Christchurch City Council

Te Pātaka o Rākaihautū
Banks Peninsula Community Board
MINUTES ATTACHMENTS

Date: Monday 18 March 2019
Time: 10am
Venue: Akaroa Board Room
78 Rue Lavaud, Akaroa

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Wharf and related issues Banks Peninsula Community Board - Monday, March 18, 2019
Submission: Victoria Andrews, ratepayer PO Box 102, Akaroa 7542; v.andrews121@gmail.com

1. **Black Cat Ltd non-consented wharf items**
   - Should the Board decide to accept staff recommendations Black Cat should be charged for the use of open public space just as cafes must pay a fee for outdoor dining on the footpath. Black Cat made a business decision to proceed with the building proposal without having all the necessary paperwork and approvals in place; it therefore is responsible for the consequences of their decision in my view.

2. **Akaroa Wharf, Physical Access for the Disabled: the Council cannot cherry pick policies**

CCC Equity and access for people with disabilities Policy 27 July 2001 - *Ensures all Council services, facilities, amenities and places of recreation (for example parks and beaches, galleries, libraries and cultural venues) maximise the opportunities for people with disabilities to attend and participate and that general design principles appropriate for people with disabilities is considered in redevelopment.*

Akaroa Township Public Realm Design Guidelines

All works in the public realm should consider the safety and wellbeing of all users. This includes; providing adequate and safe accessibility for all modes of transport and peoples' abilities, Crime Prevention Through Environmental Design, (C.P.T.E.D), providing for shade and shelter and encouraging active and passive recreation.

- Cruise ships started using Akaroa as a "Port" in 2011 but no consideration has been given to the number of elderly and disabled passengers accessing the wharf from tenders (more than 200,000 passengers and crew this season alone). The wharf is adequate and safe for causal, daily use but it was not constructed or maintained to an appropriate standard to be considered as a commercial "Port" servicing the Canterbury region. Working ports separate members of the public from commercial activity for safety reasons. The Council has failed to provide an appropriate level of service and care with regard to cruise passengers many of whom are elderly and disabled.
- Tents and kiosks block emergency access; they exclude members of the public from open space. Alternatives are available with regard to placing tents and chairs in more appropriate areas.

3. **Temporary Toilets, Britomart Reserve**
   - The Council did not seek advice from the Akaroa Museum about the heritage status of the Reserve. As a Council facility the Akaroa Museum is overlooked as an inhouse resource. Perhaps this can be remedied in the future to save the Council complications, misunderstandings and future embarrassment.
   - Why was the resource consent application for temporary toilets written for 3 years, and then extended to 4 years when the ratepayers have been assured the majority of large cruise ships will return to the Port of Lyttelton in 2021 once the cruise facility is completed?
   - The Council failed to seek resource consent for port a loos and temporary toilets as it legally is required to do.
   - New Zealand's distinctive land and seascapes are an integral component of our wellbeing and national identity. They provide deep cultural connections, physical and spiritual respite, and are havens for recreational use. They are a big part of the New Zealand export brand and a major drawcard for international visitors. Reserves and open public space must be protected against temporary and/or inappropriate use.

- The Council has adopted the **Our Heritage Our Taonga Strategy** in December 2018. To ignore its contents with regard to the heritage values of the Britomart Reserve and Akaroa makes a mockery of the policy in my view.

4. **Cruise Action Group**
   - What is the role, purpose and brief of the newly formed Cruise Action Group and who represents the Akaroa community? The business community appears to have representation.
   - How does this group report to the Council, Community Board and residents to ensure transparency and public accountability?

5. **Traffic Risk Management Plan**
   - The Plan is inadequate since it only addresses the immediate area around the wharf and Akaroa Area School along Rue Jolie.
   - On busy days buses line up early in the morning from the Akaroa Museum/BNZ area along Rue Lavaud, Rue Jolie and Beach Road. Other buses wait at the recreation ground parking area.
   - Unscheduled buses arrive and depart from early morning onwards.
   - Buses drop off passengers from mid afternoon until around 6:00 p.m.
   - Rue Lavaud is too narrow for buses to safely drive past large vehicles, buses, cars and campervans which are often forced onto the footpath.
   - Many buses drive fast because they are in a hurry to get back to Christchurch.
   - Some drivers are rude and dismissive of residents.

I urge the BP Community Board to visit the Akaroa Museum, it is a Council resource of outstanding significance. The Akaroa Museum Advisory Committee should be retained in its current form because it provides an essential link to the community and Onuku Runanga.
Thank you.

ECan/Canterbury Regional Council's Role with regard to the wharf
CRC shall:
• Manage the berthing of vessels on Akaroa Wharf during the visit of any cruise ship.
• Act as the Council's (port facility operator) representative for the acknowledgement that a cruise ship security function has been implemented. (Maritime Security Act 2004)
• Notify the Council within 5 working days of any commercial vessel operators that contravene any of the instructions or the Port Facility Security Officer representative and take any action as agreed with the Council in relation to these commercial operators;
• Meet with a nominated Council representative as required to discuss any issues, concerns, suggestions or recommendations in relation to the management and movement of vessels at the Akaroa Port.
• Notify the Council within 2 working days of any breaches of bylaw, structural or safety issues or concerns, and include suggestions on rectification, that CRC become aware of relating to the management and movement of vessels at the wharf
CRC may, from time to time, on behalf of the Council
• Manage the berthing of any vessel on a Council structure within Akaroa Harbour following a request from the Council to do so.
• Notify the Council of any breaches of the bylaw or any structural or safety issues or concerns, and include suggestions for rectification, that CRC become aware of relating to the management and movement of vessels at any Council structure within Akaroa Harbour. (Email: Jim Dilley, Regional Harbourmaster February 14, 2019)

Message from the Deputy Mayor

Our heritage, our taonga

Our heritage, our taonga defines us. It is who we are, where we have come from and it guides what we will become. It contributes to our own personal sense of belonging and identity and anchors us to our communities and our city. Heritage connects us: to this place, to each other, to the past and to those who will follow us.

Our heritage is precious and valuable. It has social, cultural, educational, recreational and commercial benefits. It contributes to our cultural wellbeing and brings visitors to the district. We are guardians of our taonga, charged with caring for these treasures and passing them on to our children.

The devastating environmental, social and cultural impact of the Canterbury earthquakes has changed the district forever. They are a part of our story. We now have an opportunity to look to the future of our heritage and to treasure and celebrate the heritage buildings and places we still have left. This strategy provides an opportunity to celebrate our heritage in a much broader, more inclusive and more meaningful way. We have a chance to work together to celebrate the taonga tuku iho of our six papatipu rūnanga and understand what this place means to them. It also provides an opportunity to hear from Pasifika and other cultures and communities about how they have contributed to the story that is Christchurch and Banks Peninsula, and to build on the work done by previous generations and the knowledge and legacy they have built. It also lets us celebrate the local distinctiveness which gives our communities their identity, and remember all that has been lost through memories which we can share and weave together to bind our stories and places and connect us.

This strategy has been developed in partnership with Ngāi Tahu and through extensive engagement with our communities. It affirms our city's desire to understand, celebrate and protect its heritage. We have a responsibility to future generations to safeguard our rich and diverse taonga. We can only do this if we work together in a spirit of partnership, collaboration and engagement to understand and appreciate what our heritage is and why it is so important.

Andrew Turner
Deputy Mayor of Christchurch
Banks Peninsula Ward Councillor

The history of the Britomart Reserve, which is open public space, reveals the following information. The benefit of the resources in the Akaroa Museum highlights a few details.

The **Bruce Hotel** was built by Captain James Bruce on land acquired on 10 November 1843. It was Section 1, Block 1, of the Canterbury Survey district, and this is what the plaque on the side of the building commemorates.

I've attached a couple of scans that show the extent of Bruce's land - it did not include the modern Britomart Reserve, but stopped at the edge of Beach Road. Bruce had a jetty in front of his hotel, the only landing place at that end of town before the main wharf was built in 1886. Of course, Daly's Wharf was at the other end of the town.

The **English blockhouse** (marked on Tremewan's map) was erected on the waterfront in front of Bruce's Hotel in May 1845, along with another at the French end of town (located on Rue Jolie north) and one at German Bay, on the reserve fronting the foreshore. The defensive structures were built by the carpenters of the French naval ship *Rhin* as a response to the Wairau incident of June 1843, which made settlers throughout the South Island fearful of a Maori attack. The blockhouses were all built at German Bay and the two Akaroa ones barged around to the town. They were never used for the purpose for which they were built and vanished within a few decades.

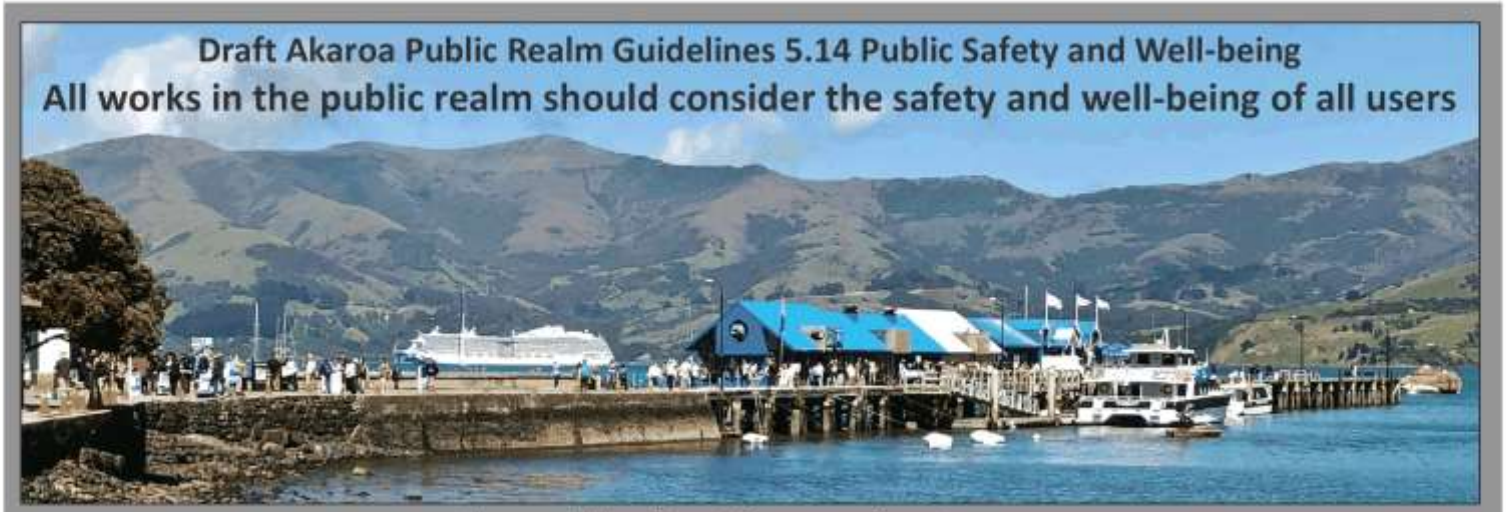
Kemp's Deed was brought to Akaroa on 4 June 1848 on the HM sloop *Fly*. Commissioner Kemp's aim was to persuade Ngai Tahu chiefs to sell their lands to the Crown. Harry Evison says in his book The *Ngai Tahu Deeds* that about 500 Ngai Tahu people assembled at the English blockhouse to hear Kemp explain his intentions. This first meeting ended in a heated argument, with Kemp saying he would leave Akaroa in two days and Ngai Tahu had to decide by then whether to accept his terms. Most eventually came round and boarded the *Fly* on 12 June to sign the deed. Captain James Bruce's signature is on the deed as a witness. Notably, local chief Tikao refused to sign and left the ship. The others signed and received the first instalment of the purchase price in cash. The transaction, now considered a swindle rather than a sale, saw Ngai Tahu part with most of Canterbury, Westland and Otago for £2000.

The **Britomart Reserve** as we know it came into being in the early years of the 1900s, when it was chosen as the site for a British Naval gun, donated by the British Government to represent the type of gun that would have been carried on *HMS Britomart* in 1840. The gun/cannon had been gifted for the 1906 International Exhibition in Christchurch where Akaroa had an exhibit. After that was over, the gun was brought to Akaroa by the Exhibition Committee and mounted on a concrete slab on the reserve near the entrance to the wharf. It quickly became known as "the Britomart gun", even although it wasn't off the *Britomart*, and the reserve the Britomart Reserve.

The Britomart Reserve does have some considerable historical significance as the location of the blockhouse, despite the fact that all evidence of it is long gone. And it has more recent significance as the location of the Naval gun on its carriage. The museum has a thick file of information here about the gun if anyone's interested in that amount of detail.
An early map of the town of Akaroa, 1852, has the reserve already marked as Reserve 86, no doubt because it was the site of the blockhouse, but the road reserve is quite wide too and probably intrudes onto what is now fenced off as the Britomart Reserve.

Further information and details are available at the museum.

February 2019
Akaroa Museum
P.O. Box 35
Akaroa 7542
Banks Peninsula



Akaroa Wharf and Surrounding Area

Banks Peninsula Community Board - March 18, 2019
Submission: Victoria Andrews

large signs obstruct the harbour view
Akaroa Harbour Nature Cruises
Swimming With Dolphins
Visit Our Gift Shop and Booking Office
2014 prior to redevelopment
BOOK HERE
Black Cat: amended signage was installed just prior to Christmas 2018
disabled access ramps remain an issue

the Council has failed to apply the Equity and Access
for People with Disabilities Policy
in terms of the safety of cruise passengers
the surface of the wharf is uneven and poorly maintained
yet it accommodates more than 200,000 passengers and crew per season

Cruise lines erect tents and kiosks
blocking access for emergency vehicles while
excluding individuals from open public space

March 5 an ambulance had difficulty backing
around a large kiosk, table,
beverage containers and chairs

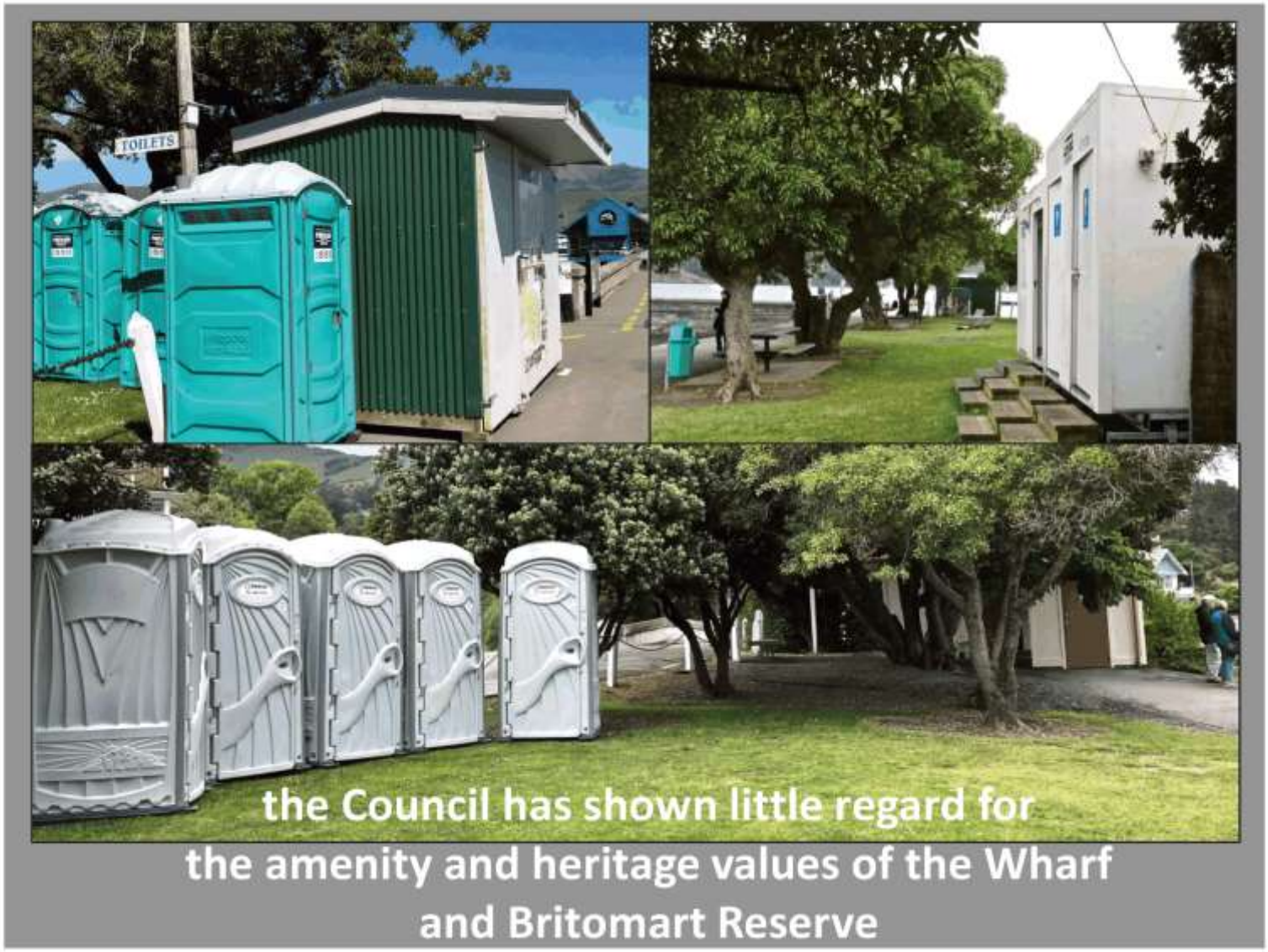
Access was delayed
the kiosk was not removed

tents can be moved away from the center of the wharf
the Britomart reserve could be used for shade and seating
Norwegian Jewel
there are options for kiosks & tents that can also be smaller in size
The Blue Pearl Centre

the Britomart Reserve is used for
picnics and passive recreation
there are few public grassed areas in Akaroa
the reserve is a highly sensitive and historic site
adjacent the wharf

architect Colin Pilbrow
designed the toilet block
for
Banks Peninsula District Council

it is sympathetic to the
surrounding area and does
not intrude onto the
Britomart Reserve


TOILETS
the Council has shown little regard for
the amenity and heritage values of the Wharf
and Britomart Reserve

as children go
to school buses
queue from the
museum to
Rue Jolie
beside school
grounds
two drivers stop to have a chat
10 buses
wait to pick
up cruise
passengers
two buses attempt to pass with
one going onto the footpath
the red bus
parked on yellow lines
blocking traffic on Rue Jolie
in my view the traffic risk management plan is a joke with regard to buses

AKAROA
CIVIC
TRUST
P.O. Box 43 Akaroa 7542
www.akaroacivictrust.co.nz

March 18, 2019

It's Mass Tourism that's the Problem

In the late 1960s the chairman of the Akaroa County Council, Peter de Latour, wrote in a newspaper article that he feared Akaroa was becoming 'brassy'. A direct outcome of his article was the founding, in 1969, of the Akaroa Civic Trust. Fifty years later, the Trust is concerned that Akaroa's character is again being harmed, but now by masses of tourists congesting the town. The Civic Trust was formed to protect the town's beauty, history and character which consists of older buildings, streets of irregular width, attractive gardens and an incomparable natural setting. Akaroa's importance as an historic town was recognised in 1999 when, on the Trust's initiative, Heritage New Zealand registered the Akaroa Historic Area.

Mass tourism poses different threats to Akaroa's historic character and charm than demolitions and insensitive new developments. But the issue is the same – to prevent damage to Akaroa's fragile historic character and to ensure the long term wellbeing of the community.

It is hard to appreciate the historic character of Akaroa when its streets are clogged with buses and visitors shuffling past street stalls. The impacts of mass tourism which concern the Civic Trust are both immediate and long-term. The immediate impact includes crowded streets and the proliferation of signs and street stalls. The long term impact includes the loss and privatisation of open public space and reserves.

Infrastructure developments to cope with huge daily spikes in tourist numbers will be different from and more expensive than the developments needed by locals and travellers attracted to Akaroa as an historic town, which is sandwiched between the sea and steep hills and has limited capacity to absorb large numbers of visitors all at once. The Britomart Reserve near the wharf is one of the few green public spaces in the town. It is used for family picnics and passive recreation. Christchurch City Council placed temporary toilets on this highly sensitive area without resource consent or appropriate research into the history of the land. Christchurch City Council is also at fault for failing properly to maintain the town which is looking run down and overused.

Cruise ship passengers are bearing the brunt of blame for harming Akaroa's character, but pressure is also coming from increasing numbers of independent travellers, many in campervans. Passengers will still visit Akaroa when large ships berth at Lyttelton, but they will come because they want to visit the town. Small ships of several hundred passengers present few problems and they should be welcomed by all. Other tourists will make a conscious decision to visit Akaroa

because they have heard it is a town of historic interest and beauty. They will likely stay for several days, eating in the town's restaurants, shopping, and sustaining businesses that residents also need and use. Sustainable tourism has long been the life blood of the local economy because it benefits families and local businesses which are essential for the wellbeing of the community and surrounding area.

Akaroa, as an historic town, will always attract visitors who value its character and the beauty of the environment. They are likely to spend more individually with the money circulating throughout the town instead of flowing overseas to the benefit of international corporations. But if that character is damaged, many visitors will stay away.

Akaroa has never been an exclusive preserve with regard to visitors and to this end the Christchurch City Council is developing a new Visitor Strategy to assist business owners as they work through the transition phase of large ships returning to the Port of Lyttelton. Rest assured, cruise ships will continue to visit Akaroa but hopefully on a managed schedule with little impact on the town's limited infrastructure.

The Civic Trust recognises that many businesses have invested effort and capital in being able to service the market presented by increased numbers of cruise ship visits, but with the completion of the new terminal in Lyttelton, it shares with everyone involved the need to look for a new tourism strategy which is sustainable and will replace some of the business which Lyttelton will take away. Like the people of Akaroa, the Civic Trust has always welcomed visitors and will continue to do so.

The Civic Trust is always an easy target and it has lately been wrongly accused of opposing cruise ships when it simply wants to ensure that mass tourism (not all tourism) does not harm the town's charm, historic character and community wellbeing. The town will only continue to attract national and international visitors if it retains the qualities the Trust has been working to preserve and maintain for the past 50 years.

Akaroa may not be Venice, but the issue is the same in both places – protecting authentic character and ensuring a local community survives against high visitors numbers that put both character and community at risk. Lonely Planet has already recorded unfavourable comments advising visitors not to bother with Akaroa on busy cruise ship days. In this regard the town's businesses could be seriously impacted simply through negative social media. Akaroa may not have an international status to lose, but its reputation as a charming town of historic interest may become tarnished, to its economic disadvantage, unless it takes steps to lessen the impacts on it of mass tourism.

For further comment please contact the chairman of the Trust's board, Mike Norris.

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Akaroa 7542

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Christchurch City Council

Attachment A Item 4.3

Christchurch City Council

Item 4.4

Attachment A

Akaroa Voice

The Opinion Survey 2019 - What Did We Say?

Questions and answers about cruise ships, the environment, town maintenance, compliance, and what people think about the performance of Christchurch City Council

Akaroa Ratepayers and Residents Association Incorporated Opinion Survey Jan 2019

Executive Summary

The survey was completed by 162 persons, which is a significant response for the Akaroa area. The respondents represented a wide spread of ages, work activities, business interests and locations from around the Akaroa area.

The benefits of the cruise ship visits are perceived as being generally worthwhile to the community by those involved in tourism. However within that group 50% feel that the problems outweigh the advantages, and for people not involved in tourism that proportion rises to 67%. All groups are united in saying that infrastructure is inadequate (80%), and that revenue should be invested locally (86%).

A clear majority of all respondents 69% (within the group involved in tourism, 60%) feel that the number of ship-days should be limited, with the average number proposed being 40 ship-days per year.

A clear majority of 65% (within the group involved in tourism, 52%) feel that the number of passengers per day should be limited, with the average number proposed being 1500 passengers on any one day.

The majority of respondents (66%) believe that cruise ships are damaging the local environment, and (47%) think that the level of smoke pollution is unacceptable. The respondents agreed, by a small majority, that outside the cruise season the water quality in the harbour was satisfactory.

Most people, by margins of typically 5:1, feel that maintenance of the township, including footpaths, seawalls, and toilets, is not being carried out to an acceptable level.

Most people (73%) consider that State Highway 75 over Hilltop is at an unacceptable standard. Similarly, by a ratio of over 3:1, people feel that the level of maintenance of the unsealed roads is unsatisfactory.

In response to questions about consents and compliance, a clear majority (margin 5:1) think that requirements are unreasonable, and they also firmly believe that costs are excessive by the very large margin of 20:1. Respondents also believe that CCC staff do not act fairly, and should be given more discretion.

The questions relating to general satisfaction reveal widespread dissatisfaction with the performance of Christchurch City Council. Most people believe that CCC does not make decisions in the interests of the Akaroa area (margin 8:1), does not adequately represent Akaroa's interest regarding ship visits (margin 16:1), does not provide adequate opportunity for community involvement (margin 3:1), and does not provide fair value for the amount of rates paid (margin 3:1).

Finally, the overall performance of CCC in relation to the Akaroa area was rated to be very poor, with only 12% of respondents believing that it was acceptable.

Fully 75% of respondents believe that the performance of CCC is unacceptable.

In summary, this survey suggests that CCC has substantially failed in its duties to the ratepayers and citizens of Akaroa. The Appendices include all the comments that people made on the various topics – it's a good read.

AKAROA AREA OPINION SURVEY 2019

This document is a presentation of the results of a survey of the opinions of residents and ratepayers in the Akaroa area, in relation to topical issues.

About the Survey method

The Opinion Survey was conducted on-line on the Akaroavoice.org website, during the period from 7 Dec 2018 to 9 Jan 2019. The survey was advertised in 3 editions of the Akaroa Mail, and also mentioned in news articles.

There were a total of 162 responses, which is a significant number given that the permanent population of the township is less than 700 persons. The breakdown given in the demographic data shows a wide spread of ages, workforce contribution, and local locations.

For the opinion questions, respondents were asked in each case to rate how well they agree, or disagreed, with the statement made. After each section of questions, respondents were able to make comments on that general topic.

Within this summary, results are evaluated by combining the "agree, and strongly agree" responses combined, compared to the combined "disagree, and strongly disagree". For the questions in relation to cruise ships only, the results are also analysed in relation to whether or not the respondents were involved with a tourism business.

How this Survey compares to other studies

An opinion survey published by Christchurch City Council in April 2018 had a total sample size that represented 0.2% of the city's population, and which was likely to have included only 2 or 3 persons from the Akaroa area. This current survey has a sample size that represents over 10% of the people in the Akaroa area, and is a vastly more meaningful representation of opinions from the eastern part of the Peninsula.

Akaroa Ratepayers and Residents Association Inc

This association is an Incorporated Society, with the purpose of representing local ratepayers and residents particularly in their dealings with local government bodies, and generally preserving and promoting the wellbeing of the community

RESPONDENTS DEMOGRAPHIC INFORMATION

Respondents were asked 5 questions about themselves, with responses as follows.

1. What best describes your residential status?

Permanent resident of Akaroa township	94
Seasonal or temporary resident of Akaroa township	15
Resident of rural Banks Peninsula	49
Resident elsewhere	4
	162

2. Do you pay rates to Christchurch City Council?

A total of 146 respondents (90%) stated that they pay rates to Christchurch City Council. Where locations were given, the breakdown was as follows:

Akaroa	88
Duvauchelle	8
French Farm	7
Wainui	7
Takamatua	6
Other Peninsula places	16

3. What is your age group?

Under 24	1
25-49	35
50-64	61
over 65	64

Note – 1 person declined to answer this question

4. What best describes your employment status?

Working, more than 30 hrs per week	88
Working, less than 30 hrs per week	31
Retired	39
Student	2

Note – 2 people declined to answer this question

5. What is your involvement with business in the Akaroa area (you can tick more than one option)?

Owner or partner in a business that involves tourism	64
Employed by a business involving tourism	24
Owner or partner in a business not involving tourism	17
Employed by a business not involving tourism	8
Farming, or rural work	23
None of the above	48

Note that respondents to this question were able to nominate more than one category, and so the total number of categories selected was 184. The proportion stating involvement with a tourism related business was 48% of the total responses, so that group was probably overly represented compared to the general make-up of residents.

SECTION A - QUESTIONS ABOUT CRUISE SHIPS

The cruise ship visits are a major topic in the Akaroa area, and respondents were asked to consider 6 questions on this topic. It is notable that almost everybody had an opinion, with the level of "don't know or not applicable" being less than 0.5%.

For this particular subject area it was considered useful to review the responses in relation to whether or not the respondents were involved in the tourism industry, and what resulting trends in opinions may be identifiable.

So, in the tables below, for each question the total responses are shown (left table), following by those from people who identified as having an ownership or employment stake in the business involving tourism (centre table), followed by the responses from people who were not involved in a tourism business (right table).

Q 6. Cruise ship visits generally benefit the local community

Q 6 - All Responses	
Strongly Agree	39
Agree	39
Neutral	14
Disagree	32
Strongly Disagree	38
Don't know etc	0
Number of responses	162
Q 6 - All responses, prop who:	
Agree, or strongly agree	**48%**
Disagree, strongly disagree	**43%**

Q 6 - Tourism Responses	
Strongly Agree	29
Agree	21
Neutral	6
Disagree	8
Strongly Disagree	19
Don't know etc	0
Number of responses	83
Q 6 - Tourism, prop who:	
Agree, or strongly agree	**60%**
Disagree, strongly disagree	**33%**

Q 6 - Non-Tourism Responses	
Strongly Agree	10
Agree	18
Neutral	8
Disagree	24
Strongly Disagree	19
Don't know etc	0
Number of responses	79
Q 6 - Non-Tourism, prop who:	
Agree, or strongly agree	**35%**
Disagree, strongly disagree	**54%**

For Question 6, it can be seen that tourism people are more likely to view cruise ships as benefiting the local community (by a margin of about 65%) compared to the views of non-tourism people. Presumably, the two groups have different views on what constitutes a benefit, and perhaps also on the make-up of the local community. Taking all responses, a very small majority felt that ships visits were of general benefit.

Q 7. The benefits of cruise ship visits outweigh the problems

Q 7 - All Responses	
Strongly Agree	38
Agree	22
Neutral	12
Disagree	32
Strongly Disagree	58
Don't know etc	0
Number of responses	162
Q 7 - All responses, prop who:	
Agree, or strongly agree	**37%**
Disagree, strongly disagree	**56%**

Q 7 - Tourism Responses	
Strongly Agree	27
Agree	12
Neutral	7
Disagree	14
Strongly Disagree	23
Don't know etc	0
Number of responses	83
Q 7 - Tourism, prop who:	
Agree, or strongly agree	**47%**
Disagree, strongly disagree	**45%**

Q 7 - Non-Tourism Responses	
Strongly Agree	11
Agree	10
Neutral	5
Disagree	18
Strongly Disagree	35
Don't know etc	0
Number of responses	79
Q 7 - Non-Tourism, prop who:	
Agree, or strongly agree	**27%**
Disagree, strongly disagree	**67%**

Question 7 examines the same subject from the angle of whether the benefits outweigh the problems. It can be seen that within the tourism group, the opinion is split almost 50:50. Within the non-tourism group, respondents clearly felt that problems outweigh benefits, by a ratio of over 2:1. The total response shows that most people do not believe that the benefits outweigh the problems.

Q 8. Local infrastructure is adequate to handle cruise ship visits

Q 8 - All Responses	
Strongly Agree	13
Agree	15
Neutral	4
Disagree	37
Strongly Disagree	93
Don't know etc	0
Number of responses	162
Q 8 - All responses, prop who:	
Agree, or strongly agree	**17%**
Disagree, strongly disagree	**80%**

Q 8 - Tourism Responses	
Strongly Agree	10
Agree	10
Neutral	4
Disagree	20
Strongly Disagree	39
Don't know etc	0
Number of responses	83
Q 8 - Tourism, prop who:	
Agree, or strongly agree	**24%**
Disagree, strongly disagree	**71%**

Q 8 - Non-Tourism Responses	
Strongly Agree	3
Agree	5
Neutral	0
Disagree	17
Strongly Disagree	54
Don't know etc	0
Number of responses	79
Q 8 - Non-Tourism, prop who:	
Agree, or strongly agree	**10%**
Disagree, strongly disagree	**90%**

Q 9. Revenue from ship visits should be invested in local facilities

Q 9 - All Responses	
Strongly Agree	103
Agree	36
Neutral	15
Disagree	2
Strongly Disagree	3
Don't know etc	2
Number of responses	161
Q 9 - All responses, prop who:	
Agree, or strongly agree	**86%**
Disagree, strongly disagree	**3%**

Q 9 - Tourism Responses	
Strongly Agree	51
Agree	17
Neutral	11
Disagree	1
Strongly Disagree	2
Don't know etc	0
Number of responses	82
Q 9 - Tourism, prop who:	
Agree, or strongly agree	**83%**
Disagree, strongly disagree	**4%**

Q 9 - Non-Tourism Responses	
Strongly Agree	52
Agree	19
Neutral	4
Disagree	1
Strongly Disagree	1
Don't know etc	2
Number of responses	79
Q 9 - Non-Tourism, prop who:	
Agree, or strongly agree	**90%**
Disagree, strongly disagree	**3%**

It is common knowledge that local infrastructure struggles to handle the tourist load, and Question 8 highlights the magnitude of the problem. Among tourism people, 70% consider the infrastructure to be inadequate, and this proportion increases to 90% for non-tourism people.

In Question 9, there is an overwhelming view that cruise ship revenue should be investing in local facilities, with 86% of all respondents strongly agreeing, or agreeing, with this statement.

In summary, both Questions 6 & 7 show some divergence of opinion regarding the desirability of cruise ship visits, depending on whether people are involved with the tourism industry. However even within the tourism group, 50% of people belief that the problems outweigh the benefits. Opinions become more consistent in Questions 8 & 9, where all parties are clearly frustrated by the infrastructure problems and lack of return on the revenue from this activity.

Q 10. The total number of cruise ship days should be limited

Q 10 - All Responses	
Strongly Agree	79
Agree	32
Neutral	14
Disagree	21
Strongly Disagree	15
Don't know etc	0
Number of responses	161
Q 10 - All responses, prop who:	
Agree, or strongly agree	**69%**
Disagree, strongly disagree	**22%**

Q 10 - Tourism Responses	
Strongly Agree	30
Agree	20
Neutral	7
Disagree	14
Strongly Disagree	12
Don't know etc	0
Number of responses	83
Q 10 - Tourism, prop who:	
Agree, or strongly agree	**60%**
Disagree, strongly disagree	**31%**

Q 10 - Non-Tourism Responses	
Strongly Agree	49
Agree	12
Neutral	7
Disagree	7
Strongly Disagree	3
Don't know etc	0
Number of responses	78
Q 10 - Non-Tourism, prop who:	
Agree, or strongly agree	**78%**
Disagree, strongly disagree	**13%**

Of the 125 people who agreed, or strongly agreed, or were neutral, with the Question 10 proposal that cruise ship days should be limited, 92 people proposed what that limit should be. The proposals ranged from 0 to 100, with most values being concentrated in the range 30-60, and the average value being 40 cruise ship days per year. Among the tourism group the average number was 45, compared to 35 ship-days as proposed by the non-tourism group.

Of the 37 people who disagreed, or strongly disagreed with the Question 10 proposal that cruise ship days should be limited, 7 people proposed a limit anyway, ranging from 85 to 364 cruise ship days with an average number of 195 days. It is possible that the persons proposing a large number of ship-days are not familiar with Akaroa during winter months.

Q 11. The maximum number of passengers per day should be limited

Q 11 - All Responses	
Strongly Agree	66
Agree	39
Neutral	16
Disagree	22
Strongly Disagree	17
Don't know etc	1
Number of responses	161
Q 11 - All responses, prop who:	
Agree, or strongly agree	**65%**
Disagree, strongly disagree	**24%**

Q 11 - Tourism Responses	
Strongly Agree	25
Agree	18
Neutral	9
Disagree	15
Strongly Disagree	15
Don't know etc	1
Number of responses	83
Q 11 - Tourism, prop who:	
Agree, or strongly agree	**52%**
Disagree, strongly disagree	**36%**

Q 11 - Non-Tourism Responses	
Strongly Agree	41
Agree	21
Neutral	7
Disagree	7
Strongly Disagree	2
Don't know etc	0
Number of responses	78
Q 11 - Non-Tourism, prop who:	
Agree, or strongly agree	**79%**
Disagree, strongly disagree	**12%**

Of the 121 people who agreed, or strongly agreed, or were neutral, with the proposal that the number of passengers per day should be limited, 75 people proposed what that limit should be. The proposals ranged from 0 to 6000, with most values being concentrated in the range 600-2500. The average value proposed was a limit of 1502 cruise passengers on any one day.

So, in summary, the respondents proposed that:

Cruise ship visits should be limited to 40 days per year.

The number of visitors per day should be limited to 1500 passengers.

See Appendix A, for Comments that respondents made about the cruise ships

SECTION B - QUESTIONS ABOUT THE ENVIRONMENT

Respondents were asked 3 questions about their views on the environment.

Q 12. Cruise ships cause damage to the harbour environment	
Q 12 - All Responses	
Strongly Agree	59
Agree	47
Neutral	19
Disagree	20
Strongly Disagree	11
Don't know etc	5
Number of responses	161
Q 12 - Proportion Who:	
Agree, or strongly agree	**66%**
Disagree, strongly disagree	**19%**

Q 13. The level of smoke pollution from cruise ships is acceptable	
Q 13 - All Responses	
Strongly Agree	13
Agree	34
Neutral	26
Disagree	39
Strongly Disagree	37
Don't know etc	13
Number of responses	162
Q 13 - Proportion Who:	
Agree, or strongly agree	**29%**
Disagree, strongly disagree	**47%**

Q 14. Outside cruise ship season, the quality of water in the harbour is satisfactory	
Q 14 - All Responses	
Strongly Agree	7
Agree	56
Neutral	40
Disagree	30
Strongly Disagree	9
Don't know etc	20
Number of responses	162
Q 14 - Proportion Who:	
Agree, or strongly agree	**39%**
Disagree, strongly disagree	**24%**

The response to Question 12 shows that a large majority of people believe that the cruise ship visits are causing damage to the harbour environment. In Question 13, a smaller majority believe that the level of smoke pollution form the ships is unacceptable. People involved in tourism tended to have a more favourable view of the ships, with regard to these questions.

Question 14 asked a more general question about the harbour water quality, and most people agreed that it was satisfactory.

See Appendix B, for Comments that respondents made about the environment

Attachment A Item 4.4

SECTION C - QUESTIONS ABOUT TOWN MAINTENANCE

There were 4 questions about the standard of maintenance of Akaroa township.

Q 15. Maintenance of roads and footpaths is satisfactory

Q 15 - All Responses

Strongly Agree	11
Agree	13
Neutral	11
Disagree	47
Strongly Disagree	78
Don't know etc	1
Number of responses	161

Q 15 - Proportion Who:

Agree, or strongly agree	**15%**
Disagree, strongly disagree	**78%**

Q 16. Maintenance of the seawalls is satisfactory

Q 16 - All Responses

Strongly Agree	3
Agree	16
Neutral	16
Disagree	56
Strongly Disagree	56
Don't know etc	15
Number of responses	162

Q 16 - Proportion Who:

Agree, or strongly agree	**12%**
Disagree, strongly disagree	**69%**

Q 17. Toilets are kept clean and tidy

Q 17 - All Responses

Strongly Agree	9
Agree	21
Neutral	24
Disagree	41
Strongly Disagree	50
Don't know etc	13
Number of responses	158

Q 17 - Proportion Who:

Agree, or strongly agree	**19%**
Disagree, strongly disagree	**58%**

Q 18. City Care generally keeps the township looking tidy

Q 18 - All Responses

Strongly Agree	10
Agree	28
Neutral	26
Disagree	50
Strongly Disagree	44
Don't know etc	4
Number of responses	162

Q 18 - Proportion Who:

Agree, or strongly agree	**23%**
Disagree, strongly disagree	**58%**

It is clear from the response to these questions that there is very widespread dissatisfaction with the standard of maintenance in the Akaroa township, with the standard of roads and footpaths causing the most concern.

See Appendix C, for Comments that respondents made about the maintenance subject

SECTION D - QUESTIONS ABOUT PENINSULA ROADS

Respondents were asked 2 questions about their views on the standard of roading on Banks Peninsula.

Q 19. The standard of State Highway 75 over Hilltop is acceptable for the level of traffic using the route

Q 19 - All Responses

Strongly Agree	6
Agree	18
Neutral	19
Disagree	43
Strongly Disagree	74
Don't know etc	1
Number of responses	161

Q 19 - Proportion Who:

Agree, or strongly agree	**15%**
Disagree, strongly disagree	**73%**

Q 20. The general standard of maintenance of unsealed rural roads is satisfactory

Q 20 - All Responses

Strongly Agree	4
Agree	21
Neutral	38
Disagree	46
Strongly Disagree	37
Don't know etc	15
Number of responses	161

Q 20 - Proportion Who:

Agree, or strongly agree	**16%**
Disagree, strongly disagree	**52%**

A large proportion of respondents to Question 19 are clearly dissatisfied with the standard of the Hilltop section of State Highway 75.

For Question 20, regarding the unsealed roads, there were a large number of neutral or don't known responses, which probably reflects the fact that many township residents only use these roads infrequently. Of those expressing a definite opinion the majority, by a margin of over 3:1, were dissatisfied with the standard of maintenance on these roads.

See Appendix D, for Comments that respondents made about the subject of the roads

SECTION E - QUESTIONS ABOUT REGULATIONS AND COMPLIANCE

Respondents were asked 4 questions about their views regarding regulations and compliance.

Q 21. The requirements to obtain resource consents and building consents are reasonable

Q 21 - All Responses

Strongly Agree	0
Agree	15
Neutral	27
Disagree	48
Strongly Disagree	42
Don't know etc	29
Number of responses	161

Q 21 - Proportion Who:

Agree, or strongly agree	**9%**
Disagree, strongly disagree	**56%**

Q 22. The compliance costs charged by CCC are fair value compared to their input

Q 22 - All Responses

Strongly Agree	0
Agree	5
Neutral	28
Disagree	44
Strongly Disagree	54
Don't know etc	29
Number of responses	160

Q 22 - Proportion Who:

Agree, or strongly agree	**3%**
Disagree, strongly disagree	**61%**

Q 23. CCC staff act fairly when dealing with compliance matters

Q 23 - All Responses

Strongly Agree	2
Agree	10
Neutral	50
Disagree	38
Strongly Disagree	25
Don't know etc	36
Number of responses	161

Q 23 - Proportion Who:

Agree, or strongly agree	**7%**
Disagree, strongly disagree	**39%**

Q 24. CCC staff should be able to act with more discretion and initiative

Q 24 - All Responses

Strongly Agree	41
Agree	62
Neutral	26
Disagree	6
Strongly Disagree	3
Don't know etc	23
Number of responses	161

Q 24 - Proportion Who:

Agree, or strongly agree	**64%**
Disagree, strongly disagree	**6%**

The replies to these questions show that very large majorities of respondents believe that consent requirements are unreasonable, and costs are unfair.

Respondents also believe, by a considerable margin, that CCC staff do not act fairly in dealing with compliance matters, and by a much larger margin that staff should be able to act with more discretion.

See Appendix E, for Comments that respondents made on this subject

SECTION F - QUESTIONS ABOUT GENERAL SATISFACTION

Respondents were asked 5 questions about their general satisfaction with the performance of Christchurch City Council.

Q 25. CCC makes decisions that are in the best interests of the Akaroa area

Q 25 - All Responses

Strongly Agree	4
Agree	10
Neutral	22
Disagree	70
Strongly Disagree	52
Don't know etc	3
Number of responses	161

Q 25 - Proportion Who:

Agree, or strongly agree	**9%**
Disagree, strongly disagree	**76%**

Q 26. CCC adequately represents Akaroa's interests regarding cruise ships

Q 26 - All Responses

Strongly Agree	0
Agree	8
Neutral	10
Disagree	44
Strongly Disagree	90
Don't know etc	3
Number of responses	155

Q 26 - Proportion Who:

Agree, or strongly agree	**5%**
Disagree, strongly disagree	**86%**

Q 27. There are adequate opportunities and processes to be involved in CCC decision making that affects the Akaroa area

Q 27 - All Responses

Strongly Agree	5
Agree	22
Neutral	30
Disagree	51
Strongly Disagree	40
Don't know etc	12
Number of responses	160

Q 27 - Proportion Who:

Agree, or strongly agree	**17%**
Disagree, strongly disagree	**57%**

Q 28. The amount I pay in rates is fair value, in comparison to the services provided by CCC and the other work that they do

Q 28 - All Responses

Strongly Agree	4
Agree	21
Neutral	33
Disagree	44
Strongly Disagree	39
Don't know etc	14
Number of responses	155

Q 28 - Proportion Who:

Agree, or strongly agree	**16%**
Disagree, strongly disagree	**54%**

The responses to Questions 25 & 26 show a very widely held view (margin about 8:1) that CCC does not make decisions in the best interests of the Akaroa area, and CCC does not adequately represent Akaroa's interests with respect to the cruise ship visits.

In Question 27, respondents state that they do not have adequate opportunities in decision making (margin over 3:1). Question 28 shows that respondents believe, by a similar margin, that CCC does not provide a fair return on the rates collected.

Q 29. Overall, the performance of CCC over the last 12 months, as it affects the Akaroa area, has been acceptable

Q 29 - All Responses

Strongly Agree	5
Agree	14
Neutral	20
Disagree	60
Strongly Disagree	61
Don't know etc	1
Number of responses	161

Q 29 - Proportion Who:

Agree, or strongly agree	**12%**
Disagree, strongly disagree	**75%**

The final Question 29, asking about the level of general satisfaction, is essentially the same question that was asked in the General Satisfaction Survey published by CCC in April 2018. In the CCC survey it was found that the level of dissatisfaction was 19% for respondents averaged across the city, although in the Banks Peninsula ward there was 42% of dissatisfied respondents. It is now clear that the real dissatisfaction rate in the Akaroa area, is much larger than was indicated in the CCC survey.

In this current survey, the proportion of people who consider the CCC performance to be unacceptable, outnumbers those who consider it acceptable, by a ratio of over 6:1.

Fully 75% of respondents believe that Christchurch City Council is not achieving an acceptable performance.

See Appendix F, for comments that respondents made about CCC and other subjects

APPENDICES

The appendices contain all the comments that people made under the following headings

A Cruise Ships

B The Environment

C Township Maintenance

D Peninsula Roads

E Regulations and Compliance

F General Comments

APPENDIX A - Comments regarding Cruise Ships

Editor's Note – minor corrections have been made to made to text submitted, to correct typing errors and improve readability and similar. Paragraph numbers relate to a survey submission reference. Paragraph references from 1 to 87 are from people who also indicated involvement in a tourism related business, while references from 88 to 166 are from people who did not indicate that they were involved in tourism. Where individuals were named in comments those names have been removed, except where the people concerned are public figures such as elected politicians.

2. We decided to make Akaroa our home 10 years ago. For 18 years our home was only used during weekends and holidays. We love Akaroa for its natural beauty and small community. Akaroa is too small for the intrusion of large numbers of cruise ship passengers – if allowed to continue this historic town will lose its charm - the very thing that brings day trippers and independent travellers in increasing numbers. We need to rescue our town from the ravages of mass tourism.

3. Our town is just not capable of coping with the sheer numbers. The CCC is treating our town very badly in not investing in the tourist infrastructure , or putting back in the community. Cruise ships are deeply dividing the community which is very sad in a small community like ours. The CCC by their actions have no good-will in our community.

5. Ruin the ambience. Concerns re sea floor/environment. Tourists crowd the pavements, roads and shops. Wearing out the infrastructure and Council/Transit NZ not keeping up with necessary maintenance, building and roads.

8. Let's get the problem sorted out before there is serious community unrest!

9. Most of the visitors get on large buses and drive to ChCh. The buses are too invasive in the little Township of Akaroa. Cruise ships should return to Lyttelton Harbour. They are too tough on the infrastructure of a small community.

10. Akaroa will go backwards if we lose the bigger cruise ship and the younger generation of Akaroa will be forced to live elsewhere. This will impede on schooling, hospitals and quality of life for the working citizens. The people who are anti cruise ship seem to be the people who don't need to work much and have a lot of time on their hands to disrupt the quality of life for the younger generation.

11. Cruise ships are a vital part of revenue for small businesses operating in Akaroa, without the cruise ships a lot of small businesses would have to close down and Akaroa will turn into a retirement village because at the moment only the retired people with no businesses and no reliance on the cruise ships seem to have a voice. The young people who are working to build Akaroa as a great destination for tourists will eventually be pushed out and Akaroa will lose a lot of its attractions and will turn into a boring ghost town with nothing for tourists to do and no soul. Revenue from the cruise ships seems to be 100% missing out on being spent on Akaroa on roads and upgrading toilets for a start - where is all the money going?

It's not good enough and it wouldn't take a lot to upgrade facilities in Akaroa from being shabby to being nice and presentable for the Tourists.

15. Large cruise ships, along with the buses that transport passengers to and from their destinations, have been tremendously destructive to the quality of life in cities around the world. The NZ government MUST pass laws regulating what these ships can and cannot do. Cruise ship companies should NOT be allowed to set the agenda, thereby killing the goose that laid the golden egg!

16. There are a number of people in Akaroa who are retired and made their money whilst going through life. Now they are seeking to prevent today's generation from doing what they did. These people are selfish, inward looking and completely unable to see the bigger picture.

19. I really enjoy the cruise ships coming in, it's great to see the town humming. There are so many days of the year that the township is quiet so nice to have a handful where it is busy.

20. I have a job because of cruise ships

21. Cruise ships give me work

25. Akaroa Ratepayers Association, does not represent the opinions of the Akaroa ratepayers or the Akaroa community.

29. We are lucky to have the cruise ships come to Akaroa and have the opportunity to show them great hospitality...it is good for employing our young people in cafes, retail, and attractions, and helps them survive through Winter.

33. Cruise ships should be welcomed in Akaroa but limited to no more than 30 per season and never more than one ship on any day. Every passenger should be charged a levy of say, $12, which would then going into a fund to be spent on the town's facilities - and in particular the new Health Hub.

34. There should be a limit depending on the facilities that are in place. For example currently approx 90 ships this season and the facilities in place are not adequate for this number of people. Should the facilities improve then the number of passengers could subsequently improve. It would good to see the CCC spend something on improving infrastructure in Akaroa and not rely on government handouts to complete projects.

35. Hi. With all comments on cruise ships we didn't ask for them they turned up and they like Akaroa. As a business owner we have to feed them, or do we say if you are on the ship you aren't allowed in our shops? CCC needs to fix the problems properly and stop doing half-hearted jobs, they have had enough time. Less meetings wasting time, more hard work. That's my two bob, but a waste of time cause nothing will get done and ships we'll go back to Lyttelton and we still wont have anything done. Cheers,

36. They are overwhelming the roads and the town and need to be limited before our reputation and village and character is destroyed.

38. one ship per day only

41. small ships only

42. One cruise ship only

43. It is not the people walking the town that are the problem, it is the buses

44. It is the sheer mass tourism that is the problem, limiting boat numbers and passengers would help a lot. We realise that we shouldn't shut everybody out but the current rate of cruise ship visits is not sustainable and will ruin Akaroa if it continues. Christchurch City Council have not been supporting Akaroa enough, we don't necessarily need more toilets but our current facilities could be improved and updated, our grass verges kept tidier, our rubbish bins emptied more frequently. The council could make it easier for business instead of bogging them down with so many rules and regulations

45. Some off the revenue must go to the hospital rebuild. I think the inconvenience to the locals has been underestimated

46. I don't think there should be a limit on days but on the number of ships visiting: 50 ship per year for ships carrying more than 1000 people

47. The big ships are an absolute nuisance. We have our calendar marked to make sure we don't accidentally go from Okains to Akaroa on days when a ship is in. Akaroa stays plenty busy on non cruise ship days, especially in the Summer when the ships come anyway. We recently sailed around the Celebrity X ship and it had its bow thrusters on for hours completely stirring up the seabed of the harbour, which I am sure is just great for the habitat of the world's smallest and rarest dolphin.

At least in the meantime charge a landing fee of $10 per person, which would stay on the peninsula (Similar to Stewart Island). We truly believe that the big ships are destroying the culture and spirit of Akaroa, and reducing it to a cheap kiwi Disneyland. Thanks for asking for the community's opinion.

48. The question "The benefits of cruise ship visits outweigh the problems" - what problem? Up to now nothing has been scientifically proven. Although even some business do not directly benefit from the ship visit, we know for a fact that clients come back spending more times in the area.

49. Council has to put more money into infrastructure, toilet facilities.

51. The cruise ships are wonderful for the businesses of Akaroa

52. Total including staff 2500

59. It's so quiet in winter, so it's great to be busy in summer.

60. Small high end cruise ships are acceptable and a benefit

62. We operate two Bed and Breakfast establishments in Akaroa and cruise ship visits have no direct benefit to our business. However we do receive perhaps 10 room nights per season from former cruise ship passengers that enjoyed the Akaroa experience and have returned as F.I.T's

The CCC have failed to provide the town with even the most basic additional amenities to deal with the cruise ship passengers. It is now almost 8 years since the Christchurch earthquakes and CCC opted to use 'Portaloos' this summer to solve the toilet problem!!! Perfect for a one day event but what an insult to international visitors. Then there is the question of raising funds for the hospital. Surely after 8 years of collecting mooring fees the CCC could place something in the Akaroa Hospital fund raising bucket for the community rather than, "thanks for coming and now we are taking the cruise ships back to Lyttelton!"

In my humble opinion - if a town is not green and growing then it is dead and dying and there is not much in between. Cruise ships add vibrancy to the town. There are currently around twenty establishments offering food and beverage in Akaroa with permanent resident numbers being less than 650. If the cruise ships leave then how many will survive? Best guess less than half. The net result will be empty premises in the Main Street which is not a good look in the town of Akaroa, that was voted 'best port of call' in Australasia by the passengers in 2016

64. The ships will benefit the community if they are properly managed. At the moment it appears that it is out of control and will eventually bring about its demise. Destinations in Europe are starting to test pricing mechanisms to see if they can be used to manage visitor numbers and improve community outcomes. Maybe CCC should do the same.

65. Max 1 ship per day

66. Akaroa survives on tourism, without it a lot of local businesses would not exist. Akaroa is a tourist town like many others in NZ. AKAROA NEEDS TO STOP SAYING NO TO TOURISTS ie: Cruise Ships and Camper Vans. WE DO NOT WANT YOU HERE is a very bad image for all travellers coming to NZ. Camper vans are a huge growing market in NZ and Akaroa allows only 18 parking spaces and poor facilities. We have empty space in the village sitting there doing nothing, use it. More money coming into the local economy benefits the whole area.

Stop tourism and you have a declining population, with that the community would lose things like the butchery, pharmacy, supermarket, schools, hospital, information centre and postal service, garden centre etc etc. Business cannot survive on the local community they

all need the huge cash injection that comes over the summer period from tourism.

67. No ships at public holidays and no ships between 20 December and 5 January. Too busy with regular tourists. And try to avoid a few days in a row this is not fair for tourist who stay a few days in this beautiful area.

68. With the right toilets and free buses we can all benefit

69. Toilets need Upgrading but without the cruise ships Akaroa would go backwards the business owners were all shut down their businesses and it would turn into a boring retirement village as the young people who rely on the cruise ships to bring in jobs would all leave.

70. Only smaller boutique type cruise ships should be allowed into Akaroa Harbour, they are of lower impact on environment, local infrastructure and community, therefore more viable as a sustainable tourist industry.

71. A very small town for too many people and visitors

72. Many cruise ship passengers have commented on the beauty of Akaroa and over the years we have seen many passengers return as independent travellers staying in Akaroa for 2 or 3 days and some even longer. This is a benefit to the whole town even the residents because the facilities that we as residents rely on would not be viable if it was just the residents living here.

74. The buses are a bigger problem than the small ships. Step one, get rid of red buses, step 2 get rid of all big buses, parking and trundling through the village and over the hill

75. It's the greed of local businesses and non-locals coming in to make a buck, block the roads and RIP the visitors off, that has them thinking it's all good.

76. There is a minority of grumpy people with too much time on their hands that need to think about real issues and actually do something instead of complaining. Like pick up rubbish

77. Akaroa is a charming village and unchecked mass tourism is bringing down the general atmosphere. We now have tacky tourist shops, overflowing rubbish bins, buses everywhere, makeshift road cone signs and adhoc traffic management and unattractive porta loos in our parks. The long term sustainability of this kind of tourism is not suitable and will not end well.

78. I love cruise ship days. The town comes alive xxx

82. What it is doing to our enviroment; our water and sea life. People pollution walking our streets without regard to others around them

83. Its the buses that are the problem! Keep the people in Akaroa!

84. The visiting ships are wonderful for Akaroa and the surrounding areas. More often than not, the passengers return again and again by other means of transport and stay sometimes for days on end. All they leave is an economic footprint and sing our praises off shore. We are lucky to have them.

87. We should avoid days with 2 cruise ships in. The number of passengers is also depending on how many are staying in Akaroa vs going to Chch. To me only companies from the Peninsula should be allowed to run tours from wharf, not the odd ones from Canterbury or further. Passengers who want to visit Chch should be on ships that dock in Lyttelton to avoid crowding our road.

92. Once Lyttelton is operational, Akaroa could be earmarked as a destination for smaller ships only.
Say 1000 passengers or less. In the meantime only one large ship per day.

95. I think they should just stay away. The harbour is home to many endangered species. The silt they stir up, the huge potential for a catastrophic accident/oil spill and tender traffic do nothing for the health and well-being of the harbour, the wild life and the local people.

100. I think we could take a limited number of high quality cruise passengers up to 20 times a year.

103. The pollution on every level -air, sea, visual, aural, olfactory, is no less than criminal. They must cease and desist forthwith! Our marine life is choking. The residents are choking.

104. I am an infrastructure engineer and I have witnessed the detrimental effect on the towns sewage infrastructure and treatment processes. I have also witnessed the significant effect on the shallow harbour of the ships especially when using their stabilising thrusters. My partner and I also sell produce at the Akaroa Farmers Market and find our revenue significantly less on cruise ship days as other tourists and local stay away. In our opinion they are ruining our town, our infrastructure including the road to Chch, and the fragile environment of our beautiful harbour - all while feeding the coffers of Christchurch.

105. If we are going to make bylaws to stop tourists, why not have bylaws restricting outsiders pushing up the price of houses, putting them out of reach of young couples.

106. Only the smaller ships - no bigger than 30,000 GT. We also only want the high end market, passengers that actually spend money locally. Ships such as the Caledonian Sky seem to stop at Akaroa as well as Lyttleton which means that when they come ashore here they spend their time and money around our area, and visit Chch from Lyttleton.

107. There should only be one ship per day, and the infrastructure definitely needs upgrading. Has Dalys Wharf been considered for an upgrade to offload passengers?

110. My position is already fairly well known. Ratepayers were told ships would return to Lyttelton but they now have a foothold to Akaroa which is a cheaper venue in terms of berth fees so they will continue to come like it or not. The town is too small to cope with mass tourism and huge buses on a daily basis. Other visitors who would spend a day or more avoid Akaroa because it has become too crowded when cruise ships are in the harbour. The town needs visitors who spend several nights in the area, their money circulates around the Peninsula unlike cruise ship passengers who may spend 8 hours and often purchase little if anything in the town. Ships need to return to Lyttelton, period.

Small ships of under 500 passengers have little negative impact and they present few problems. The balance is for large ships to go to Lyttelton and small ships may continue to access the wharf in Akaroa provided members of the public, recreational users and local fisherman are ensured equal rights in terms of fair access to floating pontoons and the wharf itself. Christchurch City Council is in breach of its own Marine and Public Places bylaws in my view.

111. I don't think the above questions adequately cover the benefit or problems concerned. I would need a large page to cover all considerations. Akaroa is attractive because of its quiet tranquil eco-friendly environment and considerate people. This is why we live here, nurturing ideals which benefit everyone - in a sustainable and environmentally considerate manner.

The Cruise Ships blow a hole in all this. There are a few people/companies making large profits, but it is at the expense of the vast majority of rate-paying locals. The majority includes not only the permanent locals, but also those who have invested in holiday houses in the area. "We" all pay rates .... and the quiet tranquil eco-friendly environment, and considerate people, is why we live here.

There are a handful of Akaroa people/businesses who are benefiting from cruise ships, but here again - the majority of those benefiting from the cruise ships come from Christchurch (& beyond).
This includes the Christchurch City Council/ECAN, who are reluctant to spend any of their easy money on the Akaroa community - unless they receive additional financial gain. This is not helping Akaroa !!!

Why would you want to come to Akaroa when there are cruise ships visiting ? I personally, can't think of One good reason ..... Most locals (apart from a minority) avoid the place. A Survey asking Akaroa ratepayers who actually (truthfully) benefits from Cruise Ships - compared with those who suffer from their consequences - would bring a surprising and more useful result.

For the vast majority of us who would like to see the cruise ships dramatically reduced (hopefully to one a month), this would mean -

Not having to drive on bus controlled roads
Not having restricted parking in Akaroa

Not having to put up with arrogant non-Akaroa operators.
Not having to put up with rubbish (incl human) in public areas
Not having to dodge jay-walking pedestrians
Not having to put up with rude people
Not having to go to the empty shelves of some shops
Not having to queue to do basic things
Not having friends have to plan visits, on non cruise ship days
Not having our environment polluted by ships in the harbour
Not having to dodge tenders running you down - not knowing basic maritime rules. Say nothing of consideration or common sense. Etc..... Etc.....

Local Businesses who don't benefit – Accommodation, Tradesmen, Butcher & Non Take-away food outlets, Service Station, Police, Real Estate, Most Restaurants, Hotels

Daytime Tourism, CCC/ECAN , some fast food outlets and Trinket shops, - may benefit from some tight fisted tourists. But the Majority just suffer .....

Time for a re-think !!! Yours hopefully...

112. Put the price of the berth fees up to match the berth fees in Lyttelton and invest the money in Akaroa and tell our deputy mayor Turner to start working for the interest of the rate payers of Akaroa instead of his own self-interest and self-importance

113. Should take a small amount off passengers for the Hospital hub $$

114. Generally allow for a vibrant growing village rather than what i have seen elsewhere with rural towns. Stagnation and decline.

118. Q9 -the critical one *(Ed note – the question was about investing revenue in local facilities)*

126. Although cruise ships are an inconvenience for we locals, it is good for the tourism industry and ensures the survival of many shops etc that may otherwise be uneconomic, which means better employment opportunity for working age residents, and also results better shopping services and choice for local residents. Your survey questions are difficult for me to answer correctly as the questions themselves are too black and white - most issues are really of a more "Depends" nature. Council supplied facilities are totally inadequate. The merging of BP Council with Christchurch City council was a very bad idea. A merger with Selwyn that has more experience with Rural management would have been better.

129. Those businesses that are doing well from the cruise visits need to recognise that the prosperity goes no further than their personal bank balance. There is no benefit to the general population who have to cope with all negative aspects which affect them. The one beneficiary from all of this who can pass on some recognition to the community is the

Christchurch City Council. By default, after the earthquakes, this locality was the only option for the cruise ships to come. We need to be compensated by way of an upgrade to our amenities which would go some way towards appeasing those in this town who have been disaffected by this invasion. We have had some success by way of the 'freedom campers' issue, now the council need to stump up again with the cruise ship issues.

132. We pay rates and they have increased. Why!! Roads are not maintained, foliage is not removed from the sides of the roads/banks and it is encroaching onto roads especially in residential roads where we as rate payers live. Pot Holes In footpaths. Roads ... even the main road into Akaroa from ChCh is a disgrace. The amount of Buses are tearing up the roads and these are only patched up here and there making the surface unlevel and dangerous .

Walkways Not maintained. The standard of Akaroa as it used to be has just been horribly neglected. The public facilitates are a disgrace and embarrassment. We have stinky Port a loos ON OUR MAIN PICNIC AREA BY THE WHARF for Visitors from Overseas!!! Is this is the Council saying Stuff the locals !!!

We are the ones who reside and pay rates here. We should have more of a say in what happens in Our Town - making sure our Town is properly equipped for any visitor coming either via Boat OR Road.

133. If the ships did not come to Akaroa then the Canterbury region would not have any cruise ship visits at all. In the 6 years that the ships have come to Akaroa little has been done to improve the infrastructure or enhance the township.

135. Too much false information and influence from spin doctors that have painted Akaroa in a very poor light, from one end of NZ to the other

137. Love to see so many happy people

139. Suggest electing a better suited councilor in place of existing Lyttelton biased member.

140. In future we would like the small ships

141. The cruise ships and the resultant crowds have driven me out. I retired to Akaroa and am now thoroughly over it! I have shifted back over the hill.

143. Perhaps a levy on arrival could be used for immediate local infrastructure and/ or hospital fund.

144. To sustain Akaroa's good name as a tourist destination it is very important that ship visit schedules are set to avoid clashes with peak NZ holiday times, and limited in total to manageable numbers of people onshore on any given day. Also the bussing of people out the town on huge buses through the Beach Rd cafe/restaurant district runs totally contrary

to what that district was designed to be. Rue Lavaud is also too narrow for these moving monoliths.

145. Two ships on one day is not acceptable. We have to accept cruise ships in Akaroa as part of our effort towards earthquake recovery ie until Lyttelton is capable of handling them again.

148. Akaroa is more suited to visits by small cruise ships

149. I feel we should be protecting the harbour environment and looking at the risks these ships cause to the marine life as well as creating not only a great place for these visitors but all visitors to the region with improved roads, upgraded facilities and beautification of the Town.

153. Too many buses that congest everything & are a danger driving through the village, the roads are too narrow & they constantly hold up traffic in the village & state highway 75. London Double Decker Buses should be banned as they are not made for steep hills. Footpaths are not wide enough for pedestrians , especially when all the sandwich boards are taking up half of the footpath. The temporary toilets should not be on the Britomart reserve where families have had picnics for generations, one of the only green areas right beside the water. Many cruise passengers walk all over the road with no respect that it's a road for the use of vehicles, amazing that there hasn't been a serious accident.
154. Definitely fewer ships and fewer people than we have now, at least half less.
155. This number would allow most ships to visit Akaroa but would stop two large ship visits on one day. *(Ed note – the number was 5000)*
156. I have lived in Akaroa pre cruise ship visit and the town really struggles to attract visitors at certain times of the year. The arrival of cruise ships bring a certain amount of certainty to business owners over summer. Akaroa has issues in infrastructure that needs to be quickly resolved so that our community is not affected significantly by these visitors. The "horse may have bolted!"
157. It is not so much the ships, although the fumes are a problem, but it is more the effect of the huge buses navigating our roads, both in the township and on the highway out of town.
158. Bring more ships in
159. Lighter tonnage ships with total passenger and crew of 1000-1200 could be managed. Shipping lines need to cooperate to avoid the incidence of double ship visits (couldn't happen in Lyttelton). If limited to 30 visits per season (summer), equates to roughly two ships per week. That would still give Akaroa businesses plenty of custom.
161. Our privacy has been greatly compromised as ship passengers have entered our property on a number of occasions. They have walked into our house. Also they have come on to our property to take photos, despite having a Private notice on our gate. We cannot sit on our front verandah without being asked how far it is to The Giants House. The big buses travelling up Rue Balguerie should be banned in favour of the smaller Hop On.
163. Cruise ships should not be allowed in the peak holiday periods or at weekends. The total number of passengers that want to stay in the town should be restricted and a restriction should be placed on the number of buses that travel over the hill each day. The

red double decker buses should be banned.

164. I don't have a problem with the small cruise ships as long as there is only one at a time, the bigger ships I feel the township isn't equipped to take them, toilets, rubbish, streets, the roading is atrocious with all the buses, and the red bus is ridiculous on the hills.
166. What is the situation regarding waste disposal from ships? What is being done to limit the damage being done to the Akaroa/Christchurch Highway by the heavy bus traffic? I note that the large Tourist Buses are being routed along the main street - is this appropriate?

APPENDIX B - Comments regarding the Environment

Editor's Note – minor corrections have been made to made to text submitted, to correct typing errors and improve readability and similar. Paragraph numbers relate to a survey submission reference.

2. Random checks of cruise ships should be implemented - checking the fuel they are burning and harbour water near the moored ship.

3. Ships are clearly severely damaging the marine environment and should be stopped immediately as clearly they are operating illegally outside ECAN conditions

5. The quality of the water is degraded by having sewage pumped into it and overflows of waste water. It can only be worse with the cruise ships in.

8. This aspect needs scientific study & evaluation.

10. There is an environmental impact from all tourism, that's the price. Recreational boaties do more damage to the wildlife than the cruise ships as most do not adhere to maritime laws and speed limits.

11. New Zealand is the only country in the world apart from Mexico who does not have rules about cruise ship emissions - this should change

15. How can there be a marine sanctuary in Akaroa Harbour, at the same time as we are allowing huge cruise ships to come into and out of the harbour, and sit there all days with their engines on?

16. Cruise ships do have scrubbers and it should be a requirement that they are used in Akaroa Harbour.

17. This is a leading question. We need scientific proof for this question. It's all a bit emotional.

21. Bad weather is worse on the environment

34. The impact from cruise ships cannot be any worse than a couple of thousand cars coming over a hill from Christchurch & beyond everyday.

35. We've been putting shit in there for many years

44. The ships are getting bigger and when there are 2 cruise ships in and they are moving there is just a murky wash surrounding them. As we have endangered Hectors dolphins in the harbour it is concerning that the seabed is getting disturbed and endangering fish habitat and therefore taking away feeding areas for the dolphins. Have any studies been done on the environmental impact to the sea floor?

45. The new sewerage plant must be built before next summer. The procrastination on this project is unacceptable

46. The water quality is being affected by rain carrying farms' runs off and overflowing sewage into the harbour. This is by far more damaging than a few ships
47. By the end of cruise ship season last year the dolphins had all but left the harbour. The bow thrusters destroy the sea floor. Dumping of waste 10km out affects water quality and sea life.

48. The water is polluted in Akaroa mainly because of the treatment system that the council hasn't been able to deal with, and the issues and overload of tourism (in general) for the last 10 years.

49. Pollution is always there, either by cruise ship or cars

52. Canada Geese are a problem especially on main beach Akaroa and elsewhere

63. There are more occurrences of the beach being closed due to infrastructure issues than the cruise ships. You have asked what the water is like outside of the cruise ship season, but you have not asked if it is satisfactory during the cruise season.

64. The regular churning of the sea bottom while ships are at anchor or entering/leaving the harbour cannot be good for the overall health of the harbour waters.

66. Not when waste pump stations overflow into the harbour

67. All the pollution of the buses, cars and vans that come into Akaroa to do business. And the pollution of the red bus is unacceptable. It stinks ++++ when this bus passes my house and/or when you are driving behind it.

68. The harbour and its inhabitants are the Crown Jewels. We are its guardians and cannot allow commercial vandals to attack and abuse it for their profit. The fish have already gone.

69. New Zealand is the only country apart from Mexico who does not have laws against cruise ship emissions

71. It isn't just the cruise ships that cause damage to the harbour, but they are certainly contributing hugely to it, and really aren't helping.

74. Minimise the size /tonnage of the ships. The small cruise ships do little harm. Visiting frigates do not tear up the harbour

78. Winter storms cause more pollution than cruise ships

81. Akaroa cannot handle the amount of rubbish that comes with cruise ships, portaloos are having to be put in, and it's not a pretty sight

82. Our harbour doesn't have enough time to recover before the season starts again. The seafood is not like it used to be

86. After 10 years of consultation over the treatment plant nothing has happened. The council has spent 100s of thousands of dollars and it is still breaking its consent every single summer. And this is not related to the cruise ships.

87. Very concerned about the stirring of sea bed in shallow harbour, air pollution and impact of wildlife. Would like some proper studies to be done, by Lincoln University maybe

91. It is very upsetting to see the effect to the water (and the kai moana within it) especially. The noise and air pollution occurring in places such as Wainui is very concerning.

92. Pollution from diesel buses especially outside school.

95. On a calm day from our vantage point 300 metres up we see the silt plume spread almost over the whole harbour and a layer of smoke from some ships sits about 100 metres high from Wainui to Akaroa. Some ships do have cleaner running engines than others though.

100. After heavy rain there is a lot of sediment in the run off. There is also the overflow from sewage after heavy rain.

102. Scientific evidence is needed, not guess work.

103. I have observed over the past 5-6 years a marked decline in mussel, paua beds And the Karengo seaweed, which has been gathered for generations in this area, has totally gone - the rocks are barren. I have seen dead creatures floating in the shallows. This area is closest to the mud disturbance. The air pollution is intolerable. I wear a mask and offer same to my visitors. The whole harbour is under a low lying pall of noxious, sulphurous fumes.

104. The water quality of our harbour needs improving cruise ships or not, due to sewer discharge and land run-off however the shallow nature of the harbour makes it very prone to silting from large propellers and thrusters which will erode the bottom and affect filter feeders such as shellfish.

105. The anti-ship people would be better employed getting rid of another foreign invader Old Mans Beard that is destroying our native Bush

106. Their wakes also cause erosive damage to the shorelines. Their constant engine noise is NOT conducive to marine life - whales, dolphins etc - entering the harbour. The silt

churned up adds to the problem of water quality. Their large presence is a visual eyesore (out of proportion) to the panorama of the harbour.

107. Sea pollution was worse in the winter here in Wainui possibly due to septic tank run off.

110. I don't know about the level of water quality in the harbour but ECan needs to front up and provide appropriate monitoring of air quality when cruise ships are in the harbour. Most burn toxic bunker oil which should not be permitted nor should they be allowed to disturb the seabed. Double cruise ship days are a disaster due to too many tenders criss-crossing the harbour, to date ECan has not had an official on duty to monitor tender activity to my knowledge even though they are paid to do so by CCC (according to the LTP).

111. If a local produced as much damage to the environment, he would be prosecuted (as has been done in the past. The cruise ships for some reason - are exempt ??? CCC ? ECAN ???

122. CCC continue to break their consent on a regular basis with regards to the amount of wastewater being released into the harbour. Raw sewerage is often released during storm events when the system overflows.

124. Akaroa's Sewage Treatment plant is not coping, especially over the busy summer season. Cruise ships visitors add to this problem.

133. Where are the facts to support any damage to the harbour environment?

135. A big storm has far more effect on the harbour than multiple ship visits

143. What happens to waste products when ships are in harbour? Visual environment is ruined by parking of buses etc by day or overnight, also having to put up with e.g. 12 or more large buses in convoy along waterfront when picking up or after dropping off people from tours. The whole environmental ambience is ruined. Who profits financially? Definitely not local ratepayers.

144. The NZ gov't should set higher standards on the use of fuel types that these ships can use.

150. Need to look at long term damage which can be significant particularly with turbidity and its effect on the marine environment

153. Would not like to be living over the Wainui side or the south end of Akaroa due to smoke & noise pollution

155. There needs to be scientific investigation of the effects of cruise ship visits on the sea bed rather than supposition and unsubstantiated opinion.

156. The cruise ships arrive at the busiest time of the year for Akaroa. Their arrival compounds the environmental impact but in my view are not the only factor.

158. Ecan are qualified to advise on that, not uninformed residents

159. Overloading of sewer infrastructure with the present numbers coupled with ship pollution is clearly detrimental to the harbour and township. Why not an 'environment tax' levied on all passengers, collected on board when disembarking and passed to local authority before ship leaves port.

161. Ecan seems to be turning a blind eye to the environmental effects on the seabed and air. An objective and independent environmental consultation should be sought

163. We need studies of the environmental impact. Other harbours around the world have banned cruise ships. Damage done to our harbour can take many years to recover. Will the people who are making money from the cruise ship visits assist with this recovery? NO.

166. The present level of ship/tourist activity is excessive and completely ruins the ambience of the town.

APPENDIX C - Comments regarding Town Maintenance

Editor's Note – minor corrections have been made to made to text submitted, to correct typing errors and improve readability and similar. Paragraph numbers relate to a survey submission reference.

3. As we are in a Tourist town the maintenance is at a very poor standard

5. Much is said regarding more toilets needed. A few coats of paint and removal of broken plastic items on walls would help. They usually seem clean but dowdy to me.

6. I think the township looks incredibly unkempt. There are numerous weeds, potholes, cracks in footpaths/roads, overflowing bins and general untidyness. This is also a comment we receive from a number of our guests in our business - many who have been coming to Akaroa for years and all comment on how untidy and uncared for Akaroa is looking.

8. I think City Care staff, on the whole, do try to do a good job.

9. More money should be spent on the infrastructure in all areas.

10. The town desperately needs a dump station for self- contained campers. Improve facilities like everywhere else instead of driving them out. Non self- contained campers should stay in the camp sites.

11. The public toilets in Akaroa are embarrassing particularly the ones by the main boat ramp. There is still a chain for flushing the toilet and the building needs to be majorly upgraded. A good example would be the electronic toilets in Tekapo which are used all the time by tourists - why can't Akaroa have something like this. There desperately needs to be a dump station put in Akaroa for the freedom campers so that they do not use the public toilets for this, and it also gives them incentive to stay longer. What on earth was the grant spent on that was given to Akaroa specifically for freedom camping? There has been no improvements. It appears the council is just pocketing this money

16. The council is at long last responding to the issues that have been raised. The Community Board has been useless

17. There needs to be new toilet blocks like other tourist places in NZ. What we offer is an embarrassment.

21. ..... and ..... do a fantastic job *(Ed – names of private individuals removed)*

30. Rubbish often overflowing, toilets particularly in the recreation ground are a disgrace

34. During shoulder season and off peak the town is kept tidy. They just don't plan for summer.

35. As a boss I check all my workers' work. Who checks? There's someone getting paid too much

42. Toilets need up dating. Especially the ones down by the children's playground. Not enough on the recreation ground to cater for campers, boating etc.

43. Citycare does not have the contract to mow the lawns, some areas are just not being done.
The toilets have been cleaned by a man from Citycare for years. You can leave a bit of rubbish on the window edge and it will still be there six months later. Put the contract out to local who will "care"

44. Christchurch city council is doing a very poor job of maintain the township, the township looks shabby. The last time the posts in the sea front were painted a group of residence got together and painted them. There is a community group that works to maintain the Garden of Tane with a small amount of help from the council. Jennie's cottage has been left to rot by the council and is a disgrace as is the area surrounding the butcher shop.

The community would help but the council needs to show more initiative, Akaroa is a beautiful wee village but it could be outstanding. The council needs to take a long hard look and address things like improving the toilets, putting in better rubbish bins with recycling options like what is available in places like Queenstown. We need better footpath and road maintenance, addressing the parking issue, and look at creating an area where camper vans can park, maybe consider setting up a carpark area with a park & ride

47. The town is noticeably and significantly diminished due to the ships.

49. Need more rubbish bins in town, or larger ones, more recycling options, new toilets

52. The town is grubby and needs a steam clean of footpaths. Paths and roading needs attention. Gutters and bridges choked. CCC inefficient in following up reported issues. Poor supervision of some contractors (personal experience) and lack of accountability

59. I think the toilets could be cleaned a bit more during the day in the busy season.

61. Needs a specific management office in Akaroa

62. The contractor Delta who mows Jubilee Park should remove the cuttings during heavy growth periods. Just prior to Christmas the grounds were left looking like a paddock that had been cut for hay and people are expected to play cricket on it! It was disgraceful. All roads and foot paths are looking the worse for wear with patches everywhere. Why not do it once and do it right.

66. Council is to blame for not upgrading infrastructure and maintaining the town as a whole.
If the council had managed things properly the cruise ship issue would not be an issue.

69. The toilets are so old and outdated and last time the cruise ship was in there was a queue of 19 people at the Rec ground to use the toilets. They need to be upgraded to electronic like toilets like Tekapo

71. Township struggles to cope with so many people in such a small area, locals shouldn't have to find it so difficult to get around in their own town. Even doctors appointments, locals have had to wait for hours to see their own doctor if cruise ship people can't see the doctor on board, which many don't

73. Seawalls in Duvauchelle need upgrading. S eaview Rd side as well as Onawe Flat Rd seawall.

74. The sea walls and the broken asphalt around the Akaroa streets is very inadequate. Maintenance is inefficient and defies any logical program. Example, the broken asphalt outside the Boat Shed, and also all over the slipway near the park with the cannon.

76. It's not just Citycare. What about Delta who empty the rubbish and Fulton Hogan who sweep the streets and gutters

80. TOILETS ON THE BRITMART RESERVE ARE BEING PUMPED OUT EVERYDAY BEFORE A CRUISE SHIP AT 5.30 AM TO 6.00 AM THIS IS IN BREACH OF THE NOISE CURFEW AND HAS BEEN REPORTED TO THE COUNCIL. OUR GUESTS WHO ARE PAYING $300 TO $350.00 PER NIGHT FOR AN APARTMENT, DINING IN THE TOWN AND SPENDING PROPER MONEY IN OUR RETAIL SHOPS ARE SAYING THEY WILL NEVER RETURN TO AKAROA AGAIN WHILST CRUISE SHIPS ARE HERE

81. The roads are being ripped up by camper vans, nothing to do with the cruise ships. Just saying, the cruise ships are an attraction, therefore in come the holiday makers, especially the hot days when the tar seal melts, and sticks to those big tyres, leaving gaping holes

82. Too much work, not enough workers

84. It would be nice if Citycare cleared the rubbish bins more often please. Not just on ship days - but during this high tourism summer season. And of course, the locals from over the hill add to the rubbish also. This high number of locals over Christmas and New Year combined with Cruise Ships often leads to overflowing bins. The loos are very well maintained.

87. It seems like there is always work going around but general improvements are not so obvious. Some areas still look unsafe to walk on especially for older people, wheelchairs, etc.

91. I find it very distressing that, once reported, damage to roads and footpaths in particular takes an extremely long time to respond to and repair! These are hazards which can cause injury, especially to pedestrians.

93. Do not like the lines of Portaloos - certainly detract enormously from the charm of Akaroa
Need Proper boardwalk to the lighthouse. Need more drinking fountains and properly concreted bases so the surrounds don't become muddy mires

95. The day to day care of the township is below standard. The up-grades to some infrastructure around town is excellent.

97. More time mowing grass around the town.

104. The maintenance contractors do a good job, however the poor infrastructure condition and inadequate facilities is the problem.

106. The toilets may be tidy but are old, tired and do not function efficiently. They are an incredible waste of water. The heavy traffic of buses takes a severe toll on the roads and the ambience of Akaroa is lost, so much so that locals and fellow NZers do not come over when the ship/s are in port.

110. City Care is doing their best and the situation has improved to a limited degree but the volume of visitors, mass tourism, is too much for a small historic town hemmed in between steep hills and the harbour. Akaroa cannot expand or grow nor can it cope with the continued increase in visitor numbers. The streets and footpaths are too narrow for large buses and other vehicles which drive in the middle of the road. Cars are forced onto the footpath by the petrol station because buses occupy the entire width of the street. We are told there is no money yet CCC paid $1.5 million to install coloured lights at the Botanic Gardens, the money is there it is simply not being spent where it is really needed.

111. Human excrement and rubbish is now common place. Even dog owners are FAR MORE RESPONSIBLE.

112. THIS SURVEY IS A WASTE OF TIME BECAUSE OUR STUPID COUNCIL WILL NOT LISTEN AND NOTHING WILL CHANGE

113. Need more rubbish bins

124. Rural roads are in very poor conditions. I am sick of seeing road cones everywhere- these should only be used as a temporary measure for road works and genuine hazards.

131. With the aid of Delta

132. Cruise Ship days Rubbish Bins should be emptied every 3/4 hrs. More Rubbish bins should be scattered around near the boat ramp and emptied more frequently. These are always overflowing

133. Since the visits commenced Council has only this year provided portaloos - a pretty stop-gap measure when better toilets should have been built. Neither Council nor the local community were able to cope in the beginning, but by now more amenities should have been maintained.

136. Toilets are awful to look at, badly need upgrade. Compared to Paihia they look disgraceful. Took pictures recently as hate the look of them

137. ..... is good at sweeping the streets *(Ed – name of private individual removed)*

139. Toilet facilities are inadequate, irrespective of cruise ship passenger loadings

141. The CCC have been absolutely negligent and are highly dysfunctional. You need to get militant, its the only thing they will understand!!

143. After heavy rain the gutters e.g. up Rue Balguerie and down Watson St are too often clogged and drains left uncleared for several days.

144. Many areas, verges, roadsides reserves etc around town are not mown regularly enough. Walking space should be better between the Wharf and the Lighthouse

145. I walk around the town most mornings around 6-7pm and every morning I see people sweeping the streets and cleaning toilets. Well done!

150. The rural roads for example summit road have had increase in traffic especially over summer but the road is not fit for purpose for a 'tourist drive', and needs significant upgrade

152. Bollards need painted along sea wall / beach area. Delta need a rocket to ensure all areas are mowed/trimmed on a regular weekly basis. State highway needs repaired especially on hill between little River and Barry's Bay - heavy traffic is causing ruts on corners.

153. Akaroa looks very scruffy at times & the main beach would look better if groomed

155. CCC is reactive regarding maintenance and general upkeep. Maintenance is left until a relatively minor job becomes major and therefore far more expensive to complete.

156. Akaroa needs more toilets to cater for the influx. This is a given. Portaloos are not the solution. There are 3 local public toilet blocks in Akaroa. The quantity is a little low and the quality is definitely in need of attention. Why dont we do what Paris does?

157. The council workers do a good job of keeping the grotty old toilets in good order. There are too few of them. Also the state of the footpaths and roads is not acceptable. Many footpaths have broken seal and are a real health hazard. I have tripped and know others who have also tripped on broken seal.

159. The need for a designated (cantilevered?) walkway on Beach Road from the Bruce Tce bridge to the Lighthouse.

161. The toilets near Dalys wharf are usually a disgrace. The CityCare person is usually seen in the vicinity in his vehicle reading the newspaper. In the same area on Rue Jolie the weeds rule.
The lawn area above the beach has plastic protrusions sticking out of the ground, in wait to trip up unsuspecting pedestrians.

162. Rubbish bins are often overflowing.

163. Maintenance is very poor. Cleaning is inadequate. CityCare is a joke, you can't clean a toilet while reading the paper in a vehicle.

164. It feels like our township is here to be used and abused, it used to be a quaint little town that looked loved, the locals were friendly and happy, now it feels jaded and worn out, were does the money go to? French festival hasn't enough funding to operate every year, this is a great event to show case Akaroa, what happened to Bastille Day celebrations? It was a real boost to the town in mid-winter. It feels to me that all we care about is the cruise ship season? Akaroa is beautiful in winter, lets see some of the money going towards promoting it?

166. The town often looks "scruffy" now.

APPENDIX D - Comments regarding Peninsula Roads

Editor's Note – minor corrections have been made to made to text submitted, to correct typing errors and improve readability and similar. Paragraph numbers relate to a survey submission reference.

6. We live on an unsealed road and its maintenance is irregular and usually requires a call to the council before it is graded, mown or re-shingled. In the summer the grass is so long on all rural roads it is a huge fire hazard.

10. Put a limit of buses on cruise ship days to preserve roads and improve local tourism by keeping them local.

11. Some of the often used roads such as the road down to Hickory Bay should be sealed as it is dangerous and many tourists use this on a daily basis

15. Summit Road should be clearly sign-posted as off-limits to caravans and camper vans. And the road signs designating Summit Road as "Tourist Route" should be taken down, immediately. That road is way too dangerous to be used by visitors who have never driven on a winding, single track, unsealed road, with a cliff on one side. It's a fatal accident waiting to happen!

16. The constant patching up of State Highway 75 is of a poor quality.

19. We need more passing lanes on SH75

24. I think the number of buses should be limited.

27. Should provide overtaking lanes to prevent build-up of traffic due to slow moving vehicles

30. Condition of roads is dangerous to users and often problems are just band-aided, which sees the repair only last for a few months.

34. SH75 is again a seasonal issue with high traffic volumes in summer. It would be good to see more overtaking lanes and passing bays between Christchurch & Akaroa.

35. Need to do more in winter when it's not so busy

39. Jubilee road needs work, as does main Wainui road. Pot holes, damaged road and drains.

42. With the amount of buses now on the road we need more passing bays. Double-deck buses should not be allowed on the hill! They are an accident waiting to happen.

43. The main road needs more slow vehicle bays. The unsealed roads need to be graded more often

44. The buses are destroying the road, Transit New Zealand needs to look at a major upgrade of the highway, maintenance is minimal and inadequate and we need some more passing lanes in between Akaroa and Tai Tapu. The road is getting worse each year

47. They can be quite crowded on cruise days. Some mirrors on more intersections would be good. Perhaps limit parking on Akaroa's main road.

48. We should have more passing lane on the way up to the hill top.

52. Need more signage to guide unfamiliar travellers, ie slow traffic pull over, care in passing, keep left

69. For the amount of tourists using the dirt road's they need to be sealed and they are dangerous

73. Onawe Flat Rd needs to be upgraded. Grass foreshore around Onawe Flat Rd needs to be cut.
The current contractors only mow to the 70 km/hr sign outside the Duvauchelle Hotel. Residents have to upkeep the foreshore grass themselves.

74. Tour Buses should not be allowed to park in Akaroa township, and definitely not at the main wharf. Increasing issue with large camper vans & mini vans parking in the village. Tour buses should stop at the Boat park and visitors should courier or walk into the village as in small UK and European townships.

75. Pot holes

76. Just because you're a local doesn't many you have any more road rights

82. Congestion mixed with potholes

84. If work to the roads is done - can this take place during the cooler months and not peak season please.

87. So much traffic during summer, we do not need the big buses and double decker bus. It makes the situation worse and sometimes very unsafe.

91. My 'strongly disagree' speaks for itself regarding the standard and maintenance of most of the roading in the region - the state of the road from Little River to Akaroa is horrendous in a number of places!

95. Great fun on a motorcycle

97. Needs more police driving it to control the slower vehicles and stop buses crossing centrelines.

104. I have years of experience in roading construction and maintenance and am appalled by the condition of SH75 over the hilltop. It has significant deformation areas which in my opinion are a safety issue and put lives at risk.

106. SH75 is a dangerous road with its uneven surfaces, at times narrow carriage ways and tight turns that force large vehicles to swing out into the other lane to negotiate them.

107. Sealed roads around the Peninsula are in very poor condition.

110. We do not drive on Highway 75 on a cruise ship day which makes getting into Christchurch a challenge 7 months out of the year because buses cross over the centre line. They also drive so slowly that we view it as suicide in that other drivers pass on blind corners out of shear frustration. The double decker Red Bus should be banned from Highway 75 before someone is killed, it is an accident waiting to happen. Two developers have ruined Grehan Valley Road with their large trucks and we as ratepayers are left to pay for its repair. Totally unacceptable in my view, the developers involved should be held responsible, not us.

111. Would CCC/ECAN like too reimburse us for the Tyre and Suspension repairs we have had to make on vehicles? The fire danger of overgrowing grass/vegetation is a real concern. Its all on Council land, but they refuse to deal with it.

113. Stock road terrible

126. The road to Wainui is downright dangerous and often has potholes in it that wreck suspension. It is a surprisingly busy road during summer months. However it is a sealed road

130. There has been an improvement over the last few months. Will it last?

132. Re-employ Fulton and Hogan

133. SH 75 is a transit issue, not a council one. More passing bays should be constructed and perhaps the double decker buses should be banned.

141. It is a nightmare driving them at peak tourist times and following endless slow buses that dont pull over

143. Too many road signs warning of bends distract attention of drivers who should be aware of the current conditions and driving accordingly. Many roads are not suitable for the number of camper van drivers.

144. The Hilltop Highway is unsuitable for these large buses especially when combined with the density of smaller vehicles using it at the same time.

147. The roads are a total hazard. I am too scared to float horses due to the ruts and state of the roads let alone the other drivers

150. As said prior, Summit Road is not fit for purpose or maintained in good condition

153. They are constantly being repaired

156. The roads are extremely dangerous - not just the condition but the users. Needs to be more passing lanes so slow drivers can move to the left. The roads were not designed for the traffic of today.

157. Going up to the Hilltop is a nightmare following the huge old red bus. There are very few places to pass and this bus and our roads were not made for each other.

159. The state of the highway from Little River to the Hilltop is unacceptable (the top half was resealed 25 years ago and it was an extremely poor job). Totally inadequate 'passing bays' which results in frustration and dangerous driving.

161. The road is too narrow for the amount of traffic. Insufficient passing lanes. Too many people cross the centre line including buses and trucks and motor bikes. The red double deckers should be banned. Dangerous pot holes need to be fixed properly not just filled in. Many motorists ignore the slow lane sign

163. SH 75 is far too narrow for buses and for many of our fly-drive tourists and some locals. Signs need to be improved, to keep left and the correct use of slow vehicle bays. There also needs to be more areas where slow vehicles can pull over, with adequate signage

164. They used to be acceptable, not anymore.

165. Tourists need to be informed that they ARE roads. For traffic. Not places to park and look at the view and have a cuppa.

166. Peninsula Roads were not designed to carry heavy bus traffic.

APPENDIX E - Comments regarding Compliance and Regulations

Editor's Note – minor corrections have been made to made to text submitted, to correct typing errors and improve readability and similar. Paragraph numbers relate to a survey submission reference.

8. We have strong reservations on CCC regulations compliance - especially when it comes to heritage matters!

11. Fees for building consent are ridiculous, unfair and need to be reduced

16. CCC gives privileged treatment to Akaroa businesses compared to those who also operate in Akaroa but are not based in Akaroa. There is an unhealthy "clicky" small town culture in Akaroa that opposes competition.

35. Too many complaints on small matters wasting money and people's time

39. The council should be working for the people, not against, which is what it does feel like at the moment. The council should not be a revenue gathering agent, it should be distributing the funds for local infrastructure.

43. If every person who has built a house in the last year put their stories about over regulation stupidity in one place we would have a feature length comedy

44. Regulations and compliance are a nightmare, long winded, council staff are arrogant and unhelpful, they go out of their way to make it difficult. We have built once in Akaroa and we advise people to not go down that track. Trying to run an event on the council facilities has got so hard, the amount of people using the Gaiety has decreased substantially due to costs and the issues in getting event permits. I am sure if the council took a look to see how much the Gaiety was used in the past compared to now they would be shocked. Getting a permit to run an event on the green is very difficult, we are running a fundraiser event this year and this will probably be the last time we will do it as it is just so painful and I don't want to go through that again

45. Compliance should not be a revenue gain for the CCC

47. Banks Peninsula having a sub council to address peninsula concerns may be a better way to do things. It is a very different place from downtown Christchurch.

52. Consistency important. Non-notified consents avoided

53. Too many ticking of boxes and not enough practical experience.

75. Too expensive for the average kiwis to do anything on our own property

76. Get Serco to police freedom camping instead of Armour Guard

87. It seems like CCC is promoting certain businesses to allow them doing extension/alteration in residential area
91. If there was some discretion for staff and the ability to use their initiative then this should surely lead to earlier resolution to current resource and consents issues which I have heard of (but as a rent payer I am thankfully not experiencing)!

95. I have had one pleasant experience with the compliance office and about 6 unpleasant ones. There is a culture of predatory bullying in that office.

110. Regulation is a game and you have to know how to play it but even at that, it is highly unfair and internally staff are able to apply rules in an arbitrary manner, in my view and experience. I have little time for the Planning department after a recent encounter in 2018.

111. If the CCC were to have even a small amount of "Common Sense" it would save us a lot of money and perhaps re-instate some confidence in them. We live in hope .....

112. I have recently had dealings with ..... in regards to a COC in regards to a property in the city and I found her excellent to deal with. She was very professional and helpful. *(Ed - Name of private individual removed)*

133. Staff should be neutral and not bring his/her own bias into the consideration and decision.

141. It is mind bogglingly inefficient and money grabbing

143. Costs for simple outbuildings are far too high, especially when moved up a tier in the bureaucracy. Also takes far too long to process applications - same reason.

145. The law is the law if there is too much discretion why have the law? If it doesn't work then change it!

156. Those in our community know best. It's hard for a staffer from Christchurch to make a decision re compliance in our community as their knowledge is limited and in Akaroa it can get complicated.

157. We are just beginning taking the steps re compliance matters on house extensions. We have come across confusion already. People we speak to warn us of delays and costs. Costs especially just keep adding up they say.

158. What has this to do with cruise ships?

161. I know of a property owner in Akaroa who continually flouts the council laws by accessing his properties via an unsealed dusty council Rd. Despite complaints to council he

continues to get away with it.

Also I would like to know how The Ecoseaker trailer gets the right to park in a public car park next to Dalys wharf from dawn till dusk every day during the high season? It takes up a valuable car park and blocks a beautiful view. A 3 hour parking limit would stop that. Up until recently it was using two parks but seems to have gone down to one of late. The Britimart reserve is now furnished with public toilets.

164. It seems certain people can get away with breaking the rules while others have to suffer! I have an illegal commercial car park on my boundary that the council have known about since the work was done to construct it, even though it illegally goes through council land, rate payers have paid to have a gate with lock put in to stop it, there has been letters from the council to the property owner, with no stopping him??? It would appear there are rules and regulations for the vast majority and a small minority can do as they like?

166. Some years ago we had to get a consent to rebuild a garage (demolished by the Council Rubbish Collection Truck!) Lower level staff were very good to deal with but once the process moved up to Divisional Management level it seemed to us that the consent process was being used simply to generate as much revenue as possible for the division.

APPENDIX F - Final comments regarding CCC and General Matters

Editor's Note – minor corrections have been made to made to text submitted, to correct typing errors and improve readability and similar. Paragraph numbers relate to a survey submission reference.

1. Good on you for forming a ratepayers group. You have my support.
2. If the CCC appreciated the significance of this historic town - the limitations of a small town at the end of the road, we would not be in the position we find ourselves.

7. But any involvement in decision making is disregarded by CCC anyway!

11. We do not even get curbside rubbish collection or postal delivery for our rates , this is outrageous

15. The CCC should dramatically increase the cost for cruise ships entering Akaroa Harbour. What the cruise ships companies are currently paying for their behemoth ships to enter the harbour is a joke.

16. They own the Port at Lyttelton and chose not to upgrade Akaroa infrastructure until recently because they never considered that cruise ships would keep coming to Akaroa after so many years.
But they are now getting on with infrastructure. Thanks must also be given to tour operators who have consistently pushed for it long before this Association was formed.

20. Working party group do a very good job, no need for rate payers association

21. Akaroa Ratepayers group should do more to encourage business in Akaroa

27. Tourism is a potential source of revenue for both public and private companies and should be explored to propel economic growth for the area. It should be an opportunity to tap this major source of revenue, tourist related activities

34. After numerous years of rebuilding Christchurch other areas such as Akaroa have been neglected by CCC, which has resulted in dissatisfaction throughout the community on a range of differing issues.

35. Too much talk and meetings and not enough hard sweat and hard work. Every meetings the same, and some getting paid for nothing

36. CCC should employ more local people rather than sending people from Christchurch to do work here

39. Thank you for what you have done. Please continue to consult with locals.

44. I don't have anything good to say about CCC, staff are arrogant in their approach, when they come up with things they want to do the may put a document out for consultation the pay "lip service to it" they only do what they are required to do by law but then carry on. A good example of this is when they made changes to some parking areas, took parking away, put in the paving for the blind which has created tripping hazards for elderly and children, at the community board meeting several groups produced some good examples of why the proposal wouldn't work, they requested the council look at the whole picture and consider improving and developing parking, even a representative from AA attended and they completely ignored them, the only change they made was to the colour of the pavers but it was a prime example of the council completely disregarding locals views and inputs

47. Thank you for doing this survey. It really helps restore faith that something will be done about the real problem of the cruise ships. After they are gone I am sure the other issues (environment, infrastructure) will improve. Have a great new year!

52. I experienced CCC damage to my property and the extremely poor outcome on their part appalled me. I saw inefficient expenditure on sending staff from ChCh three times with no actual taking of responsibility. All pushed onto the contractor and left for me to solve

53. There needs to be more accountability for the slack job performance of CCC staff. Ie, the 'issues working' group who either seem to have achieved nothing or are so tied up in bureaucratic shuffling of paper that it has made it the 'not working' issues group. Time for a republic, or at least some common sense - employ locals to do the work instead of contractors that drive from town and cost way too much. There should be a local trust that could administer local contracts, for less and with more knowledge than the city contractors. Lots more to say on this matter, but all the best with the survey results.

61. There should be available more investment opportunities from the income received from the ship visits to carry out improvements in Akaroa

62. CCC needs to honour their responsibilities e.g. Jeanie's Cottage and the other half of La Boucherie - disgraceful!

67. We live rural, pay for rubbish and recycling while we don't have bins and need to bring it to recycling point and are not allowed to come too often. We have our own watersupply. We are concerned about the amount of traffic with cruiseships and the amount of tourist overflowing town and we are concerned about the freedom camping spreading over the peninsula. CCC can do more according to me.

68. The blatant vandalism of the Balguerie stream with a bulldozer in the streambed on our property, in the interest of a selfish neighbour was abhorrent, arrogant and illegal.

72. CCC need to consider spending more of the proceeds they get from the Cruise Boats in Akaroa.

73. There are opportunities and processes for people to get involved with but I feel that is just a sop to make people feel good and the council just do what they want to do regardless of what other people may think. The council can't even get a solution to the water supply problems in Duvauchelle.

74. When it comes to Akaroa & outer Bays Tourism, CCC is deaf to the opinions and recommendations of the local resident community.

75. Being rural we don't have rubbish collection and we have our own water supply ie a spring.

76. The mayor needs to go. Andrew Turner is not up to it. Councillors are bloody useless

77. The sea wall between the wharf and the yacht club needs to be fixed.

91. Excellent survey! Great questions and opportunity for residents and ratepayers to give their opinion and further details of their own experiences on both the cruise ship aspect, resource consents and roading issues. I am sure a lot of examples and situations in dealing with CCC will further come to light!

95. CCC events office refers to us as "our friends in Akaroa", patronising to say the least. The mayor says we are the jewel in the crown just need to keep it polished - patronising again. They just don't care about Akaroa all they want is the tourist dollar. With the advent of computers all council/govt decisions should be made by referendum.

96. There are avenues to consult with the CCC however in many cases the consultation is completely ignored

100. CCC does respond to requests. I believe the cruise ships have put pressure on all areas of Akaroa. Ecan has also not been proactive with protecting the environment as regards the cruise ships.

102. There are adequate opportunities and process to be involved in the CCC decision making process but, and this is a big but, the bureaucrats do not take any notice.

103. I call for the resignation of Dalziel and Turner.

107. I think the CCC has been very slow to respond to Akaroa and Districts concerns.

110. As stated, dealing with CCC is a game, if you know how to play is make things easier but for the average person it is virtually impossible. To be fair, in 2006 CCC had no idea what it was getting into via Bob Parker and once they realised it was far too late. There are attempts to improve roading and basic infrastructure and I feel that Andrew Turner is doing his best but there are many other voices and competing interests around the table and with a small ratepayer base, things are difficult for Peninsula ratepayers.

Banks Peninsula was once viewed as the backyard and playground of the City, now it is the dumping ground for cruise ships and mass tourism, out of sight and out of their jurisdiction so to speak. The Managers simply don't want to know, it might impact their ivory tower.

111. Now that the debacle with the sewage well design has been ended, hopefully their so-called learned experts with finally come up with some practical solution. Perhaps if we were to minimise the cruise ships and freedom campers, this may not be as much of a problem. An extended line out towards the heads of Akaroa Harbour seems like the best solution, provided there is adequate pre-treatment.

112. Looking forward to next year's CCC elections to get rid of Turner

113. Freedom campers need to be fined bigger if caught where they shouldn't be, and not allowed to leave the country till the fine is paid for, council need a good hurry up to PC

118. Separate community board back into two - as it was previously

126. Although the CCC say that that Akaroa gets above its fair share of money spent on services, I do not think that that benefits residents. It is after all the number one tourist destination in their region

131. When, oh when, will CCC develop a coherent strategic plan !

132. I really don't think they know where Akaroa is. They take ALL the cruise ship money and put it into the bigger picture of ChCh Inner City. A third of that should be put back into a sub-committee elected to maintain Akaroa to a better standard than what we are getting now !!!!

133. The processes take so long to get through before a decision is made that people give up trying.

139. The region's elected CCC representative is influenced too much by his voter's location. That being the Lyttelton region and not Akaroa & Bays. One has to ensure a seat to have a tilt at the Mayoral position.

141. They are a nightmare to deal with and arrogant to boot!

143. While I may have the opportunity to be involved (see #27) I need a concise confirmation as to how any suggestions are going to be implemented - if at all. Consultation is not just letting people have their say but requires that their comments and ideas are going to be listened to and, one hopes, acted upon and not ignored without any real and onset explanation.

144. The CCC appears to realise Akaroa's potential as a source of revenue from tourism but seems to be reluctant to actively manage the impact that higher numbers of visitors is having on the town- its residents, its roads, its facilities and its original appeal.

145. We are still in earthquake recovery mode - it is not an easy time for CCC and I believe they are trying their best in difficult times. Consultation is a good thing but sometimes a little patience is not a bad thing!

149. One thing that irritates me about the CCC is that we pay in out rates levies for a couple of things regarding water and their services for that but we are not hooked up to any council water system. We collect our own water from the sky. Where's the justice in that??

150. CCC is a city council they do not know, understand or seem to care about their rural areas

151. GENERAL ROAD MAINTENANCE IS NOT SATISFACORY

152. The Mayor and Chief Executive Officer should visit the Akaroa to view the toilet facilities, roading, and general state of the town. This way they might fully appreciate the issues the community are raising (and set urgent action plans for those CCC staff responsible for the infrastructure and upkeep). We as community are paying their wages via our rates and I don't think we are getting good value as present

155. One area where the CCC has looked after the interests of Akaroa is the banning and enforcing of this ban of freedom camping from all but the specified area at the back of the croquet club.

Maintenance of Akaroa's sewage system costs the CCC a great deal of money given the population it serves, expenditure that is neither seen nor appreciated until something goes wrong. Hopeful science and a basic engineering mistake have delayed a new sewage system and have wasted several million dollars. There are adequate processes to be involved in the CCC decision making process but the council bureaucrats take no notice of the residents and push ahead with their own agenda for Akaroa.

156. Unless brought to their attention how would those in Chch know what needs to be done in Akaroa? Local workers for local issues - at least then those dealing with the issues will have a complete understanding.

157. Fix up the footpaths, so on-foot traffic can enjoy our lovely town.

158. .....is a complainer *(Ed – name of private individual deleted)*

159 The proposed waste water treatment plant investigation has cost millions without having found a solution. While hamstrung by the Environment Court ruling, further consultation with Ngai Tahu should continue in order to break the deadlock.

161. More seating in the shade would be good. There used to be 3 picnic tables on the lawn adjoining the playground, now there is nothing there on which to sit. Could the buses leaving town from main wharf depart on the same route they arrived by? Diesel fumes and

rumbling buses are not conducive to a relaxing meal and drink in the sun. It's not all about the ship passengers. Other tourists and locals surely are entitled to the peaceful ambience that Akaroa always had before the ships turned up

162. Toilet facilities are tatty and need upgrading, rubbish bins need more regular emptying over January.

165. BP is ignored by CCC. Money goes into cycle lanes and roading and maintenance is ignored.

166. The state of Jenny Wendleborne's Cottage, a Community asset owned by the Council, is a disgrace. I would like to see some of the vast sums of money being wasted on the Christchurch CBD being used for its maintenance.

It is a waste of time phoning the Council about local maintenance issues, the enquiry just seems to vanish into the bureaucracy. The Council Administrative structure for Akaroa is quite inappropriate, Akaroa is a "County Town" 80 kms away from Christchurch City and not a suburb like Riccarton or Sumner.

Christchurch City Council

Attachment A Item 4.4