

Annual Plan 2025 – 2026

Submissions Thematic Analysis

April 2025

How to use this document

The purpose of this document is not to provide analysis on everything that submitters commented on, but rather to provide a summary of key topics and issues identified by submitters and responses to the specific questions we asked submitters.

The analysis is based on the opinions of submitters, whether they are factually correct or not.

The first part of this report provides an overview of the key themes and messages that have come through in submissions, and the latter provides detailed submissions analysis for some of the topics and issues that were most popular with submitters.

Summary of what we heard

Feedback from submitters on the draft 2025/2026 Annual Plan once again highlighted that our community has a diverse range of priorities and perspectives. Over recent years we have seen many examples of ‘one person’s nice to have is another person’s must have’, and the feedback we received on the draft Annual Plan once again reinforces this. Submitters were asked to provide feedback on the services they value most and those they could do without. On average, they listed 2.4 services that they valued the most and 1.3 they could manage without. Interestingly, some services—such as the arts, cycleways, and community development—appeared in both categories, underscoring the diversity of community views.

This diversity of perspective and priorities was evident across many topics that submitters provided feedback on, including the proposed rates increase, transport projects like Wheels to Wings and the Lincoln Road public transport project, increased rating for renewals, and the climate fund policy. Many submitters acknowledged the importance of Council services and preferred maintaining service levels, even if it meant higher rates. Others, however, felt the proposed rates increase was too high given current cost-of-living pressures. Similar views were expressed about the proposal to increase rating for renewals—some supported it as a step toward long-term financial responsibility and intergenerational fairness, while others were concerned about the immediate financial impact and called for better budgeting instead of higher rates.

Transport projects also drew mixed responses. The Wheels to Wings cycleway remained contentious, with concerns about traffic, parking, and business impacts along Harewood Road. While some supported a staged approach, others called for the project to be scrapped due to low cyclist numbers and rising costs. Feedback on delaying the Lincoln Road public transport project was similarly divided—some stressed the urgency of improving public transport in fast-growing areas like Halswell, while others supported the delay as a cost-saving measure that could reduce disruption and align with future government funding.

Submitters were also split on the proposal to reintroduce the central city shuttle. Some fondly recalled the pre-earthquake service and saw its return as a way to improve accessibility, reduce car use, and support local businesses. Others criticised the proposed \$200,000 scoping study as excessive, arguing the service had already proven its value and that the study could be done more cost-effectively or in-house. Some questioned the need for a shuttle given existing transport options like buses, e-scooters, and the tram.

There were however a few key issues where most submitters shared similar views—particularly around pausing the Cathedral targeted rate and providing a \$5 million grant to the Air Force Museum. Overall, both proposals received broad support.

In feedback on the Cathedral targeted rate, some submitters told us that they are happy to support a pause, as in their view it should never have been introduced in the first place. Others went further, suggesting the project be scrapped entirely. A common view was that the Anglican Church—not ratepayers—should cover the cost of reinstatement, with concerns raised about the project's expense comparative to the level of public support for the project. While fewer in number,

others emphasised the Cathedral's cultural, historical, and emotional significance. They believed it could boost tourism and that existing commitments to its restoration should be honoured.

The proposal to grant \$5 million to the Air Force Museum also received strong support. Submitters highlighted the museum's historical, cultural, and economic value—particularly its role in preserving the RNZAF's legacy and housing nationally significant aircraft like the Orion and Hercules. Many felt the investment would enhance tourism and benefit the local economy. While some raised concerns about the timing, given current financial pressures on households, and others suggested a loan might be more appropriate, the overall sentiment was clearly in favour.

Overall, feedback on this Annual Plan once again highlighted the competing priorities, opinions and values that our residents and communities have. Finding the right balance in the final Annual Plan will require careful consideration of these varied viewpoints. The feedback once again highlights that our residents and communities care deeply about their future and the future of the city and have told us that they want to see us deliver an Annual Plan, that is affordable but doesn't ignore or forget about the things they really care about.

At a Glance

What we asked the community		What the community told us	
Rates increase	What do you think of our proposed average rates increase of 7.58% across all ratepayers (which is lower than the 8.48% signalled in the Long Term Plan 2024–34) and an average residential rates increase of 7.40%?	Feedback on the residential rates proposal was mixed. Submitters who supported the Council’s proposal (30%) highlighted the value the Council's services and preferred a rate increase to maintain them. Some expressed their appreciation of efforts to keep the increase below the Long-Term Plan's projection. Those who did not support the proposed increase (34%) felt it was still too high amid rising living costs, urging the Council to prioritise essential services and cut unnecessary spending. Some submitters were critical of the short-term rate reduction, fearing it would lead to larger future increases.	
Proposed spending on our transport network	Do you have any comments about our proposed spending on our transport network, including the staged approach to delivering Papanui ki Waiwhetū Wheels to Wings major cycle route, or the proposal to defer the Lincoln Road (Curletts to Wrights) Public Transport project from 2026/28 to 2029/30?	Papanui ki Waiwhetū Wheels to Wings major cycle route	The Wheels to Wings cycleway project remains highly contentious, with strong and varied opinions from the community. Many submitters are concerned about its impact on traffic flow, parking, and local businesses along Harewood Road, which is already seen as a busy thoroughfare. While some support the staged approach and see it as a practical step forward—especially if future government funding becomes available—others are frustrated by continued delays, citing the urgent need for safe cycling infrastructure and the risk of rising costs. A significant number of submitters offered alternative suggestions, such as installing traffic lights at key intersections and abandoning the rest of the project, often arguing that the cycleway is unnecessary due to low cyclist numbers. Feedback on the proposed school crossing was mixed, with some advocating for enhanced safety measures like raised platforms, while others worried about added congestion.
		Proposal to defer the Lincoln Road (Curletts Road to Wrights Road) Public Transport project from 2026/28 to 2029/30	Feedback on the proposed delay of the Lincoln Road Public Transport Project was mixed. Those against the delay stressed the need for timely completion to maintain an efficient bus network, reduce congestion, and support the city’s growing transport demands—particularly in the rapidly expanding Halswell area. They warned that postponing the project could worsen existing issues and undermine previous investments in public transport. In contrast, supporters of the delay viewed it as a prudent financial decision that could reduce disruption, allow for better planning, and align with broader government funding strategies. Some also cited the negative impact of ongoing construction on local businesses and residents and preferred to wait for potential government funding before proceeding.
Proposed spending on our three waters network	Do you have any comments about our proposed spending on our three waters network?	Many submitters emphasised the importance of continued investment in the three waters infrastructure, viewing it as a core responsibility of the Council and essential for ensuring a safe, high-quality water supply. Although some submitters still questioned the timing of this investment given the Central Government’s shift in water reform direction, overall support remained strong. The term "three waters" still carries associations with the previous Government’s reform programme, creating some reputational challenges. A recurring concern was the continued use of chlorine in Christchurch’s water, with many expressing a desire for its removal due to taste, health, and environmental concerns. These submitters generally supported the proposed capital investment if it would lead to chlorine-free water.	
Proposed spending on our parks and reserves	Do you have any comments about our proposed spending on our parks and reserves?	Submitters expressed strong support for the proposed capital spending on parks. Many emphasised the value of green spaces for families, children, and the wider community, as well as their role in promoting biodiversity and recreation. While generally positive, some feedback included suggestions for improving park amenities, such as better public toilet facilities and accessibility. Maintenance was also a key concern, with several submitters stressing the importance of regular upkeep—like mowing and rubbish removal—over new developments. Overall, there is clear community backing for continued investment in both the development and maintenance of parks.	

Christ Church Cathedral targeted rate	Should we pause the collection of the targeted rate for the Christ Church Cathedral reinstatement for the remaining three years we were due to collect it, and factor the saving into our proposed rates increase of 7.58%?	Total Submitters 486	Yes	78%	Submitters provided varied feedback on pausing the cathedral targeted rate, with most supporting the pause. Some expressed an opinion that the rate should never have been introduced. Supporters of the pause felt the Anglican Church should fund the reinstatement, not ratepayers, and raised concerns about the project's costs and public support. Opponents emphasised the cathedral's sentimental, cultural, and historical significance, believing it would attract tourists and that commitments to its reinstatement should be honoured. Others suggested redirecting the funds to other projects or returning the money to ratepayers, many felt that the project should be abandoned entirely.
			No	22%	
Increasing rating for renewals	Should we increase our rating for renewals by a further \$2 million a year (\$12 million in total over six years) in order to keep our borrowing costs lower over time? This would result in an additional rates increase of 0.25% in 2025/26 but will generate \$2.6 million of overall rates savings over the next six years, and \$21.3 million over 30 years.	Total Submitters 402	Yes	68%	Submitters who supported this proposal emphasised long-term financial responsibility and intergenerational fairness, advocating for reducing debt now to avoid burdening future generations with infrastructure costs. They often linked the proposal to the need for modern, reliable infrastructure amid urban growth and aging assets. Some were conditionally supportive, requesting greater financial transparency, clear long-term benefits, or assurances that the move would prevent future rate increases. Opponents, however, were concerned about the immediate impact on the cost of living, arguing that the proposal would lead to higher rates at a time when many are already struggling. They criticised what they saw as wasteful Council spending and believed better budgeting—not increased rates—was the solution. Some preferred continued borrowing to spread costs over time, while others doubted the promised benefits or saw the proposal as enabling poor financial management.
			No	32%	
Trade waste	What do you think of our proposal to change how we charge for trade waste? Which option do you prefer?	Total Submitters 230	Option 1: Three-tiered volume rate	78%	Submitters who provided feedback on option one tended to express a level of trust in the Council to land on a proposal that is fair and sensible. Some emphasised the importance of equity and practicality, while others expressed concerns about implementation costs and the impact on businesses. Feedback on option three reflects a strong preference for simplicity and fairness, with submitters advocating for measures that do not disproportionately impact smaller businesses while encouraging larger companies to reduce their waste.
			Option 2: Two-tiered volume rate	3%	
			Option 3: Fixed volume rate	19%	

Feedback on services	Tell us about the services: <ul style="list-style-type: none">- You value the most and would not want reduced.- You could manage without.- Where there could be an opportunity for savings.	Services you value the most and would not want reduced.		Feedback on services submitters value the most and could do without revealed diverse opinions. On average, submitters identified 2.4 services they highly value and 1.3 services they could manage without. Interestingly, some services, such as arts, cycle lanes, and community development, appeared in both services submitters valued the most and could do without, highlighting the varied priorities among residents.	
		Services you could manage without		Key services that many submitters valued highly included parks, libraries, footpaths, solid waste management, and roads and streets. For instance, for every submitter who could do without parks, 14 valued them the most. Similarly, libraries were valued by seven times as many submitters as those who could do without them.	
		Where there could be an opportunity for savings.		The feedback again highlighted the complexity of balancing community needs and priorities, with many submitters emphasising that all services benefit someone, even if they are not personally used by everyone. Concerns were raised about the potential negative impact of service cuts on vulnerable communities, and many submitters opposed reducing services as a means to cut rates, advocating instead for maintaining a broad range of services to support community well-being.	
Climate Resilience Fund Policy	Do you have any feedback on the draft Climate Resilience Fund Policy, specifically how the Fund will work, what the Fund can be used for and how long it will be held in reserve before being used?	Supporters of the proposed fund welcomed it as a positive step toward prioritising climate action and adaptation, with many emphasising the need for clear guidelines, flexibility, and the ability to reserve funds for future climate-related disasters. Some submitters suggested using the fund for specific projects such as flood protection, sea level rise mitigation, sewage system improvements, and emissions reduction. However, others were sceptical about the fund’s necessity, viewing it as potentially wasteful or poorly designed, and argued that the money could be better spent on more pressing needs. Concerns were also raised about governance and transparency, with calls for independent oversight to ensure the fund is managed appropriately.			
Air Force Museum Grant	Should we proceed with our proposal to grant the Air Force Museum \$5 million towards an extension of its site?	Total Submitters 629	Yes	75%	The majority of submitters supported the proposed grant, highlighting the museum’s historical, cultural, and economic value, particularly its role in preserving the legacy of the RNZAF and housing nationally significant aircraft like the Orion and Hercules. Many believed the investment would enhance tourism and benefit the local economy. Some submitters, while supportive in principle, suggested delaying the grant until financial pressures on ratepayers ease or proposed alternative funding models such as partial repayments or contributions from other councils and central government. Those opposed to the grant raised concerns about its financial impact, arguing that the museum should seek funding from other sources and that the \$5 million could be better spent on more urgent priorities like climate change, water infrastructure, public transport, or other community projects.
			No	25%	

Scoping study for a central city shuttle service	Should we allocate up to \$200,000 for a scoping study for a central city shuttle service?	Total Submitters 477	Yes	58%	Submitters offered mixed views on the proposal to reintroduce the central city shuttle service. Supporters fondly recalled the pre-earthquake shuttle and saw its return as a way to improve accessibility, reduce reliance on cars, and boost local businesses by increasing foot traffic. However, many opponents did not object to the shuttle itself but criticised the proposed \$200,000 scoping study as excessive, arguing that the service had already proven successful in the past and that the study could be done more cost-effectively or internally. Some submitters believed existing data from the previous service could be used to guide its reintroduction. Others questioned the need for a shuttle given current transport options like buses, e-scooters, and the tram, and doubted there was enough demand to justify the investment. Alternative suggestions included expanding the study’s scope to include other areas, implementing a park-and-ride system, or introducing a low-cost hop-on-hop-off model.
			No	42%	
Disposal of Council owned properties	The Council has a small number of properties which are no longer being used for the purpose for which they were originally acquired. Do you have any feedback to help us decide the future or next steps for these properties?	Out of 248 submitters, the majority favoured disposing of surplus Council-owned properties to generate additional revenue and reduce debt, provided potential future community benefits are considered before the properties are sold. Supporters (59%) believe selling unused properties will help to alleviate financial pressure, while those who opposed or provided other proposals highlighted potential uses like parks, community facilities, or social housing, arguing that selling now could be short-sighted. Some submitters want to see more community consultation about future uses for the properties before final decisions are made.			

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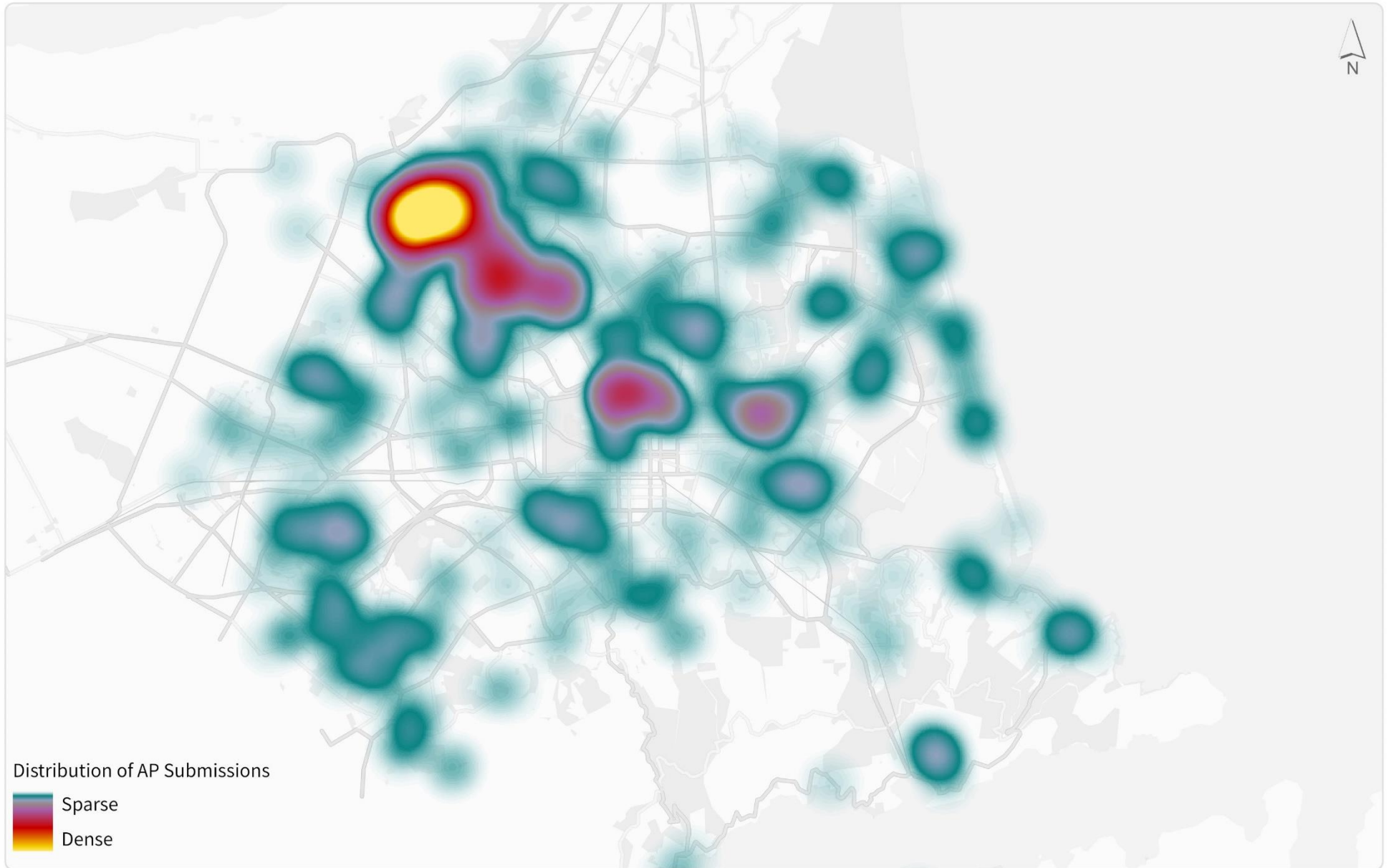
Who did we hear from?

Community Board*	Number of Submitters	% of Submitters
Not Stated**	218	29%
Te Pātaka o Rākaihautū Banks Peninsula	21	3%
Waitai Coastal-Burwood-Linwood	79	11%
Waipuna Halswell-Hornby-Riccarton	65	9%
Waimāero Fendalton-Waimairi-Harewood	185	25%
Waipapa Papanui-Innes-Central	127	17%
Waihoru Spreydon-Cashmere-Heathcote	49	7%
Total	744	100%

Ward*	Number of Submitters	% of Submitters
Not Stated**	218	29%
Banks Peninsula	21	3%
Burwood	15	2%
Cashmere	16	2%
Central	41	6%
Coastal	28	4%
Fendalton	14	2%
Halswell	37	5%
Harewood	149	20%
Heathcote	19	3%
Hornby	19	3%
Innes	16	2%
Linwood	36	5%
Papanui	70	9%
Riccarton	9	1%
Spreydon	14	2%
Waimairi	22	3%

*Indicative only. These numbers have been prepared using the suburb information provided by submitters.

**Not stated includes submitters who live in Christchurch and either did not provide a postal address or the address they supplied could not be matched to a street address.



Who did we hear from?

Location	Number of Submitters	%* of Submitters
Christchurch City	744	71%
Elsewhere in Canterbury	29	
Selwyn	18	2%
Waimakariri	7	1%
Hurunui	1	0.1%
Ashburton	2	0.2%
Timaru	1	0.1%
Elsewhere in New Zealand		
Northland	1	0.1%
Auckland	8	1%
Waikato	3	0.3%
Bay of Plenty	2	0.2%
Gisborne	1	0.1%
Manawatū-Whanganui	2	0.2%
Wellington	3	0.3%
Marlborough	2	0.01%
Kaikoura	2	0.2%
Queenstown Lakes	1	0.1%
Outside of New Zealand		
Australia	1	0.1%
United Kingdom	1	0.1%

Who did we hear from?

Number of Submitters by Age

Age	Number of Submitters	% of Submitters
Not Stated	344	33%
Under 18 years	14	1%
18 – 24 years	16	2%
25 – 34 years	84	8%
35 – 49 years	144	14%
50 – 64 years	166	16%
65 years and over	277	27%

Number of Submitters by Gender

Gender	Number of Submitters	% of Submitters
Not Stated	356	34%
Male	390	37%
Female	297	28%
Non-binary / another gender	2	0.2%

Number of Submitters by Ethnicity

Ethnicity	Number of Submitters	% of Submitters
NZ European	619	59%
Māori	40	4%
Pacific Peoples	4	0.4%
Asian	14	1%
Middle Eastern, Latin American & African	1	0.1%
Other European	37	4%
Other	42	4%

Who did we hear from?

Number of Submitters by Submission Method

Submission Method	Number of Submitters	% of Submitters
Online	729	70%
Email	52	5%
Over Counter	152	15%
Post	11	1%
Other	101	10%

Why do we collect demographic information?

It is important that we understand both who we have and have not heard from when we consult on issues that affect everyone in the city. We include a standard set of demographic questions across our consultations that help us better understand this. These questions are optional; submitters do not have to answer them to make a submission.

Where possible, we align the questions we ask with the information that StatsNZ collects via the census. This ensures that we are capturing the information that is consistent with the national approach to reporting on demographics but also enables us to benchmark and understand whether we have heard from a representative group of submitters.

Our Proposed Rates

Residential Rates

342 submitters provided feedback on our residential rates proposal. Submitters provided mixed feedback, with some expressing a view that the proposed increase is still too high, while others were concerned that the measures taken to reduce rates this year were a short-term fix for a long-term problem, and that it would only lead to larger increases in future years.

Many of the submitters who supported the proposed rates increase (30%) acknowledged the importance of the services that the Council provides. They told us that they would prefer to see rates increase and these services maintained, rather than cut services to reduce rates increases. Others appreciated the effort to keep the increase below the projected rise in the Long-Term Plan (LTP) and supported the proposed position.

Those who opposed the proposed increase (34%) tended to feel that the proposed increase is still too high, particularly at a time where households are still facing rising living costs. Many called for rates increases to be more in line with inflation or CPI. Some submitters expressed a view that the Council needs to prioritise essential services and cut unnecessary spending. Others indicated that they were disappointed to see the Council take a short-term view, reducing rates this year when it will have an impact on increases in future years. These submitters wanted to see the Council take a longer term, financially sustainable view.

Cathedral Targeted Rate

485 submitters provided feedback on pausing the collection of the targeted rate for the Christ Church Cathedral reinstatement for the remaining three years we were due to collect it

Should we pause the collection of the targeted rate for the Christ Church Cathedral reinstatement for the remaining three years we were due to collect it, and factor the saving into our proposed rates increase of 7.58%?		
Total number of responses: 485		
Response	Count	%
Yes	379	78%
No	106	22%

213 submitters provided a range of written feedback on the proposal to pause the collection of the cathedral targeted rate. The majority of feedback was in support of pausing the targeted rate; many also expressed a view (regardless of their position on pausing the targeted rate) that the targeted rate should never have been introduced in the first place.

Many submitters who supported a pause felt that funding the reinstatement should be the responsibility of the Anglican Church, not ratepayers. Others believed that residents should have a

choice about whether they financially support the reinstatement. Submitters expressed concerns about the amount already spent on the reinstatement and the cost overruns. These concerns were often accompanied by worries about a perceived lack of public support for a project that has received significant public funding, with some feeling that the money contributed so far has been wasted or could have been better used elsewhere.

Those who opposed pausing the targeted rate tended to highlight the sentimental and symbolic importance of the Cathedral. These submitters feel that the Cathedral is seen as a symbol of Christchurch, and is an important landmark in the city, expressing a view that a restored cathedral will attract more tourists to the central city. In other instances, submitters highlighted the cultural and historical significance of the cathedral. Others highlighted that the city and central government have committed to reinstating the cathedral and now must honour that commitment.

Other submitters suggested that the money should be collected but redirected towards other projects. Suggestions included biodiversity initiatives, improving amenity in public spaces such as the square, improving other council facilities and spaces. Some feel that the money collected to date should be returned to ratepayers. In a number of instances submitters expressed an opinion that the project should be abandoned all together, as opposed to just pausing the collection of the targeted rate.

Increasing Rating for Renewals

401 submitters provided feedback on our proposal to increase rating for renewals by a further \$2 million a year (\$12 million in total over six years) in order to keep our borrowing costs lower over time. Just over two thirds of respondents supported this proposal, while around a third did not.

Should we increase our rating for renewals by a further \$2 million a year (\$12 million in total over six years) in order to keep our borrowing costs lower over time? This would result in an additional rates increase of 0.25% in 2025/26 but will generate \$2.6 million of overall rates savings over the next six years, and \$21.3 million over 30 years.		
Total number of responses: 401		
Response	Count	%
Yes	272	68%
No	129	32%

86 submitters provided written feedback on the proposal. For submitters who supported the proposal, long term financial responsibility and intergenerational fairness were important. They wanted to see debt reduced now to avoid increased costs over time, with some highlighting a belief that the Council has an ethical responsibility to not burden future generations with today's infrastructure costs. Supporters often linked the proposal to the need for modern, reliable infrastructure, especially in the context of urban growth and aging assets.

In some instances, submitters indicated that they could support this proposal, as long as certain conditions were met. These included improved financial transparency from the Council, clear

evidence of long term benefits and/or cost savings, or an assurance that this would avoid future rates increases.

Those who did not support the proposal tended to be concerned about the growing cost of living, highlighting that this proposal would further contribute to rate increases in the immediate future. Many of these submitters expressed frustrations about perceived wasteful spending by the Council, in their view there should be budget to do this already without putting rates up further – in their view it just requires less spending on other “nice to haves”. Some preferred continued borrowing, arguing that it spreads the cost more fairly over time, while others doubted that the future benefits would materialise or be worth the immediate cost. Some felt that agreeing to the increase would reward poor financial management.

Feedback on Services

Summary of Feedback

We asked submitters for feedback on the services that they value the most and would not want reduced, and the services that submitters could manage without.

Submitters provided a range of feedback, and once again their feedback reinforced that one person's 'must have' is another person's 'nice to have'. On average, submitters provided 2.4 services that they value the most and 1.3 services that they could manage without.

There were also a number of topics/services which featured in both the services that submitters told us they value the most, and in the ones that they could do without. In some instances, there were as many or almost as many submitters who said they valued a service as there was submitters who said they could do without it. Some key examples include the arts, cycle lanes, community development.

In other instances, there were services that submitters felt strongly one way or another about. Examples include:

- **Parks** – for every submitter who could do without, there were 14 submitters who said they value the service the most. (1 who could do without: 14 value the most)
- **Libraries** – for every submitter who said they could do without, there were 7 submitters who said they value the service the most. (1 who could do without: 7 value the most)
- **Footpaths** – for every submitter who said they could do without, there were 12 submitters who said they value the service the most. (1 who could do without: 12 value the most)
- **Solid Waste** – for every submitter who said they could do without, there were 33 submitters who said they value the service the most. (1 who could do without: 33 value the most)
- **Roads & Streets** – for every submitter who said they could do without, there were 2 submitters who said they value the service the most. (1 who could do without: 2 value the most)
- **Recreation & Sport** – for every submitter who said they could do without, there were 5 who said they value the service the most. (1 who could do without: 5 value the most)
- **Public Transport** – for every submitter who said they could do without, there were 5 who said they value the service the most. (1 who could do without: 5 value the most)
- **Environmental Management** – for every submitter who said they could do without, there were 4 who said they value the service the most. (1 who could do without: 4 value the most)
- **Social Housing** – for every submitter who said they value the service the most, there were 2 who said they could do without. (1 values the most: 2 could do without)

Generally, this feedback highlighted the competing priorities, opinions and values that our residents and communities have, and the careful consideration that is required to strike the right balance between the communities varying priorities.

Topic/Service	Value the most	Could do without
Arts	10	12
Community Development	12	10
Community Facilities	8	2
Cycle Lanes	41	40
Environmental Management	12	3
Events	9	14
Footpaths	23	2
Heritage	1	14
Libraries	85	13
Museums	8	1
Parking	1	7
Parks	83	6
Public Transport	43	9
Recreation & Sport	37	8
Roads & Streets	51	28
Social Housing	4	8
Solid Waste	65	2
Strategic Assets	1	1
Te Kaha	1	12

Several submitters mentioned that they found this exercise "fraught." They pointed out that while there are many services they don't personally use, that's not the point. These submitters generally believe that all Council services benefit someone. They noted that perceptions of importance are often influenced by the services an individual uses most, but that doesn't mean other services aren't important to others. In several instances, submitters expressed concern that service cuts would disproportionately affect vulnerable communities, who rely on these services the most.

"Just because I don't use all services regularly, doesn't mean that they should be cut or that someone else would find them valuable."

"This whole question is premised on the basis that we should cut services to cut rates. That idea is flawed and dangerous. Service Cuts should not be considered to reduce rates. They are inequitable and destructive."

"... All services are valuable to someone and I am reluctant to single out specific ones that are more valuable than others."

“I don’t think reducing services should be a way to cut rates. Any cuts should only happen if it’s clear that a service isn’t benefiting the community—especially those who rely on them the most.”

“For me personally there a few services that I highly value, but I don’t think that any services should be cut as someone does find it useful or appreciative. We provide these services through the council because it provides a community and social benefit and overall is a good use of our money in my opinion.”

“While I don’t use every service, I value every service that Council offers.”

Services submitters value the most and would not want reduced (233 Submitters)

On average, submitters provided 2.4 services that they value the most and would not want reduced. The services that submitters told us they value the most can generally be categorised into the topics/services in the table below. Libraries were the service submitters most regularly told us that they value the most, followed by parks and resource recovery. In a number of instances submitters indicated that they would be opposed to reduced levels of service as a mechanism to reduce rates, while others highlighted their opposition to reducing levels of service (primarily opening hours) for public facing services.

Topic/Service	Count	% of Submitters	Examples
Libraries	85	36%	General support for libraries; oppose reduction in hours; programmes and activities
Parks	83	36%	General support for parks; parks maintenance; playgrounds
Resource Recovery	65	28%	Kerbside collection service; recycling service
Three Waters	55	24%	General support for investment in three waters; high quality drinking water; stormwater and flood protection
Roads & Streets	51	22%	General support for investment in transport infrastructure; roads (general); roads renewals and maintenance; traffic calming and speed reduction
Public Transport	43	18%	General support for investment in public transport
Cycle Lanes	41	18%	General support for investment in cycling infrastructure; safe cycling infrastructure; mode shift

Recreation & Sport	37	16%	Pools (general); access to pools and gyms; oppose reduction in hours
Footpaths	23	10%	General support for investment in transport infrastructure; footpath maintenance
Environmental Management	12	5%	Environment (general); investment in climate resilience and adaptation; climate focused infrastructure
Community Development	12	5%	Support for community services and organisations; community funding
Arts	10	4%	Art Gallery
Events	9	4%	Council run events; support for community run events
Community Facilities	8	3%	General importance of community facilities
Museums	8	3%	
Infrastructure (General)	5	2%	
Social Housing	4	2%	
Street Lighting	3	1%	
Graffiti Services	2	1%	Graffiti removal
Service Centres	2	1%	General support for access to service centres; oppose reduction in hours;
Regulatory Compliance	2	1%	Dog control; noise control
Everything	1	0.4%	
Cathedral	1	0.4%	
Te Kaha	1	0.4%	
Parking	1	0.4%	Car parking generally
CDEM	1	0.4%	
Strategic Assets	1	0.4%	

Services submitters could manage without (168 Submitters)

On average, submitters provided 1.3 services that they could manage without. The services that submitters told us they value the most can generally be categorised into the topics/services in the table below. Cycleways were the service that submitters most regularly told us that they could do without, followed by spending on roads and streets (which most commonly included comments on traffic calming and speed reduction), and heritage (which was largely centred around the cathedral funding and general heritage spending). Many of the things that submitters identified as things they could do without were things that other submitters told us they value the most. Again, highlighting the challenges of meeting the varied priorities, needs, and expectations of our communities.

Topic/Service	Count	% of Submitters	Examples
Cycleways	40	24%	Cycle lanes generally; wheels to wings
Roads & Streets	28	17%	Traffic calming and speed reduction; road renewals and maintenance
Heritage	14	8%	Heritage (general); Cathedral funding
Events	14	8%	Council run events; support for community run events
Libraries	13	8%	Programmes and activities; library hours
Arts	12	7%	Arts (general); public art
Te Kaha	12	7%	
Community Development	10	6%	Support for community services and organisations; community funding
Organisation Resourcing	9	5%	Staffing levels
Public Transport	9	5%	Public transport (general); bus lanes
Social Housing	8	5%	
Recreation & Sport	8	5%	Gyms; facilities; classes and programmes
Parking	7	4%	Car parking (general); central city parking
None	6	4%	
Parks	6	4%	Parks heritage; mowing
City Promotions	6	4%	Promotional activities (general); cruise ships
Spending (General)	4	2%	
Consultants	3	2%	

Environmental Management	3	2%	Investment in climate resilience and adaptation; climate focused infrastructure
Solid Waste	2	1%	Collection frequency
Footpaths	2	1%	Footpath maintenance
Community Facilities	2	1%	
All/Most	1	1%	
Rates Increases	1	1%	
Museums	1	1%	
Strategic Assets	1	1%	

Opportunities for Savings

154 submitters provided feedback on opportunities for savings, however only a few were able to pinpoint specific examples of where they thought savings could be made. Generally, submitters mentioned areas where they thought spending was ‘wasteful,’ which often correlated with services they had previously stated that they could do without (see above). However, as previously outlined, many of these services were also highly valued by other submitters, again highlighting the challenge of balancing the varied needs, priorities, and expectations of our communities.

Areas commonly cited for potential savings included cycleways, parks, and libraries. However, as per the tables above, for every person who could do without spending on cycleways, there was another who valued it the most. Similarly, for every person who could do without spending on libraries, there were seven who valued it the most, and for parks, there were fourteen.

Other suggestions from submitters included reducing or removing community grants and funding, reviewing staff salaries, managing contractors and consultants more effectively, and reconsidering various aspects of transport spending (e.g., road resurfacing and maintenance, traffic calming, and speed management), events, and access to recreation and sport centres. Many of these are services that we have heard the importance of in consultation on previous annual and long term plans.

Disposal of Council Owned Properties

248 submitters provided feedback on the proposed disposal of Council owned properties. Overall, submitters favoured disposing of surplus properties to generate funds and reduce council debt, while ensuring that any potential future community benefits are considered before the properties are sold.

Those who were in support (59%) agreed that if they are surplus to requirement, then it makes sense to get rid of them, particularly if it will help to ease the financial pressure that the Council is facing. Submitters commonly expressed a view that properties with no foreseeable use should be sold. Some agreed, but with the proviso that they are not needed for public green spaces or other community benefits.

Submitters who opposed or provided other ideas tended to highlight the potential future uses of these properties, such as parks, reserves, or community facilities, and argued that selling them now would be short-sighted. Others mentioned the ongoing housing crisis and suggested that these properties could be used for social housing or other community benefits rather than being sold off. Generally submitters opposed the proposed disposal as they consider there are other uses for the properties that the Council should consider before making a decision to dispose of them. Some felt that there should be more consultation with the local communities who will be most affected before any final decisions are made. A few submitters specifically mentioned certain properties that they were either for or against selling.

Capital Programme

Transport

Cycleways

Submitters were extremely divided on our proposed spending on cycleways. Of the 167 submitters who provided feedback on cycleways, 38% generally supported our proposed spend on cycleways, 32% opposed our proposed spending and 17% provided other suggestions or want us to do something different to what we have proposed. 13% provided general feedback.

Submitters who supported our proposed spend tended to view it as essential and supported the investment to provide residents with more travel choice and to make cycling safer. Some highlighted the environmental benefits, while others discussed the positive impacts it would have on congestion and traffic flow as more people shift to commuting by bike. Many just provided their general support for further investment in cycleways.

Submitters who opposed our proposed spend on cycleways tend to outright oppose the development of cycleways, considering them to be a waste of money and unnecessary. In some instances, submitters expressed a view that cycleways are generally a nuisance to other road users, while others feel that cycleways are being developed at the expensive of road repairs and maintenance. Others took issue with the fact that motorists have to pay road user charges and registration fees, but cyclists are not subject to the same fees and charges.

There were also submitters who thought that we should scale back and further delay cycling infrastructure to try and reduce costs and rates increases in the immediate future. Many of these submitters view cycleways as a nice to have and feel that the investment either isn't necessary all together or see it as something can wait. Others feel that the cycleways are 'over engineered' and do not provide benefits that are commensurate with the amount spent on them.

Wheels to Wings

The Wheels to Wings cycleway remains a divisive issue, largely due to its perceived potential impact on other road users, as well as the impact on local residents and businesses. Harewood Road is seen by many submitters as an already busy road requiring two lanes in each direction, and its existing on-street parking. Other submitters told us that there was an urgency for this cycleway to proceed and that alternative routes are not suitable. 369 submitters provided comments on the proposed staged approach for the Wheels to Wings cycleway, 17% supported the proposed staged approach, 7% opposed, 67% provided other suggestions, and 9% provided general feedback.

Many of those who provided support for the stage approach simply highlighted their support for the proposed way forward. Some agreed that it is sensible to wait and see if government funding will be available for the project in the future. In some instances, submitters indicated that while they were happy with what is currently proposed in the staged approach, in the long run they would like the rest of the project to be abandoned.

Those who opposed the staged approach tended to express their disappointment that the cycleway is being delayed again. They highlighted the need for safe cycling infrastructure in the northwest of the city, and many noted that the continued delays are leading to cost escalation. These submitters believe that getting the cycleway done will reduce congestion, promote sustainable transport, and improve safety for cyclists – particularly in areas with high traffic volumes. Some expressed a view that the cycleway is well aligned with the city's overarching goal of creating a more connected and accessible city. They argued that the cycleway would make it easier for people to commute by bike, which is particularly important for those who cycle to work or school.

The majority of submitters provided other suggestions. Many of these submitters told us that they want the traffic lights installed at Harwood/Breens/Gardiners Roads installed, and the rest of the project abandoned. These submitters also commonly highlighted their opposition to any spending on this cycleway (now or in the future), with some taking the view that it is unnecessary as they do not see cyclists using Harewood Road.

Feedback on the proposed crossing for Harewood School was mixed. Many submitters support a safe crossing for the school, emphasising the importance of safety for the children at the school. Some submitters who supported a safe crossing asked that a raised crossing platform be included in the design, highlighting encounters that children have had with fast-moving vehicles. Others argued that the current measures along with a slow speed zone during school hours is adequate to protect the children crossing the road to go to school. A few were concerned that traffic lights at

the school may lead to additional congestion and suggested that the focus should be on improving traffic flow rather than adding additional signals.

For many, the cost of the cycleway was a concern. These submitters tended to argue that the funds could be better spent on other essential services or infrastructure projects. For others, increased congestion is a concern, particularly on Harewood Road. They are concerned that reducing the road to a single lane will create bottlenecks and disrupt the flow of traffic. In many cases, submitters highlighted that they have lived in the area for a number of years, see no need for a cycleway, and generally vehemently oppose it. In a number of cases these submitters argue that the current number of cyclists they see in the area does not justify the investment, suggesting that the cycleway is unlikely to be well utilised.

The feedback on the staged approach to Wheels to Wings once again highlights the competing priorities, opinions, and values of our residents and communities, and the challenge of balancing these diverse perspectives.

Lincoln Road Public Transport Project

76 submitters provided mixed feedback on the proposed delay of the Lincoln Road Public Transport Project, 43% of these submitters opposed the delay while 37% supported the proposal.

Those who opposed the delay emphasised the importance of completing the project as planned to ensure a continuous, efficient bus route, reduce traffic congestion, and support the city's long-term transport strategy. Some highlighted that the Halswell area is growing rapidly, and the infrastructure needs to keep pace with this growth. They feel that delaying the project will only exacerbate existing transport challenges and make it more expensive to address them in the future. Others expressed a view that if the project isn't completed as planned, congestion will continue to slow buses down, wasting previous investments in public transport infrastructure, discouraging people from using public transport and increasing congestion from buses using the main traffic lane.

Those who supported the proposed delay viewed it as a financially responsible decision that allows for better planning, minimises disruption with further road works, and aligns with broader government policies on transport investment. Some expressed concerns about the disruption from ongoing construction, which has already impacted local businesses and residents, while others supported the idea of reallocating the existing local funding. Others supported waiting to see if government funding will be available for the project in the future.

Transport Operations

64 submitters provided feedback on transport operations issues; this feedback largely focused on speed limit changes and safety projects. Many submitters viewed spending on transport safety projects as wasteful and provided examples of what they considered unnecessary expenditure. In almost all cases, these submitters called for Council to stop spending on these projects; however, on the other hand there was a handful of submitters who highlighted the positive impacts that

these projects have had and called for them to continue. Other submitters made requests for changes at specific intersections and in certain areas of the city.

Three Waters

Many submitters noted the importance of investing in our three waters network, while others still questioned why we are investing in three waters now that Central Government has taken a different approach to water reform. The term 'three waters' is in some respects facing an identity/reputation challenge, with many still strongly associating it with the previous Government's water reform programme.

84 submitters provided feedback on our proposed capital spend on three waters. Overall, submitters were supportive of the Council investing in three waters infrastructure, emphasising the importance of a safe, high-quality water network. Many view water as the Council's most essential core service and are pleased to see funding directed toward it. Submitters also shared feedback on specific aspects of the Three Waters capital programme: 18 commented on water supply, 19 on wastewater investment, and 21 on stormwater and land drainage. This feedback generally focused on a range of specific aspects of the Three Waters capital programme.

Chlorine was still a focus for some, who reiterated their desire to see it removed from the water supply. Submitters reminisced about the quality of Christchurch's drinking water previously, expressing their disappointment that our water supply is still chlorinated. For many, the taste and quality are of concern, while others mentioned skin issues, harm to plants, and general distrust of chemical additives like chlorine and fluoride. Many of these submitters were happy with the Council's proposed capital investment in three waters if it means that Chlorine can be removed from the water supply.

Parks

Submitters provided a range of feedback on our proposed capital spending on parks. Generally, submitters were supportive of investment in the city's parks, which are seen by many as essential community assets that contribute to wellbeing, mental health, and physical activity. Submitters frequently mentioned the importance of green spaces for families, children, and the broader community. Parks are appreciated for their role in biodiversity improvement, recreation, and public enjoyment. In some instances, submitters offered constructive feedback, such as improving access to and the quality of public toilets in our parks and improving accessibility.

A number of submitters also provided feedback on parks maintenance issues. Again, submitters highlighted that they view parks as a vital community asset and feel that they should be well-maintained. Comments highlighted the importance of regular mowing, rubbish removal, and general upkeep, some noted that they feel regular maintenance is more important than new improvements and developments.

Overall, parks are widely regarded as valuable assets to the city, and there is strong community support for continued investment in their upkeep and development.

Central City Shuttle

477 submitters provided feedback on the proposal to allocate up to \$200,000 for a scoping study for a central city shuttle service. Feedback was mixed, with 58% of respondents supporting the proposal and 42% opposing. 223 submitters provided written feedback.

Should we allocate up to \$200,000 for a scoping study for a central city shuttle service?		
Total number of responses: 477		
Response	Count	%
Yes	276	58%
No	201	42%

Those who supported the proposal tended to have fond memories of the shuttle service pre-earthquake, referencing the success of the previous shuttle service in their submissions. Some suggested that the existing data and experience could be leveraged to reintroduce the service effectively. For many, the shuttle's potential to improve accessibility within the central city was a plus, making it easier for residents and visitors to navigate the central city without relying on personal vehicles. Some submitters believe that the shuttle could boost local businesses by increasing foot traffic in the central city, making it more attractive for shopping and dining.

Many of those who opposed the proposal did not necessarily oppose the reintroduction of the shuttle itself but opposed spending \$200,000 on a scoping study for something that ran successfully in the past. Many submitters felt that the proposed \$200,000 was excessive and a waste of money. They suggested that the funds could be better utilised elsewhere or that the study could be conducted more cost-effectively.

Other submitters argued that the shuttle service was unnecessary given the existing transport options in the central city, such as buses, e-scooters, and the tram. They feel that these existing services already adequately cover the central city. There were concerns about the potential low usage of the shuttle service, similar to the previous shuttle service before the earthquakes. Submitters questioned whether there was sufficient demand to justify the investment. Some felt that the \$200,000 should be redirected to other priorities, such as improving cycleways, public transport routes, or other infrastructure projects that would have a more significant impact on the community.

Submitters also provided a range of other options. These included utilising the existing metro system in the central city instead of introducing a separate service, a hop on hop off service with a small charge, expanding the scope of the study to consider shuttle services that support other facilities outside the central city, such as Ferrymead Heritage Park and the Airforce Museum, and incorporating a park-and-ride system, where free car parking is provided on the edges of the CBD, with the shuttle service facilitating transport into the city centre.

Some submitters felt that given the success of the previous shuttle service, there are opportunities to leverage existing data from the previous shuttle service to make an informed decision, rather than spending \$200,000 on a new scoping study. Others thought that it could be done for less than \$200,000 or that existing council staff could conduct the study instead of hiring external consultants.

Air Force Museum

629 submitters provided feedback on our proposal to grant the Air Force Museum \$5 million towards an extension of its site. 75% of these submitters supported the proposal, and 25% did not.

Should we proceed with our proposal to grant the Air Force Museum \$5 million towards an extension of its site?		
Total number of responses: 629		
Response	Count	%
Yes	472	75%
No	157	25%

277 submitters provided written feedback on the proposal. The majority of these were comments in support of the proposed grant. These submitters spoke of the value they see in the museum, including the historical values, tourism and economic benefits, and the community and cultural significance.

The importance of preserving the history of the RNZAF was a priority for a number of submitters, many of whom pointed out the importance of educating future generations about this history. For others, the need to properly house and preserve the Orion and Hercules aircraft was the priority. They argued that these aircraft are of national significance and should be protected from deterioration. Other submitters believed that the investment would bring additional local and international visitors to the city and that investing in the museum would boost tourism and benefit the local economy.

Those who opposed the proposed grant were largely concerned about the financial implications. Some suggested that the museum should seek funding from other sources, such as the NZDF or central government, entrance fees or private donations, rather than relying on ratepayers. Others thought that the grant should be offered as a repayable loan instead of a grant. Submitters expressed concerns that now is not the time to be adding an additional \$5 million dollars in costs, particularly when many households are already struggling.

Other submitters thought that \$5 million could be better spent on other pressing needs, such as addressing climate change, investing in our water infrastructure, and improving public transport, or funding other causes such as the Canterbury Museum, Orana Wildlife Park, or other community

and historical projects that might have a more immediate impact on residents. They argued that these areas should take precedence over the museum grant.

Some submitters provided alternative proposals, including partial repayment plans or contributions from other councils and the central government. While they were concerned about the financial impacts on Christchurch ratepayers, they were also concerned about the future and financial security of the museum. Other submitters supported the grant in principal but wanted to see it delayed until rate payers were facing less financial pressure.

Climate Fund Policy

147 submitters provided feedback on the climate fund policy. The majority of these were general feedback or other suggestions (89%).

In a number of instances submitters were sceptical about the necessity of the fund, suggesting that it might be a waste of resources or poorly designed. Many of these submitters thought that there were more pressing needs for the money. Submitters also expressed concerns about the governance and transparency of the fund, highlighting the importance of transparent governance of the fund. Some called for independent oversight to ensure that the fund is used appropriately.

A number of submitters supported the idea of the fund but emphasised the need for clear guidelines and flexibility in its use. They suggested that the fund should be held in reserve for a significant period but also be accessible in case of major climate-related disasters. Others want to see the fund used for specific projects such as flood protection, sea level rise mitigation, and improving the sewage system. There were some suggestions the fund should be used immediately for projects that reduce emissions.

Those who supported the proposed policy reiterated their support for the fund, and the Council prioritising climate action and adaptation.

Trade Waste

230 submitters provided feedback on our proposal to change how we charge for trade waste, 78% of these submitters supported option one (the Council's preferred option).

What do you think of our proposal to change how we charge for trade waste? Which option do you prefer:		
Total number of responses: 230		
Response	Count	%
Option 1: Three-tiered volume rate (the Council's preferred option)	179	78%

Option 2: Two-tiered volume rate	7	3%
Option 3: Fixed volume rate	44	19%

Submitters who provided feedback on option one tended to express a level of trust in the Council to land on a proposal that is fair and sensible. Some emphasised the importance of equity and practicality, while others expressed concerns about implementation costs and the impact on businesses.

Feedback on option three reflects a strong preference for simplicity and fairness, with submitters advocating for measures that do not disproportionately impact smaller businesses while encouraging larger companies to reduce their waste.

Proforma

Six other forms/pro forma were circulated during consultation on the annual plan. These covered the following topics:

- Proposed funding for a vert ramp
- Upgrades for Wyon & Hulbert Streets
- An alternative 'simple' submission form.

Vert Ramp (75 submissions)

Two different forms were used to gather feedback on funding in the draft annual plan for a vert ramp. The questions on each of these forms were slightly different, as set out in the table below.

Question	Number in Support	Total Forms
I support the proposed funding for a vert ramp	35	35
I support the Council funding to support a vert ramp	40	40

Submitters were also asked for feedback on anything else that the Council could do to support skating in the city. Feedback ranged from more capital investment in facilities to support skating, to improving the amenity and safety of current skate parks or providing funding to support skating events in the city.

Wyon & Hulbert Streets (6 Submissions)

This form sought feedback on road and footpath improvements and maintenance for Wyon and Hulbert Streets. The feedback from these submitters was integrated into the wider set of feedback received on roads and footpaths through the *Let's talk* form. The is be found in the *Thematically coded submission content & staff responses* report.

‘Simple’ Submission Forms (44 Submissions)

Three other ‘simple’ submission forms were also distributed to residents in some areas. These asked for feedback on:

- Things I want Council to do
- Things I don’t want Council to do
- Things that Council can improve on

While these submission forms generally asked the same questions, they were all slightly different. Some asked whether submitters would like to speak to the Council, while others did not. They also included a range of different contextual information.

The feedback from these submitters was integrated into the wider set of feedback received on annual plan, which can be found in the *Thematically coded submission content & staff responses* report. A number of these submission forms were received late and were not coded.