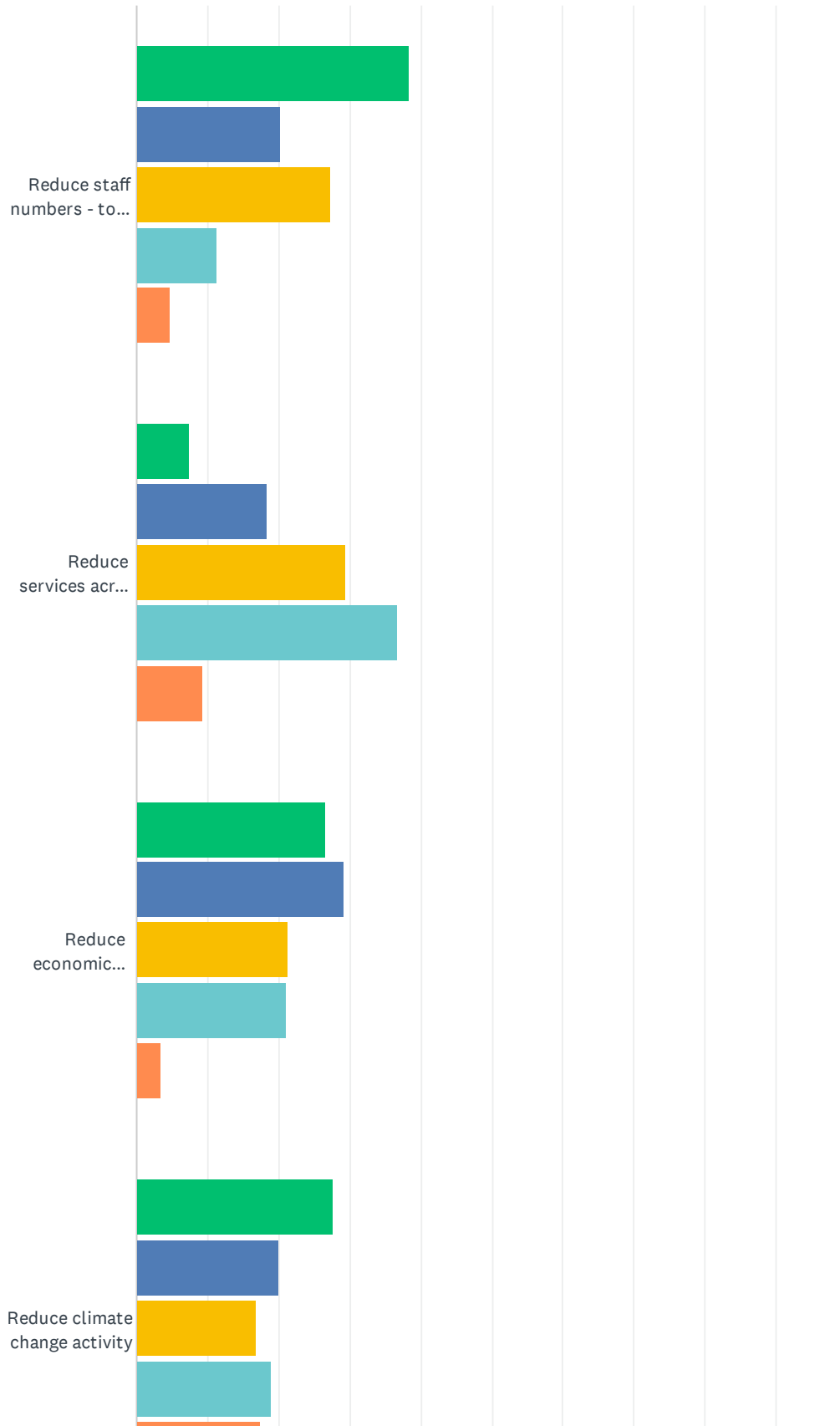
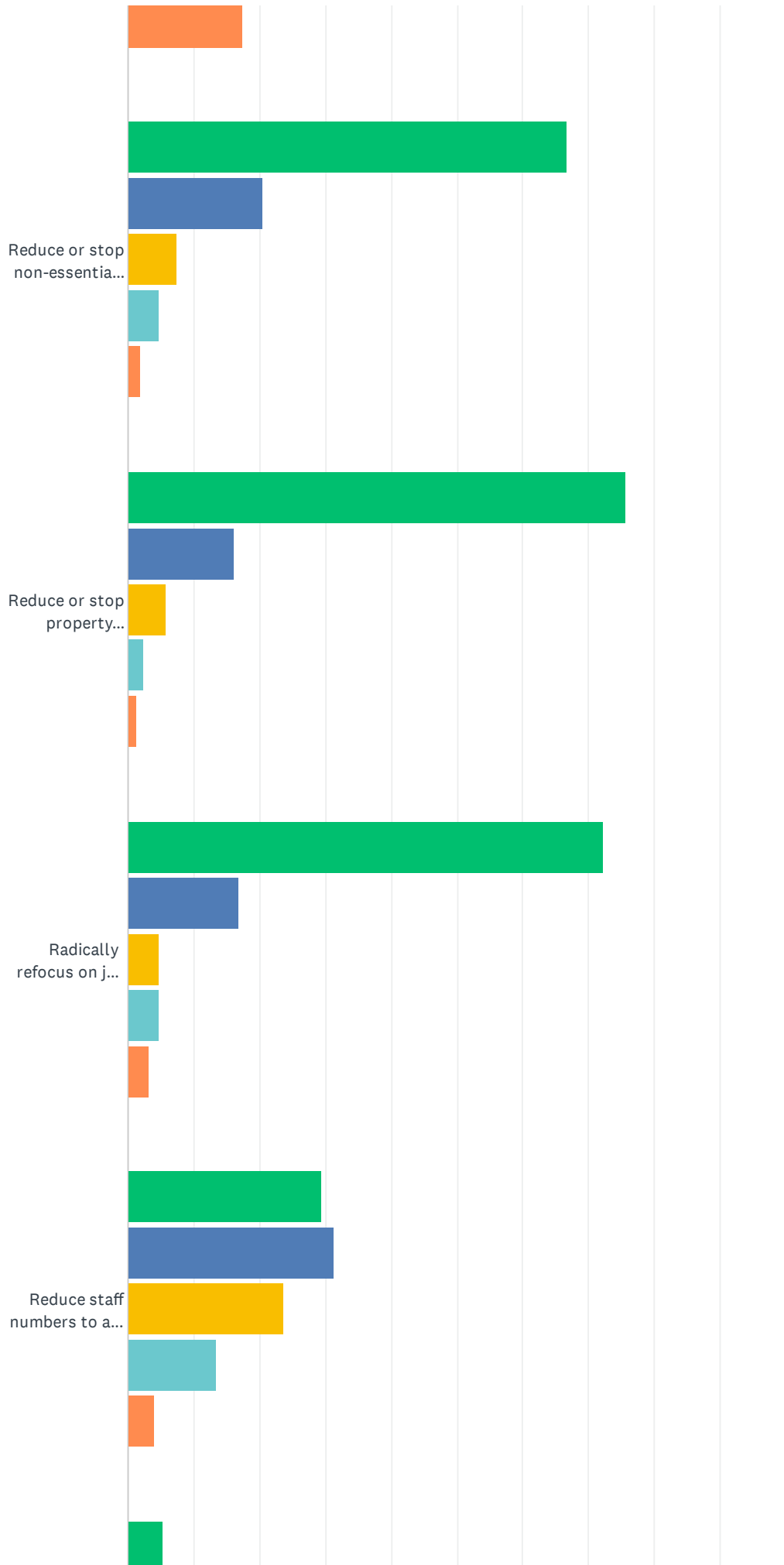
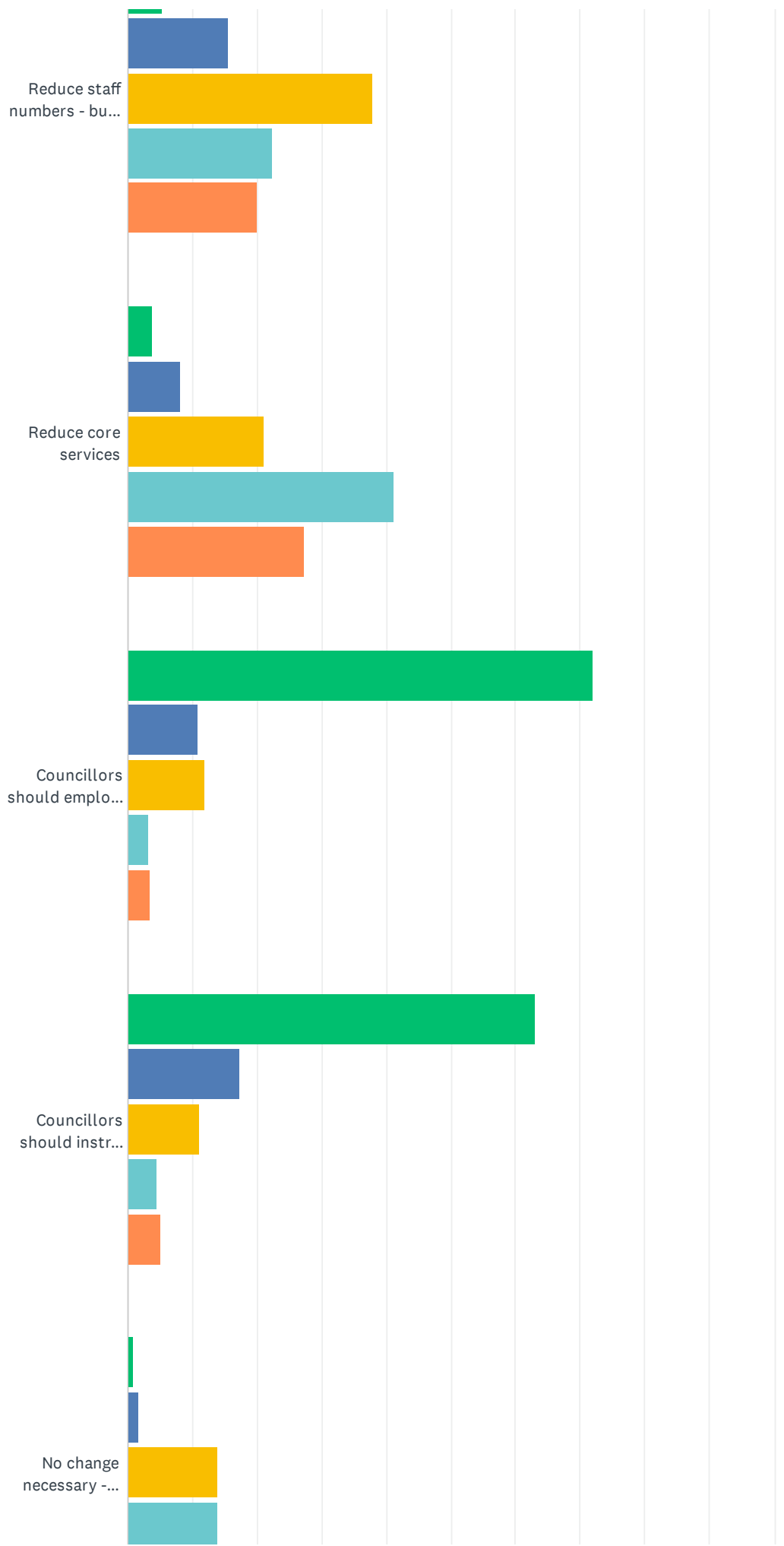


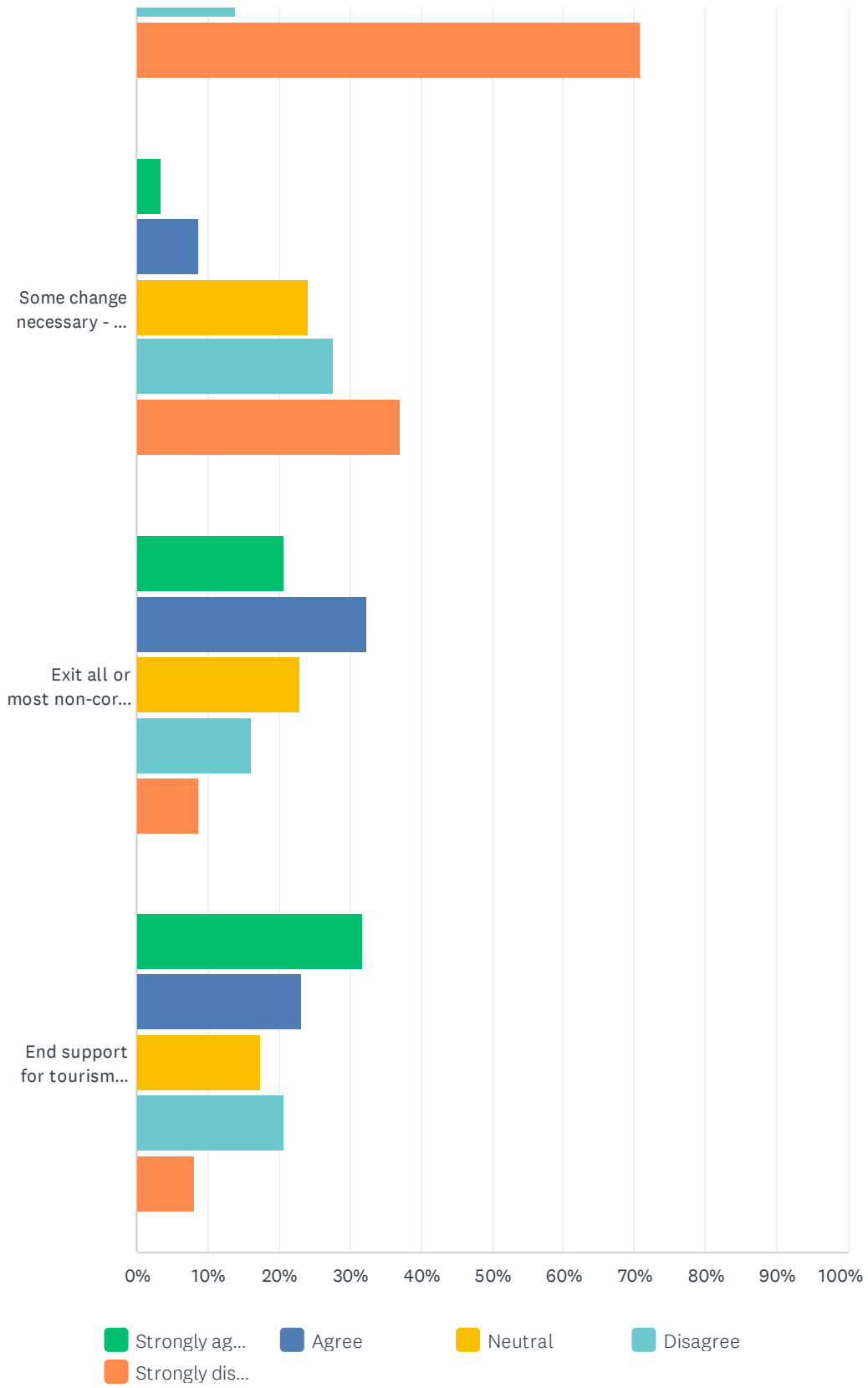
Q1 Which of the following QLDC measures would you support to reduce debt and control rate rises? Rank statements based on what you agree with.

Answered: 386 Skipped: 0









	STRONGLY AGREE	AGREE	NEUTRAL	DISAGREE	STRONGLY DISAGREE	TOTAL RESPONDENTS
Reduce staff numbers - to a great extent	38.46% 145	20.16% 76	27.32% 103	11.41% 43	4.77% 18	377
Reduce services across the board	7.45% 28	18.35% 69	29.52% 111	36.70% 138	9.31% 35	376
Reduce economic development activity	26.68% 99	29.11% 108	21.29% 79	21.02% 78	3.50% 13	371
Reduce climate change activity	27.70% 105	20.05% 76	16.89% 64	19.00% 72	17.41% 66	379
Reduce or stop non-essential construction projects	66.84% 254	20.53% 78	7.37% 28	4.74% 18	1.84% 7	380
Reduce or stop property projects involving QLDC risk or speculation	75.65% 289	16.23% 62	5.76% 22	2.36% 9	1.31% 5	382
Radically refocus on just core community services such as clean water, better public transport and improved parking	72.18% 275	16.80% 64	4.72% 18	4.72% 18	3.15% 12	381
Reduce staff numbers to a moderate extent	29.49% 110	31.37% 117	23.59% 88	13.40% 50	4.02% 15	373
Reduce staff numbers - but only a few	5.37% 19	15.54% 55	37.85% 134	22.32% 79	20.06% 71	354
Reduce core services	3.79% 14	8.13% 30	21.14% 78	41.19% 152	27.37% 101	369
Councillors should employ a new CEO	72.11% 274	10.79% 41	11.84% 45	3.16% 12	3.42% 13	380
Councillors should instruct existing CEO to make changes to his senior management team	63.03% 237	17.29% 65	11.17% 42	4.52% 17	5.05% 19	376
No change necessary - none of these	0.85% 3	1.70% 6	13.88% 49	13.88% 49	70.82% 250	353
Some change necessary - but none of these	3.50% 12	8.75% 30	24.20% 83	27.70% 95	37.03% 127	343
Exit all or most non-core services	20.60% 75	32.42% 118	23.08% 84	16.21% 59	8.79% 32	364
End support for tourism promotion	31.75% 120	23.28% 88	17.46% 66	20.63% 78	8.20% 31	378

#	PLEASE ADD ANY COMMENTS HERE	DATE
1	The CEO runs his own show with zero accountability nor care for the community. He must go along with senior leadership. The right KPIS need to be applied to this senior roles Stop focusing on vanity projects We don't need a new HQ in Queenstown, we need one, when the time is ready in 5 Mile Quickly apply a visitor levy; Air BnB now have a tool that tells councils how many properties are listed and occupied to aid in the calculation of such fees; this level will help deliver additional income beyond rates The community has zero confidence in council and employees	3/11/2024 6:26 AM
2	If rates keep climbing at the rate they have been pensioners who have lived here all there lives will be unable to continue to do so as the pension is running out of stretch as it is so hard to manage now,and a large amount have already been FORCED TO MOVE FROM TGE AREA THEY HAVE LIVED IN ALK THERE LIVES. WHAT,ARW WE GOING TO DO AS THW COUNCIL SEEM TI DO WHAT THEY LIKE ANS DONT LISTEN TO THE RATE PAYERS. AND AS FAR AS I AM CONCERNED THE CEO SHOULD BE FIRED WITH NO PAYOUT AS HE HAS COST US AS RATEPAYERS MORE THAN WE WILL EVER KNOW.	3/10/2024 10:08 PM
3	Qldc needs an immediate reset, keep its nose out of commercial projects, bring core services back inside including rubbish and water. Too much emphasis and money being	3/10/2024 9:27 PM

	spent on feel good stuff e.g housing affordability. There needs to be a focus on the core services. Qldc needs to remember that every dollar they get belongs to the ratepayer,taxpayer.	
4	All council managers and senior staff have to go! There needs to be more public transparency no more behind the door deals & meetings!!	3/10/2024 8:54 PM
5	Drain the swamp	3/10/2024 8:12 PM
6	Hard to answer these. They're all connected so impacts need understanding. What do you consider 'core'? This feels biased against certain personnel.	3/10/2024 7:30 PM
7	I will be asking future Council candidates only two questions: Are you truly serious about serving, representing and being totally answerable to all those who live, work & invest in this community? and: Are you willing to ask questions and keep asking questions, no matter how awkward or inconvenient, of the QLDC CEO & staff? I believe there are people within the QLDC who behave with integrity and a sense of serving their community but I also know how hard it can be to stand up against the bullying & control freakery of powerful individuals. We just can't afford to continue allowing that kind of culture to warp & wreck our community.	3/10/2024 5:37 PM
8	Too many high salaried individuals mismanaging projects costing ratepayers dearly every year. Basic core projects and infrastructure eg road maintenance in residential areas,sidewalk,drainage,sewage,water etc not being maintained in favour of vanity projects for tourism ,so many visitors impacting residential areas high use of power,water,sewage ,roads ,parking,road congestion,dumping of waste/campervans etc parking up in residential and reserves ,fly tipping need I go on , meanwhile ratepayers getting nothing for increased rates,shoddy reading,broken sidewalks, patched up asphalt just take a walk down Evergreen place and look at the low quality inferior ,disgraceful mess of the latest roadworks that the contractors did on behalf of qldc.	3/10/2024 4:27 PM
9	It's difficult to comment on core services without a list of current ones Climate change activity is ambiguous - policies/causing	3/10/2024 4:00 PM
10	Reducing staff is ridiculous as especially essential staff! It is bloody hard to get anyone to help you, let alone the passing of the buck! ie, Wilding pines on QLDC land, why can QLDC arbourist not deal with this instead of passing the buck to Wakatipu Wilding Pines? Visitor accommodation, why do we allow visitor accommodation when enforcement doesn't do anything to enforce the supposed rules! AirBnB has ruined Queenstown! Neighbouring properties to some AirBnB's put up with so much. Early departures, late arrivals, constant vehicle movements. Might as well live next to the Holiday Inn! Tourism is great but limit the numbers for goodness sake! It isn't all about tourism!!!	3/10/2024 3:44 PM
11	The ceo should be in jail	3/10/2024 3:41 PM
12	Could be better self funded by tourism companies	3/10/2024 3:32 PM
13	Have penalties for not completing projects on time. Make the companies more responsible for their actions or lack of.	3/10/2024 3:28 PM
14	The CEO needs to go!	3/10/2024 2:46 PM
15	There appears to be a lot of top heavy bureaucracy- not uncommon nowadays. Frustrating to watch our rates wasted by bad decisions from senior management and projects being overly controlled by safety. More people being paid to keep 'people safe' than productive workforce to get the jobs done. Just doesn't make sense.	3/10/2024 1:38 PM
16	It's a club right, and one for money laundering. Exit Ignz go back to basics or people will built a system that makes qldc redundant.	3/10/2024 1:27 PM
17	The whole QLDC management team need to be retired as soon as possible, especially Mike Thelan. The litany of disasters under his watch are staggering. In the end it's us, the taxpayers, who are carrying the burden of his incompetence. Additionally, the Mayor needs to step up... he's been totally ineffectual up to 5his point.	3/10/2024 1:11 PM
18	Bring in the bed tax	3/10/2024 1:02 PM
19	Stick to the core community essentials. We should never have been put in a 3rd world situation to boil our water like the recent event. Forget about marketing the place until we have perfected the basics, then market and utilise the fresh income (tourism) and create a bed tax/airport tax to maintain these services. User pays but the rate payers are getting tired....	3/10/2024 11:44 AM
20	This council is a joke. The ceo earns \$450.000 while people live in cars and community has no clean drinking water the basic right of a human being. There is not enough sewage	3/10/2024 11:13 AM

infrastructure look at Longview in Hāwea where 3 sewage trucks have to collect sewage EVERY DAY and who pays for this ? Hardworking rate payers !!! The audacity of this ceo to give himself a pay rise it's sickening... People in this community have to stand up and march on the roads like what they do in Europe ! This council has to quit and especially the ceo and his corrupt team. And replace it with hardworking people who care about the people in this community. It's time to stand up .

21	15% immediate cut in operating budget New CFO and CEO with commercial experience and less arrogance with our money Investigation into grift fir senior execs	3/10/2024 11:01 AM
22	Don't agree that the Council should be breaching the law by dealing in HR issues. The Council, by law, employs only one person. There needs to be much more robust accountability of the CEO, and it may well be time for a change. But, councillors have, over the years, allowed the Mayor and the CEO to exercise way too much authority with too little accountability. Unless individual Councillors are prepared to take action to hold the CEO to account, the current impasse will continue I suspect.	3/10/2024 10:59 AM
23	The fish stinks from the head. Replace the top management.	3/10/2024 10:47 AM
24	CEO needs to be accountable. Senior management (decision makers) also need to go. Cut the dead wood.	3/10/2024 10:27 AM
25	CEO should stay and be accountable, not just walk away. Start with basic services and do them properly, parking, rubbish & basic core services.	3/10/2024 10:26 AM
26	QLDC should not spend a cent of tourism promotion.The tourism industry should be responsible for this	3/10/2024 10:23 AM
27	Please make cuts to the QLDC departments . Please DO NOT raise Rates again , it has ridiculously risen in last few years . As a single Mum trying to live & work here it is really hard to pay , I am not even sure where all the money is going . The car parking in Queenstown is ridiculous, Qldc have taken away so much downtown parking . & When I am still waiting for a water Toby at my house for over 6 months . I just do not see the value in the extra I am currently paying . It is very frustrating living within this Qldc .	3/10/2024 10:13 AM
28	Council in Wanaka has been taken over by a minority cycling action group who have no empathy or respect for the wider community needs and are focusing instead on ideologically unsound cycling projects. We are not a large urban city in Europe. Their is an obvious lack of management and oversight of civil roading projects with contractors running amok across the region - reminds me of Italy in the 80s and 90s where corruption and incompetence almost bankrupted most municipalities.	3/10/2024 10:02 AM
29	Promote high end tourism. Need a bed tax or similar asap so visitors help pay for infrastructure. Locals can't pay for this alone.	3/10/2024 9:51 AM
30	I haven't been following closely what's going on but I see so much waste and expenditure on unnecessary roading upgrades, some are essential but often short sighted, like the big new road about that only have one lane, whoever is designing these is really short sighted, coming from Hawea way, a left turning lane to Cromwell for example. With that much cost, design it for 10 years time not for yesterday. And all the roadworks all at once, why? Do one area so traffic can still flow, then do another. It's seems like they all just dig and redig the same stuff, travellers don't even want to go into town it confuses them so much. The council needs full transparency with expenditure, it doesn't feel like our community values are taken in to consideration. Maccas should never be allowed to go directly below our Mt Iron walking reserve, we are a town focussed on outdoors and fitness. Why a new CEO? One more person being paid an unsafe salary for not representing the community. Listen to the Community voices.	3/10/2024 9:46 AM
31	Stop spending money on vanity projects and get out of the developers pockets	3/10/2024 9:46 AM
32	THE COUNCIL SHOULD SHIFT OUT TO FRANKTON AND REDUCE STAFF NUMBERS	3/10/2024 9:38 AM
33	Councilors should be kept better informed so they can have more impact on decisions made by council managers.	3/10/2024 9:29 AM
34	When ratepayers are asked to make submissions ie 12 meters height in Arrowtown with 4000 against that is everyone in Arrowtown Council should respond and veto the idea even if it is Government directive as Council is the ratepayers representative No is their answer.	3/10/2024 9:25 AM
35	Bank accounts / finances should be available for viewing online. All staff salaries available online. Everything in the open.	3/10/2024 9:23 AM
36	Get the pedestrians under control. Stop giving them so much unnecessary extra time. Those assembled kerbside can cross. The ones back at the Lonestar will just have to wait a	3/10/2024 9:08 AM

bit. Give some time to Ballarat lights instead of turning 3/4 of motorists into raving red light runners. The bypass is unnecessary. There isn't that much traffic it is just going nowhere because pedestrians are given too much time and take more. Stop Cornation Dr at the Police entrance. One way up hill only. 10% race around Stanley and cut off the 90% making for a very slow moving Stanley St. Simple. Fix the BP roundabout. Left lane from Events Ctr needs to be left turn only. All that merged traffic demerges and remerges cutting off the flow from the airport. Left lane from airport needs to be left only so the traffic going into BF from airport side gives the exiting BP traffic a fair go at getting out. Rub out the lane divider going past Macdonald's. A few years ago it wasn't repainted after the resurface. Everyone merged like magic. No 5pm jams for two weeks until it was repainted. No lanes to race up means no licence to chase the car in front. You actually have to properly concentrate on the car next as well. When you are doing that you are merging.

37	The council behaves as if they are infallible, and never should be questioned. Yet every rate-paying resident I speak to (including myself), has a very, very negative view on the Council. They work for us don't they?	3/10/2024 8:52 AM
38	Sack ceo and senior management.	3/10/2024 8:29 AM
39	REMOVE TONY AVERY	3/10/2024 8:24 AM
40	How many staff? What do they do? How about back to basics.	3/10/2024 8:18 AM
41	Prioritise rates rises and alternative revenue streams, and core services	3/10/2024 8:16 AM
42	Re staff; I don't think the number of staff is the problem. There are great staff in council who are at the top of their game. Unfortunately they don't appear to stay long. There seems to be little to no internal accountability. There is no question QLDC could be run more efficiently. Re climate change activity: council Could and should be doing more but no point unless it's prepared to walk the talk. Re tourism promotion and economic development: Council has no business in this business. Economic development will happen outside of council. Sporting one industry over another introduces inequity and don't believe is sustainable in the long-term	3/10/2024 8:15 AM
43	Stick to core services	3/10/2024 8:14 AM
44	qldc have proved they are inept to run this district. If this was a company everybody would have been fired and replaced by now due to poor management which has cost the company millions of dollars so I'm not sure how they are getting away with it. We need fresh water and better sewage infrastructure. It's a basic right which is being ignored. My kids should not have to drink unsafe water while the qldc build a swanky new office. They are dishonest, corrupt, disgusting human beings with no values or compassion and shouldn't be anywhere near a government role running a district.	3/10/2024 8:08 AM
45	Finish one job and do it well. Instead of 10 jobs that take years to complete or seem like they are never ending. Especially the reading system.	3/10/2024 6:40 AM
46	The key task required is changing out the Council 's CEO	3/10/2024 4:36 AM
47	The new roading bypass should be 2 lanes in each direction and forget about the bus lanes. Queenstown is not a location for public transport. Everyone owns a car and needs it to get to the places Queenstown Lakes offers. How would I get to Moke Lake or Diamond Lake without a car? Drop the ideology behind hating cars and build proper roads that enable efficiency. Promotion of LGBTQI+ is too politically motivated and is just another form of cultural Marxism. Stop funding it now! Also, your use of fixed cameras for traffic management is appalling. I was fined \$60 for dropping off my 80 year old mother in Central Queenstown outside the QLDC building. I stopped for about 9 seconds. I wrote a letter to explain the situation and they said no. You have lost so much goodwill over silly things like this. You will never know the damage you have done with these tactics. So disappointing!	3/10/2024 1:19 AM
48	There needs to be accountability within the staff of the QLDC and this includes the CEO and all management. Doesn't seem to be any - so a full strategic review appears like a sensible approach. Focussing on 4-5 key areas which they can make change to within a 2-3 year period; identifying longer term objectives for the 5-10 year plan. It all seems to get lost in terms of what the main key focus is. Staff cuts should only be done on the basis it doesn't mean any more outsourcing to consultants. There should be a review of work sent to consultants and how to change this. There needs to be a complete culture change - where the whole of staff understand who their client is (us, the ratepayers) and that they need to focus back on the core fundamentals of looking after their customer. Key things - accountability and understanding who their customer is would be a bloody good start!	3/9/2024 10:56 PM
49	Much of the financial crisis the council faces is due to an outmoded rating system. A smarter system would target new developments and activities that add costs to the	3/9/2024 10:44 PM

	community, without increasing rates the existing community and businesses, while encouraging lower-impact activities.	
50	Too many managers. Too many unnecessary projects that are non essential while core services are managed poorly. The Executive leadership team are doing what they want without caring what the public need. Too many do-overs of poorly run or planned projects. Wasteful spending. No community engagement or community trust. They are pushing through projects that people DO NOT WANT.	3/9/2024 10:20 PM
51	Explain to me why the bypass is costing \$190000 per metre. Then sack the people responsible	3/9/2024 9:59 PM
52	CEO must go if there is to be any real change in the culture of the organisation- the current management approach is arrogant and disdainful of community input/involvement/interest in council activities and strategies.	3/9/2024 9:41 PM
53	Go back to core functions. Let businesses promote themselves. Council MUST stick to water, waste removal, parks, roading. They are not developers. They should not need consultants. If they do not know how to do these core functions they should not be in the job. They are paid to do a job, not to be entrepreneurs.	3/9/2024 9:39 PM
54	There are too many vanity projects that do not need priority. As per the previous councillors, many are out of their depth and rely on Theelen and his team too much. Councillors are supposed to represent the community and it appears they are not.	3/9/2024 9:36 PM
55	I totally believe the council and ceo need to be gone! Staff cuts should not be library or front of house staff	3/9/2024 9:28 PM
56	Council policy in regard to developers needs to put more responsibility on developers to improve infrastructure, BEFORE subdivisions are developed. Many of the current roading problems we are seeing in wanaka were obvious 5 years ago and nothing has been done until the town has swollen and in desperate need. Eg, northlake subdivision leading into Anderson road. Massive road works for WEEKS on golf course rd, nothing done about the poor bottle neck intersection. And a lack of waste water treatment at Longview Hawea.	3/9/2024 9:18 PM
57	An infrastructure boss who actually knows about infrastructure and contracts with deadlines would be a huge step forward	3/9/2024 9:15 PM
58	The CEO is accountable for his teams poor performance. It is amazing what a change of leadership can bring. Please right size the organization and HEAVILY reduce spending on consultants. It is not the \$75k per year employee that is causing the problems. It is the CEO and the endless stream of consultants that we are paying for. Top dollar, no accountability!	3/9/2024 9:15 PM
59	The CEO is the overall manager and takes responsibility for all council actions. The level of costly bad decisions over the last few years is unsustainable.	3/9/2024 9:10 PM
60	Ceo runs the council on his own agenda, he directs all decisions and is responsible for the performance of the council - has got to go!!	3/9/2024 8:56 PM
61	I have spoken to a couple of councillors about Mike Thelan I believe they feel their hands are tied	3/9/2024 8:24 PM
62	The local hotels and tourism business will promote the district use the funds raised towards affordable housing.	3/9/2024 8:09 PM
63	Remove the CEO.	3/9/2024 7:31 PM
64	Higher rates for short term accommodation Attach rate level to property value	3/9/2024 7:25 PM
65	Return the focus to professionally managing the core duties of a council. The QLDC is the Queenstown Lakes District COUNCIL, not a personal investment fund for Council Employees.	3/9/2024 7:09 PM
66	Honestly, when the CEO and all the senior leadership team of Megan and Stewart are shown to be liars I think there is little that can be done except a cleaning of the house. How do you rebuild trust when u know they lied blatantly.	3/9/2024 6:58 PM
67	Employ competent staff that can make a decision as if it was them asking for help. They hide behind their email. Very ineffective in getting RC's approved and are totally unreasonable. They are not practical in there thinking and charge \$\$\$\$ without explanation. I wish I could run a business like that. NO accountability.	3/9/2024 6:55 PM
68	Infrastructure not opung with locals and secret is out anyway - tourists flocking without advertising .	3/9/2024 6:54 PM

69	review wastage - so with staffing - reduce consultants, get appropriate staff to make local decisions- like the road works staff should have been advocating for locals by speeding it up - they need to build parks / have no issues with development for staffing - all those tris to aspen 39 years ago advised that ! so timelines , approachable & the ceo to go	3/9/2024 6:19 PM
70	All involved should be held accountable for past and present dodgy deals	3/9/2024 6:15 PM
71	This place has grown because of tourism and without it would cost lots of jobs to the locals.	3/9/2024 6:15 PM
72	Getting back to providing core services to the community, get rid of high risk "investments" and bring back accountability.	3/9/2024 6:01 PM
73	The councilors are elected by the public to run the district - NOT hand over everything to the CEO to fo as he sees fit. He is a paid employee NOT an elected official so should be doing council bidding NOT the other way round!!	3/9/2024 6:00 PM
74	Focus on core requirements. Stop any discretionary projects. Stop flamboyant nonsense such as greenstone bricks in the pavement. Hold folks accountable for delivery.	3/9/2024 5:56 PM
75	Stop the Maoridization of Queenstown and stop changing well-established place names.	3/9/2024 5:44 PM
76	Get rid of CEO and all senior management who are shown to be lying to the public, ie procurement rules and the lies told and perpetuated by the CEO and his team. Introduce a policy and culture of honest and transparent reporting. Listen to the community, not just developers and big businesses.	3/9/2024 5:29 PM
77	It's pretty clear tourism is excelled, do we NEED to entice more tourists to come here, when our infrastructure clearly can't cope with the tourist numbers we already have? QLDC need to show a heart for their community, not just focus on tourists and people who don't live here all the time.	3/9/2024 5:24 PM
78	The bypass roads a joke at a cost of \$190k a metre. Seriously there is incompetence there.	3/9/2024 5:24 PM
79	Investigate then sack everyone connected to the Alliance, and the "shovel ready" 3+ year, 300 meter phase one roading project called the bypass.	3/9/2024 5:23 PM
80	You don't cure cancer by leaving it to it and hope for the best. The top level leadership team and the ceo needs to be removed.	3/9/2024 5:09 PM
81	The mayor and councillors should call for the resignation of the CEO and all senior managers. Then, those senior managers considered to be competent and effective in their jobs should be invited to reapply for their positions. The CEO and remaining senior manager positions should be opened for normal competitive recruitment.	3/9/2024 5:02 PM
82	Destaffing is not the answer, it will just make an unattainable workload for those left behind. Get the culture right, pick quality senior managers with proven leadership skills . Some jobs can go like Paul Speedy	3/9/2024 5:00 PM
83	The major problem is that most of the local decision makers are also involved in tourism - either directly or indirectly/ thus they are unlikely to make decisions that are great for QT but no good for them	3/9/2024 4:49 PM
84	Don't incur new debt. Don't think there are things, other than land and the AIRPORT, to sell to reduce debt. Interest rate rises will bake in rates rises.	3/9/2024 4:29 PM
85	Very dissatisfied with Lakeview situation... land should have been leased NOT sold... I do wonder if decision makers have ever run their own businesses	3/9/2024 4:24 PM
86	Encouraging business diversity neds to be added as a priority (ie 0 support for the new TQ)	3/9/2024 4:15 PM
87	The current Ceo does not well represent the community and rate payers. He has his own agenda and thinks hes above everyone his beliefs are seriously misaligned. He needs to open the books to mean-full scrutinisation for the public to consider his position. We as ratepayers need open frank discussion & transparency on operations of our comminbty owned council operations. A fish rots from the head. Our head of council has long past died. Time for change and potentially the mayor also. This council is seriously out of step with our community. We need change in council or govt to appoint a stat management team much like Tauranga did.	3/9/2024 4:11 PM
88	CEO and the team under the councillors needs to change	3/9/2024 4:11 PM
89	Get rid of the CEO and his buddies who take our rates and waste them, giving jobs to mates and making it difficult for the average person to afford to live here. Reduce salary of CEO. Provide better transport parking and community services.	3/9/2024 4:02 PM
90	There is huge issue with the lack of leadership, lack of ransparency and accountability at	3/9/2024 3:59 PM

QLDC, starting with the Mayor and flowing through to the CE, CFO and Megan. QLDC has lost the confidence of its "shareholders" and major change needs to occur. I am also unsure when property development became a core work stream for a council and given the mess that he "bypass to now where" is in we all need to be worried about both Lake View and the BP Roundabout project. Most of us are happy to pay rates but are not happy to see our hard earned and already taxed money being wasted.

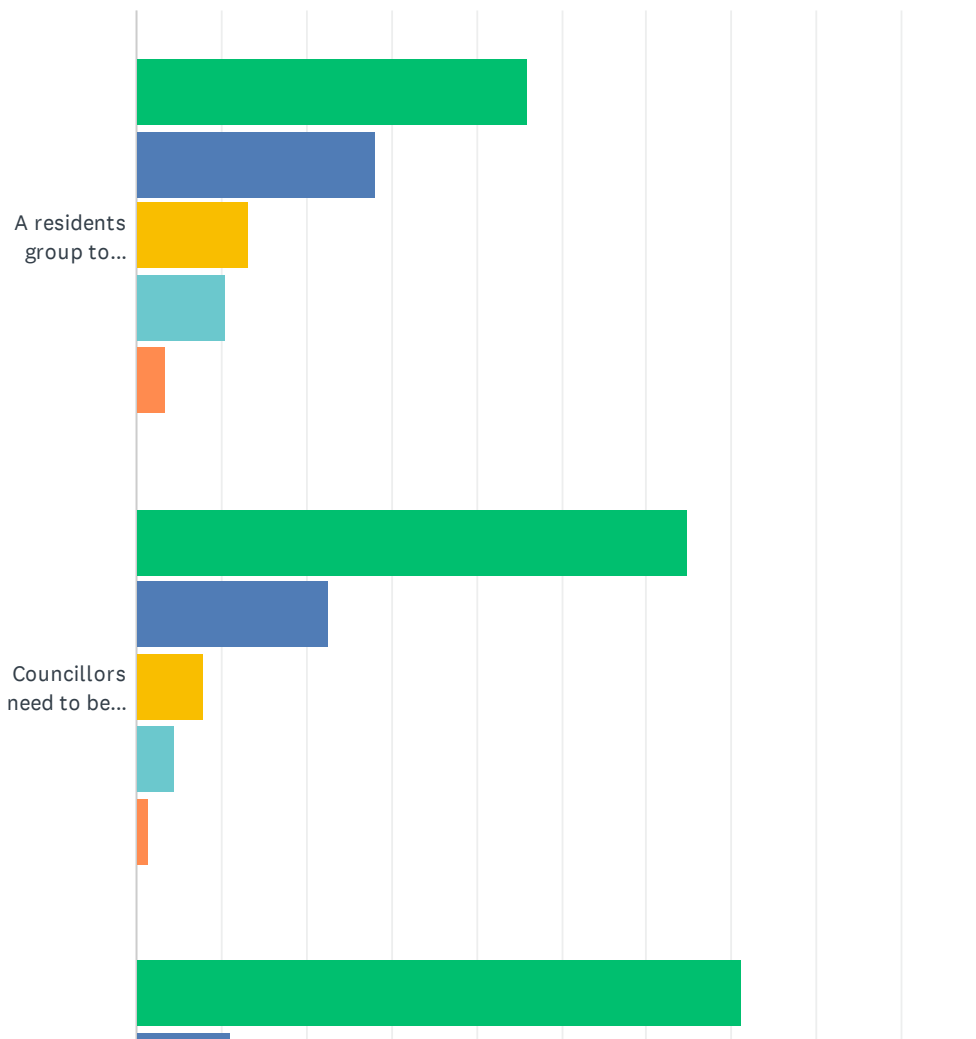
91	CEO is a bad apple he must go	3/9/2024 3:58 PM
92	Pay decreases for all management- plenty of very capable people would work in this space for much reduced pay rates	3/9/2024 3:49 PM
93	Get rid of the CEO! He's the major liability in the council.	3/9/2024 3:43 PM
94	Sack CEO	3/9/2024 3:33 PM
95	The appalling drop of confidence in the performance of council to the lowest level of any local body in NNew Zealand calls for drastic action to resolve the fundamental problems contributing to this . However ther does not seem to be any movement from the Mayor, Councillors , CEO or admin to facilitate this. This is a crisis and it would be worth establishing an Athenian style Ecclesia akin to what the ancient Greeks used to exploit the broader skills and judgement of the populace. The Queenstown Lakes area has a substantial number of citizens who would be eminently suitable to fulfill this role. A former mayor Clive Geddis used this idea to establish a working party to come up with the ideas to establish Project Pure.	3/9/2024 3:22 PM
96	Change the management structure beginning with the CEO and the old boys club	3/9/2024 3:22 PM
97	CEO needs to go and the councillors need to be able to do there job. Senior management needs to be instructed to focus on core task not per projects	3/9/2024 3:03 PM
98	If QLDC were a business based on key performance measures and relationship issues with residents the CEO would be gone, the Senior Leadership Team would be gone, some of the "key" vanity projects would be cancelled, and there would be significant improvements in transparency and community involvement. I know that councils around the country are struggling for various reasons, but for our Mayor to say in a workshop that the 15% approval rating (which is abysmal) stems from "domestic and international" factors just reeks of a total lack of accountability - which is part of the problem. My view is that the issues are deep, the culture at QLDC is toxic, and the leadership is compromised and broken.	3/9/2024 2:58 PM
99	Get the core mandated work sorted first then the extras.	3/9/2024 2:56 PM
100	Tourists will come without promoting the area. Our infrastructure already can't cope, eg. The traffic has become horrendous in the last few months.	3/9/2024 2:54 PM
101	The infrastructure in town is extremely outdated and needs to be upgraded. Construction is needed to make that happen. However QLDC's "subject matter experts" have very limited experience and knowledge. Need to recruit more experienced and knowledgeable engineers from larger councils.	3/9/2024 2:48 PM
102	The Mayor and all of the Councillors apart from Nikki Gladding should resign as they do nothing.	3/9/2024 2:42 PM
103	We don't need more visitors we don't have the infrastructure to support the numbers coming on anyway - we need to be reducing the number of backpackers / low value visitors coming in	3/9/2024 2:40 PM
104	DQ has become a top heavy financial burden that is nowadays not necessary because it has been superseded by social media so should be disbanded. Put the money into affordable accommodation for workers or if that's too difficult, simply reduce the rates for the commercial business operators out there so they can then afford to subsidize the rent for their workers.(When I first came here in 1970 that was normal business practice). Housing staff has always been a problem but now it is the worst it has ever been.	3/9/2024 2:37 PM
105	Get rid of the CEO and Mayor and enough of all the outsourcing and consultants.	3/9/2024 2:36 PM
106	Start the clean out at the top, sack the CEO.	3/9/2024 2:34 PM
107	Fire the lot of them. Bring in people on sensible wages & bonuses to be decided by ratepayers not themselves.	3/9/2024 2:22 PM
108	Ensure that "core business" includes community assets such as libraries, community centres, council funded community arts projects as they are at the heart of community. Give more say to elected officials.	3/9/2024 2:13 PM

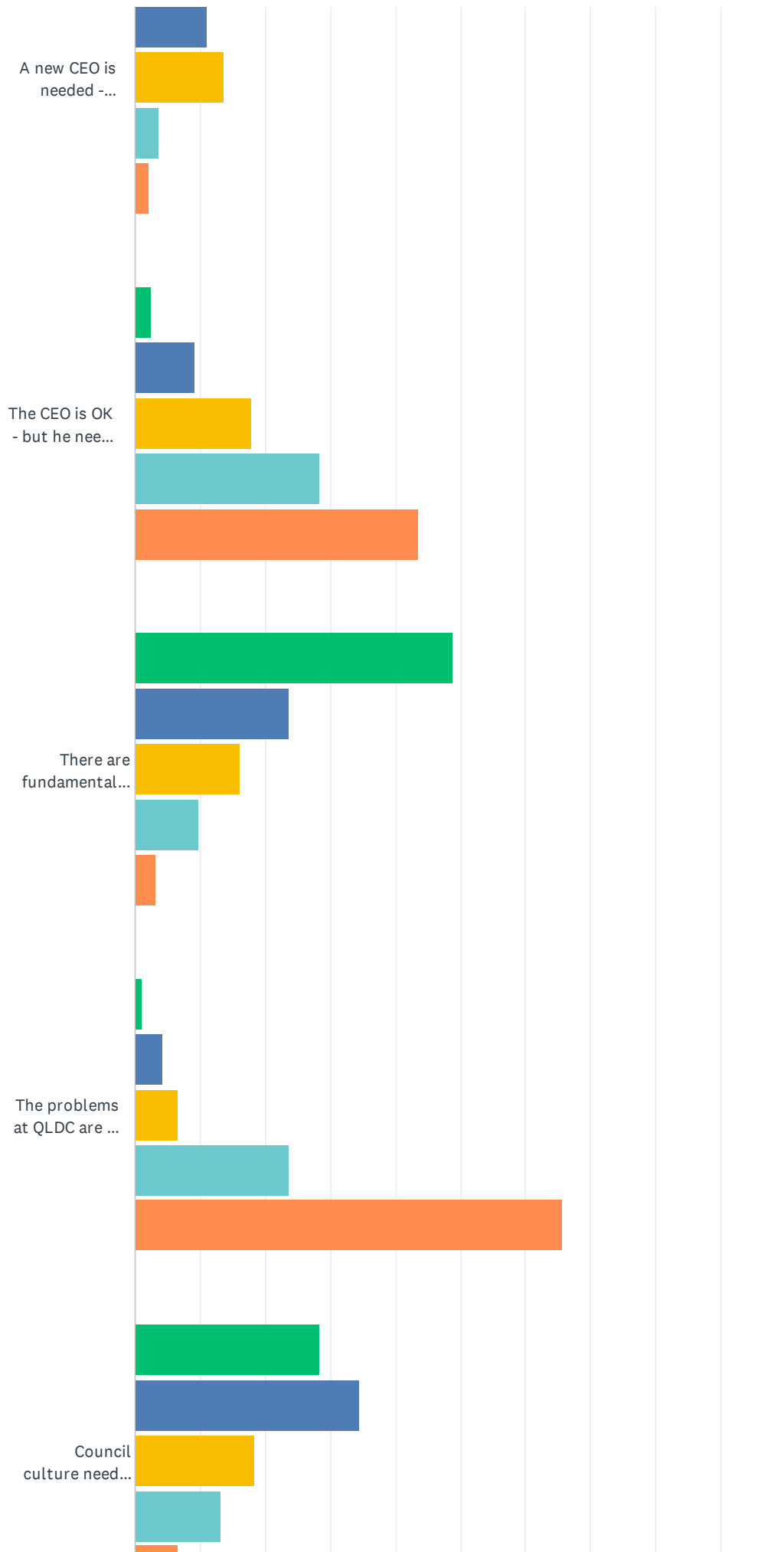
109	Get road works finished. Everyone standing around looking at their phones. 1 person driving machinery! Everyone else standing around. Ridiculous. Being paid to stand around 🙄🙄🙄 🙄	3/9/2024 2:10 PM
110	A statutory manager needs to be brought in to replace the councilors and lead management. Councilors with vested interests like the deputy mayor need to be removed.	3/9/2024 2:08 PM
111	Stop using so many contractors	3/9/2024 2:07 PM
112	Theelen and QLDC have shown they are terrible at development and as long as the core of the QLDC remains unchanged they should not meddle in development.	3/9/2024 2:06 PM
113	There are enough tourist operators to focus on tourism - QLDC should be focusing on climate crisis mitigation and reduce emissions. Queenstown needs more green transport.	3/9/2024 2:05 PM
114	We don't want or need any more tourists in Qt. Our services/roading cannot cope with more. Council needs to stay in its lane and only concentrate on core services. We have such a small rates base that we cannot afford these outlandish projects.	3/9/2024 2:04 PM
115	Genuine information gathering (inclusive conversations) from the public about "what" affects our lives would be the first step.	3/9/2024 1:58 PM
116	If not happy with CEO, can him. However, being directive about who he chooses for his staff or how many of them there is over-reaching, by far. All accountability rests with the CEO.	3/9/2024 1:57 PM
117	There needs to be a focus on housing redistribution- there's enough homes just too many non hosted air bnbs and empty holiday homes.	3/9/2024 1:54 PM
118	Get a visible win done quickly such as the jacks point - Frankton bike path. Re-tender the Frankton roundabout work to get it done in 4 months instead of 4 years	3/9/2024 1:51 PM
119	QLDC senior management team are the primary problem. They have consolidated there own power bases and resist any change or threat to that	3/9/2024 1:51 PM
120	Some tourism required but not at negativity to locals... & BnB needs fully regestered homes & visitor taxed.	3/9/2024 1:49 PM
121	Seperate council for Wanaka.	3/9/2024 1:49 PM
122	While I understand the thrust of your questions, as ever the devil is in the detail. I believe that just about forever the council has been in denial of the underlying challenges it faces and has therefore failed to approach the future logically. In every plan they have published for at least the last 20 years they have underestimated future growth, I believe mainly because they are unable to see how to deal properly with the consequences of the true situation. What we need from council is realistic forecasting and planning, honesty and real public conversations about what are clearly massive challenges. We do not need defensive cover ups, denial of reality and panicked short term measures to try and address what have become entrenched long term problems.	3/9/2024 1:47 PM
123	Stop all unnecessary consultants and do the job that they are paid handsomely for , get rid of the CEO as he is obviously not up to the job as he has been in charge putting the council in huge debt.	3/9/2024 1:20 PM
124	Stop tourism promotion until there is enough infrastructure to cope with the increasing population and there are measures in place to protect and preserve our environment. Limit growth until we have strategies in place to deal with the Climate Emergency the Council declared.	3/9/2024 1:12 PM
125	The damage has mostly already been done. The coffers are already well beyond empty. Should have made changes years ago.	3/9/2024 12:48 PM
126	The new roaring project needs to be managed a lot better as I've seen no progress in some areas and people standing around talking a lot , the traffic management and road cones and road closures is an embaracement to Queenstown the works on roads should be 24 hr and get it done just like any other country in the world does It seems the management of all these projects is too casual and somebody is going to have to answer for it,take a look at the asphalt drama having to be redone,the land slide of gravel stock piled up Ballarat street just two examples of complete incompetence ,council get your big act together as the public are watching closely it is our money you are spending not yours so be mindful of that	3/9/2024 12:34 PM
127	Management is serving itself, it is not serving elected members or the community.	3/9/2024 12:27 PM
128	Get rid of CEO and CFO	3/9/2024 12:23 PM

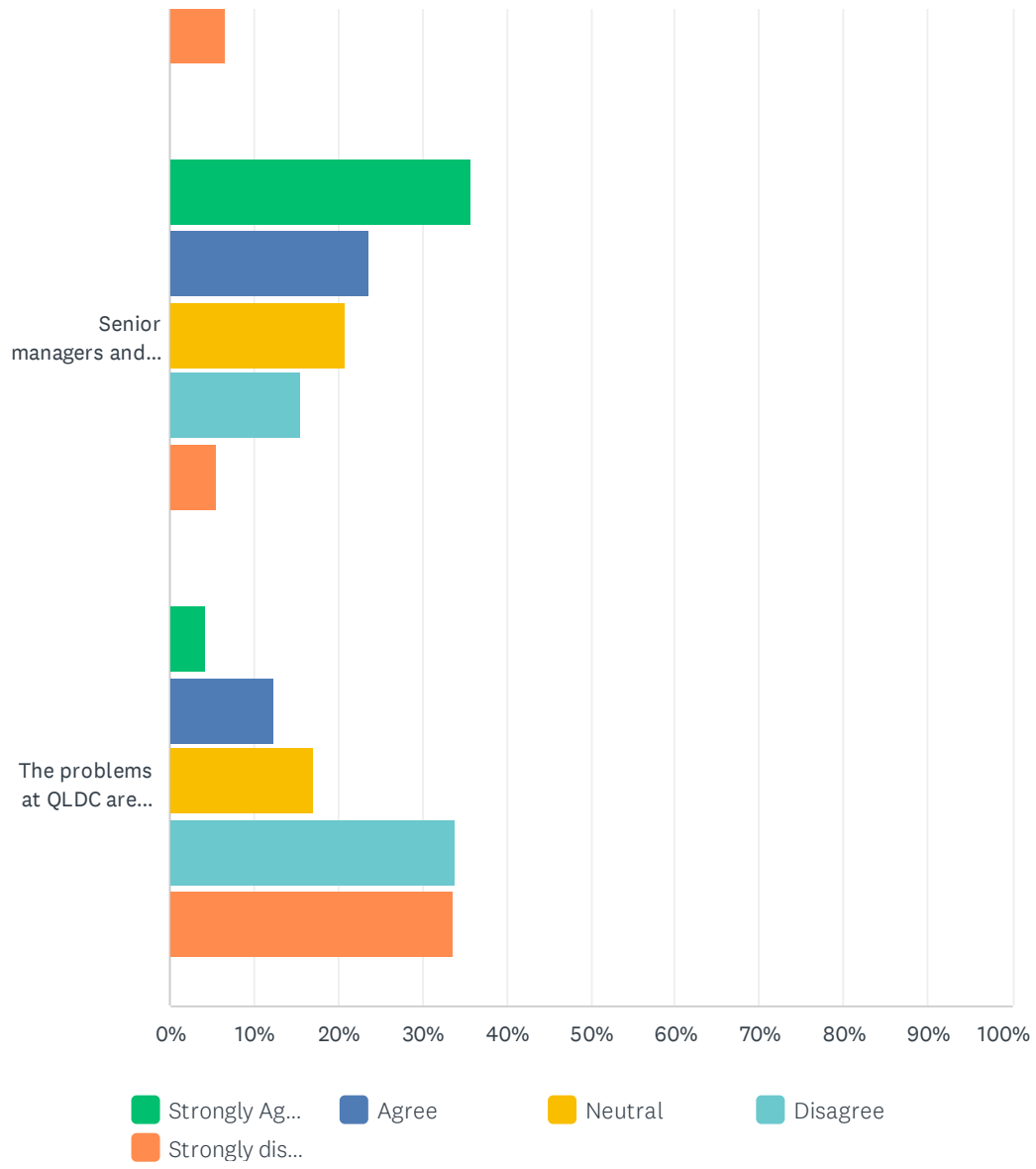
129	Don't pay for unnecessary travel, for bonuses for staff when not deserved, reduce incredibly high salaries especially of CEO & advisors	3/9/2024 12:16 PM
130	QLDC also needs to work on its contracting, to reduce its exposure to increased project costs.	3/9/2024 11:58 AM
131	Theelan has cost the community all confidence in his ability to lead. We're so tired of feeling like we have a corrupt closed door council that is self serving and that does not respond to community feedback. "Consultation" is just a blanket term for a process that they "have" to undergo but they do not act on / upon any of the feedback from the community which in turn leads to further lack of trust. The shovel ready arterial road that is purely for LakeView. LakeView which costs us money Keeping the offices in town when the majority of standing population is out in Frankton Banking ladies mile when it could be an incredible council office / hub for the community and we already own the land!	3/9/2024 11:56 AM
132	QLDC is now completely staff focussed, not community focussed. Staff numbers have grown from 300 6 years ago to 600. Mostly non revenue producing roles so a direct drain on ratepayers. Salaries have increased well above inflation. 7 senior managers all on \$300k or more and a CEO on over \$400k with 30,000 person rate base. Nine with commercial experience. One GM even "lost" 130. Vehicles while a GM at Dunedin City Council	3/9/2024 11:36 AM
133	Council priorities all wrong. Wasteful spending esp arterial road. Few will benefit from this. Get the basics right. No need to support tourism. There's already too much of it. Too many senior council employees get paid big bucks.	3/9/2024 11:30 AM

Q2 What measures do you think would most likely increase community confidence/trust in QLDC from the current low level of 15%? Rank statements based on what you agree with.

Answered: 384 Skipped: 2







	STRONGLY AGREE	AGREE	NEUTRAL	DISAGREE	STRONGLY DISAGREE	TOTAL RESPONDENTS
A residents group to deliver pressure/accountability on council decision making	46.11% 172	28.15% 105	13.14% 49	10.46% 39	3.49% 13	373
Councillors need to be stronger employers of CEO and senior managers	64.83% 247	22.57% 86	7.87% 30	4.46% 17	1.57% 6	381
A new CEO is needed - councillors should make that happen	71.13% 271	11.02% 42	13.65% 52	3.67% 14	2.10% 8	381
The CEO is OK - but he needs to make changes to his senior management team	2.48% 9	9.09% 33	17.91% 65	28.37% 103	43.53% 158	363
There are fundamental problems at QLDC and outside Commissioners need to be brought in	48.81% 184	23.61% 89	16.18% 61	9.81% 37	3.18% 12	377
The problems at QLDC are not that serious	1.07% 4	4.27% 16	6.67% 25	23.73% 89	65.60% 246	375
Council culture needs to change but we are not sure how to make that happen	28.30% 103	34.62% 126	18.41% 67	13.19% 48	6.59% 24	364
Senior managers and CEO should only be allowed to serve a fixed term (5 years)	35.88% 136	23.75% 90	20.84% 79	15.57% 59	5.54% 21	379
The problems at QLDC are serious but the causes are complex and too difficult to fix	4.31% 16	12.40% 46	16.98% 63	33.96% 126	33.69% 125	371

#	PLEASE ADD ANY COMMENTS HERE	DATE
1	Sack CEO, CFO and Meagan miller	3/11/2024 7:41 AM
2	The problems are serious but of course they are fixable, just need a ceo to do what he/she is ordered to do by elected council	3/11/2024 4:08 AM
3	I believe that the current CEO and his current top management staff do not hold the skills to be in the jobs that they are currently holding should be fired and then employ qualified staff to hold these positions and listen to the people that pay there wages,so we can all continue to live in the place that we,all love	3/10/2024 10:08 PM
4	Needs to be a rethink of the type of staff they employ, needs staff with a business, commercial experience, the issue is these sorts of people are not interested in working in local or regional govt, it takes too long to get things done. The same goes for councillors, just need to look at the current council.	3/10/2024 9:27 PM
5	A resident group will end up being a lobby group for vested interest as we have in central government, which encourages more corruption.	3/10/2024 9:07 PM
6	Causes are beyond this council. Nationally, maybe globally systemic. Residents already have representation through councillors. Councils are between rock and hard place with massive underfunding. Who on earth made them responsible for leaky buildings for example, while the perpetrators go free and take their wealth with them? It's not about the individuals who work there.	3/10/2024 7:30 PM
7	I'm horrified by the over-whelming evidence (thank you Team Crux!) of wasteful, ill-considered & poorly controlled spending, the poor governance & accountability of many QLDC councillors & staff, the unwarranted secrecy about how the Council's income - our money - is being spent & invested and the assumption that residents will keep swallowing massive rate increases just to make up for incompetence and waste. A major problem appears to be an oppressive "secret squirrel" culture that makes it very difficult for councillors or staff prepared to ask questions, pursue key issues and canvas alternative policies - as indeed they should be doing on behalf of the people they serve. Controlling information, keeping councillors & ratepayers in the dark and behaving as if the QLDC is a personal fiefdom is not only unacceptable, it's dangerous. If we carry on like this for much longer, there will soon be no choice but to appoint Commissioners - an outcome that would	3/10/2024 5:37 PM

	shame all of us, and make the many wonderful people who have in the past done great work for this region spin in their graves. We're already struggling to deal with long-term planning failures including pumping mass tourism for years, trampling over the community's own efforts to preserve and enhance what makes this place so attractive in the first place, and doing almost nothing to build affordable accommodation for the staff who are magically supposed to be able to live here and cater for millions of visitors. We desperately need first-rate leadership & a strong public service culture, with a focus on delivering excellent core services and thoughtful, long-range planning for our region's future. I believe that better governance, leadership & management is still possible, but unfortunately, I can't see any of it emerging from the current QLDC.	
8	True full words only ,personally I think change needs to happen, Homeless hard work people here ,but NO RESPECT FOR THE WORK THEY ALL DO	3/10/2024 5:32 PM
9	Far too many consultants and managers overseeing and making decisions on projects that they have inadequate experience in eg, arterial road project.	3/10/2024 4:27 PM
10	An ombudsman won't bring about the change needed and will fluff around things. An independent auditor will be more factual and independent as they can be sued	3/10/2024 4:00 PM
11	ALL issues with QLDC are self made, has nothing to do with the community but yet we are the ones that pay the price. Imagine if wage increases were based on performance? Why does the CEO continue to get wage increases? His salary is ridiculous, let alone most of the senior management as well.	3/10/2024 3:44 PM
12	If we want to reduce costs. We need to get Council to stop doing specific functions. Staff numbers are a result of all the things Council needs to do. Staff numbers are not the problem.	3/10/2024 2:18 PM
13	There certainly needs a review. How can the heavies keep getting things so wrong. The bypass for one, the "group" of heavies keep lining their deep pockets	3/10/2024 1:43 PM
14	Unfortunately those in charge are the only ones in a position to change things and I'm not sure there is a will to do this. They appear to be happy with their status quo of power with no accountability.	3/10/2024 1:38 PM
15	Too difficult....really.....listen to that. Guess the people will have to do what's needed.	3/10/2024 1:27 PM
16	We need a Wayne Brown!	3/10/2024 1:11 PM
17	Need to have senior members of QLDC Scrutinised to ensure no personal interests in roading companies - The money wasted on these never ending, pointless projects shows someone making these decisions is severely profiting from this horrendously wasted money. Someone in town planning is destroying Queenstown, they've worsened traffic, creating eyesores everywhere, building in an Australian feel, it's awful. There's no logic or foresight, just money thrown down the pan with no way out. Get rid.	3/10/2024 12:44 PM
18	If houses have to have building compliance then why isn't there any accountability for contractors and developers? Who is auditing there work before they leave site for good? To see whether it's up to standard? They're not going to come back and fix it once you have paid the bill. For example, how was the developer of Northlake Wanaka allowed to put in a playground etc without toilets?? I see we the ratepayers are now picking up the tab and they are finally being instilled...	3/10/2024 12:10 PM
19	Make an addition to voting going forward. Many people wish to vote but don't align themselves with personalities. Introduce a vote of no confidence to get a clearer snapshot of the community	3/10/2024 11:44 AM
20	It starts at the top. The performance of the QLDC is disgraceful and completely unacceptable. Councillors need more clout with the qldc employees. There are two obvious fixes. Remove the CEO and the manger of property and infrastructure.	3/10/2024 11:43 AM
21	Replace the CEO and his corrupt friends and consultants! Make them accountable and open criminal investigation. Let the ceo pay back all the money he has been wasting on projects like Lakeview and Manawa and invest it in better water and sewage infrastructure for the ratepayers.	3/10/2024 11:13 AM
22	There are fundamental flaws in the current law that allow strong CEO's to exercise way too much power in the face of weak Councillors. These problems are not unique to QLDC. I think the worsening financial situation will likely lead to Commissioners being appointed but they will need to be supported by skilled staff. Certainly the CEO and some other senior managers will need to move on but QLDC is a complex entity and does need to retain some good people.	3/10/2024 10:59 AM

23	It might need a radical approach but if you say it is too complex to fix you resign before you tried and accept the situation.	3/10/2024 10:47 AM
24	CEO and senior management need to be held to account	3/10/2024 10:27 AM
25	Just get doing not planning, everyone just talks and nothing gets done.	3/10/2024 10:26 AM
26	Thankyou for this survey . It is obvious Qldc have made a mess and it does need to be sorted . Management decisions have had a disastrous effect . As a ratepayer I am extremely dissatisfied, especially with the amount of money spent on 'beatutifying. ' Qtn streets , expensive tiles & lights . When there are other more serious issues . Water issues was complex , road works and no parking currently huge issue . I'm sure many thousands of our dollars are going in expensive meetings , where nothing is actually solved . Issues are just pushed around . Traffic jams , bad bus service , certain routes don't even have a school service from Fernhill to high school . Thankyou to everyone that is trying to make QLDC run more efficiently. . It is very much appreciated.	3/10/2024 10:13 AM
27	15% is absurdly low and yet the mayor and councillors downplay it and offer spurious reasons it has happened. They are sadly out of touch. There needs a total culture change within the QLDC and that can only start at the top. The councillors need to take more control of their one employee, the CEO,	3/10/2024 10:06 AM
28	Need better competency around oversight and management of civil roading projects and maintenance. At the moment contractors are writing their own cheques. Local Wanaka board is very conflicted with chair and others having advocacy roles in minority action groups.	3/10/2024 10:02 AM
29	Bed tax asap!! Sort traffic and parking asap. Stop the apparent corruptness. Lake Hayes turnoff roundabout needed asap before someone is killed.	3/10/2024 9:51 AM
30	There are so many towns who've been through similar issues, study them and learn from their screw ups instead of making them all again. We need to look after our locals, support accommodations for workers, allow tiny homes to be built of peoples properties so they can support long term housing. Community housing with shared facilities, we are losing our workers and it's devastating to witness. Wānaka is becoming a wealthy soulless place if it continues this path... nurture community, nurture art, nurture our environment, look after our water and land.	3/10/2024 9:46 AM
31	UNFORTUNATELY QLDC IS BEING LED BY WEAK PEOPLE AND A CEO WHO NEEDS TO BE REPLACED	3/10/2024 9:38 AM
32	Restricting senior staff to 5 years would reduce continuity which is essential to preserve local knowledge and experience.	3/10/2024 9:29 AM
33	Stop any more development from developers as infrastructure is unable to cope now. Ladies Mile perfect example the Shotover bridge and beyond is max now The sewage is max now you can't " Put in 1/2 inch pipe in to put 100 gallons water through " The Schools are at Max	3/10/2024 9:25 AM
34	So much wasted money on projects that should never have started. They have the appearance of being corrupt due to so many rules that can be bypassed if you pay money.	3/10/2024 9:23 AM
35	From my interactions with qldc I believe fundamentally that alot is lost between senior managers and the civil servants, most whom are very good and want to help but communication and messaging doesn't seem to flow down the chain. The councillor in my opinion are all doing a remarkable job with the parameter they work in.	3/10/2024 9:11 AM
36	Cause must be fixed poor culture at qldc coming from the top	3/10/2024 8:29 AM
37	QLDC IS RUN LIKE A CRIMINAL EMPIRE	3/10/2024 8:24 AM
38	Transparency? We fund our Council and we are stonewalled if we dare ask how our money is spent. Gobsnacked at the amount of staff. What can they all possibly do?	3/10/2024 8:18 AM
39	Re residents group: great idea further down the line but waste of everyone's time until some systemic issues are addressed. The problems at council are complex and not limited to QLDC. The whole supporting system is fairly munted. But I don't understand what QLDC is doing any more, their actions/ responses make little sense with limited funds available. It would be nice if mayor and councillors actually represented community - am always grateful for DM Smith and Cllr Gladding for their common-sense approach, and particularly Cllr Gladding for her courage in speaking up, attention to detail, and focus on risk management and mitigation	3/10/2024 8:15 AM
40	Rates go up and we struggle to put food on the table, all the while a certain person gives himself a pay rise. A slap in all of our hardworking faces. They are all corrupt and it's	3/10/2024 8:08 AM

happening in front of our faces but we are powerless. It is like a dictatorship or cartel run scenario where you basically you shut up or face the consequences and it's disgusting this is happening in New Zealand right now.

41	Move the Wanaka council offices from central town. They should never have been allowed there in the first place. Taking up 20 parks. Do we want to encourage tourists to visit or are we turning them away when they can't find a carpark.	3/10/2024 6:40 AM
42	Change needs to happen	3/10/2024 5:40 AM
43	I'm really disappointed to here that the Mayor thinks it is fine for men who identify as women to use women's only spaces. He is on the wrong side of history with this and history will judge him harshly for his disgusting views. His views are leading to a loss in social cohesion. It's time to protect the little children in our district from men with serious mental health issues. Everyone I talk to is appalled by the current mayor's stand on this.	3/10/2024 1:19 AM
44	Get rid of the CEO now, what are we waiting for	3/10/2024 1:00 AM
45	The problems are serious, and the only way to solve them is: * To fire the CEO. * For the elected Mayor to do what he was voted to do and also he needs to communicate more with the ratepayers. * Stop all this nonsense spending. So much money is being wasted. * CEO's salary should not be capped at \$200k. * Stop the new civic build in town and take it out to 5 Mile. * Bring back all the car parks in the CBD. * Speed up all the roadworks and developments and have fines if the contract runs over time and budget. * Stop dreaming, be open and transparent, stop wasting money. * Introduce a bed tax to pay for some of the work needing done. It shouldn't be up the ratepayers.	3/9/2024 11:55 PM
46	I disagree with "The problems at QLDC are serious but the causes are complex and too difficult to fix" because I don't think they are too difficult to fix. First, get rid of CEO.	3/9/2024 11:21 PM
47	Agree the problems are serious but nothing is ever too complex to fix. Change management is never easy but when widespread dissatisfaction is apparent then it's absolutely necessary. Ask any CEO of any private enterprise!	3/9/2024 10:56 PM
48	The council is not the employer of any council staff other than the CEO. What you are suggesting in relation council interfering in management is in fact illegal. Commissioners might make the situation worse, as they will be under the control of the Minister of Local Government. Electing progressive councilors and mayor at the next election is crucial.	3/9/2024 10:44 PM
49	Doing a major change and getting rid of dead wood will likely just worsen the situation. There should be a plan to phase some of the managers out. Less decision making behind closed doors, more resident steered decision making and resident engagement. Leadership team must be accountable to residents.	3/9/2024 10:20 PM
50	The current council isn't being managed correctly, and there needs to be a big shake up	3/9/2024 10:19 PM
51	Whoever's signed off on the bypass contract with no penalty clauses should be sacked	3/9/2024 9:59 PM
52	We shouldn't need another representative body to pressure CEO & management- isn't that what councillors are elected to do? The councillors need to step up and tackle some of the arrogant management nonsense they are encountering. Blanket delegations of authority to a CEO (eg:for projects) is not normal and any delegations can be assessed and changed. It seems that only a few councillors have the courage to question anything. QLDC just cannot be trusted, and maybe only Commissioners can make the changes needed now?	3/9/2024 9:41 PM
53	Almost all problems can be fixed, but the culture of an "old boys club" must change.	3/9/2024 9:39 PM
54	Too many deals happen behind closed doors (despite council saying they are transparent), feels like any time consultation or community input is sought the horse has already bolted (feels like a token gesture to put out consultation- only ticks a box) . The council management needs a shakeup. Too many mates looking out for each others jobs, getting comfortable, and not being held accountable for performance. If some of their results were in any other business they'd be gone.	3/9/2024 9:36 PM
55	The council needs to start actually using their ears and brains and listen to the ratepayers. They are a disgrace! And yes there needs to be either a vote of no confidence in this council or a complete investigation and outside commissioners bought in	3/9/2024 9:28 PM
56	The latest fiasco exposed by crux in relation to ZQN1, which im sure is not an isolated incident, shows council management is either incompetent or corrupt and unwilling to cooperate with the public to fix whatever is going wrong at QLDC.	3/9/2024 9:18 PM
57	Outside commissioners will just cost us more	3/9/2024 9:15 PM
58	We can't just say the problems are too serious to fix. They have to be fixed but that will not	3/9/2024 9:15 PM

	happen with the current management team. From the outside perspective the culture is one of incompetence, overspending, lack of transparency and covering their behinds with a myriad of excuses. The CEO and council are destroying our town....and we are just watching it happen 😞	
59	The CEO must go. The number of bad decisions and incompetent management over the last 5 years is so significant that action is required.	3/9/2024 9:10 PM
60	Ceo must go	3/9/2024 8:56 PM
61	Teflon Mike needs to go as does the communications team , I site the current confusion over the asphalt as a classic example , is Tony Avery competent after all he was asleep at the wheel in Dunedin with Citi fleet Huge cultural issues and it needs to Be driven from the top Down , the Mayor is inept and scared to face the public one on one or at a community meeting	3/9/2024 8:24 PM
62	From a rate payers perspective the council does not seem to have any knowledge of what contractors are doing. This is made evident when I have put questions to the council or councilors. There does not appear to be any planning or project management by the council. Rate payers and local businesses are being dictated to by contractors AND none of the contractors nor the council coordinate works with each other. Not everyone lives on the end of a smart phone and social media apps. QLDC needs to have a go to place for non social media users to get up to date notices. This being more important in unexpected or emergency situations as there is too much random junk and social events all over the QLDC Facebook page.	3/9/2024 8:21 PM
63	Remove the CEO and all the deadwood.	3/9/2024 7:31 PM
64	Highly influential roles in qldc should be elected by ratepayers to avoid political nepotism	3/9/2024 7:25 PM
65	The problems at QLDC are serious - YES. The issues are too difficult to fix - NO! Council Culture does need to change NOW and that is surely not difficult! The Mayor and the Elected Councillors were elected to do a job ... get on with it!	3/9/2024 7:09 PM
66	See earlier comments. It's all fixable. The CEO is the only person the elected members can appoint. It's time they had some guts to make the hard call and tell him to take a hike. It's absolutely ludicrous that after blatant lying and being the whole entity into disrepute he has not been asked to tender his resignation without any golden hand shake. Elected members including h especially the mayor and so pitifully gutless as to be no better than rubber stampers.	3/9/2024 6:58 PM
67	They need to be more proactive and agree to suggestions as a more efficient way of getting the job done... But they are totally not flexible to listening	3/9/2024 6:55 PM
68	Theelan needs to go.	3/9/2024 6:30 PM
69	QLDC are so wasteful with our money it is sickening. If they go ahead with the new council building ratepayers will have completely had enough. Its time for a protest and now.	3/9/2024 6:24 PM
70	the Ceo must be transparent! rate paper need to be listened too - issues like parking - they have ruined this town with thoughtless decisions ...	3/9/2024 6:19 PM
71	The CEO needs to be the 1st to go, followed by his management team.	3/9/2024 6:01 PM
72	The councilors need to take control of the council and listen more often to the ratepayers. Let the ratepayers, within reason, decide what projects to pursue and what to shelf. The councilors are put there by the people so LISTEN TO THEM and stop giving so much say to the CEO who is a PAID EMPLOYEE	3/9/2024 6:00 PM
73	Councilors need to be positioned so that they can REASONABLY be held accountable as their term progresses. The current situation of only having accountability through the ballot box is not serving the ratepayers at all. Performance reviews (as measured by ratepayers) need to be introduced for councilors well before the election cycle. They need to remember that delegation of duties to others within council does not absolve them of responsibility - that's just shoddy management. To engage ratepayers better, communication on significant projects needs to be coherent, and likely beyond the legal requirement.	3/9/2024 5:56 PM
74	The council are like the last Labour Government - they cannot execute a plan. Construction projects take far too long to complete. There is too much red tape.	3/9/2024 5:44 PM
75	The problems are huge but everything is fixable if someone takes on the task!	3/9/2024 5:39 PM
76	Accountability and real consequences of corporate council actions must happen. They lie, get it wrong, waste loads of our money on vanity projects and "roads to nowhere" etc.	3/9/2024 5:29 PM

77	Do we as ratepayers really know what is going on?	3/9/2024 5:24 PM
78	QLDC must stop issuing building permits...until the new government corrects the unlimited liability for leaky buildings, and allows QLDC to control air B&B style short term accom/rentals, and raise infrastructure levies on al developers.	3/9/2024 5:23 PM
79	Councilors should be that "resident's group' for accountability that you suggest. But they will always be outflanked and outgunned when isolated zero resourced. Every councilor should either be promoted to full time position (with appropriate pay increase) or have a senior staff member at their disposal reporting directly to them	3/9/2024 5:13 PM
80	One of the major issues and reasons for over run budgets in projects is the council are not holding the contracting companies to account and allowing over spend. Which leads to the presumptions of are they all in bed together lining mates pockets instead of delivering to the communities in which they serve	3/9/2024 5:09 PM
81	There needs to be greater transparency regarding QLDC decisions rather than closed door sessions. The CEO has got to go and this is fundamental in changing the culture at QLDC. He has shown that he cannot be trusted in this role and he has clearly purposely avoided scrutiny. Procurement procedures need to be strictly followed rather than the apparent corruption that has occurred	3/9/2024 5:04 PM
82	The job description for a new CEO should provide for a positive change in Council culture.	3/9/2024 5:02 PM
83	Outsiders with no local interests should come in and thus take local baggage away from the decisions are made	3/9/2024 4:49 PM
84	5 year term for CEO but not senior managers	3/9/2024 4:30 PM
85	Nothing is TOO DIFFICULT to fix. Identify what end result is needed first. If all we want is less debt and lower rates then that's easy to aim at. We need people who want to serve their community and provide a great service for users. There are no quick fixes other than more transparency and promptly responding to news orgs questions. Nothing breeds contempt like not answering questions- and the community is paying their salaries!!!!	3/9/2024 4:29 PM
86	Never too difficult to fix	3/9/2024 4:24 PM
87	Senior Managers should be audited regularly by an outside person and performance is related to this. Either lose the job/no bonus/bonus/promotion	3/9/2024 4:24 PM
88	Transparency and accountability. Focus on core services and focus on the average residents, not the tourists or super rich.	3/9/2024 4:23 PM
89	Stronger management and less committees would hasten decisions. Plus public consultation at a high level on strategic issues only - not on every issue !!	3/9/2024 4:15 PM
90	On that last proposition: The problems at QLDC are serious, the causes are complex but not too difficult to fix	3/9/2024 4:13 PM
91	Our QLDC no longer has the interests of the QT ratepayers in focus. And often ratepayers are funding cluster fu:: ups made by this QTLDC. Either personally or ratepayers as a whole. They have often breached rules and given consent for feel good projects. That general joe public has had to fund to have these overturned in court. Rate payers are paying council law costs. That seems a firable offence to begin with. CEO needs to Go and not ever re employed as a contractor or advisor. Out with the trash	3/9/2024 4:11 PM
92	They should be able to do there job and be accountable for there decisions	3/9/2024 4:11 PM
93	The CEO is a thief I have no confidence in him. I will never be convinced that he has ratepayers interests at heart. Entire council and mgmt team need to change and be more accountable. I have lived here for nearly 30 years and I am disappointed with how badly they have mismangaged the town and helped to make it unaffordable.	3/9/2024 4:02 PM
94	The Chairman and CE of Fletchers have stepped down because of ongoing and fundamental issues with the company - it is time for similar change at QLDC.	3/9/2024 3:59 PM
95	The rot has set in start with removing CEO and the whole communications team	3/9/2024 3:58 PM
96	Sack CEO stop Lakeview and arterial crap. Stop the utter incompetence and waste. LISTEN voters	3/9/2024 3:33 PM
97	The secrecy and opacity associated with several of Council's very expensive projects is very disturbing. It appears that foreign interests are poised to make huge fortunes at ratepayers expense. Council oversight has been totally inadequate. This all needs to be blown open and any scullduggery needs to be dealt with. The matters which have led to the	3/9/2024 3:22 PM

Ombudsman's scathing report of Council executive culture and process needs to be acknowledged and offending parties need to be appropriately disciplined.

98	Start at the top. That's where the toxicity starts	3/9/2024 3:22 PM
99	The culture of QLDC is septic and needs a new Mayor CEO and councillors who actual work for the community - not pathetic nonopinioned councillors that are scared of opening their mouths. The CEO should have been fired long ago for corrupt behaviours and the Mayor is just another voiceless gutless waste of space allowing the CEO free reign. If any of them had been in private sector management they would have been fired long ago for their abysmal behaviours and decisions.	3/9/2024 3:20 PM
100	The CEO and some of the senior leadership team need to go.	3/9/2024 2:58 PM
101	I feel there is corruption happening behind closed doors. Ratepayers should not have to bail out leaky buildings. Huge hotel chains should have insurance for this type of claim.	3/9/2024 2:54 PM
102	They are a corrupt autocracy living in an ivory tower	3/9/2024 2:42 PM
103	Elected Councillors and the Mayor need to listen and communicate with the ratepayers. Only two are pro active, they are Matt Wong and Niki Gladding. The others are arrogant and their silence is deafening... The locals who live and work here are being ignored when we try to discuss parking, road congestion, cost blow outs, and our need for clean water, a reliable sewerage system and easy access around the town for parents and the elderly. The negative feedback from our NZ visitors is escalating and embarrassing. Sadly many of our friends from other places have been treated like they are unwanted and unloved by our vicious parking regulations when they want to drop off their old people closer to the restaurants and shops. A lot have told us they wouldn't bother coming back because they aren't welcome. Queenstown has always had some out of town haters but sadly the long term residents are now disillusioned too and are also talking negatively about our home town. I have lived here for 54 years and it breaks my heart to see this happening. I feel sorry for the Wanaka ratepayers too. Their opinions are being dismissed and their wants ignored. To be frank, I will actively support them if they want to leave QLDC and am envious that they might be able to regain their identity and extract themselves from the circus that is QLDC. Unfortunately us Queenstowners are currently stuck with these clowns...Time for a new ringleader. The latest debacle over the stuffed up sealing that is being ripped up currently is the straw that has broken the camels back. They deliberately told lies and it will take a lot of work and a long time to get the confidence of the community. It would not surprise me if we end up like Tauranga i.e having our council replaced by commission members. I think most of us ratepayers would welcome the intervention, there is zero confidence out there in the status quo, thats for sure. (I have doubts that this survey will be read by our Councillors [apart from Niki and Matt] let alone discussed but thanks for the opportunity anyway!)	3/9/2024 2:37 PM
104	Yes definitely serious but not too difficult to change with a Clean Sweet of upper management, mayor and ceo	3/9/2024 2:36 PM
105	Need more focus on Wanaka and less on Queenstown.	3/9/2024 2:34 PM
106	Poor management from the top results in poor management across all levels. Project management for instance requires certain skill sets, not 40 to 60 managers unsuccessfully delivering a 'road to nowhere' I know, I have delivered multi billion dollar projects with a total project team of less than 30 but all having the skill sets needed and empowered to achieve results.	3/9/2024 2:27 PM
107	The problems at council are serious and need urgent attention	3/9/2024 2:26 PM
108	Stop raiding the ratepayers banks. Stop ALL DIRTY CAMPERVANS PARKING IN RESIDENTIAL STREETS. Over these disgusting people parking on our streets. Can't do it in London, New York or Paris. ! Queenstown used to beautiful friendly town. How it has changed. Greedy developers gobbling up land, but no new roads.	3/9/2024 2:10 PM
109	Remove the highly overpaid and under achieving CEO now, as well as many of the senior council staff who are entrenched in his beliefs. He is toxic, costly and does not deserve even a quarter of his current exorbitant salary. Change needs to happen fast, under his management the Qt CBD has gone from vibrant to dead with not community feeling whatsoever	3/9/2024 2:04 PM
110	The problems at QLDC are plain to see for all. A complete disconnect between our elected members, corporate QLDC, and the public. It's actually very easy to fix, if they want to. And that is the problem, they don't want to because their egos are in the way.	3/9/2024 1:58 PM
111	Council should give the CEO very specific KRAs (key responsibility areas) and specific outcomes that must be accomplished within a reasonable time, and let him figure out how to	3/9/2024 1:57 PM

achieve them. If he doesn't, and interim check-ins/metrics don't show sufficient progress, give him notice and start a search for a new CEO. An interim CEO may be necessary; Michelle Morss would be strong in that role.

112	Some of these I couldn't provide an informed opinion. I also worry that some of these statements are too global as well. I would hate to see services like the library have reduced funding or the Wanaka Arts Centre be disestablished due to being seen as non essential. I believe that the council has a hard time seeing what is over the Crown Range, beyond trying to turn Wanaka into another Queenstown. I don't feel that they serve the Hawea / Wanaka area particularly well. I believe the council are not visionary enough with their apparent solutions to the housing crisis. They need to pou even more pressure on new developments to allow for affordable housing and maybe even tiny home communities. I think there needs to be greater transparency surrounding how / why some of those expensive developments have been allowed to go ahead at the rate payers expense.	3/9/2024 1:56 PM
113	Public knowledge of managers of projects and declaration of any conflict of interest- eg having shares in Fulton hogan.	3/9/2024 1:54 PM
114	Problems are fixable by elected councillors being able to do their bit / vote & not over ruled by CEO....who is a big problem....& paid too much for what mess is occurring...problems are serious but not too difficult to fix... honesty & updates from all in charge would be a good start.	3/9/2024 1:49 PM
115	Need accountability. Whoever order the wrong bitumen should be fired.	3/9/2024 1:49 PM
116	Limiting employment to 5 years doesn't make sense in potentially losing experience and expertise on a regular basis.	3/9/2024 1:48 PM
117	Your last question says it all about the danger of surveys. The problems are complex, I strong agree . But are they "too difficult to fix", I strongly disagree. They are not TOO difficult to fix, but they are difficult to fix and to fix them needs fundamental changes in the attitude and approach by council to the problems. If council are not honest and transparent about the problems how can residents be expected to understand them and then help council to identify solutions? Any council faced with the growth challenges QLDC faces will struggle, but success in that struggle will only happen if there is honestly, and reality, as to the issues. Then we might see solutions or directions towards solutions that the community can understand and support. Scape goats we do not need, change we do! QLDC has proven that the region cannot cope with the growth that is happening. Their solutions seem to include underestimating the problem and then looking to facilitate more growth to overcome the problems of growth, its a nonsense It needs be called out and changed and the council should be doing all in its power to limit growth to what it and the community can cope with. Stop promoting tourism, stop promoting diversification, stop promoting building more houses, stop promoting expanding the airport, stop anything like that until the region can cope with where we are now.	3/9/2024 1:47 PM
118	Simplify feedback system. E.g. the parking system feedback system was only listed on Facebook, and the document were so hard to get to the main point, so they didn't get any feedback!	3/9/2024 1:37 PM
119	This is a ridiculous set of survey questions obviously aimed at painting at the QLDC in the worst possible light. You need to bury the hatchet and start being just a little bit impartial	3/9/2024 1:33 PM
120	There has been far too much done behind closed doors and without consulting the public who are stuck with the consequences	3/9/2024 1:20 PM
121	Too late for a fix but we need action to stop this incompetent bunch making matters even worse.	3/9/2024 12:48 PM
122	The ceos need to go and more qualified and forward thinking people need to be engaged	3/9/2024 12:34 PM
123	Problems are absolutely fixable if new officers are installed and they have a community / value for money focus.	3/9/2024 12:27 PM
124	Serious but can be fixed with right leadership and staff	3/9/2024 12:23 PM
125	Confidence requires transparency, consistency and accountability, all of which are in very short supply within the QLDC executive team and senior management. Our elected representatives seem to be split into two camps, namely those (including the mayor) who consistently support the CEO, and those (especially Niki Gladding) who genuinely seek to represent the community. I believe the low approval rating for councillors is largely due to the presence and influence of the former group.	3/9/2024 11:58 AM
126	Thank you Peter and Team for keeping QLDC to account. We pay higher and higher rates and see no benefit to improved services. Feedback is lost and there seems to be no one	3/9/2024 11:56 AM

above QLDC in Govt that can steer the ship to more successful waters How much push back would the community give to rates rises IF we were seeing positive changes that impacted us in positive ways? Time will tell

127	fix the parking u clowns	3/9/2024 11:56 AM
128	This Council and CEO are a train crash. The Mayor has thrown himself under the bus to protect the CEO. WHY!!!!	3/9/2024 11:46 AM
129	A new senior management team is required with a community focus, not empire building . What does Michelle Morss directorate continue to community outcomes?	3/9/2024 11:36 AM
130	Leadership/culture starts at the top.	3/9/2024 11:30 AM