

Marlborough District Council

2014 Annual Residents Survey

Prepared by: Dr Virgil Troy SIL Research
For: Marlborough District Council
Date: 4th August 2014

This research was undertaken to the highest possible standards and in accord with the principles detailed in the Research Association of New Zealand (formerly MRSNZ) Code of Practice, which is based on the ESOMAR Code of Conduct for Market Research. All methodologies and findings in this report are provided solely for use by the Marlborough District Council.

Executive Summary

The objectives of this research were to:

1. Assess resident's needs and satisfaction with the Marlborough District Councils (MDC's) services
2. Provide insights into residents preferred prioritisation of MDC's services and activities.

The two existing MDC questionnaires were revised by SIL Research in consultation with the MDC then tested prior to deployment. Two concurrent surveys of n=400 residents were undertaken during June 2014, a total of n=800 residents aged 18 years and above across the MDC's territorial area were interviewed via a CATI (Computer Assisted Telephone Interviewing) administered telephone survey during a four week period starting the first week of June 2014; an online version of the survey was also made available.

Using the Statistics New Zealand usually residents population statistics a sample size of n=400 across 34,041 18yr + residents allows for a 95% confidence level +/- 3.9% to 4.87%. Throughout this report a selection of common statistical analyses and tools were used to interpret the data and present findings in a meaningful manner. A summary of results are as follows:

1. Overall performance: The top three performing services in 2014 were sewerage (7.93), emergency management (7.82) and drinking water (7.82). These rankings were based on the combination of individual and grouped aggregated totals. When individual services are ranked separately Public libraries rates highest (8.47) followed by Parks and reserves (8.29) and Rural firefighting (8.10). In 2014, MDC overall performance rating increased over the previous year. Using a linear regression and R2 of past performance ratings along with this year's outcome, there appears to be an ongoing improvement trend in MDC overall performance. The lowest priority services were environmental policy, democratic process and biosecurity (Note: Sewerage service available in Blenheim, Picton, Renwick, Havelock, Seddon (not all Awatere), Grovetown (in Blenheim vicinity) only).

Based on the topics presented in survey 1, the services which have the potential to exert the greatest influence on overall Council performance were providing *information about Council meetings* and *resource recovery centre, reuse shop* and *green waste composting*. In survey 2, based on the topics covered in this questionnaire, five services were found to have the greatest influence on overall Council performance ratings. Issues relating to *Drinking water, Building Act - building consents, Irrigation of the Southern Valleys, Swimming Pools* and *Economic development* were all found to have the potential to exert the greatest influence on overall Council performance. Council actions to address any negative impact or positive traction in any of these areas has the potential to yield the greatest influence on resident's perception of MDCs overall performance.

In 2014, based on residents priority and performance ratings of Council services, all service deliverables measured were rated as both important and well performing services. This indicates, in most instances resident's needs are being met in terms of priority performance expectations.

Findings from the TwoStep cluster analysis of individual services identified that in most instances residents living in Blenheim generally rated council services slightly higher than residents in other areas. This could be attributed to the fact that Blenheim residents enjoy the benefits, and are happy with the performance of, most if not all the services measured. This outcome could also be influenced by the fact that a few areas do not receive some services and as a result provided a "neutral = 5" rating thereby bringing down the overall average rating for some services.

2. Contact with council: Approximately 47% of residents indicated they had been in contact with the Council in the past 12 months. Satisfaction with Council contact was high at 83.8% with most residents rating contact at 7.84 on the 1-10 scale. Based on a simple R2 linear regression, an ongoing improvement in overall satisfaction with Council services was recorded in 2014. Most forms of contact with Council were rated as performing well with direct contact with Council via Council offices performing best.

3. Media and marketing: Just under 70% of all residents indicated they could recall Council related marketing in the past 12 months. The most common source of recall was *local newspapers* (86.6%) followed by *Radio* (15%), *Mail/Leaflets/Pamphlets* (10.1%), *Website* (8.9%) and *other* (6.3%).

4. Democratic process: Across most areas, there were statistically significant differences in resident satisfaction with the provision of *Information about Council Business and meetings* indicating a degree of variation in these deliverables. Reasons for low ratings included *a perceived lack of transparency*, positive rating feedback reflected the opposite.

64.3% of residents were satisfied with *information about Council meetings*, just over 50% were satisfied with *information on Council meetings*. Across all Democratic process provisions, 2014 satisfaction levels were maintained at 2013 levels.

5. Culture and heritage: Across most areas, there were some visual differences in resident satisfaction with the Council's support of the districts *Culture and heritage*. Across the district, 70.5% of residents indicated they were satisfied with the Council's performance. Reasons for positive ratings included *good support* and *provides good service*. In 2014 MDC's performance increased over the previous four years.

6. Community housing: Across most areas, there were statistically significant differences in resident satisfaction with the provision of *community housing*. Reasons for low ratings include the *need for Council to improve maintenance* and *not enough Council housing*, positive comments reflected the opposite. Satisfaction percentages varied by area, overall two thirds of residents were satisfied with MDC's performance in this service. 2014 rating results were on a par with 2013.

7. Community safety: *Community safety* was ranked the third highest priority in 2014 (8.44). Across most areas, there were statistically significant differences in resident satisfaction with *community safety* indicating a degree of variation in the provision of this deliverable. Reasons for low ratings included *not safe to walk in Blenheim streets at night* and *needs more policing*; high ratings comments included *doing good job with security and the cameras* and *a good job overall*. A positive 81.2% of residents across the district were satisfied with the Councils performance in this area. The 2014 overall rating of 7.4 was similar to 2013 levels and indicate an ongoing improvement in this area.

8. Community support: Across most areas, there were statistically significant differences in resident satisfaction with two of the four services measured in this section: (1) *Community support services and strategies* and (2) *Funding community events* indicating a degree of variation in the provision of these deliverables. Reasons for high and low ratings varied across services; district satisfaction levels varied with Community support services and strategies at 64.8%, Blenheim bus service 66%, Total mobility scheme 59.3% and Funding community events 67.6%. In 2014 there was a minor drop in overall performance rating most likely attributable to between 25-33% of residents providing a "5 neutral" rating for these services (Note: bus service only provided in Blenheim).

9. Library services: Public libraries achieved the highest individual service rating in 2014 (8.47). Across all areas, resident satisfaction with *Public libraries* and *Community and joint community school libraries* were relatively consistent. Library accolades include *Good range of books* and *Good service/ staff helpful*. Low Community and joint community school libraries ratings brought down the overall public library group ratings. 92.2% of residents across the district were satisfied with the Councils provision of library services with just over 50% satisfied with *Community and joint community school libraries*; this lower rating may be owing to lack of knowledge resulting in 45% of residents stating neutral as a rating. *Public library* 1-10 ratings in 2014 were similar to 2013 levels and followed the same *up down* pattern from previous years (Note: full library services only in Blenheim and Picton, remainder of district serviced by community libraries).

10. Emergency management: *Emergency management* achieved the second highest group performance rating in 2014 (7.86) and also the second highest priority rating (8.48). In addition, *Rural firefighting* achieved the third highest individual performance rating in 2014 (8.10). Across most areas, performance ratings for *rural firefighting* were relatively consistent, there were statistically significant differences in resident satisfaction with *Civil Defence Emergency Management*. Reasons for high ratings outweighed any low rating comments and included *good service, friendly well trained* and *do a good job*. Overall performance satisfaction percentages were 80.1% for *Civil defence* and 86.1% for *rural firefighting*. Across the two provisions, in 2014 there was a slight drop in 2013 levels; however this should be considered against the very high resident satisfaction percentages (Note: services provided to all areas, but based in Blenheim).

11. Community facilities: *Parks and reserves* achieved the second highest individual performance rating in 2014 (8.29). Across areas, there were some statistically significant differences in resident satisfaction. Rating differences were with the provision of *Parks and reserves, swimming pools* and *public toilets*. The six facilities all recorded positive satisfaction rating percentages with *Parks and reserves* (90.1%), *Sports grounds* (85.4%), *Community Halls* (59.9%), *Swimming Pools* (91.2%) and *Cemeteries* (84.3%). Reasons for positive and negative ratings varied across services. Across most community facility provisions, in 2014 a continued increase or maintenance in performance ratings was recorded with the exception of *community halls* which recorded a decrease.

12. Roads and footpaths: Across most areas, there were statistically significant differences in resident satisfaction with *sealed roads, footpaths* and *street lighting* indicating a degree of ongoing variation in the provision and quality of these deliverables. Reasons for high and low ratings varied across services. In most instances, the provision of *street lighting* gained the highest satisfaction rating across the district at 78.8% followed by *sealed roads* at 70.6%, *footpaths* at 67% and *unsealed roads* at just 50%. Across all road and footpath provisions, in 2014 a continued increase in satisfaction was recorded with the exception of *Street lighting* which was close to maintaining 2013 levels (Note: does NOT apply to State Highways. Unsealed roads located mainly in Awatere, Marlborough Sounds and some in Western Wairau).

13. Flood protection and control: Across most areas, there were statistically significant differences in resident satisfaction with *flood protection and control* indicating a degree of variation in the provision and quality of these deliverables across the district. Across all residents 70.3% indicated they were satisfied to some degree; however smaller communities outside Blenheim were mixed in their levels of performance satisfaction. From a trend perspective 2014 levels were similar to the previous two years (Note: applies mostly to mostly Blenheim, Blenheim vicinity and Renwick with some service provided in Picton).

14. Sewerage: *Sewerage* achieved the highest group performance rating in 2014 (7.93). Across most areas, there were statistically significant differences in resident satisfaction with *sewerage* indicating a degree of variation in the provision and quality of this deliverable across the district. Reasons for positive ratings included *no problems/ functions well, no overflow/ leakage* and *no pungent smells*. Typically larger communities were more satisfied and provided higher performance ratings. Whereas there has been some improvement in *sewerage* satisfaction trends in the past, it appears this service has experienced a minor decline in performance in recent years.

15. Urban storm water drainage: Across most areas, there were some minor differences in resident satisfaction with *urban storm water drainage*, however, these were NOT statistically significant indicating a degree of consistency in the provision and quality of these deliverables. Marlborough Sounds satisfied/neutral/dissatisfied variations resulted in lower mean performance ratings. Low rating comments included *drains blocked/ need clearing* and *Flooding still occurring*. Overall, 62.9% of residents were satisfied to some degree. In terms of trends, current and historical rating levels are somewhat inconsistent with ratings up some years and down others (Note: service available in Blenheim, Picton, Renwick, Havelock, Seddon [not all Awatere] only).

16. Drinking water: *Drinking water* achieved the third highest group rating in 2014 (7.82) and also was the highest prioritised service (8.70). Across most areas, there were statistically significant differences in resident satisfaction with *drinking water* indicating a degree of variation in the provision and quality of this service. Some low ratings could be explained by small sample sizes, however, smaller communities such as Havelock, Awatere, and Western Wairau all had higher proportions of dissatisfaction indicating variations in the performance of this service within these areas (mean standard deviations were also highest in these areas). Whereas some improvement had been achieved in past years, 2014 saw a minor drop in overall aggregated performance in this deliverable (Note: drinking water provided to Blenheim, Picton, Renwick, Havelock, Awatere valley part of Awatere area, Wairau Valley township [in Western Wairau], Riverlands [in Blenheim vicinity]) .

17. Waste management: Across all areas, there were statistically significant differences in resident satisfaction with *Kerb-side Rubbish, Regional Waste Transfer Stations* and *Resource Recovery* indicating a degree of variation in the provision and quality of these deliverables across the district. Reasons for positive and negative ratings varied across services. Across the district 3-out-of-4 residents indicated they were satisfied with the performance of the Council with these services. Although there was a slight drop in some 2014 ratings, over time there has been a positive improvement trend in this service area (Note: services provided to Blenheim and Picton for kerbside collections, resource recovery centres sites across the district, resource recovery and reuse centre is based in Blenheim).

18. Environmental policy and monitoring: Across most areas, performance rating levels were similar for both *policy development* and *monitoring* provisions. Reasons for high and low ratings varied but were limited. The highest satisfaction rating across the district was for *RMA development* at 60.3% followed by *monitoring* at 59.8%. Across the two provisions, in 2014 *RMA development* performance ratings increased and *monitoring* was maintained at 2013 levels.

19. Consents and compliance: Across most areas, there were statistically significant differences in resident satisfaction with *RMA Consents and compliance* indicating a degree of variation in these deliverables. Reasons for low consent ratings included *costs, time* and *red tape* with the overall satisfaction rating in these three services being just under

50%. Reasons for positive and negative ratings varied across services. In terms of the sales of liquor act and health food act between 70% and 76% of residents were satisfied with the MDC's performance in these areas. Overall ratings of each of these services were on a par with previous years.

20. Biosecurity: Across most areas, there were statistically significant differences in resident satisfaction with Council performance ratings for *assisting landowners to manage animal and plant pests* indicating a degree of variation in the provision and quality of these deliverables. Reasons for positive and negative ratings varied across services. Only half of all residents indicated a higher than neutral rating for MDC performance in both areas. Across both biosecurity services the annual increase then decrease pattern continued in 2014 indicating neither a positive nor negative trend but rather a holding pattern in this service (Note: these services are strategically targeted; pests are mostly present in Blenheim vicinity and to some extent in Western Wairau and Awatere) .

21. Animal control: Across most areas, there were statistically significant differences in resident satisfaction with *dog control* and *control of wandering livestock*. Reasons for low ratings included *not getting any service from Dog Control*, *poor levels of animal control* and *Council does not do much to control animals*. High rating comments included *act quickly, good service* and *don't see any roaming dogs or livestock*. Overall, between 70% and 76% of residents were satisfied with the Council's performance in these areas. Current and historical ratings indicate an improving trend in this service provision (Note: dogs are mainly in Blenheim, Blenheim vicinity and Picton, wandering livestock – all areas).

22. Harbours: Across most areas, there was a level of consistency in resident satisfaction with the Council provision for *Harbours*. Positive rating comments included *good job, monitoring, management and adherence to law*. Across the district 70.1% of residents were satisfied with the Council's performance in this area. The slight drop in 2014 in overall ratings (down to 7.2 from 7.6) may be attributable to nearly a quarter of residents rating "5 neutral" for this provision (Note: applies to Marlborough Sounds, Havelock, Picton, Blenheim vicinity and Awatere however boat owners live across the district).

23. Regional development: Across most areas, performance rating levels were relatively similar indicating a degree of consistency in the provision and quality of these deliverables. Reasons for high and low ratings varied across services. The provision of *car parking* received the highest resident's satisfaction with Council performance at 70% followed by *economic development* at 60% and *irrigation of the southern valleys* at 50.9%. Across most services, less *irrigation of the southern valleys*, there was an overall performance rating improvement when compared against 2013 levels.

24. Tourism: Across most areas, performance rating levels were relatively similar indicating a degree of consistency in the provision and quality of this service. Four out of five residents were satisfied with the Council's performance across the district. Reasons for high ratings included *doing a good job, promote the region well, advertise well/ good advertising* and *Council performs well and supporting tourism*. In 2014 overall performance ratings were on a par with 2013 levels.

25. Marlborough research centre: Across most areas, performance rating levels were relatively similar indicating a degree of consistency in resident's perceptions of the Council's performance with this service. Reasons for high ratings included *do a thorough job* and *provide a good service*. Across the district 64.6% of residents were satisfied with the Council's performance in this service. In 2014, an increase overall in satisfaction was recorded in this area when compared against 2013 levels.

Disclaimer: This report was prepared by SIL Research for the Marlborough District Council. The views presented in the report do not necessarily represent the views of SIL Research or the Marlborough District Council. The information in this report is accurate to the best of the knowledge and belief of SIL Research. While SIL Research has exercised all reasonable skill and care in the preparation of information in this report, SIL Research accepts no liability in contract, tort, or otherwise for any loss, damage, injury or expense, whether direct, indirect, or consequential, arising out of the provision of information in this report.

Contents

EXECUTIVE SUMMARY	1
CONTENTS	5
METHODOLOGY	6
Purpose of research.....	6
Methodology	6
Terminology, tools and approach to analysis.....	7
IMPORTANT INFORMATION	9
Research Association of New Zealand [RANZ] Code of Practice	9
MAIN FINDINGS	10
1. Overall performance.....	10
<i>Regression analysis</i>	13
<i>Prioritisation preferences</i>	14
<i>Perceptual mapping</i>	15
<i>Performance Heat maps</i>	17
2. Contact with council	20
3. Media and marketing	23
4. Democratic process	24
5. Culture and heritage.....	26
6. Community housing.....	28
7. Community safety.....	30
8. Community support.....	32
9. Library services	34
10. Emergency management.....	36
11. Community facilities.....	38
12. Roads and footpaths.....	40
13. Flood protection and control.....	42
14. Sewerage	44
15. Urban storm water drainage	46
16. Drinking water	48
17. Waste management	50
18. Environmental policy and monitoring.....	52
19. Consents and compliance.....	54
20. Biosecurity	56
21. Animal control	58
22. Harbours	60
23. Regional development.....	62
24. Tourism.....	64
25. Marlborough Research Centre	66
APPENDIX 1	68
Questionnaire 1	68
Questionnaire 2	71
APPENDIX 2	74
Demographic data	74
Other open ended response tables.....	75

Methodology

Purpose of research

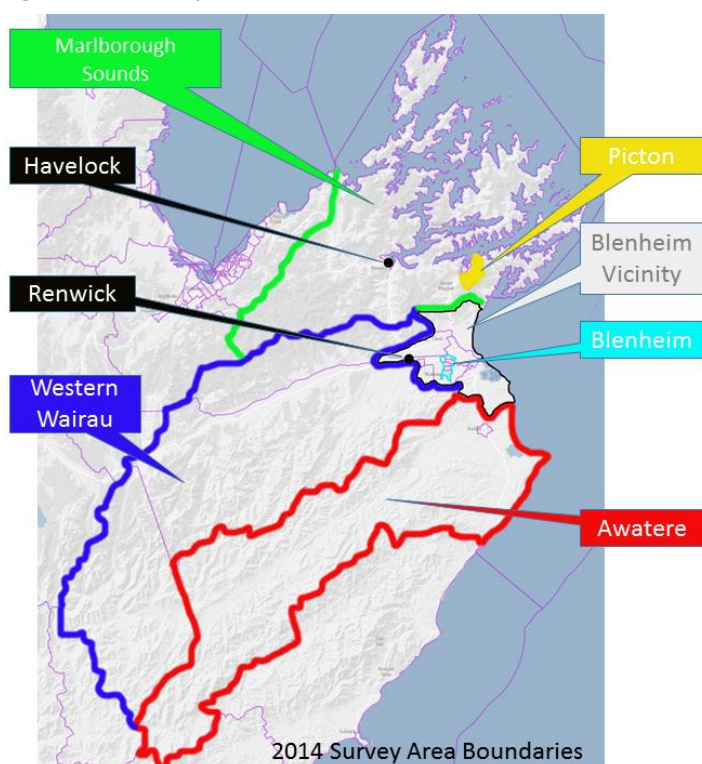
The objectives of this research were to:

1. to assess resident's needs and satisfaction with MDC's services
2. provide insights into residents preferred prioritisation of MDC's services and activities.

Methodology

The existing MDC questionnaires were revised by SIL Research in consultation with the MDC then tested prior to deployment. Two concurrent surveys of n=400 residents were undertaken during June 2014, a total of n=800 residents aged 18 years and above across the MDC's territorial area were interviewed via a CATI (Computer Assisted Telephone Interviewing) administered telephone survey during a four week period starting the first week of June 2014.

Figure 1 2014 Survey area boundaries



An online version of the survey was also made available to residents unable or not willing to complete the telephone version; 11.5% (n=92) surveys were collected online, 88.5% (n=708) were CATI surveys.

In consultation with the MDC, changes were made to sub-regional geographical areas reported in this survey compared to the 2013 survey. This change was to divide the 'Wairau Valley' area from the 2013 survey into two new areas – 'Western Wairau' (the valley plains west of Renwick) and 'Blenheim vicinity' (the valley plains east of Renwick to the coast, excluding the separate areas of Renwick and Blenheim). These changes were made by grouping statistics New Zealand 2013 Census area units as presented in Figure 1.

The reason for the change was to better to reflect the difference in services available to residents in the more populous Blenheim vicinity to those available to residents in the more rural Western Wairau.

Residents from Havelock, Awatere, Western Wairau, Renwick, Marlborough Sounds, Picton, Blenheim vicinity and Blenheim were randomly selected from the MDC ratepayer database, phone numbers were matched from publicly available databases. To reduce non response error, all respondents not contactable i.e. no answer or answerphone, were recalled up to four times. Data was analysed using SPSS.

To introduce a statistically robust sampling methodology, SIL Research determined sample sizes based on statistics New Zealand usually resident population figures from the 2013 Census as presented in Table 1 below.

Table 1 MDC Sampling Methodology

	2013 usually resident	Percentage	n=400 surveys	n=800 surveys
Marlborough Sounds	4023	9%	35	70
Havelock	531	1%	5	10
Picton	4752	10%	41	82
Western Wairau	1956	4%	17	34
Renwick	2127	5%	18	36
Blenheim vicinity	6417	14%	55	110
Blenheim	25014	54%	216	432
Awatere	1482	3%	13	26
Total	46302	100%	400	800

As presented in Table 1 above, the 2013 usually resident column shows the number of residents in each grouped area. The Percentage column presents the percentage of residents by area (i.e. Blenheim accounts for 54% all residents in the district). The n=400 surveys column show the number of surveys completed for each area based on the percentages in the previous column (i.e. Blenheim at 54% equates to n=216 surveys from the total of 400 completed across the district). Finally the n=800 surveys column presents the combined number of surveys completed across all areas during this project (i.e. Blenheim at 54% equates to n=432 surveys from the total of 800 completed across the district)

Drawing from Census 2013 figures for the Marlborough district, resident's age and gender proportions were identified to ensure a representative spread of residents aged 18years and over as presented in Table 2 below.

Table 2 Marlborough District 18yrs+ age and gender statistics

Age Targets	Population		Percentages		Surveys n=400	
	Male	Female	Male	Female	Male	Female
18-24	1401	1239	4%	4%	16	15
25-34	2055	2274	6%	7%	24	27
35-44	2589	2787	8%	8%	30	33
45-54	3027	3384	9%	10%	36	40
55-64	3153	3219	9%	9%	37	38
65+	4278	4635	13%	14%	50	54
Total	16503	17538	48%	52%	194	206
Grand total	34041					

Using the above residents population statistics a sample size of n=400 across 34,041 18yr + residents allows for a 95% confidence level +/- 4.87% where residents are split 50/50 on any given issues and a 95% confidence level +/- 3.9% where residents are split 80/20.

For issues in which n=800 residents were questioned such as overall council performance, results from across 34,041 18yr + residents allows for a 95% confidence level +/- 3.42% where residents are split 50/50 on any given issues and a 95% confidence level +/- 2.74% where residents are split 80/20. Differences or variations in results area are discussed only when statistically significant at a .05 (95% probability) level and differences are meaningful.

Income, home ownership status and tenure in the district data is presented in Appendix 2 from page 74.

Terminology, tools and approach to analysis

Throughout this report a selection of common statistical analyses and tools were used to interpret the data and present findings in a meaningful manner. Each will now be briefly explained.

Mean: Most performance data in this research was collected via a 1-9 Likert scale; this is a standard research approach to collection, measuring and presenting ratings. *The mean is the average rating score provided by residents* in each area and across the MDC district. In most sections, 1-9 mean scores have been recalibrated to 1-10 ratings and are presented in charts along with the number of residents the mean score is based on.

Anova and Chi square measures of significance: Throughout this report the term "statistically significant" is used to highlight differences in mean ratings across areas. Only when differences between areas are significant at a 95% level is the term "statistically significant" used. This tool is used to support statistically any references to visual differences presented in charts and or tables.

R² linear regression (pronounced R squared): An R² linear regression is a simple test which provides a number to indicate whether what is being observed in the year by year scores are indicative of an actual trend. As presented in this report three patterns emerged as a result of applying this test to historical and current aggregated ratings. The patterns were (1) increase in performance ratings, (2) decrease in performance ratings (3) no visible increase or decrease and the appearance of a see-saw pattern (up and down over time). In summary the closer the R² number to "1" the more likely a trend towards an increase or decrease in performance ratings.

Regression analysis: In this report a regression analysis was used to predict which “services” influence “MDC’s overall performance rating”. Council services measured by survey were ranked in order of influence based on their level of statistical significance. Only services with a significance level of .05 or lower are presented in the charts below. Generally, the lower the “Sig.” number for the deliverable, the greater the influence on MDC overall performance rating. This test was used to detect opportunities for MDC’s future actions to address any negative impact or positive traction in the services identified.

Proportional recalibration: To enable a longitudinal (time based) comparison against ratings presented in previous year’s reports, 1-9 Likert scale ratings needed to be proportionally recalibrated to a 1-10 scale. This was achieved by dividing the 1-9 rating by 9, then multiplying the number by 10. Therefore a 6.8 rating from the original 1-9 rating scale becomes 7.5 on the 1-10 scale.

Perceptual mapping: To present performance and prioritisation data in a meaningful and visual format a perceptual map was used to illustrate the interplay of these two datasets; proportionally recalibrated data is presented in these maps. Chart 5 on page 15 presents the data using the full 1-10 scale and Chart 6 on page 16 presents the same data, however in this chart the data is zoomed in from a 5-rating for both performance and priority.

Heat mapping: To visually present *overall satisfaction* data, latitude and longitude coordinates based on resident addresses have been used to present the data across the district. To maintain anonymity of respondents, the levels of detail presented has been limited to a “birds-eye” view only.

TwoStep cluster analyses: The TwoStep Cluster Analysis procedure is an exploratory tool designed to reveal natural groupings (or clusters) within a data set that would otherwise not be apparent. This tool was used to statistically identify whether any similar rating groups existed across geographic areas within each of the services surveyed.

NOTE: Perceptual mapping vs regression analysis: Results presented in the perceptual maps on pages 15 and 16 show ratepayer performance ratings and associated priorities for each council service group. These findings show the performance of services being delivered in proportion to the level of priority placed on each.

Results from the regression analysis on page 13 identify which individual council services have the potential to influence overall performance ratings.

Therefore the perceptual maps highlight service strengths and opportunities for improvements in each service group, and the regression analysis identifies which individual services have the potential to improve or decrease overall performance ratings.

Important Information

Research Association of New Zealand [RANZ] Code of Practice

SIL Research is a member of the RANZ and therefore is obliged to comply with the RANZ Code of Practice. A copy of the Code is available from the Executive Secretary or the Complaints Officer of the Society.

1. Confidentiality
 - a. Reports and other records relevant to a Market Research project and provided by the Researcher shall normally be for use solely by the Client and the Client's consultants or advisers.
2. Research Information
 - a. Article 25 of the RANZ Code states:
 - i. The research technique and methods used in a Marketing Research project do not become the property of the Client, who has no exclusive right to their use.
 - ii. Marketing research proposals, discussion papers and quotations, unless these have been paid for by the client, remain the property of the Researcher.
 - iii. They must not be disclosed by the Client to any third party, other than to a consultant working for a Client on that project. In particular, they must not be used by the Client to influence proposals or cost quotations from other researchers.
3. Publication of a Research Project
 - a. Article 31 of the RANZ Code states:
 - i. Where a client publishes any of the findings of a research project the client has a responsibility to ensure these are not misleading. The Researcher must be consulted and agree in advance to the form and content for publication. Where this does not happen the Researcher is entitled to:
 - b. Refuse permission for their name to be quoted in connection with the published findings
 - c. Publish the appropriate details of the project
 - d. Correct any misleading aspects of the published presentation of the findings
4. Electronic Copies
 - a. Electronic copies of reports, presentations, proposals and other documents must not be altered or amended if that document is still identified as a SIL Research document. The authorised original of all electronic copies and hard copies derived from these are held to be that retained by SIL Research.

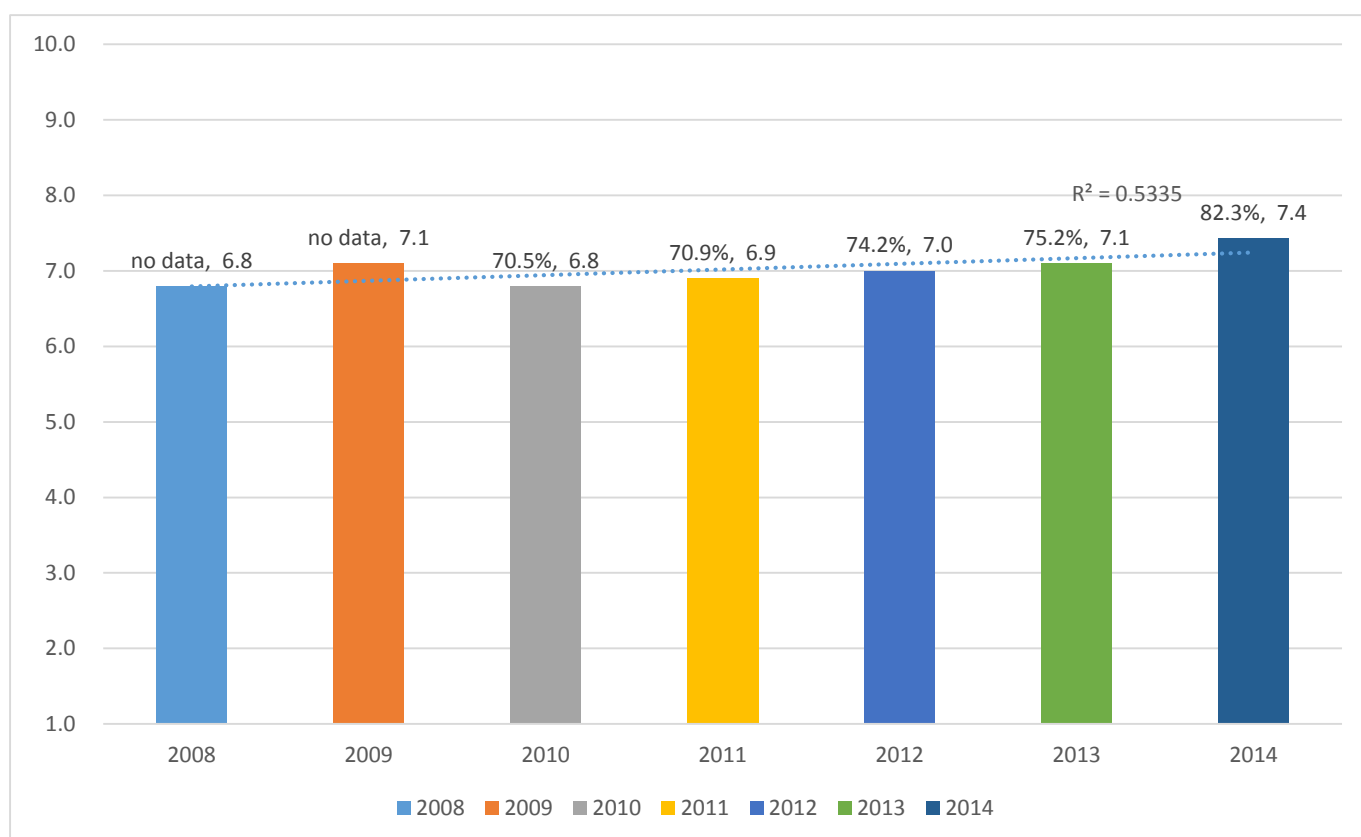
Main findings

This initial section provides an overview to Council performance and a summarised aggregated rating summary for the main service areas. The result of a regression analysis from each of the two surveys to identify which factors if addressed could have the greatest potential impact on *overall performance* rating is also presented. This year's prioritisation of services is also presented along with *overall satisfaction* geographic heat maps.

1. Overall performance

Residents were asked: "On a scale of 1 to 9 where 1=not at all well, 5=neutral and 9=extremely well, how would you rate the overall performance of the Marlborough District Council over the last 12 months?"

Chart 1 Overall Council performance



(n=789 – N/A removed) Scale recalibrated from 1-9 to 1-10; N/A removed. Note: small response sample sizes in some areas. Numbers at top of coloured bars represent the number of residents providing a rating for each deliverable in each area.

As presented in the charts and tables in this section: The top three performing services in 2014 were sewerage (7.93), emergency management (7.82) and drinking water (7.82). These rankings were based on the combination of individual and grouped aggregated totals. When individual services are ranked separately Public libraries rates highest (8.47) followed by Parks and reserves (8.29) and Rural firefighting (8.10). In 2014, MDC overall performance rating increased over the previous year. Using a linear regression and R^2 of past performance ratings along with this year's outcome, there appears to be an ongoing improvement trend in MDC overall performance. The lowest priority services were environmental policy, democratic process and biosecurity (Note: Sewerage service available in Blenheim, Picton, Renwick, Havelock, Seddon (not all Awatere), Grovetown (in Blenheim vicinity) only).

Findings from the TwoStep cluster analysis of individual services identified that in most instances residents living in Blenheim generally rated council services slightly higher than residents in other areas. This could be attributed to the fact that Blenheim residents enjoy the benefits, and are happy with the performance of, most if not all the services measured. This outcome could also be influenced by the fact that a few areas do not receive some services and as a result provided a "neutral = 5" rating thereby bringing down the overall average rating for some services.

Chart 2 Overall rating of service sections (averaged proportionally recalibrated service headings)

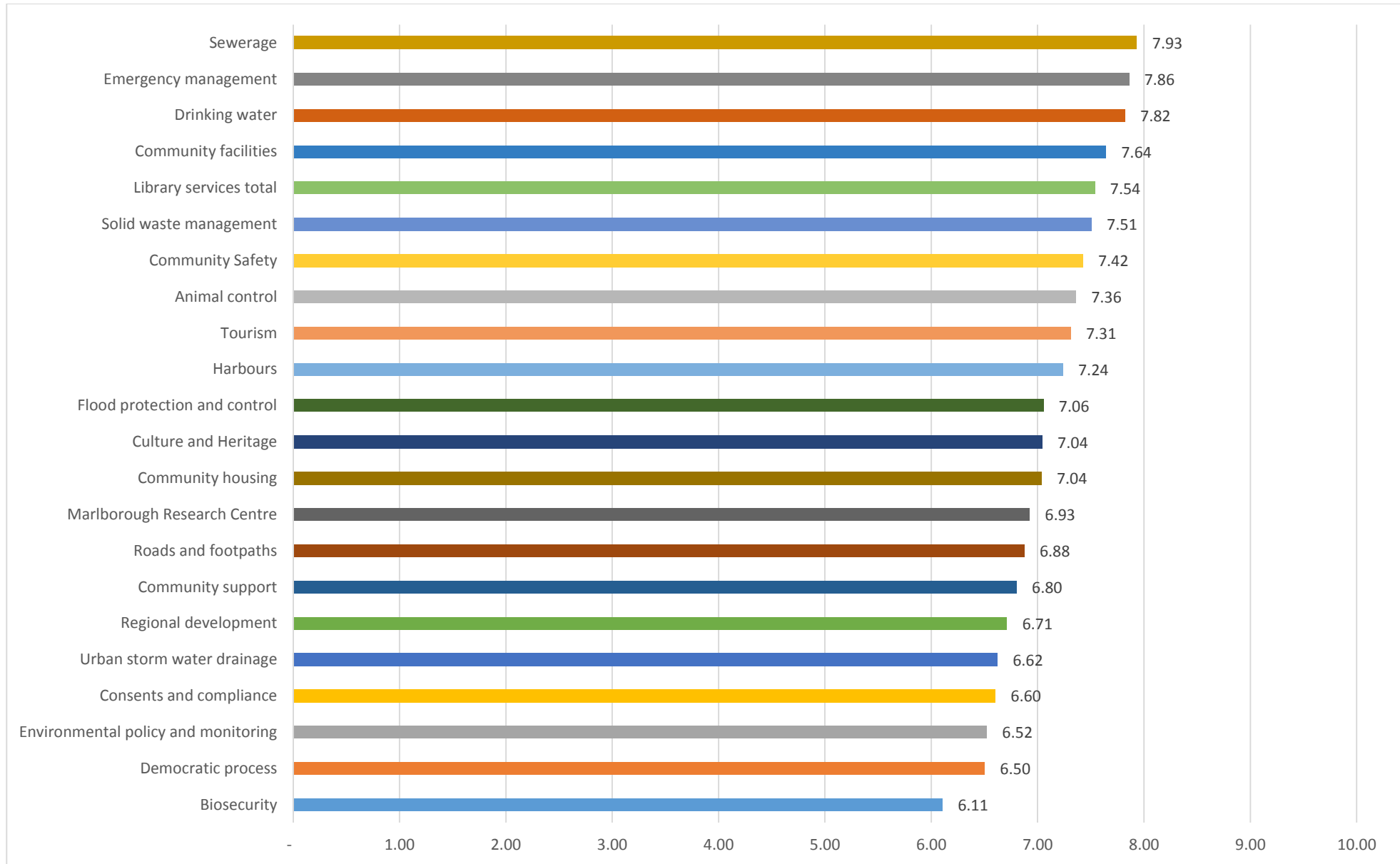
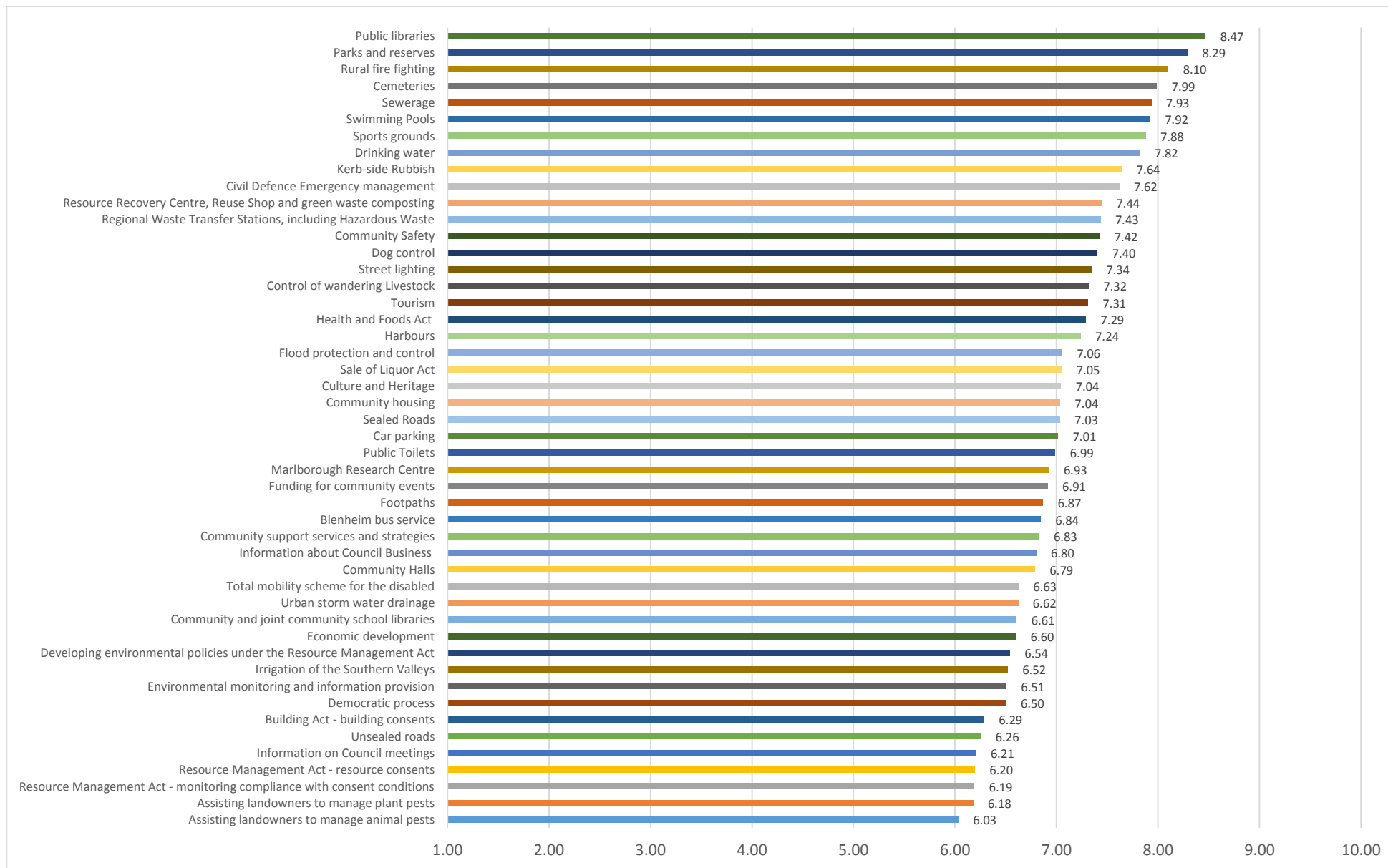


Chart 3 Overall rating of service sections (individual services no grouped and aggregated)



Regression analysis

The tables below present the results of a regression analysis used to determine which “services” influence “MDC’s overall performance rating”. Deliverables were ranked in order of influence based on their level of statistical significance. Only deliverable factors with a significance level of .05 or lower are presented in the charts below. Generally, the lower the “Sig.” Number for the deliverable, the greater the influence on MDC overall performance rating.

Table 3 Survey 1 regression – overall performance influencing factors

	SIG.
INFORMATION ABOUT COUNCIL BUSINESS	0.002
RESOURCE RECOVERY CENTRE, REUSE SHOP AND GREEN WASTE COMPOSTING	0.003
INFORMATION ON COUNCIL MEETINGS	0.074
TOURISM	0.090
DEVELOPING ENVIRONMENTAL POLICIES UNDER THE RESOURCE MANAGEMENT ACT	0.119
FLOOD PROTECTION AND CONTROL	0.125
KERB-SIDE RUBBISH	0.174
FUNDING COMMUNITY EVENTS	0.206
HARBOURS	0.236
CULTURE AND HERITAGE	0.299
SEWERAGE	0.305
COMMUNITY AND JOINT COMMUNITY SCHOOL LIBRARIES	0.334
UNSEALED ROADS	0.398
COMMUNITY SUPPORT SERVICES AND STRATEGIES	0.454
STREET LIGHTING	0.483
FOOTPATHS	0.500
PUBLIC LIBRARIES	0.509
ENVIRONMENTAL MONITORING AND INFORMATION PROVISION	0.581
SEALED ROADS	0.590
REGIONAL WASTE TRANSFER STATIONS, INCLUDING HAZARDOUS WASTE	0.646
TOTAL MOBILITY SCHEME	0.719
BLenheim BUS SERVICE	0.827

Table 4 Survey 2 regression – overall performance influencing factors

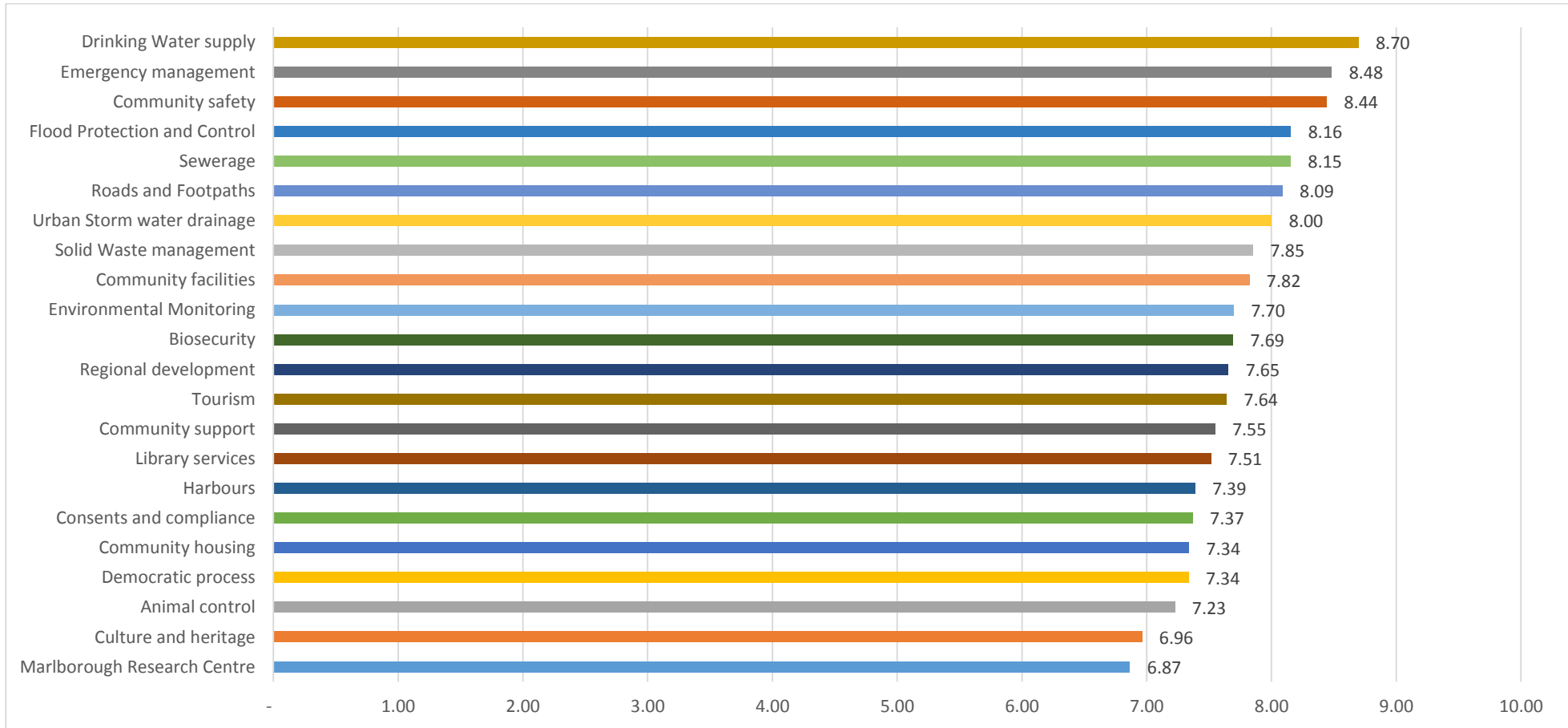
	SIG.
DRINKING WATER	0.004
BUILDING ACT - BUILDING CONSENTS	0.013
IRRIGATION OF THE SOUTHERN VALLEYS	0.043
SWIMMING POOLS	0.046
ECONOMIC DEVELOPMENT	0.048
COMMUNITY HOUSING	0.072
CONTROL OF WANDERING LIVESTOCK	0.160
PARKS AND RESERVES	0.162
CIVIL DEFENCE EMERGENCY MANAGEMENT	0.166
COMMUNITY HALLS	0.179
CAR PARKING	0.230
SALE OF LIQUOR ACT	0.256
PUBLIC TOILETS	0.278
RESOURCE MANAGEMENT ACT - RESOURCE CONSENTS	0.305
ASSISTING LANDOWNERS TO MANAGE PLANT PESTS	0.319
SPORTS GROUNDS	0.382
RESOURCE MANAGEMENT ACT - MONITORING COMPLIANCE WITH CONSENT CONDITIONS	0.442
COMMUNITY SAFETY	0.537
ASSISTING LANDOWNERS TO MANAGE ANIMAL PESTS	0.595
MARLBOROUGH RESEARCH CENTRE	0.623
RURAL FIRE FIGHTING	0.663
HEALTH AND FOODS ACT	0.732
CEMETERIES	0.734
DOG CONTROL	0.852
URBAN STORM WATER DRAINAGE	0.968

As presented in the tables above: Based on the topics presented in survey 1, the services which have the potential to exert the greatest influence on overall Council performance were providing *information about Council meetings* and *resource recovery centre, reuse shop and green waste composting*. In survey 2, based on the topics covered in this questionnaire, five services were found to have the greatest influence on overall Council performance ratings. Issues relating to *Drinking water, Building Act - building consents, Irrigation of the Southern Valleys, Swimming Pools and Economic development* were all found to have the potential to exert the greatest influence on overall Council performance. Council actions to address any negative impact or positive traction in any of these areas has the potential to yield the greatest influence on resident’s perception of MDCs overall performance.

Prioritisation preferences

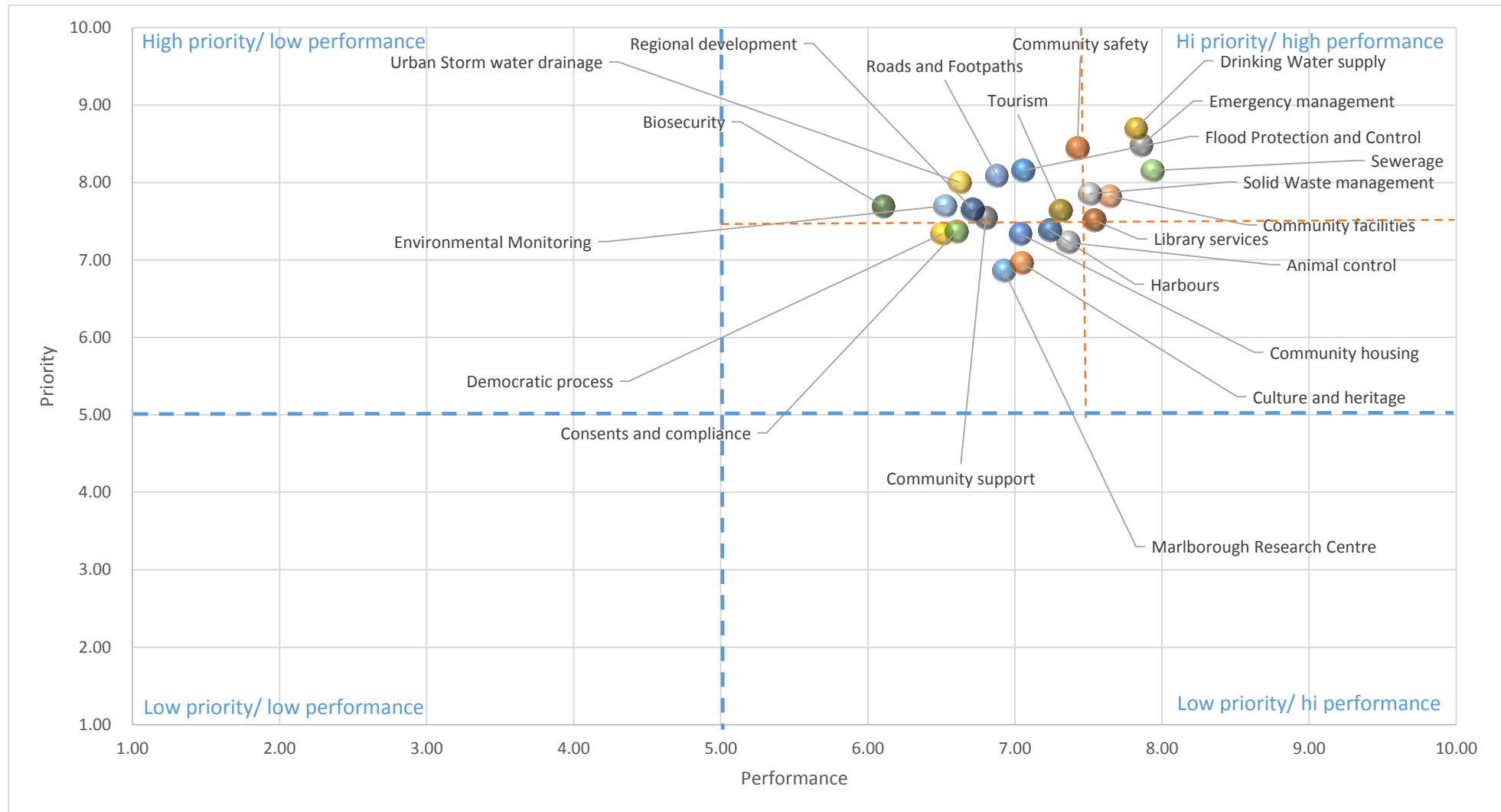
Residents were informed that “The Council needs to ensure priorities are established to best meet the needs of the community”. Residents were then asked: “Using the scale where 1=not at all important, 5=neutral and 9=extremely important, please rate the level of importance the Council should place in prioritising service’s with regard to the following services and facilities”. Residents were asked to rate the priority of the services they had previously provided performance ratings for. The rankings for each aggregated service deliverable are presented below.

Chart 4 2014 MDC Resident prioritisation of services



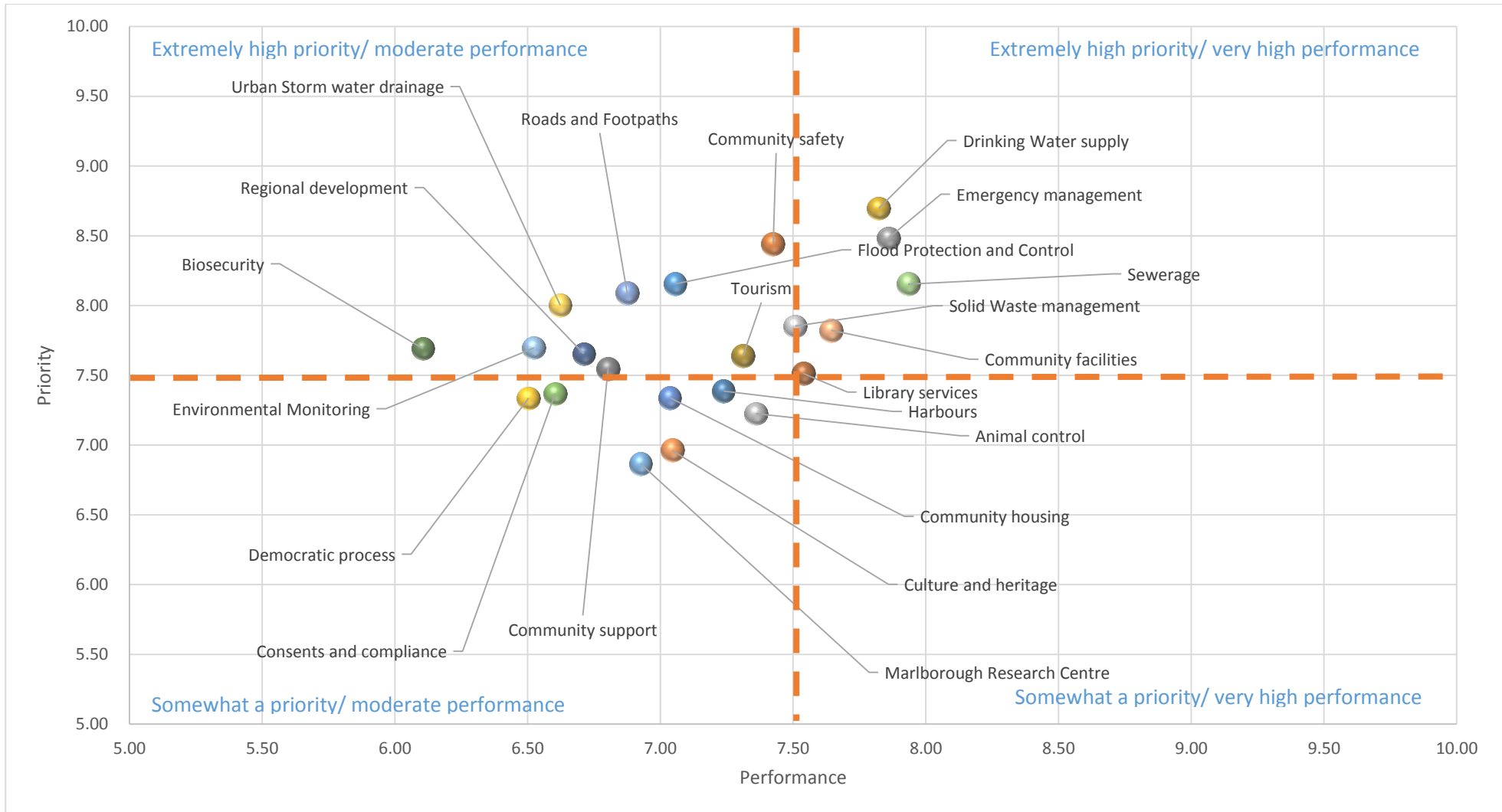
Perceptual mapping

Chart 5 Performance vs priority perceptual map (full scale)



In 2014, based on residents priority and performance ratings of Council services, all service deliverables measured were rated as both important and well performing services. This indicates, in most instances resident's needs are being met in terms of priority performance expectations.

Chart 6 Performance vs priority perceptual map (zoomed 5-10 scale)



Performance Heat maps

Figure 2 MDC Overall Satisfaction – District

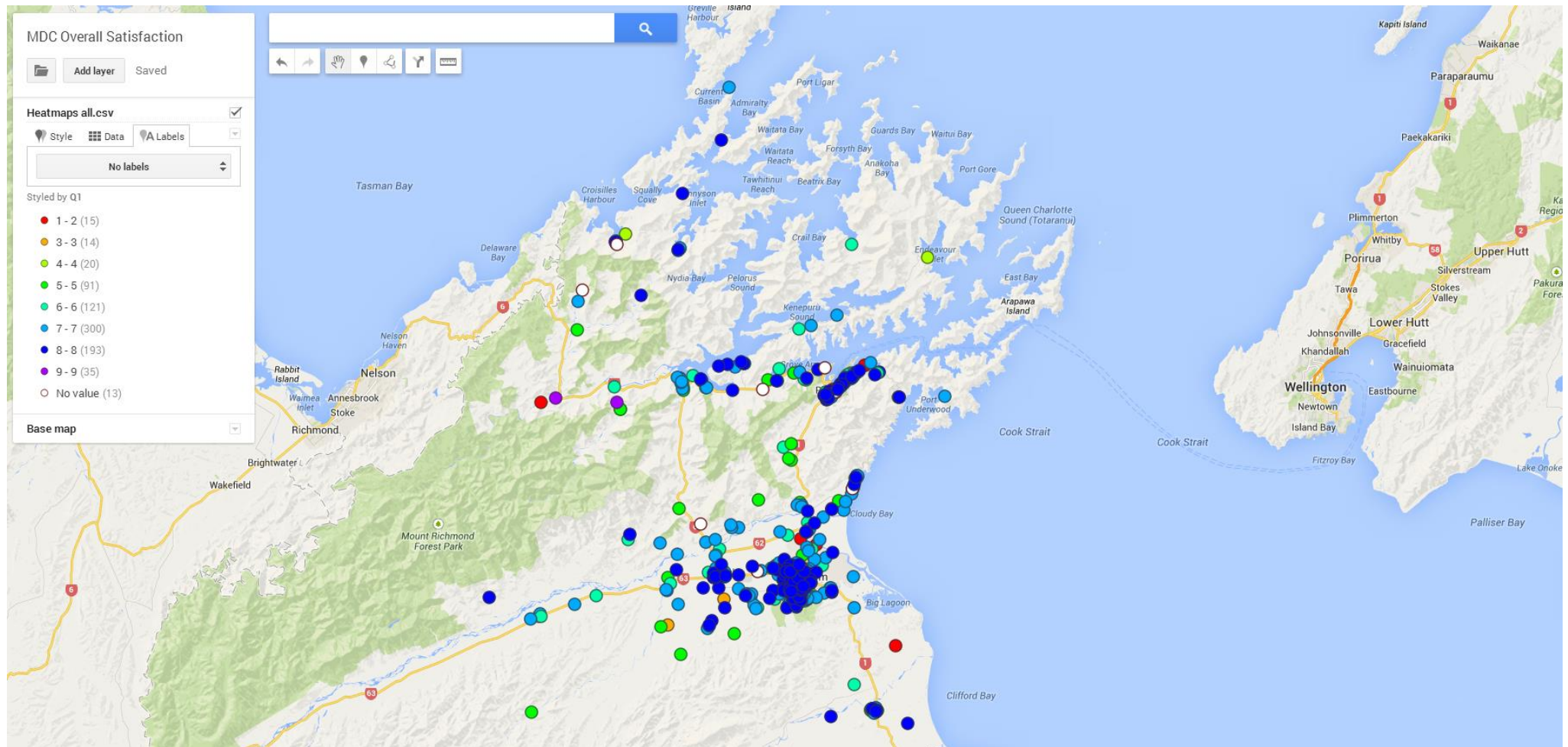


Figure 3 MDC Overall Satisfaction – Northern

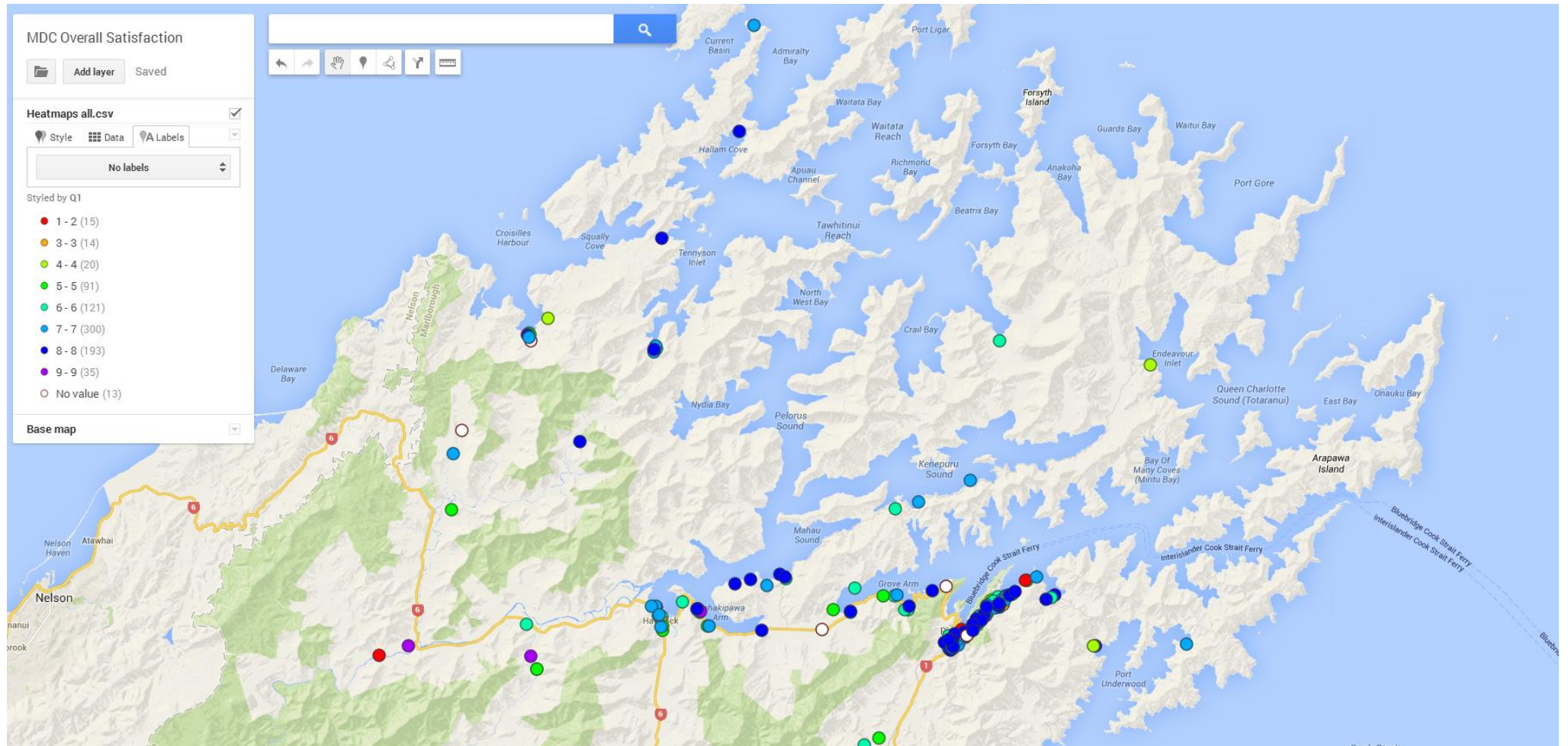
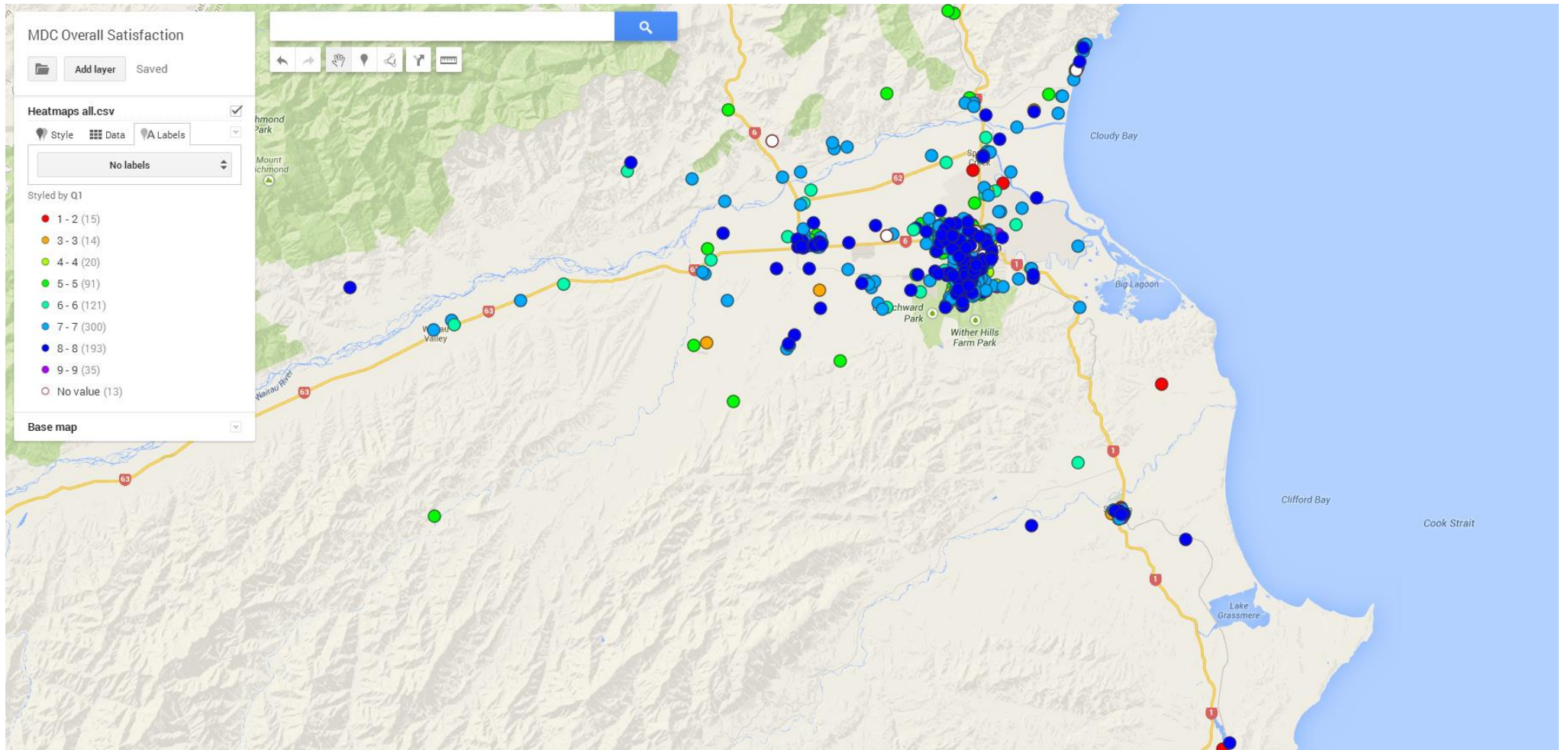


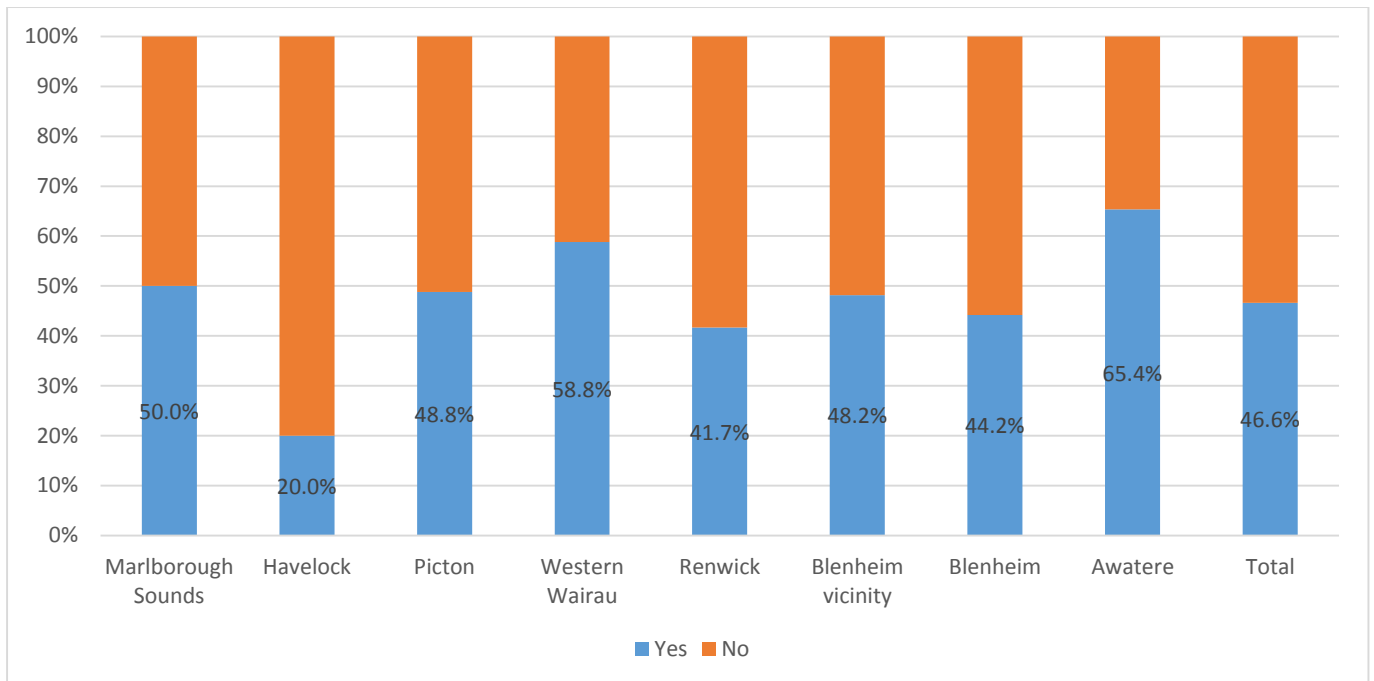
Figure 4 MDC Overall Satisfaction – Southern



2. Contact with council

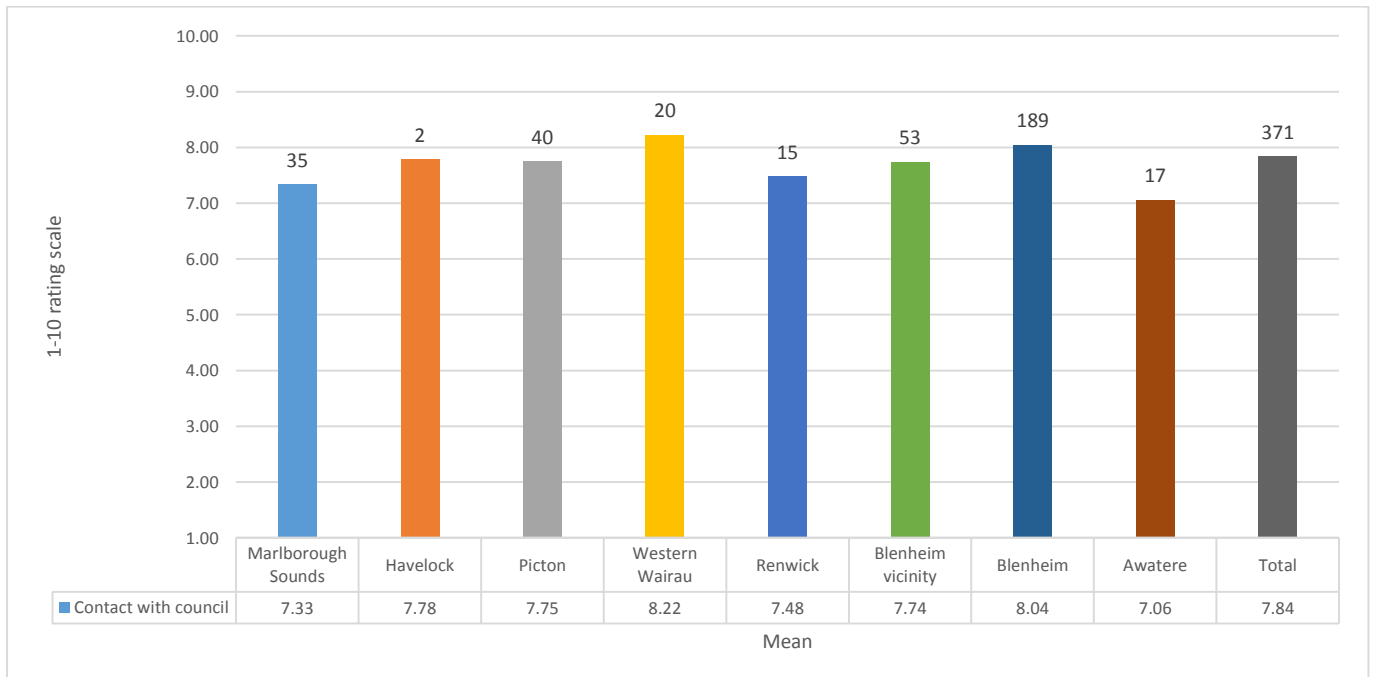
Residents were asked: “Have you had any direct contact with the Council in the past 12 months?” Those that indicated they did have contact were then asked “In what ways was that contact made” followed by “on a scale of 1 to 9 where 1= not at all well, 5 = neutral and 9 = extremely well, how would you rate your overall contact with the Council?” Area percentages are presented in Chart 7, and the mean performance ratings are presented in Chart 8 below.

Chart 7 Contact with Council



(n=800)

Chart 8 Contact with council mean satisfaction ratings by area



(n=376) Scale recalibrated from 1-9 to 1-10; N/A removed. (Total 2014 filtered responses n=376) Note: small response sample sizes in some areas. Numbers at top of coloured bars represent the number of residents providing a rating for each deliverable in each area.

Table 5 Contact with council satisfaction percentages by area

		Marlborough Sounds	Havelock	Picton	Western Wairau	Renwick	Blenheim vicinity	Blenheim	Awatere	Total
Council service	Dissatisfied	20.0%	0.0%	7.5%	5.0%	6.7%	9.4%	6.3%	11.8%	8.4%
	Neutral	2.9%	0.0%	12.5%	0.0%	6.7%	5.7%	7.9%	23.5%	7.8%
	Satisfied	77.1%	100.0%	80.0%	95.0%	86.7%	84.9%	85.7%	64.7%	83.8%
Council service	Dissatisfied	7	0	3	1	1	5	12	2	31
	Neutral	1	0	5	0	1	3	15	4	29
	Satisfied	27	2	32	19	13	45	162	11	311

(n=376 – N/A removed)

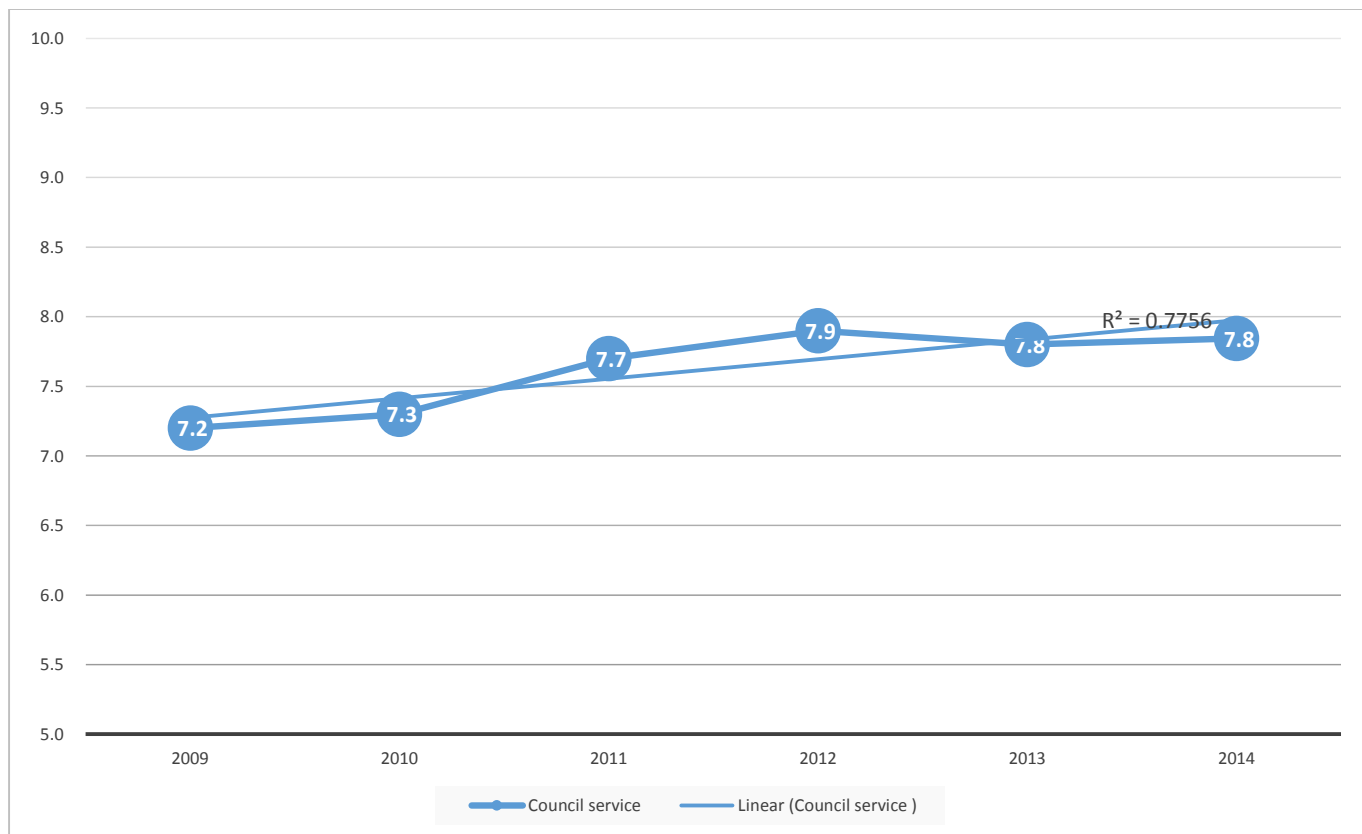
As presented in the charts and tables in this section: Approximately 47% of residents indicated they had been in contact with the Council in the past 12 months. Satisfaction with Council contact was high at 83.8% with most residents rating contact at 7.84 on the 1-10 scale. Based on a simple R² linear regression, an ongoing improvement in overall satisfaction with Council services was recorded in 2014. Most forms of contact with Council were rated as performing well with direct contact with Council via Council offices performing best.

Table 6 Contact with council unprompted comments

	Positive	Count	Negative	Count
Council service	Friendly service	84	Other (please specify)	20
	Very helpful	83	No officer to take responsibility	13
	Good service	79	Too many people to get through	12
	Quick response/ no delay	60		
	Informative	50		
	Other (please specify)	23		

Note: "Other" response group above presented as open ended text in Appendix 2, from page 75.

Chart 9 Trend analysis – Contact with council longitudinal proportionally recalibrated ratings



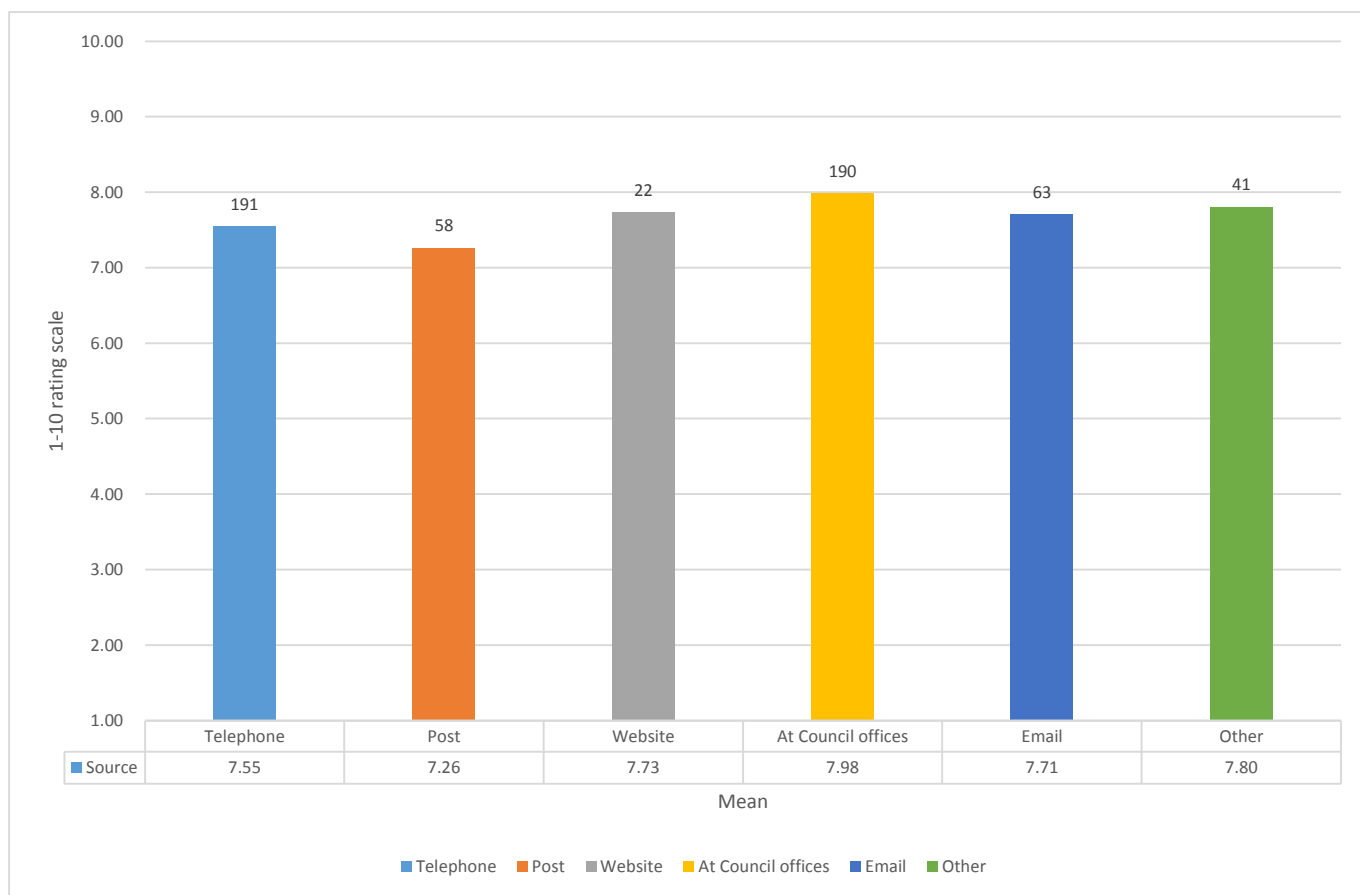
(2014 n=376): Based on a simple R² linear regression, an ongoing improvement in overall satisfaction with Council services was recorded in 2014 when compared with proportionally recalibrated mean scores presented in previous years reports.

Table 7 Form of contact with Council

		Marlborough Sounds	Havelock	Picton	Western Wairau	Renwick	Blenheim vicinity	Blenheim	Awatere	Total
Source	Telephone	45.7%	50.0%	51.3%	70.0%	60.0%	45.3%	50.8%	58.8%	51.3%
	Post	20.0%	50.0%	12.8%	20.0%	20.0%	24.5%	11.5%	23.5%	15.9%
	Website	0.0%	0.0%	5.1%	0.0%	13.3%	13.2%	4.7%	11.8%	5.9%
	At Council offices	40.0%	50.0%	35.9%	50.0%	46.7%	58.5%	56.5%	35.3%	51.3%
	Email	31.4%	0.0%	7.7%	25.0%	20.0%	24.5%	13.1%	17.6%	16.9%
	Other	14.3%	0.0%	12.8%	10.0%	6.7%	15.1%	8.4%	29.4%	11.3%
	Total	151.4%	150.0%	125.6%	175.0%	166.7%	181.1%	145.0%	176.5%	152.7%
Source	Telephone	16	1	20	14	9	24	97	10	191
	Post	7	1	5	4	3	13	22	4	59
	Website	0	0	2	0	2	7	9	2	22
	At Council offices	14	1	14	10	7	31	108	6	191
	Email	11	0	3	5	3	13	25	3	63
	Other	5	0	5	2	1	8	16	5	42
	Total	35	2	39	20	15	53	191	17	372

Note: Residents were able to mention multiple forms of contact, therefore in some instances totals exceed 100%

Chart 10 Contact source mean rating scores



(n=373)

3. Media and marketing

Residents were asked: “In the last twelve months, have you seen or heard any notices or advertisements issued by the Council?” Those that indicated they could recall any marketing were then asked “Where did you see the advertisement?” Area awareness percentages of Council media and marketing are presented in Chart 11 and the sources of awareness are presented in Table 8 below.

Chart 11 Awareness of Council media and marketing

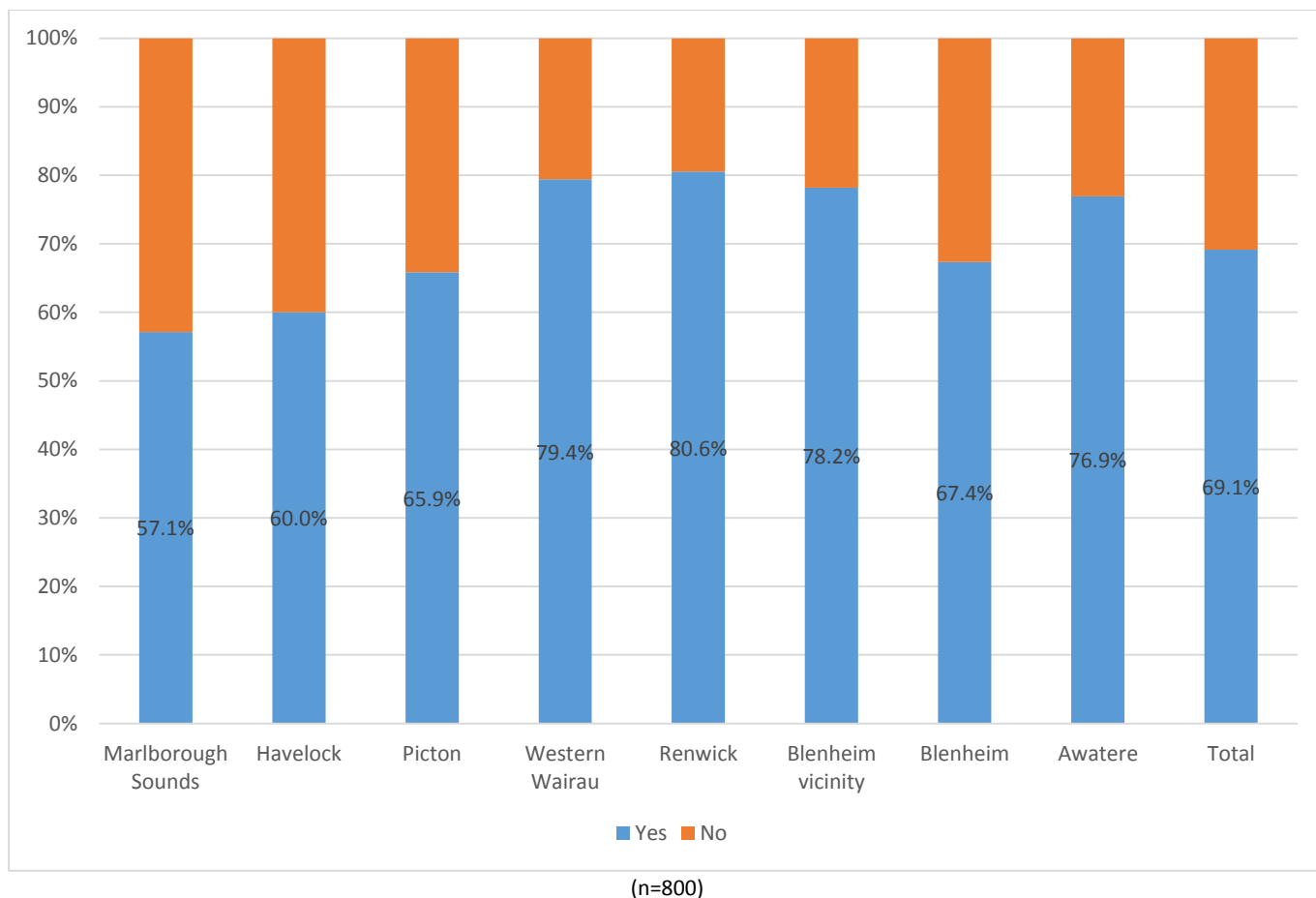


Table 8 Source of advertising

		Marlborough Sounds	Havelock	Picton	Western Wairau	Renwick	Blenheim vicinity	Blenheim	Awatere	Total
Media recall	Local newspapers	77.5%	66.7%	85.2%	85.2%	89.7%	95.3%	85.6%	90.0%	86.6%
	Radio advertisements	15.0%	0.0%	11.1%	3.7%	17.2%	12.8%	17.5%	15.0%	15.0%
	Mail/Leaflets/Pamphlets	17.5%	66.7%	7.4%	7.4%	6.9%	7.0%	10.0%	10.0%	10.1%
	Website	5.0%	0.0%	1.9%	11.1%	6.9%	10.5%	10.7%	5.0%	8.9%
	Other	7.5%	0.0%	9.3%	14.8%	6.9%	0.0%	6.9%	5.0%	6.3%
	Total	122.5%	133.3%	114.8%	122.2%	127.6%	125.6%	130.6%	125.0%	126.9%
Media recall	Local newspapers	31	4	46	23	26	82	249	18	479
	Radio advertisements	6	0	6	1	5	11	51	3	83
	Mail/Leaflets/Pamphlets	7	4	4	2	2	6	29	2	56
	Website	2	0	1	3	2	9	31	1	49
	Other	3	0	5	4	2	0	20	1	35
	Total	40	6	54	27	29	86	291	20	553

Note: Residents were able to mention multiple forms of media, therefore in some instances total exceed 100%

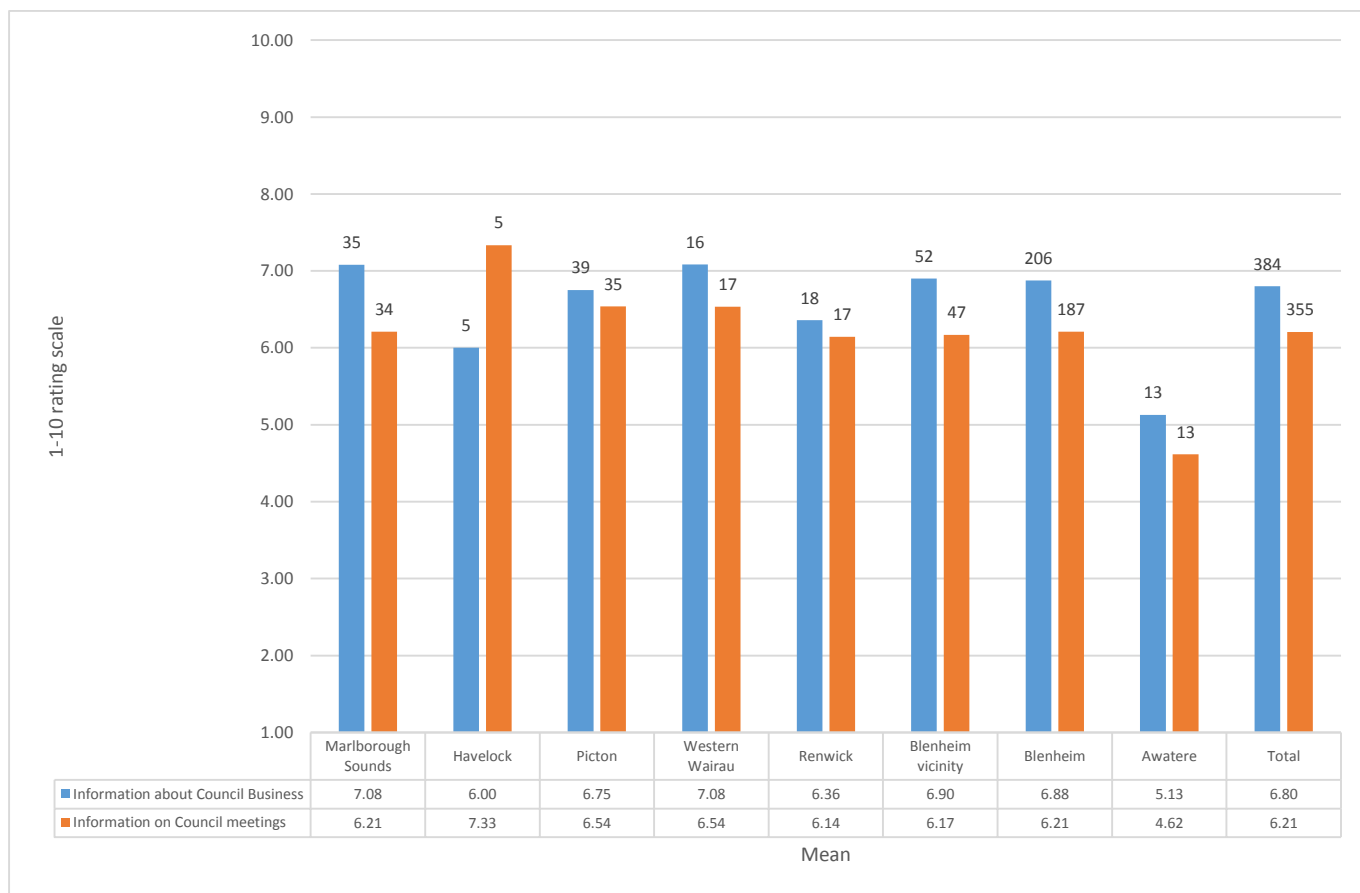
Note: “Other” response group above presented as open ended text in Appendix 2, from page 75.

As presented in the charts and tables in this section: Just under 70% of all residents indicated they could recall Council related marketing in the past 12 months. The most common source of recall was *local newspapers* (86.6%) followed by *Radio* (15%), *Mail/Leaflets/Pamphlets* (10.1%), *Website* (8.9%) and *other* (6.3%).

4. Democratic process

Residents were informed that “The Council encourages residents to participate in the decision-making processes of the Council.” Residents were then asked: “On a scale of 1 to 9 where 1=not at all well, 5=neutral and 9=extremely well, how well do you think the Council performs in providing these two services?” Mean scores for all deliverables were then aggregated and averaged within this section to provide an indication of overall performance satisfaction for this service.

Chart 12 Democratic process mean satisfaction ratings by area



Scale recalibrated from 1-9 to 1-10; N/A removed. (Total 2014 responses n=355-384) Note: small response sample sizes in some areas. Numbers at top of coloured bars represent the number of residents providing a rating for each deliverable in each area.

Table 9 Democratic process satisfaction percentages by area

Area	Information about Council Business	Information on Council meetings
Marlborough Sounds	62.9%	52.9%
Havelock	40.0%	60.0%
Picton	64.1%	54.3%
Western Wairau	68.8%	52.9%
Renwick	61.1%	52.9%
Blenheim vicinity	65.4%	46.8%
Blenheim	67.0%	51.9%
Awatere	30.8%	23.1%
Total	64.3%	50.7%

(n=355-384– N/A removed)

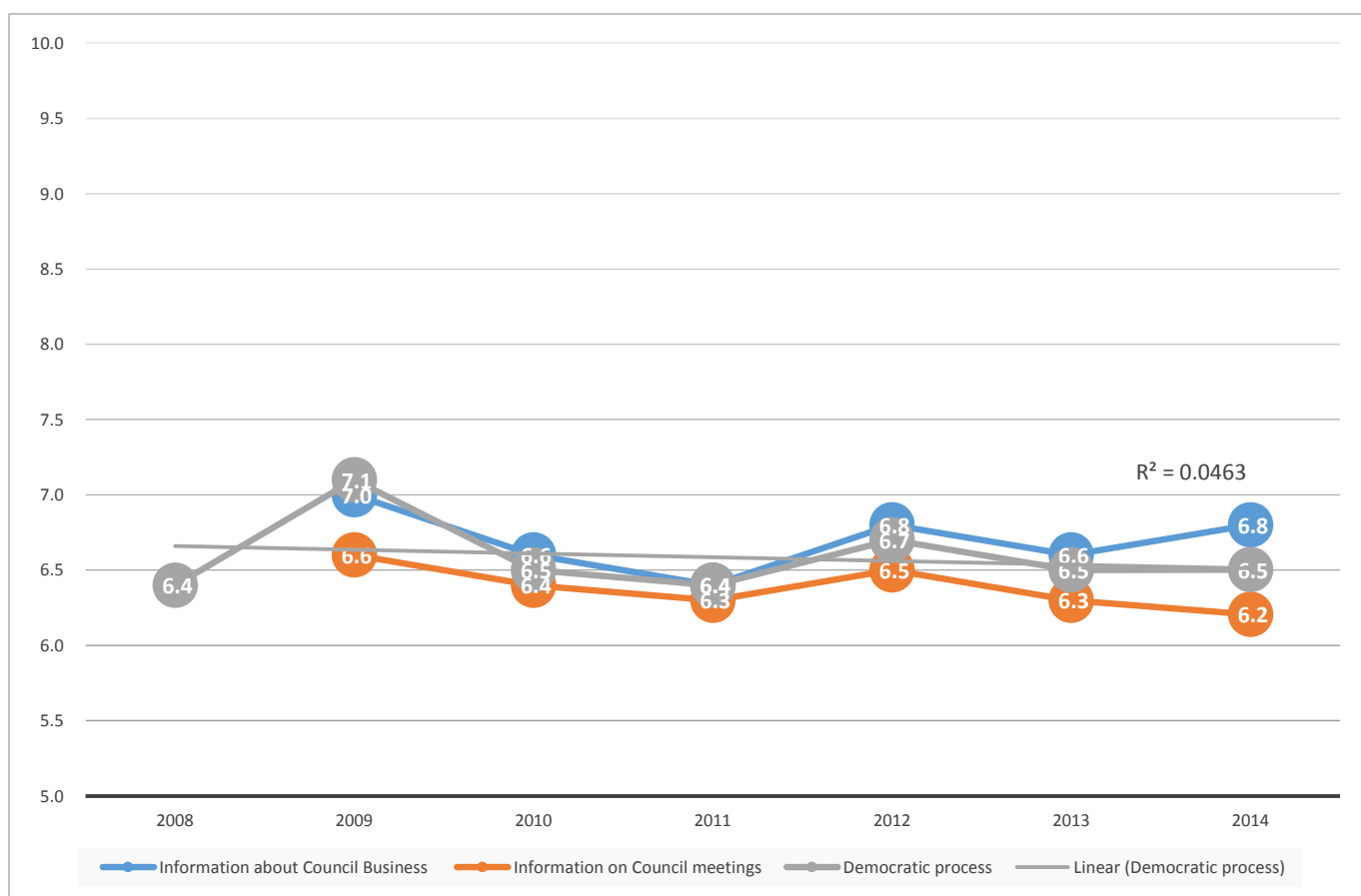
As presented in the charts and tables in this section: Across most areas, there were statistically significant differences in resident satisfaction with the provision of *Information about Council Business and meetings* indicating a degree of variation in these deliverables. Reasons for low ratings included a *perceived lack of transparency*, positive rating feedback reflected the opposite. 64.3% of residents were satisfied with *information about Council meetings*, just over 50% were satisfied with *information on Council meetings*. Across all Democratic process provisions, 2014 satisfaction levels were maintained at 2013 levels.

Table 10 Democratic process unprompted comments

	Positive	Count	Negative	Count
Information about Council Business	Advertise well in paper/media/leaflets in mailbox	52	Need to let locals know what's going on	35
	Information always available	32	Too much behind closed doors/ not enough information provide	34
	Good communication	31	Other	18
	Do a good job	18		
	Other	11		
	Provide a good service	7		
Information on Council meetings	Do a good job	13	Need to let locals know what's going on	41
	Good communication	13	Public not aware of meetings	28
	Advertise well	12	Too many closed door meetings	25
	People are made aware of	8	Other	24
	Other	6		

Note: "Other" response group above presented as open ended text in Appendix 2, from page 76.

Chart 13 Trend analysis – Democratic process longitudinal proportionally recalibrated ratings

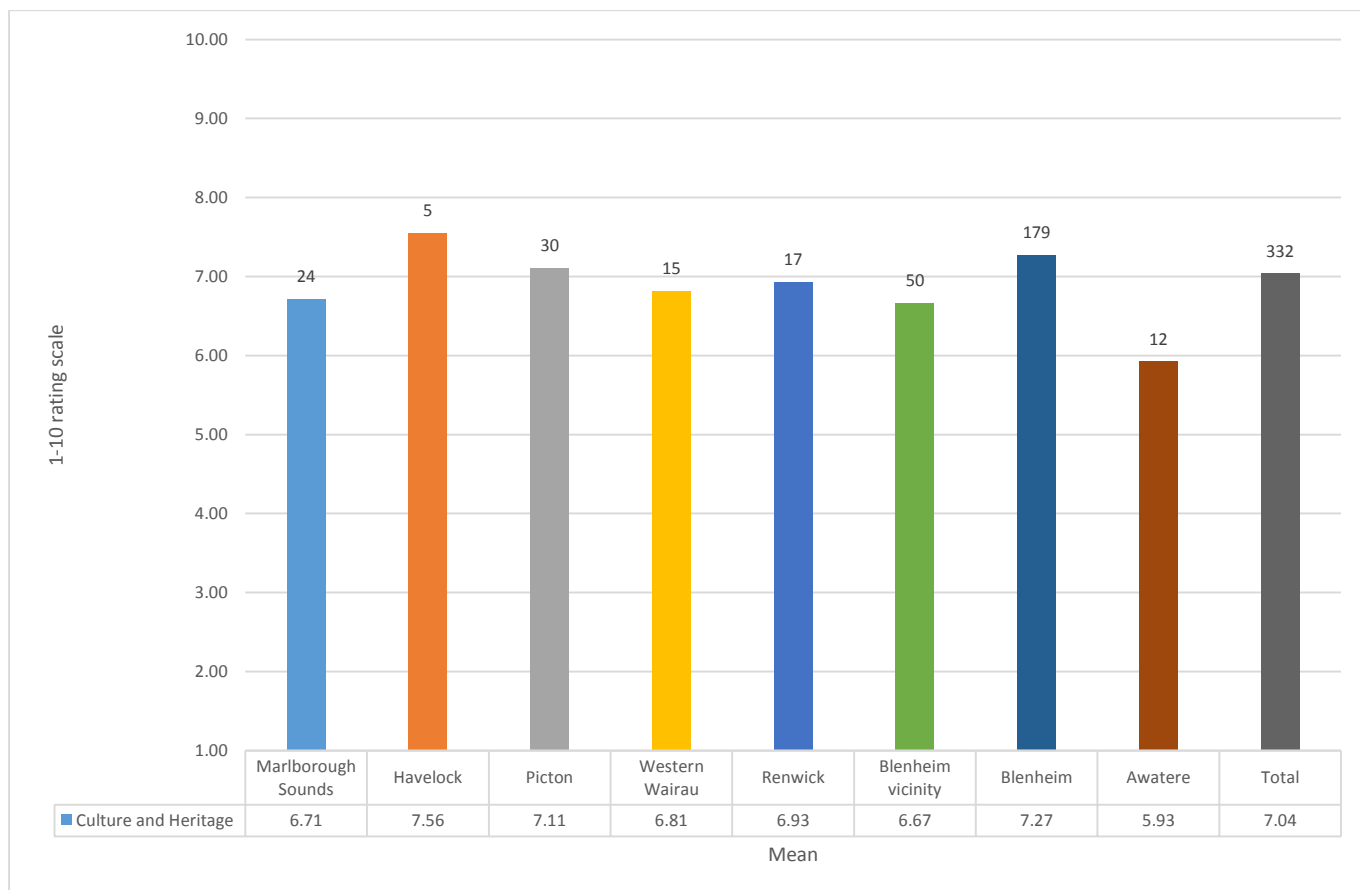


(2014 n=355-384): Based on a simple R² linear regression, across all Democratic process provisions, in 2014 satisfaction levels were maintained at 2013 levels when compared with proportionally recalibrated mean scores presented in previous years reports.

5. Culture and heritage

Residents were informed that “The Council manages culture and heritage assets and resources, provides culture and heritage grants, and works with local groups to support and develop our arts, culture and heritage resources.” Residents were then asked: “On a scale of 1 to 9 where 1=not at all well, 5=neutral and 9=extremely well, how well do you think the Council performs in providing this service?”

Chart 14 Culture and heritage mean satisfaction ratings by area



Scale recalibrated from 1-9 to 1-10; N/A removed. (Total 2014 responses n=332) Note: small response sample sizes in some areas. Numbers at top of coloured bars represent the number of residents providing a rating for each deliverable in each area.

Table 11 Culture and heritage satisfaction percentages by area

		Marlborough Sounds	Havelock	Picton	Western Wairau	Renwick	Blenheim vicinity	Blenheim	Awatere	Total
Culture and heritage	Dissatisfied	4.2%	0.0%	10.0%	6.7%	11.8%	10.0%	3.4%	25.0%	6.3%
	Neutral	37.5%	40.0%	26.7%	26.7%	23.5%	26.0%	19.6%	16.7%	23.2%
	Satisfied	58.3%	60.0%	63.3%	66.7%	64.7%	64.0%	77.1%	58.3%	70.5%
Culture and heritage	Dissatisfied	1	0	3	1	2	5	6	3	21
	Neutral	9	2	8	4	4	13	35	2	77
	Satisfied	14	3	19	10	11	32	138	7	234

(n=332 – N/A removed)

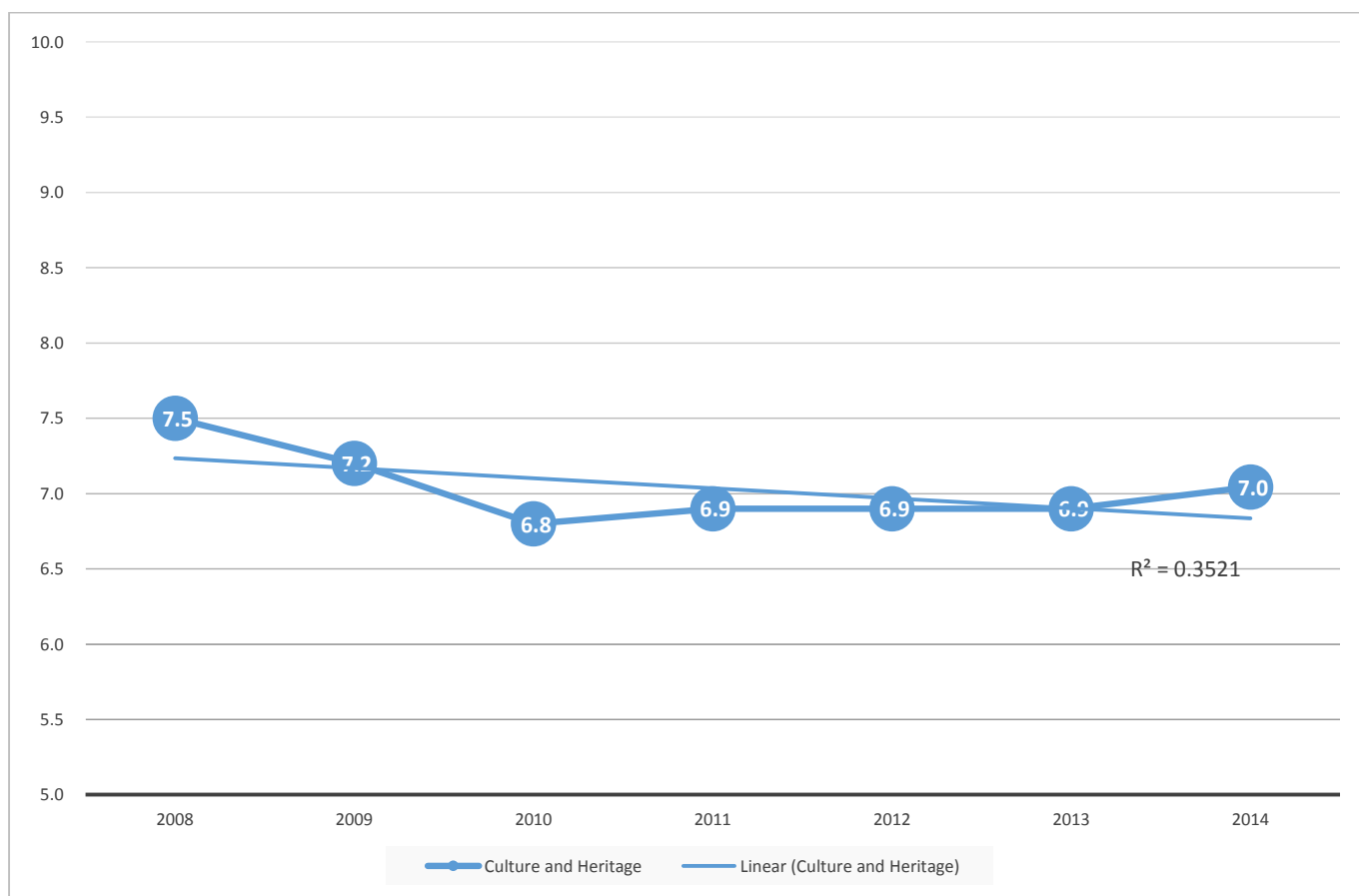
As presented in the charts and tables in this section: Across most areas, there were some visual differences in resident satisfaction with the Council’s support of the districts *Culture and heritage*. Across the district, 70.5% of residents indicated they were satisfied with the Council’s performance. Reasons for positive ratings included *good support* and *provides good service*. In 2014 MDC’s performance increased over the previous four years.

Table 12 Culture and heritage unprompted comments

		Count
Positive	Good	25
	Good support	22
	Provides good service	17
	Other	12
	Excellent	11
	Plenty of choice	7
	Well covered/ large variety	7
Negative	Other	8
	Council needs to improve support	7
	Too much money spent on it	6
	Don't think rates should be used for culture and heritage	5
	Council has cut funding	3
	Only some groups get helped out	3

Note: "Other" response group above presented as open ended text in Appendix 2, from page 77.

Chart 15 Trend analysis – Culture and heritage longitudinal proportionally recalibrated ratings

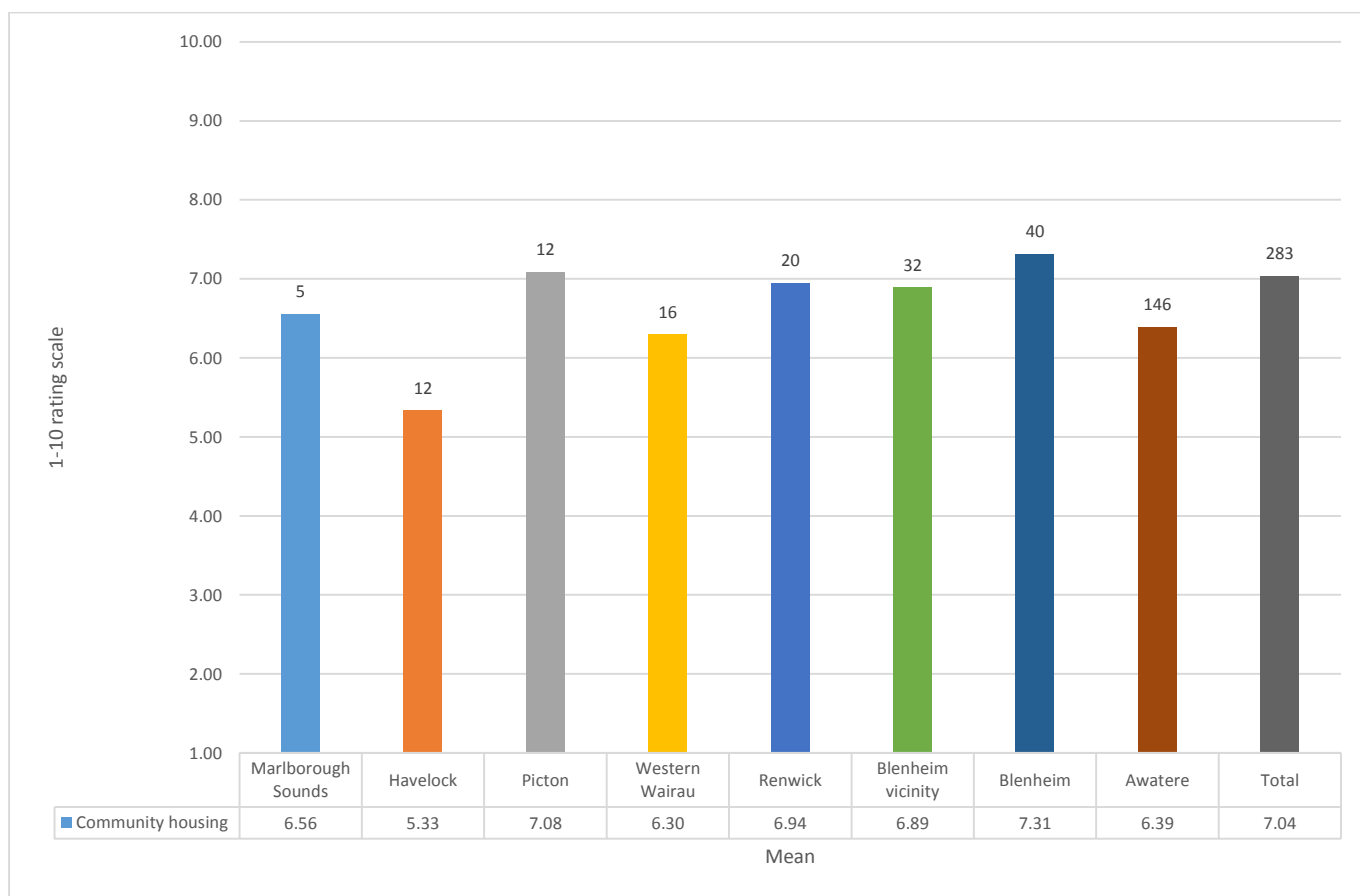


(2014 n=332): Based on a simple R^2 linear regression, in 2014 MDC’s performance increased over the previous four years when compared with proportionally recalibrated mean scores presented in previous years reports.

6. Community housing

Residents were informed that “The Council owns about 170 housing units that are available to older people, and rented at discounted rates.” Residents were then asked: “On a scale of 1 to 9 where 1=not at all well, 5=neutral and 9=extremely well, how well do you think the Council performs in providing this service?”

Chart 16 Community housing mean satisfaction ratings by area



Scale recalibrated from 1-9 to 1-10; N/A removed. (Total 2014 responses n=283) Note: small response sample sizes in some areas. Numbers at top of coloured bars represent the number of residents providing a rating for each deliverable in each area.

Table 13 Community housing satisfaction percentages by area

		Marlborough Sounds	Havelock	Picton	Western Wairau	Renwick	Blenheim vicinity	Blenheim	Awatere	Total
Community housing	Dissatisfied	15.0%	20.0%	9.4%	0.0%	6.3%	5.0%	8.2%	8.3%	8.1%
	Neutral	20.0%	60.0%	18.8%	58.3%	31.3%	30.0%	19.2%	33.3%	24.4%
	Satisfied	65.0%	20.0%	71.9%	41.7%	62.5%	65.0%	72.6%	58.3%	67.5%
Community housing	Dissatisfied	3	1	3	0	1	2	12	1	23
	Neutral	4	3	6	7	5	12	28	4	69
	Satisfied	13	1	23	5	10	26	106	7	191

(n=283– N/A removed)

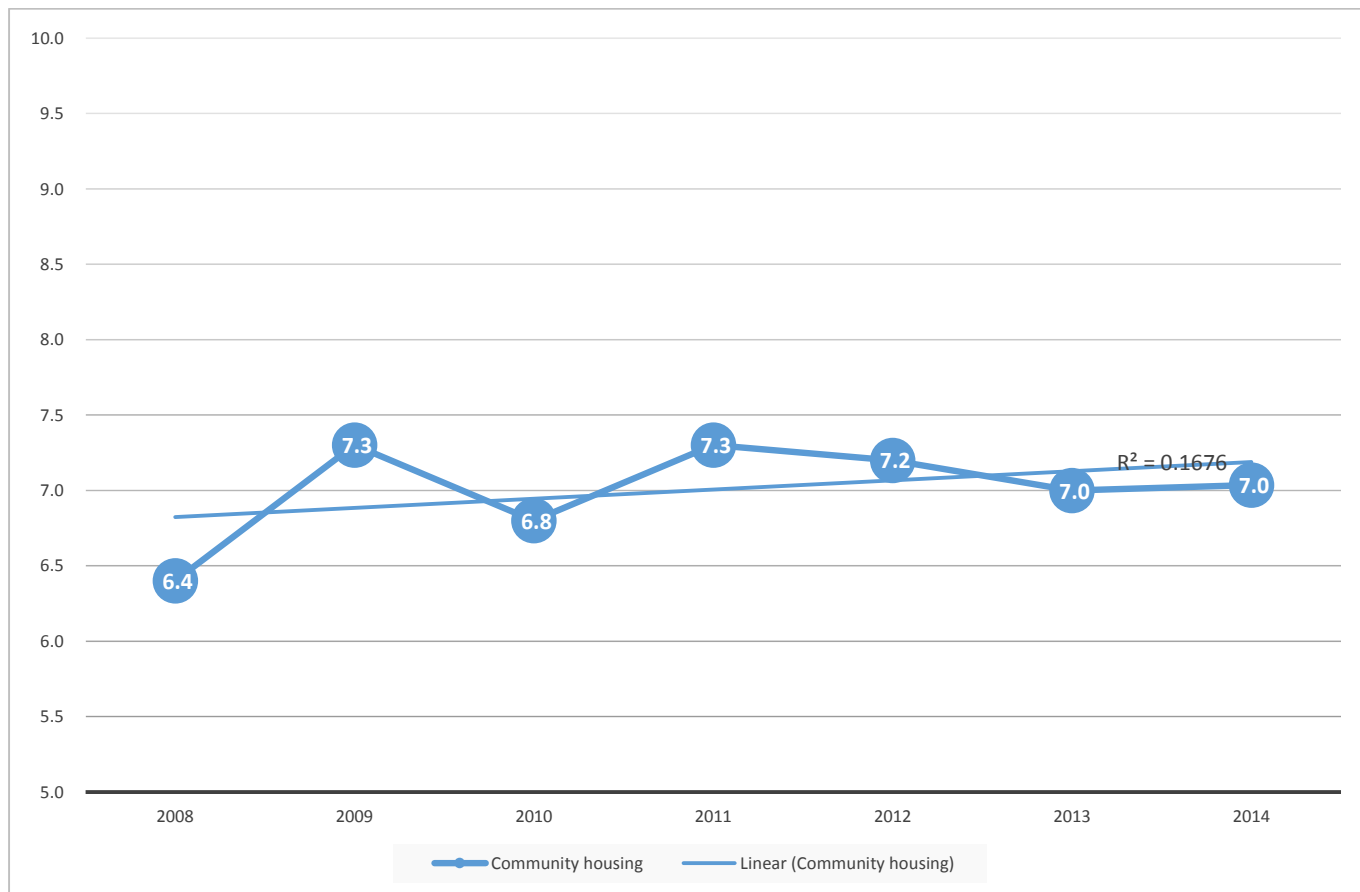
As presented in the charts and tables in this section: Across most areas, there were statistically significant differences in resident satisfaction with the provision of *community housing*. Reasons for low ratings include the *need for Council to improve maintenance and not enough Council housing*, positive comments reflected the opposite. Satisfaction percentages varied by area, overall two thirds of residents were satisfied with MDC’s performance in this service. 2014 rating results were on a par with 2013.

Table 14 Community housing unprompted comments

		Count
Positive	Well maintained/ good upkeep	35
	Readily available to those that need them	25
	Other	23
Negative	Not enough Council housing on	14
	Other	11
	Council need to improve maintenance	6

Note: "Other" response group above presented as open ended text in Appendix 2, from page 78.

Chart 17 Trend analysis – Community housing longitudinal proportionally recalibrated ratings

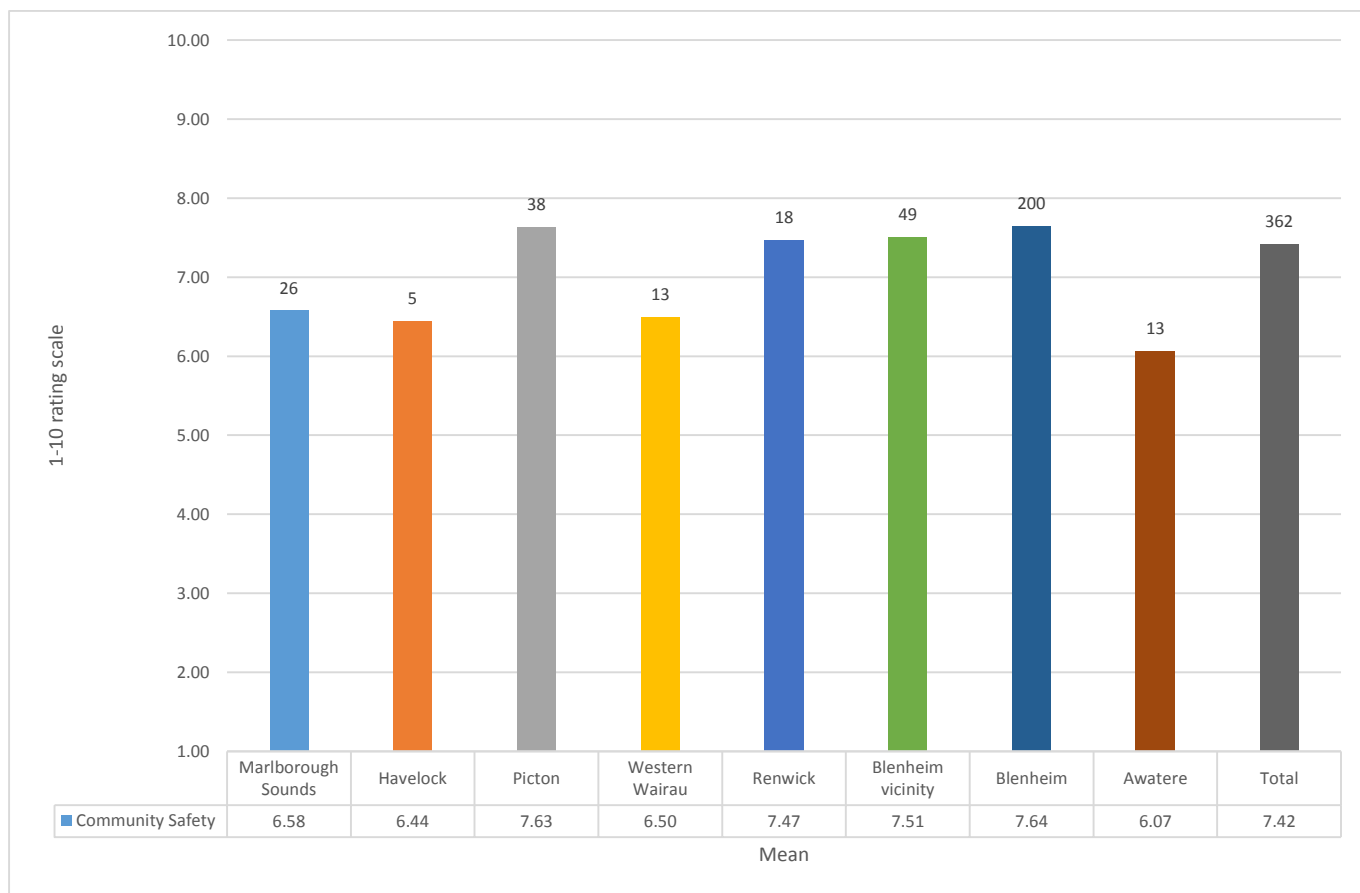


(2014 n=283): Based on a simple R^2 linear regression, 2014 rating results were on a par with 2013 when compared with proportionally recalibrated mean scores presented in previous years reports.

7. Community safety

Residents were informed that “The Council works closely with agencies in the policing, education and health sectors to address some of the root causes of behaviours that affect community safety. Security cameras in the Blenheim CBD and street safety patrols are examples of the services provided.” Residents were then asked: “On a scale of 1 to 9 where 1=not at all well, 5=neutral and 9=extremely well, how well do you think the Council performs in providing this service?”

Chart 18 Community safety mean satisfaction ratings by area



Scale recalibrated from 1-9 to 1-10; N/A removed. (Total 2014 responses n=262) Note: small response sample sizes in some areas. Numbers at top of coloured bars represent the number of residents providing a rating for each deliverable in each area.

Table 15 Community safety satisfaction percentages by area

		Marlborough Sounds	Havelock	Picton	Western Wairau	Renwick	Blenheim vicinity	Blenheim	Awatere	Total
Community Safety	Dissatisfied	19.2%	0.0%	2.6%	0.0%	5.6%	6.1%	7.0%	30.8%	7.7%
	Neutral	7.7%	40.0%	18.4%	46.2%	16.7%	14.3%	6.5%	0.0%	11.0%
	Satisfied	73.1%	60.0%	78.9%	53.8%	77.8%	79.6%	86.5%	69.2%	81.2%
Community Safety	Dissatisfied	5	0	1	0	1	3	14	4	28
	Neutral	2	2	7	6	3	7	13	0	40
	Satisfied	19	3	30	7	14	39	173	9	294

(n=262– N/A removed)

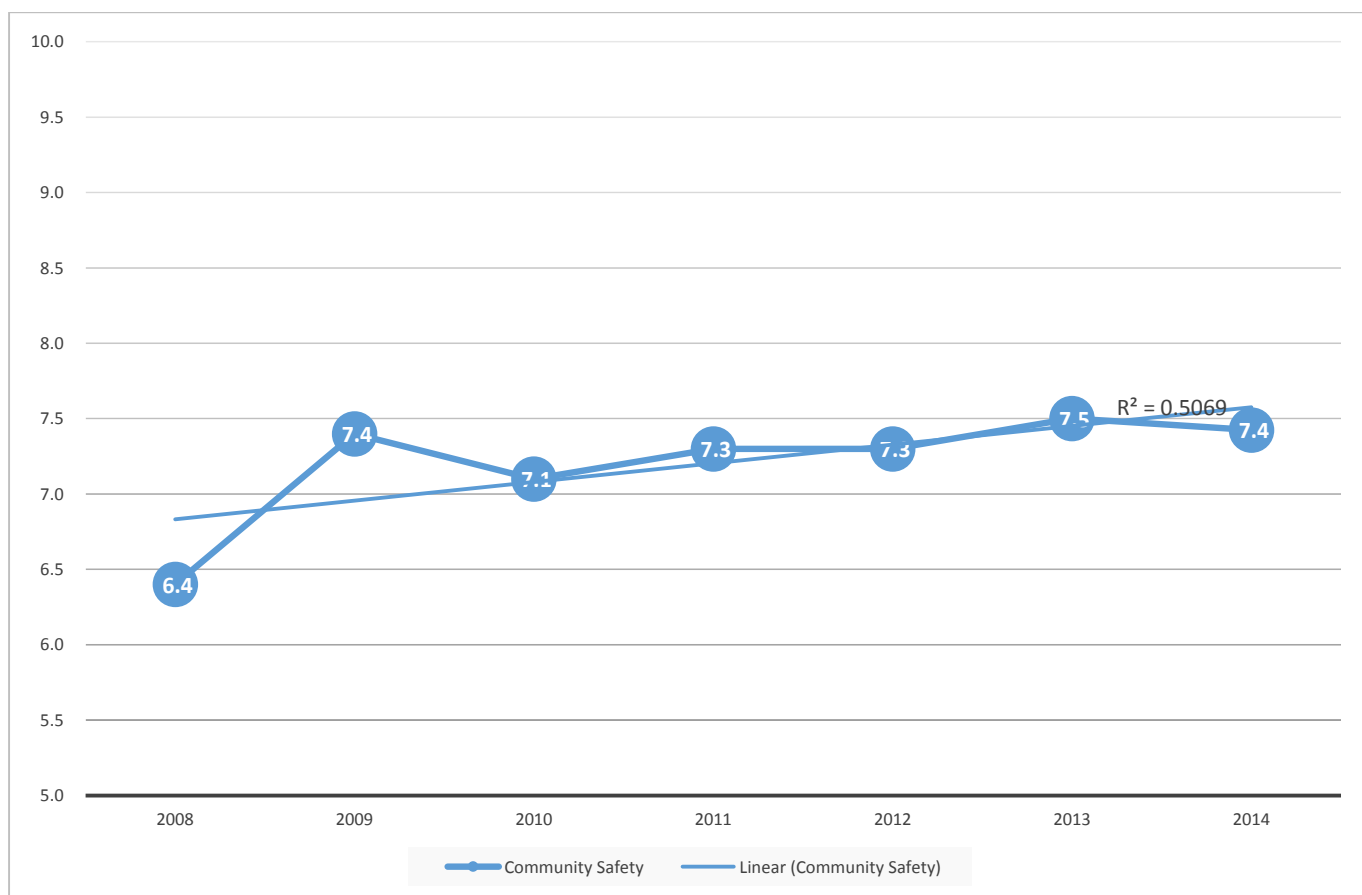
As presented in the charts and tables in this section: Community safety was ranked the third highest priority in 2014 (8.44). Across most areas, there were statistically significant differences in resident satisfaction with community safety indicating a degree of variation in the provision of this deliverable. Reasons for low ratings included *not safe to walk in Blenheim streets at night* and *needs more policing*; high ratings comments included *doing good job with security and the cameras* and *a good job overall*. A positive 81.2% of residents across the district were satisfied with the Councils performance in this area. The 2014 overall rating of 7.4 was similar to 2013 levels and indicate an ongoing improvement in this area.

Table 16 Community safety unprompted comments

		Count
Positive	Do a good job	48
	Doing good job with security and the cameras	44
	Feel safe	24
	Other	19
	Security system is good	17
	Good Policing	16
	Community awareness	12
	No problems	9
	Excellent	7
	Safe here	7
	See plenty of Police around	7
	Negative	Other
Needs more policing		10
Not safe to walk in Blenheim streets at night		8
Need more cameras		7
Youth roaming streets		5
More of a Police issue		4

Note: "Other" response group above presented as open ended text in Appendix 2, from page 78.

Chart 19 Trend analysis – Community safety longitudinal proportionally recalibrated ratings

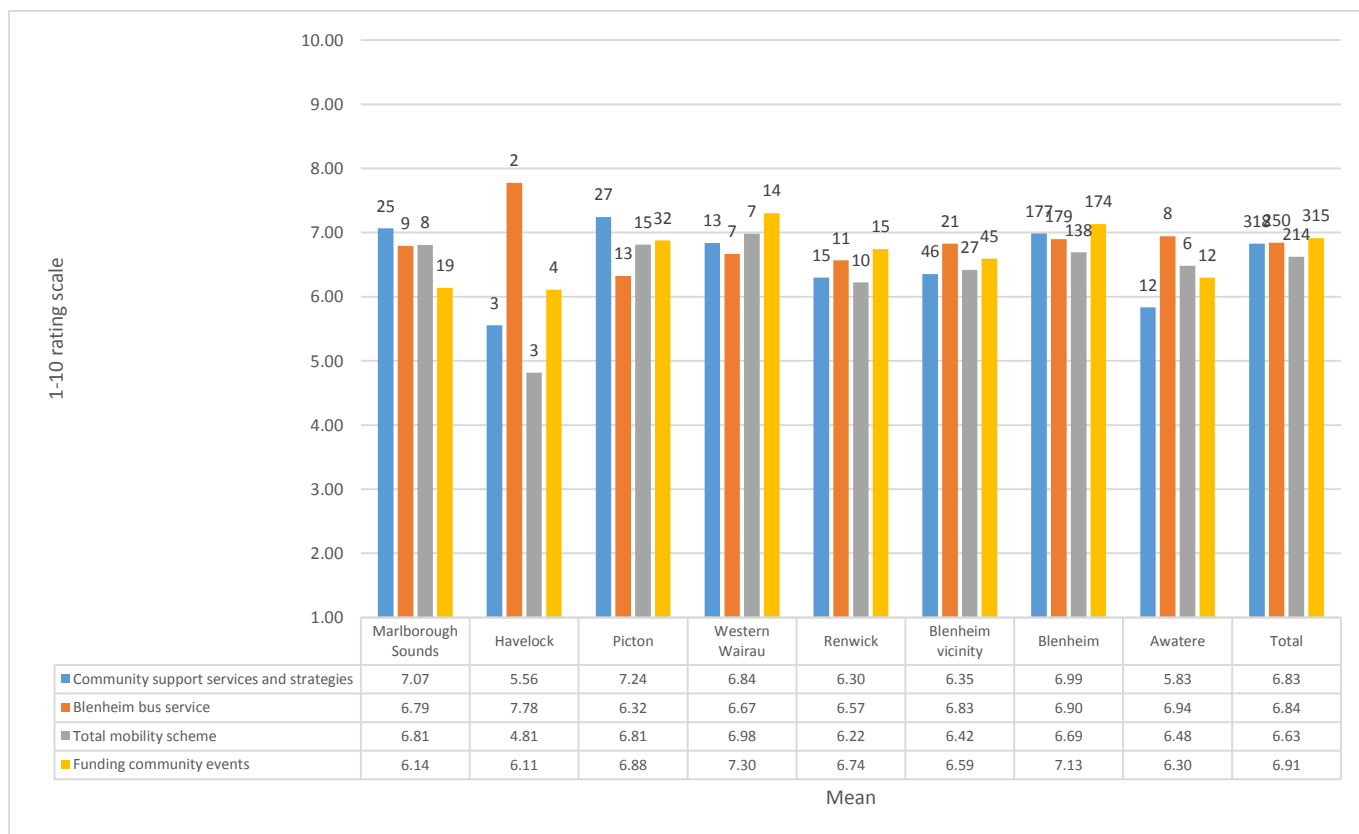


(2014 n=395): Based on a simple R² linear regression, the 2014 overall rating of 7.4 was similar to 2013 levels and indicate an ongoing improvement in this area when compared with proportionally recalibrated mean scores presented in previous years reports.

8. Community support

Residents were informed that “The Council provides a range of diverse, services and activities to support the community.” Residents were then asked: “On a scale of 1 to 9 where 1=not at all well, 5=neutral and 9=extremely well, how well do you think the Council performs in providing these four services?” Mean scores for all deliverables were then aggregated and averaged within this section to provide an indication of overall performance satisfaction for this service.

Chart 20 Community support mean satisfaction ratings by area



Scale recalibrated from 1-9 to 1-10; N/A removed. (Total 2014 responses n=214-318) Note: small response sample sizes in some areas. Numbers at top of coloured bars represent the number of residents providing a rating for each deliverable in each area.

Table 17 Community support satisfaction percentages by area

Area	Community support services and strategies	Blenheim bus service	Total mobility scheme	Funding community events
Marlborough Sounds	56.0%	77.8%	75.0%	42.1%
Havelock	33.3%	100.0%	0.0%	25.0%
Picton	74.1%	38.5%	66.7%	68.8%
Western Wairau	53.8%	57.1%	71.4%	85.7%
Renwick	53.3%	72.7%	60.0%	73.3%
Blenheim vicinity	56.5%	57.1%	55.6%	60.0%
Blenheim	70.1%	67.6%	58.7%	71.3%
Awatere	50.0%	75.0%	66.7%	66.7%
Total	64.8%	66.0%	59.3%	67.6%

(n=214-318– N/A removed)

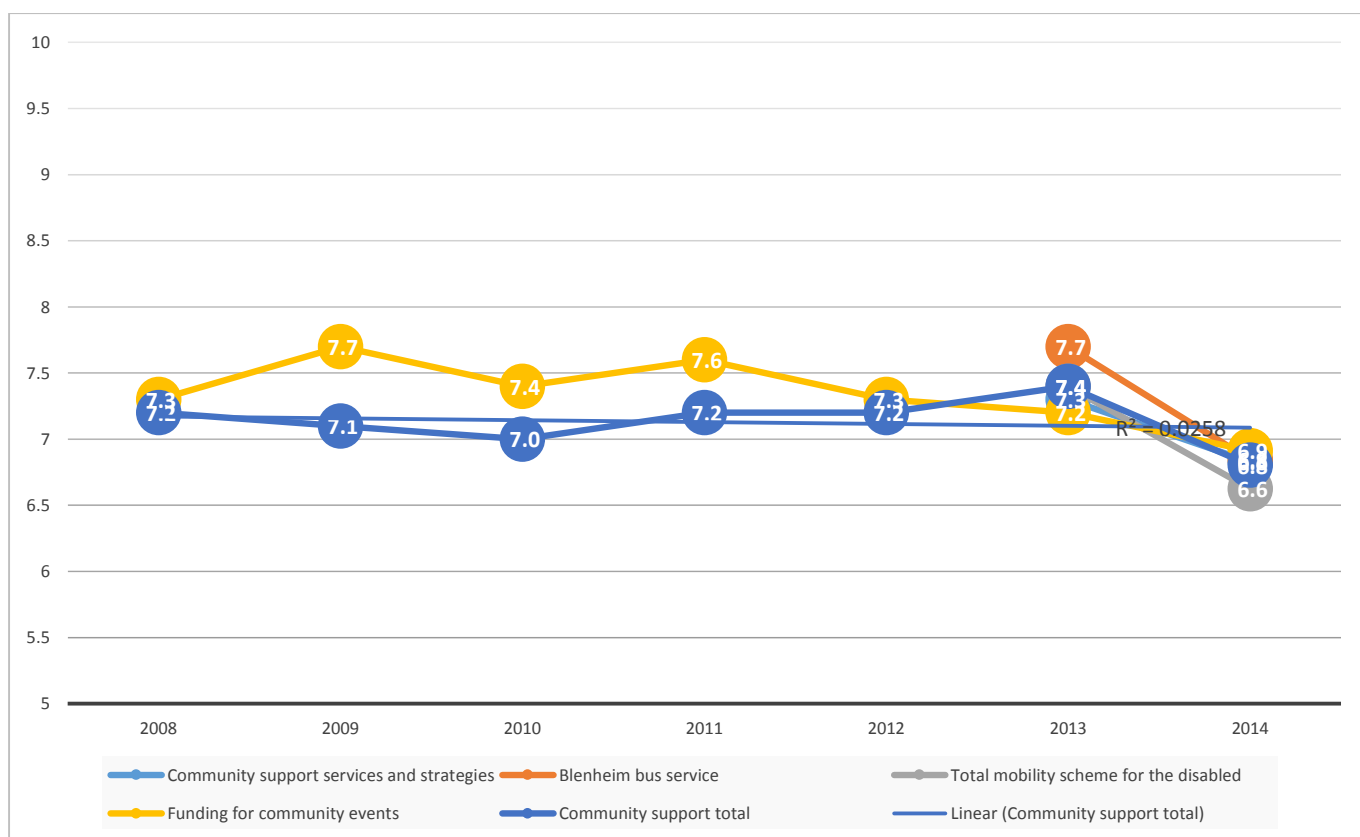
As presented in the charts and tables in this section: Across most areas, there were statistically significant differences in resident satisfaction with two of the four services measured in this section: (1) *Community support services and strategies* and (2) *Funding community events* indicating a degree of variation in the provision of these deliverables. Reasons for high and low ratings varied across services; district satisfaction levels varied with Community support services and strategies at 64.8%, Blenheim bus service 66%, Total mobility scheme 59.3% and Funding community events 67.6%. In 2014 there was a minor drop in overall performance rating most likely attributable to between 25-33% of residents providing a “5 neutral” rating for these services (Note: bus service only provided in Blenheim).

Table 18 Community support unprompted comments

	Positive	Count	Negative	Count
Community support services and strategies	Good/ do the job well	29	Other	9
	Help always available	14	Needs more funding	6
	Lots of activities	10	Room for improvement in funding allocations	5
	Doing a good job with young people	8	More attention needed for youth activities	3
	Other	7	Need more elderly	2
	Support people in trouble/ people to talk to if needed	6		
Blenheim bus service	Other	23	Other	17
	Frequent services	22	Insufficient services	14
	Reliable	17	Poor timetable	5
	Clean	8	Bad drivers	2
	Good drivers	8	Unreliable	1
Total mobility scheme	Good that it's provided	14	Other	11
	Other	10	Cost is too high for outcome	3
	Friendly drivers	4	Shouldn't be paid for by ratepayers	2
Funding community events	Do a great job. events good	31	Other	9
	Good range of events	26	Currently ineffective	4
	Well advertised	14	Needs to reach all areas of district	3
	Well promoted	10		
	Other	11		

Note: "Other" response group above presented as open ended text in Appendix 2, from page 79.

Chart 21 Trend analysis – Community support longitudinal proportionally recalibrated ratings

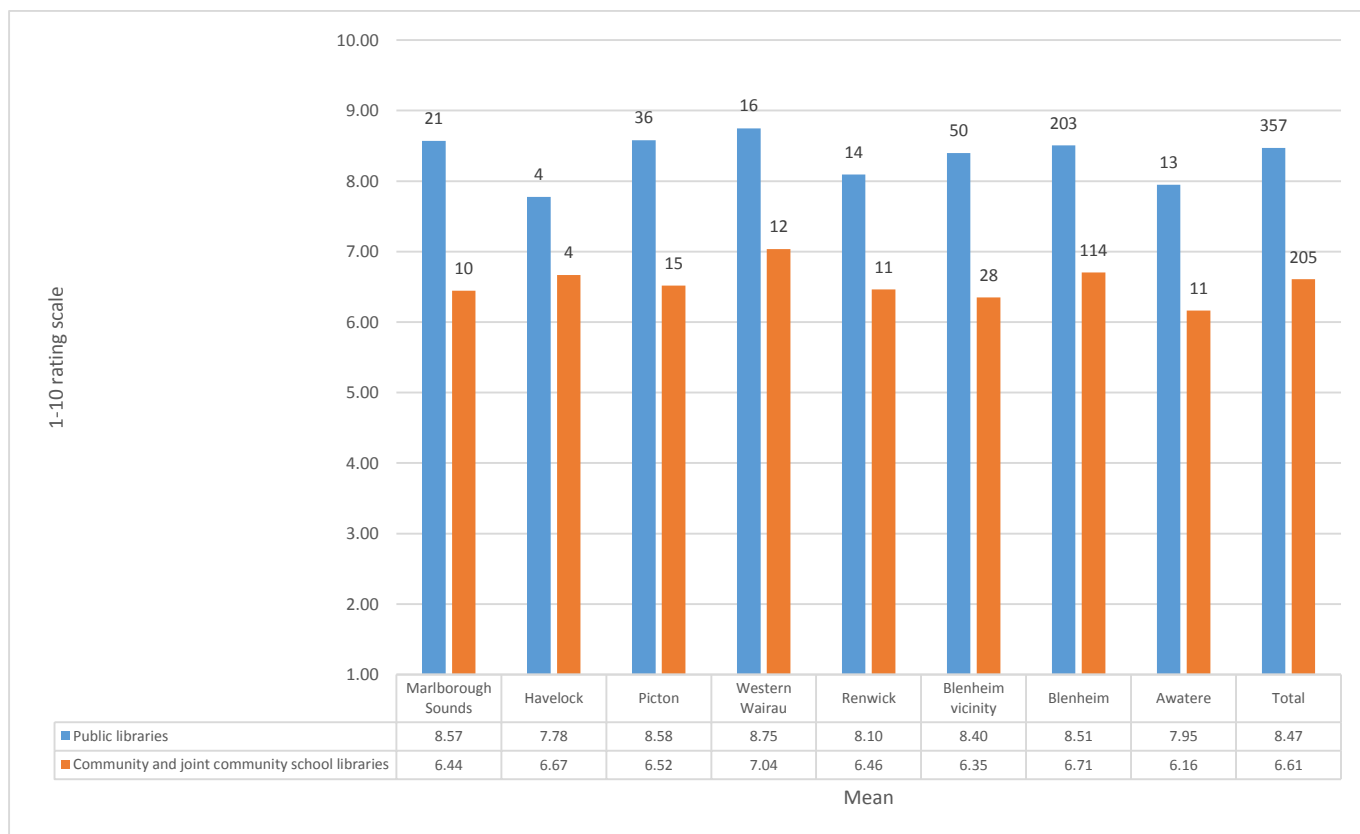


(2014 n=214-318): Based on a simple R² linear regression, in 2014 there was a minor drop in overall performance rating most likely attributable to between 25-33% of residents providing a "5 neutral" rating for these services when compared with proportionally recalibrated mean scores presented in previous years reports.

9. Library services

Residents were informed that “The Council operates two public libraries at Blenheim and Picton; and supports a network of seven community libraries (some in conjunction with local schools).” Residents were then asked: “On a scale of 1 to 9 where 1=not at all well, 5=neutral and 9=extremely well, how well do you think the Council performs in providing these two services?” Mean scores for all deliverables were then aggregated and averaged within this section to provide an indication of overall performance satisfaction for this service.

Chart 22 Library services mean satisfaction ratings by area



Scale recalibrated from 1-9 to 1-10; N/A removed. (Total 2014 responses n=205-357) Note: small response sample sizes in some areas. Numbers at top of coloured bars represent the number of residents providing a rating for each deliverable in each area.

Table 19 Library services satisfaction percentages by area

Area	Public libraries	Community and joint community school libraries
Marlborough Sounds	90.5%	40.0%
Havelock	100.0%	50.0%
Picton	97.2%	46.7%
Western Wairau	87.5%	41.7%
Renwick	85.7%	54.5%
Blenheim vicinity	94.0%	50.0%
Blenheim	92.1%	55.3%
Awatere	84.6%	63.6%
Total	92.2%	52.7%

(n=205-357– N/A removed)

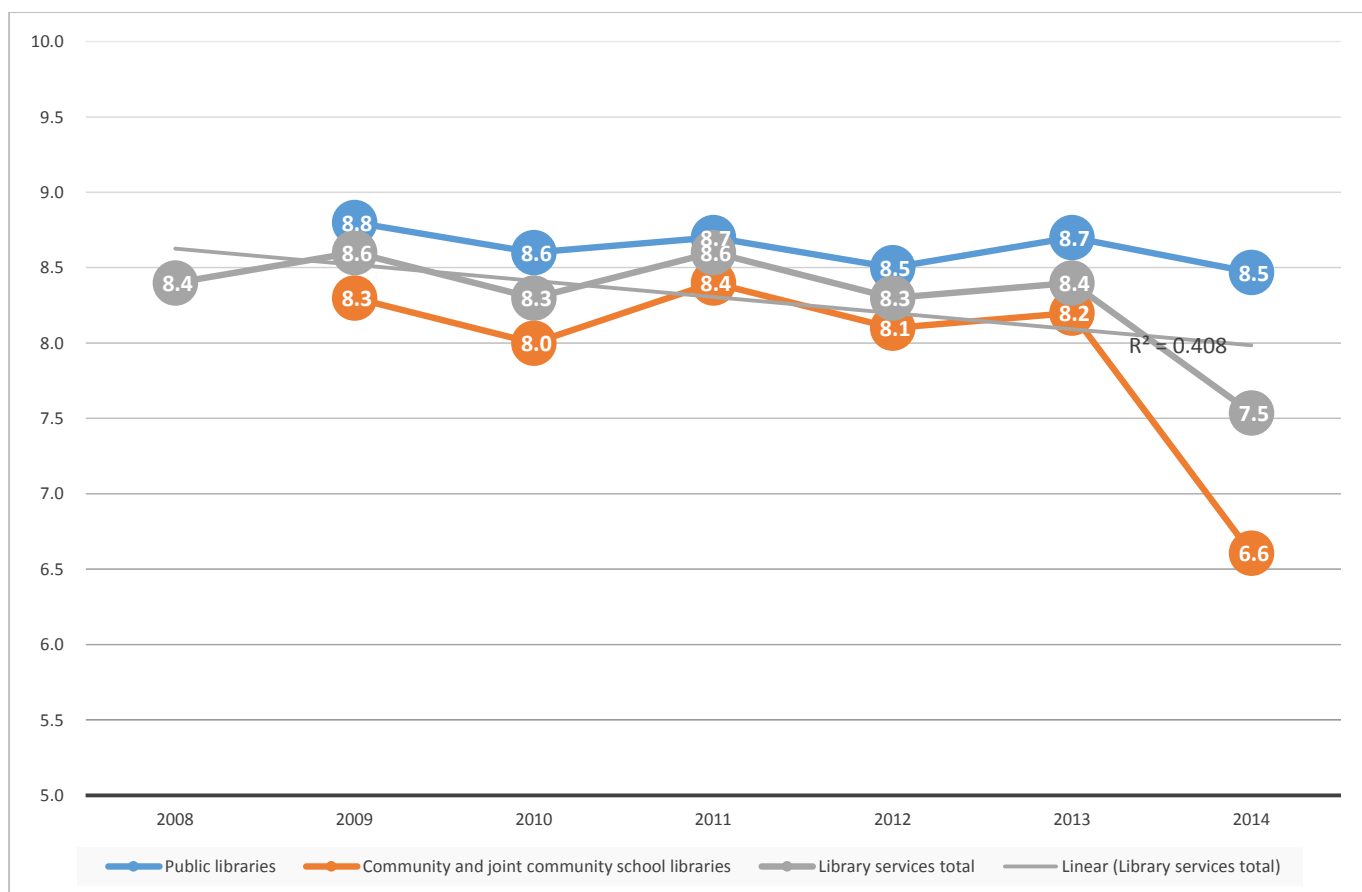
As presented in the charts and tables in this section: Public libraries achieved the highest individual service rating in 2014 (8.47). Across all areas, resident satisfaction with *Public libraries* and *Community and joint community school libraries* were relatively consistent. Library accolades include *Good range of books* and *Good service/ staff helpful*. Low Community and joint community school libraries ratings brought down the overall public library group ratings. 92.2% of residents across the district were satisfied with the Councils provision of library services with just over 50% satisfied with *Community and joint community school libraries*; this lower rating may be owing to lack of knowledge resulting in 45% of residents stating neutral as a rating. *Public library* 1-10 ratings in 2014 were similar to 2013 levels and followed the same *up down* pattern from previous years (Note: full library services only in Blenheim and Picton, remainder of district serviced by community libraries).

Table 20 Library services unprompted comments

	Positive	Count	Negative	Count
Public libraries	Good range of books	121	Ratepayers shouldn't have to pay library charges	5
	Good service/ staff helpful	118	Other	4
	Good range of services	94	Library needs and upgrade	3
	Good facilities/ PC's etc.	77	Insufficient books	2
	Accessible	56		5
	Other	55		
	Opening hours good	55		
	Clean	35		
Community and joint community school libraries	Good range of services	11	Library needs and upgrade	3
	Good range of books	9	Insufficient books	2
	Good facilities/ PC's etc.	7	Other	1
	Good service/ staff helpful	7		
	Other	7		
	Accessible	4		
	Clean	2		
	Opening hours good	1		

Note: "Other" response group above presented as open ended text in Appendix 2, from page 81.

Chart 23 Trend analysis – Library services longitudinal proportionally recalibrated ratings

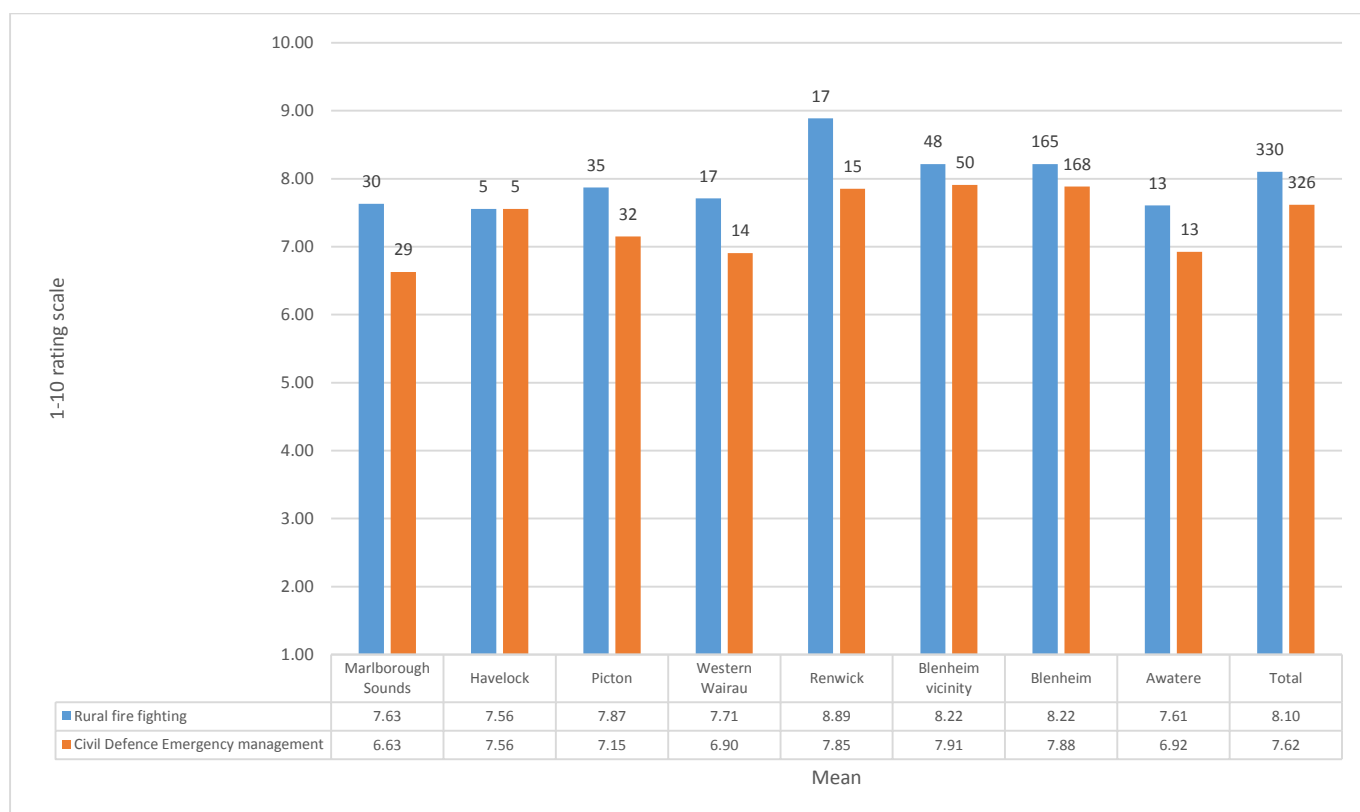


(2014 n=205-357): Based on a simple R² linear regression, Public library 1-10 rating in 2014 were similar to 2013 levels and followed the same up down pattern from previous years when compared with proportionally recalibrated mean scores presented in previous reports.

10. Emergency management

Residents were informed that “The Council is a member of Marlborough-Kaikoura Rural Fire Authority. Council also maintains an emergency management centre and is responsible for managing and responding to natural disasters and emergency events including floods and earthquakes.” Residents were then asked: “On a scale of 1 to 9 where 1=not at all well, 5=neutral and 9=extremely well, how well do you think the Council performs in providing these two services?” Mean scores for all deliverables were then aggregated and averaged within this section to provide an indication of overall performance satisfaction for this service.

Chart 24 Emergency management mean satisfaction ratings by area



Scale recalibrated from 1-9 to 1-10; N/A removed. (Total 2014 responses n=326-330) Note: small response sample sizes in some areas. Numbers at top of coloured bars represent the number of residents providing a rating for each deliverable in each area.

Table 21 Emergency management satisfaction percentages by area

Area	Rural fire fighting	Civil Defence Emergency management
Marlborough Sounds	83.3%	75.9%
Havelock	80.0%	100.0%
Picton	77.1%	68.8%
Western Wairau	76.5%	71.4%
Renwick	100.0%	73.3%
Blenheim vicinity	91.7%	86.0%
Blenheim	87.3%	82.7%
Awatere	76.9%	69.2%
Total	86.1%	80.1%

(n=326-330– N/A removed)

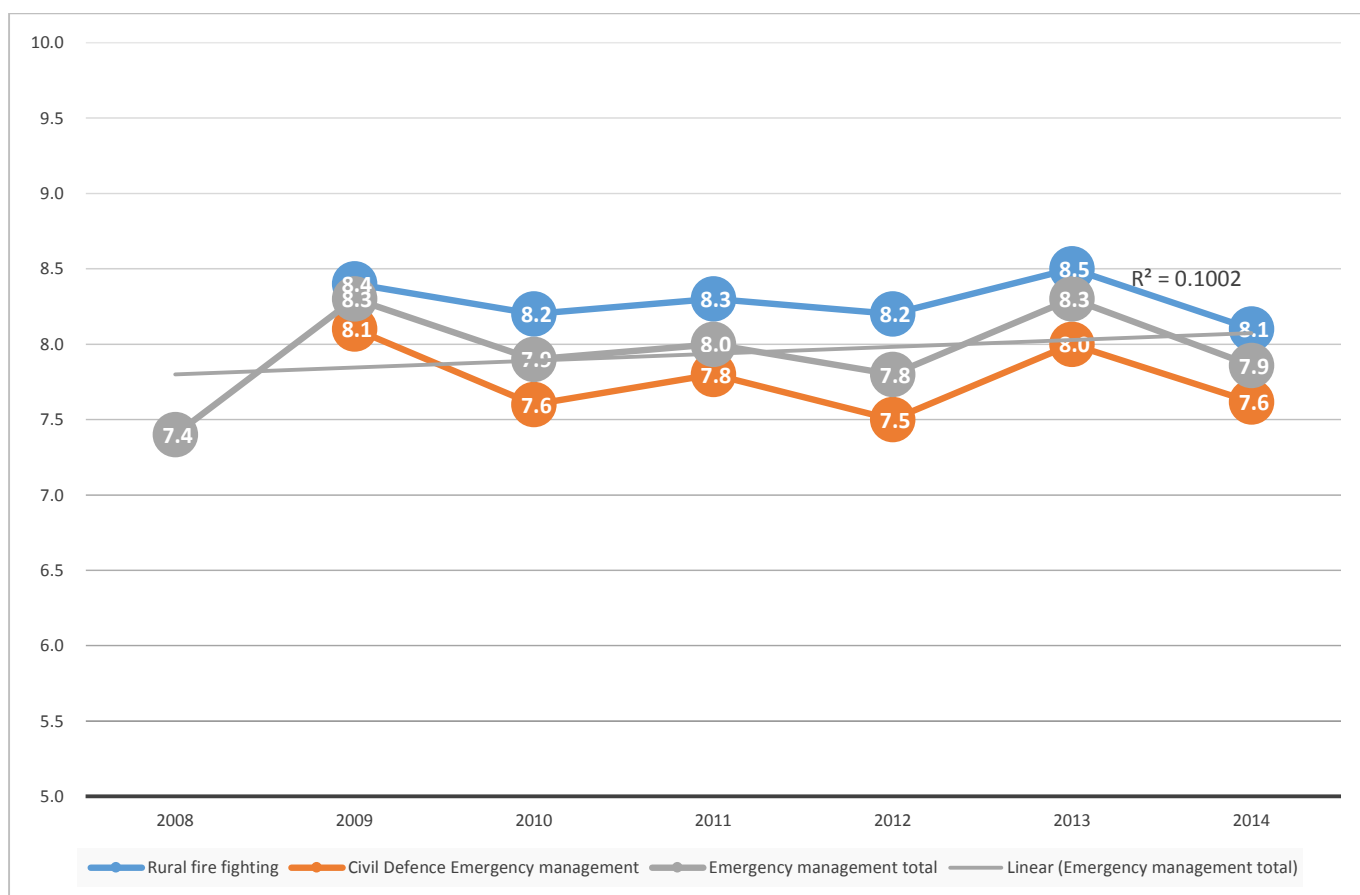
As presented in the charts and tables in this section: Emergency management achieved the second highest group performance rating in 2014 (7.86) and also the second highest priority rating (8.48). In addition, Rural firefighting achieved the third highest individual performance rating in 2014 (8.10). Across most areas, performance ratings for rural firefighting were relatively consistent, there were statistically significant differences in resident satisfaction with Civil Defence Emergency Management. Reasons for high ratings outweighed any low rating comments and included good service, friendly well trained and do a good job. Overall performance satisfaction percentages were 80.1% for Civil defence and 86.1% for rural firefighting. Across the two provisions, in 2014 there was a slight drop in 2013 levels; however this should be considered against the very high resident satisfaction percentages (Note: services provided to all areas, but based in Blenheim).

Table 22 Emergency management unprompted comments

	Positive	Count	Negative	Count
Rural fire fighting	Good service	73	Council should provide more	6
	Quick response	52	All volunteers no Council funding	4
	Good firemen/ well trained	44	Other	3
	Excellent	39	No civil defence in some areas	2
	Good number of volunteers	34	Fire controls too stringent	1
	Other	30	Have to rely on own resources	1
	Really good service	24		
	On the ball	19		
Civil Defence Emergency management	Do a good job	66	Council should provide more	9
	Other	29	Have to rely on own resources	8
	On the ball	25	Other	8
	Always people there when needed	24	Floods not dealt with quickly enough	7
	Good planning for future situations	23	No civil defence in some areas	6
	Good service	20	All volunteers no Council funding	5
	Very good service	14		

Note: "Other" response group above presented as open ended text in Appendix 2, from page 82.

Chart 25 Trend analysis – Emergency management longitudinal proportionally recalibrated ratings

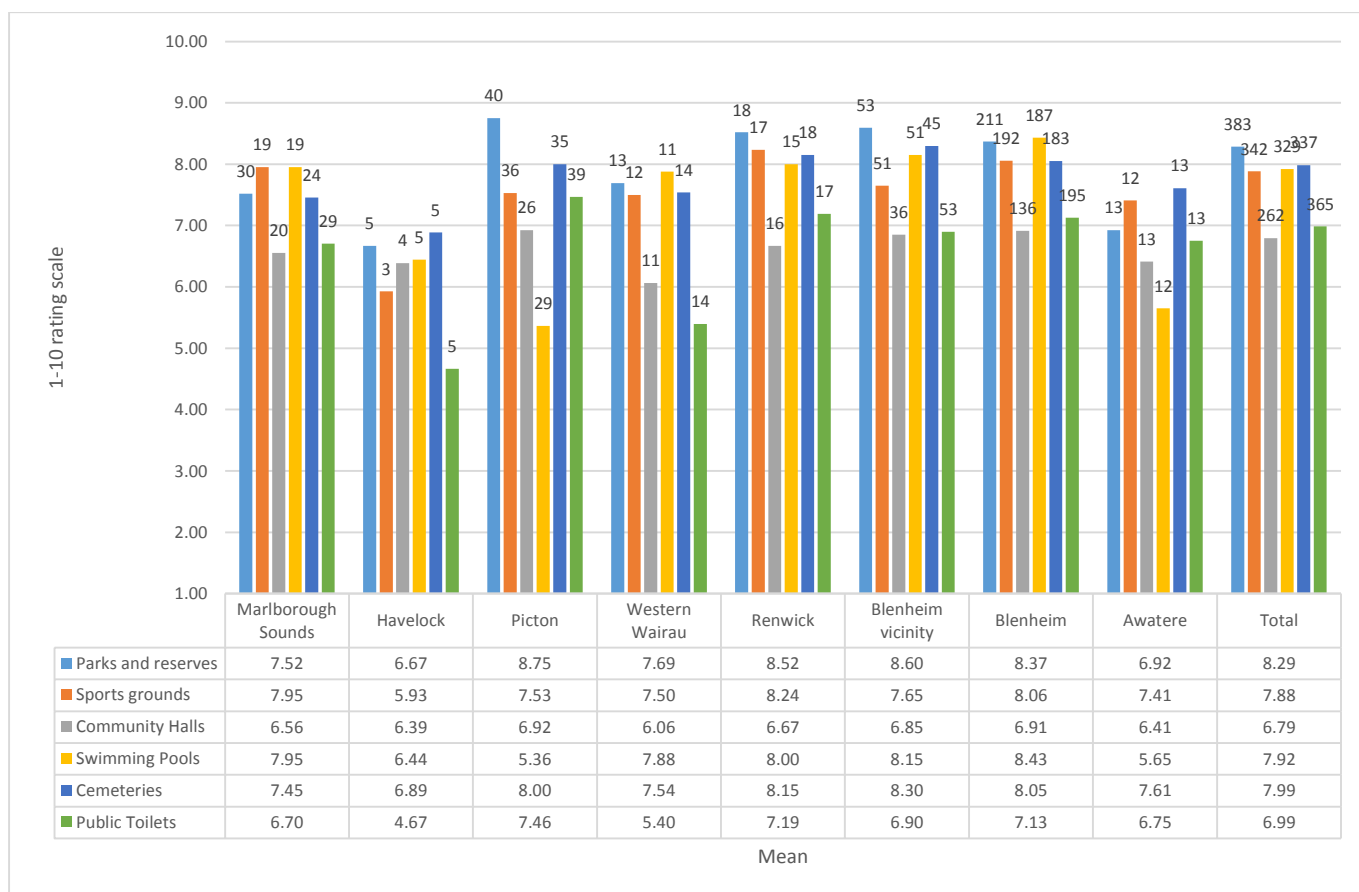


(2014 n=326-330): Based on a simple R² linear regression, Across the two provisions, in 2014 there was a slight drop in 2013 levels; however this should be considered against the very high resident satisfaction percentages when compared with proportionally recalibrated mean scores presented in previous years reports.

11. Community facilities

Residents were informed that “The Council administers a variety of community facilities.” Residents were then asked: “On a scale of 1 to 9 where 1=not at all well, 5=neutral and 9=extremely well, how well do you think the Council performs in providing these six services?” Mean scores for all deliverables were then aggregated and averaged within this section to provide an indication of overall performance satisfaction for this service.

Chart 26 Community facilities mean satisfaction ratings by area



Scale recalibrated from 1-9 to 1-10; N/A removed. (Total 2014 responses n=262-383) Note: small response sample sizes in some areas. Numbers at top of coloured bars represent the number of residents providing a rating for each deliverable in each area.

Table 23 Community facilities satisfaction percentages by area

Area	Parks and reserves	Sports grounds	Community Halls	Swimming Pools	Cemeteries
Marlborough Sounds	80.0%	94.7%	60.0%	78.9%	79.2%
Havelock	60.0%	33.3%	25.0%	60.0%	60.0%
Picton	90.0%	77.8%	65.4%	86.2%	85.7%
Western Wairau	84.6%	75.0%	45.5%	100.0%	78.6%
Renwick	94.4%	82.4%	50.0%	100.0%	83.3%
Blenheim vicinity	98.1%	82.4%	61.1%	90.2%	93.3%
Blenheim	91.9%	89.1%	63.2%	93.0%	84.2%
Awatere	61.5%	75.0%	46.2%	91.7%	76.9%
Total	90.1%	85.4%	59.9%	91.2%	84.3%

(n=262-383– N/A removed)

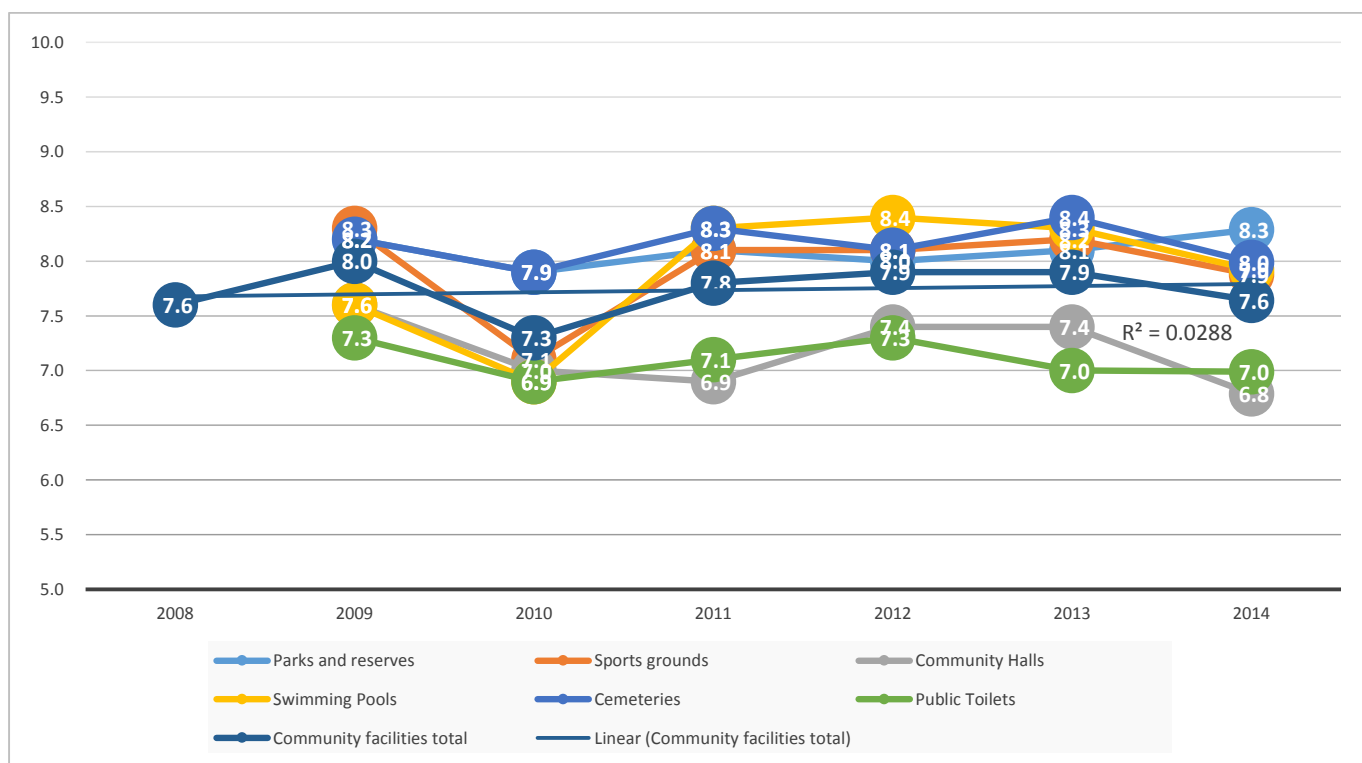
As presented in the charts and tables in this section: Parks and reserves achieved the second highest individual performance rating in 2014 (8.29). Across areas, there were some statistically significant differences in resident satisfaction. Rating differences were with the provision of Parks and reserves, swimming pools and public toilets. The six facilities all recorded positive satisfaction rating percentages with Parks and reserves (90.1%), Sports grounds (85.4%), Community Halls (59.9%), Swimming Pools (91.2%) and Cemeteries (84.3%). Reasons for positive and negative ratings varied across services. Across most community facility provisions, in 2014 a continued increase or maintenance in performance ratings was recorded with the exception of community halls which recorded a decrease.

Table 24 Community facilities unprompted comments

	Positive	Count	Negative	Count
Parks and reserves	Well maintained/ in good condition	198	Other	12
	Clean	93	Insufficient playgrounds	7
	Other	40	Poorly maintained	7
	Layout is good	35	More cycle/walkways required	3
			Litter in parks and reserves	1
Sports grounds	Well maintained/ in good condition	121	Other	10
	Clean	33	Facilities poorly maintained	6
	Other	26	No rubbish bins/ took away rubbish bins	2
	Layout is good	12	Community halls run down	8
Community Halls	Well maintained/ in good condition	30	Other	6
	Clean	14		
	Other	8		
	Layout is good	6		
Toilets	Well maintained/ clean	78	Poor public toilet hygiene	26
	Other	19	Insufficient public toilets	20
			Maintenance issues	17
			Other	16
Swimming Pools	Well maintained/ in good condition	143	Other	16
	Clean	65	Issues: Need new/ upgraded pool	11
	Other	41	Not well maintained	6
	Layout is good	34	Overcrowded	3
Cemeteries	Well maintained/ in good condition	148	Cemeteries poorly maintained	5
	Clean	60	Council uninvolved	5
	Layout is good	19	Other	4
	Other	17		

Note: "Other" response group above presented as open ended text in Appendix 2, from page 84.

Chart 27 Trend analysis – Community facilities longitudinally proportionally recalibrated ratings

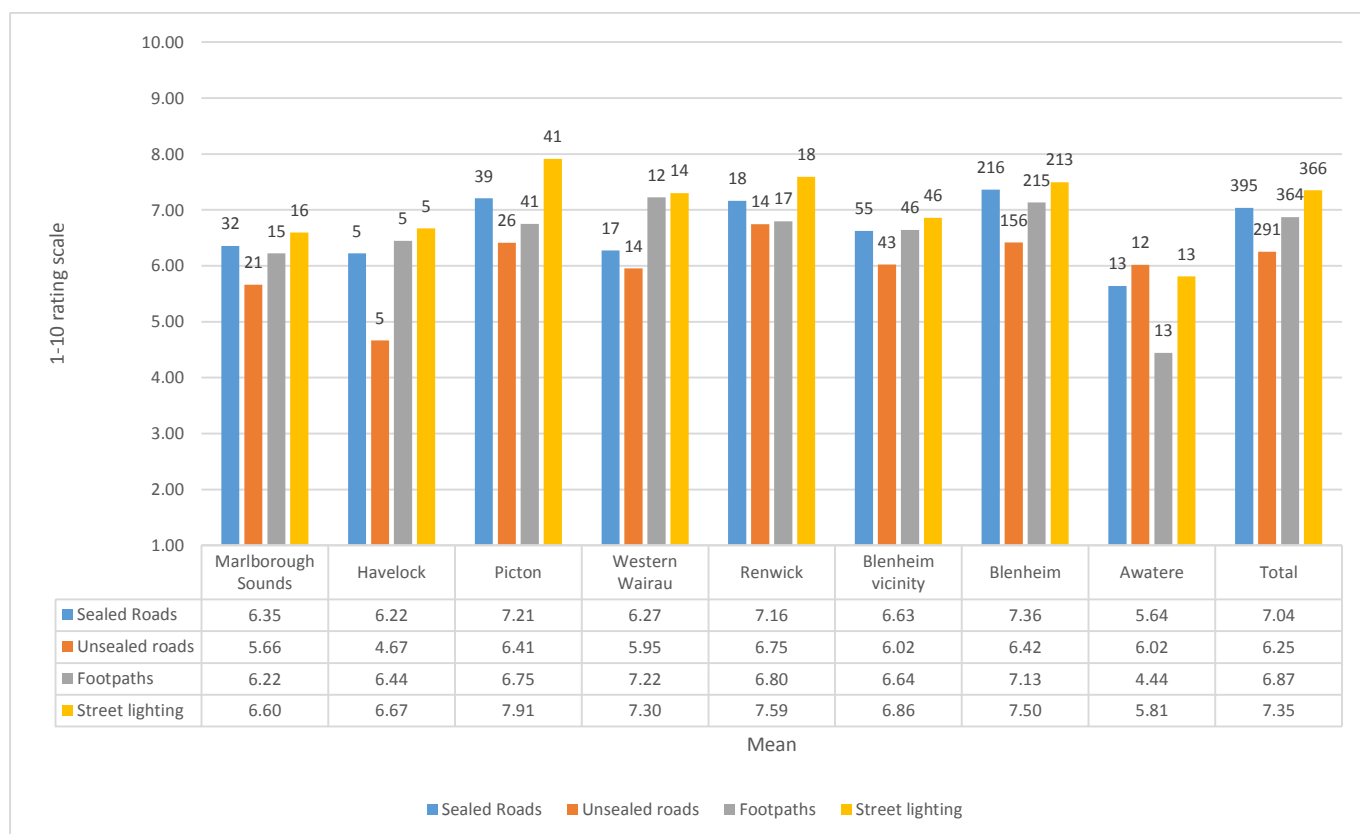


(2014 n=262-383): Based on a simple R² linear regression, across most community facility provisions, in 2014 a continued increase or maintenance in performance ratings was recorded with the exception of community halls which recorded a decrease when compared with proportionally recalibrated mean scores presented in previous years reports.

12. Roads and footpaths

Residents were informed that “The Council is responsible for all the roads in Marlborough except the state highways, this includes street lighting”. Residents were then asked: “In the district, EXCLUDING State Highways, on a scale of 1 to 9 where 1=not at all well, 5=neutral and 9=extremely well, how well do you think the Council performs providing these four services?” Mean scores for all deliverables were then aggregated and averaged within this section to provide an indication of overall performance satisfaction for this service.

Chart 28 Roads and footpaths mean satisfaction ratings by area



Scale recalibrated from 1-9 to 1-10; N/A removed. (Total 2014 responses n=291-395) Note: small response sample sizes in some areas. Numbers at top of coloured bars represent the number of residents providing a rating for each deliverable in each area.

Table 25 Roads and footpaths satisfaction percentages by area

Area	Sealed Roads	Unsealed roads	Footpaths	Street lighting
Marlborough Sounds	53.1%	47.4%	57.1%	68.8%
Havelock	40.0%	20.0%	60.0%	75.0%
Picton	71.8%	53.8%	64.1%	84.6%
Western Wairau	70.6%	57.1%	75.0%	78.6%
Renwick	72.2%	78.6%	64.7%	77.8%
Blenheim vicinity	56.4%	46.5%	63.0%	65.9%
Blenheim	78.7%	50.0%	71.2%	82.4%
Awatere	46.2%	50.0%	30.8%	61.5%
Total	70.6%	50.9%	67.0%	78.8%

(n=291-395 – N/A removed)

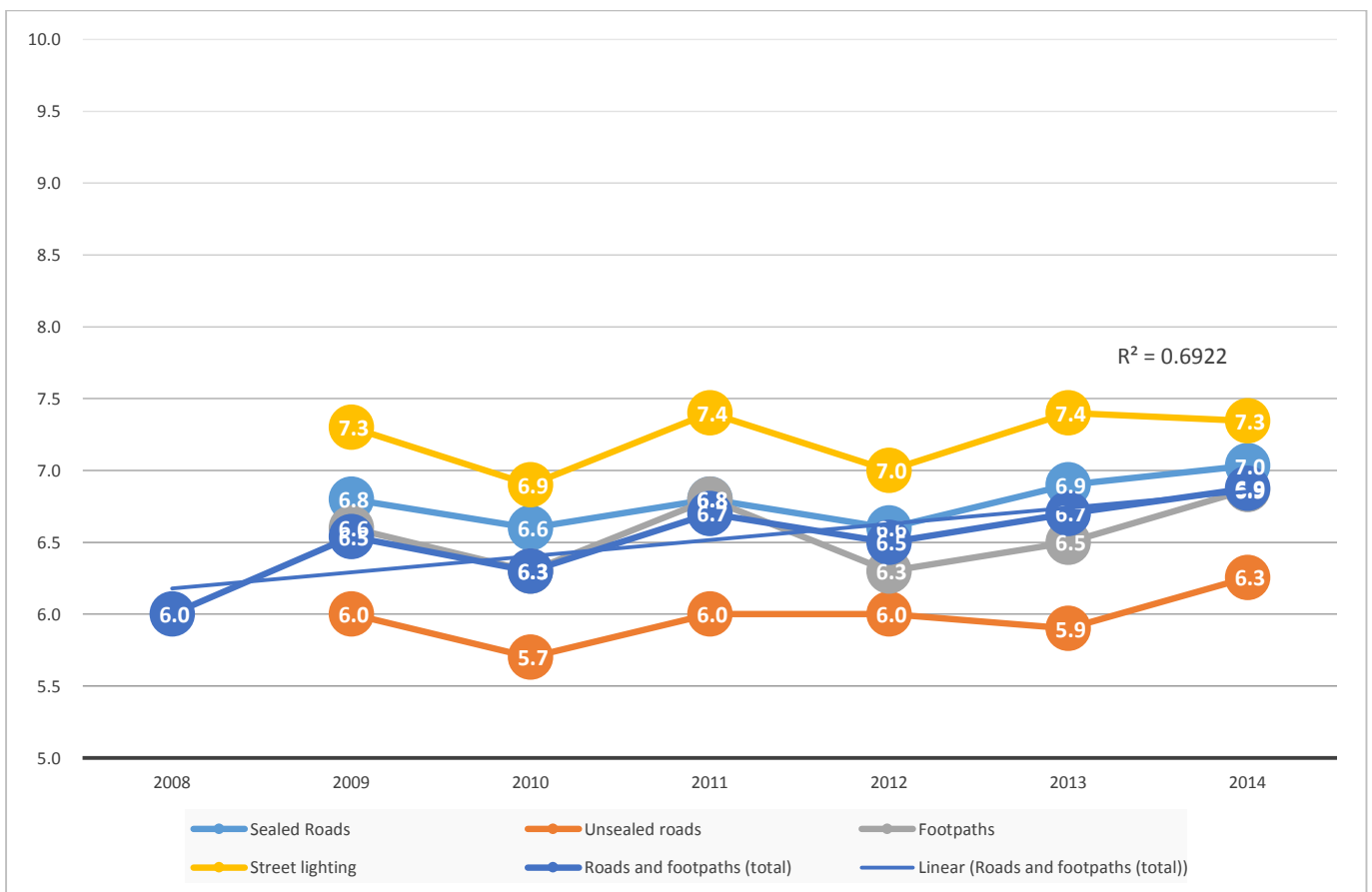
As presented in the charts and tables in this section: Across most areas, there were statistically significant differences in resident satisfaction with *sealed roads*, *footpaths* and *street lighting* indicating a degree of ongoing variation in the provision and quality of these deliverables. Reasons for high and low ratings varied across services. In most instances, the provision of *street lighting* gained the highest satisfaction rating across the district at 78.8% followed by *sealed roads* at 70.6%, *footpaths* at 67% and *unsealed roads* at just 50%. Across all road and footpath provisions, in 2014 a continued increase in satisfaction was recorded with the exception of *Street lighting* which was close to maintaining 2013 levels (Note: does NOT apply to State Highways. Unsealed roads located mainly in Awatere, Marlborough Sounds and some in Western Wairau).

Table 26 Roads and footpaths unprompted comments

		Count		Count
Sealed Roads	Well maintained	69	Potholes	28
	Well sealed	52	Poor sealed roads	26
	Good maintenance	38	Other	19
	Other	19	Lack of maintenance	16
	Well signposted	18		
Unsealed Roads	No problems	18	Poor unsealed roads	20
	Well maintained	14	Potholes	20
	Don't know	3	Other	18
	Other	2	Lack of maintenance	14
Footpaths	Good condition	56	Lack of footpaths in the area	35
	Well maintained	42	Unsafe for the elderly/ mobility scooters	23
	No problems	32	Other	21
	Other	18	Poor footpath maintenance	17
Street Lighting	Adequate lighting	69	Street lighting inadequate	20
	Plenty of lighting	36	Poor light quality	19
	Good lighting quality	31	Other	15
	Good/ well lit everywhere	26		
	Other	14		

Note: "Other" response group above presented as open ended text in Appendix 2, from page 88.

Chart 29 Trend analysis – Roads and footpaths longitudinal proportionally recalibrated ratings

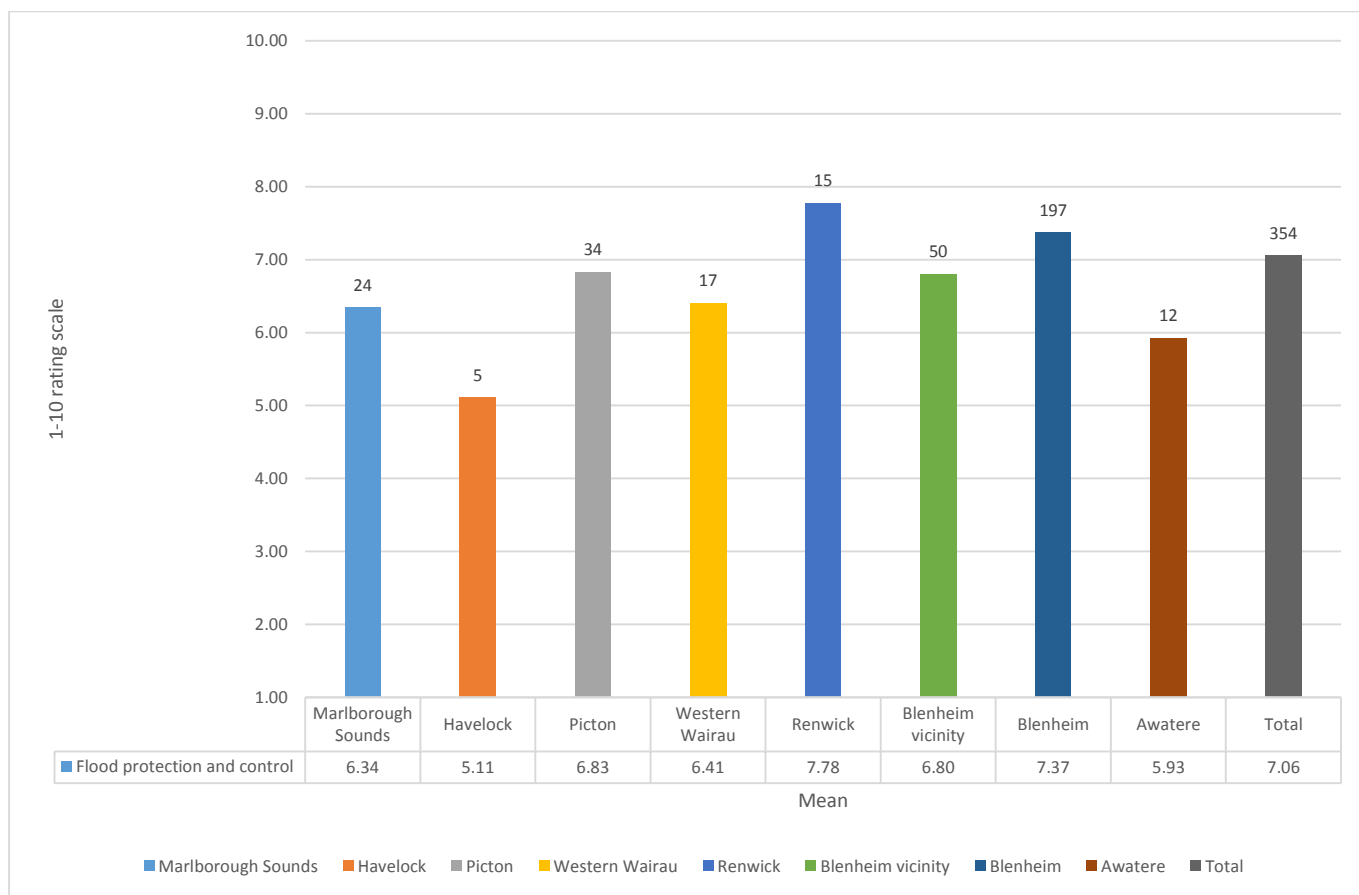


(2014 n=291-395): Based on a simple R² linear regression, an ongoing improvement in overall satisfaction with Road and footpaths was recorded in 2014 when compared with proportionally recalibrated mean scores presented in previous years reports.

13. Flood protection and control

Residents were informed that “The Council provides and maintains a network of stop banks on rivers and drains on the main Wairau floodplain to protect against the risks of flooding and agricultural drainage. Lesser works are carried out in Picton and outside of the main Wairau floodplain at a lower rate charge. Note: Where rivers and drainage rates are not charged (e.g. Awatere), no river works are carried out.” Residents were then asked: “In your local area on a scale of 1 to 9 where 1=not at all well, 5=neutral and 9=extremely well, how well do you think the Council performs in providing this service?”

Chart 30 Flood protection and control mean satisfaction ratings by area



Scale recalibrated from 1-9 to 1-10; N/A removed. (Total 2014 responses n=354) Note: small response sample sizes in some areas. Numbers at top of coloured bars represent the number of residents providing a rating for each deliverable in each area.

Table 27 Flood protection and control satisfaction percentages by area

		Havelock	Awatere	Western Wairau	Renwick	Marlborough Sounds	Picton	Blenheim vicinity	Blenheim	Total
Flood protection and control	Dissatisfied	40.0%	33.3%	23.5%	6.7%	29.2%	14.7%	18.0%	10.7%	15.0%
	Neutral	40.0%	16.7%	17.6%	13.3%	12.5%	11.8%	16.0%	14.2%	14.7%
	Satisfied	20.0%	50.0%	58.8%	80.0%	58.3%	73.5%	66.0%	75.1%	70.3%
Flood protection and control	Dissatisfied	2	4	4	1	7	5	9	21	53
	Neutral	2	2	3	2	3	4	8	28	52
	Satisfied	1	6	10	12	14	25	33	148	249

(n=354 – N/A removed)

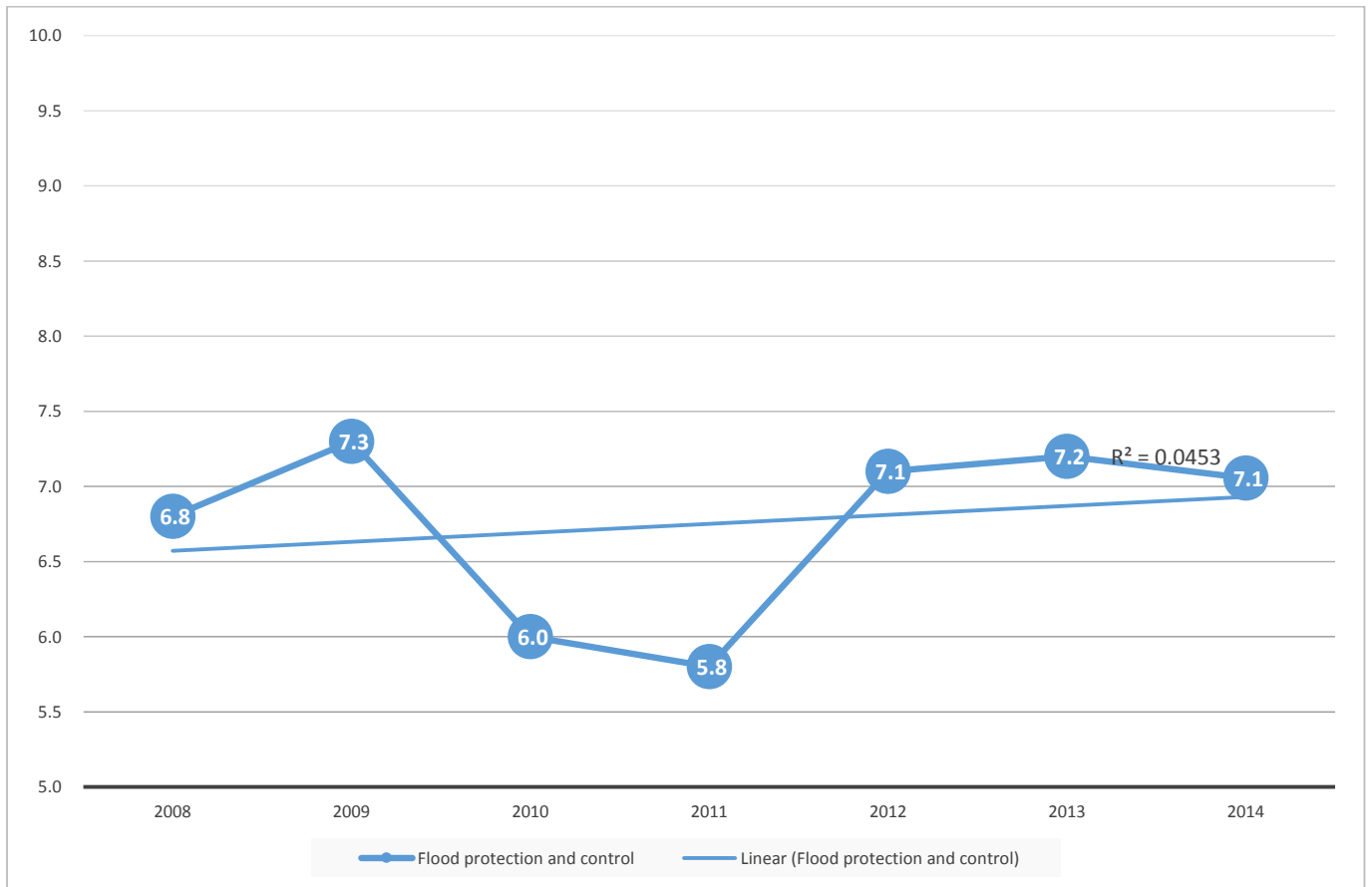
As presented in the charts and tables in this section: Across most areas, there were statistically significant differences in resident satisfaction with *flood protection and control* indicating a degree of variation in the provision and quality of these deliverables across the district. Across all residents 70.3% indicated they were satisfied to some degree; however smaller communities outside Blenheim were mixed in their levels of performance satisfaction. From a trend perspective 2014 levels were similar to the previous two years (Note: applies mostly to mostly Blenheim, Blenheim vicinity and Renwick with some service provided in Picton).

Table 28 Flood protection and control unprompted comments

		Count
Positive	Do a good job	52
	Managed well	34
	Rarely floods	26
	Well maintained	26
	Other	23
Negative	Other	35
	Not enough maintenance	27
	Erosion	6

Note: "Other" response group above presented as open ended text in Appendix 2, from page 90.

Chart 31 Trend analysis – Flood protection and control longitudinally proportionally recalibrated ratings

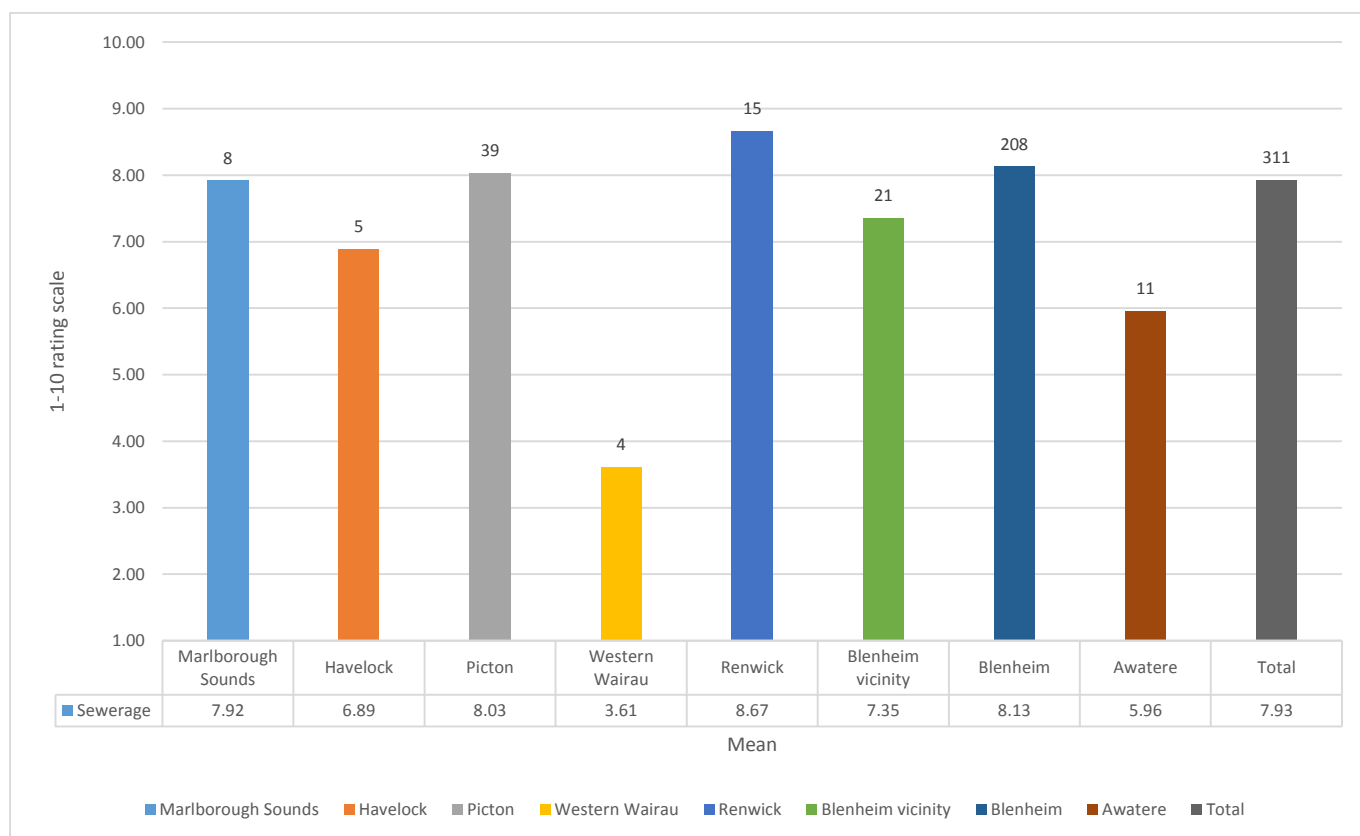


(2014 n=354): Based on a simple R^2 linear regression, from a trend perspective 2014 levels were similar to the previous two years when compared with proportionally recalibrated mean scores presented in previous years reports.

14. Sewerage

Residents were informed that “The Council operates sewerage schemes in Blenheim, Renwick, Picton, Seddon, Havelock, Spring Creek, Riverlands and Cloudy Bay Business Park. These cater for both domestic and industrial waste”. Residents were then asked: “If you receive a Council supplied sewerage scheme, on a scale of 1 to 9 where 1=not at all well, 5=neutral and 9=extremely well, how well do you think the Council performs in providing these services?”

Chart 32 Sewerage mean satisfaction ratings by area



Scale recalibrated from 1-9 to 1-10; N/A removed. (Total 2014 responses n=311) Note: small response sample sizes in some areas. Numbers at top of coloured bars represent the number of residents providing a rating for each deliverable in each area.

Table 29 Sewerage satisfaction percentages by area

		Marlborough Sounds	Havelock	Picton	Western Wairau	Renwick	Blenheim vicinity	Blenheim	Awatere	Total
Sewerage	Dissatisfied	0.0%	20.0%	5.1%	50.0%	0.0%	9.5%	3.4%	27.3%	5.5%
	Neutral	12.5%	40.0%	7.7%	25.0%	0.0%	19.0%	10.1%	18.2%	10.9%
	Satisfied	87.5%	40.0%	87.2%	25.0%	100.0%	71.4%	86.5%	54.5%	83.6%
Sewerage	Dissatisfied	0	1	2	2	0	2	7	3	17
	Neutral	1	2	3	1	0	4	21	2	34
	Satisfied	7	2	34	1	15	15	180	6	260

(n=311 – N/A removed)

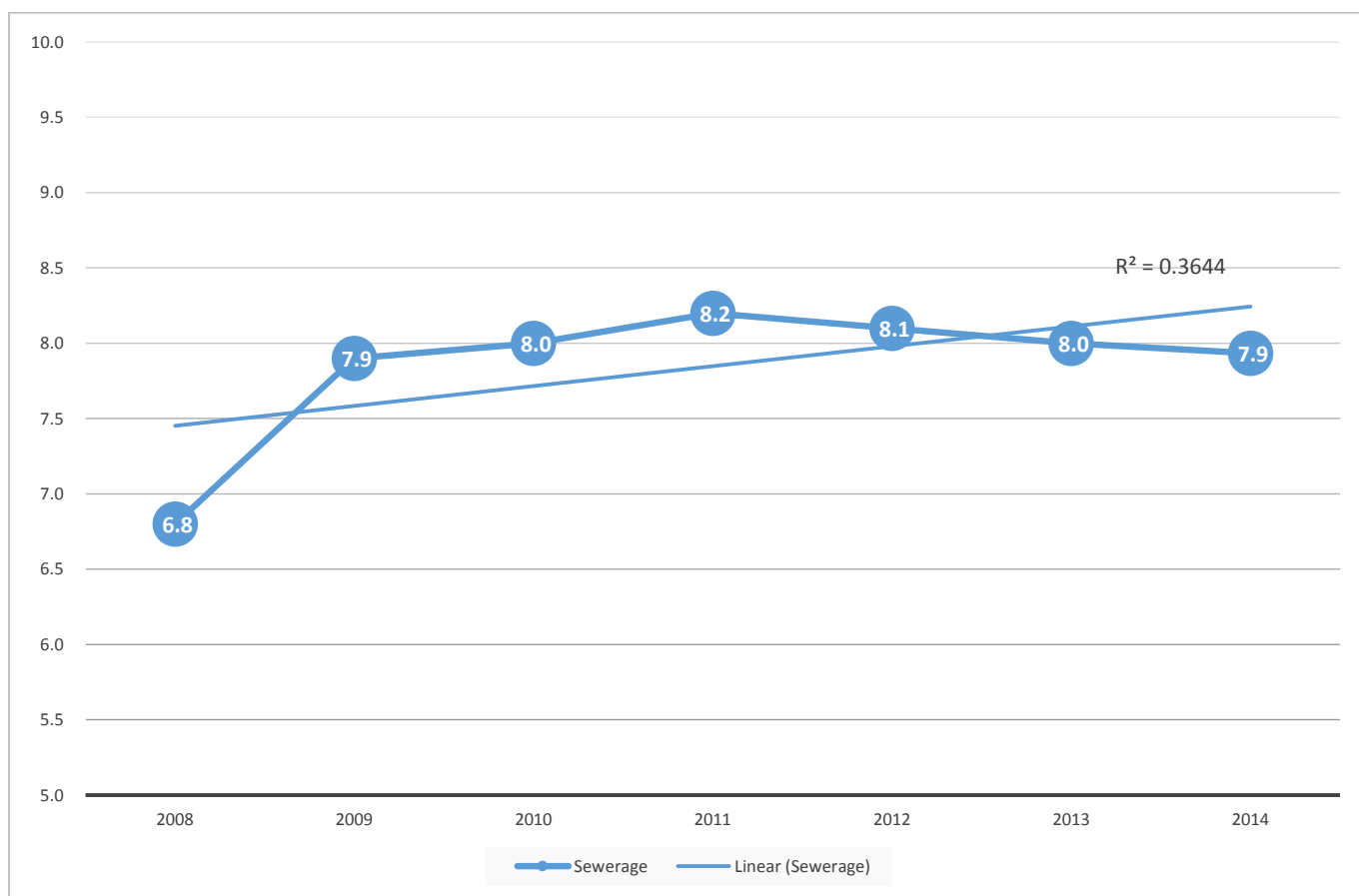
As presented in the charts and tables in this section: Sewerage achieved the highest group performance rating in 2014 (7.93). Across most areas, there were statistically significant differences in resident satisfaction with sewerage indicating a degree of variation in the provision and quality of this deliverable across the district. Reasons for positive ratings included *no problems/functions well, no overflow/leakage* and *no pungent smells*. Typically larger communities were more satisfied and provided higher performance ratings. Whereas there has been some improvement in sewerage satisfaction trends in the past, it appears this service has experienced a minor decline in performance in recent years.

Table 30 Sewerage unprompted comments

		Count
Positive	No problems/ functions well	129
	No overflow/ leakage	38
	No pungent smells	36
	Other	16
Negative	Other	10
	Need better maintenance	6
	Poorly designed	3
	Need to prioritise	2
	Need forward planning	1

Note: "Other" response group above presented as open ended text in Appendix 2, from page 91.

Chart 33 Trend analysis – Sewerage longitudinal proportionally recalibrated ratings

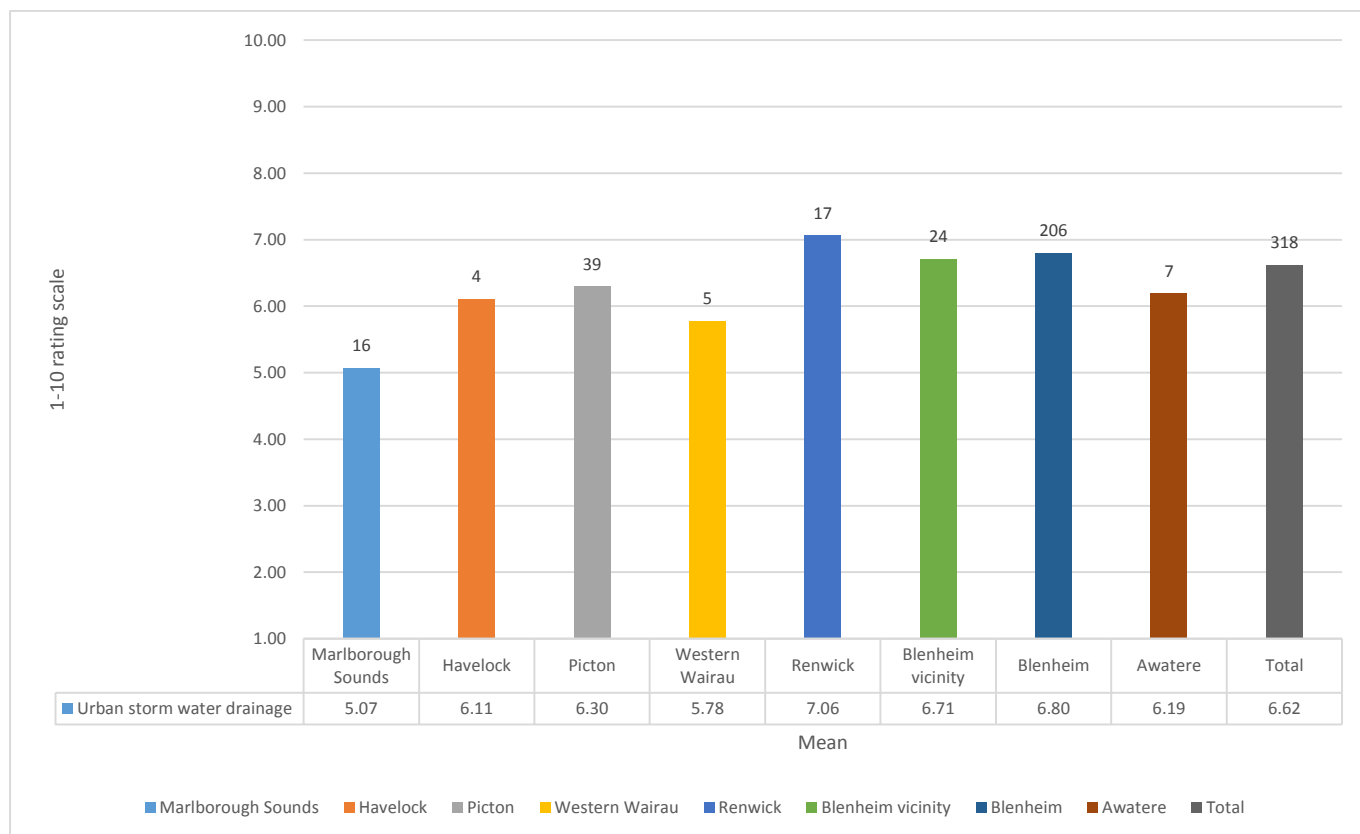


(2014 n=311): Based on a simple R^2 linear regression, whereas there has been some improvement in sewerage satisfaction trends in the past, it appears this service has experienced a minor decline in performance in recent years when compared with proportionally recalibrated mean scores presented in previous years reports.

15. Urban storm water drainage

Residents were informed that “The Council provides a storm water drainage system to manage storm water runoff in urban catchments, predominantly in Blenheim and Picton, and smaller networks in Renwick, Havelock, Spring Creek, Riverlands and Cloudy Bay business park”. Residents were then asked: “on a scale of 1 to 9 where 1=not at all well, 5=neutral and 9=extremely well, how well do you think the Council performs in providing this service?”

Chart 34 Urban storm water drainage mean satisfaction ratings by area



Scale recalibrated from 1-9 to 1-10; N/A removed. (Total 2014 responses n=318) Note: small response sample sizes in some areas. Numbers at top of coloured bars represent the number of residents providing a rating for each deliverable in each area.

Table 31 Urban storm water drainage satisfaction percentages by area

		Marlborough Sounds	Havelock	Picton	Western Wairau	Renwick	Blenheim vicinity	Blenheim	Awatere	Total
Urban storm water drainage	Dissatisfied	37.5%	0.0%	30.8%	20.0%	29.4%	12.5%	18.0%	14.3%	20.4%
	Neutral	25.0%	50.0%	12.8%	0.0%	5.9%	20.8%	16.5%	28.6%	16.7%
	Satisfied	37.5%	50.0%	56.4%	80.0%	64.7%	66.7%	65.5%	57.1%	62.9%
Urban storm water drainage	Dissatisfied	6	0	12	1	5	3	37	1	65
	Neutral	4	2	5	0	1	5	34	2	53
	Satisfied	6	2	22	4	11	16	135	4	200

(n=318 – N/A removed)

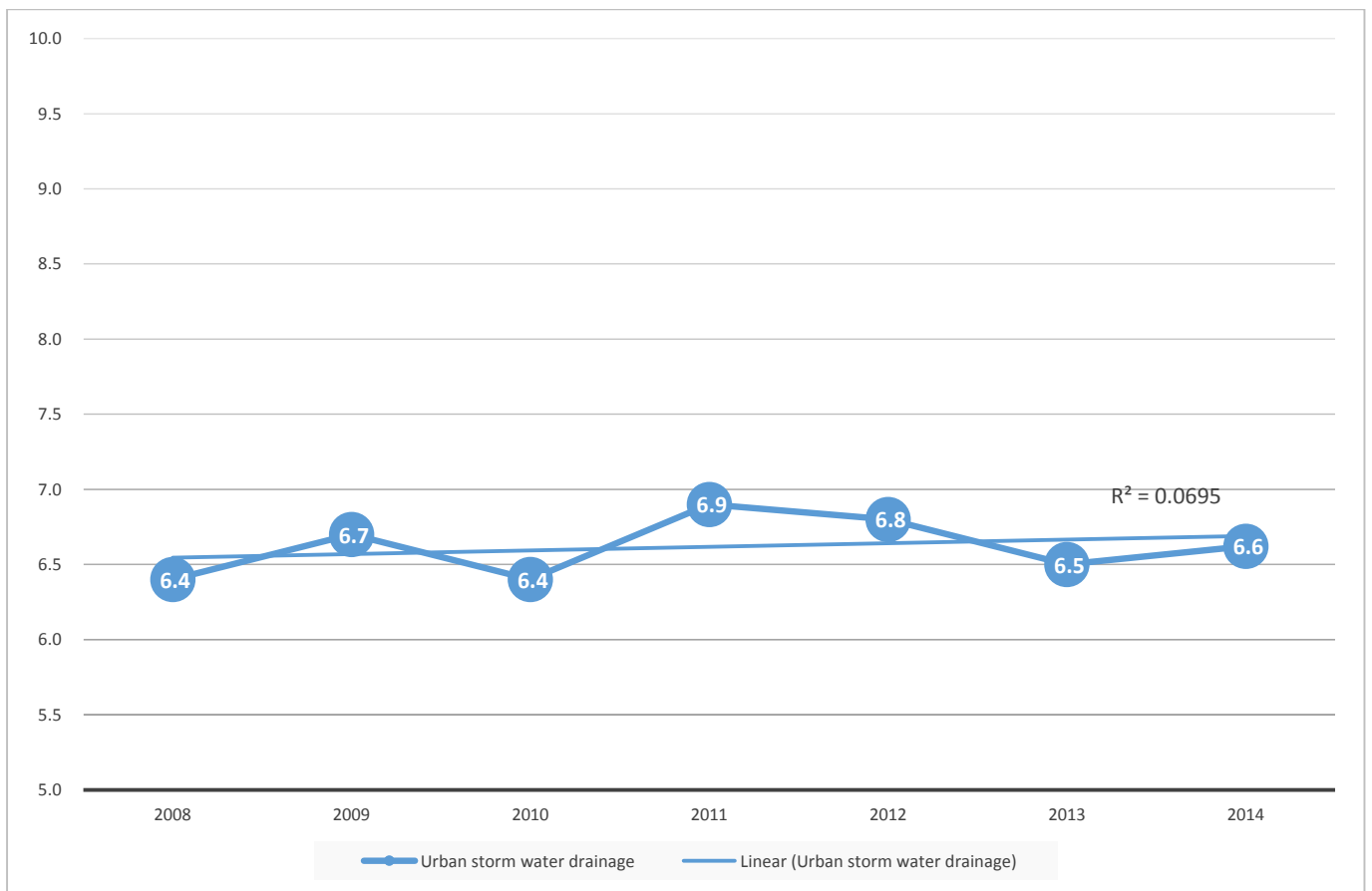
As presented in the charts and tables in this section: Across most areas, there were some minor differences in resident satisfaction with *urban storm water drainage*, however, these were NOT statistically significant indicating a degree of consistency in the provision and quality of these deliverables. Marlborough Sounds satisfied/neutral/dissatisfied variations resulted in lower mean performance ratings. Low rating comments included *drains blocked/ need clearing* and *Flooding still occurring*. Overall, 62.9% of residents were satisfied to some degree. In terms of trends, current and historical rating levels are somewhat inconsistent with ratings up some years and down others (Note: service available in Blenheim, Picton, Renwick, Havelock, Seddon [not all Awatere] only).

Table 32 Urban storm water drainage unprompted comments

		Count
Positive	No problems	52
	Very well controlled	17
	Not much flooding	15
	Other	15
Negative	Flooding still occurring	33
	Other	33
	Drains blocked/ need clearing	26
	Poor maintenance	19
	Council doesn't follow up	8
	Rubbish in rivers	5
	Irregular mulch/ mowing of banks	1

Note: "Other" response group above presented as open ended text in Appendix 2, from page 92.

Chart 35 Trend analysis – Urban storm water drainage longitudinal proportionally recalibrated ratings

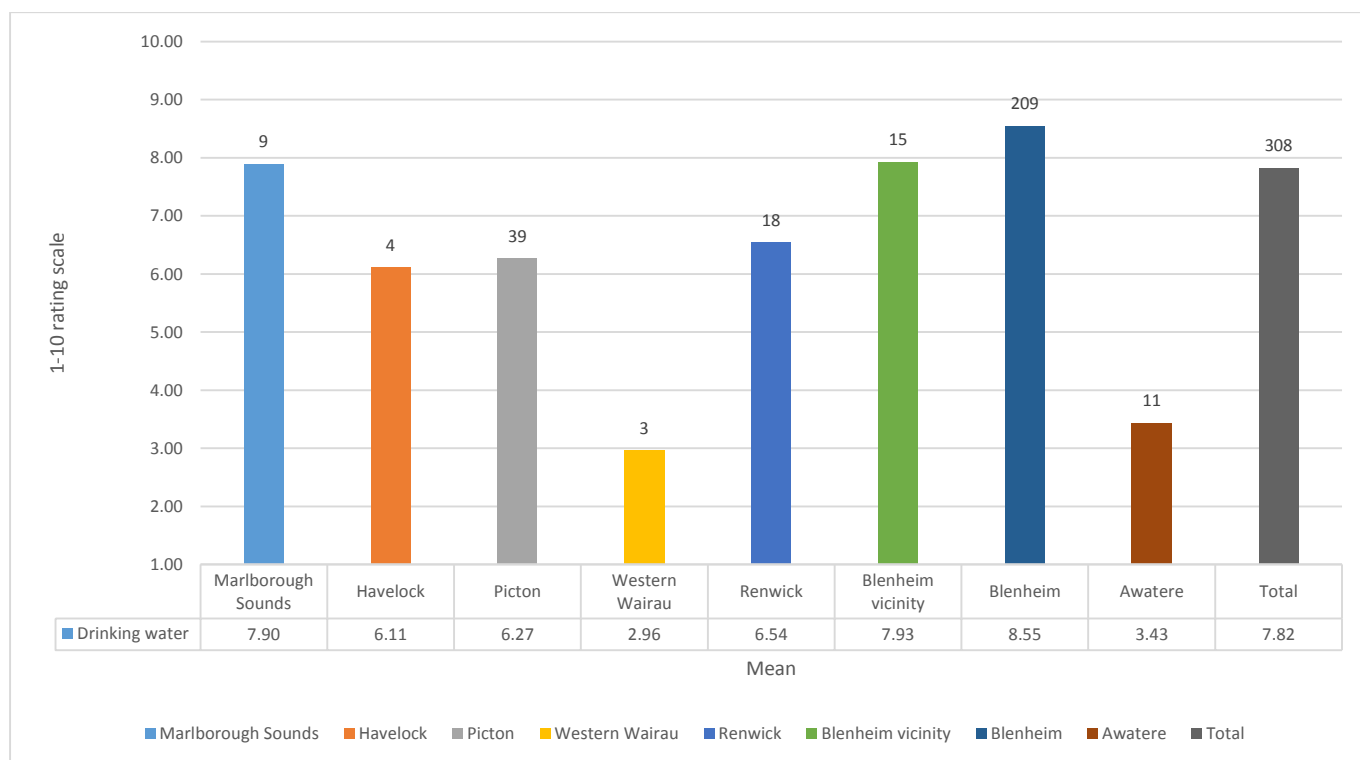


(2014 n=318): Based on a simple R^2 linear regression, terms of trends, current and historical rating levels are somewhat inconsistent with ratings up some years and down others when compared with proportionally recalibrated mean scores presented in previous years reports.

16. Drinking water

Residents were informed that “The Council operates fresh water supply schemes servicing Blenheim, Renwick, Picton, Awatere, Wairau Valley, Havelock and Riverlands”. Residents were then asked: “If you receive Council supplied drinking water; on a scale of 1 to 9 where 1=not at all well, 5=neutral and 9=extremely well, how well do you think the Council performs in providing this service?”

Chart 36 Drinking water mean satisfaction ratings by area



Scale recalibrated from 1-9 to 1-10; N/A removed. (Total 2014 responses n=308) Note: small response sample sizes in some areas. Numbers at top of coloured bars represent the number of residents providing a rating for each deliverable in each area.

Table 33 Drinking water satisfaction percentages by area

		Marlborough Sounds	Havelock	Picton	Western Wairau	Renwick	Blenheim vicinity	Blenheim	Awatere	Total
Drinking water	Dissatisfied	11.1%	25.0%	33.3%	66.7%	27.8%	20.0%	3.3%	63.6%	12.7%
	Neutral	0.0%	25.0%	15.4%	0.0%	16.7%	13.3%	7.2%	18.2%	9.4%
	Satisfied	88.9%	50.0%	51.3%	33.3%	55.6%	66.7%	89.5%	18.2%	77.9%
Drinking water	Dissatisfied	1	1	13	2	5	3	7	7	39
	Neutral	0	1	6	0	3	2	15	2	29
	Satisfied	8	2	20	1	10	10	187	2	240

(n=308 – N/A removed)

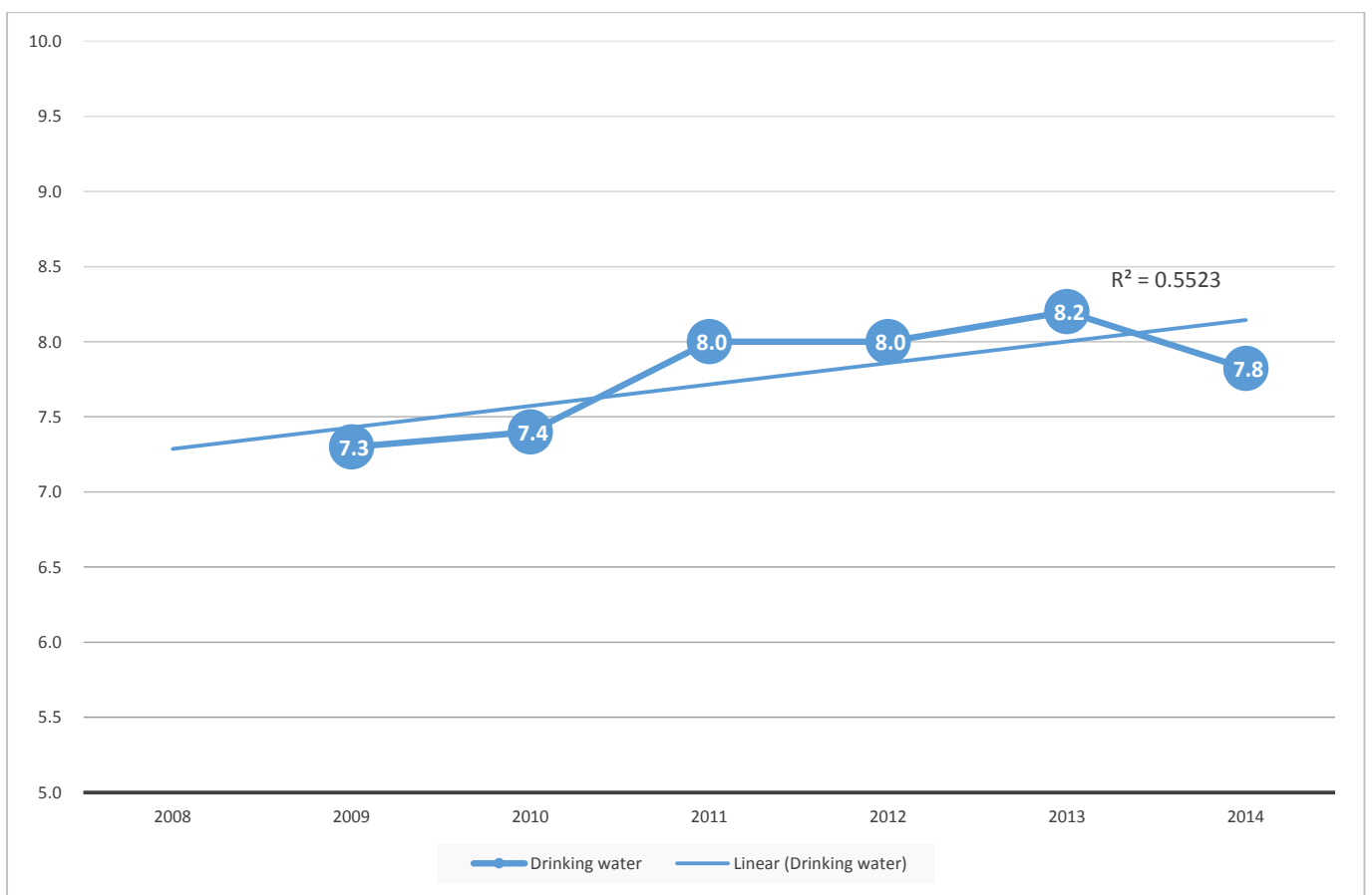
As presented in the charts and tables in this section: Drinking water achieved the third highest group rating in 2014 (7.82) and also was the highest prioritised service (8.70). Across most areas, there were statistically significant differences in resident satisfaction with drinking water indicating a degree of variation in the provision and quality of this service. Some low ratings could be explained by small sample sizes, however, smaller communities such as Havelock, Awatere, and Western Wairau all had higher proportions of dissatisfaction indicating variations in the performance of this service within these areas (mean standard deviations were also highest in these areas). Whereas some improvement had been achieved in past years, 2014 saw a minor drop in overall aggregated performance in this deliverable (Note: drinking water provided to Blenheim, Picton, Renwick, Havelock, Awatere valley part of Awatere area, Wairau Valley township [in Western Wairau], Riverlands [in Blenheim vicinity]).

Table 34 Drinking water unprompted comments

		Count
Positive	Good taste	76
	No problems	76
	Good quality	65
	Good supply	45
	Other	28
	Some of the best water in New Zealand	18
	Very good	13
Negative	Other	22
	Water undrinkable	21
	Water of low standard	13
	Costs regarding water supply	4
	Have own supply	4
	Water out of town no good	4

Note: "Other" response group above presented as open ended text in Appendix 2, from page 93.

Chart 37 Trend analysis – Drinking water longitudinal proportionally recalibrated ratings

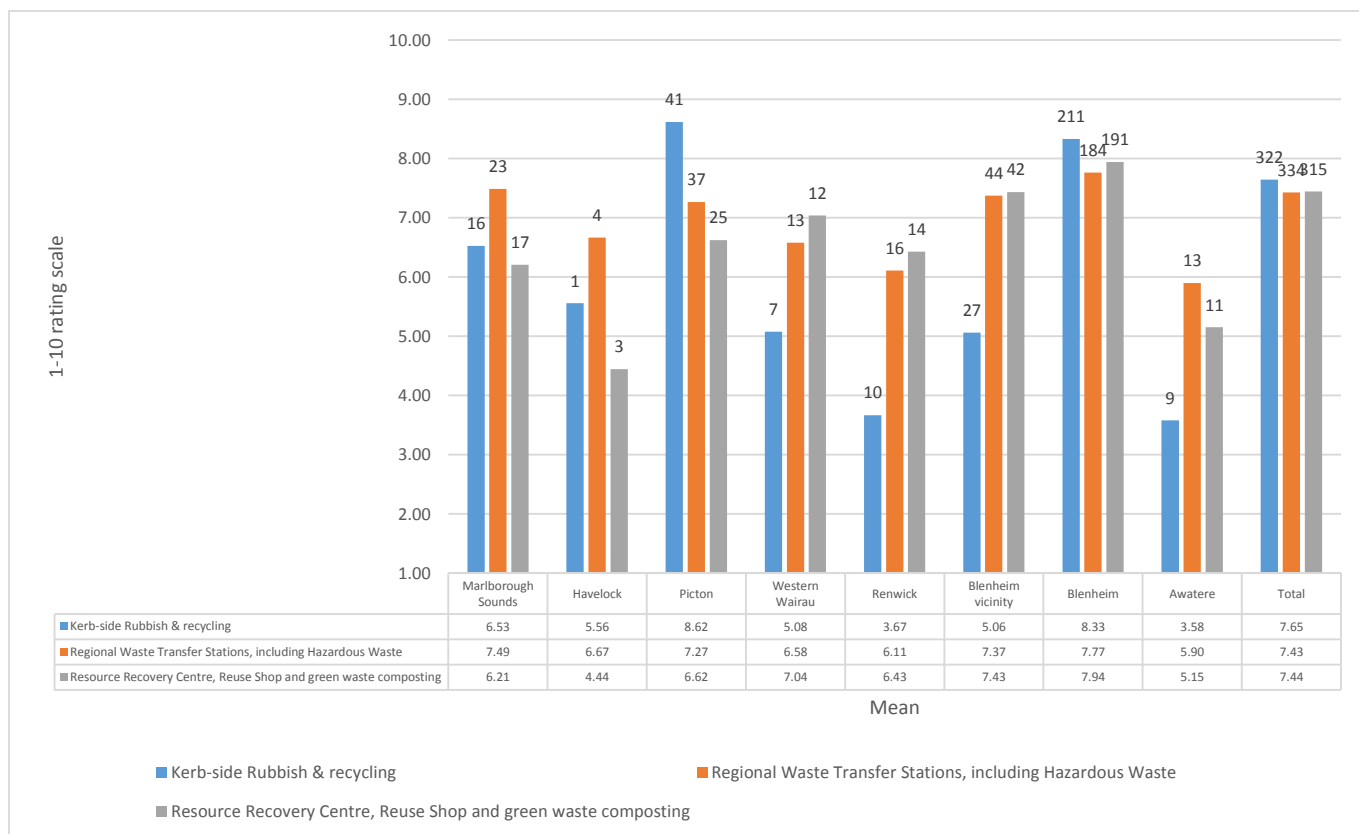


(2014 n=308): Based on a simple R^2 linear regression, whereas some improvement had been achieved in past years, 2014 saw a minor drop in overall aggregated performance in this deliverable when compared with proportionally recalibrated mean scores presented in previous years reports.

17. Waste management

Residents were informed that “The Council provide a range of waste management services across the region.” Residents were then asked: “In your local area, on a scale of 1 to 9 where 1=not at all well, 5=neutral and 9=extremely well, how well do you think the Council performs in providing these three services?” Mean scores for all deliverables were then aggregated and averaged within this section to provide an indication of overall performance satisfaction for this service.

Chart 38 Waste management mean satisfaction ratings by area



Scale recalibrated from 1-9 to 1-10; N/A removed. (Total 2014 responses n=315-334) Note: small response sample sizes in some areas. Numbers at top of coloured bars represent the number of residents providing a rating for each deliverable in each area.

Table 35 Waste management satisfaction percentages by area

Area	Kerb-side Rubbish & recycling	Regional Waste Transfer Stations, including Hazardous Waste	Resource Recovery Centre, Reuse Shop and green waste composting
Marlborough Sounds	68.8%	82.6%	52.9%
Havelock	0.0%	100.0%	33.3%
Picton	95.1%	86.5%	56.0%
Western Wairau	42.9%	92.3%	66.7%
Renwick	20.0%	81.3%	50.0%
Blenheim vicinity	44.4%	86.4%	73.8%
Blenheim	90.0%	83.2%	86.4%
Awatere	11.1%	100.0%	45.5%
Total	80.1%	85.0%	76.2%

(n=315-334 – N/A removed)

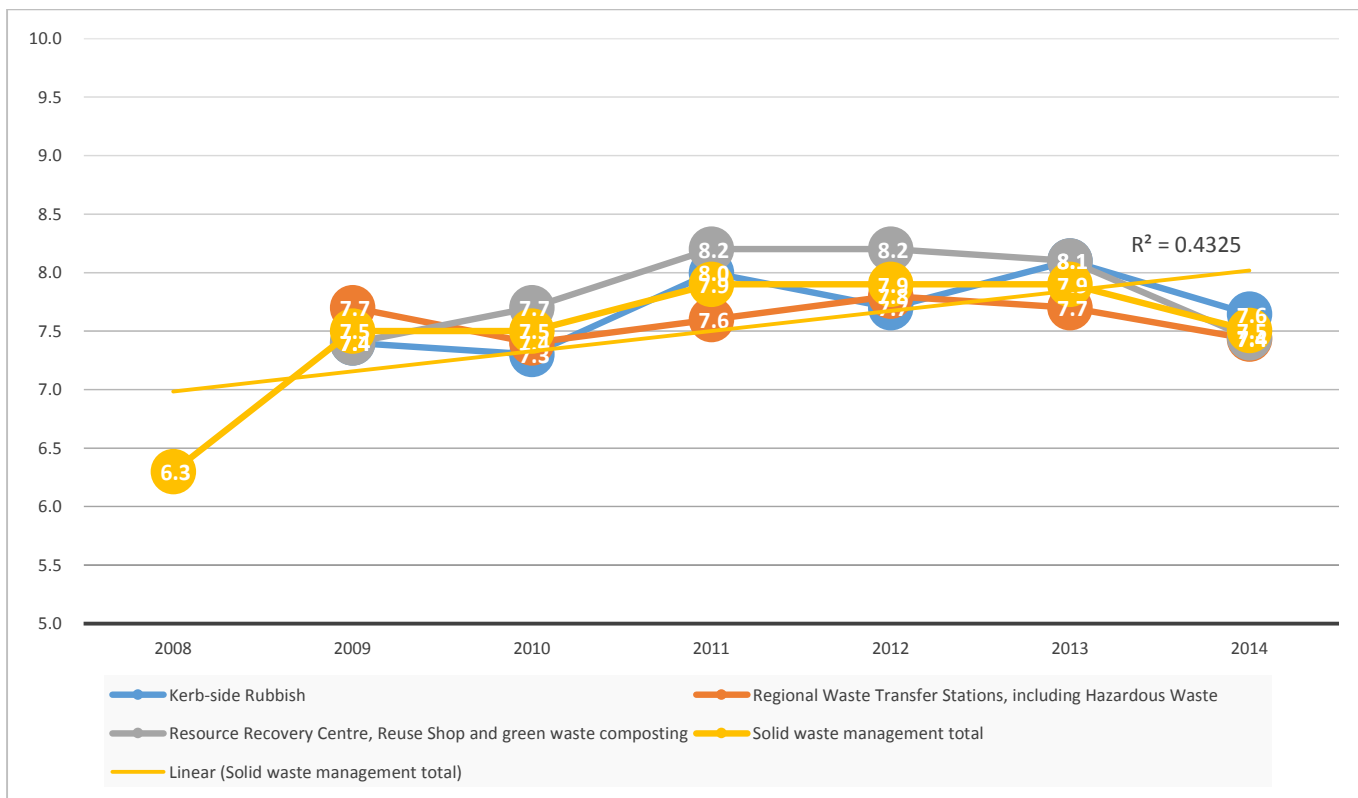
As presented in the charts and tables in this section: Across all areas, there were statistically significant differences in resident satisfaction with *Kerb-side Rubbish*, *Regional Waste Transfer Stations* and *Resource Recovery* indicating a degree of variation in the provision and quality of these deliverables across the district. Reasons for positive and negative ratings varied across services. Across the district 3-out-of-4 residents indicated they were satisfied with the performance of the Council with these services. Although there was a slight drop in some 2014 ratings, over time there has been a positive improvement trend in this service area (Note: services provided to Blenheim and Picton for kerbside collections, resource recovery centres sites across the district, resource recovery and reuse centre is based in Blenheim).

Table 36 Waste management unprompted comments

	Positive	Count	Negative	Count
Kerb-side Rubbish & Recycling	Great service/ pick up good	113	No kerb-side collection	31
	Reliable/ on time	81	Other	12
	Excellent	50	Recycling bins needed	10
	Other	31	Service is inadequate	9
			Need to recycle	8
			Recycling charged should be free	3
			Expensive	1
Waste Transfer	Accessible - easy to get to	37	Expensive	17
	Everything runs smoothly	31	Service is inadequate	13
	Other	31	Inconsistent with pricing and service	12
	Easy to access	30	Other	8
	Good facility	29		
	Convenient	22		
	Excellent service	20		
	Good convenient service	19		
	Efficient	17		
	Good service/ it is good	17		
	Great service	16		
	Friendly staff	11		
	Well managed	11		
	Very good	7		
Resource Recovery	Good service/ well managed	69	Expensive	15
	Good to be able to easily recycle	45	Fees too high	14
	Easy to use	37	Other	14
	Accessible	34	Service is inadequate	9
	Convenient	31	Recycling charges should be free	7
	Other	26	Need to recycle	5
	Good parking	19		

Note: "Other" response group above presented as open ended text in Appendix 2, from page 94.

Chart 39 Trend analysis – Waste management longitudinal proportionally recalibrated ratings

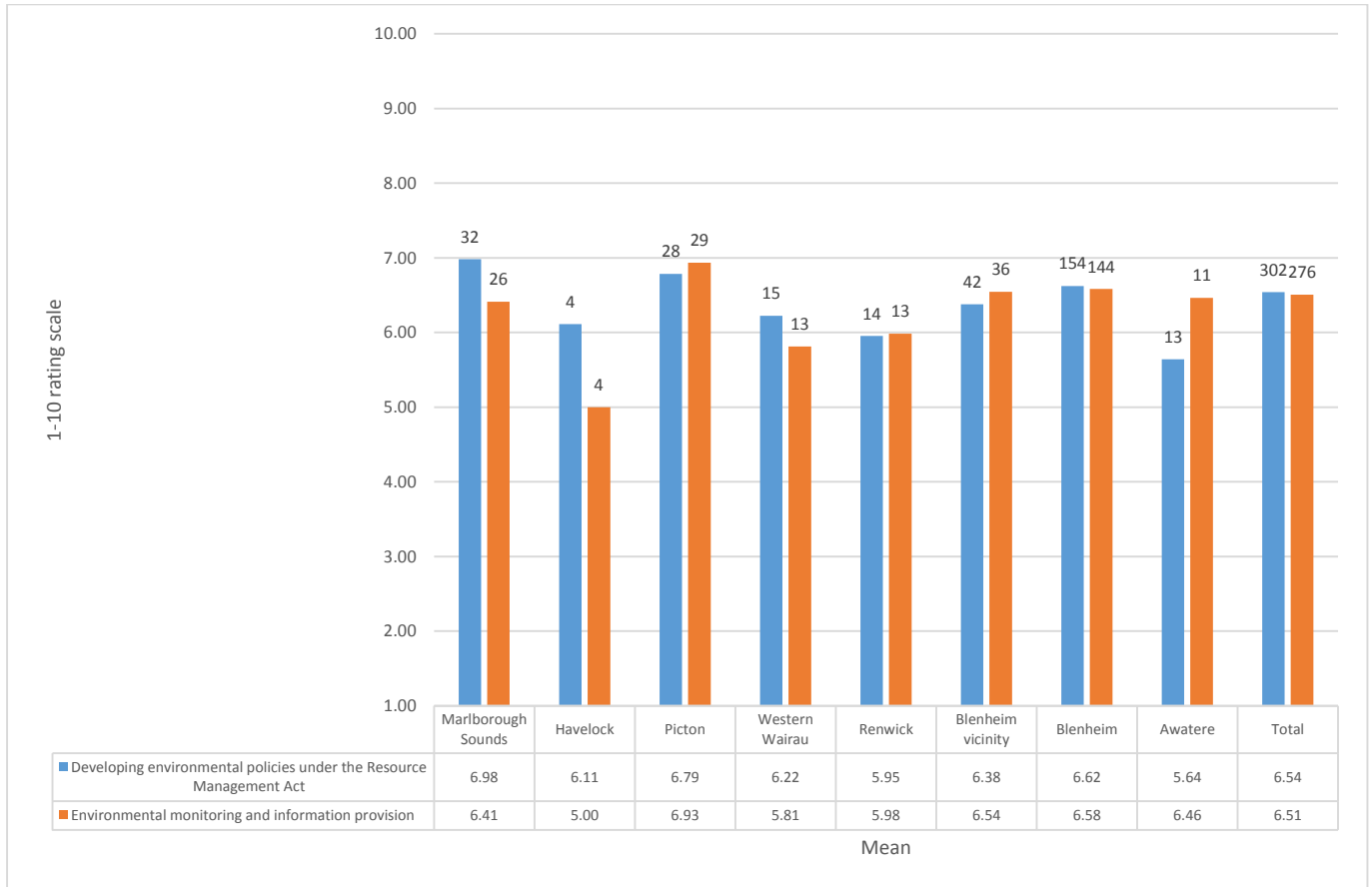


(2014 n=315-334): Based on a simple R² linear regression, although there was a slight drop in some 2014 ratings, overtime there has been a positive improvement trend in this service area when compared with proportionally recalibrated mean scores presented in previous years reports.

18. Environmental policy and monitoring

Residents were informed that “The Council monitors and reports on the state of Marlborough’s environment, including air, land, water and coastal resources. Information collected is then used to develop policies for the sustainable use and management of the district’s resources.” Residents were then asked: “On a scale of 1 to 9 where 1=not at all well, 5=neutral and 9=extremely well, how well do you think the Council performs in providing these two services?” Mean scores for all deliverables were then aggregated and averaged within this section to provide an indication of overall performance satisfaction for this service.

Chart 40 Environmental policy and monitoring mean satisfaction ratings by area



Scale recalibrated from 1-9 to 1-10; N/A removed. (Total 2014 responses n=276-302) Note: small response sample sizes in some areas. Numbers at top of coloured bars represent the number of residents providing a rating for each deliverable in each area.

Table 37 Environmental policy and monitoring satisfaction percentages by area

Area	Developing environmental policies under the Resource Management Act	Environmental monitoring and information provision
Marlborough Sounds	68.8%	61.5%
Havelock	25.0%	0.0%
Picton	64.3%	72.4%
Western Wairau	60.0%	46.2%
Renwick	42.9%	46.2%
Blenheim vicinity	57.1%	69.4%
Blenheim	63.0%	59.0%
Awatere	38.5%	54.5%
Total	60.3%	59.8%

(n=276-302– N/A removed)

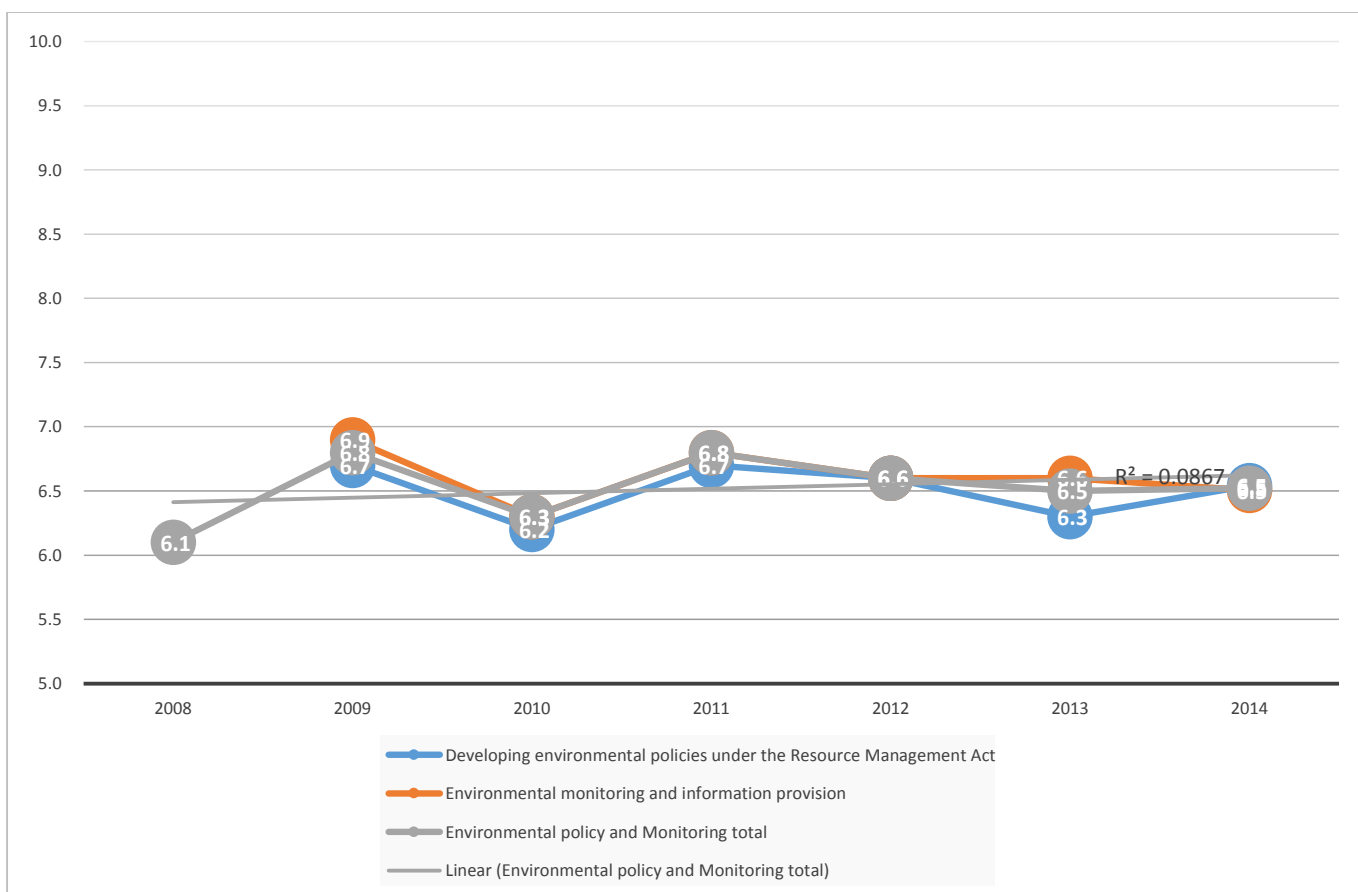
As presented in the charts and tables in this section: Across most areas, performance rating levels were similar for both *policy development* and *monitoring* provisions. Reasons for high and low ratings varied but were limited. The highest satisfaction rating across the district was for *RMA development* at 60.3% followed by *monitoring* at 59.8%. Across the two provisions, in 2014 *RMA development* performance ratings increased and *monitoring* was maintained at 2013 levels.

Table 38 Environmental policy and monitoring unprompted comments

	Positive	Count	Negative	Count
<i>Developing environmental policies under the Resource Management Act</i>	Do a good job	29	Other	16
	Other	13	Council direction ineffective	12
			Control not effective	9
			Lack of environmental monitoring	9
			Issue: Pollution	8
			Lack of information about environmental monitoring	5
			Issue: Spray from vineyards	4
			Issue: Usage and monitoring of rivers	4
<i>Environmental monitoring and information provision</i>	Do a good job	15	Council direction ineffective	10
	Good information flow	12	Lack of environmental monitoring	10
	Other	5	Other	9
			Issue: Usage and monitoring of rivers	7
			Control not effective	7
			Lack of information about environmental monitoring	7
			Issue: Pollution	5
			Issue: Spray from vineyards	4

Note: "Other" response group above presented as open ended text in Appendix 2, from page 96.

Chart 41 Trend analysis – Environmental policy and monitoring longitudinal proportionally recalibrated ratings

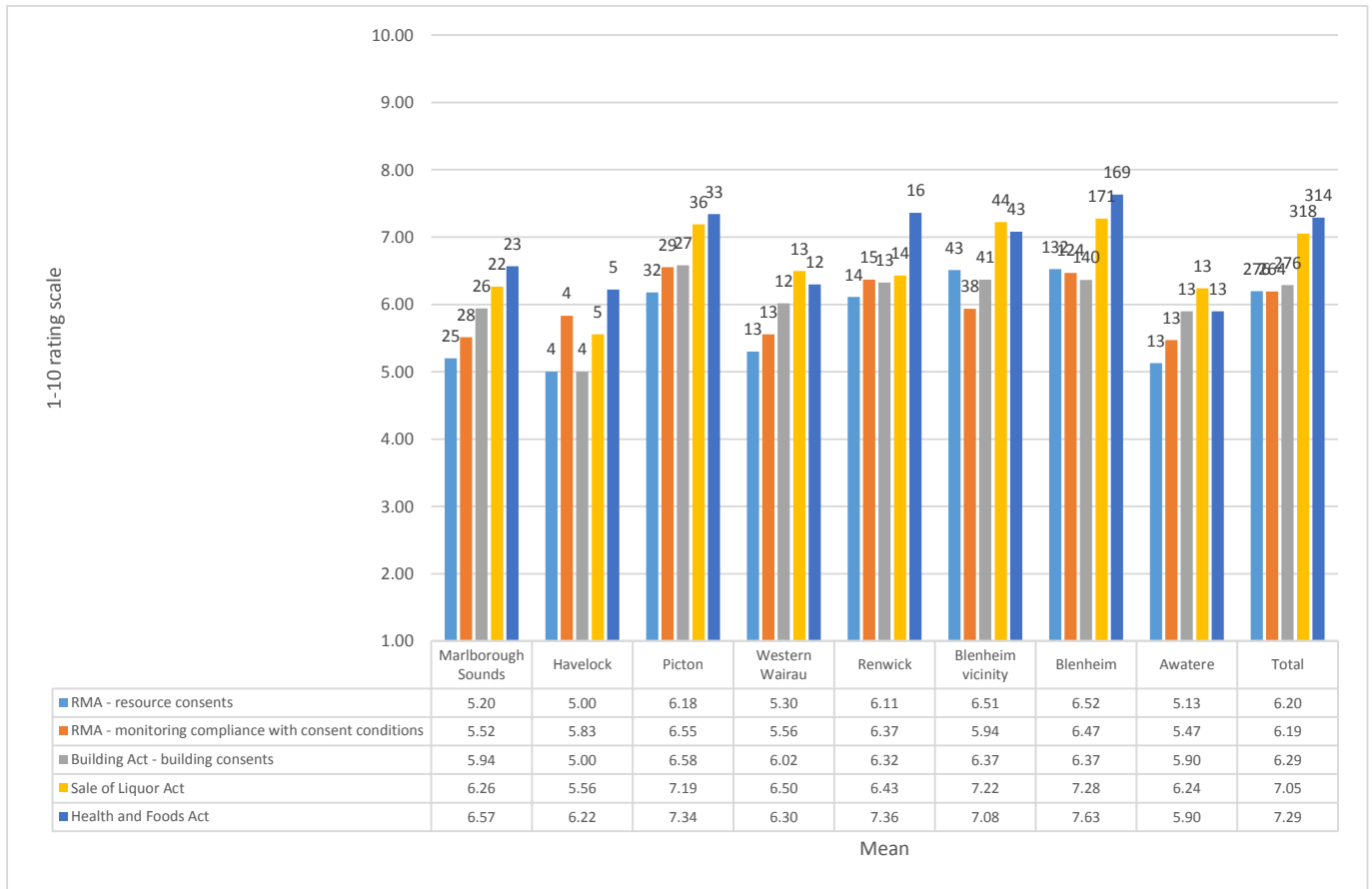


(2014 n=276-302): Based on a simple R² linear regression, Across the two provisions, in 2014 RMA development performance ratings increased and monitoring levels were maintained at 2013 levels when compared with proportionally recalibrated mean scores presented in previous years reports.

19. Consents and compliance

Residents were informed that “The Council administers a wide variety of regulatory functions, powers and duties. Many of these are legislated by government.” Residents were then asked: “In your local area, on a scale of 1 to 9 where 1=not at all well, 5=neutral and 9=extremely well, how well do you think the Council performs in providing these five services?” Mean scores for all deliverables were then aggregated and averaged within this section to provide an indication of overall performance satisfaction for this service.

Chart 42 Consents and compliance mean satisfaction ratings by area



Scale recalibrated from 1-9 to 1-10; N/A removed. (Total 2014 responses n=264-318) Note: small response sample sizes in some areas. Numbers at top of coloured bars represent the number of residents providing a rating for each deliverable in each area.

Table 39 Consents and compliance satisfaction percentages by area

Area	RMA - resource consents	RMA - monitoring compliance with consent conditions	Building Act - building consents	Sale of Liquor Act	Health and Foods Act
Marlborough Sounds	36.0%	39.3%	53.8%	50.0%	69.6%
Havelock	0.0%	25.0%	25.0%	40.0%	60.0%
Picton	59.4%	58.6%	48.1%	72.2%	69.7%
Western Wairau	38.5%	46.2%	41.7%	61.5%	58.3%
Renwick	35.7%	46.7%	38.5%	50.0%	75.0%
Blenheim vicinity	62.8%	44.7%	53.7%	72.7%	69.8%
Blenheim	51.5%	53.2%	50.7%	74.9%	84.6%
Awatere	23.1%	30.8%	46.2%	61.5%	46.2%
Total	49.3%	48.9%	49.6%	69.8%	76.4%

(n=264-318– N/A removed)

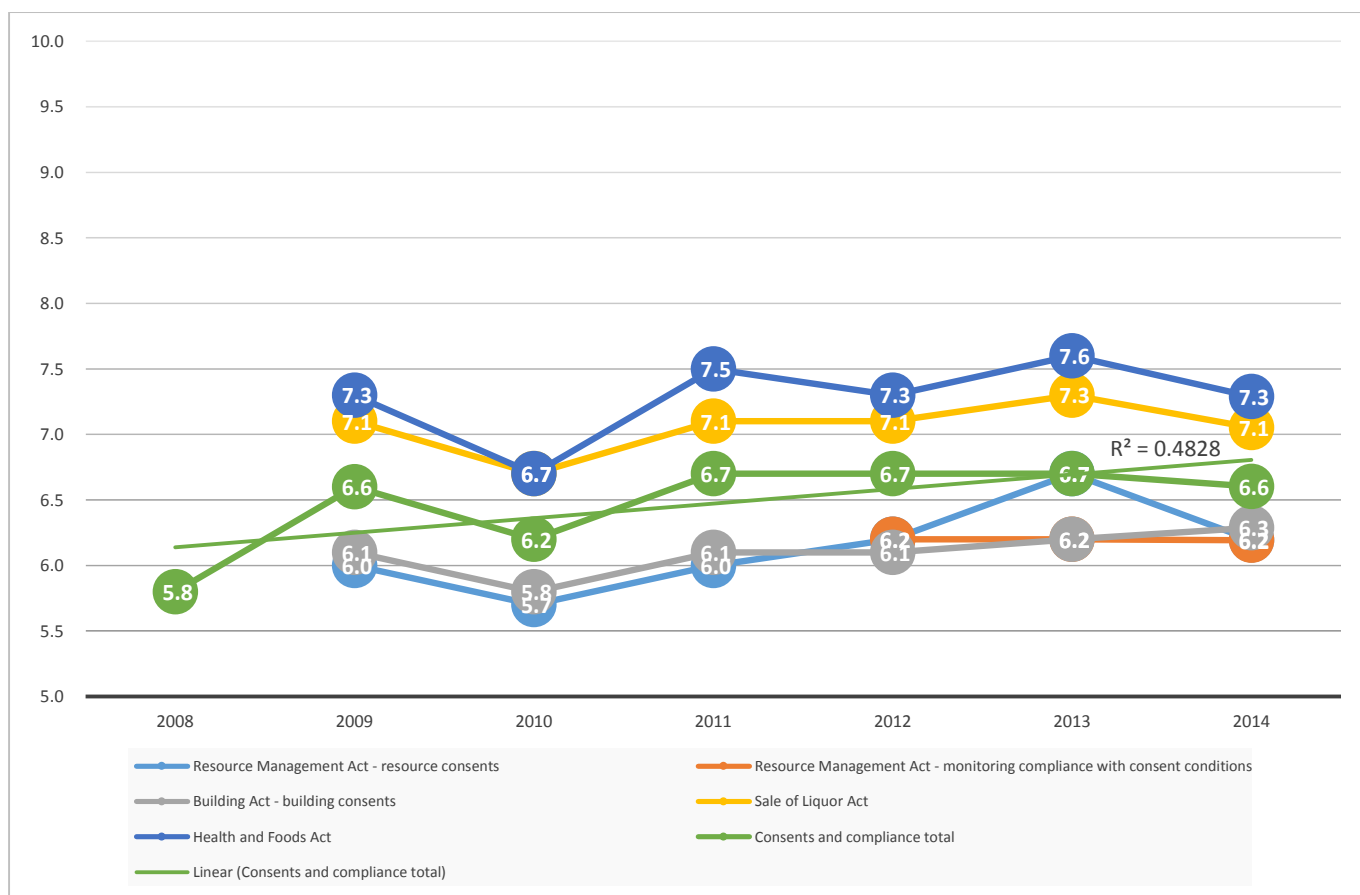
As presented in the charts and tables in this section: Across most areas, there were statistically significant differences in resident satisfaction with *RMA Consents and compliance* indicating a degree of variation in these deliverables. Reasons for low consent ratings included *costs, time* and *red tape* with the overall satisfaction rating in these three services being just under 50%. Reasons for positive and negative ratings varied across services. In terms of the sales of liquor act and health food act between 70% and 76% of residents were satisfied with the MDC’s performance in these areas. Overall ratings of each of these services were on a par with previous years.

Table 40 Consents and compliance unprompted comments

	Positive	Count	Negative	Count
RMA - resource consents	Do a good job	14	Too much red tape	26
	Provide a good service	11	Council costs too high	23
	Efficient	7	Slow/ takes too long	23
	Other	6	Other	14
RMA - monitoring			Council needs to communicate with landowners	9
			No follow-up or enforcement	7
	Efficient	10	Slow/ takes too long	16
	Do a good job	9	Other	15
Building Act	Provide a good service	7	No follow-up or enforcement	12
	Other	5	Too much red tape	10
	No problems/ issues	16	Council needs to communicate with landowners	8
	Do the job well/ good job	13	Compliance costs too high	25
Sale of Liquor Act	Other	9	Building consents take too long	23
	Building inspectors helpful	8	Too much red tape	15
	Provide a good service	8	Other	10
	Well managed/ well monitored/ regulated	21	Council needs to communicate with landowners	7
Health and Foods Act	Good	20	Other	15
	No problems	20	Should listen to the community	6
	Other	19	Council doesn't listen to community	5
	Monitoring underage drinking	10	Better monitoring needed	4
	Thorough ID checks made so working well	10	Safe liquor doesn't get policed	4
	Good standards overall	25	Should increase drinking age	2
	No problems heard of	21	No follow-up or enforcement	7
	Other	21	Council doesn't listen to community	6
	Do a good job	18	Other	4
	NZ standards/ restaurants standards are good	9	Restaurants should show ratings	3
Hood high standards and close monitoring	8			
Good health inspectors	5			

Note: "Other" response group above presented as open ended text in Appendix 2, from page 97.

Chart 43 Trend analysis – Consents and compliance longitudinal proportionally recalibrated ratings

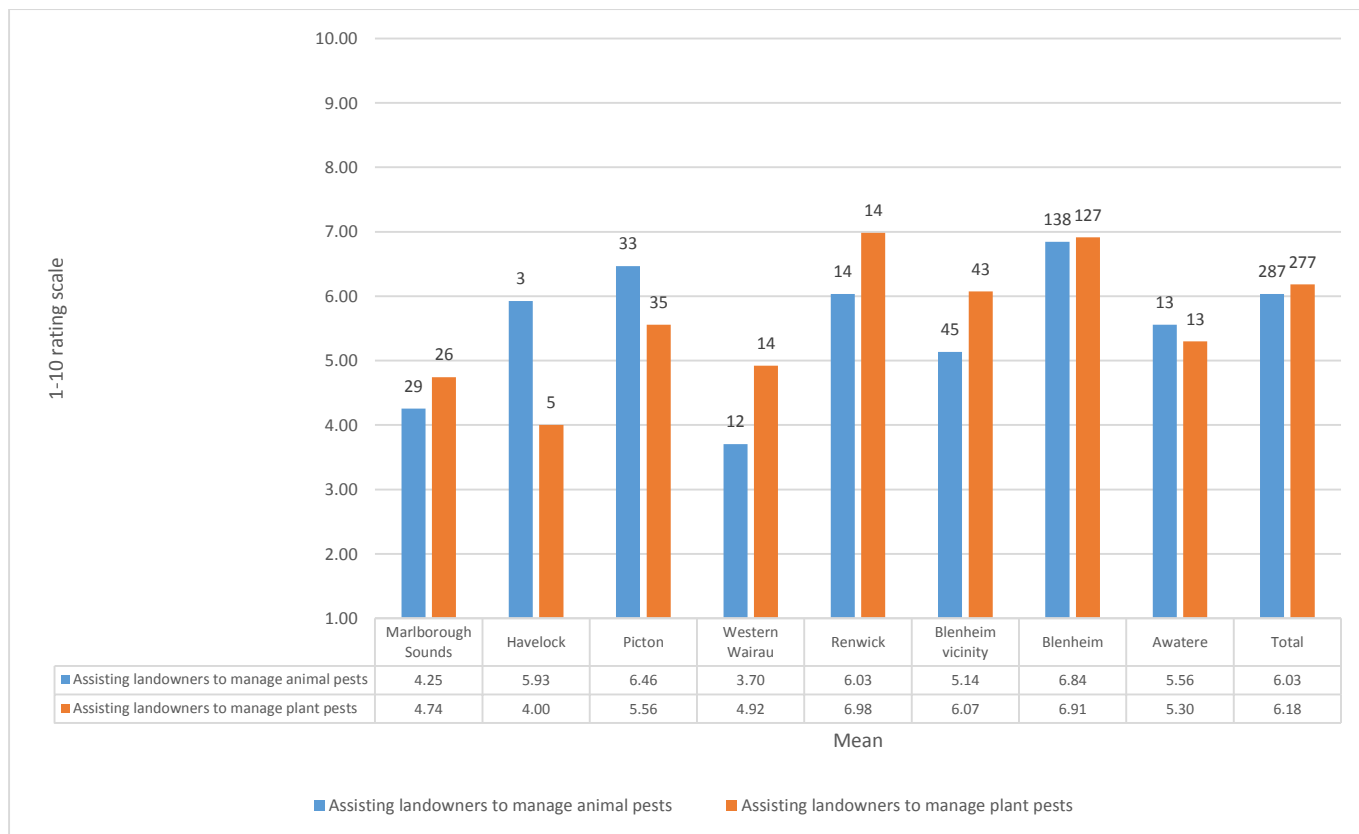


(2014 n=264-318): Based on a simple R² linear regression, overall ratings of each of these services were on a par with previous years when compared with proportionally recalibrated mean scores presented in previous years reports.

20. Biosecurity

Residents were informed that “The Council is responsible for the coordination and monitoring of 'declared' regional animal and plant pests. The Council works with landowners to ensure they are aware of their responsibilities, provide information, and ensure that landowners carry out the control of pests on their property”. Residents were then asked: “In your local area, on a scale of 1 to 9 where 1=not at all well, 5=neutral and 9=extremely well, how well do you think the Council performs in providing these two services?” Mean scores for all deliverables were then aggregated and averaged within this section to provide an indication of overall performance satisfaction for this service.

Chart 44 Biosecurity mean satisfaction ratings by area



Scale recalibrated from 1-9 to 1-10; N/A removed. (Total 2014 responses n=277-287) Note: small response sample sizes in some areas. Numbers at top of coloured bars represent the number of residents providing a rating for each deliverable in each area.

Table 41 Biosecurity satisfaction percentages by area

Area	Assisting landowners to manage animal pests	Assisting landowners to manage plant pests
Marlborough Sounds	34.5%	30.8%
Havelock	66.7%	0.0%
Picton	51.5%	37.1%
Western Wairau	16.7%	28.6%
Renwick	42.9%	71.4%
Blenheim vicinity	40.0%	46.5%
Blenheim	60.9%	61.4%
Awatere	38.5%	23.1%
Total	50.2%	49.1%

(n=277-287 – N/A removed)

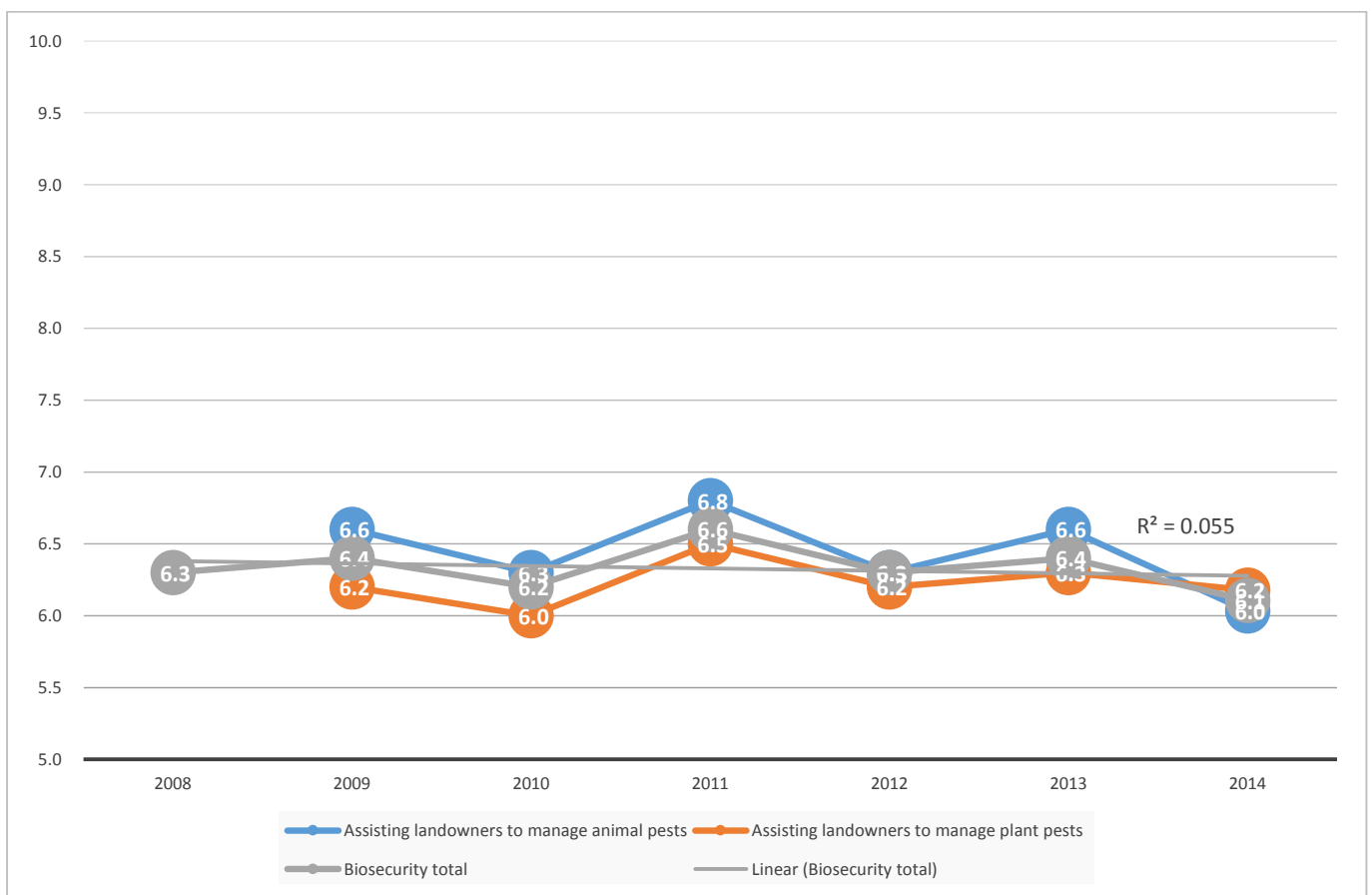
As presented in the charts and tables in this section: Across most areas, there were statistically significant differences in resident satisfaction with Council performance ratings for *assisting landowners to manage animal and plant pests* indicating a degree of variation in the provision and quality of these deliverables. Reasons for positive and negative ratings varied across services. Only half of all residents indicated a higher than neutral rating for MDC performance in both areas. Across both biosecurity services the annual increase then decrease pattern continued in 2014 indicating neither a positive nor negative trend but rather a holding pattern in this service (Note: these services are strategically targeted; pests are mostly present in Blenheim vicinity and to some extent in Western Wairau and Awatere).

Table 42 Biosecurity unprompted comments

	Positive	Count	Negative	Count
Animal	Council doing a good job	40	No visible council involvement/ Have to control pests ourselves	55
	Other	19	Issue: Rabbits	21
			Other	21
			Issue: Opossums	13
			Issue: Wild cats	13
			Don't like use of poisons	4
Plant	Council doing a good job	26	Have to control pests ourselves	38
	No problems	21	Issue: Old Mans Beard	29
	Other	9	Council doesn't keep you informed	20
			Issue: Gorse	17
			Other	16
			Lack of information about pests	9

Note: "Other" response group above presented as open ended text in Appendix 2, from page 100.

Chart 45 Trend analysis – Biosecurity longitudinal proportionally recalibrated ratings

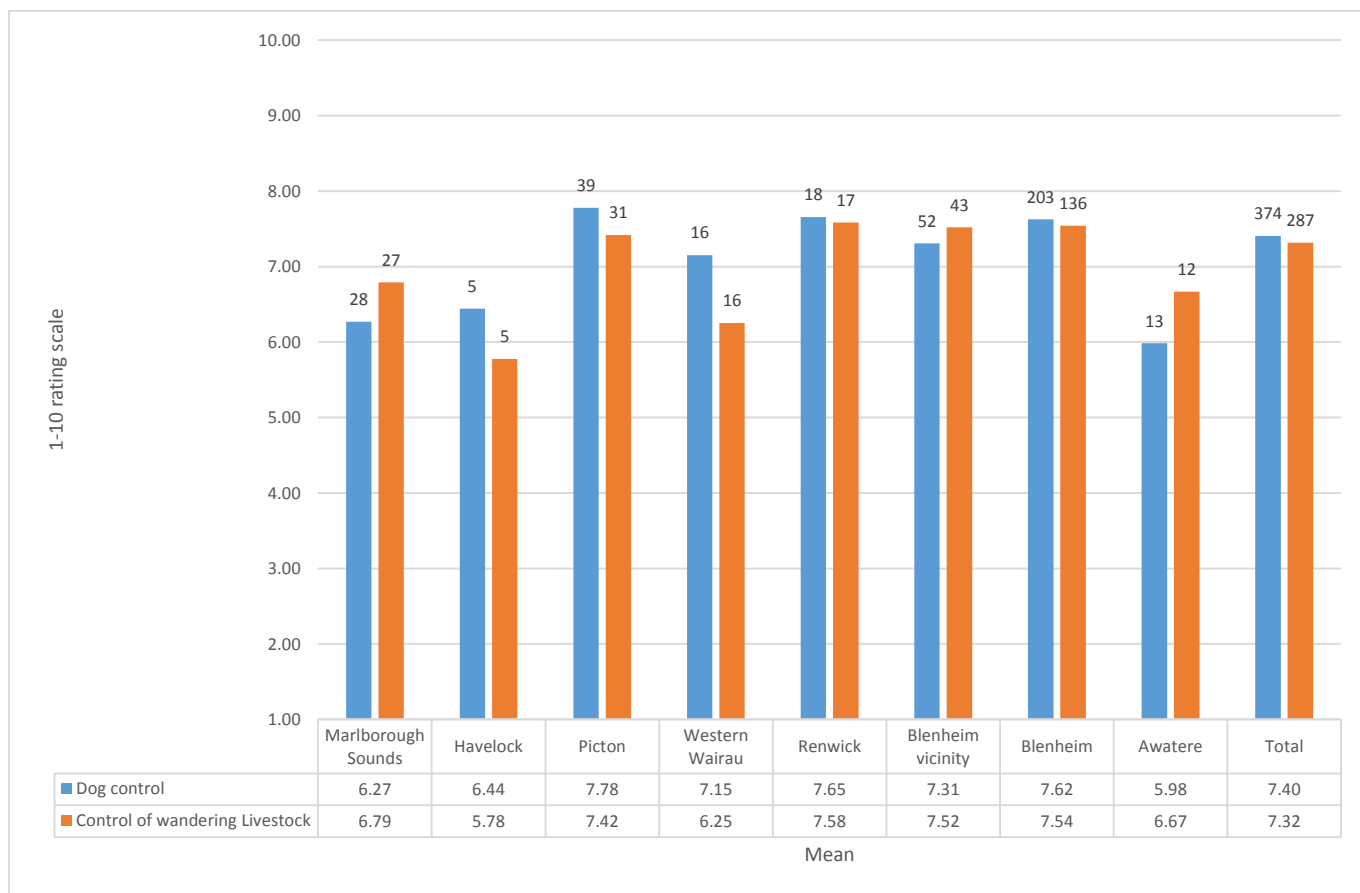


(2014 n=277-287): Based on a simple R^2 linear regression, across both bio security services the annual increase then decrease pattern continued in 2014 indicating neither a positive nor negative trend but rather a holding pattern in this service when compared with proportionally recalibrated mean scores presented in previous years reports.

21. Animal control

Residents were informed that “The Council provides services in relation to the control of dogs and wandering livestock.” Residents were then asked: “On a scale of 1 to 9 where 1=not at all well, 5=neutral and 9=extremely well, how well do you think the Council performs in providing these two services?” Mean scores for all deliverables were then aggregated and averaged within this section to provide an indication of overall performance satisfaction for this service.

Chart 46 Animal control mean satisfaction ratings by area



Scale recalibrated from 1-9 to 1-10; N/A removed. (Total 2014 responses n=287-374) Note: small response sample sizes in some areas. Numbers at top of coloured bars represent the number of residents providing a rating for each deliverable in each area.

Table 43 Animal control satisfaction percentages by area

Area	Dog control	Control of wandering Livestock
Marlborough Sounds	46.4%	66.7%
Havelock	40.0%	20.0%
Picton	74.4%	61.3%
Western Wairau	81.3%	56.3%
Renwick	83.3%	76.5%
Blenheim vicinity	80.8%	81.4%
Blenheim	80.3%	72.1%
Awatere	46.2%	58.3%
Total	75.7%	69.7%

(n=287-374– N/A removed)

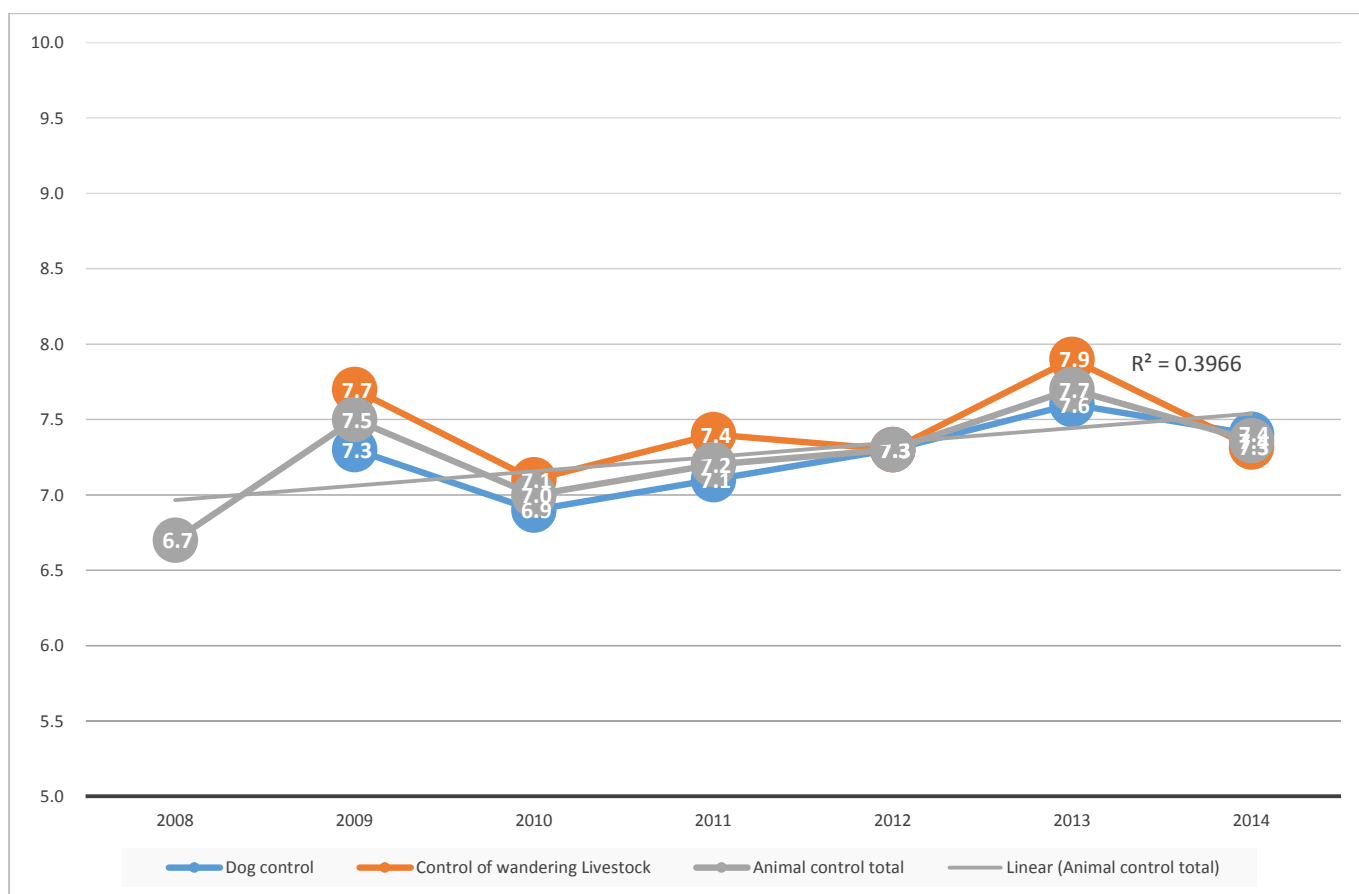
As presented in the charts and tables in this section: Across most areas, there were statistically significant differences in resident satisfaction with *dog control* and *control of wandering livestock*. Reasons for low ratings included *not getting any service from Dog Control*, *poor levels of animal control* and *Council does not do much to control animals*. High rating comments included *act quickly*, *good service* and *don't see any roaming dogs or livestock*. Overall, between 70% and 76% of residents were satisfied with the Councils performance in these areas. Current and historical ratings indicate an improving trend in this service provision (Note: dogs are mainly in Blenheim, Blenheim vicinity and Picton, wandering livestock – all areas).

Table 44 Animal control unprompted comments

	Positive	Count	Negative	Count
<i>Dog control</i>	Don't see dogs roaming around	57	Not getting any service from Dog Control	19
	Good service	38	Poor levels of animal control	18
	No problems	36	Council does not do much to control animals	16
	Act quickly	34	Other	14
	Other	26	Licensing too expensive	7
	Prompt service	23	Dog faeces in public places an issue	3
	Effective	21		
	Excellent	14		
	Respond quickly	14		
	Always very good/ sympathetic	7		
	Good	4		
<i>Control of wandering Livestock</i>	Don't see livestock roaming	62	Council does not do much to control animals	18
	No problems	15	Poor levels of animal control	10
	Good	12	Other	8
	No issues	9		
	Excellent	8		
	Other	8		

Note: "Other" response group above presented as open ended text in Appendix 2, from page 101.

Chart 47 Trend analysis – Animal control longitudinal proportionally recalibrated ratings

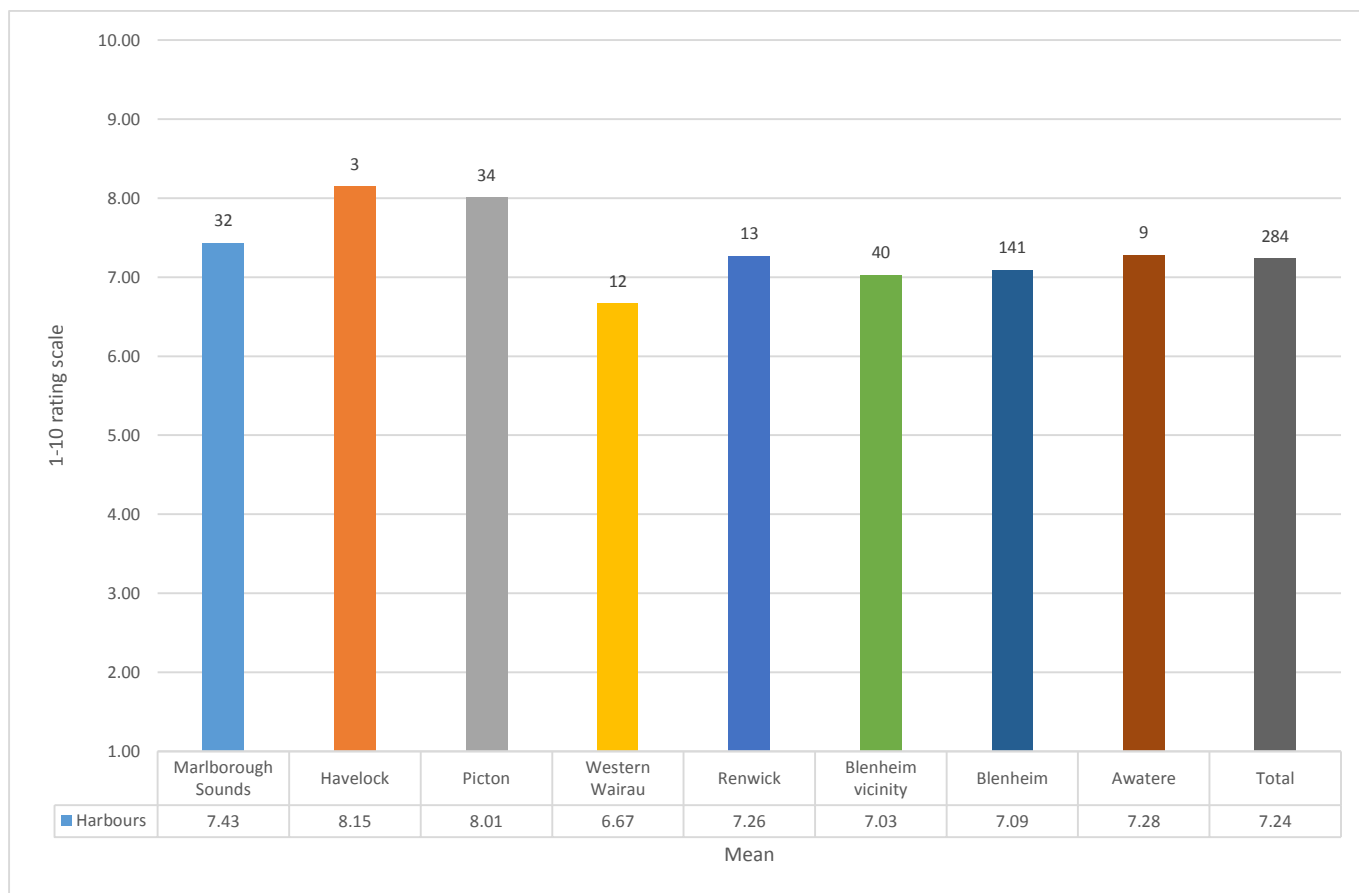


(2014 n=287-374): Based on a simple R² linear regression, Current and historical ratings indicate an improving trend in this service provision when compared with proportionally recalibrated mean scores presented in previous years reports.

22. Harbours

Residents were informed that “The Council is responsible for all matters of navigation and safety within Marlborough’s coastal waterways, including D’Urville Island, the Marlborough Sounds, Port Underwood, Clifford and Cloudy Bays including the maintenance of navigation aids.” Residents were then asked: “On a scale of 1 to 9 where 1=not at all well, 5=neutral and 9=extremely well, how well do you think the Council performs in providing this service?”

Chart 48 Harbours mean satisfaction ratings by area



Scale recalibrated from 1-9 to 1-10; N/A removed. (Total 2014 responses n=284) Note: small response sample sizes in some areas. Numbers at top of coloured bars represent the number of residents providing a rating for each deliverable in each area.

Table 45 Harbours satisfaction percentages by area

		Marlborough Sounds	Havelock	Picton	Western Wairau	Renwick	Blenheim vicinity	Blenheim	Awatere	Total
Harbours	Dissatisfied	13%	0%	3%	8%	0%	10%	2%	0%	5%
	Neutral	13%	33%	3%	25%	31%	23%	33%	33%	25%
	Satisfied	75%	67%	94%	67%	69%	68%	65%	67%	70%
Harbours	Dissatisfied	4	0	1	1	0	4	3	0	13
	Neutral	4	1	1	3	4	9	47	3	72
	Satisfied	24	2	32	8	9	27	91	6	199

(n=284– N/A removed)

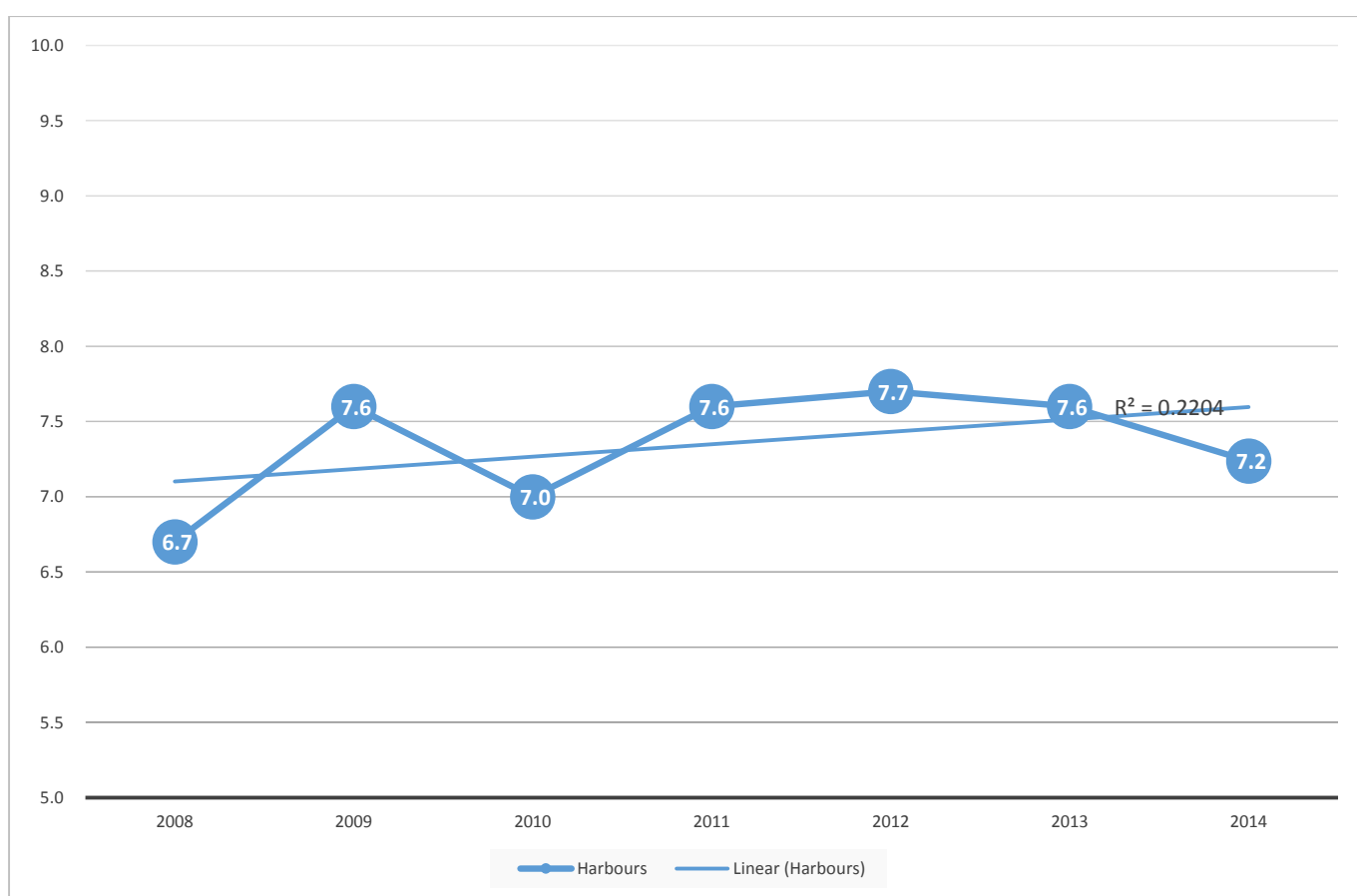
As presented in the charts and tables in this section: Across most areas, there was a level of consistency in resident satisfaction with the Council provision for *Harbours*. Positive rating comments included *good job, monitoring, management and adherence to law*. Across the district 70.1% of residents were satisfied with the Council’s performance in this area. The slight drop in 2014 in overall ratings (down to 7.2 from 7.6) may be attributable to nearly a quarter of residents rating “5 neutral” for this provision (Note: applies to Marlborough Sounds, Havelock, Picton, Blenheim vicinity and Awatere however boat owners live across the district).

Table 46 Harbours unprompted comments

		Count
Positive	Good job	27
	Good	21
	Good monitoring	19
	Are strict and good	14
	Good services overall	14
	Well managed	14
	Are very good at maintaining the equipment they use	11
	Other	11
	Nothing ever goes wrong	6
Negative	Other	8
	Boat speed limits need policing	5
	Harbour needs better management	5
	Provide courses on navigation safety	3
	Over-regulated	2

Note: "Other" response group above presented as open ended text in Appendix 2, from page 102.

Chart 49 Trend analysis – Harbours longitudinal proportionally recalibrated ratings

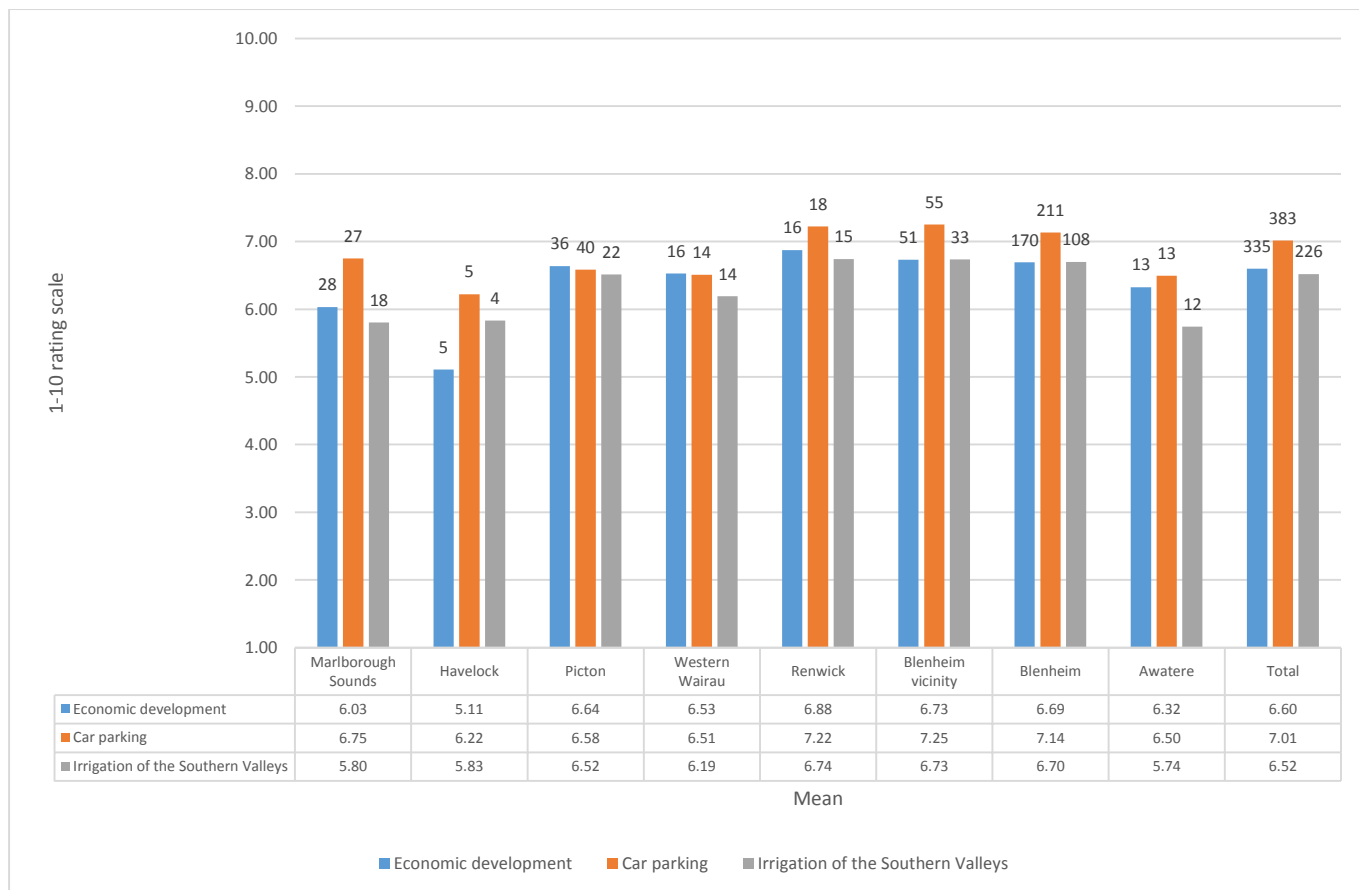


(2014 n=284): Based on a simple R^2 linear regression, the slight drop in 2014 in overall ratings (down to 7.2 from 7.6) may be attributable to nearly a quarter of residents rating "5 neutral" for this provision when compared with proportionally recalibrated mean scores presented in previous years reports.

23. Regional development

Residents were informed that “The Council has a number of services that support regional development. These include developing the region’s ‘smart and connected’ vision, encouraging the establishment of businesses and leading a number of projects to assist key industry sectors Council also provides car parking, irrigation of the Southern Valleys.” Residents were then asked: “On a scale of 1 to 9 where 1=not at all well, 5=neutral and 9=extremely well, how well do you think the Council performs in providing these three services?” Mean scores for all deliverables were then aggregated and averaged within this section to provide an indication of overall performance satisfaction for this service.

Chart 50 Regional development mean satisfaction ratings by area



Scale recalibrated from 1-9 to 1-10; N/A removed. (Total 2014 responses n=226-335) Note: small response sample sizes in some areas. Numbers at top of coloured bars represent the number of residents providing a rating for each deliverable in each area.

Table 47 Regional development satisfaction percentages by area

Area	Economic development	Car parking	Irrigation of the Southern Valleys
Marlborough Sounds	53.6%	66.7%	55.6%
Havelock	0.0%	40.0%	25.0%
Picton	61.1%	62.5%	54.5%
Western Wairau	56.3%	57.1%	42.9%
Renwick	75.0%	77.8%	53.3%
Blenheim vicinity	66.7%	74.5%	63.6%
Blenheim	63.5%	71.6%	50.0%
Awatere	46.2%	69.2%	25.0%
Total	61.5%	70.0%	50.9%

(n=226-335– N/A removed)

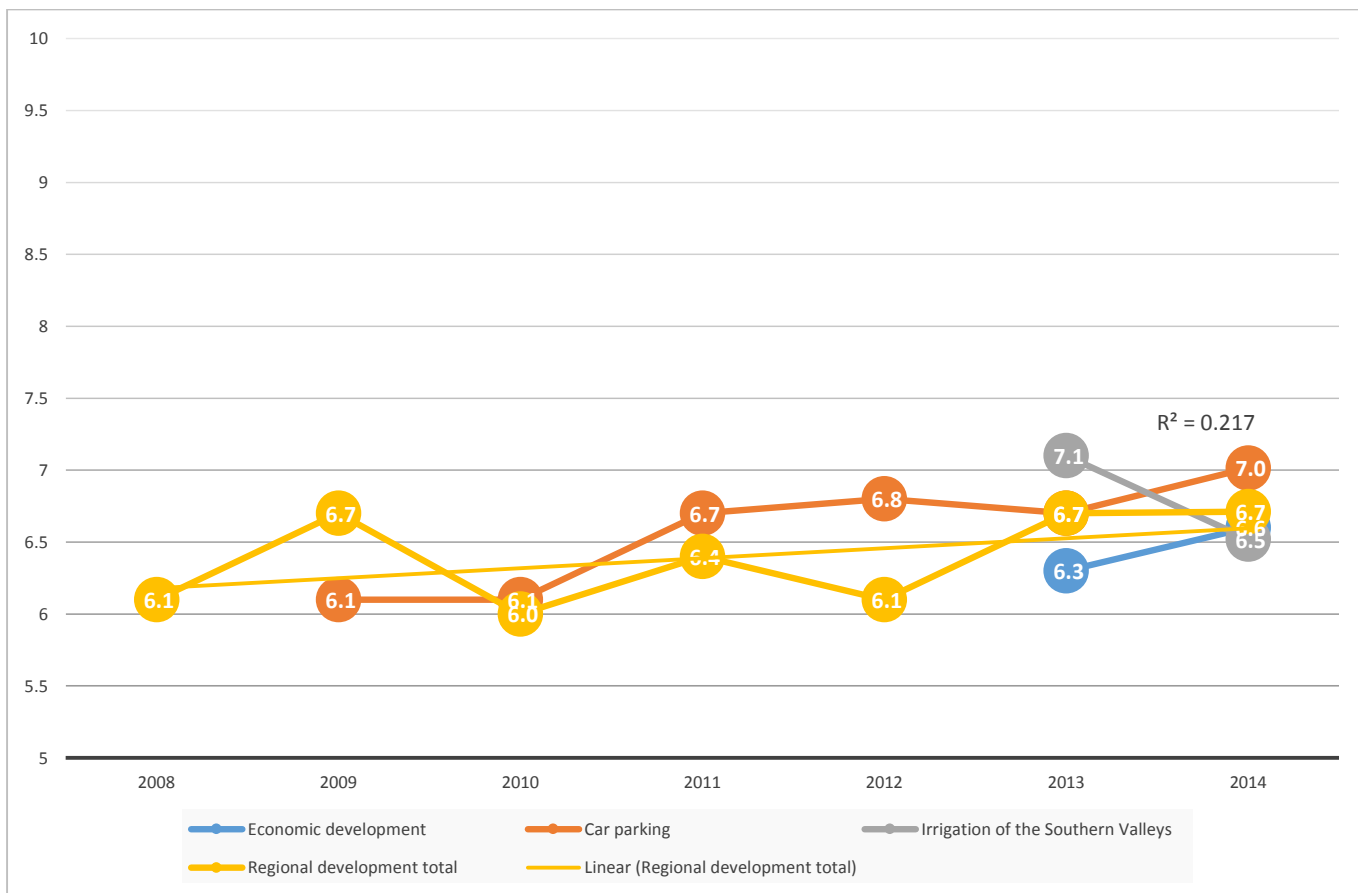
As presented in the charts and tables in this section: Across most areas, performance rating levels were relatively similar indicating a degree of consistency in the provision and quality of these deliverables. Reasons for high and low ratings varied across services. The provision of *car parking* received the highest resident’s satisfaction with Council performance at 70% followed by *economic development* at 60% and *irrigation of the southern valleys* at 50.9%. Across most services, less *irrigation of the southern valleys*, there was an overall performance rating improvement when compared against 2013 levels.

Table 48 Regional development unprompted comments

	Positive	Count	Negative	Count
Economic development	Do a good job	30	Other	20
	Does well in supporting business	13	Narrow focus - tourism & wine	17
	Other	12	Actions impede business development	14
	Very good	8	Cost is too high	10
			Ineffective	10
			Need to allow new development	9
			Council shouldn't be involved	4
		Communication issues	1	
Car parking	Good/ plenty of parking available	62	Other	47
	Adequate parking	60	Parking meters too expensive	27
	Always available	26	Insufficient parking	25
	Other	21		
Irrigation of the Southern Valleys	Do well maintaining water supplies	14	Other	6
	Good	11	Water out of town not good	4
	No problems	7	Costs regarding water supply	3
	Other	6	Restrictions on water use	2
			No supply	2
			Have own supply	1

Note: "Other" response group above presented as open ended text in Appendix 2, from page 103.

Chart 51 Trend analysis – Regional development longitudinally proportionally recalibrated ratings

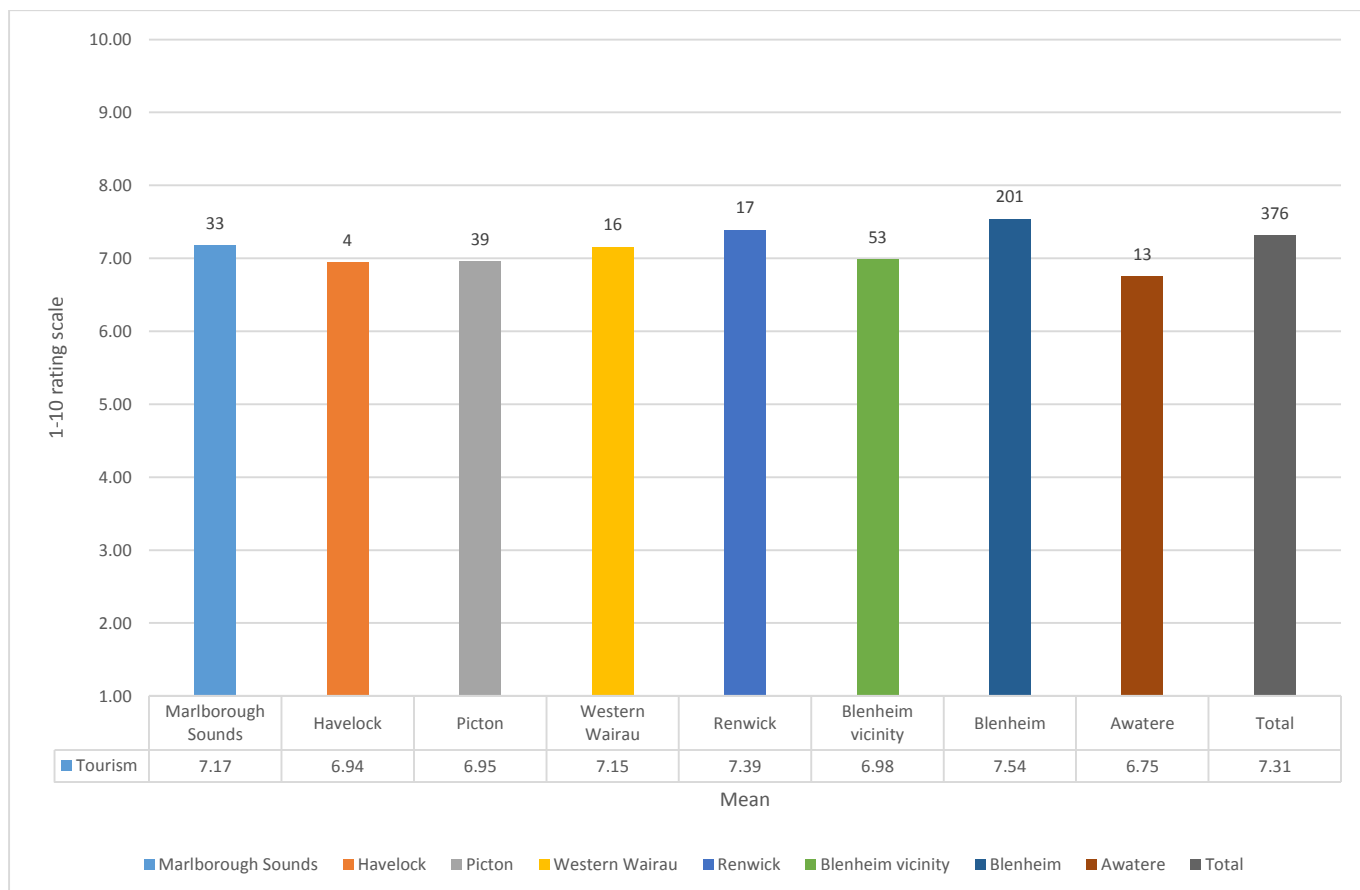


(2014 n=226-335): Based on a simple R² linear regression, across most services, less irrigation of the southern valleys, there was an overall performance rating improvement when compared against 2013 levels when compared with proportionally recalibrated mean scores presented in previous years reports.

24. Tourism

Residents were informed that “The Council is the principal funder of Destination Marlborough, which is responsible for promoting Marlborough as a visitor destination to national and international tourists.” Residents were then asked: “On a scale of 1 to 9 where 1=not at all well, 5=neutral and 9=extremely well, how well do you think the Council performs in providing this service?”

Chart 52 Tourism mean satisfaction ratings by area



Scale recalibrated from 1-9 to 1-10; N/A removed. (Total 2014 responses n=376) Note: small response sample sizes in some areas. Numbers at top of coloured bars represent the number of residents providing a rating for each deliverable in each area.

Table 49 Tourism satisfaction percentages by area

		Marlborough Sounds	Havelock	Picton	Western Wairau	Renwick	Blenheim vicinity	Blenheim	Awatere	Total
Tourism	Dissatisfied	12.1%	0.0%	15.4%	12.5%	5.9%	7.5%	7.0%	23.1%	9.0%
	Neutral	6.1%	50.0%	2.6%	6.3%	5.9%	15.1%	10.9%	7.7%	10.1%
	Satisfied	81.8%	50.0%	82.1%	81.3%	88.2%	77.4%	82.1%	69.2%	80.9%
Tourism	Dissatisfied	4	0	6	2	1	4	14	3	34
	Neutral	2	2	1	1	1	8	22	1	38
	Satisfied	27	2	32	13	15	41	165	9	304

(n=376– N/A removed)

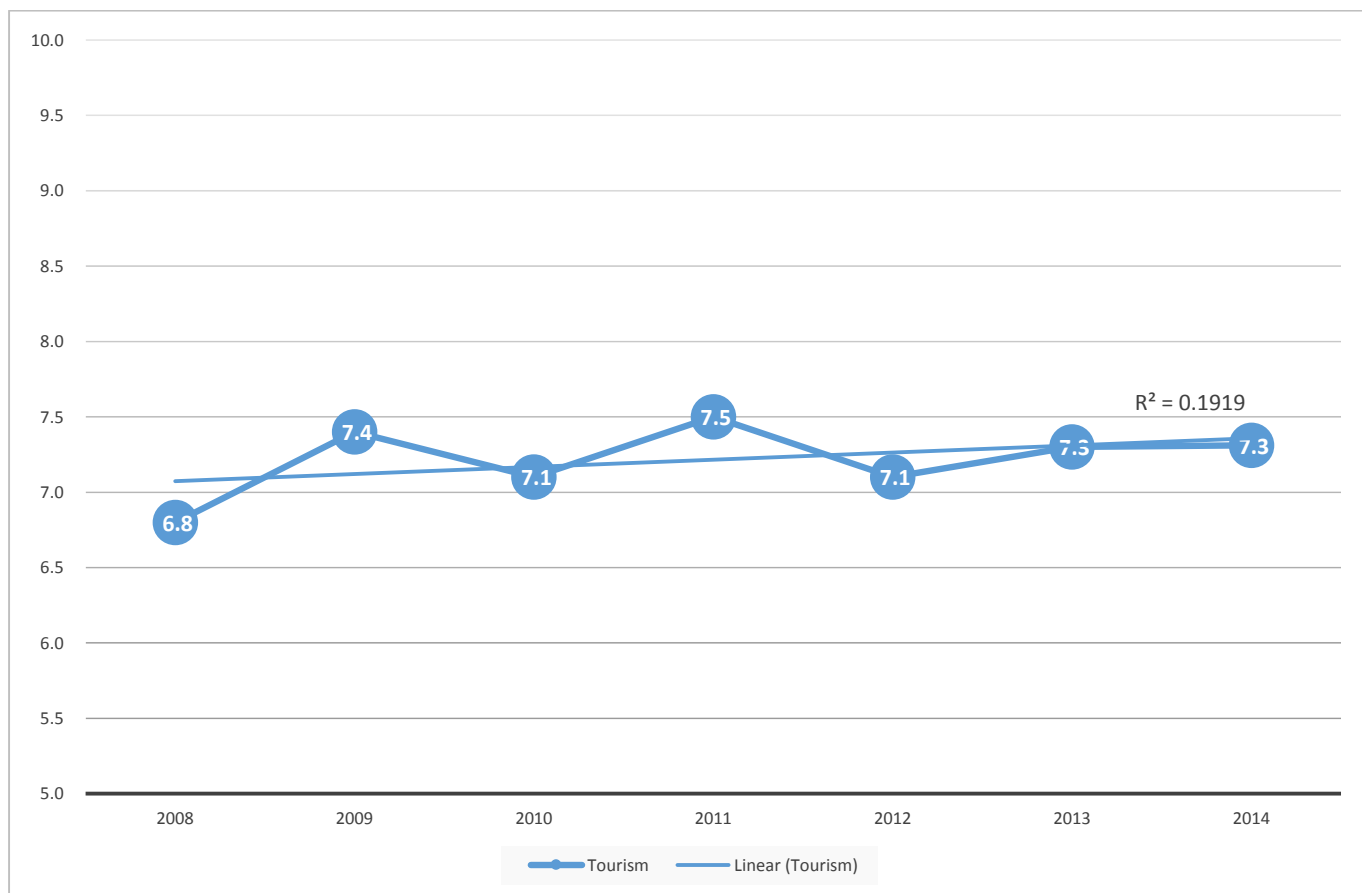
As presented in the charts and tables in this section: Across most areas, performance rating levels were relatively similar indicating a degree of consistency in the provision and quality of this service. Four out of five residents were satisfied with the Councils performance across the district. Reasons for high ratings included *doing a good job, promote the region well, advertise well/ good advertising* and *Council performs well and supporting tourism*. In 2014 overall performance ratings were on a par with 2013 levels.

Table 50 Tourism unprompted comments

		Count
Positive	Doing a good job	50
	Promote the region well	42
	Council performs well and supporting tourism	39
	Advertise well/ good advertising	37
	Other	24
	Lots of tourism in the area	20
	Good information/ brochures	18
	Tourism well promoted	16
Negative	Other	19
	More effort - room to improve	10
	Poorly managed	10
	Customer service & information centre poor	7
	More information required	6
	Cost - is this appropriate for Council?	4

Note: "Other" response group above presented as open ended text in Appendix 2, from page 105.

Chart 53 Trend analysis – Tourism longitudinal proportionally recalibrated ratings

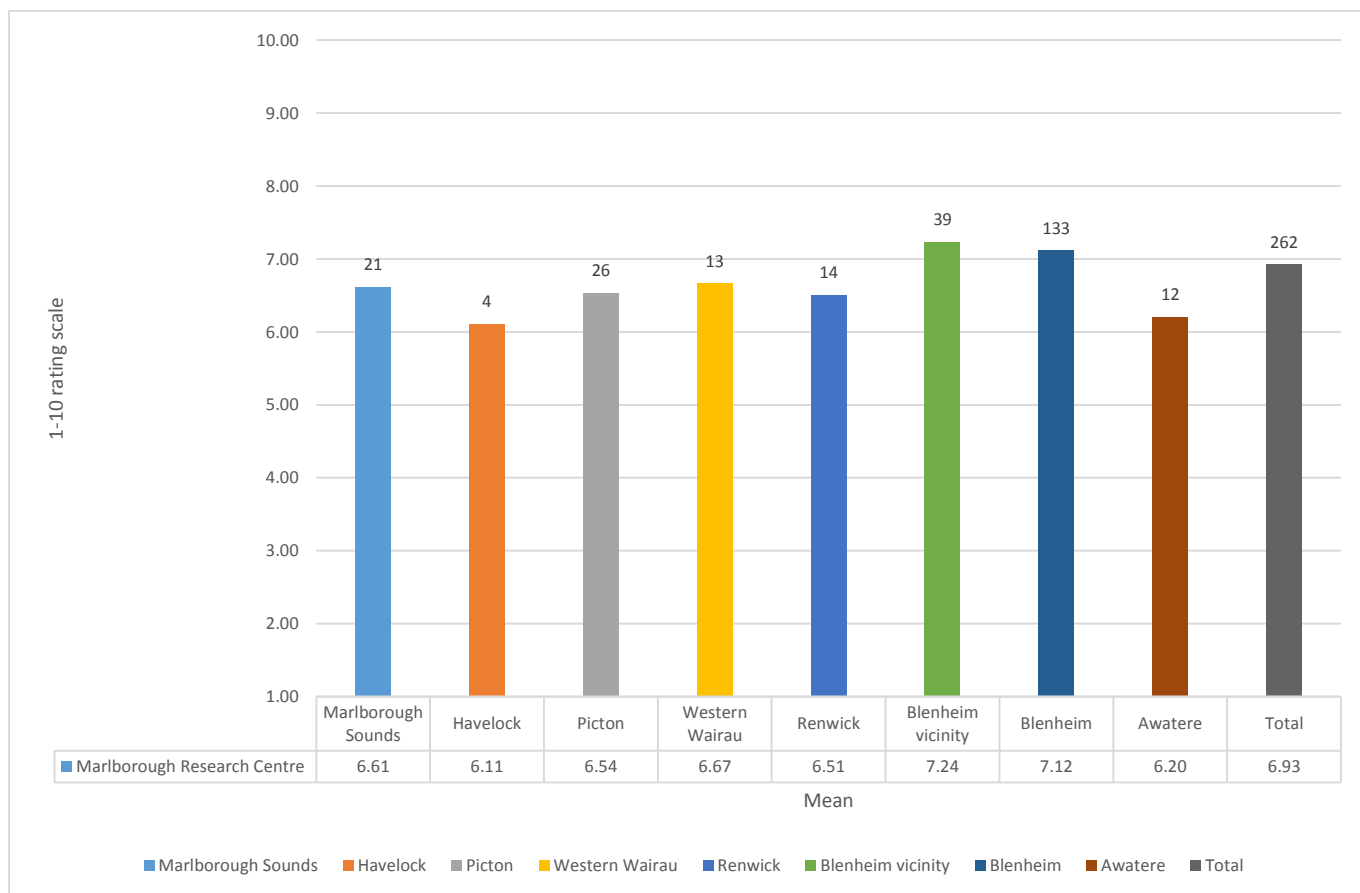


(2014 n=376): Based on a simple R^2 linear regression, In 2014 overall performance rating were on a par with 2013 levels when compared with proportionally recalibrated mean scores presented in previous years reports.

25. Marlborough Research Centre

Residents were informed that “The Council is a part funder of the Marlborough research centre. This centre undertakes research into viticulture and other primary production sectors that help to ensure Marlborough's primary industries have access to world-class research and advisory services.” Residents were then asked: “On a scale of 1 to 9 where 1=not at all well, 5=neutral and 9=extremely well, how well do you think the Council performs in providing this service?”

Chart 54 Marlborough Research Centre mean satisfaction ratings by area



Scale recalibrated from 1-9 to 1-10; N/A removed. (Total 2014 responses n=262) Note: small response sample sizes in some areas. Numbers at top of coloured bars represent the number of residents providing a rating for each deliverable in each area.

Table 51 Marlborough Research Centre satisfaction percentages by area

		Marlborough Sounds	Havelock	Picton	Western Wairau	Renwick	Blenheim vicinity	Blenheim	Awatere	Total
Marlborough Research Centre	Dissatisfied	19.00%	0.00%	19.20%	7.70%	7.10%	0.00%	3.80%	8.30%	6.50%
	Neutral	14.30%	75.00%	15.40%	30.80%	28.60%	25.60%	31.60%	41.70%	28.60%
	Satisfied	66.70%	25.00%	65.40%	61.50%	64.30%	74.40%	64.70%	50.00%	64.90%
Marlborough Research Centre	Dissatisfied	4	0	5	1	1	0	5	1	17
	Neutral	3	3	4	4	4	10	42	5	75
	Satisfied	14	1	17	8	9	29	86	6	170
(n=262 – N/A removed)										

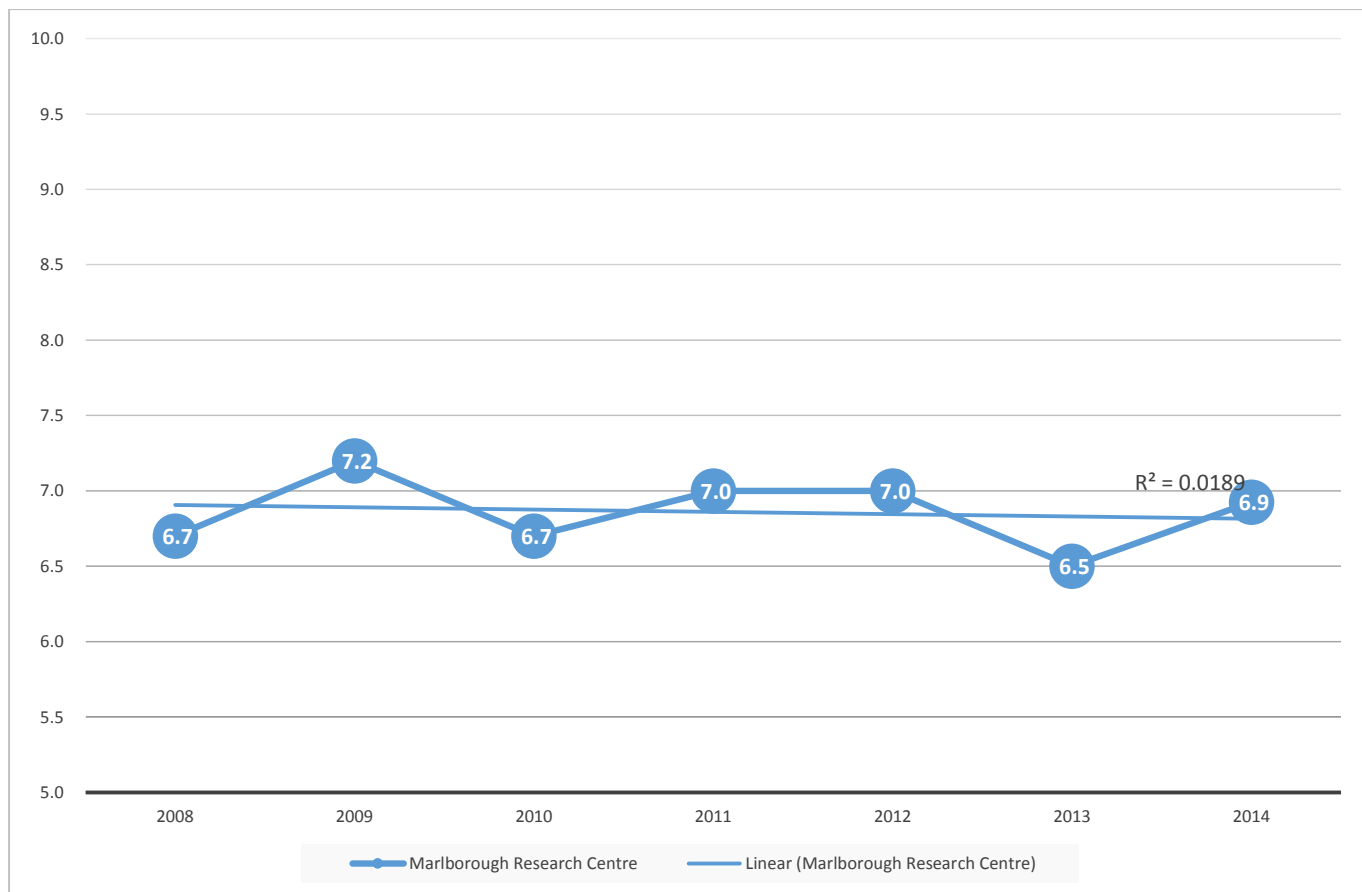
As presented in the charts and tables in this section: Across most areas, performance rating levels were relatively similar indicating a degree of consistency in resident’s perceptions of the Council’s performance with this service. Reasons for high ratings included *do a thorough job* and *provide a good service*. Across the district 64.6% of residents were satisfied with the Councils performance in this service. In 2014, an increase overall in satisfaction was recorded in this area when compared against 2013 levels.

Table 52 Marlborough research centre unprompted comments

		Count
Positive	Provide a good service	22
	Other	22
	Do a thorough job	19
Negative	Other	10
	Too much focus on grapes	5
	Council shouldn't be involved/ private sector role	3
	Don't see any results	3

Note: "Other" response group above presented as open ended text in Appendix 2, from page 106.

Chart 55 Trend analysis – Marlborough Research Centre longitudinal proportionally recalibrated ratings



(2014 n=262): Based on a simple R^2 linear regression, In 2014, an increase overall in satisfaction was recorded in this area when compared against 2013 levels when compared with proportionally recalibrated mean scores presented in previous years reports.

Appendix 1

Questionnaire 1

1. Firstly we need to ensure we speak with a cross section of the community, which of the following age groups do you fit into?
2. Is the home where you live owned by someone who lives in the household, or is it rented?
3. The Council is responsible for all the roads in Marlborough except the state highways, this includes street lighting. In the district, EXCLUDING State Highways, on a scale of 1-9 where 1=not at all well, 5=neutral and 9=extremely well, how well do you think the Council performs providing:
 - a. Sealed roads: If rating under 4 or over 8 ask “why did you give it that rating?”
 - b. Unsealed roads: If rating under 4 or over 8 ask “why did you give it that rating?”
 - c. Footpaths: If rating under 4 or over 8 ask “why did you give it that rating?”
 - d. Street lighting: If rating under 4 or over 8 ask “why did you give it that rating?”
4. The Council operates sewerage schemes in Blenheim, Renwick, Picton, Seddon, Havelock, Spring Creek, Riverlands and Cloudy Bay Business Park. These cater for both domestic and industrial waste. If you receive a Council supplied sewerage scheme, on a scale of 1-9 where 1=not at all well, 5=neutral and 9=extremely well, how well do you think the Council performs providing...
 - a. Sewerage services in general: If rating under 4 or over 8 ask “why did you give it that rating?”
5. The Council provides and maintains a network of stop banks on rivers and drains on the main Wairau floodplain to protect against the risks of flooding and agricultural drainage. Lesser works are carried out in Picton and outside of the main Wairau floodplain at a lower rate charge. Note: Where rivers and drainage rates are not charged (e.g. Awatere), no river works are carried out. In your local area, using the same scale, how well do you think the Council performs providing...
 - a. Flood protection and control works: If rating under 4 or over 8 ask “why did you give it that rating?”
6. The Council provide a range of waste management services across the region. In your local area, on a scale of 1-9 where 1=not at all well, 5=neutral and 9=extremely well, how well do you think the Council performs in providing...
 - a. Kerbside Rubbish and Recycling Collection in Blenheim and Picton: If rating under 4 or over 8 ask “why did you give it that rating?”
 - b. Regional Waste Transfer Stations, including Hazardous Waste: If rating under 4 or over 8 ask “why did you give it that rating?”
 - c. Resource Recovery Centre, Reuse Shop and green waste composting: If rating under 4 or over 8 ask “why did you give it that rating?”
7. The Council manages culture and heritage assets and resources, provides culture and heritage grants, and works with local groups to support and develop our arts, culture and heritage resources. Using the same scale, how well do you think the Council performs in supporting...
 - a. Culture and heritage in the district: If rating under 4 or over 8 ask “why did you give it that rating?”

8. The Council encourages residents to participate in the decision making processes of the Council. On a scale of 1-9 where 1=not at all well, 5=neutral and 9=extremely well, how well do you think the Council assists residents in providing...
- Information about Council Business: If rating under 4 or over 8 ask "why did you give it that rating?"
 - Information on Council meetings: If rating under 4 or over 8 ask "why did you give it that rating?"
9. The Council operates two public libraries at Blenheim and Picton; and supports a network of seven community libraries (some in conjunction with local schools). Using the same scale, how well do you think the Council performs in providing...
- Public libraries: If rating under 4 or over 8 ask "why did you give it that rating?"
 - Community and joint community school libraries: If rating under 4 or over 8 ask "why did you give it that rating?"
10. The Council is responsible for all matters of navigation and safety within Marlborough's coastal waterways, including D'Urville Island, the Marlborough Sounds, Port Underwood, Clifford and Cloudy Bays including the maintenance of navigation aids. On a scale of 1-9 where 1=not at all well, 5=neutral and 9=extremely well, how well do you think the Council performs in providing...
- Harbour Control: If rating under 4 or over 8 ask "why did you give it that rating?"
11. The Council provides a range of diverse, services and activities to support the community, using the same scale, how well do you think the Council performs in providing ...
- Community support services and strategies: If rating under 4 or over 8 ask "why did you give it that rating?"
 - Blenheim bus service: If rating under 4 or over 8 ask "why did you give it that rating?"
 - Total mobility scheme for the disabled: If rating under 4 or over 8 ask "why did you give it that rating?"
 - Funding for community events: If rating under 4 or over 8 ask "why did you give it that rating?"
12. The Council monitors and reports on the state of Marlborough's environment, including air, land, water and coastal resources. Information collected is then used to develop policies for the sustainable use and management of the district's resources. On a scale of 1-9 where 1=not at all well, 5=neutral and 9=extremely well, how well do you think the Council completes these functions...
- Developing environmental policies under the Resource Management Act: If rating under 4 or over 8 ask "why did you give it that rating?"
 - Environmental monitoring and information provision: If rating under 4 or over 8 ask "why did you give it that rating?"
13. The Council is the principal funder of Destination Marlborough, which is responsible for promoting Marlborough as a visitor destination to national and international tourists. Using the same scale, how well do you think the Council supports...
- Tourism: If rating under 4 or over 8 ask "why did you give it that rating?"

14. The council needs to ensure priorities are established to best meet the needs of the community. Using the scale where 1=not at all important, 5=neutral and 9=extremely important, please rate the level of importance the council should place in prioritising service's with regard to the following services and facilities:
- a. Community support
 - b. Environmental policy
 - c. Culture and heritage
 - d. Flood Protection and Control Works
 - e. Library services
 - f. Solid Waste management
 - g. Democratic process
 - h. Environmental Monitoring
 - i. Harbour control
 - j. Tourism
 - k. Roads and Footpaths
 - l. Sewerage
15. In the last twelve months, have you seen or heard any notices or advertisements issued by the Council?
16. Where did you see the advertisement?
17. Have you had any direct contact with the Council in the past 12 months?
18. In what ways was that contact made?
19. On a scale of 1-9; where 1 = not at all well, 5 = neutral and 9 = extremely well, how would you rate your overall contact with the Council?
20. On a scale of 1-9; where 1 = not at all well, 5 = neutral and 9 = extremely well, how would you rate the overall performance of the Marlborough District Council over the last 12 months?
21. How long have you lived in Marlborough?
22. Which of the following best describes your household's annual income before tax?

Questionnaire 2

1. Firstly we need to ensure we speak with a cross section of the community, which of the following age groups do you fit into?
2. Is the home where you live owned by someone who lives in the household, or is it rented?
3. Now I'm going to ask you about the various water services provided by the Council. The Council operates fresh water supply schemes servicing Blenheim, Renwick, Picton, Awatere, Wairau Valley, Havelock and Riverlands. If you receive Council supplied drinking water; on a scale of 1-9 where 1=not at all well, 5=neutral and 9=extremely well, how well do you think the Council performs in providing...
 - a. Drinking Water Supply: If rating under 4 or over 8 ask "why did you give it that rating?"
4. The Council provides a storm water drainage system to manage storm water runoff in urban catchments, predominantly in Blenheim and Picton, and smaller networks in Renwick, Havelock, Spring Creek, Riverlands and Cloudy Bay business park. On a scale of 1-9 where 1=not at all well, 5=neutral and 9=extremely well, how well do you think the Council performs in providing...
 - a. Urban storm water drainage: If rating under 4 or over 8 ask "why did you give it that rating?"
5. The Council is responsible for the coordination and monitoring of 'declared' regional animal and plant pests. The Council works with landowners to ensure they are aware of their responsibilities, provide information, and ensure that landowners carry out the control of pests on their property. In your local area, using the same 1-9 scale, how well do you think the Council performs in...
 - a. Assisting landowners to manage animal pests (such as rabbits): If rating under 4 or over 8 ask "why did you give it that rating?"
 - b. Assisting landowners to manage plant pests (such as Nassella Tussock): If rating under 4 or over 8 ask "why did you give it that rating?"
6. The Council administers a variety of community facilities, on a scale of 1-9 where 1=not at all well, 5=neutral and 9=extremely well, how well do you think the Council manages these facilities...
 - a. Parks and reserves, including playgrounds, war memorials: If rating under 4 or over 8 ask "why did you give it that rating?"
 - b. Sports grounds: If rating under 4 or over 8 ask "why did you give it that rating?"
 - c. Community Halls: If rating under 4 or over 8 ask "why did you give it that rating?"
 - d. Swimming Pools: If rating under 4 or over 8 ask "why did you give it that rating?"
 - e. Cemeteries: If rating under 4 or over 8 ask "why did you give it that rating?"
 - f. Public Toilets: If rating under 4 or over 8 ask "why did you give it that rating?"
7. The Council administers a wide variety of regulatory functions, powers and duties. Many of these are legislated by government. In your local area, using the same scale, how well do you think the Council performs in administering services related to the ...
 - a. Resource Management Act resource consents: If rating under 4 or over 8 ask "why did you give it that rating?"

- b. Resource Management Act monitoring compliance with consent conditions: If rating under 4 or over 8 ask “why did you give it that rating?”
 - c. Building Act building consents: If rating under 4 or over 8 ask “why did you give it that rating?”
 - d. Sale of Liquor Act: If rating under 4 or over 8 ask “why did you give it that rating?”
 - e. Health and Foods Act: If rating under 4 or over 8 ask “why did you give it that rating?”
8. The Council owns about 170 housing units that are available to older people, and rented at discounted rates. On a scale of 1-9 where 1=not at all well, 5=neutral and 9=extremely well, how well do you think the Council performs in providing this service
- a. Community housing: If rating under 4 or over 8 ask “why did you give it that rating?”
9. The Council provides services in relation to the control of dogs and wandering livestock. Using the same scale, how well do you think the Council performs in providing...
- a. Dog control: If rating under 4 or over 8 ask “why did you give it that rating?”
 - b. Control of wandering Livestock: If rating under 4 or over 8 ask “why did you give it that rating?”
10. The Council works closely with agencies in the policing, education and health sectors to address some of the root causes of behaviours that affect community safety. Security cameras in the Blenheim CBD and street safety patrols are examples of the services provided. On a scale of 1-9 where 1=not at all well, 5=neutral and 9=extremely well, how well do you think the Council performs in supporting...
- a. Community Safety: If rating under 4 or over 8 ask “why did you give it that rating?”
11. The Council is a member of Marlborough Kaikoura Rural Fire Authority. Council also maintains an emergency management centre and is responsible for managing and responding to natural disasters and emergency events including floods and earthquakes. Using the same scale, how well do you think the Council performs in providing...
- a. Rural fire fighting: If rating under 4 or over 8 ask “why did you give it that rating?”
 - b. Civil Defence Emergency management: If rating under 4 or over 8 ask “why did you give it that rating?”
12. The Council has a number at services that support regional development. These include developing the region's 'smart and connected' vision, encouraging the establishment of businesses and leading a number of projects to assist key industry sectors Council also provides car parking, irrigation of the Southern Valleys. On a scale of 1-9 where 1=not at all well, 5=neutral and 9=extremely well, how well do you think the Council performs in providing...
- a. Economic development: If rating under 4 or over 8 ask “why did you give it that rating?”
 - b. Car parking: If rating under 4 or over 8 ask “why did you give it that rating?”
 - c. Irrigation of the Southern Valleys: If rating under 4 or over 8 ask “why did you give it that rating?”
13. The Council is a part funder of the Marlborough Research Centre. This centre undertakes research into viticulture and other primary production sectors that help to ensure Marlborough's primary industries have access to worldclass research and advisory services. Using the same scale, how well do you think the Council performs in supporting

a. Crop research: If rating under 4 or over 8 ask “why did you give it that rating?”

14. The council needs to ensure priorities are established to best meet the needs of the community. Using the scale where 1=not at all important, 5=neutral and 9=extremely important, please rate the level of importance the council should place in prioritising service’s with regard to the following services and facilities:

- a. Urban Storm water drainage
- b. Community facilities
- c. Research Centre
- d. Consents and compliance
- e. Community housing
- f. Emergency management
- g. Animal control
- h. Biosecurity (pest management)
- i. Drinking Water supply
- j. Community safety
- k. Regional development

15. In the last twelve months, have you seen or heard any notices or advertisements issued by the Council?

16. Where did you see the advertisement?

17. Have you had any direct contact with the Council in the past 12 months?

18. In what ways was that contact made?

19. On a scale of 1-9; where 1 = not at all well, 5 = neutral and 9 = extremely well, how would you rate your overall contact with the Council?

20. On a scale of 1-9; where 1 = not at all well, 5 = neutral and 9 = extremely well, how would you rate the overall performance of the Marlborough District Council over the last 12 months?

21. How long have you lived in Marlborough?

22. Which of the following best describes your household's annual income before tax?

Appendix 2

Demographic data

Table 53 Resident home ownership status

	Frequency	Percent	Valid Percent	Cumulative Percent
Own	657	82.1	82.1	82.1
Rented	111	13.9	13.9	96.0
Other	21	2.6	2.6	98.6
Private trust	11	1.4	1.4	100.0
Total	800	100.0	100.0	

Table 54 Resident income status

	Frequency	Percent	Valid Percent	Cumulative Percent
Under \$10,000	2	0.3	0.3	0.3
\$10-\$25,000	61	7.6	7.6	7.9
\$25-\$40,000	100	12.5	12.5	20.4
\$40-\$55,000	93	11.6	11.6	32.0
\$55-\$70,000	111	13.9	13.9	45.9
\$70,\$85,000	72	9.0	9.0	54.9
\$85-\$100,000	68	8.5	8.5	63.4
Over \$100,000	114	14.3	14.3	77.6
Declined	179	22.4	22.4	100.0
Total	800	100.0	100.0	

Table 55 Resident tenure in the district status

	Frequency	Percent	Valid Percent	Cumulative Percent
Other	5	0.6	0.6	0.6
Less than 2 years	29	3.6	3.6	4.3
2-5 years	67	8.4	8.4	12.6
5-10 years	121	15.1	15.1	27.8
10+ years	578	72.3	72.3	100.0
Total	800	100.0	100.0	

Other open ended response tables

Contact with council

Table 56 Other contact with council

Other contact with council
Local community meetings.
In person.
In person.
In person, earthquake zone.
In person.
Earthquake visit.
In person.
Visited building house.
In person.
Posted rates.
Paying rates.
In person.
They contacted me.
In person.
Do some work for them.
Visiting group for morning tea.
Submitted applications for permits.
Water quality survey, off the website.
Pay rates.
Paid rates.
Pay my rates.
Surveyors.
In person.
Public meeting councillors present.
In person.
In person.
Meetings.
Dealt with argentine ants.
Personal visit.
Thru consultants.
Library.
Work routine the health and food inspector.
In person.
Storm water compliance inspection.
Meetings.
Campaigning.
Rate payers meeting.
In person.
Pay rates.
They contacted me.
In person.
Voting.

3. Media and marketing

Table 57 Sources of advertising Other

Sources of advertising Other
At their office.
Billboards.
Billboards.
Boat ramp.
Campaigning.
CBD.
Community newspaper.
Council offices.
D/k.
Dont remember.
Dont remember.

Sources of advertising Other
Email.
Email network.
Foreshore.
Great website.
In person.
Internet.
Library.
Library.
Library noticeboard.
Not sure.
Pak n save.
Public notices.
Resource consents.
Roadside to Picton.
Shop window.
Signage.
Signs up by the river.
Voting signs about town.
W O M.

4. Democratic process

Table 58 Information about Council business Other (negative)

Information about Council business Other (negative)
Doesn't listen to the community.
Doesn't really apply out here. They only mow 4 times a year.
Don't get any and email is not an option for me.
Don't know what our Councillor is doing.
Information provided needs to be more to the point, keep it simple.
Involved in things that are not their core business.
Lots of things the town wants to do but the Council too hard.
More community involvement needed.
Most of the time info, sketchy, late notice, unclear, no ballot.
Need to listen to community more.
No communication.
Not at all good at informing asset and how it's spent.
Not heard too much of it not well advertised.
Overbearing obnoxious.
Should supply information on past performance of Council, especially in election years.
Only say what had happened in the paper.
They may ask but they don't listen, not telling us what is going on.
Very little information passed on to us.

Table 59 Information about Council business Other (positive)

Information about Council business Other (positive)
Able to go to the meeting.
At the Council offices there is a lot of information available.
Can put in a submission.
Find it on the website.
Get letters.
Letters to ratepayers.
No enforcement.
Online info is good.
Open to the draft annual plan consultation.
They inform us.
Website.

Table 60 Information on Council meetings Other (negative)

Information on Council meetings Other (negative)
As someone who doesn't know Council process I would need information on HOW I could become involved.
Bigger effort to get to more people, not just people who get the papers.

Information on Council meetings Other (negative)
Distort the truth.
Don't know what's happening, only rates.
Don't hear much about what they are going to do, don't listen to the public.
Hard to figure out on website without searching through a lot to find applicable stuff.
Haven't seen any and not looking.
Hear of them on the day and in the paper.
I've never heard no communications with public.
I've never known any invitation to a Council Meeting.
Need to tell us when the meetings are, don't think the community is involved properly.
Never heard anything.
No Blenheim paper in Kiwi Bay.
No info in Picton.
Know nothing.
Not enough advertised information.
Not sure I don't get information.
Not transparent enough.
Only told in the news paper, Council needs to tell people directly.
Public fed info then MDC turn in different direction.
Road needs to be address, congestion.
Send newsletter often to ratepayers what's happening.
They advertise, you read after, rather than before.
Very little comes out of the meetings, due to the executive.

Table 61 Information on Council meetings Other (positive)

Information on Council meetings Other (positive)
I'm generous.
In the papers every time.
In local paper.
In the papers.
Info is in the papers.
Pretty open.

5. Culture and heritage

Table 62 Culture and heritage Other (negative)

Culture and heritage Other (negative)
Don't do a good job or hear about it.
Don't do enough for the Picton area.
I haven't been involved with anything here to comment on it.
No significant public artworks to view, would like to see more focus here.
Not a supporter of the new theatre, priorities not met bridges etc.
Not doing very good.
Theatre is misuse of rate payer's money.
Very little spent on the arts and culture.

Table 63 culture and heritage other (positive)

culture and heritage other (positive)
A lot of groups benefit.
Distribute most cultures.
Getting a new theatre relocating library.
Grants.
Have a community house for the gathering of elderly.
Issue: could cut back on excessive spending in this area.
Lots happening.
Museums and parks receiving lots of funding, new theatre.
No experience just what I've heard or seen.
Provision is excellent but, it should not be in the Councils mandate at all, Council shouldn't be paying for this.
Putting money in the theatre.
Well run.

6. Community housing

Table 64 Community housing Other (negative)

Community housing Other (negative)
Can be hard to get housing.
Central government should be doing this.
Lot of people looking for houses and they are empty.
More more.
Pass.
Seddon housing rundown.
Shouldn't sell anymore.
Sold what was left of community housing in the area.
Spending too much on non necessities in those facilities.
Stricter vetting of who is living in homes (people taking advantage).
Too expensive.

Table 65 Community housing Other (positive)

Community housing Other (positive)
Always there when you need them.
Discounted for elderly.
Do a good job.
Elderly need them.
Fast to fix issues.
Friend lives in one maintenance good.
Good.
Good idea.
Good service to have.
Good they have so many, but need to build more though.
Gotter come up with a figure.
I'm a support worker.
I know that the housing Corp not good here.
Issue: could do with more housing.
Neat tidy.
No problems.
Not a problem.
Not the Council's job.
Old people first for homes look after the elderly and animals.
One guy his house is cold only one everything else ok.
Personal experience family member lived in one.
Seems to be enough housing available.
Well looked after the elderly.

7. Community safety

Table 66 Community safety Other (negative)

Community safety Other (negative)
Areas designed for youth need more maintenance to discourage loitering in other areas.
Cameras don't appear to be well monitored lack of sufficient lighting in certain areas.
Could be improved too many kids up to no, good fighting.
Don't provide that for Seddon.
Inadequate lighting in the evening making streets unsafe.
Lots of problem with kids on the street.
More needed in Picton.
Need to go back to "streets safe" in the CBD. Need more done.
No presence in my area.
No street lights.
Not aware of cameras.
Not enough being done in area.
Not enough being done in loc.
Not listening to youth issues.
Police are unprofessional.
They let guns go off at the hotel, police didn't come out as they were watching the mongrel mob for 8 months.

Table 67 Community safety Other (positive)

Community safety Other (positive)
Action.
Actively involved in aspects of safety.
Banned alcohol in town centre & dogs.
Council works closely with the police to manage crime spikes and how to protect the public.
Great service.
Liaise with the police.
Lighting is pretty good.
Lots of procedures in place to ensure minimal problems arise.
More could be done.
Pick up on crime.
Police are there.
Police attending schools to inform teens on safety, great job.
Police to respond well.
Protection for the community.
School crossings - police help with it.
See the effect of the cameras.
Social media.
Upgrading school crossing to increase awareness on main roads.
Wondering client picked up on camera.

8. Community support

Table 68 Community support strategies Other (negative)

Community support strategies Other (negative)
Live in Picton and the ships are whipped off no promotion.
Need more information for the public.
Needs clearer focus to bring growth to Marlborough.
No idea what actually do, need more exposure.
Not aware of any funding.
Not overly active with the kids.
Not well publicized, organized or promoted.
Out source it to another organisation.
Some things are favoured over others.

Table 69 Community support strategies Other (positive)

Community support strategies Other (positive)
Can't be perfect.
Few places where you can go for support.
Funding for projects, facilities.
Got an office here.
Great Council/community relationship.
No personal experience heard from people.
Parks toilets well maintained.

Table 70 Blenheim bus service Other (negative)

Blenheim bus service Other (negative)
Bus should be downsized to allow easier access to streets in Blenheim.
Doesn't come to Renwick.
Don't use.
Don't use it.
Empty buses, seems wasteful.
More of them and free.
Need more busses.
No bus service, no way to get into Blenheim without a car.
No service from my area anymore.

Blenheim bus service Other (negative)
Not aware of this service.
Not regular or frequent enough.
One bus goes to one circuit.
One bus, hourly, as a means for work is not frequent, route.
Only one bus.
Only one bus, mitre 10 funded.
Only one town bus, everything is within walking distance.
Too big of a gap between Riversdale and New World.

Table 71 Blenheim bus service Other (positive)

Blenheim bus service Other (positive)
Always on time.
Don't use, people say spot on.
Essential to provide transport for those who need it.
Given the size of our town I think we are lucky to have any bus service as I am sure it comes at quite a cost for the amount of customers it has.
Good for elderly.
Good job.
Good service.
Good service for the elderly.
Good service not in high demand.
Good to have that service now.
Great service.
Heard from friends.
Lots of stops, all of Blenheim.
Not enough buses.
One that runs maybe it's run Mega Mitre 10.
Others have used but not me.
Parents use it.
Pretty good.
Regular, free, cover a great deal of town, stop at club and library.
Saturdays are good.
Set your clock by it.
Thanks to Winston, but I have to walk a distance.

Table 72 Total mobility scheme Other (negative)

Total mobility scheme Other (negative)
Currently experiencing issues with this.
Daughter disability not much set up for her.
Footpath not cut for it needs improving smooth edge.
No footpaths.
Not enough parking, not catered enough, driving on the road.
Not much around that is acceptable.
Not reaching everyone who needs it.
Only one footpath not wide and they try and run you down.
Scooters dangerous to pedestrians.
Very little help for the elderly couple I know.
Wheel chair access is poor generally, so a disabled person on the Council would be a good idea.

Table 73 Total mobility scheme Other (positive)

Total mobility scheme Other (positive)
All catered.
Daughter handicapped.
Essentially good service, could use some improvement.
Good access and foot paths.
Has improved over time.
I'm not immobile but I know people speak up.
Need a bit more for wheel chair access around town.

Total mobility scheme Other (positive)
Parking and ramps for disabled.
We haven't used it.
Well provided.

Table 74 Funding community events Other (negative)

Nothing at all.
Decrease in funding for certain community events.
Events in rural areas need to be supported and held in those areas.
I haven't been to many Council funded community events that I know of.
I was involved in community works, and Council was against it. Not helpful for grassroots events at all.
Need to prioritize funds better to reach a range of ages.
Never seen any Council input.
Shouldn't be using ratepayer money for this.
Unsure of any events.

Table 75 Funding community events Other (positive)

Funding community events Other (positive)
Council got people together after the quake, lots of events to get the community together , kids activities.
Daughter belongs to Highland dancing receive funding.
Don't know how much they are funding or who.
From where I know.
Generous.
Good community.
Lots of support.
Need more advertising.
Parks used for concerts and free outing.
Possibly too generous with funding, some groups need to be more accountable.
Supports scouts equipment.

9. Library services

Table 76 Public libraries Other (negative)

Public libraries Other (negative)
Earthquake damage, and its closed most of the time.
It is too expensive - I refuse to pay to reserve books for the children for their schoolwork, so we just miss out and have to take what's there. It adds up when you hire a lot of books at 1- per reserve. There are not nearly enough books, and there could be a lot more digital books. I also refuse to pay for hiring a book - I can read a book in a day - I already pay rates, why should I then pay again to use it.
Shouldn't have to pay for wifi charges for people who aren't ratepayers.
Underutilized now.

Table 77 Public libraries Other (positive)

Public libraries Other (positive)
Advertising.
And they were going to close great library.
Approachable.
Convenient, good location.
Could use more e-books but overall a great service.
Decent library.
Do a good job.
Do a good job.
Easy.
Enjoy the good libraries.
Excellent.
Excellent.
Find anything.
For the size and population it's good.
From what I've heard good job.

Public libraries Other (positive)
Good location, resources.
Good selection of books and media.
Good service, good information services.
Good they have two.
Good to have.
Great readers service excellent.
Handy central.
Hearsay good service, unable to go there.
I know lots that use it and studying.
I think it could have more Marlborough related books.
I use the service.
Important service, very progressive.
Issue: is wifi a good investment for ratepayers.
Issue: wifi should be readily available for ratepayers.
Lots of extra services, very impressed.
Lots of information.
Lots of kids things in \the holidays.
Nice library, are libraries a sunset industry?
No problem.
Ok.
Only thing their books are old.
Open on a Sunday afternoon.
Ordering books is good.
Other services.
Overall a good service, varied and modern. Free wi-fi not necessary.
Papers up to date.
Pay rates internet and coffee and selection of books etc.
Photocopy and it's there.
Picton library offer coffee which complete businesses.
Too many young people.
Use it a lot and use both services.
Very good.
We need a new building.
We use it heaps haven't run out of books.
Well managed.
Well set up, would like to see some older books kept on the shelves, or updated at least.
Well used community resource.
Will order books for you and can drop them off too, good coffee too.
Wouldn't like to see any more improvements as it is adequate.

Table 78 Community and joint community school libraries Other (negative)

Community and joint community school libraries Other (negative)
I didn't even know there were other libraries available to ratepayers?!

Table 79 Community and joint community school libraries Other (positive)

Community and joint community school libraries Other (positive)
Children go there.
Don't' know much about it.
Good job.
Helped initiate a community school library.
It's there.
Works well.
Young ones benefit, and community.

10. Emergency management

Table 80 Rural fire fighting Other (negative)

Rural fire fighting Other (negative)
Doing the best they can but it's too far away.

Rural fire fighting Other (negative)
Seddon / ward earthquake poorly managed, still needing homes fixed, very slow progress.
We provide our own service, community based, low training of our guys, need Council support for the volunteers.

Table 81 Rural fire fighting Other (positive)

Rural fire fighting Other (positive)
A lot of money gone into upgrading facilities and rural engines.
Always there when you need them.
Assume they go to all the calls.
Do a good job.
Flood in 03 and they main stay.
Good equipment.
Good service in emergencies.
Great feedback.
Know the volunteers and putting their time into it.
Learned a lot in the hill fire.
Much better than it used to be.
No particular reason.
No problems.
Not enough volunteers.
Observed good action.
Organised well.
Organised, new structure, improved.
Respond well.
Room for improvement.
Seems good.
Seen them when they're on the ball.
Son in rural area have monthly check fire equipment.
Supported by everyone.
Trying their best.
Up to date equipment.
Very good job.
Well co-ordinated.
Work hard.

Table 82 Civil Defence Emergency management Other (negative)

Civil Defence Emergency management Other (negative)
Needs more pamphlets, last minute drills.
No ongoing support for victims of disasters.
No radio signal.
Not enough being done.
Not enough information.
Same as before poor response to ward/seddon earthquakes.
Slow to response disorganised, lack coordination at emergency.
Too hard to deal with, need to clear out reed beds lower down the river so it can flow out.

Table 83 Civil Defence Emergency management Other (positive)

Civil Defence Emergency management Other (positive)
Been tested and no complaints.
Did well with earthquake.
Earthquake everyone was looked after.
Flooding & earthquake information unavailable.
Give out information.
Good information given, acac office were helpful, good communications.
Good people.
Good quick response.
Good response.
Good staff, volunteers are good, Council back it up though.

Civil Defence Emergency management Other (positive)
Good training, preparation is good.
Has experience in this field, knows there are adequate resources here.
Hope they've got it sorted.
Lots of advertising.
Modern facility, permanently staffed, meets all requirements for population this size.
My job we touch base.
Need to.
Organised.
Process could be improved.
Prompt keep an eye on things.
Provide information.
Quick response.
Quick response to the quake.
Regular meetings.
Respond very well.
There are times when they cannot get there.
There for the Seddon EQ.
They've never been put under the test.
Well managed.

11. Community facilities

Table 84 Parks and reserves Other (negative)

Parks and reserves Other (negative)
Broken playground equipment for a long time.
Damage to playground and memorial.
Dogs running around not on leash.
Don't mow lawns, severe lack of installed BBQs.
Flooding and trees in the riverbanks Maxwell Rd.
Need park over property for campers on Queen C. Drive.
Not spread out enough.
Poor drainage.
There is a rate payers association that does a lot of work.
They have no resources to do this properly.
Too many locked gates in reserves.
We don't have any around Okiwi Bay.

Table 85 Parks and reserves Other (positive)

Parks and reserves Other (positive)
Always things to be done.
Beach road reserve.
Don't know don't go there much.
Do a good job, managed well good public area.
Don't have enough rubbish tins.
Don't take much notice.
Excellent.
Excessively well looked after.
Fantastic parks.
Few out there.
Good.
Good facilities, upgraded park, excellent condition.
Have a dog and it suits our purpose.
Just a picture.
Like taking my kids to the park.
Litter free.
More and more are being built.
More dog reserves would be good.
Neat and tidy.
No problems.
No problems, don't go there when it rains, flooding.
Ones around here all good walking through them is pleasant.

Parks and reserves Other (positive)
Plenty.
Polard parks fantastic.
Put a big equestrian park pleased with.
Real assets.
Riverbanks are good.
Safe.
Safe playground.
Seem in good condition.
Someone there keeps it tidy.
Suits my families needs.
Superbly looked after.
Taylor River is feature for the town.
Tidy.
Upgrading it painting.
Use the park a lot and well kept.
Very good parks.

Table 86 Sports grounds Other (negative)

Sports grounds Other (negative)
AMP have a building with earthquake damage, nothing done.
Could do with a swimming pool.
Don't provide anything, all done locally.
Grandstand fenced off earthquake risk not attending to fix.
Grounds aren't always available to locals.
Grounds car park big potholes and mud.
More money invested in that area.
Netball courts & facilities too old, skate park needs modernising and upkeep poor.
Not enough public toilets available.
Poor drainage.

Table 87 Sports grounds Other (positive)

Sports grounds Other (positive)
Always tidy.
Don't know.
Don't play sport.
Don't use.
Don't want to give them a perfect score.
Endeavour Park brilliant across the road.
Excellent.
Get very good usage.
Good for the kids.
Haven't heard any complaint don't use.
Kids play soccer, good for them.
Look after youth giving them things to do.
Looks good.
Lots of grounds, good for kids.
Maintenance could be improved.
Mown well.
Mown well, rubbish picked up no graffiti.
My children have used it in the past.
Neat and tidy.
Need a wee bit more cleaning in the changing rooms at times.
Older grounds need attention.
Parking needs to be a bit bigger.
Picton College has a brand new one and that's good.
Really good facilities well used.
Suits our needs.
That's all they think about.

Table 88 Community Halls Other (negative)

Community Halls Other (negative)
A good number.
Council has nothing to do with hall.
Okiwi supports it's own.
Rate payers association does it all.
Seddon needs fixing now.
Trouble with the hall little help from the Council to upgrade.

Table 89 Community Halls Other (positive)

Community Halls Other (positive)
Doing what they can.
Grounds are good.
Guess they maintain them.
Lots going on.
No leaky building.
Rowing just had there party there the other night.
There to utilise.
Tidy, efficient.

Table 90 Swimming Pools Other (negative)

Swimming Pools Other (negative)
Clean but too expensive.
Disappointed that big pool is gone.
Don't have one would like one.
Don't have one.
Management on sites need improvement.
Need a pool.
Need one definitely.
No longer have use of a community pool.
Not clean debris.
Picton needs a new pool.
Picton needs an indoor pool and more involvement in the stadium management required.
Pool is still unusable.
Pool was damaged and not fixed yet.
School does that.
Still not able to use it.
There isn't one in Picton.

Table 91 Swimming Pools Other (positive)

Swimming Pools Other (positive)
A wonderful well maintained, complex.
Accessible, brand new excellent.
Amazing.
Amazingly marvellous.
Brand new one, good.
Brilliant.
Excellent facility.
Free access.
From the outside looks fine.
Good facility.
Good facility.
Good for all ages, friendly staff.
Good water good staff.
Good, good for kids.
Great asset.
Great upgrade, heard good things.
I use it.
It is new.

Swimming Pools Other (positive)
It's a swimming pool.
Its great, excellent facility.
Lots of things to do.
Needs more heating.
New.
New.
New one and it's way better.
New pool, brand new.
New pool, did a good job, the kids love it, different pool sizes, can watch the kids easily, changing facilities are good. More family toilets would be good.
New service.
Nice and new.
Not aware of any non salt water pools.
Only problem is cost.
Stadium pools.
Staff are courteous, excellent facility, free parking.
Too cold.
Up graded, more pools, better facilities.
Use it a lot more and appreciate it.
Vast improvement.
Very good, administrated well, well run, neat and tidy, good water.
Well liked popular.

Table 92 Cemeteries Other (negative)

Cemeteries Other (negative)
Complained ward cemetery unkempt, got negative response like not Councils fault?? Seddon & ward need quake fixing.
Mess, by the dump, Maxwell Rd.
The wind once blew some pots off loved ones gravesite and the mower man just ran over them.
We have our own with no support.

Table 93 Cemeteries Other (positive)

Cemeteries Other (positive)
Beautiful.
Best in view in town.
Don't visit enough.
Has asked for upgrades which Council is considering.
Have rung and they fixed it.
Haven't heard anything bad.
Looked after well neat and tidy.
Neat and tidy.
Nice place to be.
Old headstone looks good.
Older ones are well looked after.
Please provide rubbish tins for rubbish nowhere to put them.
RSA cemetery mowed, but old headstone broken, needs repair.
Tidy.

Table 94 Public Toilets Other (negative)

Public Toilets Other (negative)
All of the above.
Been a long time before they opened new toilets.
Don't know.
Don't clean them or stock up town Queen St, Seymour Sq.
Facilities inadequate.
Gross waste in most.
Need more.
Need more toilets.
Needs cleaning.
Not enough, new one in town either out of order or engaged.

Public Toilets Other (negative)
Not quick to respond to issues and reflects badly on the area.
Not very clean.
Rate payers association does it.
Toilets required at scenic viewpoints.
Too far from each should have one in the middle of town.
Was rundown ok now.

Table 95 Public Toilets Other (positive)

Public Toilets Other (positive)
Available.
Cctv required to prevent vandalism.
Do a good job there.
First class.
Good contractors.
I sat in the car outside the Queen St toilets one morning and saw people including young mothers who were locked out of the door facing the street and couldn't find any other entrance.
Know the guy he does a good job.
Never had problems.
New.
New toilets in area.
No problems.
One on the foreshore closes early 5pm.
Personal touch flowers in toilets he's amazing.
Self cleaning facilities.
Some below average.
The person goes out of his way to keep it clean.
They've improved.
They are provided.
Vandalism.

12. Roads and footpaths

Table 96 Sealed Roads Other (negative)

Sealed Roads Other (negative)
Andrew St no lighting, roads rough, lot of boy racers.
Could be better engineered, some are dangerous for cyclists with no shoulder to ride on.
Do nothing.
Generally in Marlborough roads not that good.
I would love to see my road sealed.
Insufficient roads.
Logging vehicles damaging roads.
Lots of work done but badly done.
Man hole covers poking up, lots of leaves all over the place.
Needs more work not patches.
No sealed roads.
Poor storm water, no footpaths, no lighting, dangerous to walk on, slumping, washouts and slips storm water goes on the property.
Poorly fixed and potholes and shingles.
Quick repairs that aren't doing the job well, just patching it up.
Road shit whole lot of stuff lines crooked etc., leaves gutters.
Safety issues when coming onto sealed road off highway.
Scott St and Bell Road, narrow, uneven, more using it.
Scott street appalling.
They dig it up and takes 6 weeks to fix Canterbury St.

Table 97 Sealed Roads Other (positive)

Sealed Roads Other (positive)
Always working on it
Any issues resolved quickly.
Do a lot travelling roading some quite poor nothing major.

Sealed Roads Other (positive)
Doing a lot of road work lately and street light Redwood St.
Done quite a bit of work.
Generally fine.
Good driving around town.
Good for driving.
Good roading network.
Good roads.
Lot better than Christchurch.
New area, problem with the trees block drains and flooding.
No problems.
Not many earthquakes.
Pretty good.
Roadwork's to make improvements.
Working on it regularly.

Table 98 Footpaths Other (negative)

Footpaths Other (negative)
Boyce Street problem got everyman and his dog. ok on my street.
Cracked, know some people who have fallen on the footpaths
From Hospital Rd, Weld St, Scott St no footpaths, walking
Gravelly and horrible footpaths, no safe footpaths for kids
Need to improve kids walking on the road
No footpaths
None here
None on either side, I live Milton Terrace
Only on one side of the road
Patchy ,broken
Slippery when wet in areas
Some good some bad, trees root, budgets that end of town
Some good some poor and no footpaths
Tree roots forced the concrete up
Uneven and the trees roots come up. Nelson Road, Roger St
Uneven, patches I could trip and takes a lot to scared me
Uneven, trees over footpaths, Council owned trees
Unsafe for kids, lots of trucks in our area need some safety, and they walk down the side of the road
Unsealed footpaths
We live on a straight residential street that heavy trucks use without footpaths, not wide enough roads in places, it's dangerous, it's unsafe for everyone not just elderly
Weld St area lots of bits that are cut up, uneven

Table 99 Footpaths Other (positive)

Footpaths Other (positive)
But not as good as they could be.
Could do with more.
Few that aren't safe.
Footpaths where I live.
Footpaths where required.
Good in town but not here.
Lot of footpaths.
New area, lots of paths.
New footpaths.
New footpaths.
No trees and bushes growing over it.
Ones around my place alright.
Safe.
Some places don't have roads.
Some rough for wheelchair.
Walk my dog.
Where I walk good paths.
Where they are situated fine.

Table 100 Street lighting Other (negative)

Street lighting Other (negative)
Certain area could do with lighting, housing development.
Inadequate at pedestrian crossings.
Karere place.
Lack of street light and footpaths makes it dodgy.
Lots of lamps but not very strong lights.
Lower end of town 1 house of the boundary would love street lighting.
Need more lighting on Scotland street specifically.
Night driving, can't see animals or persons or parked vehicle.
No lighting in street.
No lighting on my street, not safe.
No street lighting.
No street lighting.
Only five lights in Seddon town.
Only one at the boat ramp.
Trees surrounding lighting could be maintained better to provide more light.

Table 101 Street lighting Other (positive)

Street lighting Other (positive)
Could be better.
Don't do a lot of night driving.
Don't know.
Few street could do with more light Hospital Rd & few other.
Good in town but the country.
Never seen any not working.
No problems.
No problems.
Respond well to faults and problems.
Right at the corner of my house but trees hide it when in bloom.
Town lighting ok I'm in the rural.
Visible.
Well lit, possibly overdone.

13. Flood protection and control

Table 102 Flood protection and control Other (negative)

Flood protection and control Other (negative)
At one time of the year there are leaves. Drains blocked, lazy.
Build up of gravel.
Council doesn't do preventative works. Affecting customer's property.
Ditches get blocked, flood roads and other properties, and other roads get flooded too.
Do a good job with no flooding, but Taylor river gets its banks washed away so need to do a proper fix on it instead of constant patching up, do it once properly.
Experiencing flooding on property regularly.
Flood river when raining Taylor river.
Flooded roads.
Flooding consistently and badly in certain areas near home.
Flooding from river diversion.
Flooding happens very often, with only a couple of day's rain.
Flooding in the area, doesn't seem to be an measures to stop flooding.
Flooding in the main road.
Floods keep happening.
Ford keeps getting flooded and there has been contaminated water too.
Forestry is impacting the waterways negatively.
Has experienced flooding in the last week.
Haven't fixed a large hole that fills with water.
Job not completed, damage to customer's property.
Last couple of days has been crazy.
Leaves in the drain blocks, flooding on street.
Leefield street get flooded.

Flood protection and control Other (negative)
Like to walk dog to the river and it's flooded.
Lots of flooding in the area.
Many areas are rated but are far from any protection work.
More work required to prevent flooding and overflow.
Need more done okiwi.
No protection from floods.
No work done at all.
Now it's flooding more than in the past Para Swamp.
Problematic area needs addressing.
Still get flooding and Council doesn't seem interested in sorting it out, happens when it rains.
Taylor river is very poorly maintained, not enough work on it; Sutherland stream used to be good, but full of rubbish and weeds and not looked after at all. Poor mowing builds up rubbish and makes it flood and it's very muddy when it does flood. Scummy too.
When it rains damage and water coming in to our land. No Help from Council.
When it rains it floods, the river and drains are blocked, road.

Table 103 Flood protection and control Other (positive)

Flood protection and control Other (positive)
A lot of new work.
All this rain hasn't done any damage.
Awful lot of work since before 2000.
Creeks in town are controlled too.
Don't hear of any property been flooded.
Everywhere I've been no flooding.
Goes where it's supposed to go.
Great but forestry industry needs to be levied.
Hard time with the Taylor River.
Lots of upgrades.
Minimal damage in the event of a flood.
My area well catered for.
No major flooding.
No problems.
Not affected by floods.
Ok.
Proactive.
River after rain seems to be clear of debris.
Spray workers very good.
Stop banks are working.
Terrific job considering doing well tricky.
Watch burns valley river and they have cleaned out.
Water drains away quickly, Redwood causes flooding.

14. Sewerage

Table 104 Sewerage Other (negative)

Sewerage Other (negative)
Believe they don't have sewerage in certain areas.
Goes straight into Piction Harbour and it overflows, paid rates for an upgrades.
Grove Town we have to pay for it.
Issues when flooding occurs.
No sewage.
Non-existent service.
Pay huge rated and no services rubbish, water etc.
Too expensive to connect for a pensioner.
Trouble with organize those amenity to your property.
We have septic tanks.

Table 105 Sewerage Other (positive)

Sewerage Other (positive)
Adequate sewerage.

Sewerage Other (positive)
Continually upgrading and maintaining this service.
Don't give full marks room for improvement.
Don't have.
I'm in a new house and everything running properly.
Our area good.
Perfectly good for me.
Reliable.
They will fix any problems.
Upgrading ours.
Used to have issues with old system and new sewerage scheme is excellent.
We have non of the above.
Well maintained, put in portaloos after the quake.
Working well with and old system, need to plan 20 years ahead.
Working where I live.
Works alright.

15. Urban storm water drainage

Table 106 Urban storm water drainage Other (negative)

Urban storm water drainage Other (negative)
A lot of flooding in Blenheim when it rains.
Blocked drains and runs on to my property.
Built up of leaves flooding Scott St.
Constant runoff from properties above ours that have been built up with consent!!!!
Cost too much to fix.
Could be better as in drainage live by the River.
Council inactive.
Don't have any we open ditches.
Drain in Nelson Street doesn't cope with heavy rain.
Drainage needs some upgrading with new houses.
Drains always block up.
Erosion.
Heavy rain, road filled up, they wait for it to get blocked.
Live in Sounds.
Local river flood and makes a mess and cost Taylor River.
My drive floods.
My whole backyard is flooded and runs into the shed.
Needs some upgrading.
No Council involvement in problems leading to river pollution.
No sign of any works at all.
One part always floods Weka Place. High section next door.
Problems with following up and lodging of blocked drains and communication.
Roads flood when it rains Wither road.
Spring popping in the middle of street.
Stormwater is not coping with capacity.
Stricter contingencies required for heavy rain.
Surface flooding our home was not set up on storm water drain.
The so called natural run off that from other properties through my to others via drains I put in place and keep clear for other peoples benefit.
Trees from the park clog up the drains.
Unsure.
We don't have it.
Wells st, Scott st, Howick rd.
When it rain a lot of water on street.

Table 107 Urban storm water drainage Other (positive)

Urban storm water drainage Other (positive)
Do as well as they can.
Do well overall.
Doing a good job.
Drain block sometimes.

Urban storm water drainage Other (positive)
Flooded the man doesn't come around frequently.
It works.
Kerb clearing in autumn with the leaves.
Never seen any storm water on the street.
Room for improvement in some areas.
Some of the gutter tree lifted the footpath Cleghorn St.
Up on the other side don't get flooding.
Upgraded system.
Very good.
Water drains after floods well.
Walnut tree leaves are a problem no one to clean them up.

16. Drinking water

Table 108 Drinking water Other (negative)

Drinking water Other (negative)
1 for Renwick and Blenheim 6.
Awatere is muddy water when it rains.
Been undrinkable for a while, have to get the water from a hydrant.
Boiling water.
Chlorine, carcinogenic, dirty, tastes foul.
Concern over chlorine levels, child has broken out in rash, still boiling water.
Concern over reliability of water supply over summer months (grows own veges).
Don't like the taste.
Filtrated for daughter with eczema.
Filtering water.
Gravel through water, discolouration causing staining of clothing etc.
Have installed own filtration system to improve condition of water.
Issue: pesticide in water?
Issues out in Seddon.
Old system, still have water restrictions.
Ongoing thing where you have to boil it shouldn't have to do that.
Still boiling water.
Taste chlorine.
Taste revolting.
Tastes of chemicals.
Water undrinkable in some areas eg. Seddon.

Table 109 Drinking water Other (positive)

Drinking water Other (positive)
Always available.
Compared to other towns it tastes good.
Compared to Timaru tastes good.
Drinkable.
Drinkable and it's there.
Excellent.
Good pressure.
Have some sediment in the water after rain.
I'm scared they're going to use fluoride.
I drink the water.
Lime residue on bathroom fittings is an issue.
Little trouble for what we're paying (receiving untreated water).
Like the water here.
Needed drink up the hill drinking fountain excellent.
No chlorine.
No idea.
No issue.
Not chlorinated
Ok I've lived in places where chlorine is high.
Pressure ok.
The taste not so great at times, but get the supply is great.
Very good where I am but Awatere is poor.

Drinking water Other (positive)
Water comes out of the tap it's there taste ok.
Water fantastic would like chloride but. Seddon dirty water.
Water in Blenheim fine, Seddon not so good.
Water is pretty good but Seddon needs some Seddon.

17. Waste management

Table 110 Kerbside rubbish Other (negative)

Kerbside rubbish Other (negative)
Bigger bins.
Do ourselves.
More recycling needed.
Need to pay for the dump.
No collection, just pay.
Not taking all recyclable items even though the items fit the criteria.
Nothing in Blenheim we have to pay, Council subsidy needed.
Only half recycling, take only selection.
Paying for a service we are not receiving.
Recycling bins too small and no lids.
There are no e-days, e-waste is not catered for at all and needs to be got rid of, it costs the person money to get rid of it.
They don't collect our rubbish, come late, never on time.

Table 111 Kerbside rubbish Other (positive)

Kerbside rubbish Other (positive)
Although service is good it is not necessary.
Could collect more different items.
Could take more, prompt, reliable.
Do a good job wheelie bins would be better though, one for recycle and one for rubbish.
Few times, lot of rubbish floating around.
Good as gold.
Good but need wheelie bins to be better.
Good job.
Good move.
Issue: a little costly.
It's regular, containers too large for elderly, can't manage it.
Looking at having service provided in this area.
Lots of recycling.
No complaints they take it away.
No issues.
No problems.
No problems, rates too high.
Now get it never use to.
Recycling.
Recycling.
Recycling and can go to the centre.
Recycling is good.
Replaced recycling bin for us.
Seems to be efficient, does what it should.
Should be expanded into the rural area, can be done.
Some problems with wind at times.
Sometimes one driver.
We don't get recycling. Blenheim works well.
Weekly.
Well organised.
Would like wheelie bins please.

Table 112 Regional waste transfer stations Other (negative)

Regional waste transfer stations Other (negative)
Cannot access recycling bins unless station is open.
Costs are the cause of illegal dumping.
Far too expensive.

Regional waste transfer stations Other (negative)
More advertising.
No free green recycling.
None here.
Not in our area.
Shouldn't charge as the rates are so high anyway.

Table 113 Regional waste transfer stations Other (positive)

Regional waste transfer stations Other (positive)
Can dispose of the things I need to.
Can go independently have a building for recycling all in one.
Clean.
Cost effective.
Do a good job.
Doing well with what they have.
Easy to dispose of waste.
Expensive.
Good operating hours.
Good space, good staff.
Hazardous waste facility.
Helpful, they could be cheaper stop people dumping.
I no longer use it now on Council collection.
Identified on the area.
I'm in grapes free dumps fantastic.
It's uncomplicated.
More than adequate.
No problem.
Provided with those option.
Recycling facility.
Recycling facility is excellent.
Ridiculous price no problem, useful.
Seems really good.
Special containers.
Take rubbish to Blenheim good service.
Too expensive.
Transfer Station good. Don't know about Hazardous Waste.
Waste oil disposal neat and tidy.
We don't have roadside.
Well run and easy to use.

Table 114 Resource recovery Other (negative)

Resource recovery Other (negative)
Cost a fortune to get rid of your waste.
Don't do it here, need more recycling out here, should be collected for recycling instead of dumping.
Don't have it here, costs too much to have it delivered.
Don't take lawn clippings any more.
Don't take lawn clippings. Pensioners get charged for even a small bag of waste.
Facility isn't available in Picton.
Green waste disposal is too expensive.
Green waste should be free.
Inconvenient to use.
Needs to be more accessible, cheaper, leads to rubbish being chucked on the roads.
None here.
Outside lawn large and we have to pay to dispose cutting.
Overpriced.
Unconvinced that this is actually reducing impact on the environment, but does not think more resources should be put into this service.

Table 115 Resource recovery Other (positive)

Resource recovery Other (positive)
9 for re-composting don't know about recycling.

Resource recovery Other (positive)
Can get rid of anything you can if you want to.
Covered in the previous question.
Efficient.
Excellent facility, great hours of service.
Get firewood through them.
Get rid of green waste.
Go to Blenheim.
Good.
Good initiative.
Good opening hours.
Good shop.
Good staff, located well, looks good.
Good value.
Good.
I use it a lot, it's good, good for our holiday house.
Interested in recycling and conservation, love this facility, great scheme.
Love the reuse shop.
No problems.
Now have one never had one before.
Recycle shop and green waste.
Seems to work.
Shop is good.
Take that into town.
Utilise the waste well, very good.

18. Environmental policy and monitoring

Table 116 Developing environmental policies under the Resource Management Act Other (negative)

Developing environmental policies under the Resource Management Act Other (negative)
Allows badly smoking fires and rubbish fires.
Bit of a have.
Didn't listen to rate payers, no consultation.
Disagree with the direction the Council is taking.
Don't think they should be involved.
Keep getting taken to court and losing, over environmental court case.
Limiting the growth of Marlborough.
Long way off satisfactory control and sustainability.
Murphys creek heavily polluted.
Needs more resources and strategies and public engagement.
Not impressed with the air quality.
Over the top on some policies.
Poor testing.
Poor water quality at "the grove".
Too slow.
Un processed sewage.

Table 117 Developing environmental policies under the Resource Management Act Other (positive)

Developing environmental policies under the Resource Management Act Other (positive)
Always monitoring, always providing information regarding any environmental issues.
Always supportive.
Don't issue them willy nilly they communicate with community.
Good scientist work.
Involved with conservation and developers and protected.
It's a big job and they do a fair job, though some people they employ could do more actual research.
Kept informed.
Publicise what they're doing.
Resource act is binding.
Room for improvement, issue: mussel rafts.
They are doing a lot of work around the sounds.
Very good with work with dairy farmers and sea shore resources.
Work with communities, a lot of planting, keep the Taylor dams area really well.

Table 118 Environmental monitoring and information provision Other (negative)

Environmental monitoring and information provision Other (negative)
Again could do better.
Don't really know never been information.
Following up on the monitoring of poor quality is not followed up on.
Murphys creek.
No information.
Not doing it properly.
Not enough monitoring.
Over zealous.
Staff with more brains than sense.

Table 119 Environmental monitoring and information provision Other (positive)

Environmental monitoring and information provision Other (positive)
Can always improve.
Efficient staff.
Good monitoring.
Out here keep us up to date.
Proactive.

19. Consents and compliance

Table 120 Resource Management Act - resource consents Other (negative)

Resource Management Act
Can be negative and don't tell you why they reject the proposals.
Complicated process.
Council seems to be working in cohesively through the process.
Crooks, unpractical staff, poor monitoring.
Hotel built illegally and not followed up by the Council or prosecuted no enforcement.
Hypocrite, don't think much of the Council.
Issues with time.
It is a non consistent method often decided on personalities or the financial ability of one party to obtain the evidence. Professional parties are not always neutral.
Little ground work experience.
Moa brewery consents.
Not helpful, they are there to hinder more than help.
Pedantic, problems in the wording lawyers get involved out of hand.
Seems to be different rules for others.
Under pressure they can't keep up.

Table 121 Resource Management Act - resource consents Other (positive)

Resource Management Act
Apart listening to one MP about his rules.
No hassles.
No problems.
Prompt, timely.
Switched on, know what they're doing.
Up to speck.

Table 122 Resource Management Act - monitoring compliance with consent conditions Other (negative)

Resource Management Act
Expensive.
Haven't monitored a particular situation well at all.
In consistent... again one rule for some then OK for others. Seems at time to be a personal thing or who has the most clout.
Low monitoring field staff are unpractical.

Resource Management Act
Low monitoring of major industries.
Needs to be an even playing field for all involved.
No monitoring for fumigation at port.
Not enough water to vineyards.
Not even treatment of particular things, not fair.
Room for improvement.
They don't at all in this hotel case.
Too strict.
Too tough on people, attitude is not a how can I help you but more to get in the way.
Unsatisfactory service.
What I think about.

Table 123 Resource Management Act - monitoring compliance with consent conditions Other (positive)

Resource Management Act
8 years ago they were on to it.
Expensive.
Had no problem.
Straight forward process.
Winery have overstepped compliance regulations.

Table 124 Building Act - building consents Other (negative)

Building Act
Annoyed.
Damage caused to property via a building consent, hasn't been attended to.
Grid locking.
Inspection problems causing excessive costs.
Jobs not done properly.
Not following through at all.
Slow, costs are high.
Slowness if it's not Council it's something else private enterprise.
Takes some time get through the backlog.
Too complicated.

Table 125 Building Act - building consents Other (positive)

Building Act - building consents Other (positive)
8 years ago ok.
Better than other Council for eg Kaikoura, Christchurch.
Enough work not enough staff to do the consent.
Follow all steps to the letter.
Good guidelines.
Honesty.
In the local paper about how long you have to wait.
Making improvements.
Prompt.

Table 126 Sale of Liquor Act Other (negative)

Sale of Liquor Act Other (negative)
Always asking for id.
Concerned about upcoming changes.
Don't agree with whats happening the 18yr access.
Don't ask ID.
Gone over the top.
Heaps of rubbish around the streets cans bottles etc.
Hours are too long, trying to ban sale of single bottles of beer.
Needs to be looked at monitored.
Know nothing.
Not good at policing it too many under age in liquor store.

Sale of Liquor Act Other (negative)
Slow reactions to some things.
Some places get shut down early due to the housing that has been built around them.
Supermarkets and other outlets shouldn't sell liquor, don't want new outlets.
Supermarkets and other outlets shouldn't sell liquor, there are set places to do it.
They don't understand the new laws, cutting hours, the one bottle rule that they are trying to introduce.

Table 127 Sale of Liquor Act Other (positive)

Sale of Liquor Act Other (positive)
Clamp down on the young ones here.
Compared to Wellington is well monitored.
Crackdown keeps it under control.
Doing what they need to do.
Fantastic.
Going by what the government tells them.
Happy with stance Council is taking.
Hot of making sure you're up to scratch.
Keeping it away from schools.
Monitoring young people.
Not Councils problem.
On top of it.
Places opened late suppose to reduce but haven't.
Recent media ban single bottle.
Reduced the hours, and tightened up the licensing hours.
Room for improvement.
Seems to work.
Strict.
Trying to do a good job, controlling after hours drinking.

Table 128 Health and Foods Act Other (negative)

Health and Foods Act Other (negative)
Illegal hotel with too many people in it.
No doctors in Seddon.
Over the top.
Some places needs to be looked at carefully.

Table 129 Health and Foods Act Other (positive)

Health and Foods Act Other (positive)
Applied for a kitchen license very prompt.
Can't see in the back of the restaurant kitchen.
Dealt with them and they're fair keep us on our toes.
Don't eat out a lot.
Excellent treatment.
Good policies.
Haven't heard anything related to that.
Hygiene good.
I work in the food industry and hospitality.
Impressed had dealing.
Health Inspector is thorough that comes to our shop.
No food poisoning round town.
Not affected directly through media.
Not seen any restaurant that certified.
Not sure.
Nothing is perfect.
Sharp.
Sister in law in the food industry just expensive.
Strict rules.
Understands process and inspectors are thorough.
Working.

20. Biosecurity

Table 130 Assisting landowners to manage animal pests Other (negative)

Assisting landowners to manage animal pests Other (negative)
Ants.
Cats are a problem, asked for help but got nowhere.
Council doesn't have anything to do with it.
Didn't know there was any assistant.
Do our own killing.
Don't help us but other people.
Down by the boat house.
Have not have any contact about ants.
Haven't been here in 25 years.
I know they are around.
Live in town so does not involve us its more rural.
Magpies in the park and Council don't deal with them.
No services.
Not doing a good job.
Not sure whether they are doing something or not boathouse.
Out door roach problem.
Sounds got no pest control and north bank rabbits
Too many domestic cats. Too many yapping dogs.
Too much 1080, possum fur could be sold and a living could be made by hunters, and would have a better idea of kill rate.
Useless when it comes to pest (wild cats).
You only have to go down to the sounds.

Table 131 Assisting landowners to manage animal pests Other (positive)

Assisting landowners to manage animal pests Other (positive)
Cats are pests.
Haven't heard of any problems.
Haven't seen a rabbit.
Haven't seen any.
Improved over the years.
Keep rats etc. away.
Kill possums well.
Never seen a rabbit.
Never seen one.
Never seen rabbits.
No pests for 50 years.
No pests here.
No problem.
No problem.
No rabbits.
Not seen one.
Not too many around.
We don't have any.

Table 132 Assisting landowners to manage plant pests Other (negative)

Assisting landowners to manage plant pests Other (negative)
Booklet received which was helpful.
Council sprays a bit, but don't get info.
Don't know, no interaction about pest.
Have a problem with old man's beard.
Haven't seen anything.
Hill area could be controlled a bit better.
I know other that has the problem Scott St.
Lack of resources to do anything.
More involvement.
No one from the Council has come to help me, have been doing it my self.

Assisting landowners to manage plant pests Other (negative)
Picton covered in old man's beard as well as gardens.
Plant a pest don't see anything been done.
Ragwort problems, needs taking care of.
Sprays quite ineffective.
Taking taking to deal with situation.
The district is overrun with old mans beard nothing done.

Table 133 Assisting landowners to manage plant pests Other (positive)

Assisting landowners to manage plant pests Other (positive)
Aware of the process involved and Council is doing a good job.
Council checks up.
Have none.
Little tussock around.
Notifying.
Olds mans beard needs work.
Proactive.
Try their best.
Vigilant.

21. Animal control

Table 134 Dog control Other (negative)

Dog control Other (negative)
Contracted out.
Dangerous dog it's owner not the dog that problem.
I once phoned animal control re a barking dog on a Sunday...they finally made contact much later that week...without doing anything about the barking dog!!!
Nearest dog control centre is far away.
Neighbour dog had problem getting someone out.
Not enough poo bags or bins.
Not good at dealing with complaints.
Over bearing dog control officers.
Roaming dogs.
Stray dogs roaming about.
There are dogs everywhere foreshore, paths and town.
Too excessive in enforcement.
Too far away.
When you ring up about a dog they want you to catch it.

Table 135 Dog control Other (positive)

Dog control Other (positive)
Always seeing them around.
Awesome.
Do a good job.
Dog mess bylaw followed up on.
Don't hear about any dog trouble.
Educate children in schools.
Efficient.
Haven't heard of any dog attacks.
I have a dog.
It's a hard job and it is done well.
Keep an eye on things.
Likes seeing these services available as a dog owner, good to see people being held accountable for their responsibilities.
My area is under control.
My rubbish bag is never destroyed when I leave it out overnight like it used to be years ago.
Never had to call hear he's good.
No dog problems.
Only had to call them once.
Out there and on their cases.

Dog control Other (positive)
Reasonable.
Ring them up.
See a ranger.
They have an excellent school visit service, teach kids how to approach dogs.
Thorough.
Too expensive.
Try very hard.
Well signed.

Table 136 Control of wandering Livestock Other (negative)

Control of wandering Livestock Other (negative)
Dairy Cows wandering in stream in Kaituna Valley east of Okaramio.
Hasn't seen Council involved with this.
If you hit it you get the blame not the farmer.
In town.
No one comes out here and people can do what they like.
Roaming rooster not an issue.
Seen stock out regularly.
Wandering rooster, Council did nothing to help.

Table 137 Control of wandering Livestock Other (positive)

Control of wandering Livestock Other (positive)
Come out when called.
Doing what they are supposed to be doing.
Efficient.
Good assistance from the Council regarding sheep.
Good contact.
Maybe farmer's good fences.
On the ball.
Quick response.

22. Harbours

Table 138 Harbours Other (negative)

Harbours Other (negative)
Doing a good job but as a boatie would like to have buoys marking paths for the commercial boats and ferries to avoid confusion.
Fishing limits need better policing.
Haven't seen them around.
High fees.
Needs more policing.
Some rocks are not marked.
Uneducated boat owners and users. Day course should be available to new skippers.
We have a pontoon has no lighting for 12 months Okiwi Bay.

Table 139 Harbours Other (positive)

Harbours Other (positive)
Fees too much.
No trouble, good signage and warnings.
People on call easy to get hold of.
Rated on the Ferry Harbour.
Reports from friends who use the facility.
Spend a lot time there.
They have a big job, always see them about.
Top notch.
Under the umbrella of the Port Company Council Parent Co.
Use it everything well marked.
Well marked channels and hazards.

23. Regional development

Table 140 Economic development Other (negative)

Economic development Other (negative)
Built nothing but car parks don't need them.
Disjointed effects.
Drainage issues, farmland being turned into residential.
Economic not so good not many tourists.
More economic development and tourism specific to Picton.
More local business, too many Countdowns.
Multi car park in the wrong place and theatre.
Need to develop town centre, empty shops not appealing and businesses say rent too high. River area by raupo needs development - wasted area car park by farmers. Could be cool shops, cafes- think like nelson fashion island. New car park by clubs Marlborough so ugly - only saving grace is extra parking for theatre now otherwise waste \$.
Negative, not enhancing development, making it hard for some industries with resource consents being used to make it harder etc.
New theatre waste of money.
No clue about running it or marketing.
Not doing everything they possibly should.
Not enough being done in community.
People finding it difficult to do business.
Priority given to wrong areas.
Seem to be out of touch.
Should be encouraging existing businesses to grow instead of trying to develop new buildings.
Should prioritise better.
Smaller areas aren't being developed as they should.
Stick to core business.

Table 141 Economic development Other (positive)

Economic development Other (positive)
Booming.
Building purchases layout of development not thought through.
Connecting with the right business.
Go ahead place, lots of wine support, different industries.
Good with unemployment rate working in the grapes.
Growing.
Lots of development, broad band etc.
New businesses coming in.
New car parks and trees bit hard for wardens to monitor.
Opening more sections.
Proactive in that area.
Room for improvement.

Table 142 Car parking Other (negative)

Car parking Other (negative)
1 for they spend ridiculous, 9 plenty and only 6 cars in it.
A lot of car parking but it's too expensive.
All car parking is sorted out locally.
All park the town free.
As before car park ugly- could paint bright colours or mural of areas in Marlborough.
Blenheim thoroughfare no way our rates would pay for it.
Busy seasons are not taken into account.
Car parking wardens over zealous.
Council taking street car park and giving to cafes.
Customers don't use the car park. They park in front of our shop.
For worker walk miles its a (4) and shops a 9.
Free parking.
Lots of parking in the summer people stay for a long time and take up spaces need a proper car park.
Made for little cars.
Make parks in cbd free 2 promote locals max 45min.

Car parking Other (negative)
More free car parking to encourage winter shop.
More interested getting money out of car parks, rather parking.
My business, no car park, no loading zone.
Narrow street.
New car park a waste of money.
No free parks.
None and parking wardens unreasonable.
Not good quality and bad access.
Not user friendly for out of town visitors.
Off street staff parking required.
Only free parking Seymour Sq.
Over bearing Council workers.
Parking building a white elephant.
Parking in the wrong areas.
Parking not adequate in all areas.
Parking wardens shouldn't be ticketing for offences other than parking, should have more free parking, especially employees.
Pay rates should park free.
Poorly managed.
Prefer not to disclose.
Queen st parking very poor for handicapped folk.
Short sighted way too much park that is empty.
Shouldn't be charging parking meters.
To many parking areas.
Too many car parks.
Too many in one spot and not enough in another.
Too many metered, easier to walk then.
Too many parks.
Too many wardens.
Too much parking.
Wardens charging excessively shouldn't be responsible for ticketing for wof and rego.
Yellow lines in residential areas.

Table 143 Car parking Other (positive)

Car parking Other (positive)
Amount there's ample.
Big planter boxes obscure view of car parking.
Can't always find one.
Don't know.
Excellent, new multi park is good.
Great.
Maybe too many car parks.
Meters are great, plenty.
Need more meters to be able to get to the easily in the car parks.
Never had a problem.
New building good.
New car park in Blenheim.
New car park built.
Overbearing parking wardens.
Parking meter expensive.
Parking round town is good.
Plenty of it, and too much for the amount of shops.
Pulled old building and made it into a car parking.
Shouldn't be involved in private car parking.
Too many for the size of the town, well managed.
Too many don't need it all. Only Council uses it for free.

Table 144 Irrigation of the Southern Valleys Other (negative)

Irrigation of the Southern Valleys Other (negative)
Been forced into the water.
Irrigation for vineyard and they're draining the rivers.
Make sure its not polluting.
No irrigation here.

Irrigation of the Southern Valleys Other (negative)
Too much emphasis on viticulture.
Unfair to certain landowners, some land don't need to pay rates while still using the water.

Table 145 Irrigation of the Southern Valleys Other (positive)

Irrigation of the Southern Valleys Other (positive)
Don't know.
Important in dry weather in Marlborough.
Lots of water.
Needed to be done.
Well developed scheme, successful, has increased production.
When there's a flood they have to shut it down.

24. Tourism

Table 146 Tourism Other (negative)

Tourism Other (negative)
Badly positioned.
Council don't do enough.
Despite Renwick being in the heart of the vineyards, and these being what many visitors come to cycle through, they have to cycle next to non-stop logging trucks on the roads around and through Renwick, because the Council doesn't seem to think Renwick exists and no visitors go here. Nothing is put in place for cyclist safety around here, and Renwick is not considered for any funding to upgrade our roads or services.
Destination Marlborough wants more money.
Destination Marlborough is not proactive towards local businesses.
Funding proportions need re-examining. Areas of investment need to be tightened.
I am not aware of a lot of things that are out there.
Low effort regarding Picton, much of it is for other areas.
Much higher priority.
Narrow focus.
Narrow focus on advertising for tourist attractions, not enough support or consultation for local artists coming from Council.
Need more support.
Needs to be diversified too much on the winery.
No comment.
No public consultation new information centre.
Not enough places for tourist more outlets.
They take money on rates and give nothing back.
Too much being spent on this.
Winery not going to attract a wide range.

Table 147 Tourism Other (positive)

Tourism Other (positive)
Could do better.
Diverse maritime and wine and food industry.
Good website, good integration of events.
Great new building.
Great website.
Heard they do a good job.
Looking to the future attracting revenue to the region, keep up the good strong focus.
Lots of festivals.
Lots of visitors and conferences.
Make the town welcoming.
No one's perfect.
Over used.
Overseas friends visited due to advertising.
Backpackers park on the roads or anywhere save money.
Pamphlet at the information centres.
People have to give good service as well.
Proactive approach to attracting tourists.
Reading about it.

Tourism Other (positive)
Signage, info centre great.
Sought after destination, a lot to do with the way it is marketed.
Tourism staff work very hard.
Tourist office, see info about the area in other places.
Well known.
Winery well advertised and tours.

25. Marlborough Research Centre

Table 148 Marlborough research centre Other (negative)

Marlborough research centre Other (negative)
Costing too much.
Each Councillor involved in those businesses and line their pockets.
Eggs in one basket supporting vineyards.
Needs diversity.
No clue and nothings ever happened.
No idea that they are putting any money into research.
Not aware of any major research through Council.
Not visible enough.
Nothing in our area.
Under funded.

Table 149 Marlborough research centre Other (positive)

Marlborough research centre Other (positive)
A primary industry and they are looked after.
Council listens to scientists, understand the needs, and help where necessary.
Did a lot for our farm.
Don't know.
Do a good job, see the results everywhere.
Do extremely well.
Easy to do.
Given a lot of importance.
Good for community.
Good resources.
Grapes our great thing.
Helped us with our olive.
Helps keep people employed.
Leading edge.
Lots of good crops around.
Personal experience.
Providing info.
Staff effective.
Used to be in viticulture.
Visible, knows employees so has an idea of what is being achieved.
Well known for their wine.
Well noted facility, certainly got some very well qualified staff.