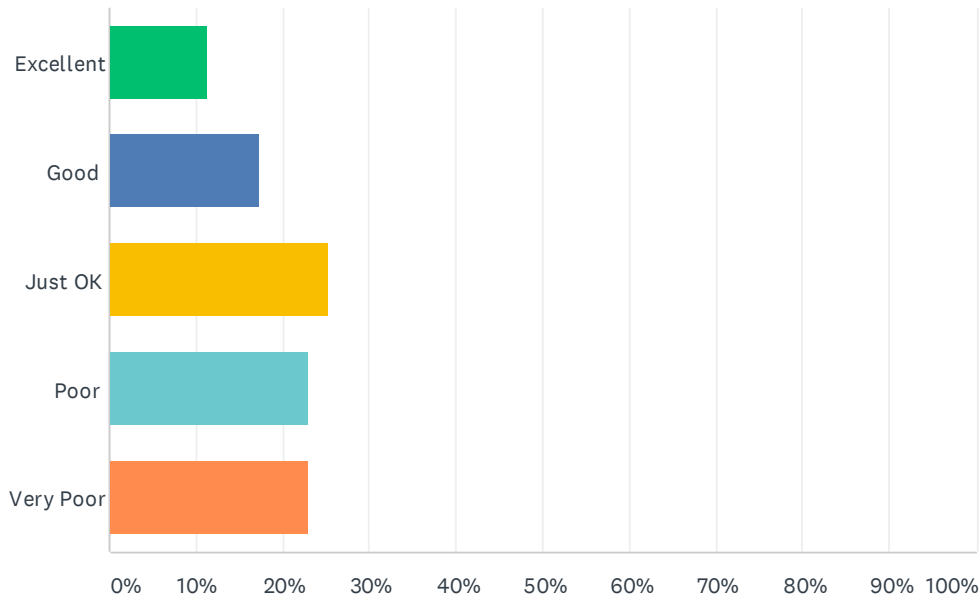


Q1 How would you rate your confidence in QLDC Management, based on effectiveness, communication and transparency?

Answered: 382 Skipped: 0



ANSWER CHOICES	RESPONSES	
Excellent	11.26%	43
Good	17.28%	66
Just OK	25.39%	97
Poor	23.04%	88
Very Poor	23.04%	88
TOTAL		382

Crux Council Confidence Survey

#	COMMENT	DATE
1	On covid,little visibility of the management team, so hard to tell. but little communication. E.g. just simple things like recycling being put on hold, message not got out. On staff level – e.g. libraries – good. Lack of responsiveness on annual plan front in terms of revisiting capex projects from the perspective of recovery from covid rather than coping with exponential growth. Took a while to get the community recovery program going. Lack of visibility means we do not know if they gave advice to Mayor and councillors re-the need to encourage transient Visa holders (i.e. not those already committed to the permanent resident/citizenship route) that they need to go home On repatriation flights as we as a community (in terms of already overstretched support network and voluntary sector and we as a country in terms of supporting their holiday with benefit payments/charity handouts) cannot continue to support short-term Visa holders. Strong community mistrust through continued mistruths told in agenda items and poor advice re Queenstown Airport SOI process, And poor resultant outcomes in terms of governance. Same goes for the misguided staff advice to seek a 35 year "permit to pollute" our rivers, streams and lakes.	5/28/2020 9:16 AM
2	Sent in separately	5/28/2020 8:48 AM
3	QLDC IS ALL FOR Queenstown to the detriment of Wanaka	5/28/2020 8:43 AM
4	Management seems to have an inability to be forthcoming with information in a timely manner, as if it's trying to hide something, which leads to mistry.	5/28/2020 8:17 AM
5	Apart from the airport communication, there is also a lack of understanding around where our rates actually go. Every cent should be held accountable & every cent should be spent within the lakes district where possible.	5/28/2020 7:55 AM
6	Doesn't listen enough to to the voice of the people. On their own agendas for business and population growth	5/28/2020 7:52 AM
7	Concerned about transparency and the lack of it. Especially around spending of rate payer funds and contracts awarded to businesses with conflicts of interests	5/28/2020 7:26 AM
8	Tranparency. And in house efficiency. Processes need to improve	5/28/2020 7:23 AM
9	I have full confidence in this team given their handling of such a difficult period	5/28/2020 6:20 AM
10	Major decisions are being taken without community consent.	5/28/2020 3:20 AM
11	The Council is a completely disorganised, dysfunctional organisation. They don't have a unified approach, and they're disgracefully behind with consents. During lockdown other Councils used the time to catch up - QLDC staff were on full pay - what were they doing??	5/28/2020 1:11 AM
12	They have covered up so much before Covid and ignored ratepayers community at expense of tourist golden goose dollar	5/27/2020 11:52 PM
13	Don't trust them to have the community's best interest at the center of their decisions	5/27/2020 10:47 PM
14	They often need prodding into action with public pressure. When there's no pressure sometimes action fades. Example: education programme that QLDC touted last year when they applied for a consent to put sewage into our freshwater. That failed and months later, still no sign of education programme .	5/27/2020 10:32 PM
15	I had NO idea what was happening until local people spoke up.	5/27/2020 10:24 PM
16	Neverseem to find things out automatically - just hearsay after things already decided	5/27/2020 10:17 PM
17	If the mayor wants to put business before people he should change his job	5/27/2020 10:14 PM
18	There have been some great initiatives by the council to get the community engaged in town planning; however, it still feels like the environment is an afterthought in decision making and planning.	5/27/2020 9:59 PM
19	Transparency is a huge issue with this council. I never feel we are getting the real story. Do they represent what this community want or have their own agenda?	5/27/2020 9:52 PM
20	Very low on airport transparency.	5/27/2020 9:46 PM
21	Extreme lack of confidence in the council due to the lack of communication by them as to what they do or plan to do. I don't trust them.	5/27/2020 9:44 PM
22	Communication is appalling. We seldom hear what is going on until after the event.	5/27/2020 9:35 PM
23	Meaghan Miller must go. A jumped up comms girl completely institutionalised and way out of her depth. A small thinker. Petty. Tony Avery - a local govt lifer. Zero innovation. Party line	5/27/2020 9:35 PM

Crux Council Confidence Survey

man. Peter Hansby - feathering his nest for future consultancy gig. That's dodgy. Theelen - a Jim Boulton yes man. No spine. Few ideas. Stew Burns - nice guy. Honest and straight. No vision. Best before date was sometime in the late 90s. Thunes Cloetes - not sure if this is even a real name. Dim. Really dim.

24	Haven't heard any plans to get people back to Queenstown	5/27/2020 9:31 PM
25	Not enough community consultation on the very important SR projects which will impact the nature of Queenstown	5/27/2020 9:30 PM
26	Recent actions or lack thereof quite disturbing	5/27/2020 9:19 PM
27	Smoke and Mirrors.	5/27/2020 8:59 PM
28	Council management are appreciably more open and transparent than under the previous two mayors.	5/27/2020 8:59 PM
29	I have absolutely no trust in their ability to carry out the wishes of the community	5/27/2020 8:54 PM
30	The Airport Fiasco	5/27/2020 8:43 PM
31	The executive team are past their use by dates, especially Meaghan Miller,	5/27/2020 8:04 PM
32	Management seems to persist in giving incorrect information to Councillors on which they are expected to vote despite corrections having been supplied to management. This has been particularly apparent during the QAC SOI process	5/27/2020 7:57 PM
33	They have to deal with very difficult issues	5/27/2020 7:51 PM
34	I think Mayor Boulton has been amazing through the COVID-19 response and has done a wonderful job about getting Queenstown's plight in front of the National Government	5/27/2020 7:01 PM
35	Transparency is a joke. And yet why? What is happening behind the scenes that we, their employees, aren't allowed to know about?	5/27/2020 6:56 PM
36	Not transparent at all. Standard line is it cannot release information due to commercial sensitivity.	5/27/2020 6:55 PM
37	We have found some senior management to be secretive, arrogant, and dismissive of our concerns. In my view they do not respect us as ratepayers but rather we feel treated like we get in the way of their "right to rule" .	5/27/2020 6:54 PM
38	Despite the policies set at the top, these don't filter down to the levels responsible for implementation	5/27/2020 6:17 PM
39	The management policy seems to be to avoid giving information or answers whenever possible, and to make those answers brief and meaningless when they are given. The impression given is that they consider the resident community to be a distraction from getting on with whatever their personal plans are.	5/27/2020 6:00 PM
40	Gross lack of transparency. Withholding information requested under OIA is unacceptable.	5/27/2020 5:46 PM
41	Almost complete lack of transparency, deliberate concealing of information, lengthy entrenched resistance to the Ombudsman.	5/27/2020 5:43 PM
42	Not so transparent over spend to date and little delivery on infrastructure	5/27/2020 5:22 PM
43	The CEO appears to wield an excessive amount of influence. The top tier appears clumsy & not overly competent.	5/27/2020 4:51 PM
44	Not Representing rate payers very well. Hypocritical and not as transparent as they claim.	5/27/2020 4:50 PM
45	I'm not entirely sure what else they could have done up until now. The council will be judged more on the rebuild than the initial response. There's certainly an opportunity to ensure the Queenstown that emerges from this crisis is better balanced in every respect.	5/27/2020 4:09 PM
46	Transparency has been non-existent. Their pushback against almost all information requests speaks volumes.	5/27/2020 4:03 PM
47	I can barely understand their communications and even today when I went to the council office the girl on the desk couldn't work out how to find a copy of my submission	5/27/2020 3:51 PM
48	Average. Even the little things like the guy who cleans the loos at Frankton Beach who sits there for an hour in his truck on his phone every morning. Being paid as a council managed contractor.	5/27/2020 3:30 PM
49	Reasonable effective in some areas but Very poor at communicating reasons for some very	5/27/2020 3:04 PM

Crux Council Confidence Survey

	questionable decisions.	
50	Mike Theelen is doing an excellent job. A competent and effective CEO.	5/27/2020 2:59 PM
51	A multi talented group of concillors with life experience are doing a great job under extremely trying circumstances	5/27/2020 2:58 PM
52	The data intent and real story do not match.	5/27/2020 2:49 PM
53	they are trying to understand the new world without rampant tourism but not sure they are succeeding. Or even if they want a new world without rampant tourism .	5/27/2020 2:06 PM
54	I feel they are communicative of their priorities but that those priorities may not match those of the rate payers or to be beneficial to the region overall.	5/27/2020 1:48 PM
55	Always feel like there's a hidden agenda	5/27/2020 1:27 PM
56	I suspect they "manage" most things quite effectively but in my mind, there is zero confidence in the community that the "management" are transparent. Senior figures seem conflicted.	5/27/2020 1:23 PM
57	Corrupt, deceptive & dishonest.	5/27/2020 1:15 PM
58	Very poor airport consultation. Poor infrastructure planning. No forward thinking	5/27/2020 1:11 PM
59	Jim Boulton is a proven performer as is the ceo	5/27/2020 1:11 PM
60	Too much reliance on external contractors. Seems like several projects which are no longer relevant have not been reassessed and those working on them could be redeployed or made redundant. While I'm not advocating job losses at council, the fine tooth comb needs to be put through all commercial decisions as with any other business in this district.	5/27/2020 1:03 PM
61	Too many closed door meetings	5/27/2020 1:02 PM
62	Too much secrecy around important rate payer owned infrastructure such as the airport and the SOI, have to question the level of integrity with consultants fees and contracts	5/27/2020 12:44 PM
63	Hidden agendas	5/27/2020 12:44 PM
64	Its a shame you dont have very, very, poor as an option. The smoke and mirror, cloak and dagger approach to community issues is disgusting. They ask for community consideration as a tick box exercise. How many "Poll's or surveys" have the community voted against Queenstown Lake District Corporation"'s interests only to see them be streamrolled? I've lost count.	5/27/2020 12:36 PM
65	They never talk about Wānaka it's always just Queenstown	5/27/2020 12:34 PM
66	Transparency has historically been lacking across the board. There seems to be only sporadic efforts to improve this.	5/27/2020 12:32 PM
67	The totally have their own agenda. No trust. Mayor there for Queenstown with very little genuine thought about Wanaka	5/27/2020 11:52 AM
68	I do not believe there has been a pioneer approach to tackle the issues in our unique district.	5/27/2020 11:21 AM
69	Effectiveness, communication, transparency. Two points. 1. Fast-tracking the QAC SOI. Over 70 public submissions requesting that it not be rushed through. Yet, council knows better and public concern is tossed aside. Yet again. There was no reason for this. There was no necessity to have an early SOI. This was extremely poor communication and transparency at best. Shame on those councillors who ignored all of our submissions and kowtowed to the mayors directive regardless of the agreement to represent those who voted for them. 2. For many years some in the community have grown more alarmed at our councils push for tourism to continue as our primary income stream. We have been scoffed at and ridiculed by those who refused to consider any alternative. "Tourism growth is inevitable. There is nothing we can do about it" was a constant mantra. Now we watch, more sure than ever of the need to pivot toward resilience, as the inertia for change hinders any real creative thinking about how we best move toward what is really best for the lives of our community. It is way past time we considered the true welfare of the residents of this area. Not just how we best line the pockets of those degrading the quality of life for the many on account of financial benefit of a very few. All of those migrant workers have simply been tossed aside by a business structure that is well aware that the tourism jobs they provide are for the most part low quality, poorly paid and insecure. Intentional inequality can never form a successful path robust resilient community. To see Jim Boulton taking a bungee jump with AJ Hackett presumably to help promote his business was the final straw. Here was an opportunity to take the media to people who really need the support. Maybe to a small coffee	5/27/2020 10:56 AM

Crux Council Confidence Survey

cart where the welfare of the owners family may be truly on the line. AJ Hackett is frequently listed as one of NZs richest people. The real people doing the hard yards in our region are never truly supported by our mayor in any way other than the delusional trickle down fairytale.

70	It is tricky to be transparent when your are trying to cover your arse (CYA) and not make mistakes in public. The management is risk and criticism averse	5/27/2020 10:50 AM
71	Transparency is very low. They do seem to be effective at delivering what THEY want to deliver.	5/27/2020 10:47 AM
72	There is no communication or transparency. It feels like it's all behind closed doors	5/27/2020 10:39 AM
73	QLDC seems very reactive rather than proactive. It also seems to be guided by "growth for growth's sake."	5/27/2020 10:30 AM
74	Too many hidden agendas and jobs for select few who tow the mayor and CEO line. Not trustworthy	5/27/2020 10:28 AM
75	They are to worried about the big projects which are not doubt planned with the further enrichment of their big end of town mates in mind.Yet we can't keep the streets and footpaths clean, have cars parked on breams footpaths, pump waste into the lake etc etc.We have the Mayor acting like the saviour of one and all,expect of course the mum and dad ratepayers who year in year out get fleeced in this big Ponzi scheme the council is operating.	5/27/2020 10:27 AM
76	Airport expansion issue is still not very transparent	5/27/2020 10:05 AM
77	I never feel like the elected council are transparent nor do they have anything other than lining their own pockets in the forefront of their mind. And wanaka... we are so underrepresented	5/27/2020 9:53 AM
78	Past record in transparency in particular is terrible, and the cosy relationship between Mayor and CE is completely inappropriate.	5/27/2020 9:47 AM
79	I am concerned that there has been so little reply re historic consultant spending, the numbers are staggering. It is hard to have faith in the future management of ratepayer money when no reply or detail has openly been supplied around what appears to be previous exorbitant spending.	5/27/2020 9:46 AM
80	Extremely lacking transparency on most issues. Reminds me of the Trump administration	5/27/2020 9:28 AM
81	I think many of the staff are doing their best but are hampered by the culture of secrecy from the top management	5/27/2020 9:24 AM