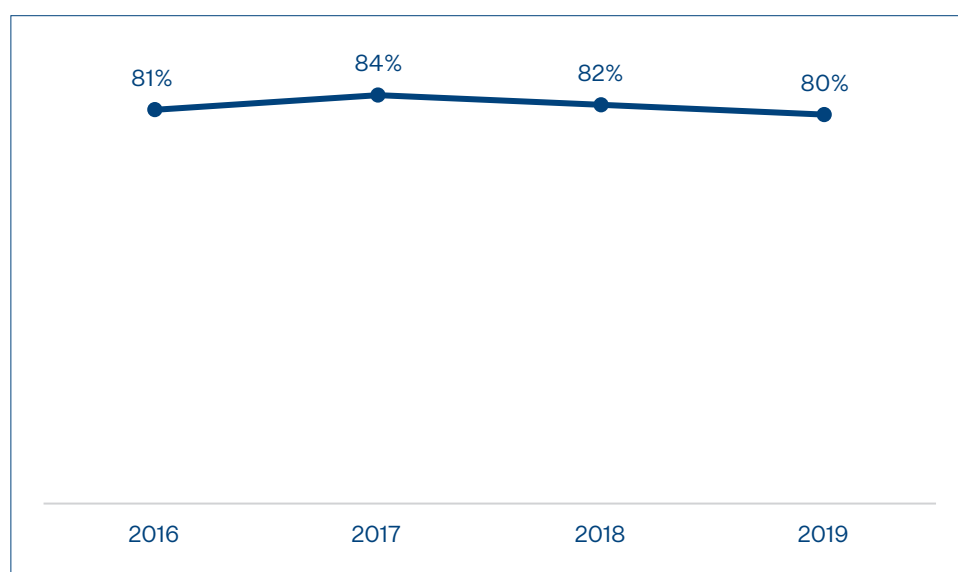
Residents were asked how satisfied they are with the quality of the water supply they are connected to. Please note that supplies with an asterisk (*) denote low base sizes. These results are indicative only and should be read with caution. Overall, 80% of residents were satisfied with the water supply.

4.1.1 Satisfaction with Drinking Water Supply

	Satisfied	Dissatisfied	Number of responses
Overall	80%	20%	280
Ashburton	84%	16%	220
Methven*	69%	31%	16
Rakaia*	56%	44%	9
A Council-provided rural water supply*	46%	54%	13
Don't know*	81%	19%	21

Overall satisfaction in 2019 is in line with previous years' satisfaction (80% compared to 82% in 2018).

4.1.2 Satisfaction with Drinking Water Supply



Residents who were dissatisfied with the water supply were asked why they were dissatisfied. The following table summarises the main themes of dissatisfaction.

4.1.3 Dissatisfaction with Drinking Water

	Percentage of Respondents
Too much chlorine	45%
Taste is unpleasant	25%
Prefer filtered/boiled/bottled water	18%
Water management lacking	18%
Cloudy/dirty appearance	13%
Have to boil it to drink it	13%
Addition of fluoride	9%
Too many chemicals/additives in general	7%
Contaminated	5%
Cost is too high	4%
Subtotal	55

4.2 Transportation

Residents were asked to rate their satisfaction or dissatisfaction with elements of transportation in the District:

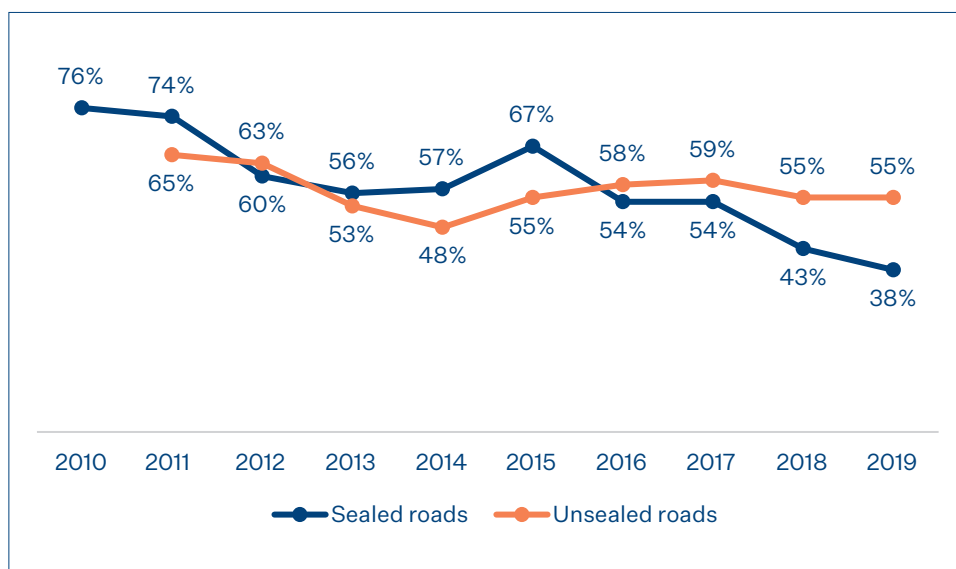
- Sealed roads; and
- Unsealed roads.

More residents were satisfied with unsealed roads (55%) than sealed roads (38%). This continues a trend first observed in 2016. Satisfaction with sealed roads has fallen considerably since 2017.

4.2.1 Satisfaction with Transportation

	Satisfied	Dissatisfied	Number of responses
Sealed roads	38%	62%	394
Unsealed roads	55%	45%	366

4.2.2 Satisfaction with Transportation, Over Time



Residents who were dissatisfied with transportation were asked why they were dissatisfied. The following tables summarise the main themes of dissatisfaction.

4.2.3 Dissatisfaction with Unsealed Roads

	Percentage of Respondents
Road quality - corrugated/damaged/dangerous	37%
Maintenance/repair - too slow to fix, poor quality fixes, lack of upkeep	36%
Potholes	36%
Grading - not frequent enough, poor quality	36%
Should be sealed	9%
Shingle - large stones, too much or too little	7%
Roads too busy/traffic speed issues	4%
Heavy vehicles/machinery damage roads	2%
Water does not drain away	1%
Subtotal	165

4.2.4 Dissatisfaction with Sealed Roads

	Percentage of Respondents
Potholes	65%
Maintenance/repair - too slow to fix, poor quality fixes, lack of upkeep	47%
Road quality - bumpy, damaged, dangerous	40%
Sealing - poor quality, needs updating	22%
Poor condition in general	19%
Heavy vehicles/machinery damage roads	3%
Substandard work by contractors	2%
Problems with roadworks	1%
Other	2%
Subtotal	243

4.3 Waste Reduction and Recovery

Respondents were asked if they are provided with kerbside rubbish and recycling services at their address. Overall, 76% of residents were provided with rubbish and recycling.

4.3.1 Provision of Kerbside Collection

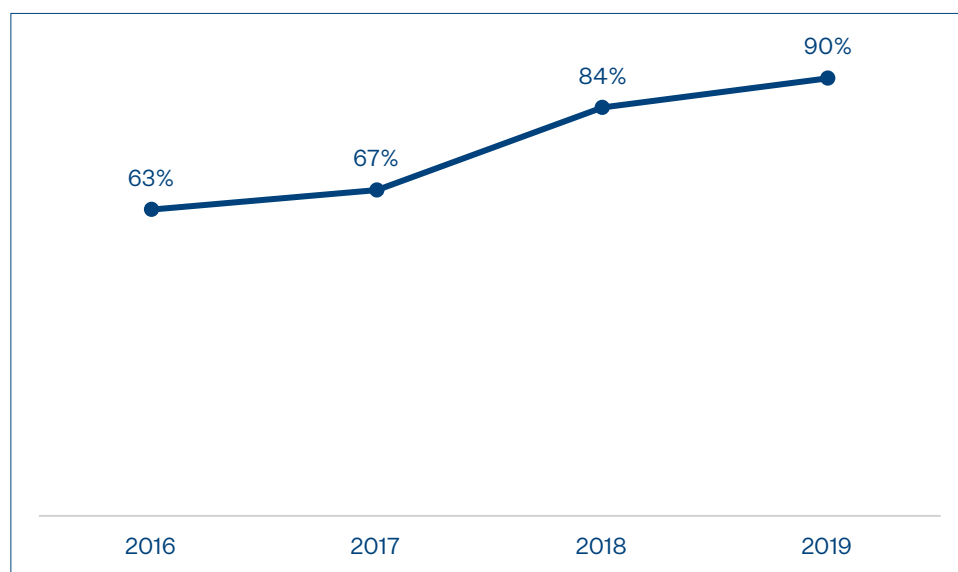
	Is provided
Kerbside collection service	76%
Total	400

Residents were asked to rate how satisfied or dissatisfied they were with Council's rubbish and recycling services. Overall, 90% of residents were satisfied with rubbish and recycling. Those who did not receive kerbside rubbish collection were less satisfied overall (83%).

4.3.2 Satisfaction with Rubbish and Recycling

	Satisfied	Dissatisfied	Number of responses
Rubbish and recycling, overall	90%	10%	366
Rubbish and recycling, provided with kerbside collection	91%	9%	300
Rubbish and recycling, not provided with kerbside collection	83%	17%	66

4.3.3 Satisfaction with Rubbish and Recycling, Over Time



Residents who were dissatisfied with rubbish and recycling were asked why they were dissatisfied. The following table summarises the main themes of dissatisfaction.

4.3.4 Dissatisfaction with Rubbish and Recycling Services

	Percentage of Respondents
Lack a green waste bin	45%
Collection service poor - bins damaged, careless collectors, inconsistent, collection buses are eyesore	39%
Recycling options need improvement	24%
Costs too high/should be included in rates	13%
Should provide wheelie bins/unhappy with bags	5%
Current bins/bags too small	5%
Subtotal	38

5 Public Services



5 Public Services

5.1 Community Governance and Decision Making

5.1.1 Council Performance

Residents were asked if they are satisfied or dissatisfied with aspects of overall Council performance, including:

- Overall performance;
- Performance of the Mayor and Councillors;
- Council staff;
- Advocacy for the District (comprising representation of local views and needs to other agencies, such as Central Government, about things like funding for roads and hospital services); and
- Opportunities for residents have their say

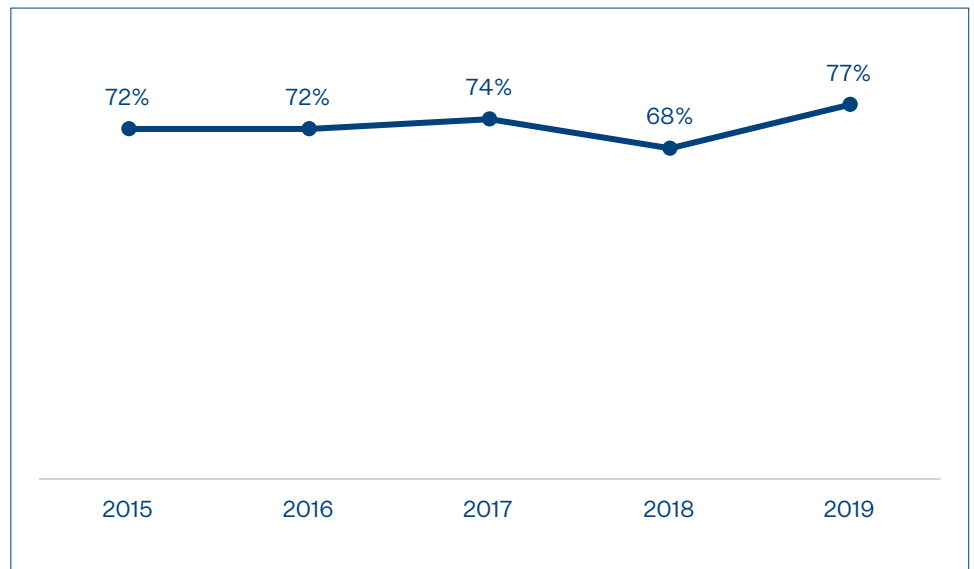
More than three-quarters of residents were satisfied with overall performance (77%) and with the performance of the Mayor and Councillors (77%). Satisfaction was similar for advocacy (77%), but higher for performance of Council staff (84%).

5.1.1.1 Satisfaction with Council Performance

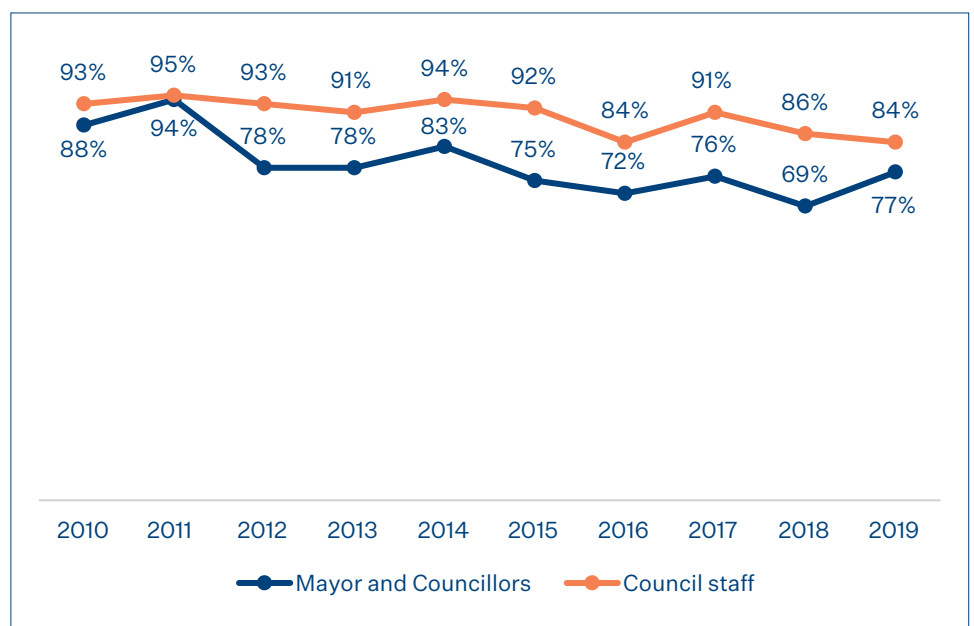
	Satisfied	Dissatisfied	Number of responses
Overall performance	77%	23%	291
Mayor and Councillors	77%	23%	373
Council staff	84%	16%	375
Advocacy	77%	23%	359
Opportunities to have your say	91%	9%	369

Satisfaction appears to have increased in all measures, after a dip in ratings in 2018. Overall performance and Mayor and Councillor satisfaction have significantly increased this year, by 9% and 8% respectively.

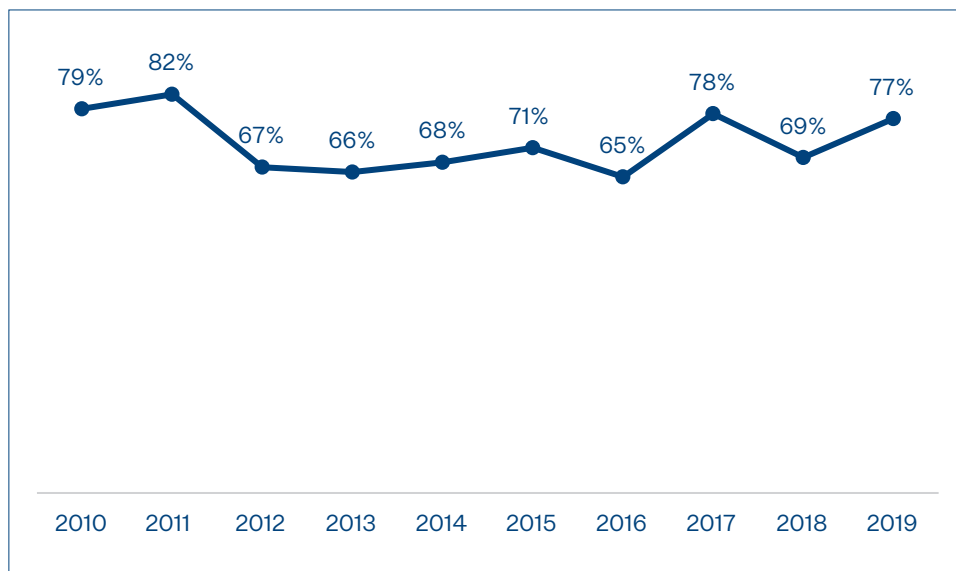
5.1.1.2 Satisfaction with Overall Council Performance, Over Time



5.1.1.3 Satisfaction with Mayor and Councillors, and Council Staff, Over Time



5.1.1.4 Satisfaction with Advocacy Role, Over Time



Residents who were dissatisfied with advocacy were asked why they were dissatisfied. The following tables summarise the main themes of dissatisfaction.

5.1.1.5 Dissatisfaction with Advocacy Role

	Percentage of Respondents
Ineffective lobbying	37%
Too little money spent	36%
Lack of transparency/communication on the issues	10%
Lobbying the wrong issues	7%
Not enough community input	6%
Nothing has changed about this service considering the amount of resource spent on it	5%
Too much money spent	4%
Waste of money to fund this/better allocation for this resource	2%
Don't know	1%
Subtotal	84

Residents who were dissatisfied with the performance of Mayor and Councillors were asked why they were dissatisfied. The following tables summarise the main themes of dissatisfaction.

5.1.1.6 Dissatisfaction with Mayor and Councillors

	Percentage of Respondents
Poor decision-making	27%
Don't listen to the community	24%
Poor performance/not doing much	24%
Serve own agendas/business interests	15%
Specific negative feedback about Mayor	11%
Infighting within the Council	11%
Lack of visibility/transparency/communication	8%
Issues unresolved/too long to resolve	7%
Overspending e.g. on staff, consultants, unwanted projects	7%
Unhappy about i-SITE closure	5%
Overinvestment/unnecessary new/refurbished Council buildings	2%
Poor handling of water issues	1%
More focus on rural areas	1%
No comment/don't know	4%
Subtotal	84

5.1.2 Community Events and Grants

Residents were asked if they had made use of the Ashburton Trust Events Centre. Nearly three-quarters (74%) had used it.

5.1.2.1 Use of the Ashburton Trust Events Centre

	Have used
The Ashburton Trust Event Centre	74%
Total	400

Residents were asked if they are satisfied or dissatisfied with Council's grants and funding, including:

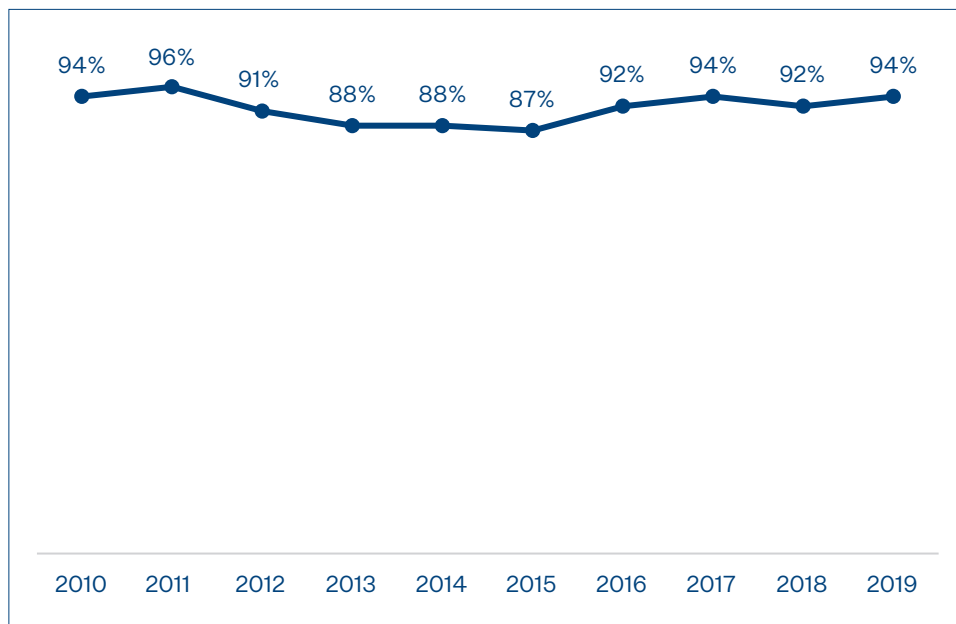
- Council's provision of opportunities for grants and funding to support community-led projects;
- Council support of social services (being community grants provided to organisations such as Safer Ashburton);
- Council support of community events (including Council run events, and grants to Ashburton Trust Events Centre).

Satisfaction was highest with community-led projects (96%) followed by community events (94%) and social services (90%). Trend analysis shows satisfaction is little changed since 2017.

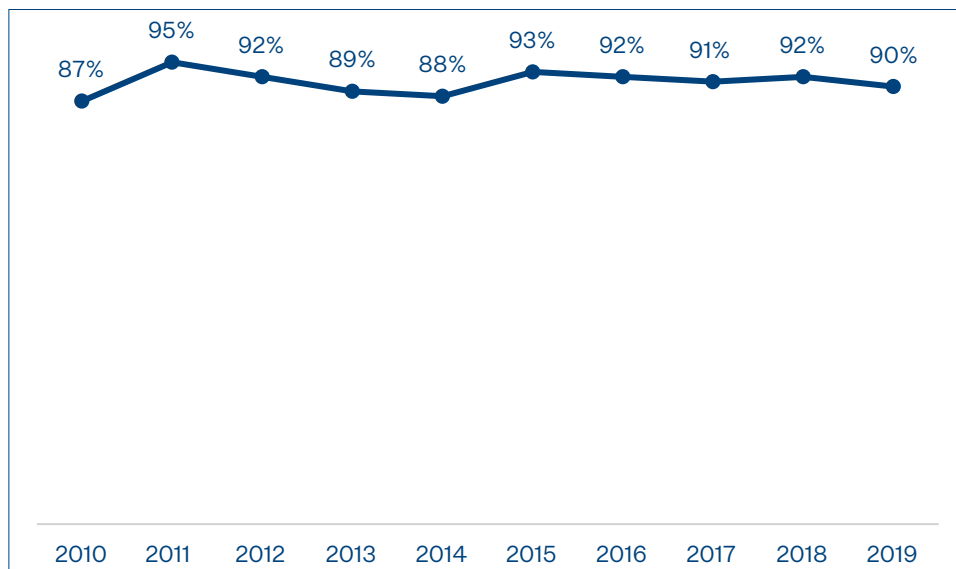
5.1.2.2 Satisfaction with Grants and Funding

	Satisfied	Dissatisfied	Number of responses
Community-led projects	96%	4%	360
Social services	90%	10%	350
Community events	94%	6%	385

5.1.2.3 Satisfaction with Community Events, Over Time



5.1.2.4 Satisfaction with Social Services, Over Time



Residents who were dissatisfied with Council's financial support of social services or community events were asked why they were dissatisfied. The following tables summarise the main themes of dissatisfaction. Because few respondents were dissatisfied, some responses have been reported as numbers rather than percentages.

5.1.2.5 Dissatisfaction with Social Services

	Percentage of Respondents
Too little money spent	63%
Waste of money to fund this/better allocation for this resource	17%
Too much money spent	9%
Lack of transparency	6%
Nothing has changed about this service considering the amount of resource spent on it	3%
Don't know	9%
Subtotal	35

5.1.2.6 Dissatisfaction with Community Events

	Number of Respondents
Too little money spent	11
Waste of money to fund this/better allocation for this resource	6
Not enough events/need more events that bring people to Ashburton	4
Lack of communication	2
Too much money spent	1
Need to make events more relevant to me	1
Other	1
Don't know	1
Subtotal	25

5.2 Economic Development

Residents were asked how satisfied they are with:

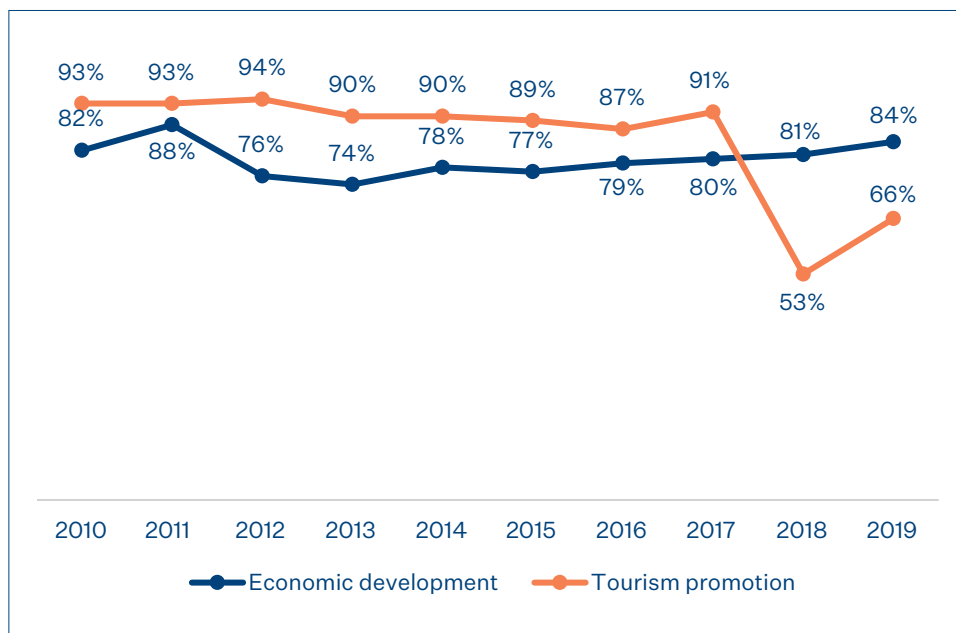
- Council’s support of economic development (through the provision of grant funding); and
- Council’s support of tourism promotion (through the Council Controlled Organisation, Experience Mid Canterbury, which operates the Methven i-SITE).

Most residents were satisfied with economic development (84%), however only two-thirds were satisfied with tourism promotion (66%). Tourism satisfaction has increased significantly, however, since 2018.

5.2.1 Satisfaction with Economic Development

	Satisfied	Dissatisfied	Number of responses
Economic development	84%	16%	340
Tourism promotion	66%	34%	360

5.2.2 Satisfaction with Economic Development and Tourism, Over Time



Residents who were dissatisfied with economic development or tourism promotion were asked why they were dissatisfied. The following tables summarise the main themes of dissatisfaction.

5.2.3 Dissatisfaction with Economic Development

	Percentage of Respondents
Too little money spent	35%
Waste of money to fund this/better allocation for this resource	31%
Nothing has changed about this service considering the amount of resource spent on it	16%
Inaction/too much bureaucracy	11%
Too much money spent	5%
Do not listen to the community	4%
Not aware	4%
Access to services difficult	2%
Not relevant to me/my job/my business	2%
Subtotal	55

5.2.4 Dissatisfaction with Tourism Promotion

	Percentage of Respondents
Unhappy with closing of information centre	59%
Lack of information/lack of publicity	19%
Too little money spent	9%
Waste of money to fund this/better allocation for this resource	7%
Wrong audience	4%
Too much money spent	3%
Wrong message	3%
Don't know	2%
Subtotal	123

5.3 Recreation and Community Services

5.3.1 Community Safety

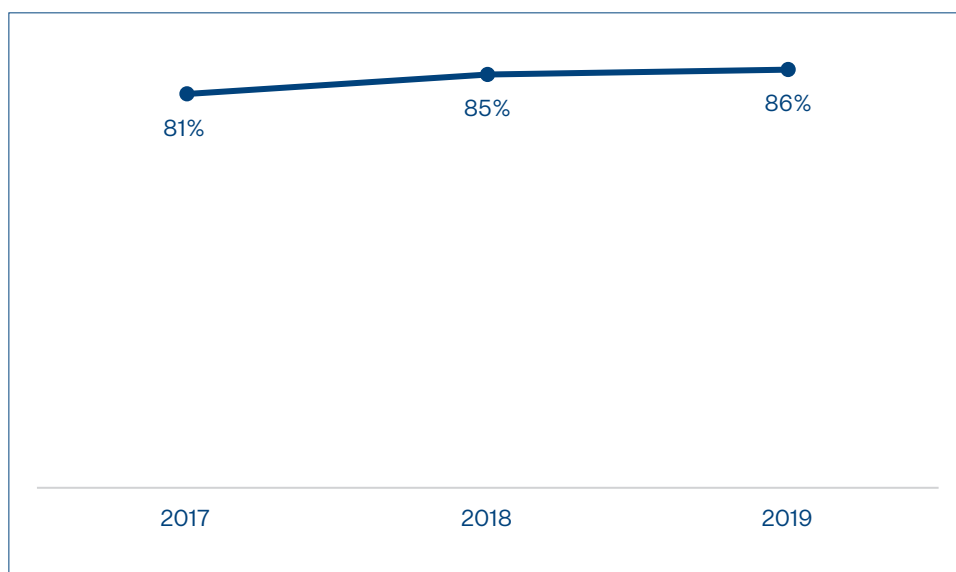
Residents were asked if they were satisfied or dissatisfied with council's role in helping keep the community safe. This is through the provision of CCTV, street lighting, tree-trimming, liquor licensing, building inspection, food safety, road safety initiatives and an annual grant to Safer Ashburton. Most were satisfied with community safety and CCTV and security patrols.

5.3.1.1 Satisfaction with Community Safety

	Satisfied	Dissatisfied	Number of responses
Community safety	86%	14%	395
CCTV and security patrols	88%	12%	336

Residents satisfaction with community safety is in line with previous years' findings.

5.3.1.2 Satisfaction with Community Safety, Over Time



The small group who were dissatisfied were asked why. The following tables summarise the main themes of dissatisfaction.

5.3.1.3 Dissatisfaction with Community Safety

	Percentage of Respondents
Community not safe	50%
Too little money spent	39%
Waste of money to fund this/better allocation for this resource	5%
Other	7%
Don't know	2%
Subtotal	56

5.3.2 Public Toilets

Residents were asked if they had made use of public toilets in Ashburton. More than half of residents had used one.

5.3.2.1 Use of Public Toilets

	Have used
Public toilets	65%
Total	400

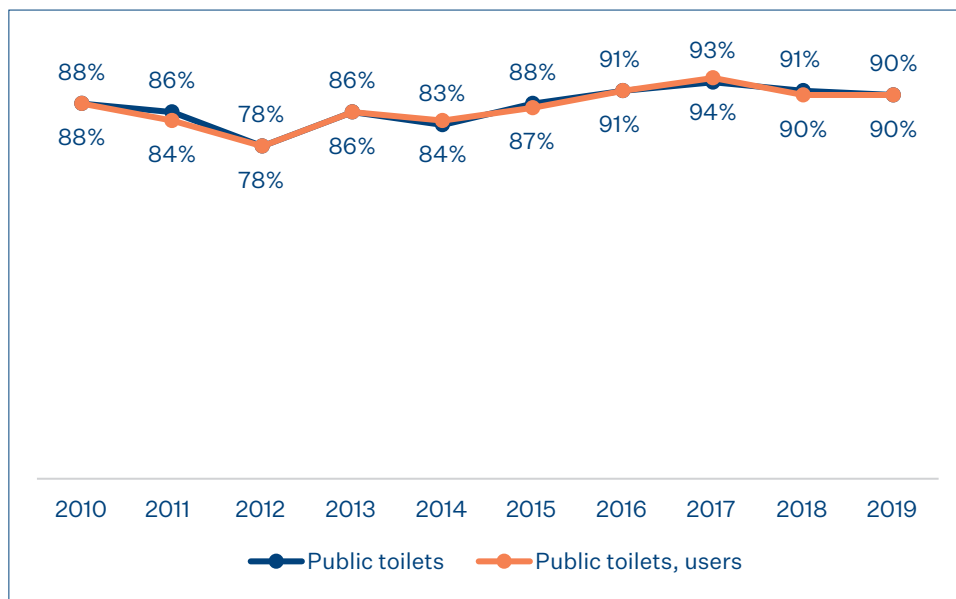
Residents were asked if they are satisfied or dissatisfied with public conveniences. Overall, 90% were satisfied with them.

5.3.2.2 Satisfaction with Public Toilets

	Satisfied	Dissatisfied	Number of responses
Public toilets, overall	90%	10%	315
Public toilets, users	90%	10%	243

Results over time show that the 2019 data for public toilets is in line with previous results.

5.3.2.3 Satisfaction with Public Toilets, Over Time



Residents who were dissatisfied with public toilets were asked why they were dissatisfied. The following table summarises the main themes of dissatisfaction.

5.3.2.4 Dissatisfaction with Public Toilets

	Percentage of Respondents
Not enough	67%
Unclean/unhygienic	27%
Need upgrading/functionality improved	21%
Subtotal	33

5.3.3 Recreation & Leisure

Residents were asked if they had made use of a range of recreation and leisure facilities. The EA Networks Centre was the most popular (80%), followed by the Ashburton Public Library (57%).

5.3.3.1 Use of Recreation and Leisure Facilities

	Have used
The Ashburton Public Library service	57%
The EA Networks Centre	80%
The Ashburton Museum	44%
The Ashburton Art Gallery	40%
Total	400

Residents were asked if they are satisfied or dissatisfied with recreation and leisure services, including:

- Council's support of Arts and Culture (being operation of the Ashburton Museum and provision of grant funding to the Ashburton Art Gallery and Events Centre);
- The public library service;
- The EA Networks Centre services and programmes; and
- The Ashburton Museum services and programmes.

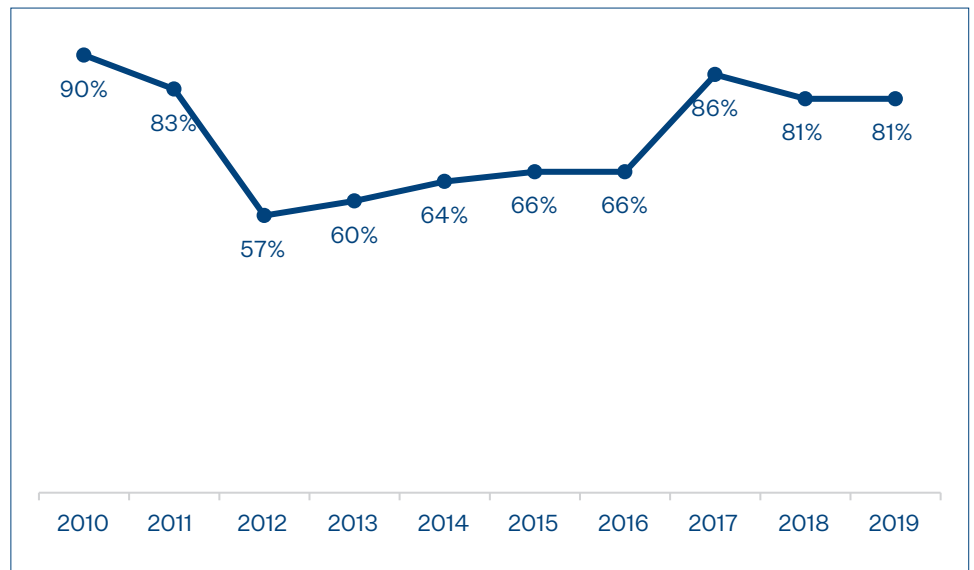
Satisfaction was highest for the public library (96% overall). Satisfaction was lowest for arts and culture (81%). While satisfaction was lower for the Ashburton Museum (83% overall), it was higher among its users (89%).

5.3.3.2 Satisfaction with Recreation and Leisure Facilities

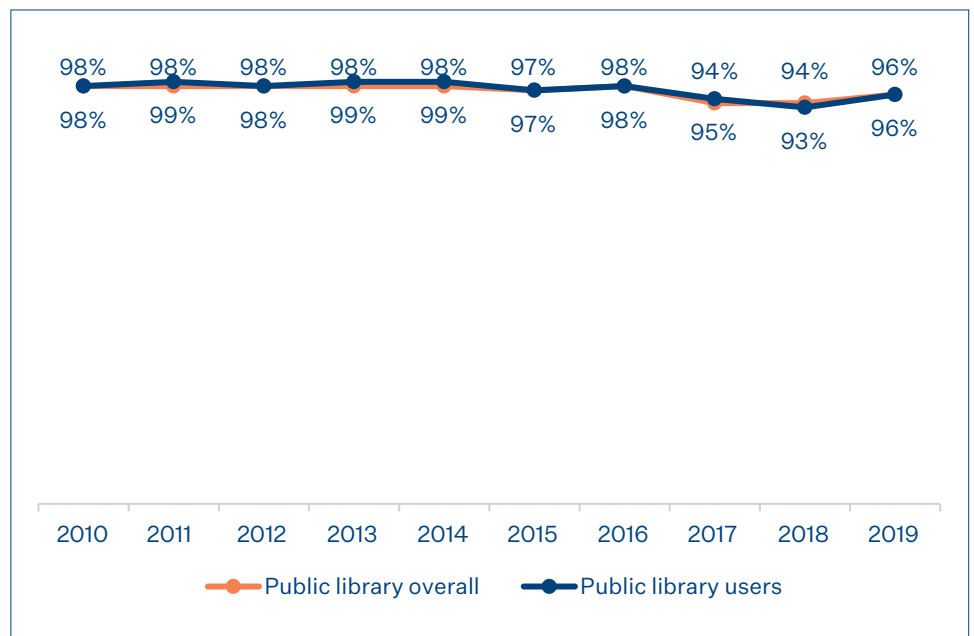
	Satisfied	Dissatisfied	Number of responses
Arts & Culture, overall	81%	19%	372
The public library service	96%	4%	346
Public library, users	96%	4%	217
EA Networks Centre services and programmes	92%	8%	343
EA Networks Centre, users	93%	7%	295
The Ashburton Museum services and programmes	83%	17%	289
The Ashburton Museum, users	89%	11%	169

This year's data show a large increase in satisfaction for both the EA Networks Centre (+12%) and the Ashburton Museum (+10%).

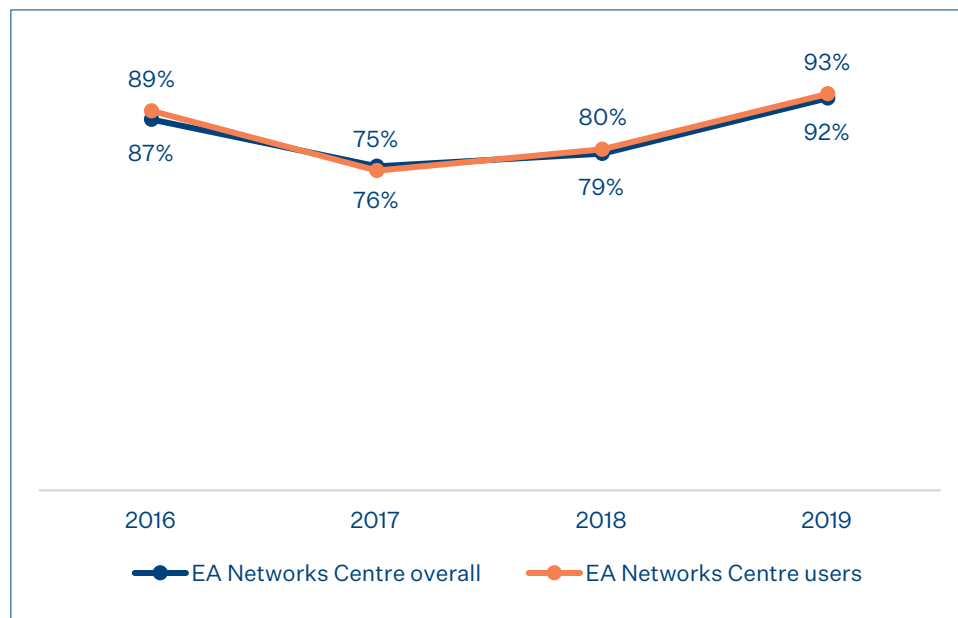
5.3.3.3 Satisfaction with Arts & Culture, Over Time



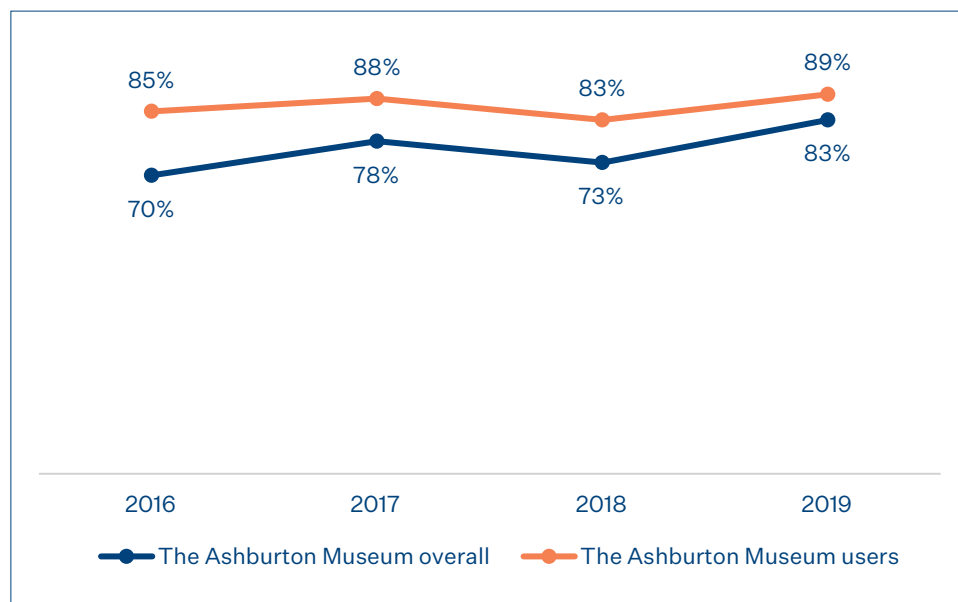
5.3.3.4 Satisfaction with the Public Library Service, Over Time



5.3.3.5 Satisfaction with EA Networks Centre, Over Time



5.3.3.6 Satisfaction with Ashburton Museum, Over Time



Residents who were dissatisfied with recreation and leisure facilities were asked why they were dissatisfied. The following tables summarise the main themes of dissatisfaction. Because few respondents were dissatisfied, some responses have been reported as numbers rather than percentages.

5.3.3.7 Dissatisfaction with Arts and Culture

	Percentage of Respondents
Waste of money to fund this/better allocation for this resource	74%
Too much money spent	38%
The art funded is not my taste	6%
Nothing has changed about this service considering the amount of resource spent on it	3%
Too little money spent	3%
Don't know	1%
Subtotal	69

5.3.3.8 Dissatisfaction with Libraries

	Number of Respondents
Poor services/amenities	5
Building in poor condition	3
Costs/fines prohibitive	2
Concerned about plans to upgrade the library	2
Other	3
Subtotal	13

5.3.3.9 Dissatisfaction with EA Networks Centre

	Number of Respondents
Costs too much/proposed increase in fees	15
No hydrosides	7
Temperature issues	4
Poorly planned (design, purpose, programs, budget)	4
Pool not big enough	3
Facility not big enough (gym, changing rooms, in general)	3
Facilities/activities lacking	3
Unhappy with ratepayers paying/should be user-pays	2
Ineffective/inexperienced staff	2
Other	2
Subtotal	26

5.3.3.10 Dissatisfaction with Ashburton Museum

	Percentage of Respondents
Waste of money/unnecessary	47%
Unhappy with high cost/ongoing costs	24%
Issues with building (colour/size)	20%
Low patronage/poor cost-usage value	14%
Money better spent elsewhere/other facilities underfunded	14%
Unhappy with ratepayers having to fund it	12%
Lack of exhibits	10%
Didn't listen to ratepayer feedback	8%
Poor location	4%
Subtotal	49

5.3.4 Parks and Open Spaces

Residents were asked if they had made use of various parks and open spaces.

5.3.4.1 Use of Parks & Open Spaces

	Have used/visited
Playgrounds	69%
The Ashburton Domain	90%
Total	400

Residents were asked if they are satisfied or dissatisfied with a range of parks and open spaces, including:

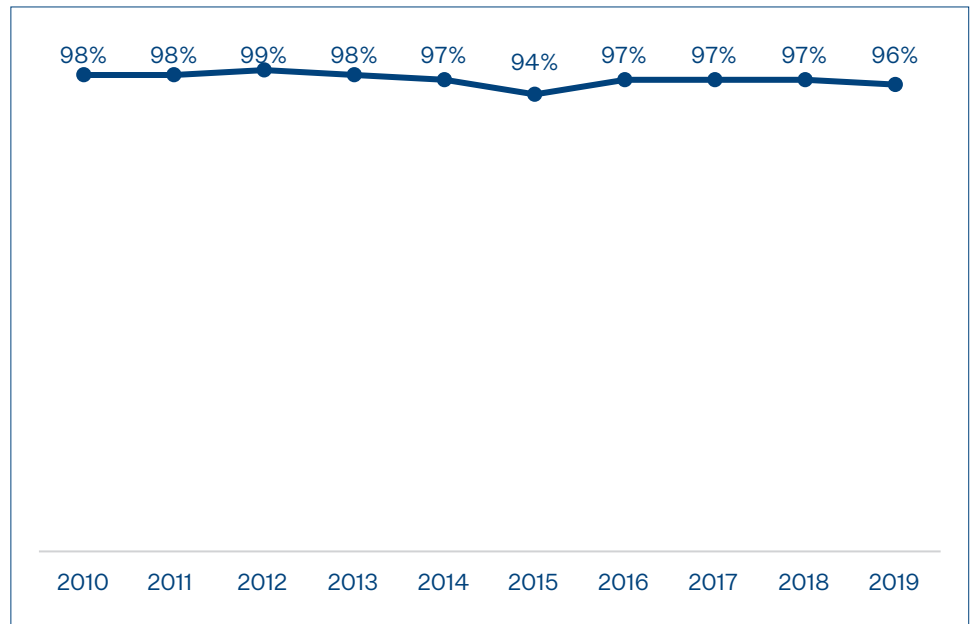
- Cemeteries;
- Playgrounds; and
- The Ashburton Domain.

Nearly all residents were satisfied with all parks and open spaces. There was little difference between users of the areas and all residents. All parks and open spaces have consistently performed well over the measured period.

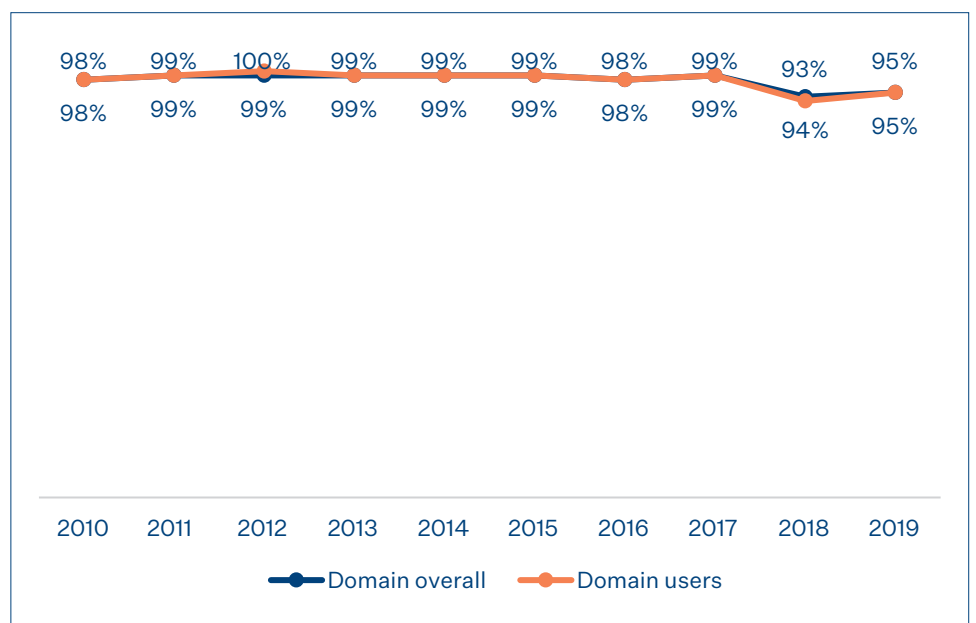
5.3.4.2 Satisfaction with Parks and Open Spaces

	Satisfied	Dissatisfied	Number of responses
Council-provided parks and open spaces	95%	5%	394
Cemeteries	96%	4%	347
Playgrounds, overall	93%	7%	366
Playgrounds, users	91%	9%	275
Ashburton Domain, overall	95%	5%	394
Ashburton Domain, users	95%	5%	359

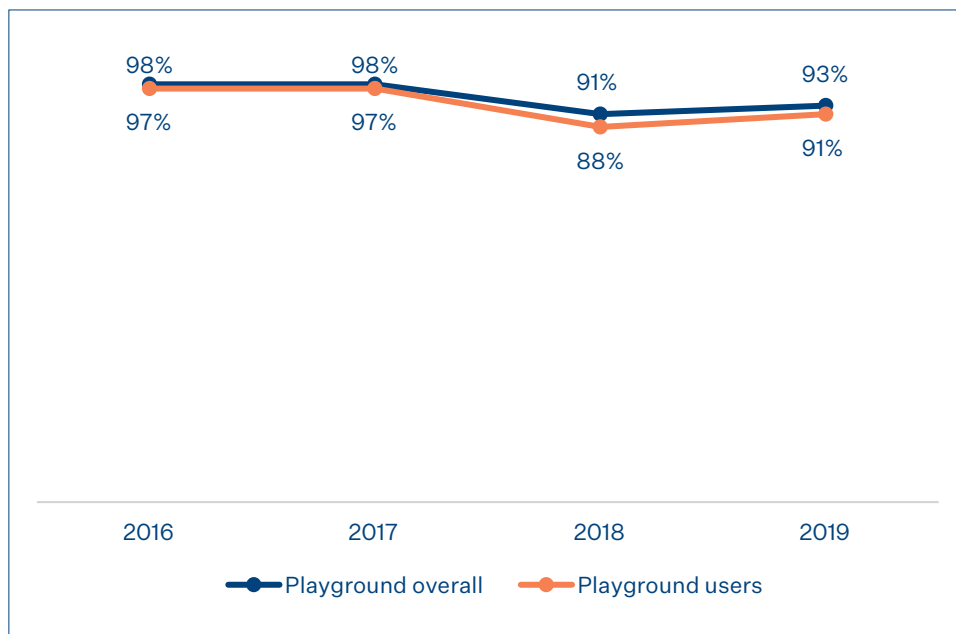
5.3.4.3 Satisfaction with Cemeteries, Over Time



5.3.4.4 Satisfaction with Ashburton Domain, Over Time



5.3.4.5 Satisfaction with Playgrounds, Over Time



Residents who were dissatisfied with parks and open spaces were asked why they were dissatisfied. The following tables summarise the main themes of dissatisfaction. Because few respondents were dissatisfied, responses have been reported as numbers rather than percentages.

5.3.4.6 Dissatisfaction with Cemeteries

	Number of Respondents
Lawns/green areas need maintenance	9
Need more maintenance/upkeep in general	4
Other	3
Subtotal	15

5.3.4.7 Dissatisfaction with Playgrounds

	Number of Respondents
Poor maintenance	12
Need an upgrade	12
Not enough	6
Unsafe	6
Poor variety of equipment/range of ages catered to	3
Subtotal	26

5.3.4.8 Dissatisfaction with Ashburton Domain

	Number of Respondents
Poor maintenance	11
Specific equipment/feature requests	8
Other	1
Subtotal	18

6 Regulatory Functions



6 Regulatory Functions

6.1 Regulatory Services

Residents were asked if they had made use of building inspection services, planning services, property information services, or environmental monitoring services. These were infrequently used.

6.1.1 Use of Regulatory Services

	Have used
Building services	69
Environmental monitoring/public health services	56
Planning services	43
Property information services	115
Total	400

Residents were asked if they are satisfied or dissatisfied with regulatory services, including:

- Alcohol licensing;
- Animal control;
- Building services (being the inspection of new buildings and alterations to existing buildings to ensure compliance with building and safety regulations);
- Emergency Management (Civil Defense);
- Environmental monitoring and public health (including noise, smell, and litter control, and licensing food and other premises);
- Planning activities (including resource consents, rules about urban and rural planning and the District Plan); and
- Property information services (including the provision of Land Information Memorandums);

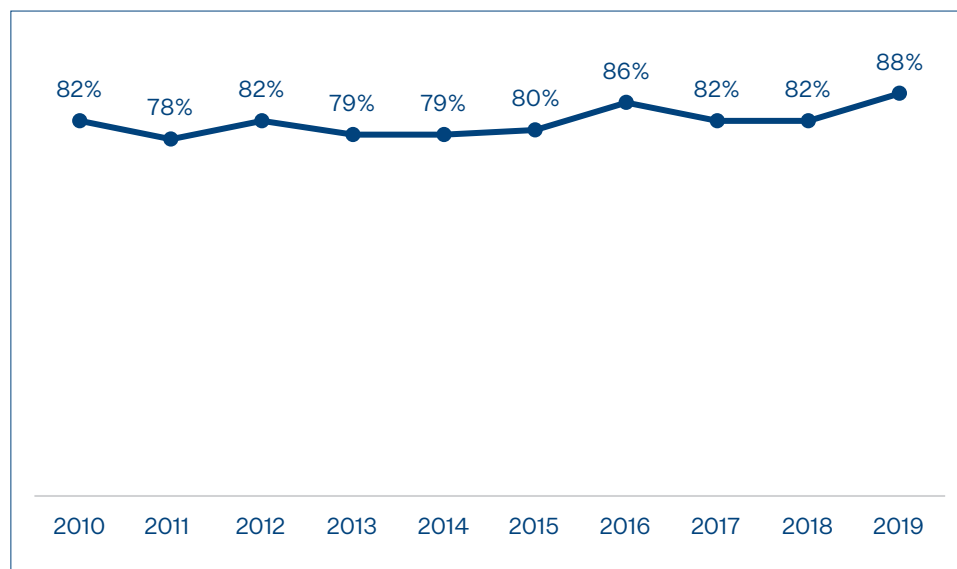
Overall, residents were most satisfied with property information services (95%). Users of regulatory services typically have a slightly lower satisfaction rate than the overall sample.

6.1.2 Satisfaction with Regulatory Services

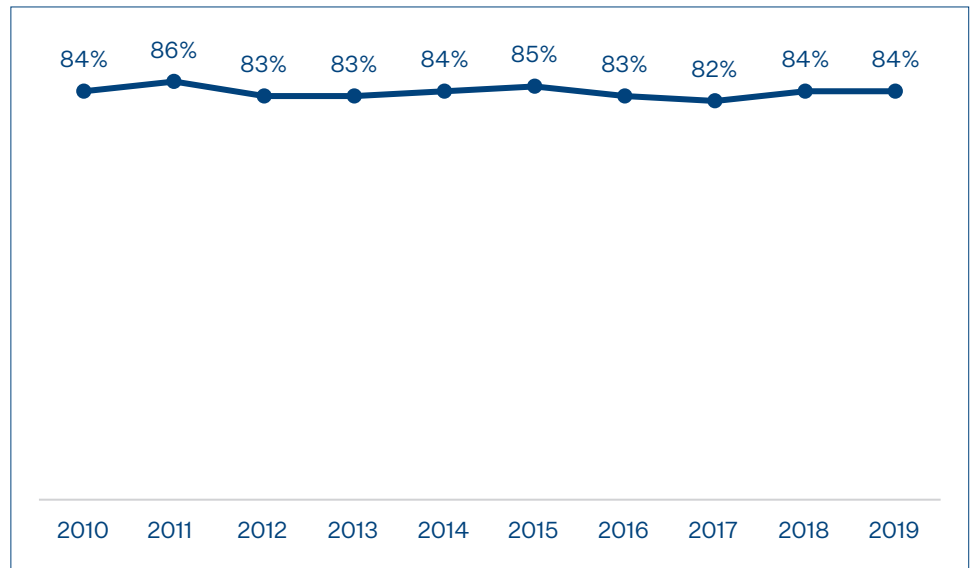
	Satisfied	Dissatisfied	Number of responses
Alcohol licensing	88%	12%	352
Animal control	84%	16%	368
Building services, overall	83%	17%	342
Building services, users	78%	22%	69
Emergency management/Civil Defence	97%	3%	328
Environmental monitoring/public health, overall	90%	10%	367
Environmental monitoring/public health, users	85%	15%	56
Planning activities, overall	83%	17%	339
Planning activities, users	78%	23%	43
Property information services, overall	95%	5%	344
Property information services, users	94%	6%	115

When analysed over time, satisfaction with most services has been stable over the last ten years. Planning activities and property information services continue to improve.

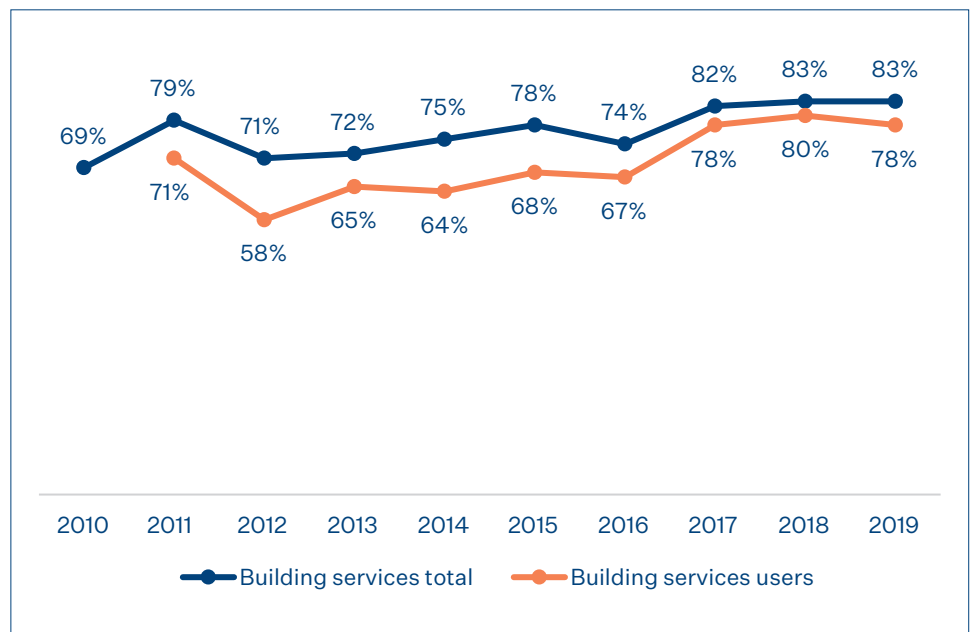
6.1.3 Satisfaction with Alcohol Licensing



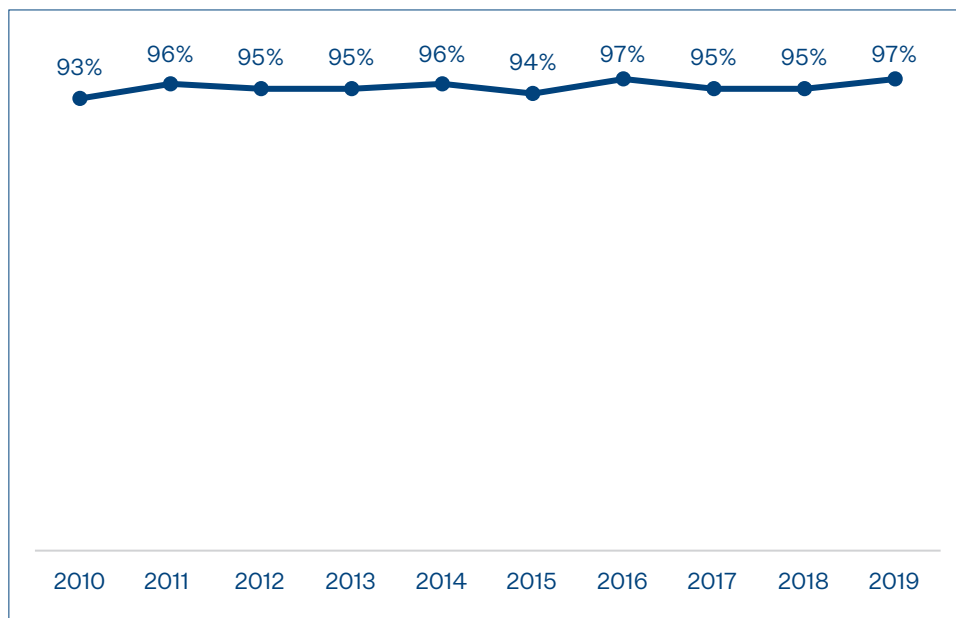
6.1.4 Satisfaction with Animal Control, Over Time



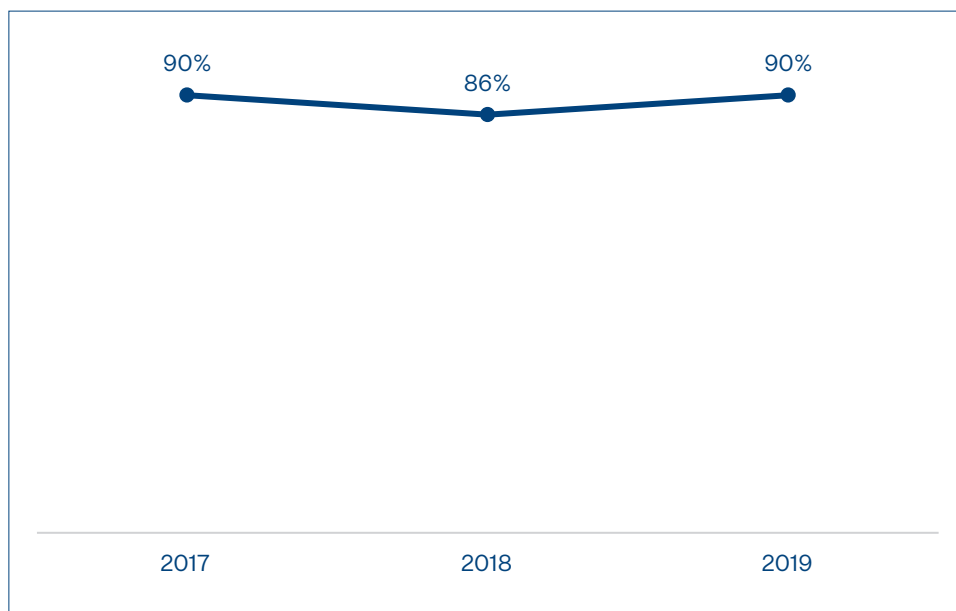
6.1.5 Satisfaction with Building Services, Over Time



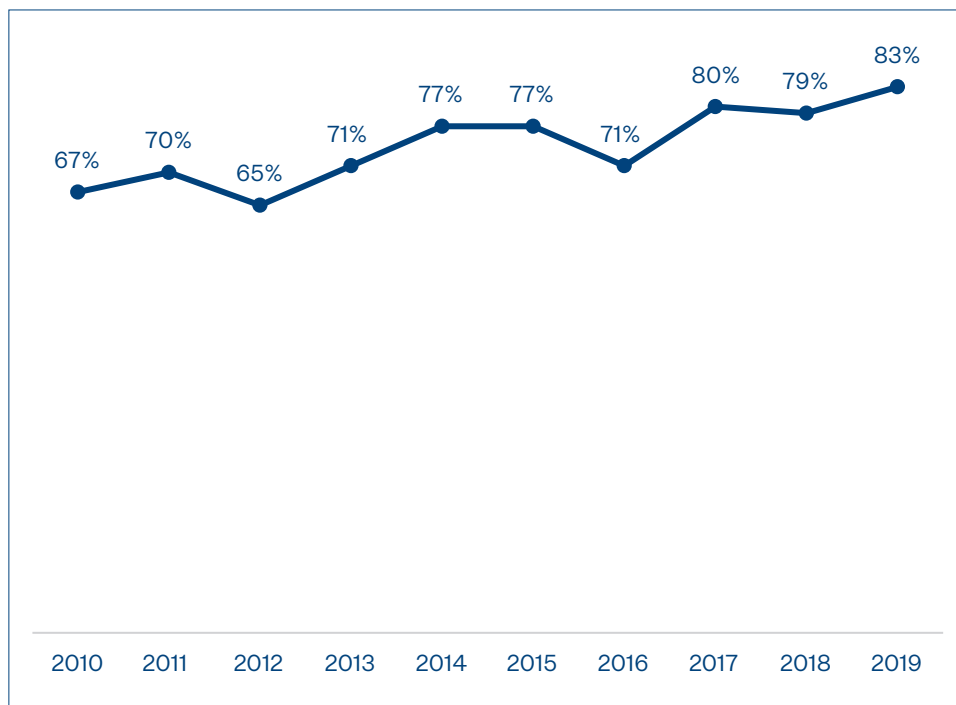
6.1.6 Satisfaction with Emergency Management, Over Time



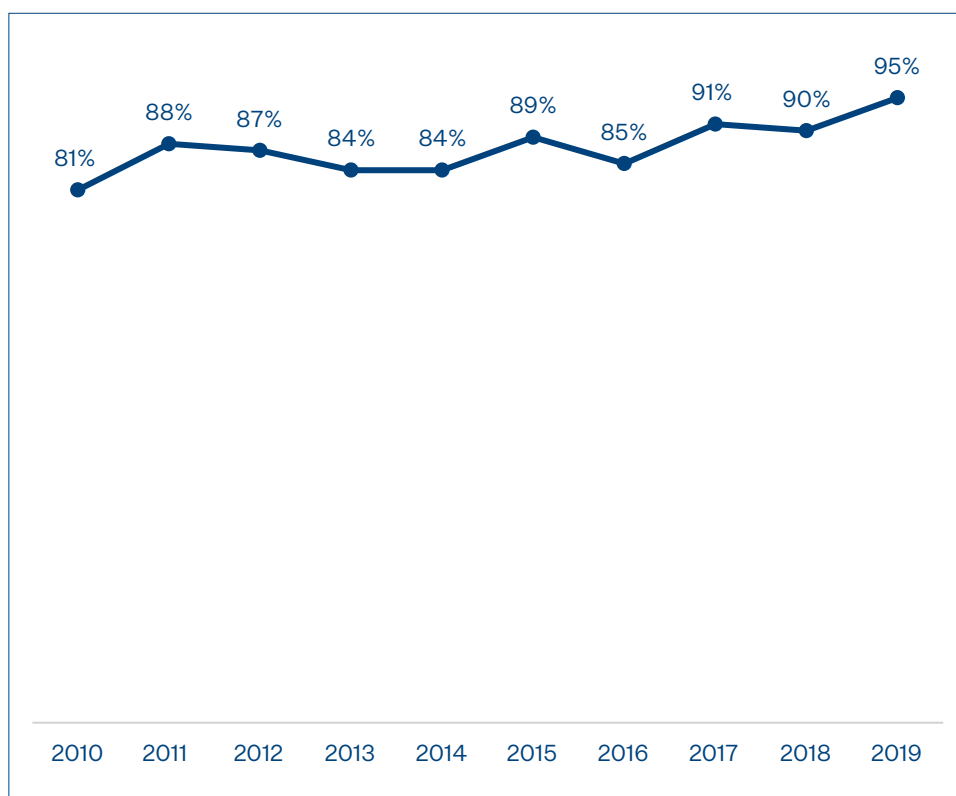
6.1.7 Satisfaction with Environmental Monitoring/Public Health: Total Over Time



6.1.8 Satisfaction with Planning Services: Total Over Time



6.1.9 Satisfaction with Property Information Services: Total Over Time



Residents who were dissatisfied with regulatory services were asked why they were dissatisfied. The following tables summarise the main themes of dissatisfaction.

6.1.10 Dissatisfaction with Alcohol Licensing

	Percentage of Respondents
Too many liquor licensed premises/too accessible	33%
Council slow/ineffectual/ignorant regarding licensing laws	26%
Youth drinking issues	19%
Unhappy with licensing process for events/small business	16%
Opening hours of liquor premises	9%
Council funds should be used for other things	5%
Other	7%
Subtotal	43

6.1.11 Dissatisfaction with Animal Control

	Percentage of Respondents
Dogs roaming/nuisance/danger	66%
Slow/ineffectual response to complaints	28%
Not enough onus on owner responsibilities/penalties	16%
Poor stock control	5%
Cats roaming/nuisance	3%
Poor record keeping	3%
Other	2%
Subtotal	58

6.1.12 Dissatisfaction with Building Services

	Percentage of Respondents
Processes take too long	37%
Staff issues (inspectors unavailable, poor attitude, poor availability)	24%
Poor transparency/communication	20%
Costs too high	19%
Overly bureaucratic	17%
Too strict/officious regarding regulatory compliance	12%
Zoning/property issues	10%
Information given was incorrect	5%
Don't know	2%
Subtotal	59

6.1.13 Dissatisfaction with Emergency Management/Civil Defence

	Number of Respondents
Poor local organisation	7
Poor communication/visibility	3
Poor emergency notification	3
Poor management/leadership	1
Subtotal	11

6.1.14 Dissatisfaction with Environmental Monitoring/Public Health

	Percentage of Respondents
Noise control needs improvement	23%
Response is slow/ineffectual	23%
Has gone too far/too much	20%
Litter control needs improvement	17%
Water/air pollution issues	14%
Environmental monitoring not effective enough	11%
Could do more/more funding needed	6%
Response by noise control to Pipe Band	6%
Other	9%
Subtotal	35

6.1.15 Dissatisfaction with Planning Activities

	Percentage of Respondents
Processes take too long	25%
Poor transparency/communication	21%
Poor overall district planning/leadership	21%
Zoning/property issues	19%
Overly bureaucratic	12%
Indecisiveness/too much outside consultation	12%
Costs too high	9%
Water management issues	5%
Don't listen to the community	5%
Don't know	2%
Subtotal	57

6.1.16 Dissatisfaction with Property Information Service

	Number of Respondents
Takes too long	5
Costs too high	4
Accessibility issues (unavailable, too hard to get)	3
Improve online/digital options	2
Poor follow up	2
Information sometimes incorrect	1
Other	1
Subtotal	16

7 Organisation Performance



7 Organisation Performance

7.1 Council Website

Respondents were asked if they had used the Council website in the past year. Overall, 55% had done so. Use of the Council website appears to be infrequent – most used it quarterly or six monthly (46%).

7.1.1 Frequency of Website Use

	Percentage of Respondents
Weekly	1%
Fortnightly	2%
Monthly	5%
Quarterly	14%
Six monthly or less often	32%
Never	46%
Total	400

Most respondents using the website were looking for general information (71%). Others were conducting transactions, e.g. dog re-registration (13%) or rates payment (6%).

7.1.2 Reason for Website Use

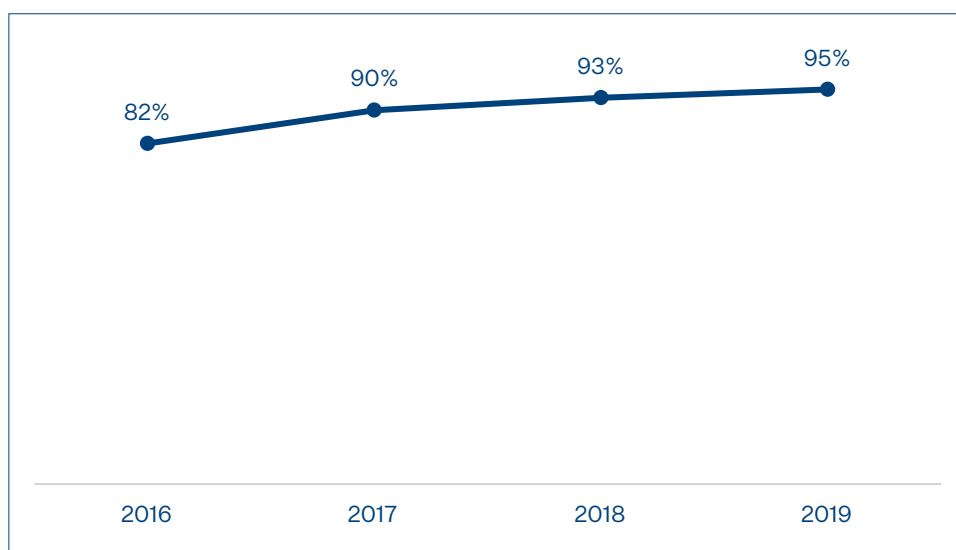
	Percentage of Respondents
General information	71%
Dog re-registration	13%
Rates payment	6%
Request for service	6%
Have not used it	4%
Building consent/inspection	3%
Fine or infringement payment	3%
Applying for a job	1%
Other	3%
Don't know	3%
Subtotal	218

Respondents who had used the Council website were asked to rate how satisfied they were with the experience. Overall, 95% of website users were satisfied. The results over time show an improving level of satisfaction since 2016.

7.1.3 Satisfaction with Website

	Satisfied	Dissatisfied	Number of responses
Website	95%	5%	203

7.1.4 Satisfaction with Website, Over Time



Residents who were dissatisfied with Council’s website were asked why they were dissatisfied. The following table summarises the main themes of dissatisfaction. Because few respondents were dissatisfied, responses have been reported as numbers rather than percentages.

7.1.5 Dissatisfaction with Website

	Number of Respondents
Did not find the information needed	7
Information provided vague/incorrect	5
Difficult to navigate	3
Subtotal	11

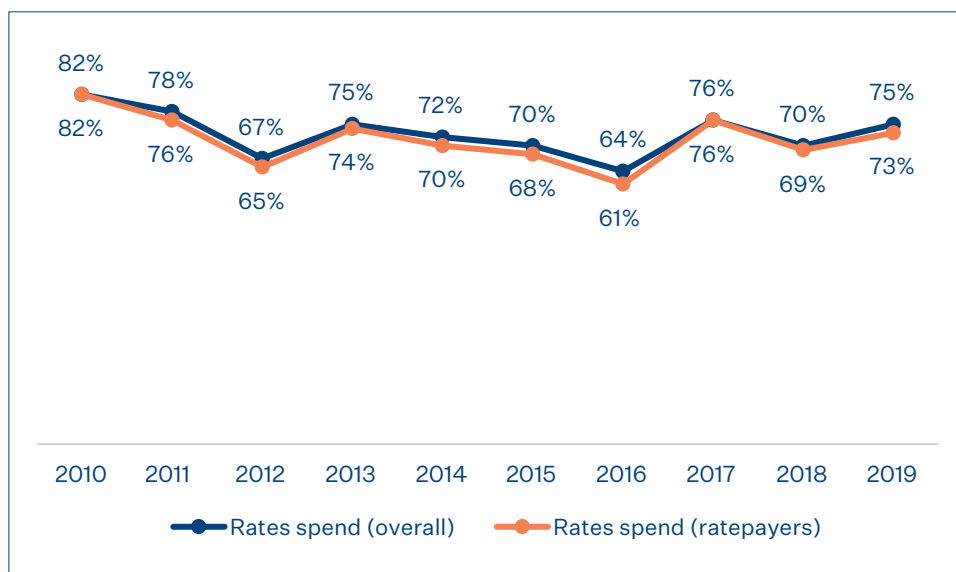
7.2 Council Spend

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, 75% were satisfied. These results show a marked increase in satisfaction since 2016.

7.2.1 Satisfaction with Rates Spend

	Satisfied	Dissatisfied	Number of responses
Overall	75%	25%	363
Ratepayers	73%	27%	317
Non-ratepayers	86%	14%	43

7.2.2 Satisfaction with Rates Spend, Over Time



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. Over one-third of respondents (42%) did not think the Council should spend more on anything. As in previous years, the most commonly identified area for increased spending was roading (34%). The next most identified area was social/community services (6%).

7.2.3 Areas Council Should Increase Spend

	Percentage of Respondents
Roading/roads	34%
Social/community services	6%
EA Networks Centre	5%
Waste management/recycling	5%
Playgrounds/parks/reserves	4%
Footpaths	4%
General maintenance	3%
Youth/family activities	2%
Swimming pools	2%
Information centre/tourism	2%
Water supply	2%
More on basic services/less on big projects	2%
Public toilets	1%
Library	1%
Sports grounds	1%
Art Gallery/Museum	1%
Other	1%
Nothing/don't know	42%
Total	400

Residents were asked what services or facilities they would like Council to spend less on in future. While over two-thirds of respondents (69%) did not think Council should reduce spending in any areas, nearly one in six (16%) thought the Art Gallery should receive less funding.

7.2.4 Areas Council Should Decrease Spend

	Percentage of Respondents
Art Gallery/art in general	16%
Museum	8%
Council staff/wages	3%
Unwanted buildings/projects in general	3%
Council building	3%
EA Networks centre	3%
Library	2%
Social services	1%
Roading/footpaths	1%
Civic building relocation	1%
Tourism	1%
Playgrounds/parks/gardens	1%
Other	2%
Nothing/don't know	69%
Total	400

7.3 Information Provision

Residents were asked if they are satisfied or dissatisfied with the quality of information about Council activities and events.

7.3.1 Satisfaction with Information

	Satisfied	Dissatisfied	Number of responses
Quality of information (about Council activities and events)	88%	12%	371

Respondents were asked what their main source of information about Council is. As in previous years, residents clearly use newspapers most frequently to find out information about Council (70%).

7.3.2 Sources of Information

	Percentage of Respondents
Newspapers	70%
Facebook	13%
Council's website	10%
Radio/TV	7%
Mail (pamphlets, flyers, bills)	6%
Council's District Diary newsletter	6%
Personal contact	5%
The Ashburton app	4%
Word of mouth	4%
Online (other social media, Google etc)	3%
Meetings	1%
Not aware of any	4%
Total	400

Respondents were asked if they had read or received any of the information Council publishes specifically for the community. The most common source was rates information (67%). This was followed by the District Diary or Community Noticeboard (seen by 60% of residents).

7.3.3 Council-Published Information

	Percentage of Respondents
Rates information	67%
District Diary/Community Noticeboard	60%
Annual Plan	44%
Info from the Council website	41%
Info from Council offices	28%
Consultation documents	19%
Total	400

7.4 Contact With Council

Residents were asked if they had made contact with Council in the past year, and if so, how they had done so. Overall, 65% of residents had contacted the Council. The most common method of contact was by phone (47%), followed by in person (45%).

7.4.1 Rate of Contact

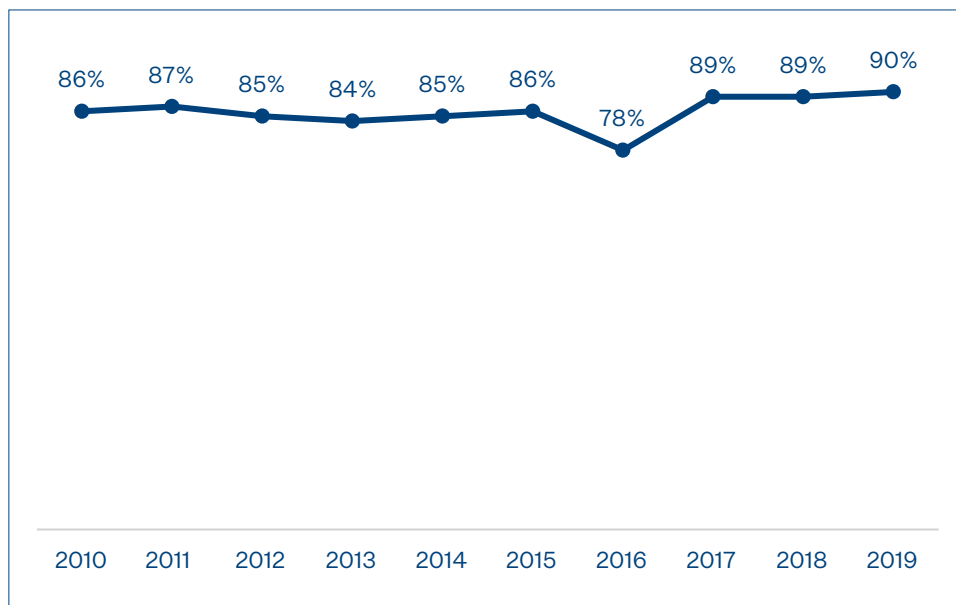
	Percentage of Respondents
By phone	47%
In person	45%
Online through the Council website	20%
By email	18%
In writing	9%
Through Facebook	4%
Through the Snap, Send, Solve App	4%
No contact with Council	35%
Total	400

Satisfaction with contact overall was 90%. Please note that forms of contact with an asterisk (*) denote low base sizes. These results are indicative only and should be read with caution. Satisfaction with contact is steady compared to satisfaction in 2017.

7.4.2 Satisfaction with Contact

	Satisfied	Dissatisfied	Number of responses
Overall	90%	10%	259
By phone	86%	14%	185
In person	94%	6%	177
Online through the Council website	94%	6%	78
By email	89%	11%	73
In writing	89%	11%	35
Through Facebook*	87%	13%	15
Through the Snap, Send, Solve App*	79%	21%	14

7.4.3 Satisfaction with Contact, Over Time



Those respondents who were dissatisfied with their contact with Council or Council’s response were asked why. The primary reason was that the respondent did not receive a response to the contact. Because few respondents were dissatisfied with the contact, responses have been reported as numbers rather than percentages.

7.4.4 Reasons for Dissatisfaction with Council’s Response

	Percentage of Respondents
No response/follow up to contact	56%
Staff rude/poor service	33%
Slow/ineffectual response	31%
Difficult to find the right person to talk to	5%
Website/app difficult to navigate	5%
Other	5%
Subtotal	39

7.4.5 Reasons for Dissatisfaction with Contact

	Number of Respondents
Slow/ineffectual response	11
No response/follow up to contact	10
Staff rude/poor service	5
Website/app difficult to navigate	3
Information provided vague/incorrect	2
Difficult to find the right person to talk to	1
Subtotal	26

7.5 Perceptions of District & Council

Residents were asked if they agreed or disagreed with a series of statements about the District and Council. Overall, these responses show a positive community attitude about the District, and a majority reporting trust in the Council (83%).

7.5.1 Agreement with Statements About Council

	Agree	Disagree	Number of responses
Ashburton District is a great place to live	96%	4%	397
You're clear about what Council does, and the services and facilities it offers	91%	9%	388
You're confident that Ashburton District is going in the right direction	88%	12%	374
You trust Council to do the right thing for the district and its communities	83%	17%	387

Residents were asked if they thought Ashburton District is better, about the same, or worse to live compared to three years ago (taking into account the range and standard of amenities and activities which Council can influence). Overall, 37% thought the District is a better place to live than three years ago. A further 56% thought it was about the same; just 7% thought the District had become a worse place to live.

7.5.2 Change in Last Three Years

	Percentage of Respondents
Better	37%
About the same	56%
Worse	7%
Subtotal	385

This year, residents were asked if they were satisfied with the Council's role in ensuring that new residents to the district are made to feel welcome and given adequate support. Across all residents, 94% were satisfied.

7.5.3 Satisfaction with new resident support

	Satisfied	Dissatisfied	Number of responses
Overall	94%	6%	359

Residents who were dissatisfied with the support for new residents were asked why they were dissatisfied. The following table summarises the main themes of dissatisfaction. Because few respondents were dissatisfied, some responses have been reported as numbers rather than percentages.

7.5.4 Reasons for dissatisfaction

	Number of Respondents
Don't believe it is Council's role/Council do too much	6
Migrants cause issues in community (eg crime, taking jobs from non-migrants)	4
Lack of support/ongoing support	3
Not all migrants contribute to the community/district	3
Word of mouth from migrants/first-hand experience	3
Lack of information	1
Other organisations do a better job	1
Council could be doing more	1
Subtotal	20

8 Appendix One: Results by Location



8 Appendix One: Results by Location

Results that are significantly different have been highlighted (up arrow for significantly higher results, down arrow for significantly lower)

8.1 Local Infrastructure

8.1.1 Satisfaction with Drinking Water

	Urban	Rural
Overall	85%↑	65%↓
Number of responses	220	60

8.1.2 Satisfaction with Transportation

	Urban	Rural
Unsealed roads	64%↑	42%↓
Number of responses	217	149
Sealed roads	45%↑	28%↓
Number of responses	240	154

8.1.3 Satisfaction with Waste Reduction and Recovery

	Urban	Rural
Rubbish and recycling, overall	91%	87%
Number of responses	235	131

8.1.4 Provision of Kerbside Collection

	Urban	Rural
Kerbside collection service	96%↑	46%↓
Total	242	158

8.2 Public Services

8.2.1 Council Performance

8.2.1.1 Satisfaction with Council Performance

	Urban	Rural
Overall performance	80%	73%
Number of responses	225	153
Mayor and Councillors	78%	76%
Number of responses	229	144
Council staff	87%	79%
Number of responses	228	147
Advocacy	79%	73%
Number of responses	220	139
Opportunities to have your say	90%	92%
Number of responses	229	140

8.2.2 Community Events and Grants

8.2.2.1 Use of the Ashburton Trust Event Centre

	Urban	Rural
The Ashburton Trust Event Centre	76%	71%
Total	242	158

8.2.2.2 Satisfaction with Grants and Funding

	Urban	Rural
Community-led projects	95%	96%
Number of responses	219	141
Social services	89%	92%
Number of responses	221	129
Community events	92%	96%
Number of responses	235	150

8.2.3 Economic Development

8.2.3.1 Satisfaction with Economic Development

	Urban	Rural
Economic development	87%	79%
Number of responses	215	125
Tourism promotion	64%	68%
Number of responses	219	141

8.2.4 Recreation and Community Services

8.2.4.1 Satisfaction with Community Safety

	Urban	Rural
CCTV and security patrols	87%	89%
Number of responses	216	120
Community safety	85%	87%
Number of responses	238	157

8.2.5 Public toilets

8.2.5.1 Use of Public Toilets

	Urban	Rural
Public toilets	57% ↓	76% ↑
Number of responses	242	158

8.2.5.2 Satisfaction with Public Toilets

	Urban	Rural
Public toilets, overall	89%	90%
Number of responses	180	135

8.2.6 Recreation Facilities

8.2.6.1 Use of Recreation and Leisure

	Urban	Rural
The public library service	60%	51%
The EA Networks Centre	79%	80%
The Ashburton Museum	49%↑	35%↓
Total	242	158

8.2.6.2 Satisfaction with Recreation and Leisure

	Urban	Rural
Arts & culture, overall	81%	82%
Number of responses	228	144
Public library, overall	96%	96%
Number of responses	215	131
EA Networks Centre, overall	90%	95%
Number of responses	210	133
The Ashburton Museum, overall	85%	79%
Number of responses	187	102

8.2.7 Parks and Open Spaces

8.2.7.1 Use of Parks and Open Spaces

	Urban	Rural
Playgrounds	71%	65%
The Ashburton Domain	92%	87%
Total	242	158

8.2.7.2 Satisfaction with Parks and Open Spaces

	Urban	Rural
Council-provided parks and open spaces	95%	95%
Number of responses	239	152
Cemeteries	97%	94%
Number of responses	213	134
Playgrounds, overall	92%	95%
Number of responses	225	141
Ashburton Domain, overall	95%	97%
Number of responses	241	153

8.3 Regulatory Functions

8.3.1 Use of Regulatory Services

	Urban	Rural
Building services	14%	23%
Planning services	8%	15%
Property information services	29%	28%
Total	242	158

8.3.2 Satisfaction with Regulatory services

	Urban	Rural
Alcohol licensing	87%	88%
Number of responses	213	139
Animal control, overall	86%	81%
Number of responses	223	145
Building services, overall	83%	83%
Number of responses	206	136
Emergency management/Civil Defence	97%	96%
Number of responses	201	127
Environmental monitoring/public health, overall	90%	91%
Number of responses	226	141
Planning activities, overall	85%	80%
Number of responses	206	133
Property information services, overall	96%	95%
Number of responses	208	136

8.4 Organisation Performance

8.4.1 Website

8.4.1.1 Satisfaction with Website

	Urban	Rural
Satisfaction with website	96%	93%
Number of responses	118	85

8.4.2 Council Spend

8.4.2.1 Satisfaction with Rates Spend

	Urban	Rural
Satisfaction with rates spend, overall	76%	73%
Number of responses	224	139

8.4.3 Information Provision

8.4.3.1 Satisfaction with Information

	Urban	Rural
Quality of information (about Council activities and services)	87%	90%
Number of responses	228	143

8.4.4 Council Contact

8.4.4.1 Satisfaction with Contact

	Urban	Rural
Satisfaction with contact, overall	93%↑	85%↓
Number of responses	153	106

8.4.5 Perceptions of District and Council

8.4.5.1 Perceptions of Council

	Urban	Rural
Ashburton District is a great place to live	96%	96%
Number of responses	241	156
You're clear about what Council does, and the services and facilities it offers	92%	91%
Number of responses	236	152
You're confident that Ashburton District is going in the right direction	89%	86%
Number of responses	226	148
You trust Council to do the right thing for the district and its communities	86%	78%
Number of responses	233	154

8.4.5.2 Change in Living in Ashburton District Compared to Three Years Ago

	Urban	Rural
Better	39%	33%
About the same	53%	62%
Worse	9%	5%
Number of responses	232	153

8.4.5.3 Satisfaction with New Resident Support

	Urban	Rural
Satisfaction with new resident support	93%	97%
Number of responses	218	141

9 Appendix Two: Results by Age and Gender



9 Appendix Two: Results by Age and Gender

9.1 Local Infrastructure

9.1.1 Drinking Water

9.1.1.1 Satisfaction with Drinking Water

	18-34	35-64	65+	Male	Female
Drinking water	82%	77%	84%	83%	77%
Number of responses	74	127	79	145	135

9.1.2 Transportation

9.1.2.1 Satisfaction with Transportation

	18-34	35-64	65+	Male	Female
Sealed roads	58%	32%	35%	37%	40%
Number of responses	89	211	94	201	193
Unsealed roads	66%	52%	52%	57%	52%
Number of responses	85	203	78	195	171

9.1.3 Waste Reduction and Recovery

9.1.3.1 Satisfaction with Rubbish and Recycling

	18-34	35-64	65+	Male	Female
Rubbish and recycling, overall	87%	90%	92%	94%	85%
Number of responses	86	192	88	187	179

9.1.3.2 Provision of Kerbside Collection

	18-34	35-64	65+	Male	Female
Kerbside collection service	72%	72%	89%	78%	74%
Total	91	213	96	203	197

9.2 Public Services

9.2.1 Council Performance

9.2.1.1 Satisfaction with Council Performance

	18-34	35-64	65+	Male	Female
Overall performance	85%	74%	75%	72% ↓	82% ↑
Number of responses	85	202	91	190	188
Mayor and Councillors	89%	75%	70%	74%	81%
Number of responses	84	200	89	190	183
Council staff	89%	84%	78%	79%	89%
Number of responses	86	203	86	190	185
Advocacy	87%	73%	73%	73%	80%
Number of responses	85	182	63	186	173
Opportunities to have your say	88%	92%	89%	88%	93%
Number of responses	83	197	89	189	180

9.2.2 Community Events and Grants

9.2.2.1 Use of Ashburton Trust Events Centre

	18-34	35-64	65+	Male	Female
The Ashburton Trust Event Centre	62%	79%	73%	71%	76%
Total	91	213	96	203	197

9.2.2.2 Satisfaction with Grants and Funding

	18-34	35-64	65+	Male	Female
Community-led projects	98%	96%	92%	95%	96%
Number of responses	79	194	87	184	176
Social services	97%	90%	85%	90%	90%
Number of responses	74	192	59	178	172
Community events	95%	93%	93%	92%	95%
Number of responses	88	205	81	194	191

9.2.3 Economic Development

9.2.3.1 Satisfaction with Economic Development

	18-34	35-64	65+	Male	Female
Economic development	89%	82%	83%	80%	88%
Number of responses	74	185	52	179	161
Tourism promotion	79%	65%	54%	65%	67%
Number of responses	82	192	36	189	171

9.2.4 Recreation and Community Services

9.2.4.1 Satisfaction with Community Safety

	18-34	35-64	65+	Male	Female
CCTV and security patrols	90%	89%	84%	84%	92%
Number of responses	79	174	83	178	158
Community safety	84%	86%	88%	81% ↓	91% ↑
Number of responses	91	209	82	201	194

9.2.5 Public Toilets

9.2.5.1 Use of Public Toilets

	18-34	35-64	65+	Male	Female
Public conveniences	68%	72%	45%	66%	63%
Number of responses	91	213	96	203	197

9.2.5.2 Satisfaction with Public Toilets

	18-34	35-64	65+	Male	Female
Public conveniences, overall	92%	88%	90%	91%	88%
Number of responses	79	178	58	162	153

9.2.6 Recreation Facilities

9.2.6.1 Use of Recreation and Leisure

	18-34	35-64	65+	Male	Female
The public library service	51%	60%	55%	55%	59%
The EA Networks Centre	82%	84%	66%	73%	86%
The Ashburton Museum	37%	46%	43%	43%	44%
Total	91	213	96	203	197

9.2.6.2 Satisfaction with Recreation and Leisure

	18-34	35-64	65+	Male	Female
Arts & culture, overall	91%	78%	79%	76% ↓	87% ↑
Number of responses	86	198	61	186	186
Public library, overall	95%	96%	99%	97%	96%
Number of responses	80	182	84	173	173
EA Networks Centre, overall	97%	91%	93%	93%	92%
Number of responses	82	189	72	169	174
The Ashburton Museum, overall	86%	82%	84%	79%	87%
Number of responses	67	154	68	147	142

9.2.7 Parks and Open Spaces

9.2.7.1 Use of Parks and Open Spaces

	18-34	35-64	65+	Male	Female
Playgrounds	71%	70%	61%	66%	72%
The Ashburton Domain	93%	90%	85%	88%	92%
Total	91	213	96	203	197

9.2.7.2 Satisfaction with Parks and Open Spaces

	18-34	35-64	65+	Male	Female
Cemeteries, overall	99%	95%	95%	98%	94%
Number of responses	78	189	80	176	171
Playgrounds, overall	91%	92%	98%	96%	90%
Number of responses	86	199	81	184	182
Ashburton Domain, overall	96%	95%	97%	97%	94%
Number of responses	90	210	94	200	194

9.3 Regulatory Functions

9.3.1 Use of Regulatory Services

	18-34	35-64	65+	Male	Female
Building services	13%	22%	9%	22% ↑	12% ↓
Planning services	12%	13%	5%	11%	10%
Property information services	30%	33%	17%	33%	24%
Total	91	213	96	203	197

9.3.2 Satisfaction with Regulatory Services

	18-34	35-64	65+	Male	Female
Alcohol licensing	93%	90%	75%	88%	87%
Number of responses	81	192	79	186	166
Animal control, overall	86%	89%	73%	86%	82%
Number of responses	75	171	64	189	179
Building services, overall	94%	80%	77%	81%	85%
Number of responses	83	183	76	176	166
Emergency management/Civil Defence	99%	97%	95%	95%	99%
Number of responses	78	175	75	170	158
Environmental monitoring/ public health	94%	90%	88%	89%	91%
Number of responses	86	197	84	180	187
Planning activities, overall	92%	83%	75%	81%	85%
Number of responses	81	183	75	170	169
Property information services, overall	100%	92%	99%	95%	95%
Number of responses	81	190	73	175	169

9.4 Organisation Performance

9.4.1 Website

9.4.1.1 Satisfaction with Website

	18-34	35-64	65+	Male	Female
Satisfaction with website	93%	95%	97%	96%	93%
Number of responses	45	131	27	98	105

9.4.2 Council Spend

9.4.2.1 Satisfaction with Rates Spend

	18-34	35-64	65+	Male	Female
Satisfaction with rates spend, overall	79%	72%	79%	74%	76%
Number of responses	82	191	90	187	176

9.4.3 Information Provision

9.4.3.1 Satisfaction with Information

	18-34	35-64	65+	Male	Female
Quality of information (about Council activities and services)	88%	90%	85%	86%	91%
Number of responses	83	198	90	188	183

9.4.4 Council Contact

9.4.4.1 Satisfaction with Contact

	18-34	35-64	65+	Male	Female
Satisfaction with contact, overall	92%	91%	89%	90%	90%
Number of responses	32	166	61	129	130

9.4.5 Perceptions of District and Council

9.4.5.1 Perceptions of Council

	18-34	35-64	65+	Male	Female
Ashburton District is a great place to live	91%	97%	98%	96%	96%
Number of responses	91	211	95	202	195
You're clear about what Council does, and the services and facilities it offers	84%	91%	99%	91%	92%
Number of responses	89	205	94	198	190
You're confident that Ashburton District is going in the right direction	93%	87%	87%	87%	90%
Number of responses	86	200	88	193	181
You trust Council to do the right thing for the district and its communities	89%	81%	82%	82%	83%
Number of responses	91	204	92	194	193

9.4.5.2 Change in Living in Ashburton District Compared to Three Years Ago

	18-34	35-64	65+	Male	Female
Better	49%	34%	31%	35%	38%
About the same	46%	59%	62%	58%	55%
Worse	6%	7%	7%	7%	7%
Number of responses	88	205	92	197	186

9.4.5.3 Satisfaction with New Resident Support

	18-34	35-64	65+	Male	Female
Satisfaction with new resident support	98%	96%	89%	94%	95%
Number of responses	80	190	89	186	173

10 Appendix Four: Verbatim Responses

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10 Appendix Four: Verbatim Responses

Q30 For this next question, please bear in mind that the Council cannot spend more on every service or facility without increasing rate and/or user charges, where applicable. Are there any services or facilities that you think Council should spend more on?

Roading and footpaths. The footpaths are not in good condition. When I was wheelchair-bound, the footpaths were uneven. Going down into the gutter it was uneven. There are potholes on the footpath.

EA Networks Centre – they need more activities for the kids. They should have made it bigger when they were building it. There should be a hydroslide, diving board etc.

Recycling and the rubbish. Just how they do their bins and everything because to me, it's not too good.

Roading. Indoor facilities, ice skating, etc.

Probably should spend more on sports and tidying up all the sports grounds. Making the area more presentable. Sorting out the traffic situation in town because it's stupid, instead of talking about something, do it. The bridge has been talked about for God knows how many years and it's going nowhere.

Upkeep in the area.

Economic development.

Assisting emergency services.

Roading.

Roading on rural roads.

Roads.

Roading.

Mental health.

The roads – the roads are of poor quality, make them so they're not.

EA Networks Centre.

More car parks on the town.

More security cameras. My friend told me that around 12 or 1 o'clock there were drunk people driving on the road. We need more security at these times.

Roading.

Mental health development.

More money should be spent on roading. Maintaining the roads to a standard.

I think I'm quite happy with how the money is being spent currently.

Education and health services – we can't get a doctors' appointment. They are very hard to get.

Roading and mental health services.

Q30 For this next question, please bear in mind that the Council cannot spend more on every service or facility without increasing rate and/or user charges, where applicable. Are there any services or facilities that you think Council should spend more on?

Roading – building maintenance, probably not need more money, just for them to be done right the first time.

Repairing what needs to be fixed.

Tidying up the roadside and gutters to allow water to drain off the road. Also, a diving board at the local pool.

Yes – facilities should be made, going back to my point from before, for young children and teenagers to keep them out of crime. Also, our rural roads.

Roading.

Maybe the EA Networks Centre.

They should be spending more on the Information Centre.

Just the roads – they need to be improved and fixed.

Roading – it's got into a poor state.

The opportunities for the immigrants to raise their voices.

On the parks – more cleaning up, like in Methven, I have seen rubbish lying around the park. And we need more playground equipment.

Roading.

The roads.

I think they should spend more on activities for teenagers to do.

No – it's good, I'm satisfied. It just seems that most things are sorted out around here.

Green recycling - like they have in Christchurch.

Road safety and road marking.

The footpaths - there a lot of holes on the footpaths. There is no sign on Leeston Street. There were wooden poles before and there's no sign now. More parking in the town centre.

I would extend The EA Networks Centre and add a hydroslide. I would also invest more in a modern, technologically advanced library, like the ones they have in Christchurch that have all the interactive stuff for kids. I would be happy for Council to spend more on community safety and enhance what they have already got. I am happy to pay a bit more on my rates to provide more facilities for kids and teenagers.

Roads – unsealed and sealed. Water schemes.

Better rubbish disposal.

The EA Networks Centre.

Rubbish collection - a green waste bin.

They should send the rates information in email. I am disappointed regarding the Council pulling down heritage buildings.

Roads.

Q30 For this next question, please bear in mind that the Council cannot spend more on every service or facility without increasing rate and/or user charges, where applicable. Are there any services or facilities that you think Council should spend more on?

Construction – it is taking a long time for some of the buildings in the shopping area to get built, and also, several public spaces like the train Station on East Street.

Rural roading – in the upkeep and intersection safety.

Playgrounds.

Roading.

Roading.

They need to do more garden tidying up at 2 Baring Square East – the old library. The garden is unattended.

The EA Networks Centre – entertainment and I'd like to see a cycle track for children. I know Oamaru and Dunedin have one. And I'd like to see the Information Centre back.

Just free green waste at the dump.

Roading – there are a lot of potholes and roads in poor repair, the likes of South Street and Harrison Street.

The EA Networks Centre – I think it needs a 50-metre pool and a hydroslide. It would bring more people into the town. Then people wouldn't go out of town to use a hydroslide. We could get swimming teams into the town, which would bring more economic benefits. I think the gym facility in the EA Networks Centre needs to be bigger. The swimming pool area needs some air conditioning and more seating around the learn-to-swim pool.

Roads - maintenance. Some of them are just shocking. Even widening some of the roads, especially country roads. Roads need to cater for farm machinery.

Spending is about right.

If I wasn't already paying so much for water rates, I would like this service to be improved, but I don't feel that I am getting what I pay for as it is.

The EA Networks Centre- parking is a nightmare, especially trying to get out of that one exit. More car parking and another exit out of there.

The Information Centre.

EA swimming centre and gym.

The EA centre – put the hydroslide in that they were meant to.

Roading - better condition of roads.

Probably roads.

Recycling. And I think we need something more for our youth in Ashburton. That sort age group from 12 to 18. We need something to keep them out of trouble and entertained.

I think they should spend more on providing dog bins and bags.

Given that we pay over \$60,000 in rates per year, and we hardly receive any services (such as water and rubbish removal), they should be able to fix the rural roads at least.

Traffic management and our roading.

Q30 For this next question, please bear in mind that the Council cannot spend more on every service or facility without increasing rate and/or user charges, where applicable. Are there any services or facilities that you think Council should spend more on?

Parks and recreation - a lot of the subdivisions don't have the staffing, so don't look after the parks on a regular basis. Roads need work as well.

All the gardens around the town like the Square Garden. It is a shambles and on the street corners, where they jut out, the gardens are a bit drab.

Roading.

EA Networks Centre. Spending more money on tourism and the Information Centre.

Roading.

Roading - rural roading, condition of the road, and sealing potholes.

Green waste recycling.

Road Maintenance – tidy up the streets.

Roads.

I don't think they should be. They should be sticking with the core infrastructure, this does not include a water slide at the EA Networks Centre, a new library, or an administration building.

Roads sealed – there are huge potholes all around in the District on the sealed roads.

Grading and mental health. The EA Networks Centre should have installed a slide.

Public toilets – if they allow freedom camping, they need to supply toilets, compost toilets, or something like that.

Some decent roads – in Tinwald, it is a work of art to get back onto the main road, especially when heading back to town.

I can't really say – I think they are doing their best.

The EA Networks Centre – it just needs to be modern and a destination. It is for the youth and needs to be used. Roothing – they don't seem to communicate. Cameron Street (by the clock tower) was done three or four times. They should have done it the first time.

More entertainment – like things for people to do. Maybe more parks.

The Domain.

A lot more needs to be spent on the gardens to beautify the District.

I'm actually pretty happy with their allocation of things.

Roothing, street curbing, and footpaths - particularly considering the needs of the elderly.

Footpaths and collecting the leaves by the sweeper.

A new bridge.

The roading - some of the street are pretty rough downtown. I think that since the earthquake they're uneven. When you get a bit older, you can trip easily.

Not really, but I would like to see traffic lights within the District improved.

Q30 For this next question, please bear in mind that the Council cannot spend more on every service or facility without increasing rate and/or user charges, where applicable. Are there any services or facilities that you think Council should spend more on?

Roading - it annoys me when an area is resealed and months later it is back to a similar state to how previously was. For example, Chalmers Avenue – they have had repeated go's at repairs.

Probably footpaths and maybe roading, but a lot of that runs through the BNZDA.

I think they should invest in that sports facility. I think it's a win-win. Only good comes out of fitness. And they can't ride bikes or skateboards like they used to. The 8-17 group - there needs to be more done about them. There need to be more resources, structure, and facilities around these options. Ultimately, they are our future. If they are proud of our District, they will support our District. There are only so many facilities around. I think Ashburton is growing fast and furious and Ashburton can put money into the youth.

Community outreach.

What they have, they spend it wisely.

On the beautification of the town.

The roads – and not necessarily fixing them but keeping them well-maintained. The ones that are rough – seal them up smoothly and keep them swept and maintained.

Spend more on the space between the grass and the footpath.

Arts, library, and things for the younger generation in our community.

Probably social services and tourism.

The second bridge – I would rather have a second bridge in Rakiatia than an art gallery. The bridge is essential.

Safety of the people on the roads.

The parks and reserves.

The bridge or a second bridge. The EA Networks Centre hydroslide.

Making sure the traffic lights work all the time. Specifically, the lights at the intersection of West and Moore Streets.

Footpath maintenance.

Probably roads and the water.

Recreation.

Building services – this is one of the highest income areas of the Council and has the poorest facilities and information.

With our kerbside collection, I would like a green bin for garden waste.

On the roads – because people use them every day.

Roading.

The roading upkeep - smooth out the road conditions. Some of the roads are nearly undriveable. When contractors are laying new sewers or mains down the roadways, once they have completed those jobs, whoever comes back to repair those roads, the repairs are sub-standard.

Q30 For this next question, please bear in mind that the Council cannot spend more on every service or facility without increasing rate and/or user charges, where applicable. Are there any services or facilities that you think Council should spend more on?

We need more public toilets throughout Ashburton – particularly for freedom campers.

Waste management – garden waste removal.

The roads – they are rough.

Yes – roading.

I don't think so - it's something I would need to look into.

Maybe they could spend a bit more on the roads, but they can only spend what they have. It's very difficult due to changes in temperature in the winter, it breaks the roads up a lot, because of a lot of heavy traffic during to farming. We do need a bus shelter – it is extremely cold in the winter waiting for a bus. The iSite was good because you could leave your suitcase there and use the rest facilities.

I am not happy about the size of the carpark in town because they're all different sizes. They need to do something about overzealous parking wardens.

More money into roading.

The roading – nothing has been done with the roads. I go down the same streets and nothing has been done. There are potholes. Some streets you can't drive on at 50km because they're uneven.

Just updating that toilet block – that one on the road by the Domain paddling pool. On the corner of West Street and Walnut Avenue.

The events centre is used by thousands of people so more money should be spent on it on compared to the art centre where only a few hundred go.

Roads.

Recreation centre.

Roading – just fewer potholes.

Replacing those beastly trees outside my house.

My rates went up quite a bit last year.

Ambulance response time.

On business funding – research and development.

Roads and parks. Also, the upkeep of parks.

Roading.

Well, I suppose I should say roading. I'd say the quality of our urban roads.

Tourism, roading, and general community safety.

Footpaths - they are so uneven in most places. Be more firm on the people who have overhanging trees and branches. The rubbish that lies around the streets, and in the gutters, including leaves, is not cleaned up often enough.

Sporting clubs.

They should employ more people to upkeep the areas i.e. lawns and gardens. I've spoken to a few people who do the work and they say they're under-resourced.

Q30 For this next question, please bear in mind that the Council cannot spend more on every service or facility without increasing rate and/or user charges, where applicable. Are there any services or facilities that you think Council should spend more on?

Roading.

Roading - definitely roading and footpaths.

The north and south of Ashburton and including going through Ashburton - it's literally a fatal accident waiting for a place to happen. It's the congestion - it's up the wazoo.

Roading - general roading.

I think something more for the children - entertainment and sports. The swimming facility needs improvement to get more people to go.

Footpaths - the town footpaths have raised tiles around the ANZ bank area, and I am in a walker. Also, the top dressing around the area is gravel and, with the walker, this makes it hard for us. Hot mix is the best and smoothest.

Roads.

They should do more recycling. I don't like the way you put all your recycling into one receptacle. Then, one person has to sort it and I think they should recycle individually and have more bins to have different stuff to go in.

More funding for education and children with special needs.

Rural roading - they are in a bad state.

Yes - roading. It comes back to accountability.

Roading.

Not that I know of. Roothing.

Green waste collection.

Roothing and security around the town.

Traffic lights in Tinwald.

The gardens and the roads.

The road safety needs to be looked at.

They do a pretty good job.

Green waste bins.

The ambulance service could do with some help.

Cycleways and more open roads.

Roothing around Ashburton. The bridge - we're never going to get one.

Roads - fix them in general.

Hospital and police services.

If anything, it's roading - definitely fixing them up. Dropped the silly notion of a second bridge - it's a big waste of money. It just wants a four-lane bridge and a road right through town all the way to Christchurch. I think it will b****r the town if they shift traffic away from it. Possibly another couple of sets of traffic lights to even the flow - one in Tinwald and one in Oak Grove.

Q30 For this next question, please bear in mind that the Council cannot spend more on every service or facility without increasing rate and/or user charges, where applicable. Are there any services or facilities that you think Council should spend more on?

Roads.

The roads and the railway crossings. They are far too bumpy - rough roads. They are forever mending the roads. The railway crossings are starting to get rough again. They could also keep an eye on the overhead bridge for pedestrians and be aware that nails can come through and people can trip on them.

Yes – the Domain.

Recycling - specifically green waste so that they can make money from collecting it, which goes back into the profit for the community.

The footpaths – I'm now using a mobility scooter and I've just realised how bad they are. I knew they were bad for walking, but they're been even worse using the scooter and I have done a lot of walking in the past.

The EA Networks Centre and the Domain playground. More for the children – just different sort of things for kids to do in the area. There's a skate park for kids and they go there, but that is more for older kids. There needs to be something for the younger kids that's less intimidating. The pool shouldn't be so expensive. I think they should drop the prices at the pool.

Children – i.e. like chipmunks. More stuff for the kids aged from 5 years to 15 years old.

Public toilets, road potholes, and the roadside in town.

Mental health and advertisements for available services, because I was never able to find any information on these services.

I have had some operations over the years and when I walk, some of the footpaths are pretty rough. The other thing is dogs that are left loose on peoples' sections, not tethered. It's not very nice. It's not very nice when they can come to the gate or the street to let you know they don't want you there. There should be some control.

Parks and reserves – the standards have slipped. In particular, Baring Square roading – potholes and the footpaths are slippery with weed growth and have holes and cracks.

More playgroups and open spaces for kids. The Domain is nice, but they need more.

Footpaths, roads, and streets, but they probably don't have the money because they spend it all on the EA Networks Centre and the bloody museum.

Yes – some of the units are old and need to be updated, which is happening bit-by-bit.

Roading – potholes and the shoulders of the road are in poor condition as a result of heavy trucks.

Roads – they're absolutely terrible around Mount Somers. There are potholes, which are dangerous.

Probably just the roads.

Roads and another bridge across the river.

Just roading.

They should spend more on rural roads.

Roading and rubbish/recycling collection services.

Q30 For this next question, please bear in mind that the Council cannot spend more on every service or facility without increasing rate and/or user charges, where applicable. Are there any services or facilities that you think Council should spend more on?

The roads and the core things. Core infrastructure so that things are functioning well. The needs come before the wants.

Upgrade the water systems. Some of these outlying areas like Mount Somers and Fairton struggle with water supply. They can't even wash their car – they have to come to Ashburton or an area that doesn't have a water problem to do that.

Roading – definitely needs something done about it. Yes – in particular, the wasting of money with repairs. We see patches fixed and then months later they need to be fixed again. I know a specific one that needed to be fixed four times in the last three months. It's on the road I live on – Maronan Ealing Road.

The water quality – Montauto water supply – bore water. The quality is pretty crap. They should do something about that.

Roads – like they spent 10 years ago.

Roading – the quality of the roads around the District is quite poor. Access across the main road in Rakaia is very unsafe.

Roads.

Roading and the EA Networks Centre.

Roads.

Roading – rural roads.

Roading – they need lights over near Grahams Road.

Skate park and mountain bike trails.

Roading – so many gravel roads around here, but some of them need to be tarsealed. The potholes in the tarsealed roads are dangerous.

They need to focus on roads, keeping the areas tidy, grass edges, and the parks.

No – the services I use have a very high quality. Like, the library has a huge range of books.

Roading.

Roads.

Roads – but that gets a bit boring. I think safety for people is the main thing.

Policing roads – there are only two cameras in Mid Canterbury and that's not enough. I never see the policeman anyway. That's the reason why we have so many accidents. And drop the speed.

Yes, there is – fresh water protection and monitoring for rivers and aquifers.

They should spend more on roads.

The Ashburton Aquatic Park.

Roads should be the first priority.

On the rural roads.

Q30 For this next question, please bear in mind that the Council cannot spend more on every service or facility without increasing rate and/or user charges, where applicable. Are there any services or facilities that you think Council should spend more on?

The EA Networks Centre needs additional services for the younger generations. Also, roading.

Roading - specifically, country roading.

Not that I can think of.

Roading – the quality. I think that they should not rely on two contracting firms. They should be put out for tender. The contractors that do the work should be held responsible for the work they do and stick to the tender. It seems like one of the contractors puts in low bids to get the jobs and then adds extras to it.

The footpaths in Ashburton need looking at for the un-abled. A lot of money is wasted on curbing and there are cheap Band-Aid jobs being done on the roads. Potholes are terrible in rural Ashburton.

Rural roads.

They should fix roads properly.

It would be nice to have had a hydrosiding pool. The Council could spend more money on roads.

Roading - they spend so much money on fixing up the roads and then the next minute, it's broken up again. If it was done to a better degree the first time, they wouldn't have to spend so much money in the long run.

Roads.

The museum, the art gallery, and the library.

The roading – potholes. Swimming pool – the heating and cooling system of the building.

Roading and water consents.

The maintenance of roads.

Maybe the roads – fixing potholes.

Roading – filling up these potholes. General maintenance of the roads. Fill the potholes properly.

I think if a person has reported a stolen bin through Police, and it is legitimate, it should be replaced free of charge. I don't like the layout of the younger children's pools – the toddlers' pools – they're not warm.

The roads.

They need more funding for the EA Networks Centre.

Rural roads.

Roads.

The EA Networks Centre.

Roads – I would like more maintenance of potholes: prevention, and cure. There was one big enough that we could put a road cone in it. They don't let the dairy industry push them around as much as the previous Council.

Q30 For this next question, please bear in mind that the Council cannot spend more on every service or facility without increasing rate and/or user charges, where applicable. Are there any services or facilities that you think Council should spend more on?

General roading and keeping things up to standard. Stop spending money on the Art Gallery.

I think that the Council should do more to safeguard ecological things within the District – like the values of Fish and Game and Forest and Bird. I think they don't do that very well. They pretend to, then go away and do nothing.

Road maintenance.

Roading.

Q31 And are there any services or facilities that you think Council should spend less on?

The art gallery and the museum. The majority of the community voted against the new art gallery and museum. The money could be spent on the library, which is more populated and used. The parks are used a lot more than the art gallery and the equipment in the parks needs upgrading and cleaning.

The art gallery – I don't think that a lot of the community wanted the art gallery in the first place.

The art gallery and the museum.

I do wonder why the gardens in the Council get taken out regularly and get redone. It seems a waste, especially around Walnut Avenue and the corners on the Domain.

I'd like to say the art gallery and the museum.

The museum, the art gallery, and they are looking at building a big, new library and other things as well. Unless they have some sort of income that can fund it, like meeting rooms that can be let out or for non-profit organisations like discussion groups and young professionals, or things that are going to be beneficial to the community, they should decrease the amount they spend on it.

The art gallery.

Social services, housing, arts, and tourism.

Social services like housing. That's the Government's job.

Arts building and support.

Probably some social events that are not so necessary. More money should be spent on health and safety.

Arts.

The arts centre and the museum.

The art gallery.

Don't spend as much as they are planning to on the library and Council building. It needs to be done, but our rates have just gone up for the pool and the museum.

It hasn't happened yet, but I would say the new Council building.

For the art gallery.

The arts centre.

Yes – the new library. They could use the money that they're using to build the new library to fix up of the library that we have now.

The museum and the new civic centre.

Yes, definitely – less on commercial ventures like Experience Mid Canterbury, the museum, and the art gallery. Less on the Newcomers Network, too.

The art gallery and the museum. The majority of the community voted against the new art gallery and museum. The money could be spent on the library, which is more populated and used. The parks are used a lot more than the art gallery and the equipment in.

Probably the new art gallery.

Morning tea.

Q31 And are there any services or facilities that you think Council should spend less on?

Tax.

Everything except for the basic services and facilities.

The art gallery.

Wouldn't cut back on anything.

The event centre.

New, proposed, old civic centre, new building.

Art buildings.

The art gallery.

The art gallery and the museum.

Building the new building – the new Council Chambers.

Museum, art gallery, and the proposed civic centre upgrade.

The art museum.

The art gallery.

The museum and the art gallery.

The museum and the art gallery – they seem like a big money pit. The buildings need fixing.

The new library and the complex.

The likes of the art gallery.

The art museum – less money on the art museum. I don't think it's very well utilised for the money that was sunk in.

They should probably reduce capital development for a while.

The art gallery.

The top guy's wages.

The museum and art gallery.

The EA Networks Centre and the art gallery, but not the museum.

The art gallery – I like it a lot less.

Can the museum and the art gallery.

No – they're doing a good job. They're all good. With the resources they've got, they're doing a good job. Money doesn't grow on trees. They can't give out more money. Parks and reserves should have more staff. The public are very hard on them if things aren't tidy and they've got to cover a lot of area.

Stop handing money out for stupid things – everyone wants their money. The rates should go into the roads – look after the town.

On themselves.

Art gallery and public library.

The museum, and the art gallery.

Q31 And are there any services or facilities that you think Council should spend less on?

Yes – these sort of public sculptures. They shouldn't be involved in that sort of thing at all. For example, I have actually seen stone carvings. To me, they seem to be darn expensive.

The museum.

The art gallery.

I feel there should be less money spent on the art gallery/museum complex and should be put towards other community needs.

Less overstaffing.

Spend less on their proposed new building. How the hell can they spend fifty million on a new building?

I think that the art gallery is a bloody lemon. It's awful for what they have spent on it.

On the maintenance and things like that.

Economic development.

No – I don't, but I just think at this stage, with the amount of traffic through our town, safe bridges are essential. We need better options. I would rather have that than a two-lane highway.

Yeah – their new building. The one they're doing consultation on now - the library complex.

The art gallery.

The museum and the events centre and they shouldn't be spending any money on the new Council building as they have already spent too much on the land and the buildings they bought to acquire the land. They should be selling it back off and not spending any more. The sealing on the roads is an absolute joke and they should only be sealing the roads that need doing, not just spending money before the end of the financial year.

Themselves.

Footpaths – should fix the roads first, before footpaths.

Staff – they just seem to continually employ people. The staff numbers are just growing and growing, and the region hasn't gotten any bigger. If you look at it 10 years ago, they had considerably fewer staff. The role of the Council hasn't changed.

Yes – personal assistance to the Mayor.

I don't think so – I trust them to spend money wisely.

Everybody is wanting money for everything. So, I can't think of anything specific.

You get what you pay for. So, I think they do a good job.

The assistant for the Mayor. No other Mayor has needed an assistant, so why should we be paying for one?

The art centre – it's costing lots of money.

The new library that they are proposing and the new event centre.

No – quite happy. It's hard job make everyone happy.

They spend too much money on public facilities and buildings.

Q31 And are there any services or facilities that you think Council should spend less on?

Big projects and look at the general Council work.

The drainage thing – everyone in the town is angry about it.

Not really – I think it's a pretty good balance. You went through the list earlier and I think it's a good balance of services and supporting events - a range of cultural and service-type projects.

They employ far too many advisers instead of doing it themselves.

Buildings that don't do anything. The art centre seems like bit of a waste. The old one was good.

The arts centre.

Yeah – on the art centre and the museum.

The art gallery.

The art gallery.

The new Council building.

Don't know

No – I am happy with what they are doing.

The art gallery, which seems to be catering for wealthier people.

There are a lot of services that get their fair share, but there are others that miss out. I won't single them out.

The Ashburton Museum and the art gallery - any project geared towards a minority should mainly be funded by the user. If there are 15,000 people that use it regularly, that's not enough.

Licensed premises, parks, and museums.

The arts centre.

The museum.

The arts centre.

The art gallery was a disappointment, but that was due to other factors as well.

Council buildings and the library. They have a new plan for them to be in to one precinct and it's going to cost about 40 Million. The money has got to come from somewhere. Will come from the ratepayers it's a "double whammy?" You could do the library, it doesn't all have to be done at once – "rip, s***, or bust."

The art gallery.

Building new buildings - they are getting into building the new Council building. There goes another 30 million dollars. I don't know how they expect pensioners to pay for these rate increases, which are damn dear now. They have to stop looking for grandeur and stick to the general running of the town.

Council vehicles.

Administration.

Less on the art gallery.

Q31 And are there any services or facilities that you think Council should spend less on?

The EA Networks Centre.

The new Council building.

The arts centre and the museum. I heard they were building a big new building for something, but I think it's a waste of money and time. I think they should involve the town more in choosing what to build. Considering they use ratepayers' money – they should involve the community more. I think the library is due an update. I think if it was more updated, it would be a nicer place to visit with the kids.

The museum.

The art gallery.

The EA Networks Centre.

Their new office building and library - because I've worked in the building in the past and it is a satisfactory building. It seems a lot to spend millions when you have got a building that you are already in. The library is fine where it is, and they are going to put up the rates to pay for their new building.

The EA Networks Centre, the museum, and the new Council office.

They should spend less on refugee assistance. We need more people to work on farms and help for farmers and businesses.

The art gallery and the EA Networks Centre.

No – I think the balance of their spending is quite reasonable. The only thing I would say is they do need to make sure it is spent wisely.

No - I don't know their budget.

The art gallery.

The museum.

No – because there are some facilities I don't use, but there will be other members of the community who do.

Spend less on new buildings that we don't need.

Yeah – block off the stock water races. They are unnecessary.

The art centre.

Tourism.

A lot of money is spent on the cultural and things that various groups are requesting funds for.

Their new Council buildings.

The Mayor's secretary and P.A. - I think she spends a lot of money on these extras, like her media writings. Maybe that should come out more from the Council.

Council staff.

I'd like to see them involved in less. The networks are extravagant, which we can't afford.

I'd say about the roads - the main road between us and Ashburton got pretty bad at one stage. They did fix it, but it took a while.

Q31 And are there any services or facilities that you think Council should spend less on?

The art gallery debacle.

Themselves.

I would almost say the museum and the art gallery should have less funding.

I feel that there is enough funding for the arts centre and a larger proportion of the population use other services.

Probably not - they have put a lot of money into the EA Networks Centre, but it's not paying its way fully. As long as people keep supporting it, it reduces the debt we have.

The art gallery.

The EA Networks Centre. I don't get any value out of my gold card living in a rural area like the Mid Canterbury District.

The library and art gallery.

RESEARCH FIRST

Research First Ltd
Level 1, 23 Carlyle Street
Sydenham, Christchurch 8023
New Zealand

0800 101 275
www.researchfirst.co.nz