



Dunedin City Council 2010 Residents' Opinion Survey

July 2010

Dunedin City Council

2010 Residents Opinion Survey

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Dunedin City Council

2010 Residents Opinion Survey Report

1 Introduction

1.1 Research Context

The Dunedin City Council has been running an annual *Residents' Opinion Survey* since 1994. These surveys measure residents' satisfaction with the Council's performance and with City facilities in which the Council has a significant interest. The output of these surveys enables the Council to assess the extent to which it has met its performance objectives. In addition, each year subsequent surveys add to a growing body of research about what Dunedin residents think about their City and their Council.

Since 2002, the Surveys have provided a critical input into the Dunedin City Council's Long Term Council Community Plan (LTCCP). Under the Local Government Act 2002 (LGA) all local councils are required to have a LTCCP which provides:

- Integrated decision-making and co-ordination of local authority resources;
- A long-term focus for local authority decisions and activities;
- A basis of local authority accountability to the community; and
- An opportunity for public participation in decision-making on local authority activities.

A key focus of any LTCCP is to identify 'Community Outcomes' for the long-term future of a local authority's area. Outcomes, as defined in the Act, are 'the desired result or state of affairs that the community considers important for its well being', and cover social, economic, environmental or cultural outcomes. The *Dunedin City Council Long-Term Council Community Plan 2003/04 –2012/13* identified the following Community Outcomes:

- | | |
|------------------------------------|---------------------------|
| • Wealthy Community | • Accessible City |
| • Sustainable City and Environment | • Safe and Healthy People |
| • Culture and Learning | • Supportive City |
| • Active City | |

As well as guiding the Council's planning, these outcomes will also influence planning across all sectors of the community. While the Council does not have sole responsibility for these outcomes, it does have a key role in achieving these outcomes. As a critical provider of services and amenities, the Dunedin City Council has a responsibility towards the well-being of the City.

1.2 Research Objectives

As noted above, the 2010 Residents' Opinion Survey (the Survey) is designed to measure residents' satisfaction with the Council's performance and with facilities in which the Council has an interest. In addition the Survey is required to measure residents' satisfaction with Dunedin itself. The Council uses the results of the Survey to assess the extent to which it has met (or is progressing towards meeting) its Annual Plan and LTCCP objectives.

The topics covered in the Survey include:

- | | |
|--|---------------------------------------|
| • Overall Satisfaction with City Council | • Rubbish Collection |
| • Water, Drainage and Sewerage | • Roads, Footpaths, Lighting, Parking |
| • Regulatory, Monitoring, Enforcement | • Consultation and Communication |
| • Economic Development and Promotion | • Elected Representatives |

2 Research Design

2.1 Overview: The Mail Survey Design

The 2010 Residents' Opinion Survey was completed using a mail (i.e., postal) survey. Mail surveys offer a number of advantages as the survey method of choice. In particular:

- Mail surveys are cost-effective; and
- Mail surveys are an efficient use of researcher time.

In addition, mail surveys share the advantages of all self-completed questionnaire designs. In particular:

- The asynchronous nature of the data collectionⁱ lowers the risk of initial refusal; and
- It is possible to provide reference material with the questionnaire, increasing the complexity of the topics the survey can address.

The 2010 Residents' Opinion Survey built on the lessons learned from previous Residents' Opinion Surveys, and deployed a mail survey research design that involved:

1. A probability sample, stratified across Council wards (i.e., clusters of suburbs), drawn from the electoral rollⁱⁱ;
2. A questionnaire that enables trends in satisfaction and opinions to be identified (i.e., survey results that can be compared with previous years' surveys), and for specific contemporary issues to be explored (a copy of the 2010 questionnaire is appended to this report);
3. A questionnaire that was pre-tested to ensure it was easily comprehended and did not create an unreasonable burden for respondents;
4. The inclusion of an on-line version of the questionnaire, to increase the number of ways potential respondents could complete the questionnaire; and
5. The use of a reminder letter to prompt the maximum response rate among the sample.

In fulfilling each of these components, Research First provided the Council with a mail survey which followed the leading practice established by Dillman (2006; 1978)ⁱⁱⁱ. This involved the following steps:

- Working closely with the Council to understand the detail of the desired sampling matrix, and to develop the best possible survey questionnaire;
- Creating a database from which a sample frame can be derived and the responses managed;
- Pretesting the survey questionnaire on a subset of the target population^{iv};
- Mailing out survey questionnaires with a letter addressed *personally* to the targeted respondents;
- Sending out a reminder letter and duplicate survey to *all* non-responding targets;
- Coding returned surveys as they were received; and
- Using SurveyPro[™] for data handling and analysis.

2.2 Survey Design: Addressing the Limitations of Mail Surveys

There are a number of risks associated with mail surveys that need to be considered when considering this research design. The most significant of these are:

- Response rates tend to be lower than for other survey approaches;
- There is a significant risk of self-selection bias among the achieved sample^v; and
- Data collection is slower than with other survey approaches^{vi}.

These limitations are inherent in the nature of mail surveys and, as such, cannot be eliminated. However, they can be diminished through careful survey design and execution. The basis for participation in survey research is often explained with reference to 'Social exchange theory'^{vii}. This theory tells us that people engage in an activity because of the rewards they hope to reap (hence the 'exchange'). The theory also tells us that all activities include certain costs and people attempt to keep the costs below

the rewards they hope to receive. For survey research, social exchange theory means that the way to increase response rates (and mitigate the systemic weakness of mail survey designs) is to weight the value of the exchange in favour of the participant. This is done through a combination of (i) minimizing the costs of responding; (ii) maximizing the rewards of responding (for most surveys, the largest 'reward' for participants comes from knowing they have been specifically selected to take part in the research, and that their opinions and responses are valued); and (iii) establishing trust that those rewards will be delivered.

It is for these reasons that Research First's design of the 2010 Residents' Opinion Survey:

- Stressed the company's membership of the Market Research Society of New Zealand (and the attendant obligations of the professional code of practice);
- Provided multiple data collection options (one way to increase response rates in survey-based research projects is by increasing the number of ways that participants can complete the survey questionnaire, in 2010 this was achieved by offering potential participants the option of completing the survey on-line at first contact); and
- Followed up with non-respondents (providing a replacement questionnaire) to give the originally selected participants the best chance of participating in the survey.

2.3 The Achieved Sample

The sample for the 2010 Residents' Opinion Survey involved 4,500 names randomly selected from the relevant Electoral Rolls. Of these, 126 were returned to sender, undelivered. The total possible sample was therefore 4,374.

Of these, 1,077 responses (24.6%) were received. These 1,077 responses constitute the survey data set for this report (the demographic composition of this data set is provided in Table 2.1 and the geographic composition is provided in Table 2.2).

In addition to those respondents invited to participate in the 2010 Survey, the Dunedin City Council made the on-line survey questionnaire available to any residents who were interested in completing it. This resulted in 176 additional survey completions not from the random sample, and these results constitute the 'secondary' data set for this report. The results from this data set are outlined from Section 9 onwards (the demographic composition of this data set is provided in Table 9.1, page 82).

Table 2.1: Demographic Composition of the Survey Sample

| | | All Responses | Male | Female |
|--------------------|---|---------------|-----------|-----------|
| Age | Average: | Age 55 | Age 58 | Age 53 |
| | 24 or under | 35 (3%) | 13 (3%) | 21 (4%) |
| | 25-34 | 88 (8%) | 25 (6%) | 63 (11%) |
| | 35-44 | 141 (13%) | 43 (10%) | 96 (17%) |
| | 45-54 | 199 (18%) | 88 (20%) | 111 (19%) |
| | 55-64 | 215 (20%) | 105 (23%) | 110 (19%) |
| | 65+ | 301 (28%) | 152 (34%) | 148 (26%) |
| Gender | | 1077 (100%) | 450 (42%) | 576 (53%) |
| Ethnicity | New Zealand born of European descent | 846 (79%) | 364 (81%) | 478 (83%) |
| | New Zealand born of Maori descent | 45 (4%) | 19 (4%) | 26 (5%) |
| | New Zealand born of Pacific Island descent | 4 (0%) | 4 (1%) | 0 (0%) |
| | New Zealand born of Asian descent | 4 (0%) | 1 (0%) | 3 (1%) |
| | New Zealand born of Other descent | 10 (1%) | 5 (1%) | 5 (1%) |
| | Born overseas and of European descent | 128 (12%) | 54 (12%) | 74 (13%) |
| | Born overseas and of Maori descent | 0 (0%) | 0 (0%) | 0 (0%) |
| | Born overseas and of Pacific Island descent | 1 (0%) | 0 (0%) | 1 (0%) |
| | Born overseas and of Asian descent | 7 (1%) | 2 (0%) | 5 (1%) |
| | Born overseas and of other descent | 5 (0%) | 4 (1%) | 1 (0%) |
| personal income | Under \$15,000 | 190 (18%) | 62 (14%) | 127 (22%) |
| | \$15,001 - \$30,000 | 225 (21%) | 91 (20%) | 133 (23%) |
| | \$30,001 - \$45,000 | 154 (14%) | 65 (14%) | 87 (15%) |
| | \$45,001 - \$60,000 | 145 (13%) | 68 (15%) | 77 (13%) |
| | \$60,001 - \$75,000 | 83 (8%) | 39 (9%) | 44 (8%) |
| | Over \$75,000 | 123 (11%) | 86 (19%) | 37 (6%) |
| Property Ownership | Own property in Dunedin (yes) | 865 (80%) | 384 (85%) | 476 (83%) |
| | Own property in Dunedin (no) | 150 (14%) | 62 (14%) | 87 (15%) |
| Location | Dunedin City | 34 (3%) | 14 (3%) | 15 (3%) |
| | South Dunedin | 220 (20%) | 91 (20%) | 115 (20%) |
| | Green Island | 109 (10%) | 50 (11%) | 54 (9%) |
| | Kaikorai Valley | 213 (20%) | 93 (21%) | 112 (19%) |
| | Northern Suburbs | 135 (13%) | 51 (11%) | 78 (14%) |
| | Port Chalmers | 56 (5%) | 23 (5%) | 30 (5%) |
| | Peninsula | 76 (7%) | 32 (7%) | 42 (7%) |
| | Mosgiel | 156 (14%) | 67 (15%) | 84 (15%) |
| | Rural | 78 (7%) | 29 (6%) | 46 (8%) |
| Employment Status | Full Time employed | 421 (39%) | 236 (52%) | 183 (32%) |
| | Part Time employed | 200 (19%) | 41 (9%) | 158 (27%) |
| | Not in paid employment | 349 (32%) | 152 (34%) | 195 (34%) |
| Family | Average number of children | 1.9 | 2.0 | 1.9 |
| | No. of households with children | 26% | 28% | 27% |

Table 2.2: Geographic Composition of the Primary Sample

| | |
|--------------------------|---|
| Dunedin City (N= 34) | Central; City Rise; Dunedin; Fern Hill |
| South Dunedin (N=220) | Andersons Bay; Caversham; Musselburgh; South Dunedin; St Clair; St Kilda |
| Green Island (N=109) | Abbotsford; Concord; Corstophine; Fairfield; Green Island |
| Kaikorai Valley (N=213) | Balmacewen; Brockville; Belleknowes; Halfway Bush; Kaikorai; Kenmure; Mornington; Roslyn; Wakari |
| Northern Suburbs (N=135) | Dalmore; Glenleith; Leith Valley; Maori Hill; North Dunedin; North East Valley; Opoho; Pine Hill; Upper Junction; Woodhaugh |
| Port Chalmers (N=56) | Deborah Bay; Port Chalmers; Ravensbourne; Roseneath; Sawyers Bay; St Leonards |
| Peninsula (N=76) | Broad Bay; Company Bay; Highcliff; Macandrew Bay; Ocean Grove; Portobello; The Cove; Shiel Hill Vauxhall; Waverley |
| Mosgiel (N=156) | East Taieri; Mosgiel; Outram |
| Rural (N=78) | Brighton; Karitane; Long Beach; Middlemarch; Ocean View; Taieri Plains; Waikouaiti; Waitati; Waldronville |

2.4 Technical Note

The results in this survey are presented in a manner consistent with previous Residents' Opinion Survey reports. That is:

- The central measure used is a 'satisfaction score' (the percentage of respondents identifying themselves as 'very satisfied' or 'satisfied' with a particular service dimension); and
- The counterpoint measure is a 'dissatisfaction score' (the percentage of respondents identifying themselves as 'very dissatisfied' or 'dissatisfied' with a particular service dimension).

The reason for this is that satisfaction is measured on a five point scale, with the answer options being:

| Section A | | | | | | |
|---|-----------------------|-----------------------|--|-----------------------|------------------------|-----------------------|
| Your Satisfaction with Council Services —Please indicate how satisfied you are with each of the following Council services by ticking the appropriate box. | | | | | | |
| | Very Satisfied 1 | Satisfied 2 | Neither Satisfied Nor Dissatisfied 3 | Dissatisfied 4 | Very Dissatisfied 5 | Don't Know 6 |
| Rubbish Collection —If you do not receive this service please tick here <input type="checkbox"/> | | | | | | |
| 1 Household rubbish collection | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 2 Kerbside recycling | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 3 Street litter bins | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

By tracking both satisfaction *and* dissatisfaction, it is possible to see how residents' opinions change from year to year (for instance, are satisfied residents becoming more ambivalent or is their satisfaction turning into dissatisfaction?).

In addition, the results in this report:

- Provide percentages for the total valid responses to each question (that is, based on the number of people answering each question and not including non-responses or those answering 'don't know').

This means that the satisfaction scores for City facilities and a range of services are calculated on the basis of the satisfaction of users rather than residents.

Finally, the report provides both absolute and relative scores for satisfaction and dissatisfaction. That is, the absolute score for 2009/10 is provided and a comparison with scores from previous years is provided. This is important because the measures that *change* from one year to the next may not be as significant as the *absolute* score for measures. This holds for measures that have both improved and deteriorated between 2008/9 and 2009/10, and is highlighted in the following section which reports:

- What residents are *most* satisfied with in 2009/10;
- What residents are *more* satisfied with in 2009/10 than 2008/9;
- What residents are *least* satisfied with in 2009/10; and
- What residents are *less* satisfied with in 2009/10 than 2008/9.

3 Executive Summary

The key results and messages from the 2010 Dunedin City Council Residents' Opinion Survey^{viii} are:

3.1 Business as Usual?

The results for the 2010 Dunedin Residents' Opinion Survey show that, in many areas of the City and the Council's performance, little has changed from 2009.

This means that many of the things that residents were very satisfied with in 2009 they continue to be well satisfied with in 2010. The corollary of this is that many of the things that residents were less than satisfied with in 2009, they remain less than satisfied with in 2010.

3.2 An Increasingly Pessimistic Populace?

At the same time, residents' satisfaction with other aspects of the City's and the Council's performance have declined from 2009. This includes the key measure of satisfaction with the Councils' overall performance during the period 2009-2010.

However, these scores need to be interpreted in the context of (i) what seems to be a more pessimistic City populace overall (as revealed by residents' general perceptions of Dunedin and in the answers to the SWOT analysis included in the 2010 questionnaire for the first time); and (ii) a nationwide context of declining satisfaction scores in 2010^{ix}.

3.3 What are Residents Most Satisfied With?

In 2010 the following aspects of the City and the Council's performance had a 'satisfaction' score of 80% or higher:

| | 2010 | 2009 |
|--|-------|-------------|
| • The Botanic Garden | (94%) | (95%) |
| • The City's public libraries | (92%) | (93%) |
| • Materials available at the libraries | (89%) | (90%) |
| • The Otago Museum | (88%) | (94%) |
| • The Otago Settlers' Museum | (88%) | (91%) |
| • The reliability of rubbish collection services | (88%) | (88%) |
| • The City's parks and reserves | (86%) | (85%) |
| • The Dunedin Public Art Gallery | (83%) | (89%) |
| • Accessibility of recreational sites and facilities | (82%) | (not asked) |
| • Water pressure | (81%) | (81%) |
| • The Edgar Sports Centre | (80%) | (81%) |

And the following aspects of the City and the Council's performance had a 'satisfaction' score of 75% or higher

| | | |
|---|-------|-------|
| • Household rubbish collection | (79%) | (81%) |
| • The City's swimming pools | (79%) | (84%) |
| • Services at Dunedin Cemeteries | (79%) | (75%) |
| • Street lighting in the City | (78%) | (76%) |
| • Walking and biking tracks in the City | (78%) | (77%) |
| • Off peak traffic flow around the City | (76%) | (76%) |
| • Street lighting in neighbourhoods | (75%) | (73%) |
| • The Dunedin Town Hall | (75%) | (81%) |

3.4 What are Residents *More* Satisfied With?

In 2010 residents were more satisfied than in 2009 with:

| | 2010 | 2009 | Change |
|--|-------|-------|--------|
| • Their contact with Community Board Members | (37%) | (25%) | +12% |
| • The street lighting provided in the City | (78%) | (72%) | +6% |
| • Their contact with the Mayor and Councillors | (34%) | (29%) | +5% |
| • The City's sewerage system | (64%) | (60%) | +4% |
| • The condition of the footpaths throughout the City | (53%) | (49%) | +4% |
| • The service provided at the City's cemeteries | (79%) | (75%) | +4% |

3.5 What are Residents Least Satisfied With?

In 2010 the following aspects of the City and the Council's performance had a 'satisfaction' score of 30% or below:

| | 2010 | 2009 |
|---|-------|-------------|
| • Look / feel of the Dunedin South retail area | (11%) | (17%) |
| • Processing of Building Consents | (24%) | (24%) |
| • DCC is a leader in the development of a sustainable City | (26%) | (not asked) |
| • DCC delivers good value of ratepayers' money | (26%) | (34%) |
| • The suitability of roading network for cyclists ^x | (27%) | (25%) |
| • Retaining existing business and jobs | (27%) | (30%) |
| • The amount of public consultation undertaken | (27%) | (34%) |
| • Attracting new businesses and jobs to the City | (28%) | (34%) |
| • Dunedin is a thriving City | (29%) | (39%) |
| • Availability of on-street parking | (29%) | (30%) |
| • Supporting the development of existing Dunedin businesses and jobs in Dunedin | (30%) | (38%) |

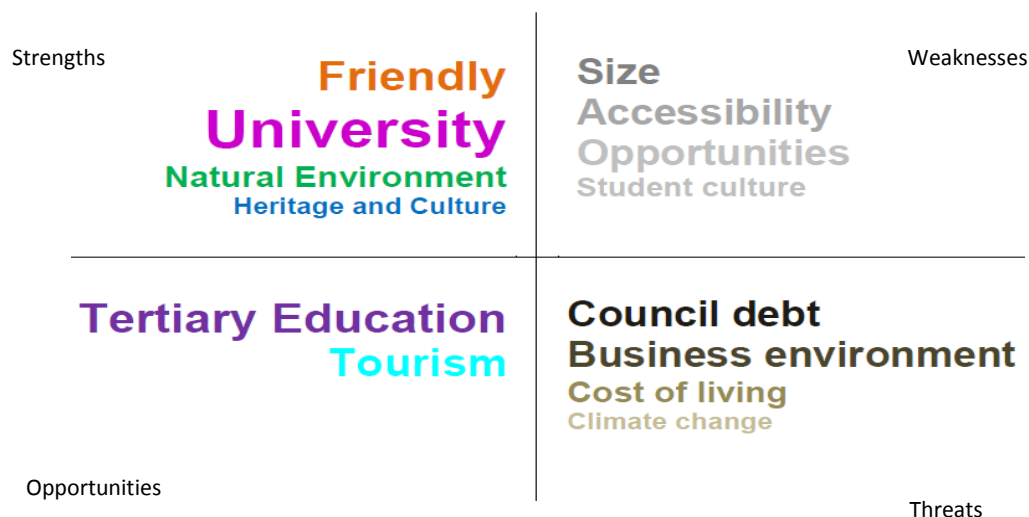
3.6 What are Residents *Less* Satisfied With?

In 2010, the ten areas where residents' satisfaction had declined the most were:

| | 2010 | 2009 | Change |
|--|-------|-------|--------|
| • The overall look and feel of the City | (63%) | (79%) | -16% |
| • Dunedin is a fun City | (38%) | (50%) | -12% |
| • Ease of use of pay-and-display machines; | (51%) | (63%) | -12% |
| • Dunedin is a thriving City | (29%) | (39%) | -10% |
| • Dunedin recognizes and supports cultural diversity | (64%) | (74%) | -10% |
| • Amount of information about what DCC doing | (34%) | (43%) | -9% |
| • DCC delivers good value for ratepayers | (26%) | (34%) | -8% |
| • Supporting development of existing businesses | (30%) | (38%) | -8% |
| • Look and feel of the central City retail area | (62%) | (70%) | -8% |
| • Water quality | (66%) | (74%) | -8% |

3.7 What are Residents Most Concerned About?

The 2010 survey used both an open-ended question and a SWOT matrix to have respondents identify their key areas of concern for the future (for both the Council and the City). In the SWOT analysis the most commonly identified strengths, weaknesses, opportunities, and threats were:



Priorities for the Council for the coming year

In order the top priorities for the Council for the coming year as selected by residents are:

- Finish new stadium
- Limit Council spending
- Elect new Council
- Reduce rates
- Address water / sewerage issues

Common open ended responses

In the open ended questions, the most common responses were:

- A concern with the appearance of the City
- The need for a more frequent bus service
- The need to maintain the roads and footpaths to a higher standard
- The need for Council to 'listen more' or 'be more responsive'
- A concern with the amount of litter and/or broken glass in the City
- Concern with a perceived lack of parking
- Residents expressing satisfaction with Council staff
- The need to provide more assistance to new companies
- The need to place more emphasis on maintaining and restoring old buildings
- The need to provide more support to existing businesses.

4 Overall Satisfaction with Dunedin

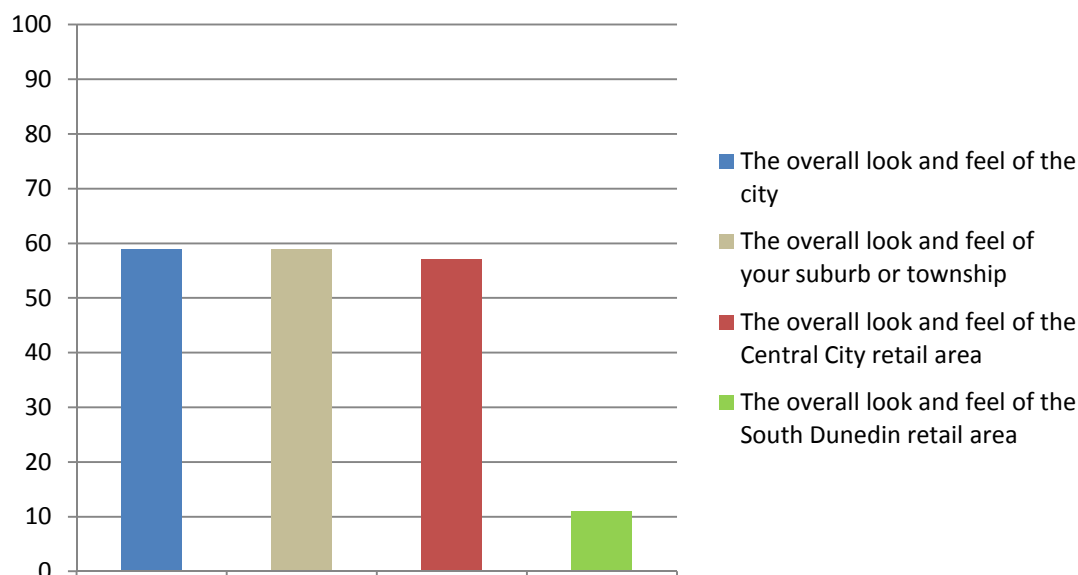
4.1 Planning and Urban Design

The tension between absolute and relative measures of performance in the Residents' Opinion Survey data set are well demonstrated in the responses to questions about the 'look and feel' of the City and its suburbs (Table 4.1). If we treat the 2010 results in isolation, as absolute measures, we can see that (with the exception of the overall look and feel of the South Dunedin retail area), residents are generally very satisfied with how the City, the Central City retail area, and their suburbs 'look and feel' (Figure 4.1).

Table 4.1: Overall Satisfaction Scores of Respondents

| | | Number of responses | Very Satisfied (%) | Satisfied (%) | Neither Satisfied / Dissatisfied (%) | Dissatisfied (%) | Very Dissatisfied (%) | No response (N) |
|----|--|---------------------|--------------------|---------------|--------------------------------------|------------------|-----------------------|-----------------|
| 62 | The overall look and feel of the City | 995 | 9 | 54 | 23 | 9 | 5 | 82 |
| 63 | The overall look and feel of the central City retail area | 996 | 8 | 54 | 22 | 11 | 5 | 81 |
| 64 | The overall look and feel of the South Dunedin retail area | 975 | 1 | 10 | 23 | 42 | 24 | 102 |
| 65 | The overall look and feel of your suburb or township | 1018 | 8 | 51 | 25 | 11 | 5 | 59 |

Figure 4.1: Satisfaction with 'Look and Feel' of Various Parts of Dunedin



However, if we shift from looking at the absolute scores (i.e., the results from 2010 in isolation) to the relative scores (i.e., the 2010 results compared with previous results), we can also see that satisfaction levels overall are clearly lower than previous surveys (Figure 4.2a). This trend is also exhibited in the dissatisfaction scores (Figure 4.2b), where more than half of respondents were dissatisfied with the 'look and feel' of South Dunedin retail area.

Figure 4.2a: Overall Satisfaction with Dunedin 2003/04 - 2009/10

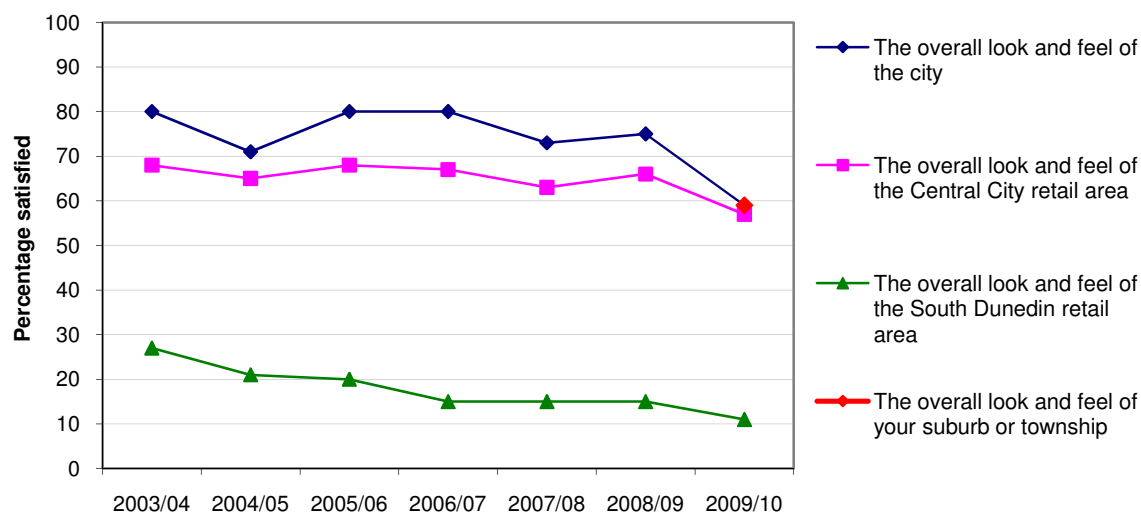
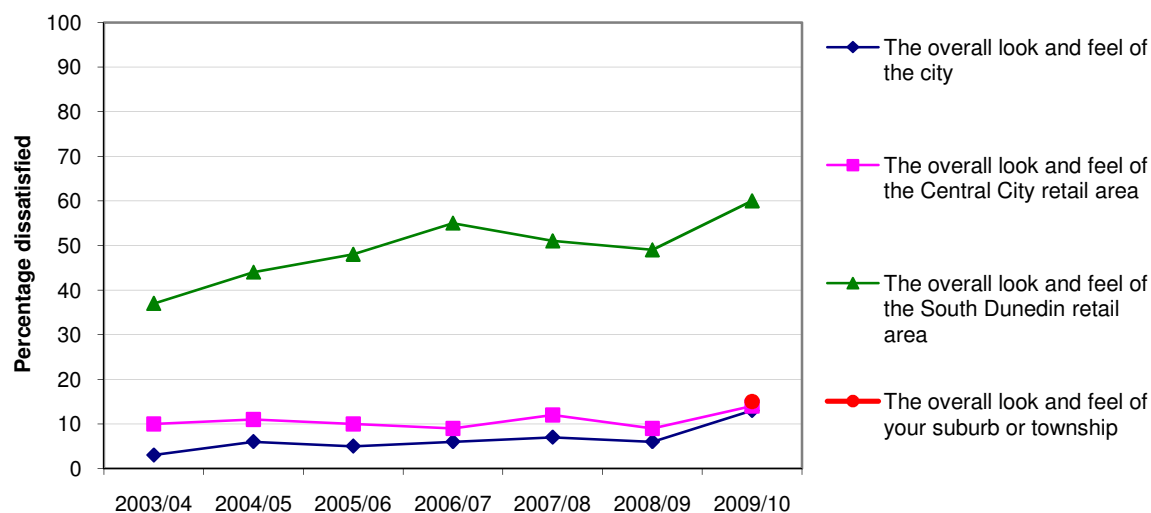
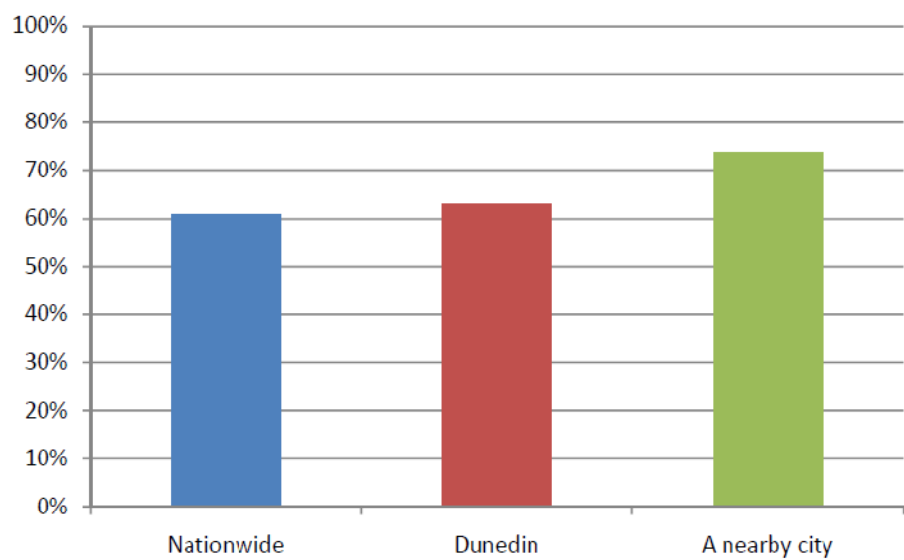


Figure 4.2b: Overall Dissatisfaction with Dunedin 2003/04 - 2009/10



A second ‘relative’ approach asks how well Dunedin compares to other cities from across New Zealand. The *Quality of Life Survey 2008 National Report*^{xi} provides one way to do this, as do residents’ satisfaction surveys completed elsewhere by Research First Ltd. What these two benchmarks show is that satisfaction with the overall ‘look and feel’ of Dunedin compares well with scores across the eleven other cities participating in The Quality of Life Project (there are twelve participant cities in this Project, with Dunedin being one of them), where the average score for ‘pride in’ the ‘look and feel’ of the cities across the twelve cities was 61.8%. Compared to these 2008 results, the 2010 Residents’ Opinion Survey place Dunedin ahead of six of the other eleven cities in the *Quality of Life Survey 2008 National Report*. At the same time, both the *Quality of Life Survey 2008 National Report* and other satisfaction surveys completed by Research First suggest that satisfaction with the ‘look and feel’ of the City has fallen behind that of Dunedin’s closest neighbouring cities (Figure 4.3).

Figure 4.3: Comparative Satisfaction with the ‘Look and Feel’ of a range of Cities



Respondents were also asked what they would like done in order to improve their satisfaction with the ‘look and feel’ of various parts of Dunedin. The unprompted responses, and the number of respondents making those suggestions, were:

- Need to maintain heritage buildings 12
- City needs to be car-free 9
- South Dunedin needs facelift 6
- City Centre needs economic stimulus 6
- Mosgiel needs facelift 4
- Address Traffic Congestion 3
- Need street furniture 3
- One-off issues, shopping centres 8
- One-off issues, roading 18

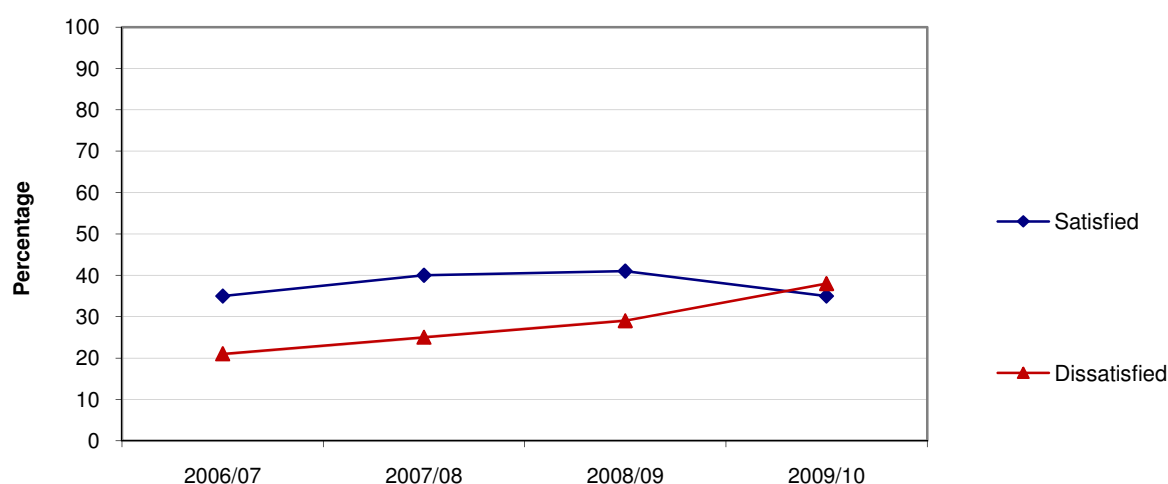
4.2 Overall Performance of the Dunedin City Council

In terms of rating the overall performance of the Dunedin City Council, 35% of residents were satisfied with its performance and 38% were dissatisfied (Table 4.2). This is the first time a higher proportion of residents was dissatisfied than satisfied (28% of residents remained neutral)(Figure 4.4).

Table 4.2: Satisfaction with Overall Performance of Dunedin City Council

| | | Number of responses | Very Satisfied (%) | Satisfied (%) | Neither Satisfied nor Dissatisfied (%) | Dissatisfied (%) | Very Dissatisfied (%) | No response (N) |
|----|---|---------------------|--------------------|---------------|--|------------------|-----------------------|-----------------|
| 92 | The overall performance of the Dunedin City Council | 954 | 3 | 32 | 28 | 20 | 18 | 123 |

Figure 4.4: Satisfaction with Overall Performance of the Dunedin City Council



Who is the Most Satisfied and the Most Dissatisfied?

Figure 4.4 demonstrates that the percentage of residents satisfied with the overall performance of Dunedin City Council is down on the previous year but is also in line with long term results (i.e., roughly the same as the 2006/07 result). What is clearly different in 2010 is the proportion of residents expressing dissatisfaction. An analysis of the responses to this 'overall performance' question reveals that:

- The oldest respondents (65+) are both the most satisfied *and* the most dissatisfied;
- Apart from this, there is little variation in satisfaction or dissatisfaction by age (with *all* age cohorts less satisfied than in 2009 and more dissatisfied in 2010);
- Satisfaction and dissatisfaction scores vary more with location than with age – with City residents the most satisfied (57%), and Port Chalmers residents (27%) and rural residents (24%) the least satisfied and the most dissatisfied.

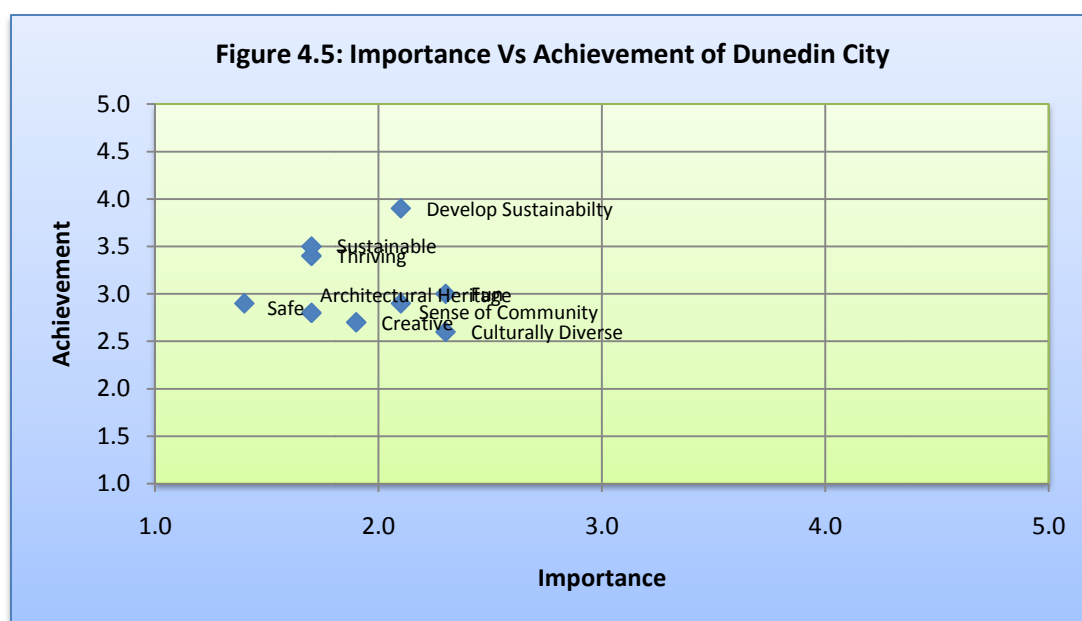
4.3 Overall Perception of Dunedin

A new addition for 2010 was the use of a 'paired response' question to understand residents' priorities. This question asked survey respondents to rate a series of statements about Dunedin (and the Council) in terms of their importance and then the extent to which these being achieved currently. These were asked on a five point scale (where 1 is the highest score and 5 the lowest), and the mean scores for both perceived importance and perceived achievement are shown in Table 4.3:

Table 4.3: Mean Scores for Paired Responses (Importance, Achievement)

| | Importance | Achievement |
|--|------------|-------------|
| Dunedin is a safe City | 1.5 | 2.8 |
| Dunedin maintains and preserves its architectural heritage | 1.7 | 2.5 |
| Dunedin is a sustainable City | 1.7 | 3.0 |
| Dunedin is a thriving City | 1.8 | 3.1 |
| Dunedin is a creative City | 1.9 | 2.5 |
| There is a sense of community in my local neighbourhood | 1.9 | 2.6 |
| Dunedin recognises and supports cultural diversity | 2.1 | 2.4 |
| The Council is a leader in encouraging the development of a sustainable City | 2.1 | 3.2 |
| Dunedin is a fun City | 2.4 | 2.8 |

As paired responses, it is possible to map these attributes to compare them. When this is done (Figure 4.5), it is clear that respondents cluster around perceiving these attributes as 'important' (the score 2.0 on the X-axis). Similarly, respondents cluster between being 'satisfied' and 'neutral' about how well the City achieves these attributes (scores between 2.0 and 3.0 on the Y- axis). **Note** that points in the bottom left quadrant of the table are perceived as the areas of most importance and highest achievement:



Given how 'tightly' respondents cluster on this chart, it is useful to 'zoom in' on the results to examine the differences in responses to this question (Figure 4.6, overleaf):

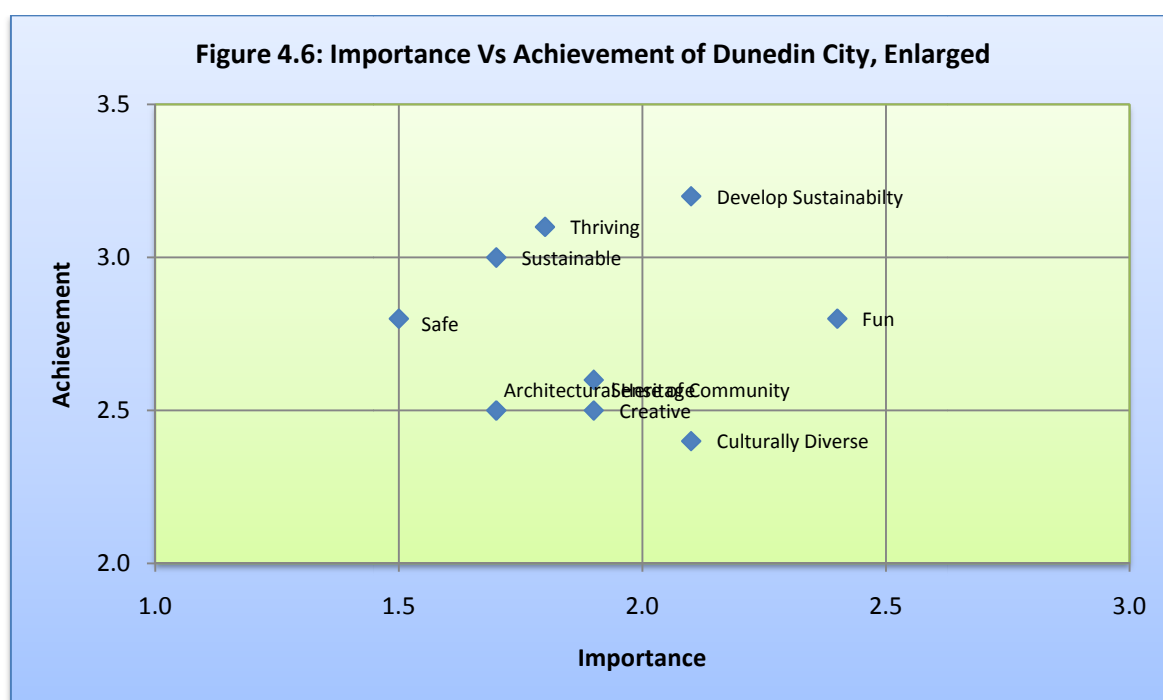


Figure 4.6 shows that respondents perceive that the City:

- Performs best at recognizing and supporting cultural diversity;
- Performs least best in having a Council that is a leader in encouraging the development of a sustainable City;
- Should focus on making Dunedin a 'safe' City - the key priority for residents (This is an area where the City does an adequate job); and
- Should spend the least energy making Dunedin a 'fun' City (and that this is also an area where the City already does an adequate job).

Tables 4.4 and 4.5 (overleaf) show the results to these questions by percentages.

Table 4.4: Importance Factors for Dunedin and Council

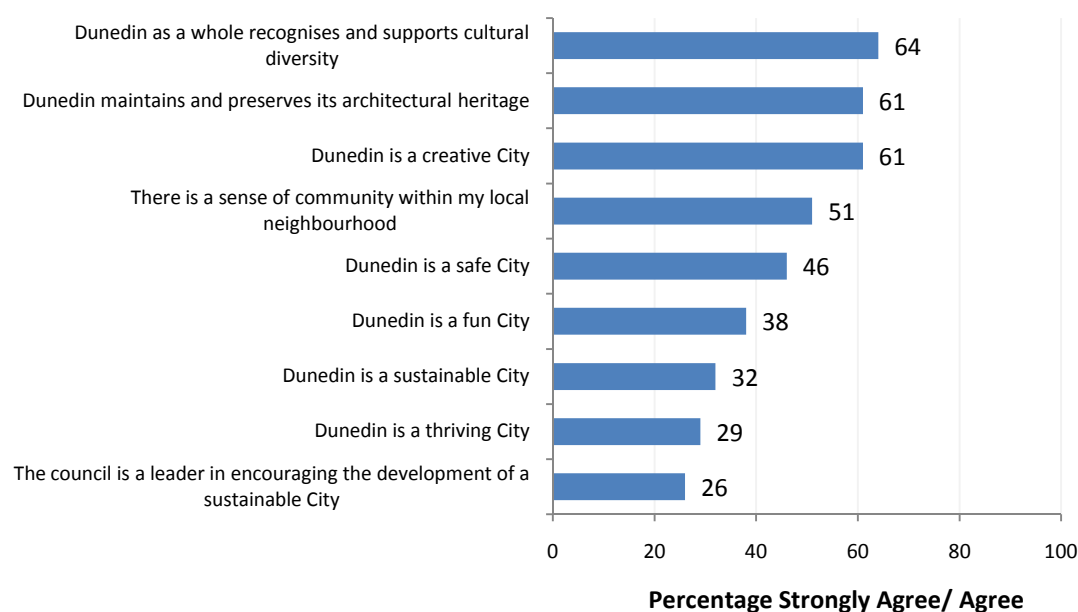
| | | Number of responses | Very Important (%) | Important (%) | Neutral (%) | Unimportant (%) | Very Unimportant (%) | No response (N) |
|-----|--|---------------------|--------------------|---------------|-------------|-----------------|----------------------|-----------------|
| 93 | Dunedin is a fun City | 997 | 13 | 46 | 34 | 5 | 2 | 80 |
| 94 | Dunedin is a thriving City | 1016 | 40 | 45 | 13 | 1 | 1 | 61 |
| 95 | Dunedin is a creative City | 1003 | 31 | 48 | 17 | 3 | 1 | 74 |
| 96 | Dunedin is a safe City | 1020 | 67 | 23 | 7 | 1 | 1 | 57 |
| 97 | Dunedin is a sustainable City | 1005 | 46 | 39 | 12 | 2 | 1 | 72 |
| 98 | Dunedin as a whole recognises and supports cultural diversity | 998 | 30 | 43 | 21 | 4 | 2 | 79 |
| 99 | Dunedin maintains and preserves its architectural heritage | 1023 | 48 | 37 | 12 | 2 | 1 | 54 |
| 100 | There is a sense of community within my local neighbourhood | 1004 | 35 | 43 | 17 | 4 | 1 | 73 |
| 101 | The council is a leader in encouraging the development of a sustainable City | 979 | 36 | 35 | 20 | 6 | 3 | 98 |

Table 4.5: Perception of Achievement of Factors for City and Council

| | | Number of responses | Strongly Agree (%) | Agree (%) | Neither Agree nor Disagree (%) | Disagree (%) | Strongly Disagree (%) | No response (N) |
|-----|--|---------------------|--------------------|-----------|--------------------------------|--------------|-----------------------|-----------------|
| 102 | Dunedin is a fun City | 979 | 4 | 34 | 44 | 15 | 3 | 98 |
| 103 | Dunedin is a thriving City | 1000 | 4 | 25 | 33 | 32 | 7 | 77 |
| 104 | Dunedin is a creative City | 1000 | 10 | 51 | 26 | 11 | 3 | 77 |
| 105 | Dunedin is a safe City | 1010 | 6 | 40 | 26 | 23 | 5 | 67 |
| 106 | Dunedin is a sustainable City | 968 | 3 | 29 | 41 | 21 | 6 | 109 |
| 107 | Dunedin as a whole recognises and supports cultural diversity | 973 | 8 | 56 | 30 | 5 | 2 | 104 |
| 108 | Dunedin maintains and preserves its architectural heritage | 1002 | 9 | 52 | 22 | 13 | 3 | 75 |
| 109 | There is a sense of community within my local neighbourhood | 989 | 9 | 42 | 31 | 15 | 4 | 88 |
| 110 | The council is a leader in encouraging the development of a sustainable City | 948 | 4 | 22 | 36 | 24 | 14 | 129 |

Figure 4.7 graphs how well residents think Dunedin is achieving the measures identified in Table 4.5:

Figure 4.7: Achievement Scores 2010



4.4 Use of, and Satisfaction with Retail Centres

Around a quarter of respondents in the 2010 Survey considered the central City as their most convenient retail centre, and a similar proportion used South Dunedin. The next most popular was Mosgiel, then Gardens North East Valley (NEV) (Table 4.6):

Table 4.6: Most Convenient Retail Centre

| Central City | 26% |
|------------------|------|
| South Dunedin | 24% |
| Mosgiel | 18% |
| Gardens NEV | 12% |
| Roslyn | 9% |
| Mornington | 7% |
| Green Island | 7% |
| Musselburgh | 4% |
| Port Chalmers | 4% |
| St Clair | 4% |
| Caversham | 2% |
| Maori Hill | 2% |
| Waikouaiti | 1% |
| Outram | 1% |
| Portobello | 1% |
| Middlemarch | 0% |
| Other | 1% |
| No. of responses | 1042 |

South Dunedin and Caversham were the only two centres where less than half were satisfied with the look and feel. The central City scored highly with 81% satisfied, whereas only 37% were satisfied with South Dunedin.

Table 4.7: Satisfaction with Look and Feel of Retail Centre 2009/10

| Most convenient retail centre | Central City | South Dunedin | Mosgiel | Gardens NEV | Roslyn | Mornington | Green Island | Musselburgh | Port Chalmers | St Clair | Caversham | Maori Hill | Waikouaiti | Outram | Portobello |
|-------------------------------|--------------|---------------|---------|-------------|--------|------------|--------------|-------------|---------------|----------|-----------|------------|------------|--------|------------|
| | % | % | % | % | % | % | % | % | % | % | % | % | % | % | % |
| Very Satisfied | 14 | 5 | 14 | 21 | 20 | 14 | 13 | 5 | 21 | 18 | 10 | 0 | 50 | 14 | 33 |
| Satisfied | 67 | 32 | 62 | 56 | 61 | 59 | 52 | 51 | 49 | 35 | 25 | 56 | 50 | 86 | 50 |
| Neither/ nor | 13 | 19 | 16 | 15 | 14 | 11 | 25 | 29 | 19 | 26 | 10 | 39 | 0 | 0 | 0 |
| Dissatisfied | 3 | 29 | 6 | 4 | 3 | 14 | 9 | 15 | 9 | 15 | 35 | 6 | 0 | 0 | 17 |
| Very dissatisfied | 2 | 13 | 1 | 3 | 1 | 1 | 1 | 0 | 2 | 3 | 20 | 0 | 0 | 0 | 0 |
| Don't know | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 0 | 0 | 0 | 0 | 0 |
| Base: | 263 | 231 | 175 | 117 | 90 | 70 | 69 | 41 | 43 | 34 | 20 | 18 | 6 | 7 | 6 |

4.5 Suggested Changes

A range of open ended questions were asked addressing what changes participants would like to see with regard to specific factors about the Council and the City. Responses were coded and grouped, and details are shown as follows. The number shown indicates the number of responses (n) for each comment received.

Q92. The Council Staff

- Satisfied with council staff 59
- Council staff need to be more responsive 59
- Too many staff, reduce staff numbers 22
- Staff need to take responsibility / more proactive 5
- Other 45

Q93 The Appearance of the City

- Currently untidy, suburbs 98
- Currently untidy, City 94
- Need to maintain footpaths and roads 84
- Too much rubbish / broken glass, City 52
- Too much rubbish / broken glass, suburbs 49
- More emphasis on maintaining and restoring old buildings 45
- Issues, South Dunedin 39
- Maintain trees and gardens 31
- City, suburbs look good 28
- Issues, North Dunedin 28
- Issues, Mosgiel 17
- Close City Centre to vehicles 7
- Do up harbour area/ improve assets to City 6
- Issues, Rural 6
- Closed shops/ unused buildings look bad 5
- Better Christmas decorations 5
- Issues, Peninsula 4
- Other 123

Q94 Council services

- Need better / less expensive rubbish service 38
- Satisfied with Council services 32
- Need better recycling service 20
- Services in general need improvement, faster response 20
- More communication required from Council 12
- Don't pump waste to sea 11
- More parking/ improve pay parking 6
- Maintain roads and footpaths / street lighting 5
- Bus service inefficient and / or expensive 5
- Drains blocked and overflowing 4
- Clean streets more 3
- Other 61

| | | |
|------------|---|----|
| Q95 | The Arts and Cultural Environment of Dunedin | |
| | • Satisfied / Good | 43 |
| | • Need more art and cultural activities / encourage them | 39 |
| | • Support Regent and Fortune Theatres | 32 |
| | • Promote more for greater awareness | 19 |
| | • Needs more support from council and community | 6 |
| | • Need to make access less expensive | 5 |
| | • Other | 39 |
| Q96 | The Social Environment of Dunedin | |
| | • Need to create safer environment | 39 |
| | • There are too many pubs / drinking areas | 23 |
| | • Need youth activities | 21 |
| | • There is too much drunken behaviour | 21 |
| | • The social environment is good | 18 |
| | • Need more control of students | 16 |
| | • Need more events / family activities | 12 |
| | • Other | 43 |
| Q97 | The Economic Environment of Dunedin | |
| | • More assistance to new companies | 48 |
| | • Help existing businesses | 43 |
| | • Initiatives to grow Dunedin economy | 26 |
| | • Needs improvement | 20 |
| | • Dunedin economic environment not good | 17 |
| | • Encourage / develop more jobs | 15 |
| | • Satisfied | 3 |
| | • Other | 62 |
| Q98 | The Natural Environment | |
| | • Dunedin's environment is good | 32 |
| | • Enhance and maintain it better | 21 |
| | • More trees and parks | 15 |
| | • More walkways and bike tracks | 11 |
| | • Stop beach and other pollution | 9 |
| | • More maintenance, town belt | 9 |
| | • More maintenance | 9 |
| | • Develop harbour access | 5 |
| | • Other | 42 |
| Q99 | Sport and recreation in Dunedin | |
| | • Well Managed | 28 |
| | • Support stadium | 19 |
| | • Against stadium / keep Carisbrook | 18 |
| | • Enhance / continue to improve facilities | 15 |
| | • City needs better sports grounds/ maintain grounds/ playgrounds | 12 |
| | • More cycle lanes / cycleways unsafe / upgrade | 11 |
| | • More walking tracks | 6 |
| | • Cost of going to facilities too high / cannot afford | 6 |
| | • Pool / cleaning of / upgrading | 5 |

- Other 16

Q100 Transport in and around; and to and from Dunedin

- City should consider more frequent bus service 87
- Use mini buses / improve timetables / reliability 40
- City needs better quality buses 36
- Service is good 25
- Bring back train services 21
- Provide more cycle ways 19
- More public transport (general) 19
- Need more car park 10
- Trams and cable cars would add flavour 9
- Southern motorway needs improvement 4
- Other 43

Q110 General Comments

- Dissatisfied with council 67
- Good / Satisfied 28
- Listen to residents 26
- Manage financial resources better 19
- I love Dunedin 16
- You are doing your best 6
- Focus on services 5
- Worried about rates 4
- Rooding 4
- Look after heritage buildings 4
- Parking issues 3
- In huge debt 3
- Lack of consultation 3
- More use of airport 2
- Grow Dunedin 2
- Other 58

4.6 Strengths, Weaknesses, Opportunities and Threats

The 2010 Survey added a question which asked respondents to identify the strengths, weaknesses, opportunities, and threats respondents perceived were present in Dunedin. This question received a great deal of engagement from respondents, with:

- 880 responses to the 'strengths' part of the matrix;
- 527 responses to the 'weaknesses' part of the matrix;
- 445 responses to the 'opportunities' part of the matrix; and
- 447 responses to the 'threats' part of the matrix.

The top ten from each part of the matrix are reproduced in Figure 4.8:

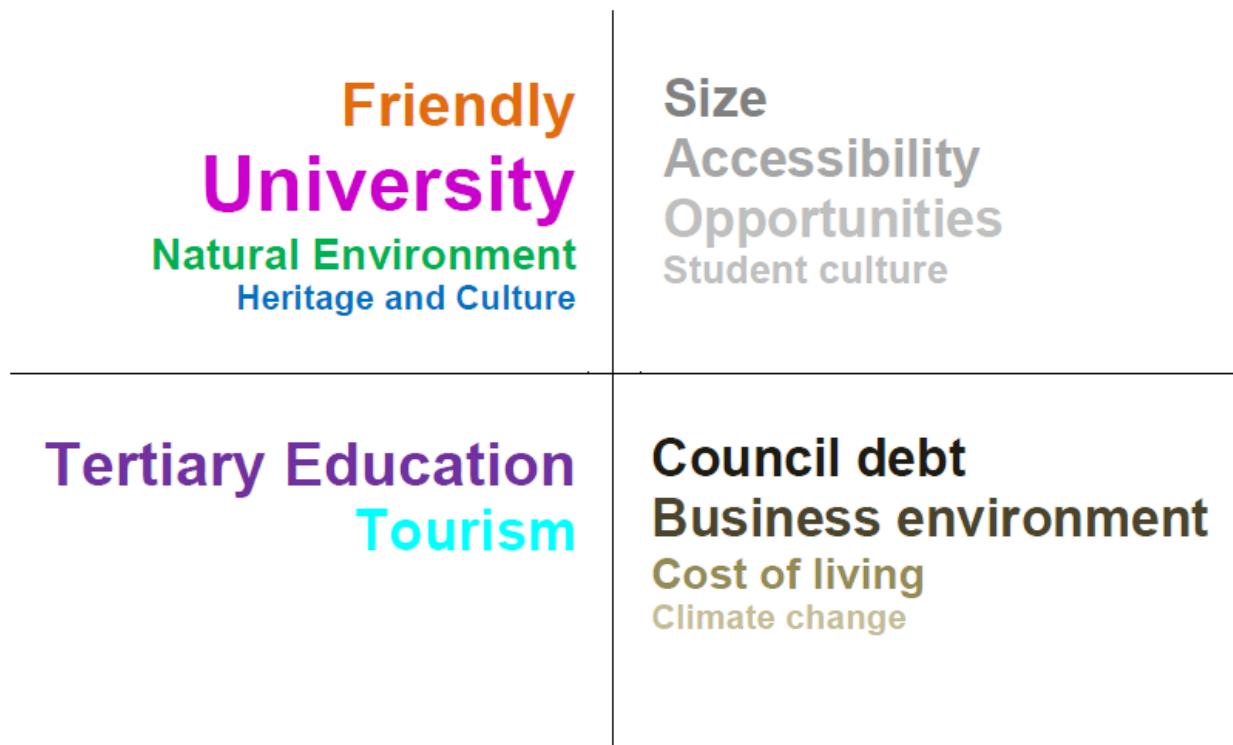
Figure 4.8: Top Ten SWOT Elements

| Strengths | Weaknesses |
|---------------------|--|
| Friendly | Lack of flights |
| University | Climate |
| Size | Council |
| Beautiful | Population size |
| Natural Environment | Student culture |
| Education | City could do with tidying/sprucing up |
| People | Unemployment/lack of jobs |
| Architecture | airport and services |
| Culture/Cultural | Debt |
| Heritage | Alcohol |

| Opportunities | Threats |
|-----------------------------|---|
| University | Debt |
| Education | Climate change |
| Tourism | Stadium |
| Stadium | Erosion |
| Encourage industry/business | Businesses leaving/closing |
| Natural environment | Council overspending |
| Harbour | Rates |
| Arts/ Music | Sea level rising |
| Sustainability | Unemployment/loss of employment opportunities |
| Family and friends | Crime / violence |

One way to present the results from the SWOT analysis is to use different size fonts to represent how often various elements were identified by respondents. When this is done for the 2010 results, clear patterns for the perceived strengths, weaknesses, opportunities, and threats emerge (Figure 4.9)

Figure 4.9: Top SWOT Elements by Number of Mentions



4.7 Priorities for the Council for the Coming Year

Participants were asked to identify two priorities for the Council for the coming year. Details are shown as follows, showing the number of respondents who identified each function.

| Priority | N |
|--|-----|
| Finish new stadium | 49 |
| Reduce Council spending | 46 |
| Elect new council | 41 |
| Reduce rates | 41 |
| Address water/ sewerage issues | 27 |
| Public transport | 21 |
| Maintain theatres | 21 |
| Better use of ratepayer monies | 20 |
| Roading and footpath maintenance | 17 |
| Clean streets | 16 |
| Reduce City debt | 15 |
| 'Back to basics' governance | 14 |
| Improve rubbish and recycling | 14 |
| Address parking issues | 10 |
| No more rate increases | 9 |
| Create jobs | 9 |
| Make streets safer | 9 |
| New Mayor | 8 |
| Alcohol control | 8 |
| Consultation and communication | 8 |
| Cycleways | 8 |
| Clean up South Dunedin | 7 |
| Reduce Council numbers (Elected and staff) | 7 |
| Other | 164 |

5 Satisfaction with Council Activities

5.1 Consultation and Communication

Historically, resident satisfaction with consultation and communication has been relatively low (with most measures showing satisfaction levels between 35% and 53%). For five of the seven measures in 2010 a larger proportion of the respondents were satisfied with the Council's role in consultation than were dissatisfied. These measures were the availability of information held by the Council, the quality of information held by the Council, provision of information regarding water supply and road service issues, and provision of information regarding temporary street closures. The area where dissatisfaction was higher than satisfaction was with the amount of public consultation undertaken. The amount of information available explaining why and what the Council is doing recorded similar proportions satisfied and dissatisfied (Table 5.1).

Table 5.1: Consultation and Communication - Satisfaction of Users

| | | Number of responses | Very Satisfied (%) | Satisfied (%) | Neither Satisfied nor Dissatisfied (%) | Dissatisfied (%) | Very Dissatisfied (%) | No response (N) |
|----|---|---------------------|--------------------|---------------|--|------------------|-----------------------|-----------------|
| 43 | The availability of information held by the Council | 808 | 5 | 47 | 33 | 9 | 6 | 269 |
| 44 | The quality of information held by the Council | 761 | 5 | 47 | 37 | 7 | 4 | 316 |
| 45 | The amount of public consultation undertaken | 893 | 2 | 25 | 28 | 23 | 22 | 184 |
| 46 | The amount of information available explaining why and what the Council is doing | 943 | 3 | 31 | 30 | 20 | 15 | 134 |
| 47 | The notices and information you receive from the Council about activities and matters affecting your household's water supply | 869 | 4 | 44 | 33 | 12 | 7 | 208 |
| 48 | The notices and information you receive from the Council about road works and footpath repairs in your neighbourhood | 908 | 6 | 39 | 30 | 16 | 9 | 169 |
| 49 | The notices and information you receive from the Council about temporary street closures | 904 | 5 | 43 | 35 | 12 | 6 | 173 |

In 2009/10 there was a decline in satisfaction across all these indices, but especially for the amount of public consultation undertaken, and the amount of information explaining why and what the Council is doing, (Figure 5.1a). This is also reflected in an increase in dissatisfaction across these measures (Figure 5.1b).

Figure 5.1a: Satisfaction with Council Communication and Consultation

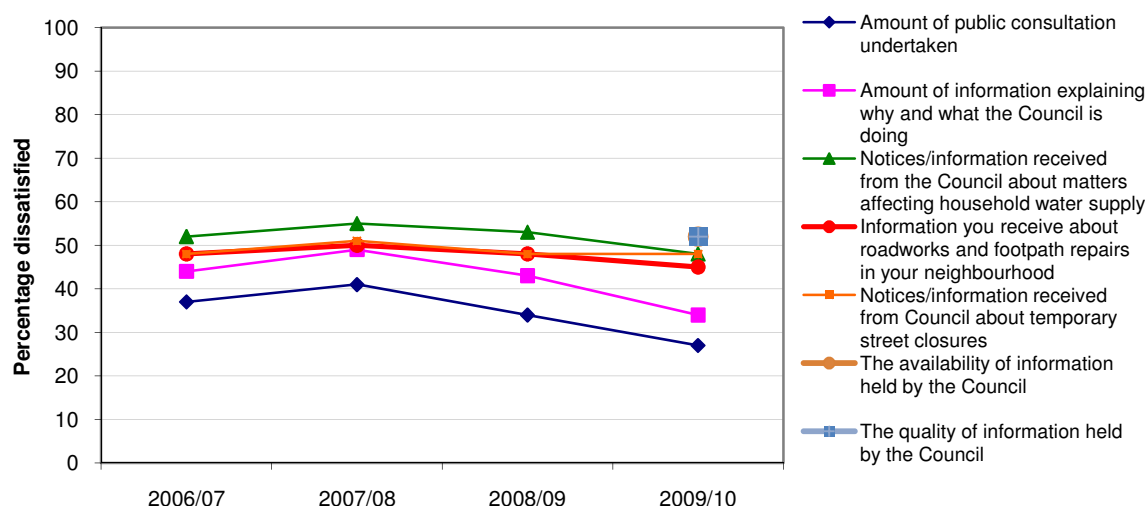
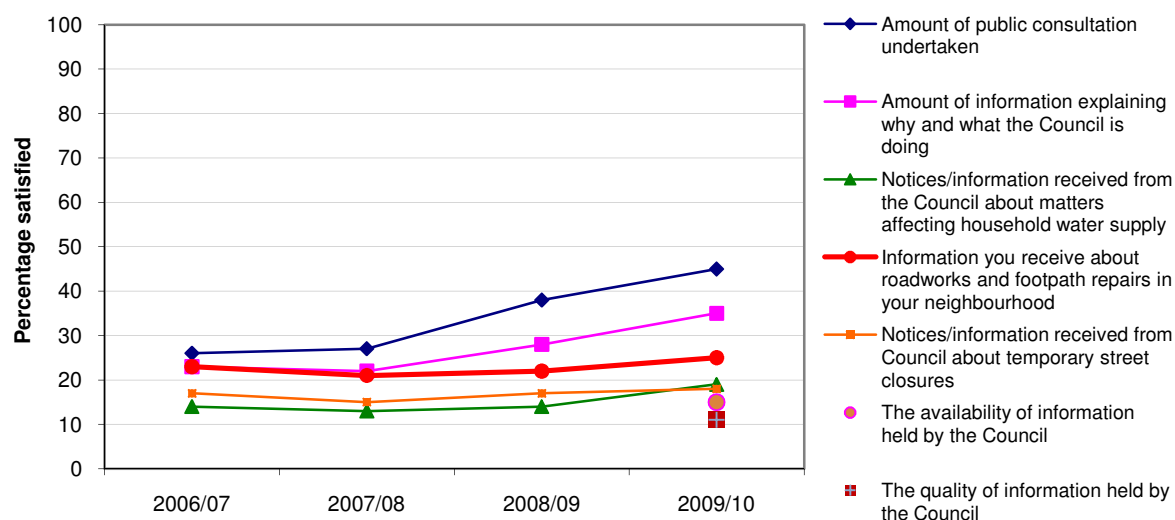


Figure 5.1b: Dissatisfaction with Council Communication and Consultation



Unprompted comments with regard to public consultation included:

| | |
|-------------------------------------|----|
| • Council doesn't listen to public | 38 |
| • The people don't want a stadium | 24 |
| • There is a lack of communication | 16 |
| • Council needs more openness | 15 |
| • Poor notifications / public works | 15 |
| • Staff effective | 5 |
| • Other | 17 |

5.2 Communication through Media

The four forms of Council Communication measured continue to have high levels of satisfaction among residents, with satisfaction scores ranging from 69% to 72% (Table 5.2). However, the 2009/10 survey shows a general decrease in satisfaction with Council communications (Figure 5.2a). The exception to this is the Council's website, which has seen a small increase in satisfaction. In contrast, dissatisfaction with Council Communication remains low, and stable (Figure 5.2b, overleaf).

Table 5.2: Types of Communication – Satisfaction of Users

| | | Number of responses | Very Satisfied (%) | Satisfied (%) | Neither Satisfied nor Dissatisfied (%) | Dissatisfied (%) | Very Dissatisfied (%) | No response (N) |
|----|--|---------------------|--------------------|---------------|--|------------------|-----------------------|-----------------|
| 58 | City Talk Magazine | 872 | 13 | 56 | 23 | 4 | 3 | 205 |
| 59 | The Council's website www.dunedin.govt.nz | 596 | 14 | 56 | 24 | 5 | 2 | 481 |
| 60 | The Council's call centre (telephone enquiry service) | 694 | 19 | 53 | 21 | 6 | 2 | 383 |
| 61 | The Customer Services Agency in the Civic Centre | 637 | 17 | 55 | 23 | 3 | 2 | 440 |

Figure 5.2a: Satisfaction with Council Communication 2006/07 - 2009/10

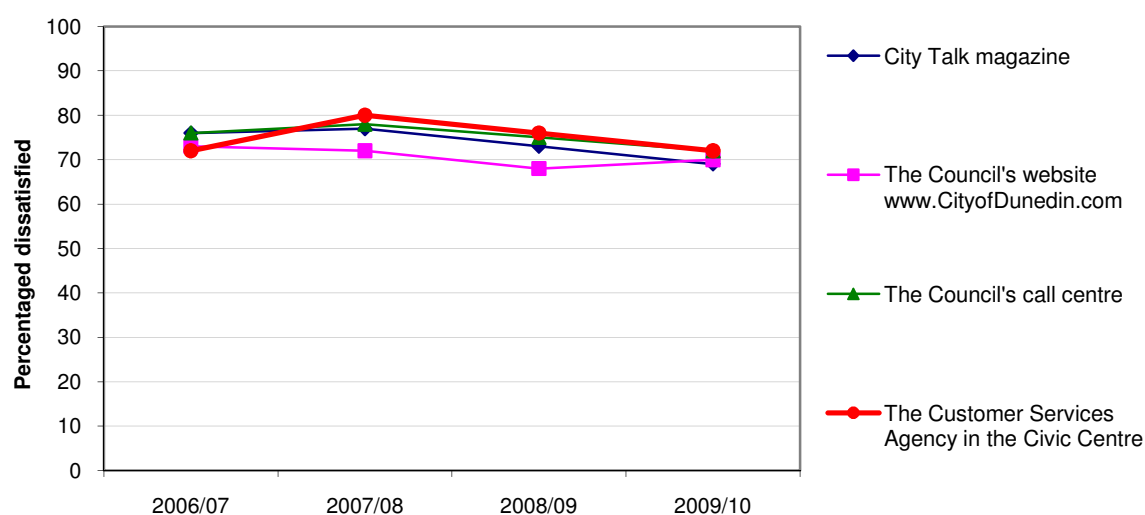
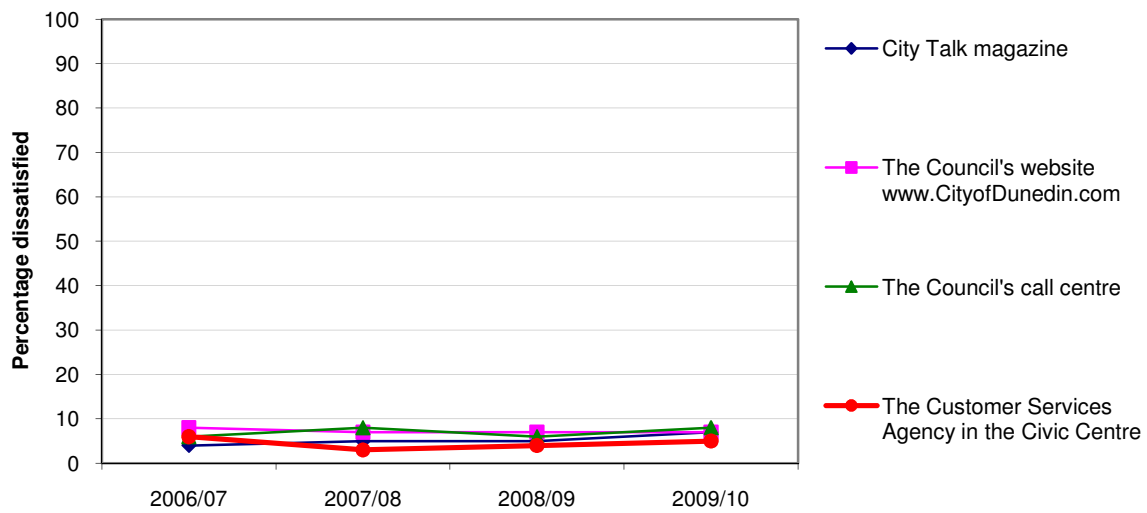


Figure 5.2b: Dissatisfaction with Council Communication



Unprompted responses included:

- City Talk is a waste of money /time 11
- Website difficult to navigate 5
- Do not get City Talk / not delivered 3
- Not enough notice of events 2
- City Talk good 1

5.3 Economic Development and Promotion

Residents' satisfaction with economic development and promotion follows the trend of previous years. That is, residents are most satisfied with City festivals and events, moderately satisfied with media coverage of events run in Dunedin, and least satisfied with economic development activities (such as attracting and retaining businesses and jobs) (Table 5.3).

Between 2008/9 and 2009/10 satisfaction with economic development activities were essentially stable, with small declines in satisfaction for 'supporting the development of existing Dunedin businesses' and 'attracting new businesses and jobs to Dunedin' (Figure 5.3a). However, dissatisfaction with some economic development activities increased noticeably between 2008/9 and 2009/10, and particularly with 'attracting new businesses and jobs to Dunedin', 'supporting the development of existing Dunedin businesses' and 'retaining existing businesses and jobs in Dunedin' (Figure 5.3b, overleaf).

Table 5.3: Economic Development and Promotion – Satisfaction of Users

| | | Number of responses | Very Satisfied (%) | Satisfied (%) | Neither Satisfied nor Dissatisfied (%) | Dissatisfied (%) | Very Dissatisfied (%) | No response (N) |
|----|---|---------------------|--------------------|---------------|--|------------------|-----------------------|-----------------|
| 50 | Attracting new businesses and jobs to Dunedin | 808 | 3 | 25 | 36 | 23 | 14 | 269 |
| 51 | Supporting the development of existing Dunedin businesses | 812 | 3 | 27 | 34 | 24 | 13 | 265 |
| 52 | Retaining existing businesses and jobs in Dunedin | 847 | 3 | 24 | 30 | 29 | 15 | 230 |
| 53 | Media coverage of events run in Dunedin | 961 | 4 | 48 | 29 | 14 | 5 | 116 |
| 54 | City festivals and events | 994 | 10 | 54 | 26 | 6 | 4 | 83 |

Figure 5.3a: Satisfaction with Economic Development and Promotion

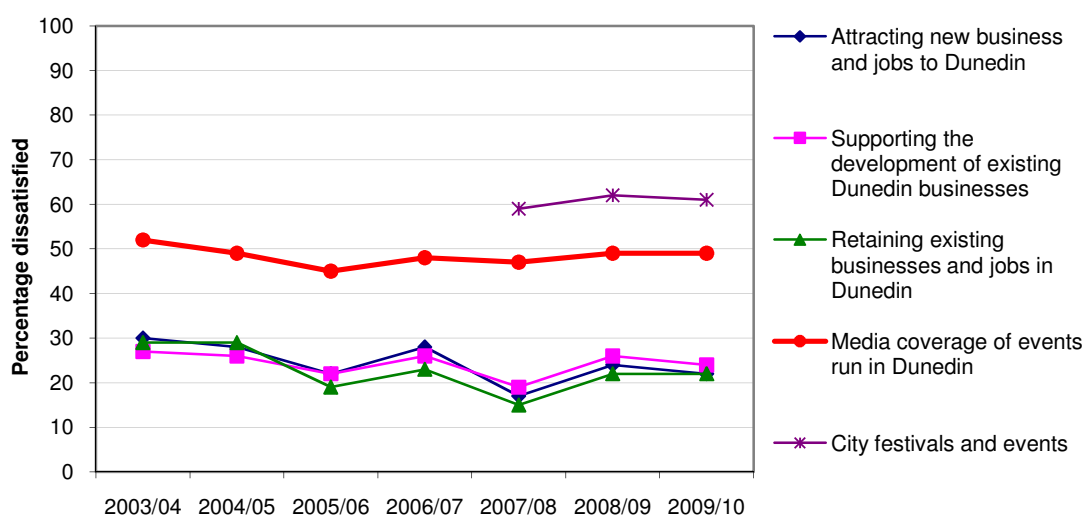
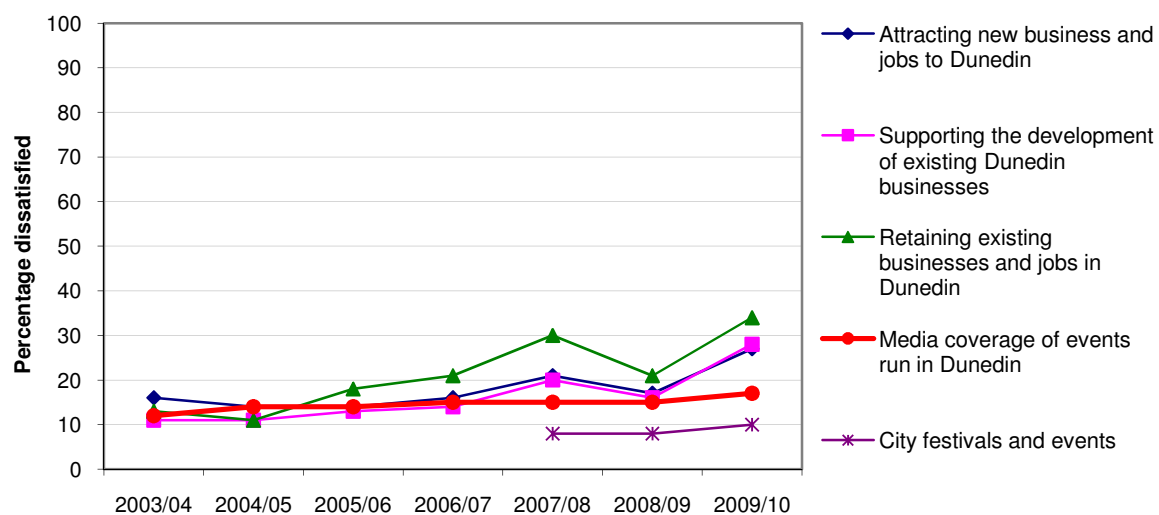


Figure 5.3b: Dissatisfaction with Economic Development and Promotion



Unprompted responses included:

- | | |
|---|----|
| • Incentivise new businesses, attract more people | 7 |
| • Need more/ better festivals and events | 7 |
| • Needs to support local businesses | 6 |
| • Provide contracts to local businesses | 6 |
| • Too many events / too long | 3 |
| • Other | 14 |

5.4 Elected Representatives and Council Staff

Consistent with previous years, residents are more satisfied with their contact with Dunedin Council staff than they are with the contact they have with elected representatives. Between 2008/09 and 2009/10 there were small increases in satisfaction with the contact with staff and the contact with the Mayor and Councillors but a significant increase in satisfaction with contact with Community Board Members (Figure 5.4a). On the other hand the percentage of residents dissatisfied with all contact with elected representatives and Council staff has increased between 2008/9 and 2009/10 (Figure 5.4b).

Figure 5.4a: Satisfaction: Elected Representatives and Council Staff

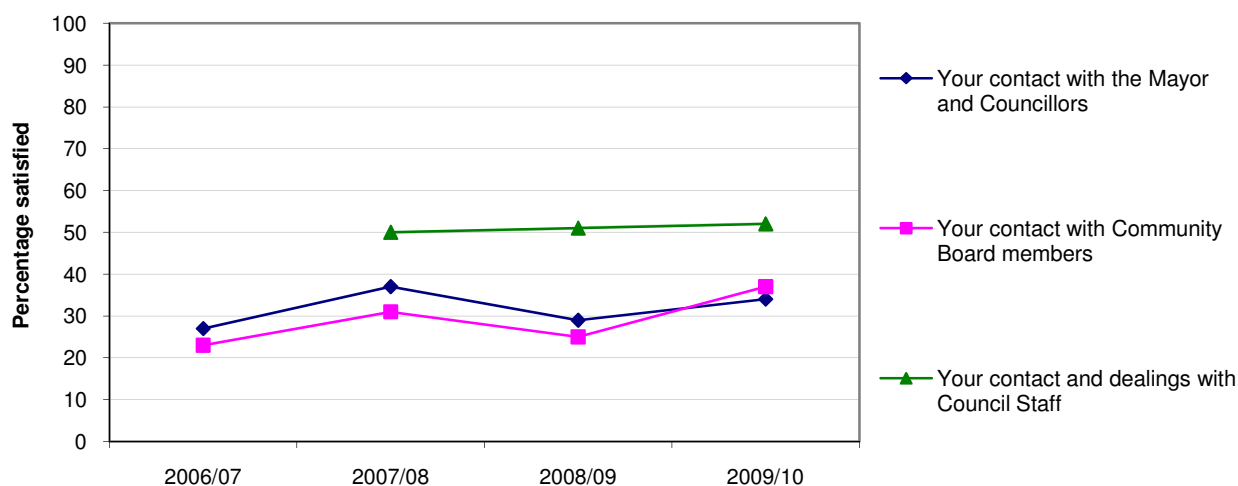


Figure 5.4b: Dissatisfaction: Elected Representatives and Council Staff

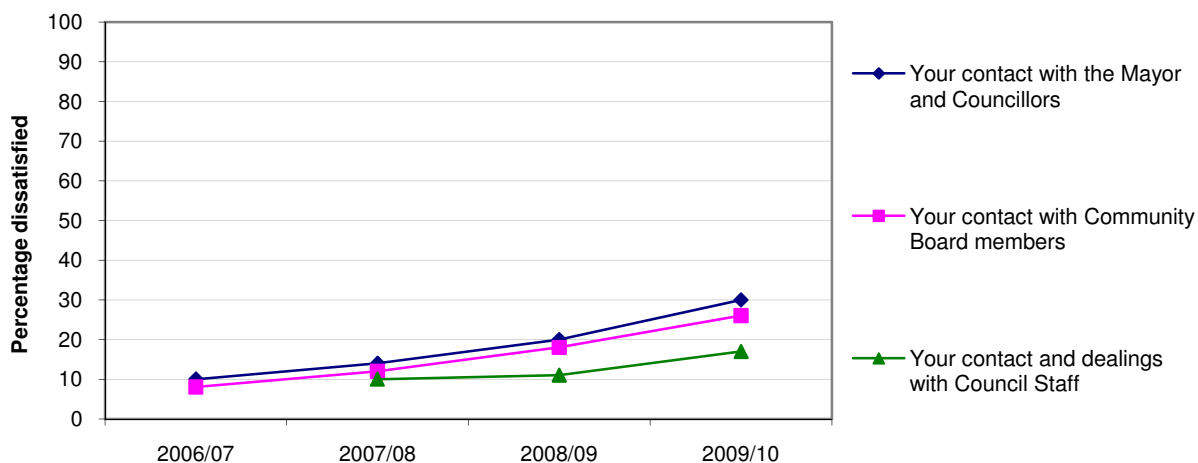


Table 5.4: Elected Representative and Council Staff – Satisfaction

| | | Number of responses | Very Satisfied (%) | Satisfied (%) | Neither Satisfied nor Dissatisfied (%) | Dissatisfied (%) | Very Dissatisfied (%) | No response (N) |
|----|--|---------------------|--------------------|---------------|--|------------------|-----------------------|-----------------|
| 55 | Your contact with the Mayor and Councillors | 530 | 16 | 18 | 35 | 15 | 15 | 547 |
| 56 | Your contact with Community Board members | 471 | 17 | 20 | 38 | 15 | 11 | 606 |
| 57 | Your contact and dealings with Council staff | 728 | 17 | 35 | 30 | 11 | 6 | 279 |

A range of unprompted responses was received, with the key issues being:

- Good/ satisfied with staff and councillors 6
- Staff/ councillors rude or arrogant 5
- Elected officials do not listen 2
- Other 3

6 Satisfaction with Council Services

6.1 Rubbish Collection

The 2010 Residents' Opinion Survey shows a high level of satisfaction with household rubbish collection services. Almost 80% of respondents were 'very satisfied' or 'satisfied' with household rubbish collection (Table 6.1). Satisfaction levels were also high for the kerbside recycling services (74% very satisfied' or 'satisfied'), and for the 'reliability of the rubbish collection service' (88% very satisfied' or 'satisfied').

Levels of satisfaction were notably lower for street litter bins (53% of respondents were either 'very satisfied' or 'satisfied'); for the cleanliness of the streets immediately after rubbish collection (52% respondents were either 'very satisfied' or 'satisfied'); and for cleanliness of the streets in general (44% of respondents were either 'very satisfied' or 'satisfied' (Table 6.1).

Table 6.1 Satisfaction of Users with Rubbish Collection

| | | Number of responses | Very Satisfied (%) | Satisfied (%) | Neither Satisfied nor Dissatisfied (%) | Dissatisfied (%) | Very Dissatisfied (%) | No response (N) |
|---|---|---------------------|--------------------|---------------|--|------------------|-----------------------|-----------------|
| 1 | Household Rubbish Collection | 915 | 23 | 56 | 10 | 7 | 4 | 162 |
| 2 | Kerbside Recycling | 965 | 20 | 54 | 9 | 13 | 4 | 112 |
| 3 | Street Litter Bins | 871 | 8 | 45 | 26 | 16 | 5 | 206 |
| 4 | Reliability of the rubbish collection service | 954 | 33 | 55 | 8 | 3 | 1 | 123 |
| 5 | Cleanliness of the streets immediately after rubbish collection | 965 | 9 | 43 | 19 | 22 | 7 | 112 |
| 6 | Cleanliness of the streets in general | 966 | 6 | 38 | 22 | 24 | 9 | 111 |

In addition to the responses to specific closed questions, the survey sought to determine other issues the population perceived to be an issue with regard to rubbish collection. Without prompting, the following responses (including the number of times participants nominated them) were received:

- Litter in streets 41
- Need to improve household rubbish bins 38
- Not enough street litter bins 20
- Issues concerning recycling (insufficient options, uncovered bins) 20
- Cost of rubbish service 9
- University area untidy 9
- Other 23

Satisfaction and dissatisfaction for most areas related to rubbish collection were similar to the 2008/09 survey (Figure 6.1a), with the exception of satisfaction with cleanliness of the streets in general (down to 44% from 50%). Dissatisfaction with the cleanliness of the streets was also higher (up from 28% dissatisfied to 33% dissatisfied), along with dissatisfaction with household rubbish collection, street litter bins and kerbside recycling (Figure 6.1b).

Figure 6.1a: Satisfaction with Household Rubbish Services 2003/04 - 2009/10

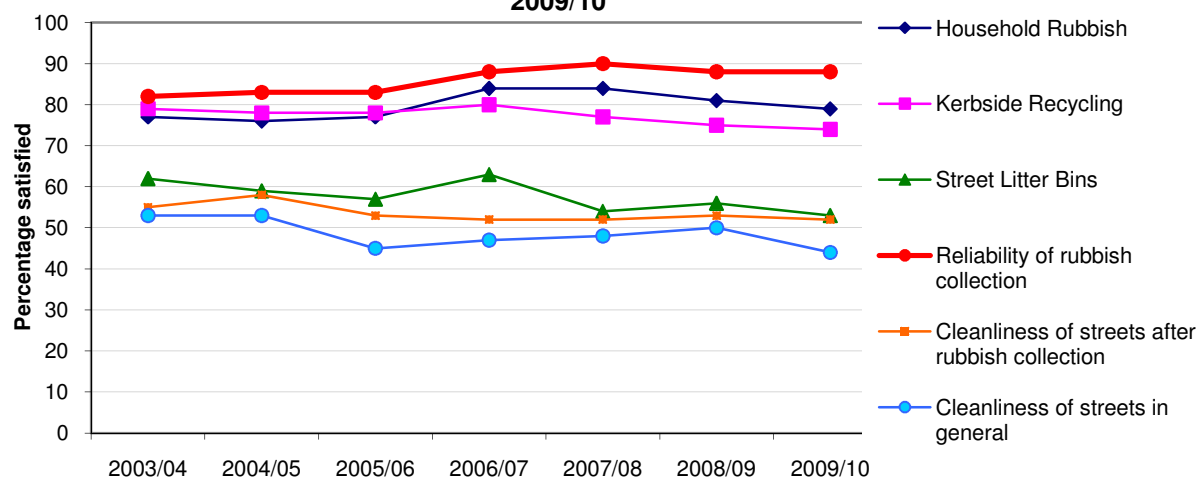
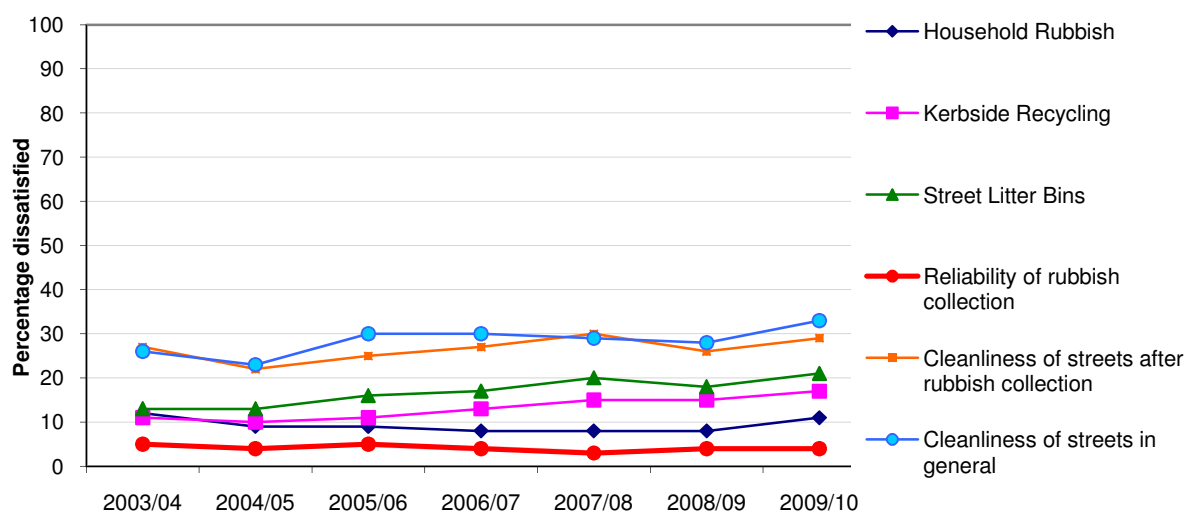


Figure 6.1b: Dissatisfaction with Household Rubbish Services



6.2 Water, Drainage and Sewerage

The 2010 Residents' Opinion Survey shows residents are highly satisfied with water pressure (81% of respondents were either 'very satisfied' or 'satisfied'). Satisfaction levels are notably lower (but still high) for water quality (66% 'very satisfied' or 'satisfied'), stormwater collection service (64% of respondents were either 'very satisfied' or 'satisfied'), and City's sewerage system (64% of respondents were either 'very satisfied' or 'satisfied') (Table 6.2).

Table 6.2 Satisfaction of Users with Water, Drainage, and Sewerage

| | | Number of responses | Very Satisfied (%) | Satisfied (%) | Neither Satisfied nor Dissatisfied (%) | Dissatisfied (%) | Very Dissatisfied (%) | No response (N) |
|----|-------------------------------|---------------------|--------------------|---------------|--|------------------|-----------------------|-----------------|
| 7 | Water Pressure | 973 | 26 | 55 | 9 | 6 | 3 | 104 |
| 8 | Water Quality | 976 | 17 | 49 | 15 | 14 | 5 | 101 |
| 9 | Stormwater collection service | 872 | 12 | 52 | 22 | 9 | 5 | 205 |
| 10 | The City's sewerage system | 905 | 12 | 52 | 20 | 9 | 7 | 172 |

Satisfaction with water pressure and stormwater collection services remain similar to last year (Figure 6.2a), but with a notable reduction in satisfaction with water quality (down from 74% in 2008/09 to 66%, similar to 2007/08). Conversely there was an improvement in satisfaction with the City's sewerage system (from 60% to 64%). In 2009/10 dissatisfaction levels were higher than in 2008/09 for water quality (up from 12% to 19% dissatisfied), but lower for the City's sewerage system (down from 22% to 16% dissatisfied) (Figure 6.2b, overleaf).

Figure 6.2a: Satisfaction with Water Services 2003/04 - 2009/10

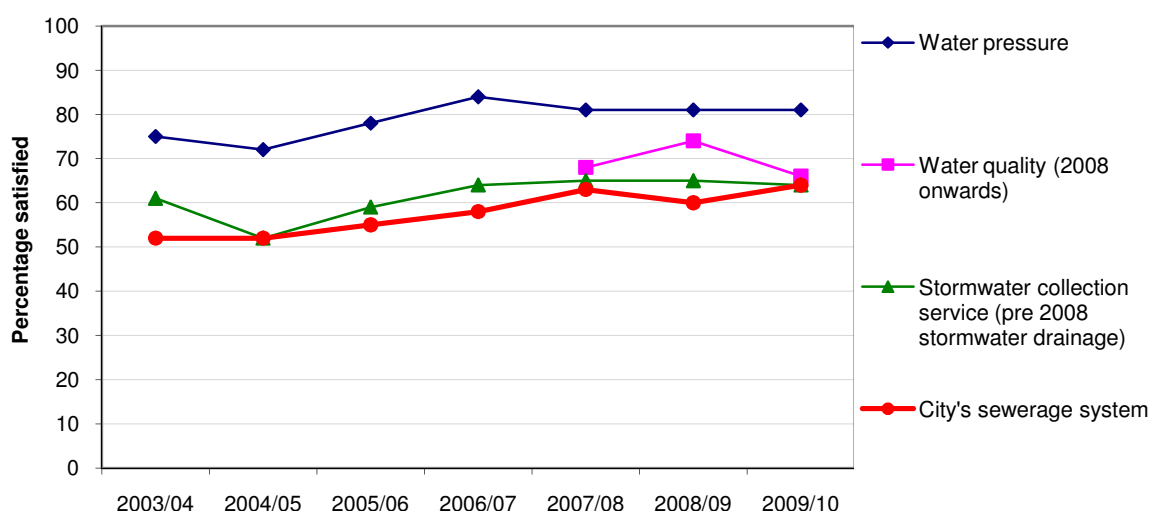
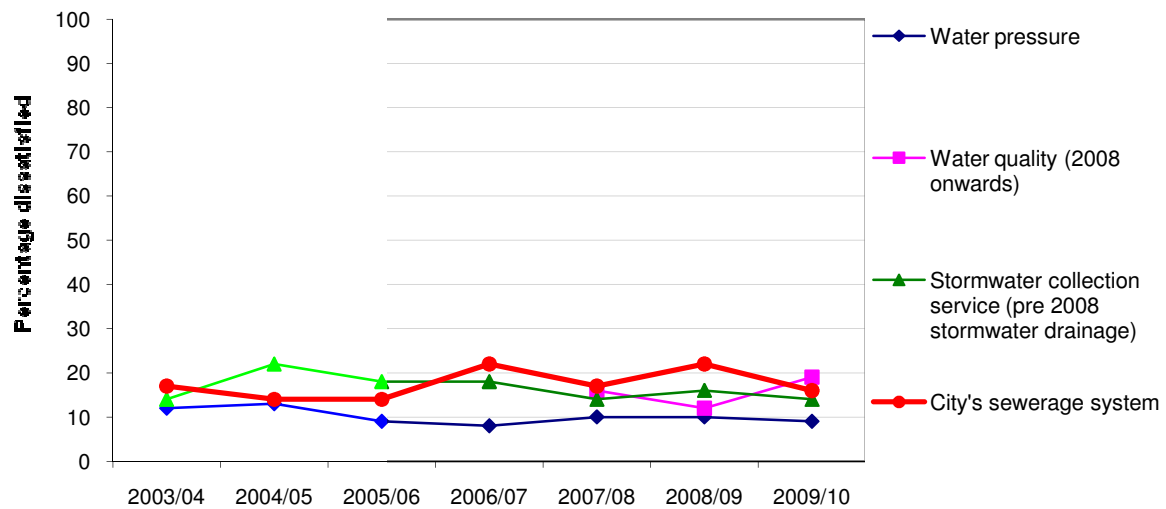


Figure 6.2b: Dissatisfaction with Water Services 2003/04 - 2009/10



There were a number of areas of general dissatisfaction apparent among the open-ended comments provided. These were:

- Sewerage upgrade needed / not out to sea 29
- Poor water quality 19
- Stormwater drains often blocked 14
- Low water pressure 7
- Other 11

6.3 Roads, Footpaths, Lighting and Parking

Overall, residents are relatively satisfied with the road and footpath network; street lighting and parking. Satisfaction levels were highest (with around three quarters of respondents either very satisfied or satisfied) for the availability of footpaths throughout the City and in residents' neighbourhood; street lighting in the City; and the flow of traffic around the City at off peak times (Table 6.3).

Dissatisfaction was highest (with around 40% of respondents being either 'dissatisfied' or 'very dissatisfied') with the availability of car parking in the central City; the availability of on-street parking in the central City; and the suitability of the road network for cyclists throughout the City.

Table 6.3 Satisfaction of Users with Roads, Footpaths, Lighting, and Parking

| | | Number of responses | Very Satisfied (%) | Satisfied (%) | Neither Satisfied / Dissatisfied (%) | Dissatisfied (%) | Very Dissatisfied (%) | No response (N) |
|----|---|---------------------|--------------------|---------------|--------------------------------------|------------------|-----------------------|-----------------|
| 11 | The condition of the roads in your neighbourhood | 1046 | 9 | 50 | 19 | 15 | 6 | 31 |
| 12 | The condition of the roads throughout the City | 1034 | 5 | 50 | 27 | 16 | 3 | 43 |
| 13 | The condition of the footpaths in your neighbourhood | 1020 | 8 | 44 | 18 | 19 | 11 | 57 |
| 14 | The condition of the footpaths throughout the City | 1008 | 5 | 48 | 31 | 13 | 2 | 69 |
| 15 | That there are footpaths where you need them in your neighbourhood | 1000 | 13 | 58 | 11 | 10 | 9 | 77 |
| 16 | That there are footpaths where you need them throughout the City | 984 | 12 | 62 | 19 | 5 | 2 | 93 |
| 17 | Street lighting in your neighbourhood | 1020 | 14 | 61 | 13 | 8 | 4 | 57 |
| 18 | Street lighting in the City | 1007 | 11 | 67 | 17 | 4 | 4 | 70 |
| 19 | Street names signs throughout the City | 1028 | 11 | 60 | 17 | 9 | 3 | 49 |
| 20 | Directional signs for traffic throughout the City | 1019 | 10 | 59 | 20 | 9 | 2 | 58 |
| 21 | The flow of traffic around and through the City at peak times of the day | 998 | 4 | 38 | 27 | 24 | 7 | 79 |
| 22 | The flow of traffic around and through the City at off-peak times of the day | 1014 | 12 | 64 | 17 | 6 | 2 | 63 |
| 23 | The ease of pedestrian access throughout the transport network | 975 | 6 | 55 | 26 | 9 | 3 | 102 |
| 24 | The efforts made to minimise inconvenience and disruption caused to the public when work is done on the roads, footpaths and drains | 1026 | 8 | 53 | 22 | 12 | 4 | 51 |

| | | Number of responses | Very Satisfied (%) | Satisfied (%) | Neither Satisfied / Dissatisfied (%) | Dissatisfied (%) | Very Dissatisfied (%) | No response (N) |
|----|---|---------------------|--------------------|---------------|--------------------------------------|------------------|-----------------------|-----------------|
| 25 | The availability of car parking in the central City | 1004 | 4 | 31 | 22 | 25 | 18 | 73 |
| 26 | The number of parking spaces available in Council car parking buildings | 937 | 4 | 47 | 31 | 11 | 7 | 140 |
| 27 | The number of parking spaces available in off-street car parks | 903 | 4 | 38 | 33 | 16 | 10 | 174 |
| 28 | The ease of use of Pay and Display car parking | 986 | 6 | 45 | 26 | 14 | 9 | 91 |
| 29 | The availability of on-street parking in the central City | 967 | 3 | 26 | 27 | 27 | 17 | 110 |
| 30 | The suitability of the road network for cyclists throughout the City | 844 | 3 | 24 | 33 | 22 | 18 | 233 |

The open-ended comments about roads, footpaths, lighting and parking provided by the respondents included:

- Insufficient parking 82
- Footpaths neglected, need maintenance 51
- Roads neglected, need maintenance 37
- Parking too expensive 34
- Cycle ways need improvement/ extension 29
- Street cleaning issues 22
- Peak traffic conditions are appalling 13
- More street lighting 13
- Public Transport issues 6
- Inadequate road signage 9

Overall, levels of satisfaction with the condition of roads and footpaths were either stable or lower in the 2009/10 survey (Figure 6.3a). There was a marked increase in the level of dissatisfaction with the condition of roads throughout the City which was up 6% since 2008/09 (Figure 6.3b).

Figure 6.3a: Satisfaction with Roads and Footpaths 2003/04 - 2009/10

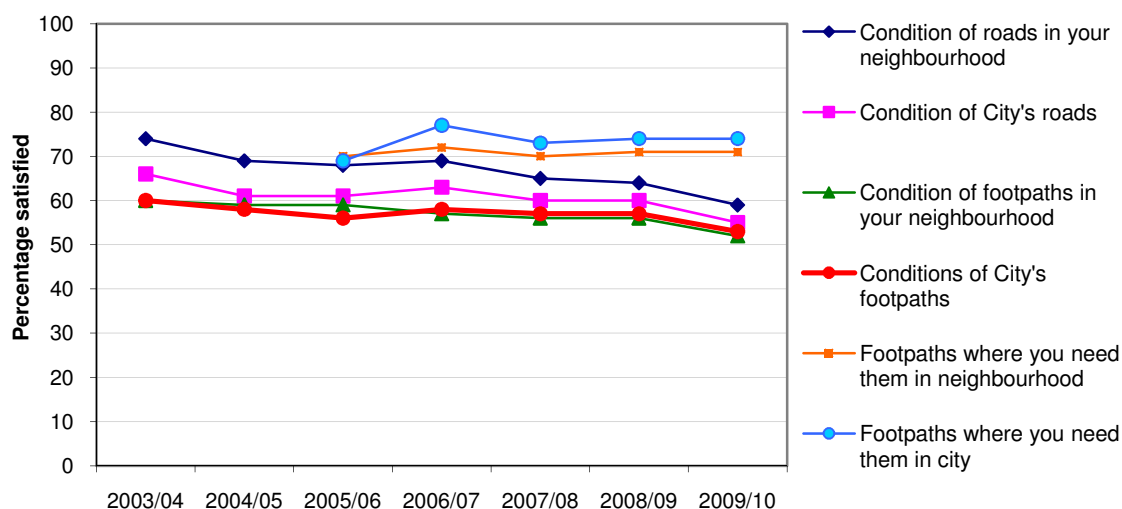
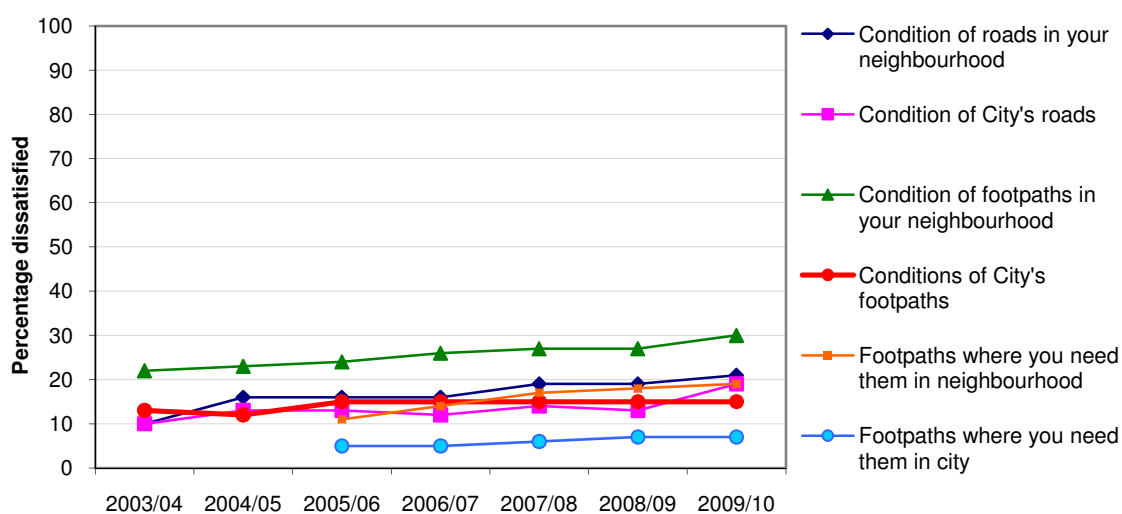
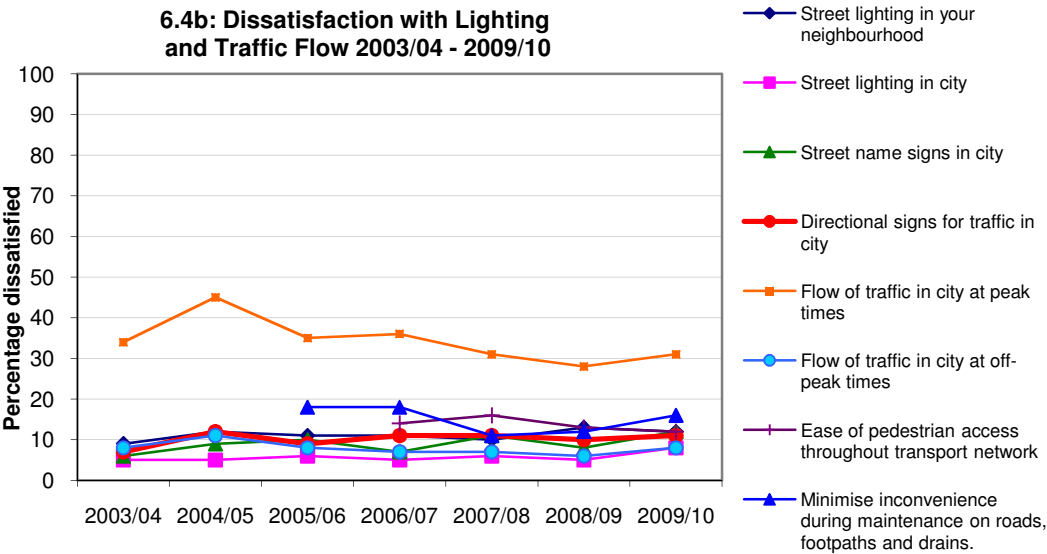
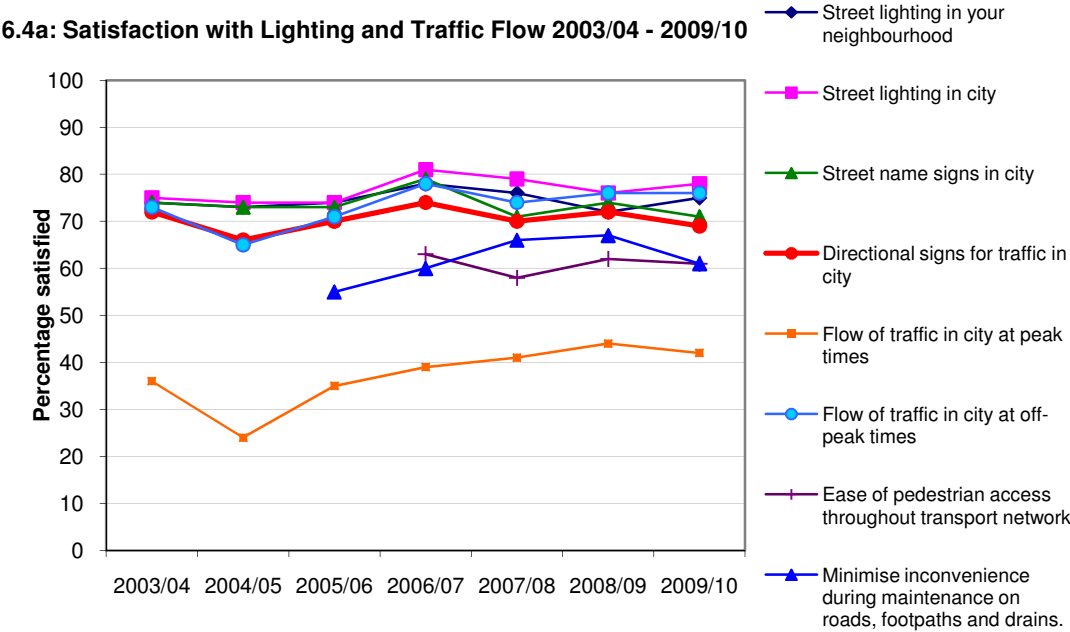


Figure 6.3b: Dissatisfaction with Roads and Footpaths 2003/04 - 2009/10



Satisfaction with street lighting in the City and in residents’ neighbourhoods was up in 2010. In contrast, there was a significant decrease in satisfaction with the efforts made to minimise inconvenience during road maintenance, (down from 67% to 61%, Figure 6.4a). Dissatisfaction increased for most activities (Figure 6.4b).



In the 2009/10 survey the ease of use of pay and display car parking recorded a notable decrease in satisfaction (from 63% satisfied in 2008/09 to 51% satisfied in 2009/10) and an increase in dissatisfaction (from 14% dissatisfied in 2008/09 to 23% dissatisfied in 2009/10). Satisfaction with the suitability of the road network for cyclists was up while satisfaction with various forms of parking was down. (Figure 6.5).

Figure 6.5a: Satisfaction with Parking and Network for Cyclists

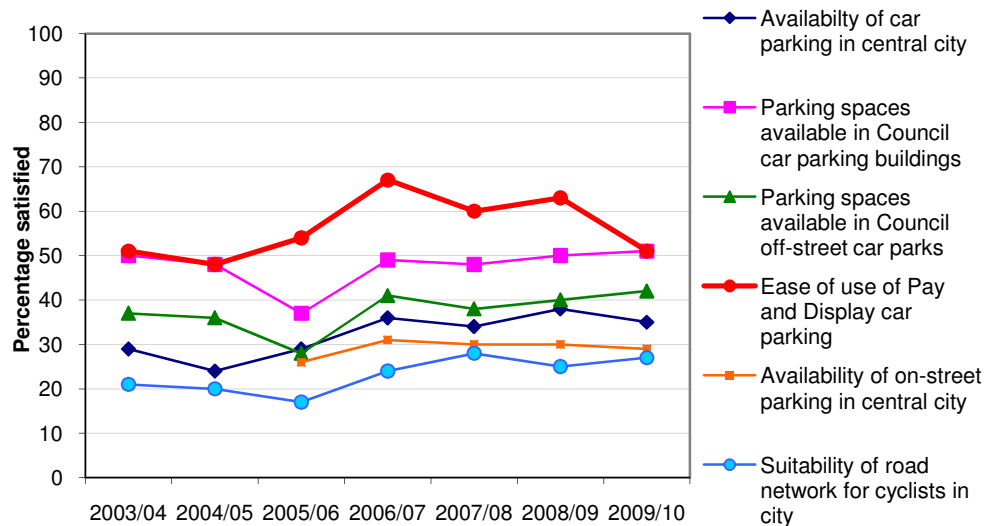
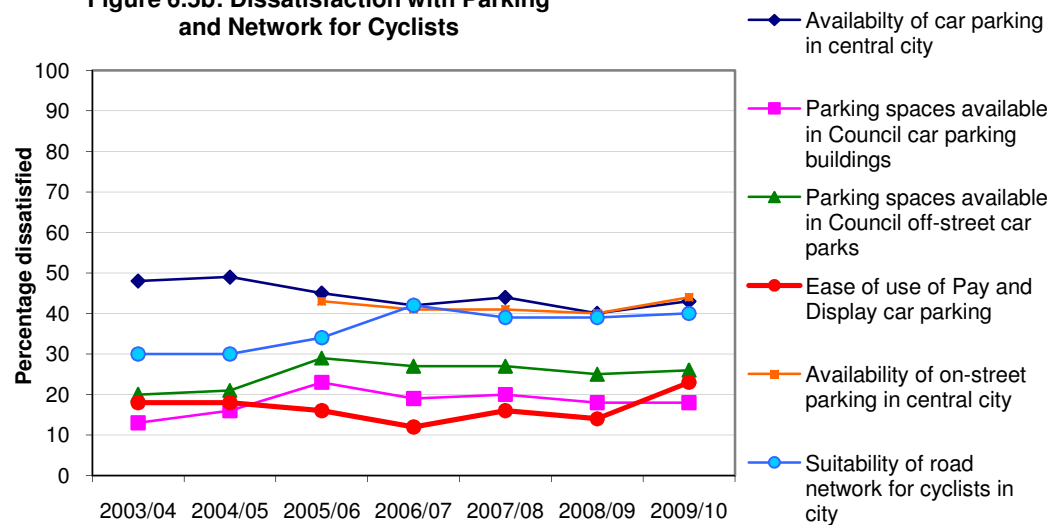


Figure 6.5b: Dissatisfaction with Parking and Network for Cyclists



6.4 Regulatory, Monitoring and Environment

Satisfaction with regulatory, monitoring, and environmental services was mostly positive (i.e., the majority of respondents were satisfied). Issues where a third of the public were dissatisfied include dog fouling; and processing of applications for building consents (Table 6.4).

Table 6.4: Satisfaction of Users with Regulatory, Monitoring, and Environment

| | | Number of responses | Very Satisfied (%) | Satisfied (%) | Neither Satisfied / Dissatisfied (%) | Dissatisfied (%) | Very Dissatisfied (%) | No response (N) |
|----|---|---------------------|--------------------|---------------|--------------------------------------|------------------|-----------------------|-----------------|
| 31 | Control of roaming dogs | 995 | 9 | 50 | 23 | 12 | 5 | 82 |
| 32 | Control of dogs fouling the street | 986 | 5 | 30 | 23 | 29 | 13 | 91 |
| 33 | Control of barking dogs | 950 | 5 | 41 | 31 | 15 | 7 | 127 |
| 34 | Noise control | 920 | 7 | 49 | 32 | 9 | 3 | 157 |
| 35 | Parking enforcement | 965 | 5 | 47 | 35 | 8 | 5 | 206 |
| 36 | The fairness and attitude of parking wardens | 883 | 6 | 35 | 33 | 13 | 13 | 194 |
| 37 | Enforcing hygiene standards in City food establishments | 933 | 14 | 57 | 20 | 6 | 3 | 144 |
| 38 | Enforcing appropriate standards in the City's licensed premises | 829 | 10 | 48 | 29 | 9 | 4 | 248 |
| 39 | Processing of applications for building consents | 659 | 3 | 21 | 38 | 21 | 17 | 418 |
| 40 | Monitoring and inspection of buildings under construction | 575 | 4 | 30 | 47 | 11 | 8 | 502 |

The open ended comments about regulatory, monitoring and the environment included:

- Dog / cat /horse faeces on streets 21
- Dog control poor 17
- Wardens attitudes not good 15
- Building consents too slow 12
- Noise control poor 6
- Licensed premises should close earlier 3
- Ratings for food outlets visible 4
- Building consents too expensive 5
- Other 12

Satisfaction with the control of roaming dogs, and with noise control, were similar to the 2008/9 results. Satisfaction was lower in 2009/10 for control of barking dogs and dogs fouling the street, and the fairness and attitude of parking wardens, (Figure 6.6a). Dissatisfaction was also higher for these three issues (Figure 6.6b).

Figure 6.6a: Satisfaction with Street, Noise and Parking Enforcement

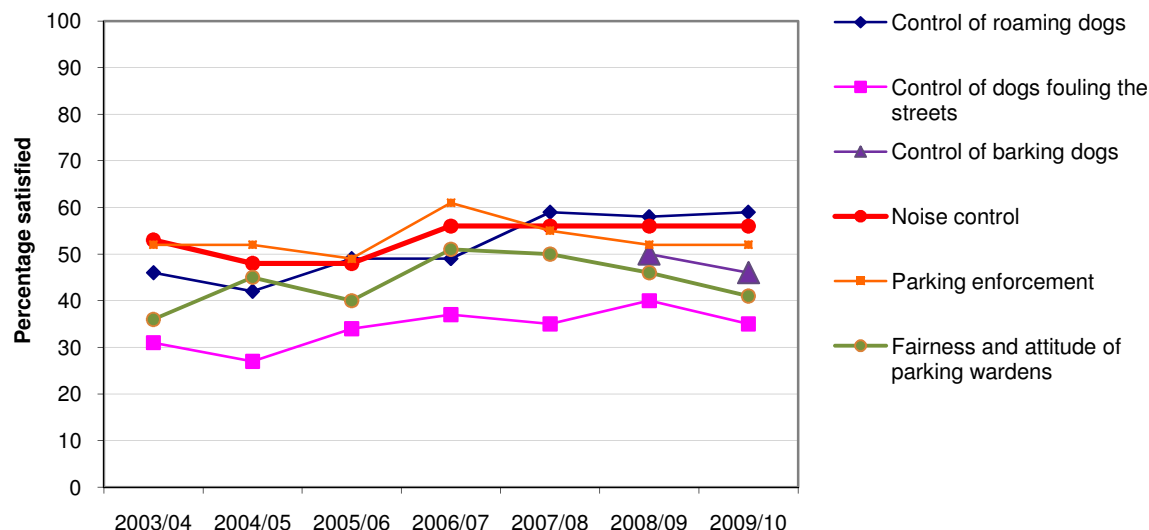
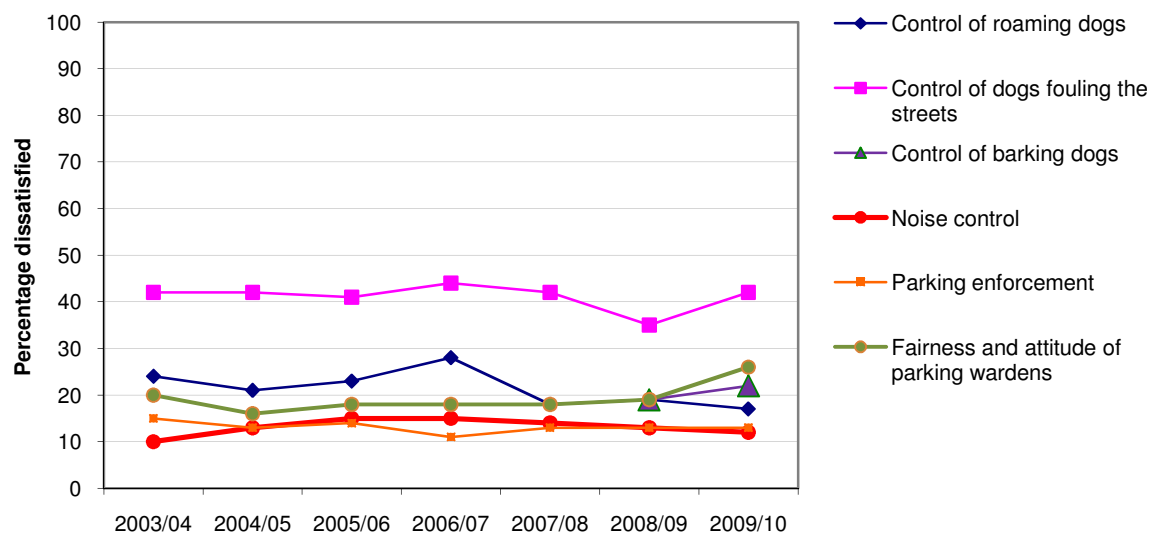


Figure 6.6b: Dissatisfaction with Street, Noise and Parking Enforcement



Overall, satisfaction with monitoring and enforcement was similar to the results for 2008/09. Dissatisfaction rose slightly in the areas of processing applications for building consents, monitoring and inspection of buildings under construction and enforcing hygiene standards in City food establishments (Figure 6.7).

Figure 6.7a: Satisfaction with Monitoring and Enforcement

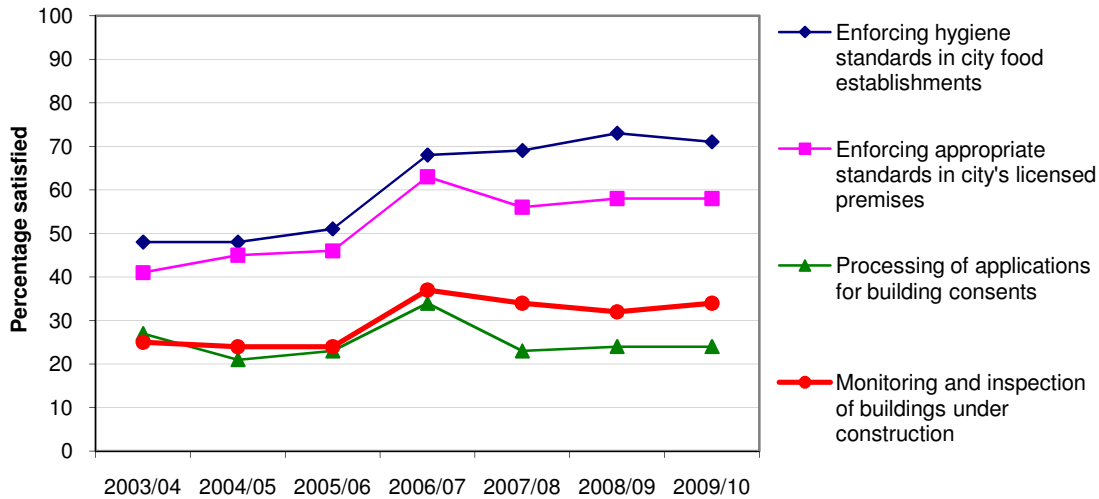
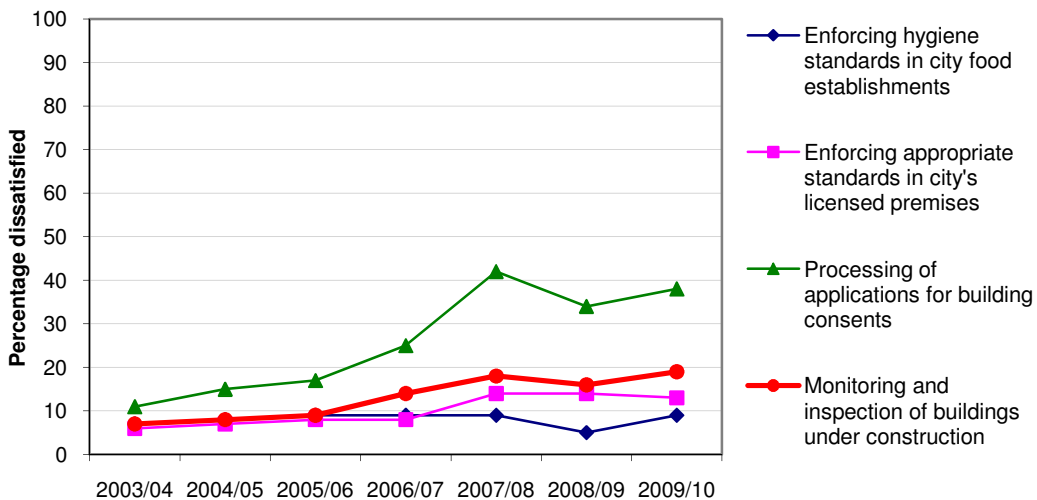


Figure 6.7b: Dissatisfaction with Monitoring and Enforcement



6.5 Customer Service

45% of the respondents were satisfied that the Council 'strives to improve', however just a quarter felt the Council 'delivered good value for money' (Table 6.5).

Table 6.5 Satisfaction of Users with Customer Service

| | | Number of responses | Very Satisfied (%) | Satisfied (%) | Neither Satisfied / Dissatisfied (%) | Dissatisfied (%) | Very Dissatisfied (%) | No response (N) |
|----|---|---------------------|--------------------|---------------|--------------------------------------|------------------|-----------------------|-----------------|
| 41 | The Council is constantly striving to improve | 880 | 6 | 39 | 35 | 12 | 8 | 197 |
| 42 | The Council delivers good value for the ratepayer money | 960 | 3 | 23 | 29 | 22 | 23 | 117 |

Satisfaction levels with Customer Service in 2009/10 were moderate to low, and declined from the 2008/09 survey. Dissatisfaction with delivery of good value for money rose this survey (Figure 6.8b).

Figure 6.8a: Satisfaction with Customer Service 2003/04 - 2009/10

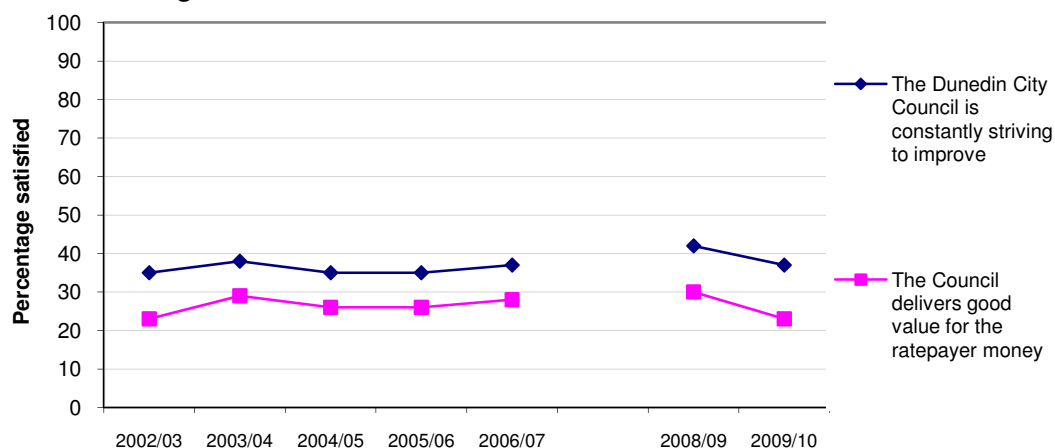
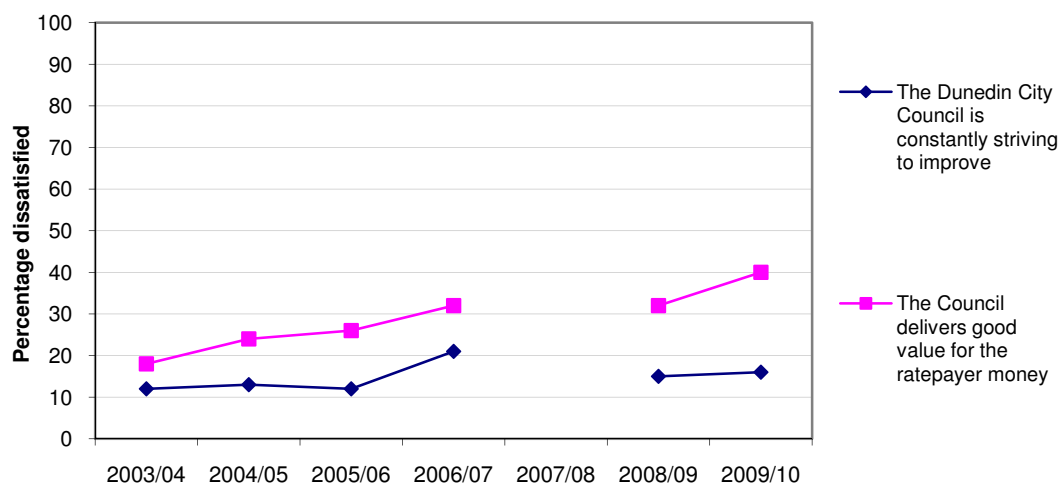


Figure 6.8b: Dissatisfaction with Customer Service 2003/04 - 2009/10



Unprompted comments regarding customer services included:

- | | |
|----------------------------------|---|
| • Services good | 6 |
| • Not happy with council service | 5 |

6.6 Other Comments, Council Services

Other comments received included:

- | | |
|---|----|
| • Comments about concerns of extent of Council spending | 23 |
| • Concerns regarding issues | 16 |
| • Elected officials don't listen | 6 |
| • Other | 4 |

7 Use of City Facilities

7.1 Use of City Facilities

Table 7.1 shows (i) how many respondents used various City facilities, and (ii) how frequently, on average, those facilities were used. These data can be cross-referenced with the responses about satisfaction with the facilities (Table 7.2, overleaf) to provide an indication of how well each of the facilities is meeting the residents' expectations.

Table 7.1: Use of City Facilities - Usage

| | | Responses Based on Total sample ^{xii} | | |
|----|--|--|------------------|--|
| | | No visits | 1 or more visits | Average number of visits ^{xiii} |
| 68 | Any library (Moray Place, Mosgiel, Port Chalmers, Waikouaiti, Blueskin Bay, Bookbus) | 68% | 32% | 18.1 |
| 70 | Any swimming pool (Moana, Mosgiel, St Clair Salt Water, Port Chalmers) | 78% | 22% | 21.5 |
| 71 | Otago Museum | 67% | 33% | 4.1 |
| 72 | Otago Settlers Museum | 76% | 24% | 2.8 |
| 73 | Dunedin Public Art Gallery | 76% | 24% | 3.7 |
| 74 | Dunedin Chinese Garden | 81% | 19% | 1.9 |
| 75 | Botanic Gardens | 66% | 34% | 11.5 |
| 76 | Winter Sports playing fields | 87% | 13% | 16.9 |
| 77 | Summer Sports playing fields | 90% | 10% | 15.8 |
| 78 | Council playgrounds | 83% | 17% | 13.8 |
| 79 | Walking and Biking tracks around the City | 76% | 24% | 30.3 |
| 80 | Parks and Reserves | 73% | 27% | 18.6 |
| 82 | Dunedin Stadium (Ice Stadium) | 89% | 11% | 3.3 |
| 83 | Edgar Sports Centre | 77% | 23% | 8.2 |
| 84 | Carisbrook | 87% | 13% | 3.9 |
| 85 | The Dunedin Visitors Centre (Octagon) | 86% | 14% | 3.2 |
| 86 | Dunedin Town Hall | 77% | 23% | 3.2 |
| 87 | Regent Theatre | 73% | 27% | 3.6 |
| 88 | Fortune Theatre | 83% | 17% | 4.6 |
| 89 | Dunedin's cemeteries (services provided to public) | 86% | 14% | 3.6 |
| 91 | Public toilets | 79% | 21% | 12.9 |

7.2 Satisfaction with City Facilities

As Table 7.2 demonstrates, for most facilities respondents reported a high level of satisfaction. The exceptions (i.e., facilities regarded as marginal or somewhat unsatisfactory) include public toilets (30% dissatisfied), Carisbrook (14% dissatisfied) and the Chinese Garden (13% dissatisfied).

Table 7.2: Use of City Facilities - Satisfaction of Users

| | | Number of responses | Very Satisfied (%) | Satisfied (%) | Neither Satisfied / Dissatisfied (%) | Dissatisfied (%) | Very Dissatisfied (%) | No response (N) |
|----|--|---------------------|--------------------|---------------|--------------------------------------|------------------|-----------------------|-----------------|
| 68 | Any library (Moray Place, Mosgiel, Port Chalmers, Waikouaiti, Blueskin Bay, Bookbus) | 778 | 48 | 44 | 6 | 2 | 0 | 299 |
| 69 | Material available at the libraries | 796 | 40 | 49 | 9 | 2 | 1 | 281 |
| 70 | Any swimming pool (Moana, Mosgiel, St Clair Salt Water, Port Chalmers) | 642 | 26 | 53 | 12 | 6 | 3 | 435 |
| 71 | The Otago Museum | 862 | 37 | 51 | 9 | 2 | 1 | 215 |
| 72 | Otago Settlers Museum | 741 | 34 | 54 | 11 | 1 | 0 | 336 |
| 73 | Dunedin Public Art Gallery | 695 | 34 | 49 | 15 | 1 | 0 | 382 |
| 74 | Dunedin Chinese Garden | 598 | 29 | 41 | 17 | 7 | 6 | 479 |
| 75 | Botanic Garden | 893 | 49 | 45 | 5 | 1 | 0 | 184 |
| 76 | Winter sports playing fields | 541 | 17 | 54 | 25 | 3 | 1 | 536 |
| 77 | Summer sports playing fields | 500 | 18 | 53 | 26 | 2 | 0 | 577 |
| 78 | Council playgrounds | 612 | 17 | 50 | 24 | 6 | 2 | 465 |
| 79 | Walking and biking tracks around the City | 712 | 20 | 58 | 17 | 4 | 2 | 365 |
| 80 | Parks and Reserves | 792 | 21 | 65 | 12 | 1 | 1 | 285 |
| 81 | Accessibility of recreational sites and facilities | 830 | 20 | 62 | 15 | 2 | 1 | 247 |
| 82 | Dunedin Stadium (Ice Stadium) | 448 | 13 | 53 | 29 | 2 | 2 | 629 |
| 83 | Edgar Sports Centre | 690 | 21 | 59 | 18 | 2 | 1 | 387 |
| 84 | Carisbrook | 557 | 19 | 41 | 26 | 10 | 4 | 520 |
| 85 | The Dunedin Visitor Centre | 535 | 16 | 55 | 24 | 4 | 1 | 542 |
| 86 | The Dunedin Town Hall | 720 | 17 | 58 | 21 | 3 | 1 | 357 |
| 87 | Regent Theatre | 776 | 19 | 56 | 18 | 6 | 2 | 301 |
| 88 | Fortune Theatre | 603 | 20 | 52 | 21 | 4 | 2 | 474 |
| 89 | Dunedin's Cemeteries (services provided to public) | 608 | 20 | 59 | 19 | 2 | 1 | 469 |
| 90 | Dunedin's Cemeteries (physical appearance) | 806 | 17 | 57 | 20 | 5 | 1 | 271 |
| 91 | Public Toilets | 875 | 7 | 37 | 25 | 20 | 10 | 202 |

Libraries, Parks and Reserves, Walking and Biking Tracks, and Cemeteries:

Overall, the satisfaction ratings in the 2009/10 for City facilities were similar to those from the 2008/09 survey (Figure 7.1a). There has been an increase in satisfaction with the services provided at cemeteries.

Dissatisfaction levels remained stable and low (Figure 7.1b).

Figure 7.1a: Satisfaction with Council Facilities 2003/04 - 2009/10

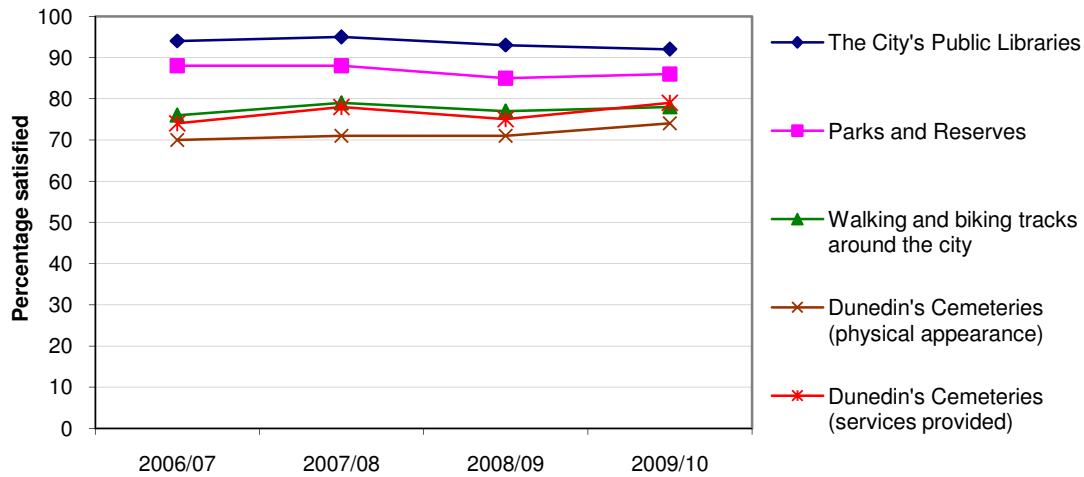
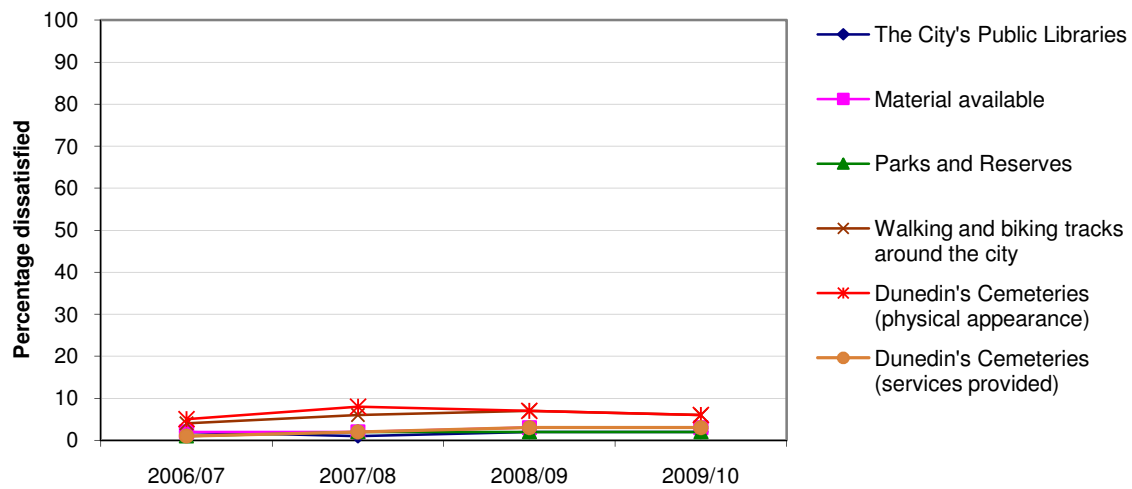


Figure 7.1b: Dissatisfaction with Council Facilities 2003/04 - 2009/10



The Art Gallery, Museums, Botanic Gardens, Town Hall, etc:

For these facilities satisfaction in the 2009/10 survey was either lower than last year or about the same. Note that absolute satisfaction levels with these facilities remain very high (Figure 7.2a).

Dissatisfaction was higher for the Chinese Garden, all other facilities remained stable. Dissatisfaction with the Regent Theatre was higher than for other facilities (Figure 7.2b).

Figure 7.2a: Satisfaction with Specific Council Facilities 2006/07 - 2009/10

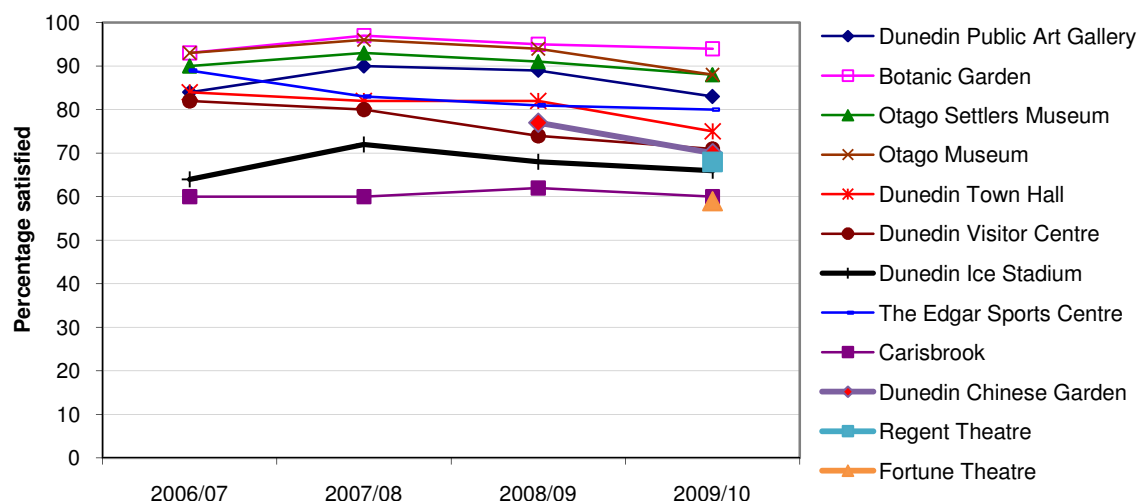
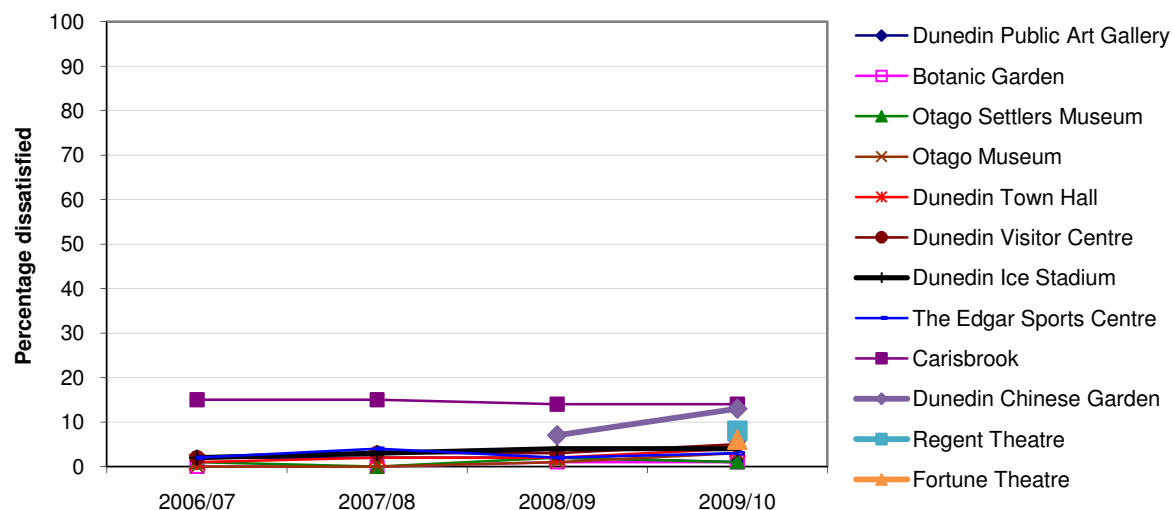


Figure 7.2b: Dissatisfaction with Specific Council Facilities 2003/04 - 2009/10



Sports fields, Swimming Pools, Toilets, Council Playgrounds:

Satisfaction and dissatisfaction remained relatively stable for the additional facilities^{xiv}, with the exception of a decline in satisfaction (and corresponding increase in dissatisfaction) with swimming pools and Council Playgrounds. Note that these are relative measures, and that the absolute satisfaction levels with these facilities remain high (with the notable exception of satisfaction with public toilets) (Figure 7.3).

Figure 7.3a: Satisfaction with Facilities 2007/08 - 2009/10

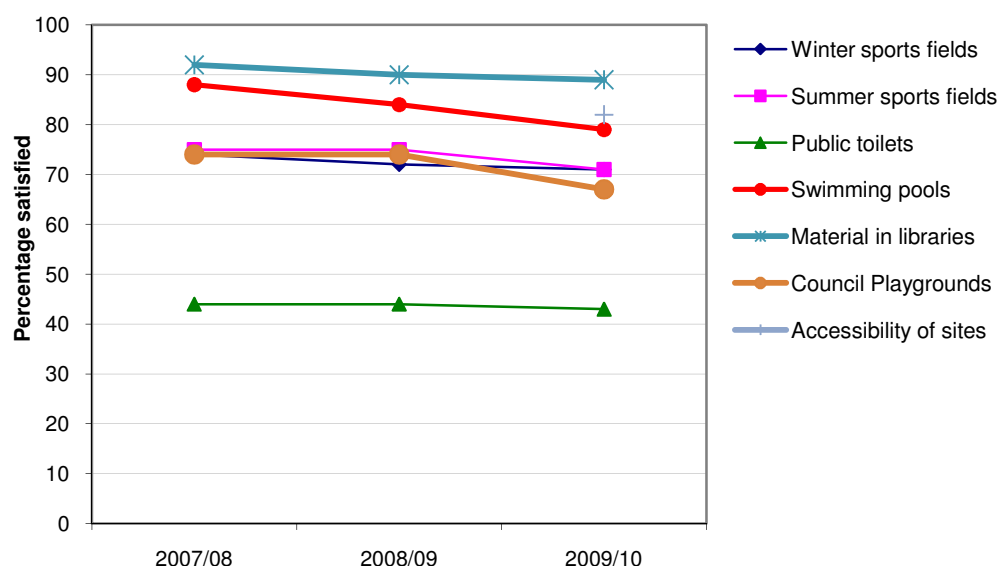
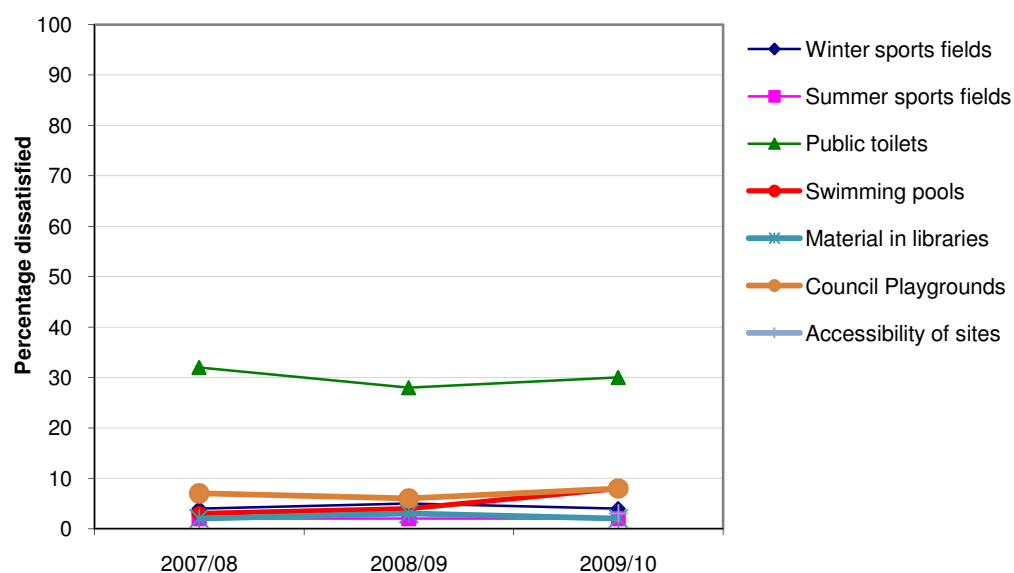


Figure 7.3b: Dissatisfaction with Facilities 2007/08 - 2009/10



The most common comments about Council facilities were:

| | |
|---|----|
| • Issues with public toilets | |
| ○ Poor hygiene | 47 |
| ○ Insufficient | 28 |
| • Pools | |
| ○ Mosgiel needs upgrade | 16 |
| ○ Cost issues of using/ spectating | 15 |
| ○ Moana needs upgrade | 11 |
| ○ Moana needs cleaning | 10 |
| ○ Need more pools in Dunedin / open St Clair longer | 6 |
| ○ Moana is a good facility | 5 |
| ○ Car Parking issues at Moana | 5 |
| ○ | |
| • Libraries | |
| ○ Provide good service | 13 |
| ○ Need more books, DVDs | 6 |
| ○ Need a South Dunedin library service | 6 |
| ○ Parking issues | 4 |
| ○ Noisy, shouldn't have TV | 4 |
| ○ Need better facilities | 2 |
| ○ Other | 10 |
| • Parks and Playgrounds | |
| ○ Playgrounds need upgrade | 14 |
| ○ More bike tracks needed | 13 |
| ○ Chinese Gardens too expensive | 13 |
| ○ Good facilities, well maintained | 8 |
| ○ Need more maintenance | 6 |
| ○ cemeteries need more maintenance | 6 |
| ○ Chinese Gardens good | 2 |
| ○ Other | 44 |
| • Concerns | |
| ○ Regent and/ or Fortune Theatres | 18 |
| ○ Edgar Stadium issues | 7 |
| ○ Other comments | 26 |

8 Data Cross Tabulations

Cross tabulations have been included by (1) Geographic location and (2) Age group. The intention is to highlight any variations in opinion based on where respondents live or how old they may be. From this information specific local issues may be more clearly understood, and the appropriate action plan (if required) put in place to deal with the issues.

8.1 Satisfaction of Users with Council Services by Geographic Location

| | Dunedin City | | | | | Green Island | | | | | Kaikorai Valley | | | | |
|---|----------------|-----------|---------------|--------------|-------------------|----------------|-----------|---------------|--------------|-------------------|-----------------|-----------|---------------|--------------|-------------------|
| | Very Satisfied | Satisfied | Neither / Nor | Dissatisfied | Very Dissatisfied | Very Satisfied | Satisfied | Neither / Nor | Dissatisfied | Very Dissatisfied | Very Satisfied | Satisfied | Neither / Nor | Dissatisfied | Very Dissatisfied |
| Household Rubbish Collection | 23 | 57 | 3 | 10 | 7 | 25 | 54 | 9 | 8 | 4 | 17 | 63 | 11 | 7 | 2 |
| Kerbside Recycling | 17 | 53 | 3 | 17 | 10 | 20 | 53 | 10 | 13 | 4 | 17 | 58 | 9 | 12 | 5 |
| Street Litter Bins | 10 | 31 | 24 | 21 | 14 | 4 | 52 | 22 | 18 | 5 | 8 | 51 | 24 | 15 | 3 |
| Reliability of the rubbish collection service | 27 | 57 | 10 | 7 | 0 | 25 | 57 | 11 | 5 | 1 | 31 | 56 | 11 | 2 | 0 |
| Cleanliness of the streets immediately after collection | 3 | 45 | 16 | 23 | 13 | 7 | 51 | 17 | 17 | 8 | 6 | 43 | 21 | 25 | 5 |
| Cleanliness of the streets in general | 0 | 26 | 16 | 35 | 23 | 5 | 35 | 26 | 24 | 9 | 7 | 42 | 23 | 23 | 5 |
| Water Pressure | 28 | 55 | 10 | 3 | 3 | 20 | 59 | 9 | 8 | 4 | 26 | 54 | 6 | 9 | 6 |
| Water Quality | 14 | 55 | 10 | 21 | 0 | 11 | 41 | 20 | 19 | 9 | 18 | 55 | 13 | 10 | 5 |
| Stormwater collection service | 15 | 30 | 33 | 11 | 11 | 14 | 52 | 25 | 8 | 1 | 15 | 54 | 20 | 9 | 2 |
| The City's sewerage system | 14 | 32 | 32 | 21 | 0 | 15 | 48 | 25 | 8 | 3 | 15 | 50 | 19 | 8 | 9 |
| The condition of the roads in your neighbourhood | 13 | 47 | 19 | 22 | 0 | 7 | 48 | 22 | 15 | 9 | 10 | 56 | 22 | 9 | 3 |

| | Dunedin City | | | | | Green Island | | | | | Kaikorai Valley | | | | |
|--|----------------|-----------|---------------|--------------|-------------------|----------------|-----------|---------------|--------------|-------------------|-----------------|-----------|---------------|--------------|-------------------|
| | Very Satisfied | Satisfied | Neither / Nor | Dissatisfied | Very Dissatisfied | Very Satisfied | Satisfied | Neither / Nor | Dissatisfied | Very Dissatisfied | Very Satisfied | Satisfied | Neither / Nor | Dissatisfied | Very Dissatisfied |
| The condition of the roads throughout the City | 10 | 55 | 23 | 13 | 0 | 3 | 39 | 31 | 23 | 4 | 6 | 52 | 22 | 19 | 1 |
| The condition of footpaths in your neighbourhood | 13 | 48 | 19 | 16 | 3 | 7 | 40 | 19 | 22 | 12 | 10 | 52 | 14 | 17 | 7 |
| The condition of footpaths throughout the City | 10 | 48 | 32 | 6 | 3 | 4 | 44 | 31 | 19 | 2 | 6 | 51 | 29 | 11 | 3 |
| There are footpaths where you need in your neighbourhood | 13 | 58 | 13 | 16 | 0 | 13 | 57 | 15 | 9 | 6 | 13 | 64 | 8 | 9 | 5 |
| That there are footpaths where you need them in the City | 13 | 50 | 23 | 13 | 0 | 12 | 61 | 19 | 8 | 0 | 14 | 63 | 17 | 4 | 2 |
| Street lighting in your neighbourhood | 16 | 58 | 19 | 6 | 0 | 11 | 67 | 12 | 6 | 4 | 15 | 66 | 10 | 8 | 2 |
| Street lighting in the City | 20 | 60 | 17 | 3 | 0 | 9 | 72 | 12 | 8 | 0 | 13 | 68 | 17 | 1 | 1 |
| Street names signs throughout the City | 16 | 52 | 23 | 10 | 0 | 9 | 62 | 16 | 11 | 3 | 10 | 66 | 16 | 7 | 1 |
| Directional signs for traffic throughout the City | 10 | 52 | 29 | 10 | 0 | 7 | 58 | 25 | 8 | 3 | 6 | 61 | 22 | 8 | 2 |
| The flow of traffic around and through the City at peak times of the day | 6 | 39 | 13 | 35 | 6 | 2 | 34 | 26 | 27 | 10 | 5 | 33 | 29 | 28 | 6 |
| The flow of traffic around and through the City at off-peak times of the day | 17 | 53 | 13 | 10 | 7 | 7 | 70 | 12 | 9 | 3 | 11 | 61 | 21 | 6 | 1 |
| The ease of pedestrian access throughout the transport network | 7 | 41 | 34 | 17 | 0 | 4 | 60 | 21 | 8 | 6 | 6 | 55 | 25 | 10 | 4 |
| Efforts made to minimise disruption when work on roads, footpaths and drains | 6 | 42 | 32 | 10 | 10 | 4 | 50 | 22 | 12 | 12 | 8 | 55 | 22 | 12 | 4 |
| The availability of car parking in the central City | 10 | 24 | 31 | 14 | 21 | 5 | 29 | 19 | 25 | 21 | 3 | 35 | 20 | 23 | 19 |
| The number of parking spaces available in Council car parking buildings | 4 | 42 | 29 | 17 | 8 | 6 | 52 | 20 | 14 | 8 | 4 | 49 | 34 | 7 | 6 |

| | Dunedin City | | | | | Green Island | | | | | Kaikorai Valley | | | | |
|---|----------------|-----------|---------------|--------------|-------------------|----------------|-----------|---------------|--------------|-------------------|-----------------|-----------|---------------|--------------|-------------------|
| | Very Satisfied | Satisfied | Neither / Nor | Dissatisfied | Very Dissatisfied | Very Satisfied | Satisfied | Neither / Nor | Dissatisfied | Very Dissatisfied | Very Satisfied | Satisfied | Neither / Nor | Dissatisfied | Very Dissatisfied |
| The number of parking spaces available in off-street car parks | 10 | 38 | 24 | 14 | 14 | 8 | 43 | 21 | 16 | 11 | 3 | 39 | 39 | 13 | 7 |
| The ease of use of Pay and Display car parking | 11 | 41 | 22 | 11 | 15 | 9 | 42 | 25 | 12 | 13 | 3 | 47 | 32 | 13 | 7 |
| The availability of on-street parking in the central City | 8 | 27 | 23 | 19 | 23 | 5 | 27 | 27 | 21 | 20 | 1 | 28 | 27 | 26 | 19 |
| Suitability of road network for cyclists throughout City | 0 | 30 | 25 | 15 | 30 | 2 | 37 | 31 | 13 | 17 | 2 | 21 | 40 | 23 | 14 |
| Control of roaming dogs | 14 | 54 | 29 | 0 | 4 | 12 | 44 | 17 | 17 | 11 | 8 | 54 | 26 | 8 | 4 |
| Control of dogs fouling the street | 10 | 28 | 31 | 17 | 14 | 7 | 35 | 18 | 24 | 16 | 5 | 28 | 31 | 24 | 12 |
| Control of barking dogs | 15 | 37 | 22 | 22 | 4 | 8 | 40 | 21 | 18 | 13 | 5 | 47 | 29 | 11 | 7 |
| Noise control | 13 | 45 | 23 | 13 | 6 | 6 | 48 | 33 | 8 | 4 | 8 | 52 | 29 | 7 | 4 |
| Parking enforcement | 4 | 32 | 32 | 21 | 11 | 4 | 39 | 34 | 11 | 12 | 8 | 43 | 29 | 12 | 8 |
| The fairness and attitude of parking wardens | 8 | 28 | 24 | 28 | 12 | 3 | 33 | 33 | 13 | 19 | 9 | 36 | 30 | 14 | 11 |
| Enforcing hygiene standards in City food establishments | 4 | 65 | 27 | 0 | 4 | 13 | 61 | 19 | 6 | 1 | 19 | 57 | 18 | 3 | 3 |
| Enforcing appropriate standards in the City's licensed premises | 8 | 29 | 38 | 21 | 4 | 5 | 54 | 32 | 7 | 1 | 10 | 48 | 30 | 9 | 2 |
| Processing of applications for building consents | 0 | 13 | 33 | 20 | 33 | 1 | 16 | 39 | 20 | 24 | 4 | 20 | 42 | 20 | 14 |
| Monitoring and inspection of buildings under construction | 0 | 25 | 42 | 25 | 8 | 2 | 26 | 52 | 8 | 11 | 6 | 28 | 50 | 7 | 7 |
| The Council is constantly striving to improve | 15 | 33 | 33 | 7 | 11 | 5 | 44 | 32 | 8 | 11 | 6 | 36 | 37 | 15 | 6 |
| The Council delivers good value for the ratepayer money | 7 | 38 | 17 | 7 | 31 | 1 | 26 | 27 | 20 | 25 | 3 | 20 | 33 | 28 | 16 |

| | Mosgiel | | | | | Northern Suburbs | | | | | Peninsula | | | | |
|--|----------------|-----------|---------------|--------------|-------------------|------------------|-----------|---------------|--------------|-------------------|----------------|-----------|---------------|--------------|-------------------|
| | Very Satisfied | Satisfied | Neither / Nor | Dissatisfied | Very Dissatisfied | Very Satisfied | Satisfied | Neither / Nor | Dissatisfied | Very Dissatisfied | Very Satisfied | Satisfied | Neither / Nor | Dissatisfied | Very Dissatisfied |
| Household Rubbish Collection | 23 | 46 | 15 | 11 | 4 | 28 | 54 | 9 | 6 | 3 | 26 | 58 | 12 | 1 | 3 |
| Kerbside Recycling | 19 | 53 | 9 | 15 | 3 | 24 | 48 | 13 | 12 | 2 | 24 | 50 | 14 | 10 | 3 |
| Street Litter Bins | 8 | 51 | 23 | 16 | 3 | 11 | 33 | 35 | 14 | 7 | 7 | 37 | 31 | 19 | 4 |
| Reliability of the rubbish collection service | 38 | 52 | 5 | 4 | 1 | 37 | 51 | 8 | 2 | 2 | 36 | 57 | 7 | 0 | 0 |
| Cleanliness of the streets immediately after collection | 11 | 49 | 15 | 21 | 4 | 13 | 28 | 21 | 25 | 13 | 14 | 51 | 12 | 21 | 3 |
| Cleanliness of the streets in general | 5 | 38 | 26 | 24 | 7 | 5 | 31 | 24 | 28 | 11 | 10 | 44 | 21 | 21 | 4 |
| Water Pressure | 31 | 57 | 6 | 4 | 1 | 32 | 48 | 14 | 5 | 1 | 34 | 51 | 7 | 7 | 1 |
| Water Quality | 25 | 63 | 7 | 3 | 2 | 22 | 46 | 17 | 14 | 2 | 14 | 48 | 11 | 23 | 4 |
| Stormwater collection service | 10 | 60 | 18 | 8 | 3 | 15 | 47 | 24 | 7 | 6 | 8 | 52 | 27 | 8 | 6 |
| The City's sewerage system | 12 | 58 | 20 | 9 | 1 | 15 | 46 | 21 | 9 | 9 | 7 | 55 | 13 | 12 | 13 |
| The condition of the roads in your neighbourhood | 9 | 53 | 15 | 19 | 5 | 12 | 47 | 16 | 19 | 7 | 8 | 59 | 17 | 11 | 5 |
| The condition of the roads throughout the City | 3 | 54 | 23 | 17 | 3 | 6 | 59 | 22 | 11 | 1 | 7 | 41 | 32 | 15 | 5 |
| The condition of footpaths in your neighbourhood | 5 | 40 | 21 | 23 | 11 | 12 | 46 | 13 | 20 | 9 | 10 | 34 | 20 | 20 | 17 |
| The condition of footpaths throughout the City | 4 | 45 | 34 | 16 | 1 | 5 | 51 | 29 | 13 | 2 | 8 | 38 | 36 | 16 | 1 |
| There are footpaths where you need in your neighbourhood | 11 | 60 | 13 | 4 | 12 | 15 | 58 | 12 | 8 | 6 | 7 | 50 | 14 | 18 | 12 |

| | Mosgiel | | | | | Northern Suburbs | | | | | Peninsula | | | | |
|--|----------------|-----------|---------------|--------------|-------------------|------------------|-----------|---------------|--------------|-------------------|----------------|-----------|---------------|--------------|-------------------|
| | Very Satisfied | Satisfied | Neither / Nor | Dissatisfied | Very Dissatisfied | Very Satisfied | Satisfied | Neither / Nor | Dissatisfied | Very Dissatisfied | Very Satisfied | Satisfied | Neither / Nor | Dissatisfied | Very Dissatisfied |
| That there are footpaths where you need them in the City | 11 | 65 | 18 | 5 | 2 | 15 | 61 | 20 | 3 | 2 | 10 | 61 | 19 | 8 | 1 |
| Street lighting in your neighbourhood | 13 | 61 | 13 | 8 | 6 | 17 | 61 | 13 | 5 | 3 | 12 | 65 | 12 | 11 | 0 |
| Street lighting in the City | 11 | 70 | 15 | 4 | 0 | 13 | 63 | 19 | 5 | 0 | 10 | 68 | 16 | 5 | 0 |
| Street names signs throughout the City | 12 | 65 | 13 | 8 | 2 | 16 | 53 | 18 | 12 | 1 | 11 | 59 | 19 | 7 | 5 |
| Directional signs for traffic throughout the City | 12 | 67 | 15 | 6 | 1 | 10 | 55 | 24 | 9 | 2 | 12 | 56 | 18 | 10 | 4 |
| The flow of traffic around and through the City at peak times of the day | 4 | 40 | 21 | 25 | 10 | 5 | 46 | 26 | 19 | 5 | 4 | 38 | 30 | 22 | 7 |
| The flow of traffic around and through the City at off-peak times of the day | 13 | 64 | 15 | 6 | 1 | 13 | 63 | 16 | 6 | 2 | 12 | 73 | 11 | 4 | 0 |
| The ease of pedestrian access throughout the transport network | 7 | 59 | 24 | 8 | 1 | 10 | 49 | 27 | 11 | 2 | 3 | 55 | 35 | 4 | 3 |
| Efforts made to minimise disruption when work on roads, footpaths and drains | 11 | 56 | 20 | 9 | 4 | 8 | 55 | 23 | 12 | 2 | 5 | 57 | 29 | 7 | 1 |
| The availability of car parking in the central City | 3 | 26 | 23 | 32 | 15 | 6 | 36 | 21 | 20 | 17 | 5 | 31 | 24 | 24 | 15 |
| The number of parking spaces available in Council car parking buildings | 2 | 44 | 29 | 19 | 6 | 7 | 44 | 36 | 8 | 4 | 1 | 46 | 29 | 13 | 11 |
| The number of parking spaces available in off-street car parks | 4 | 38 | 28 | 20 | 10 | 5 | 36 | 38 | 12 | 9 | 3 | 45 | 20 | 20 | 12 |
| The ease of use of Pay and Display car parking | 5 | 49 | 27 | 12 | 6 | 6 | 46 | 21 | 15 | 12 | 4 | 49 | 23 | 16 | 7 |

| | Mosgiel | | | | | Northern Suburbs | | | | | Peninsula | | | | |
|---|----------------|-----------|---------------|--------------|-------------------|------------------|-----------|---------------|--------------|-------------------|----------------|-----------|---------------|--------------|-------------------|
| | Very Satisfied | Satisfied | Neither / Nor | Dissatisfied | Very Dissatisfied | Very Satisfied | Satisfied | Neither / Nor | Dissatisfied | Very Dissatisfied | Very Satisfied | Satisfied | Neither / Nor | Dissatisfied | Very Dissatisfied |
| The availability of on-street parking in the central City | 3 | 17 | 34 | 32 | 15 | 3 | 34 | 26 | 18 | 19 | 4 | 31 | 24 | 25 | 15 |
| Suitability of road network for cyclists throughout City | 6 | 26 | 36 | 20 | 12 | 2 | 21 | 29 | 21 | 26 | 2 | 14 | 31 | 32 | 22 |
| Control of roaming dogs | 10 | 47 | 25 | 11 | 7 | 10 | 52 | 21 | 13 | 3 | 4 | 61 | 25 | 9 | 1 |
| Control of dogs fouling the street | 4 | 31 | 24 | 28 | 14 | 4 | 28 | 21 | 36 | 11 | 3 | 32 | 23 | 31 | 11 |
| Control of barking dogs | 4 | 46 | 30 | 13 | 8 | 6 | 36 | 42 | 13 | 3 | 1 | 40 | 41 | 12 | 6 |
| Noise control | 5 | 51 | 37 | 4 | 3 | 7 | 45 | 35 | 9 | 5 | 3 | 62 | 30 | 2 | 3 |
| Parking enforcement | 3 | 45 | 31 | 12 | 10 | 9 | 32 | 35 | 17 | 8 | 4 | 37 | 45 | 10 | 4 |
| The fairness and attitude of parking wardens | 3 | 39 | 35 | 10 | 13 | 8 | 37 | 30 | 13 | 13 | 3 | 29 | 49 | 13 | 6 |
| Enforcing hygiene standards in City food establishments | 8 | 64 | 20 | 6 | 2 | 11 | 58 | 21 | 10 | 0 | 9 | 63 | 18 | 7 | 3 |
| Enforcing appropriate standards in the City's licensed premises | 7 | 54 | 29 | 6 | 3 | 8 | 39 | 35 | 13 | 5 | 6 | 50 | 28 | 9 | 6 |
| Processing of applications for building consents | 1 | 17 | 44 | 21 | 17 | 2 | 28 | 32 | 22 | 15 | 4 | 19 | 40 | 21 | 15 |
| Monitoring and inspection of buildings under construction | 2 | 21 | 56 | 10 | 11 | 3 | 35 | 42 | 13 | 8 | 5 | 38 | 45 | 8 | 5 |
| The Council is constantly striving to improve | 5 | 45 | 30 | 11 | 9 | 4 | 44 | 35 | 10 | 7 | 7 | 39 | 38 | 10 | 7 |
| The Council delivers good value for the ratepayer money | 3 | 28 | 25 | 21 | 23 | 4 | 31 | 22 | 20 | 23 | 4 | 21 | 31 | 22 | 22 |

| | Port Chalmers | | | | | Rural | | | | | South Dunedin | | | | |
|--|----------------|-----------|---------------|--------------|-------------------|----------------|-----------|---------------|--------------|-------------------|----------------|-----------|---------------|--------------|-------------------|
| | Very Satisfied | Satisfied | Neither / Nor | Dissatisfied | Very Dissatisfied | Very Satisfied | Satisfied | Neither / Nor | Dissatisfied | Very Dissatisfied | Very Satisfied | Satisfied | Neither / Nor | Dissatisfied | Very Dissatisfied |
| Household Rubbish Collection | 22 | 55 | 12 | 6 | 6 | 16 | 57 | 9 | 9 | 9 | 26 | 60 | 5 | 6 | 3 |
| Kerbside Recycling | 16 | 55 | 6 | 16 | 6 | 22 | 49 | 2 | 21 | 6 | 22 | 57 | 9 | 9 | 3 |
| Street Litter Bins | 9 | 58 | 22 | 9 | 2 | 4 | 40 | 19 | 25 | 13 | 10 | 43 | 28 | 14 | 5 |
| Reliability of the rubbish collection service | 30 | 40 | 4 | 6 | 0 | 42 | 47 | 7 | 2 | 2 | 32 | 56 | 8 | 2 | 1 |
| Cleanliness of the streets immediately after collection | 12 | 49 | 14 | 24 | 2 | 11 | 40 | 26 | 15 | 8 | 6 | 40 | 22 | 25 | 6 |
| Cleanliness of the streets in general | 8 | 44 | 21 | 25 | 2 | 6 | 48 | 18 | 21 | 6 | 6 | 36 | 19 | 24 | 15 |
| Water Pressure | 22 | 59 | 11 | 2 | 7 | 21 | 52 | 14 | 10 | 3 | 23 | 59 | 10 | 4 | 3 |
| Water Quality | 15 | 50 | 17 | 13 | 4 | 10 | 42 | 17 | 17 | 14 | 15 | 44 | 18 | 18 | 6 |
| Stormwater collection service | 16 | 55 | 21 | 3 | 5 | 6 | 40 | 24 | 18 | 12 | 9 | 54 | 18 | 12 | 7 |
| The City's sewerage system | 9 | 49 | 23 | 7 | 12 | 9 | 48 | 26 | 7 | 11 | 10 | 56 | 18 | 10 | 6 |
| The condition of the roads in your neighbourhood | 6 | 32 | 36 | 21 | 6 | 9 | 34 | 18 | 21 | 17 | 6 | 55 | 17 | 15 | 7 |
| The condition of the roads throughout the City | 2 | 43 | 47 | 8 | 0 | 3 | 47 | 34 | 12 | 4 | 3 | 47 | 28 | 15 | 6 |
| The condition of footpaths in your neighbourhood | 12 | 31 | 25 | 18 | 14 | 5 | 29 | 12 | 23 | 32 | 7 | 51 | 19 | 15 | 8 |
| The condition of footpaths throughout the City | 8 | 56 | 31 | 4 | 0 | 5 | 55 | 27 | 8 | 4 | 4 | 46 | 34 | 12 | 3 |
| There are footpaths where you need in your neighbourhood | 17 | 37 | 20 | 9 | 17 | 6 | 30 | 7 | 27 | 30 | 16 | 67 | 7 | 7 | 2 |

| | Port Chalmers | | | | | Rural | | | | | South Dunedin | | | | |
|--|----------------|-----------|---------------|--------------|-------------------|----------------|-----------|---------------|--------------|-------------------|----------------|-----------|---------------|--------------|-------------------|
| | Very Satisfied | Satisfied | Neither / Nor | Dissatisfied | Very Dissatisfied | Very Satisfied | Satisfied | Neither / Nor | Dissatisfied | Very Dissatisfied | Very Satisfied | Satisfied | Neither / Nor | Dissatisfied | Very Dissatisfied |
| That there are footpaths where you need them in the City | 15 | 53 | 23 | 6 | 2 | 4 | 68 | 22 | 3 | 3 | 12 | 63 | 18 | 5 | 2 |
| Street lighting in your neighbourhood | 14 | 59 | 14 | 2 | 10 | 7 | 44 | 26 | 9 | 13 | 13 | 60 | 11 | 11 | 4 |
| Street lighting in the City | 14 | 69 | 16 | 0 | 0 | 7 | 63 | 27 | 0 | 3 | 11 | 63 | 18 | 7 | 2 |
| Street names signs throughout the City | 16 | 57 | 18 | 10 | 0 | 7 | 57 | 19 | 13 | 4 | 11 | 60 | 16 | 10 | 4 |
| Directional signs for traffic throughout the City | 16 | 59 | 18 | 6 | 0 | 8 | 53 | 24 | 11 | 4 | 11 | 58 | 17 | 12 | 2 |
| The flow of traffic around and through the City at peak times of the day | 11 | 38 | 26 | 17 | 9 | 3 | 38 | 30 | 22 | 7 | 3 | 41 | 29 | 22 | 6 |
| The flow of traffic around and through the City at off-peak times of the day | 19 | 62 | 13 | 4 | 2 | 10 | 69 | 17 | 4 | 0 | 12 | 61 | 20 | 4 | 3 |
| The ease of pedestrian access throughout the transport network | 9 | 64 | 13 | 9 | 4 | 8 | 59 | 27 | 3 | 3 | 6 | 54 | 27 | 10 | 3 |
| Efforts made to minimise disruption when work on roads, footpaths and drains | 6 | 56 | 19 | 17 | 2 | 9 | 49 | 18 | 19 | 5 | 10 | 52 | 23 | 11 | 4 |
| The availability of car parking in the central City | 6 | 27 | 29 | 24 | 14 | 3 | 35 | 21 | 28 | 13 | 3 | 31 | 21 | 26 | 20 |
| The number of parking spaces available in Council car parking buildings | 0 | 44 | 37 | 12 | 7 | 6 | 47 | 34 | 4 | 9 | 3 | 46 | 32 | 11 | 7 |
| The number of parking spaces available in off-street car parks | 0 | 33 | 33 | 26 | 8 | 3 | 35 | 33 | 14 | 14 | 4 | 34 | 38 | 14 | 10 |
| The ease of use of Pay and Display car parking | 2 | 43 | 40 | 11 | 4 | 7 | 47 | 21 | 18 | 8 | 7 | 41 | 25 | 18 | 11 |

| | Port Chalmers | | | | | Rural | | | | | South Dunedin | | | | |
|---|----------------|-----------|---------------|--------------|-------------------|----------------|-----------|---------------|--------------|-------------------|----------------|-----------|---------------|--------------|-------------------|
| | Very Satisfied | Satisfied | Neither / Nor | Dissatisfied | Very Dissatisfied | Very Satisfied | Satisfied | Neither / Nor | Dissatisfied | Very Dissatisfied | Very Satisfied | Satisfied | Neither / Nor | Dissatisfied | Very Dissatisfied |
| The availability of on-street parking in the central City | 2 | 32 | 34 | 23 | 9 | 4 | 26 | 26 | 28 | 15 | 4 | 24 | 23 | 34 | 16 |
| Suitability of road network for cyclists throughout City | 2 | 23 | 21 | 30 | 23 | 5 | 24 | 25 | 25 | 20 | 2 | 23 | 36 | 21 | 17 |
| Control of roaming dogs | 10 | 51 | 18 | 14 | 6 | 4 | 58 | 16 | 15 | 6 | 11 | 46 | 23 | 16 | 5 |
| Control of dogs fouling the street | 8 | 34 | 22 | 22 | 14 | 4 | 34 | 16 | 28 | 18 | 5 | 29 | 17 | 35 | 14 |
| Control of barking dogs | 4 | 36 | 32 | 23 | 4 | 4 | 32 | 30 | 16 | 17 | 6 | 42 | 29 | 19 | 6 |
| Noise control | 4 | 49 | 31 | 16 | 0 | 9 | 40 | 34 | 11 | 6 | 8 | 49 | 30 | 12 | 1 |
| Parking enforcement | 2 | 42 | 42 | 8 | 6 | 9 | 37 | 36 | 7 | 11 | 6 | 36 | 37 | 10 | 10 |
| The fairness and attitude of parking wardens | 2 | 32 | 49 | 10 | 7 | 7 | 37 | 37 | 7 | 13 | 5 | 35 | 27 | 15 | 18 |
| Enforcing hygiene standards in City food establishments | 14 | 56 | 21 | 9 | 0 | 20 | 44 | 27 | 6 | 3 | 18 | 52 | 17 | 7 | 5 |
| Enforcing appropriate standards in the City's licensed premises | 9 | 50 | 28 | 9 | 3 | 12 | 47 | 23 | 7 | 12 | 14 | 48 | 24 | 8 | 5 |
| Processing of applications for building consents | 4 | 27 | 35 | 19 | 15 | 5 | 23 | 30 | 18 | 23 | 6 | 21 | 37 | 24 | 13 |
| Monitoring and inspection of buildings under construction | 4 | 32 | 39 | 11 | 14 | 7 | 22 | 42 | 18 | 11 | 6 | 37 | 43 | 13 | 2 |
| The Council is constantly striving to improve | 8 | 41 | 27 | 22 | 3 | 3 | 32 | 37 | 12 | 17 | 7 | 37 | 37 | 12 | 7 |
| The Council delivers good value for the ratepayer money | 0 | 27 | 31 | 22 | 20 | 0 | 14 | 34 | 19 | 33 | 4 | 18 | 31 | 24 | 22 |

8.2 Satisfaction of Users with City Facilities by Geographic Location

| | Dunedin City | | | | | | Green Island | | | | | | Kaikorai Valley | | | | | |
|---------------------------------|--------------|----------------|-----------|---------------|--------------|-------------------|--------------|----------------|-----------|---------------|--------------|-------------------|-----------------|----------------|-----------|---------------|--------------|-------------------|
| | Users | Very Satisfied | Satisfied | Neither / Nor | Dissatisfied | Very Dissatisfied | Users | Very Satisfied | Satisfied | Neither / Nor | Dissatisfied | Very Dissatisfied | Users | Very Satisfied | Satisfied | Neither / Nor | Dissatisfied | Very Dissatisfied |
| Libraries | 24 | 50 | 38 | 4 | 8 | 0 | 72 | 39 | 50 | 11 | 0 | 0 | 158 | 48 | 47 | 4 | 1 | 0 |
| Material available at libraries | - | 36 | 48 | 8 | 8 | 0 | - | 32 | 55 | 13 | 0 | 0 | - | 39 | 53 | 6 | 1 | 1 |
| Swimming pools | 20 | 30 | 40 | 25 | 5 | 0 | 63 | 29 | 49 | 17 | 5 | 0 | 138 | 26 | 57 | 12 | 4 | 1 |
| Otago Museum | 24 | 38 | 46 | 13 | 4 | 0 | 81 | 35 | 58 | 6 | 1 | 0 | 172 | 40 | 48 | 8 | 3 | 1 |
| Otago Settlers Museum | 23 | 39 | 52 | 9 | 0 | 0 | 76 | 30 | 61 | 9 | 0 | 0 | 144 | 35 | 56 | 6 | 2 | 1 |
| Dunedin Public Art Gallery | 22 | 36 | 41 | 23 | 0 | 0 | 57 | 33 | 53 | 14 | 0 | 0 | 151 | 38 | 50 | 9 | 1 | 1 |
| Dunedin Chinese Garden | 20 | 15 | 55 | 15 | 5 | 10 | 57 | 32 | 32 | 16 | 5 | 16 | 127 | 31 | 46 | 10 | 7 | 6 |
| Botanic Garden | 29 | 59 | 41 | 0 | 0 | 0 | 83 | 47 | 49 | 4 | 0 | 0 | 178 | 55 | 41 | 4 | 0 | 0 |
| Winter sports playing fields | 18 | 11 | 61 | 28 | 0 | 0 | 58 | 14 | 60 | 21 | 5 | 0 | 106 | 19 | 52 | 24 | 3 | 3 |
| Summer sports playing fields | 20 | 10 | 60 | 25 | 5 | 0 | 54 | 17 | 54 | 26 | 2 | 2 | 99 | 20 | 53 | 26 | 1 | 0 |
| Council playgrounds | 21 | 19 | 48 | 29 | 5 | 0 | 68 | 16 | 62 | 15 | 6 | 1 | 117 | 19 | 50 | 23 | 6 | 2 |
| Walking and biking tracks | 23 | 22 | 52 | 26 | 0 | 0 | 67 | 21 | 60 | 15 | 4 | 0 | 143 | 23 | 64 | 10 | 2 | 1 |
| Parks and Reserves | 29 | 34 | 48 | 14 | 3 | 0 | 74 | 19 | 72 | 9 | 0 | 0 | 159 | 23 | 68 | 6 | 3 | 1 |
| Accessibility of facilities | - | 30 | 53 | 17 | 0 | 0 | - | 19 | 69 | 12 | 0 | 0 | - | 23 | 63 | 11 | 2 | 1 |
| Dunedin Stadium | 12 | 8 | 67 | 25 | 0 | 0 | 48 | 10 | 54 | 33 | 2 | 0 | 89 | 9 | 56 | 29 | 2 | 3 |
| Edgar Sports Centre | 19 | 26 | 68 | 5 | 0 | 0 | 72 | 24 | 67 | 10 | 0 | 0 | 141 | 19 | 55 | 24 | 1 | 1 |

| | Dunedin City | | | | | | Green Island | | | | | | Kaikorai Valley | | | | | |
|---------------------------------|--------------|----------------|-----------|---------------|--------------|-------------------|--------------|----------------|-----------|---------------|--------------|-------------------|-----------------|----------------|-----------|---------------|--------------|-------------------|
| | Users | Very Satisfied | Satisfied | Neither / Nor | Dissatisfied | Very Dissatisfied | Users | Very Satisfied | Satisfied | Neither / Nor | Dissatisfied | Very Dissatisfied | Users | Very Satisfied | Satisfied | Neither / Nor | Dissatisfied | Very Dissatisfied |
| Carisbrook | 21 | 14 | 38 | 24 | 24 | 0 | 64 | 25 | 50 | 14 | 5 | 6 | 113 | 20 | 39 | 24 | 12 | 4 |
| The Dunedin Visitor Centre | 21 | 19 | 52 | 19 | 5 | 5 | 55 | 16 | 53 | 31 | 0 | 0 | 98 | 13 | 60 | 23 | 2 | 1 |
| Dunedin Town Hall | 26 | 23 | 62 | 15 | 0 | 0 | 72 | 21 | 58 | 18 | 0 | 3 | 148 | 16 | 60 | 21 | 3 | 0 |
| Regent Theatre | 25 | 20 | 60 | 20 | 0 | 0 | 75 | 17 | 63 | 15 | 3 | 3 | 154 | 20 | 57 | 12 | 8 | 2 |
| Fortune Theatre | 22 | 32 | 55 | 14 | 0 | 0 | 57 | 19 | 56 | 23 | 0 | 2 | 124 | 22 | 48 | 19 | 8 | 2 |
| Dunedin's cemeteries (services) | 13 | 38 | 46 | 15 | 0 | 0 | 72 | 22 | 58 | 18 | 0 | 1 | 114 | 16 | 66 | 18 | 1 | 0 |
| Dunedin's cemeteries (physical) | 23 | 17 | 61 | 22 | 0 | 0 | 85 | 20 | 49 | 21 | 6 | 4 | 152 | 14 | 68 | 14 | 3 | 1 |
| Public toilets | 29 | 7 | 41 | 28 | 10 | 14 | 86 | 12 | 27 | 29 | 20 | 13 | 172 | 4 | 33 | 25 | 27 | 10 |

| | Mosgiel | | | | | | Northern Suburbs | | | | | | Peninsula | | | | | |
|---------------------------------|---------|----------------|-----------|---------------|--------------|-------------------|------------------|----------------|-----------|---------------|--------------|-------------------|-----------|----------------|-----------|---------------|--------------|-------------------|
| | Users | Very Satisfied | Satisfied | Neither / Nor | Dissatisfied | Very Dissatisfied | Users | Very Satisfied | Satisfied | Neither / Nor | Dissatisfied | Very Dissatisfied | Users | Very Satisfied | Satisfied | Neither / Nor | Dissatisfied | Very Dissatisfied |
| Libraries | 111 | 41 | 54 | 4 | 1 | 1 | 106 | 52 | 41 | 7 | 1 | 0 | 54 | 44 | 48 | 7 | 0 | 0 |
| Material available at libraries | - | 35 | 56 | 8 | 0 | 1 | - | 39 | 51 | 9 | 0 | 0 | - | 33 | 53 | 7 | 5 | 2 |
| Swimming pools | 91 | 12 | 35 | 16 | 21 | 15 | 85 | 25 | 62 | 8 | 4 | 1 | 48 | 29 | 63 | 6 | 2 | 0 |
| Otago Museum | 111 | 32 | 56 | 12 | 1 | 0 | 120 | 38 | 48 | 10 | 2 | 2 | 69 | 41 | 49 | 7 | 1 | 1 |
| Otago Settlers Museum | 97 | 26 | 58 | 15 | 1 | 0 | 100 | 33 | 49 | 15 | 3 | 0 | 57 | 35 | 53 | 12 | 0 | 0 |
| Dunedin Public Art Gallery | 78 | 21 | 51 | 26 | 3 | 0 | 101 | 40 | 45 | 13 | 3 | 0 | 59 | 32 | 58 | 10 | 0 | 0 |
| Dunedin Chinese Garden | 81 | 23 | 46 | 21 | 5 | 5 | 77 | 35 | 39 | 17 | 6 | 3 | 45 | 22 | 38 | 22 | 13 | 4 |
| Botanic Garden | 118 | 34 | 53 | 11 | 1 | 2 | 121 | 58 | 38 | 2 | 2 | 0 | 69 | 46 | 51 | 3 | 0 | 0 |
| Winter sports playing fields | 79 | 13 | 61 | 24 | 3 | 0 | 61 | 21 | 44 | 30 | 3 | 2 | 45 | 7 | 62 | 29 | 2 | 0 |
| Summer sports playing fields | 66 | 12 | 58 | 29 | 2 | 0 | 55 | 22 | 47 | 29 | 2 | 0 | 42 | 12 | 55 | 31 | 2 | 0 |
| Council playgrounds | 87 | 21 | 48 | 26 | 5 | 0 | 76 | 17 | 47 | 21 | 8 | 7 | 54 | 13 | 43 | 33 | 9 | 2 |
| Walking and biking tracks | 90 | 14 | 57 | 22 | 6 | 1 | 101 | 25 | 52 | 14 | 8 | 1 | 62 | 11 | 61 | 21 | 2 | 5 |
| Parks and Reserves | 112 | 14 | 69 | 13 | 3 | 1 | 110 | 23 | 64 | 13 | 1 | 0 | 60 | 15 | 67 | 17 | 2 | 0 |
| Accessibility of Facilities | - | 19 | 62 | 17 | 2 | 1 | - | 22 | 59 | 18 | 2 | 0 | - | 18 | 62 | 17 | 0 | 3 |
| Dunedin Stadium | 53 | 11 | 57 | 28 | 2 | 2 | 52 | 17 | 46 | 29 | 6 | 2 | 37 | 8 | 59 | 30 | 0 | 3 |
| Edgar Sports Centre | 99 | 21 | 62 | 15 | 2 | 0 | 77 | 25 | 55 | 17 | 4 | 0 | 59 | 17 | 63 | 19 | 0 | 2 |
| Carisbrook | 81 | 15 | 51 | 23 | 9 | 2 | 54 | 22 | 28 | 31 | 13 | 6 | 48 | 10 | 38 | 40 | 8 | 4 |
| The Dunedin Visitor Centre | 66 | 15 | 59 | 21 | 5 | 0 | 72 | 21 | 50 | 21 | 7 | 1 | 46 | 15 | 59 | 22 | 4 | 0 |

| | Mosgiel | | | | | | Northern Suburbs | | | | | | Peninsula | | | | | |
|---------------------------------|---------|----------------|-----------|---------------|--------------|-------------------|------------------|----------------|-----------|---------------|--------------|-------------------|-----------|----------------|-----------|---------------|--------------|-------------------|
| | Users | Very Satisfied | Satisfied | Neither / Nor | Dissatisfied | Very Dissatisfied | Users | Very Satisfied | Satisfied | Neither / Nor | Dissatisfied | Very Dissatisfied | Users | Very Satisfied | Satisfied | Neither / Nor | Dissatisfied | Very Dissatisfied |
| Dunedin Town Hall | 96 | 13 | 64 | 17 | 7 | 0 | 88 | 23 | 56 | 19 | 1 | 1 | 61 | 11 | 59 | 25 | 3 | 2 |
| Regent Theatre | 111 | 14 | 59 | 17 | 8 | 1 | 101 | 29 | 48 | 17 | 4 | 3 | 64 | 11 | 52 | 30 | 3 | 5 |
| Fortune Theatre | 82 | 16 | 56 | 20 | 6 | 2 | 76 | 21 | 50 | 24 | 4 | 1 | 51 | 18 | 59 | 18 | 4 | 2 |
| Dunedin's cemeteries (services) | 90 | 14 | 63 | 17 | 4 | 1 | 63 | 25 | 48 | 24 | 2 | 2 | 46 | 13 | 61 | 24 | 2 | 0 |
| Dunedin's cemeteries (physical) | 118 | 13 | 64 | 16 | 5 | 2 | 91 | 18 | 48 | 23 | 9 | 2 | 61 | 15 | 51 | 26 | 7 | 2 |
| Public toilets | 131 | 7 | 44 | 21 | 20 | 8 | 105 | 10 | 39 | 22 | 20 | 10 | 66 | 9 | 35 | 24 | 24 | 8 |

| | Port Chalmers | | | | | | Rural | | | | | | South Dunedin | | | | | |
|---------------------------------|---------------|----------------|-----------|---------------|--------------|-------------------|-------|----------------|-----------|---------------|--------------|-------------------|---------------|----------------|-----------|---------------|--------------|-------------------|
| | Users | Very Satisfied | Satisfied | Neither / Nor | Dissatisfied | Very Dissatisfied | Users | Very Satisfied | Satisfied | Neither / Nor | Dissatisfied | Very Dissatisfied | Users | Very Satisfied | Satisfied | Neither / Nor | Dissatisfied | Very Dissatisfied |
| Libraries | 49 | 59 | 37 | 2 | 2 | 0 | 53 | 57 | 36 | 6 | 2 | 0 | 151 | 49 | 36 | 10 | 3 | 1 |
| Material available at libraries | - | 49 | 39 | 8 | 4 | 0 | - | 45 | 51 | 2 | 2 | 0 | - | 47 | 37 | 12 | 3 | 1 |
| Swimming pools | 32 | 38 | 50 | 9 | 3 | 0 | 43 | 19 | 51 | 14 | 9 | 7 | 122 | 31 | 56 | 8 | 2 | 2 |
| Otago Museum | 43 | 44 | 47 | 7 | 2 | 0 | 59 | 31 | 56 | 14 | 0 | 0 | 183 | 39 | 49 | 9 | 3 | 1 |
| Otago Settlers Museum | 37 | 46 | 41 | 14 | 0 | 0 | 50 | 26 | 60 | 14 | 0 | 0 | 157 | 38 | 51 | 8 | 2 | 1 |
| Dunedin Public Art Gallery | 31 | 42 | 52 | 6 | 0 | 0 | 50 | 30 | 44 | 26 | 0 | 0 | 146 | 35 | 48 | 14 | 1 | 1 |
| Dunedin Chinese Garden | 28 | 39 | 50 | 4 | 0 | 7 | 40 | 30 | 33 | 28 | 5 | 5 | 123 | 28 | 41 | 18 | 7 | 6 |
| Botanic Garden | 45 | 53 | 47 | 0 | 0 | 0 | 62 | 45 | 40 | 15 | 0 | 0 | 188 | 49 | 45 | 4 | 1 | 1 |
| Winter sports playing fields | 25 | 28 | 48 | 20 | 4 | 0 | 38 | 18 | 47 | 26 | 8 | 0 | 111 | 19 | 52 | 23 | 3 | 3 |
| Summer sports playing fields | 24 | 25 | 58 | 17 | 0 | 0 | 39 | 15 | 56 | 26 | 3 | 0 | 101 | 22 | 50 | 25 | 3 | 0 |
| Council playgrounds | 28 | 25 | 50 | 18 | 7 | 0 | 44 | 16 | 39 | 30 | 14 | 2 | 117 | 15 | 56 | 26 | 3 | 0 |
| Walking and biking tracks | 40 | 35 | 45 | 13 | 5 | 3 | 52 | 17 | 48 | 23 | 8 | 4 | 134 | 16 | 62 | 18 | 3 | 1 |
| Parks and Reserves | 38 | 29 | 61 | 11 | 0 | 0 | 57 | 23 | 60 | 16 | 0 | 2 | 153 | 23 | 63 | 12 | 1 | 1 |
| Accessibility of facilities | - | 32 | 57 | 8 | 3 | 0 | - | 21 | 56 | 19 | 0 | 4 | - | 14 | 65 | 16 | 5 | 1 |
| Dunedin Stadium | 24 | 21 | 38 | 38 | 4 | 0 | 37 | 22 | 38 | 35 | 3 | 3 | 96 | 15 | 57 | 25 | 0 | 3 |
| Edgar Sports Centre | 29 | 28 | 45 | 21 | 3 | 3 | 49 | 20 | 41 | 35 | 2 | 2 | 145 | 19 | 64 | 13 | 3 | 1 |
| Carisbrook | 25 | 20 | 40 | 32 | 4 | 4 | 35 | 20 | 43 | 29 | 6 | 3 | 116 | 22 | 40 | 25 | 10 | 3 |
| The Dunedin Visitor Centre | 22 | 14 | 45 | 36 | 5 | 0 | 39 | 15 | 38 | 36 | 5 | 5 | 116 | 17 | 59 | 22 | 3 | 0 |

| | Port Chalmers | | | | | | Rural | | | | | | South Dunedin | | | | | |
|---------------------------------|---------------|----------------|-----------|---------------|--------------|-------------------|-------|----------------|-----------|---------------|--------------|-------------------|---------------|----------------|-----------|---------------|--------------|-------------------|
| | Users | Very Satisfied | Satisfied | Neither / Nor | Dissatisfied | Very Dissatisfied | Users | Very Satisfied | Satisfied | Neither / Nor | Dissatisfied | Very Dissatisfied | Users | Very Satisfied | Satisfied | Neither / Nor | Dissatisfied | Very Dissatisfied |
| Dunedin Town Hall | 33 | 24 | 39 | 33 | 3 | 0 | 49 | 12 | 55 | 33 | 0 | 0 | 147 | 18 | 60 | 18 | 2 | 1 |
| Regent Theatre | 36 | 33 | 42 | 22 | 3 | 0 | 55 | 13 | 56 | 22 | 5 | 4 | 155 | 17 | 57 | 19 | 6 | 1 |
| Fortune Theatre | 29 | 24 | 45 | 28 | 3 | 0 | 46 | 20 | 48 | 24 | 7 | 2 | 116 | 21 | 52 | 23 | 3 | 2 |
| Dunedin's cemeteries (services) | 29 | 21 | 55 | 24 | 0 | 0 | 47 | 23 | 55 | 13 | 6 | 2 | 134 | 21 | 57 | 22 | 1 | 0 |
| Dunedin's cemeteries (physical) | 44 | 18 | 55 | 25 | 2 | 0 | 56 | 18 | 55 | 20 | 7 | 0 | 176 | 19 | 54 | 22 | 5 | 1 |
| Public toilets | 49 | 10 | 35 | 35 | 8 | 12 | 68 | 7 | 37 | 32 | 10 | 13 | 169 | 7 | 41 | 24 | 20 | |

8.3 Satisfaction of Users with Council Activities, Dunedin, and the City Council by Location

| | Dunedin City | | | | | Green Island | | | | | Kaikorai Valley | | | | |
|---|----------------|-----------|---------------|--------------|-------------------|----------------|-----------|---------------|--------------|-------------------|-----------------|-----------|---------------|--------------|-------------------|
| | Very Satisfied | Satisfied | Neither / Nor | Dissatisfied | Very Dissatisfied | Very Satisfied | Satisfied | Neither / Nor | Dissatisfied | Very Dissatisfied | Very Satisfied | Satisfied | Neither / Nor | Dissatisfied | Very Dissatisfied |
| The availability of information held by the Council | 4 | 44 | 22 | 11 | 19 | 4 | 50 | 33 | 8 | 5 | 6 | 48 | 33 | 10 | 4 |
| The quality of information held by the Council | 0 | 56 | 24 | 12 | 8 | 4 | 45 | 37 | 8 | 6 | 5 | 45 | 41 | 8 | 2 |
| The amount of public consultation undertaken | 4 | 40 | 16 | 16 | 24 | 0 | 28 | 26 | 29 | 17 | 3 | 24 | 28 | 26 | 19 |
| The amount of information available explaining why and what Council is doing | 3 | 40 | 27 | 17 | 13 | 2 | 33 | 28 | 21 | 16 | 4 | 34 | 25 | 22 | 16 |
| Notices & information received about matters affecting household water supply | 0 | 56 | 37 | 4 | 4 | 3 | 42 | 28 | 17 | 9 | 4 | 44 | 35 | 12 | 4 |
| Notices & information received about road & footpath repairs in neighbourhood | 10 | 52 | 17 | 10 | 10 | 5 | 39 | 30 | 11 | 14 | 6 | 39 | 28 | 18 | 9 |
| Notices & information received about temporary road closures | 4 | 52 | 33 | 0 | 11 | 3 | 44 | 29 | 12 | 12 | 5 | 41 | 36 | 14 | 3 |
| City Talk Magazine | 21 | 46 | 13 | 13 | 8 | 14 | 58 | 23 | 0 | 5 | 15 | 55 | 25 | 4 | 2 |
| Council's www.dunedin.co.nz | 40 | 20 | 20 | 20 | 0 | 16 | 55 | 24 | 2 | 4 | 14 | 58 | 21 | 6 | 1 |
| Council's call centre | 32 | 32 | 23 | 14 | 0 | 18 | 45 | 32 | 5 | 0 | 20 | 61 | 14 | 4 | 1 |
| Customer Service Agency in the Civic Centre | 32 | 47 | 5 | 16 | 0 | 17 | 48 | 25 | 8 | 3 | 16 | 61 | 20 | 0 | 2 |
| Attracting new businesses and jobs to Dunedin | 4 | 29 | 33 | 17 | 17 | 1 | 27 | 30 | 24 | 18 | 2 | 24 | 39 | 24 | 11 |

| | Dunedin City | | | | | Green Island | | | | | Kaikorai Valley | | | | |
|--|----------------|-----------|---------------|--------------|-------------------|----------------|-----------|---------------|--------------|-------------------|-----------------|-----------|---------------|--------------|-------------------|
| | Very Satisfied | Satisfied | Neither / Nor | Dissatisfied | Very Dissatisfied | Very Satisfied | Satisfied | Neither / Nor | Dissatisfied | Very Dissatisfied | Very Satisfied | Satisfied | Neither / Nor | Dissatisfied | Very Dissatisfied |
| Supporting the development of existing Dunedin businesses | 0 | 27 | 41 | 14 | 18 | 1 | 31 | 26 | 31 | 12 | 2 | 24 | 38 | 23 | 13 |
| Retaining existing businesses and jobs in Dunedin | 0 | 24 | 36 | 16 | 24 | 1 | 26 | 20 | 37 | 15 | 2 | 20 | 35 | 29 | 13 |
| Media coverage of events run in Dunedin | 7 | 40 | 33 | 13 | 7 | 2 | 46 | 27 | 15 | 9 | 6 | 45 | 35 | 12 | 3 |
| City festivals and events | 13 | 45 | 26 | 13 | 3 | 10 | 49 | 29 | 8 | 5 | 10 | 54 | 27 | 5 | 3 |
| Your contact with the Mayor and Councillors | 27 | 20 | 33 | 7 | 13 | 10 | 13 | 42 | 19 | 15 | 25 | 21 | 26 | 17 | 11 |
| Your contact with Community Board members | 30 | 20 | 20 | 30 | 0 | 10 | 8 | 56 | 14 | 12 | 28 | 20 | 24 | 20 | 7 |
| Your contact and dealings with Council staff | 22 | 35 | 13 | 22 | 9 | 13 | 34 | 35 | 10 | 8 | 19 | 35 | 30 | 14 | 3 |
| The overall look and feel of the City | 3 | 62 | 14 | 14 | 7 | 10 | 52 | 27 | 9 | 5 | 12 | 56 | 21 | 9 | 2 |
| The overall look and feel of the central City retail area | 3 | 45 | 16 | 23 | 13 | 8 | 56 | 20 | 9 | 7 | 10 | 56 | 22 | 11 | 2 |
| The overall look and feel of the South Dunedin retail area | 0 | 18 | 11 | 43 | 29 | 1 | 14 | 21 | 40 | 25 | 1 | 10 | 25 | 46 | 19 |
| The overall look and feel of your suburb or township | 3 | 55 | 29 | 3 | 10 | 9 | 45 | 30 | 12 | 5 | 8 | 55 | 25 | 9 | 2 |
| The overall performance of the Dunedin City Council | 13 | 40 | 17 | 13 | 17 | 5 | 32 | 30 | 12 | 21 | 1 | 32 | 28 | 20 | 19 |

| | Mosgiel | | | | | Northern Suburbs | | | | | Peninsula | | | | |
|--|----------------|-----------|---------------|--------------|-------------------|------------------|-----------|---------------|--------------|-------------------|----------------|-----------|---------------|--------------|-------------------|
| | Very Satisfied | Satisfied | Neither / Nor | Dissatisfied | Very Dissatisfied | Very Satisfied | Satisfied | Neither / Nor | Dissatisfied | Very Dissatisfied | Very Satisfied | Satisfied | Neither / Nor | Dissatisfied | Very Dissatisfied |
| The availability of information held by the Council | 6 | 47 | 29 | 10 | 7 | 6 | 45 | 37 | 7 | 6 | 7 | 47 | 31 | 10 | 5 |
| The quality of information held by the Council | 4 | 52 | 35 | 5 | 4 | 5 | 42 | 43 | 4 | 5 | 7 | 54 | 31 | 4 | 4 |
| The amount of public consultation undertaken | 2 | 30 | 28 | 18 | 21 | 2 | 27 | 27 | 22 | 22 | 3 | 23 | 35 | 15 | 24 |
| The amount of information available explaining why and what Council is doing | 3 | 37 | 29 | 19 | 12 | 2 | 35 | 31 | 19 | 15 | 1 | 21 | 46 | 16 | 16 |
| Notices & information received about activities and matters affecting household water supply | 7 | 53 | 25 | 7 | 8 | 3 | 41 | 38 | 10 | 8 | 3 | 47 | 42 | 5 | 3 |
| Notices & information received about road & footpath repairs in neighbourhood | 6 | 48 | 29 | 12 | 6 | 3 | 39 | 34 | 16 | 8 | 5 | 38 | 35 | 12 | 11 |
| Notices & information received about temporary road closures | 6 | 50 | 28 | 13 | 3 | 2 | 44 | 36 | 10 | 7 | 7 | 43 | 39 | 7 | 3 |
| City Talk Magazine | 11 | 61 | 20 | 6 | 2 | 12 | 54 | 25 | 3 | 6 | 4 | 71 | 21 | 1 | 1 |
| Council's website www.dunedin.govt.nz | 15 | 52 | 28 | 1 | 3 | 6 | 68 | 19 | 4 | 3 | 10 | 67 | 20 | 4 | 0 |
| Council's call centre | 19 | 49 | 16 | 13 | 2 | 13 | 62 | 19 | 3 | 3 | 21 | 46 | 27 | 2 | 4 |
| Customer Service Agency in the Civic Centre | 17 | 49 | 30 | 3 | 1 | 10 | 65 | 19 | 5 | 1 | 20 | 49 | 24 | 4 | 2 |
| Attracting new businesses and jobs to Dunedin | 1 | 31 | 38 | 21 | 9 | 3 | 30 | 31 | 21 | 15 | 2 | 21 | 36 | 30 | 11 |
| Supporting the development of existing Dunedin businesses | 3 | 35 | 29 | 22 | 11 | 5 | 31 | 27 | 25 | 13 | 2 | 21 | 38 | 27 | 13 |

| | Mosgiel | | | | | Northern Suburbs | | | | | Peninsula | | | | |
|--|----------------|-----------|---------------|--------------|-------------------|------------------|-----------|---------------|--------------|-------------------|----------------|-----------|---------------|--------------|-------------------|
| | Very Satisfied | Satisfied | Neither / Nor | Dissatisfied | Very Dissatisfied | Very Satisfied | Satisfied | Neither / Nor | Dissatisfied | Very Dissatisfied | Very Satisfied | Satisfied | Neither / Nor | Dissatisfied | Very Dissatisfied |
| Retaining existing businesses and jobs in Dunedin | 3 | 30 | 29 | 27 | 12 | 4 | 29 | 26 | 28 | 13 | 2 | 22 | 31 | 30 | 16 |
| Media coverage of events run in Dunedin | 6 | 50 | 31 | 10 | 3 | 2 | 51 | 30 | 14 | 3 | 8 | 42 | 21 | 18 | 11 |
| City festivals and events | 7 | 67 | 21 | 3 | 1 | 8 | 53 | 31 | 5 | 3 | 8 | 52 | 25 | 5 | 10 |
| Your contact with the Mayor and Councillors | 18 | 24 | 30 | 14 | 13 | 8 | 18 | 48 | 11 | 16 | 12 | 21 | 36 | 21 | 9 |
| Your contact with Community Board members | 14 | 30 | 36 | 9 | 10 | 9 | 19 | 50 | 13 | 9 | 16 | 23 | 39 | 13 | 10 |
| Your contact and dealings with Council staff | 22 | 36 | 23 | 11 | 8 | 16 | 40 | 30 | 6 | 8 | 25 | 37 | 29 | 4 | 6 |
| The overall look and feel of the City | 9 | 56 | 19 | 10 | 5 | 10 | 55 | 20 | 8 | 7 | 5 | 59 | 20 | 12 | 4 |
| The overall look and feel of the central City retail area | 6 | 61 | 23 | 8 | 2 | 8 | 54 | 18 | 14 | 5 | 7 | 58 | 18 | 12 | 5 |
| The overall look and feel of the South Dunedin retail area | 2 | 10 | 29 | 39 | 21 | 1 | 10 | 29 | 38 | 22 | 1 | 4 | 16 | 47 | 32 |
| The overall look and feel of your suburb or township | 12 | 55 | 21 | 8 | 4 | 9 | 56 | 24 | 9 | 2 | 12 | 57 | 26 | 3 | 3 |
| The overall performance of the Dunedin City Council | 3 | 37 | 29 | 16 | 16 | 2 | 38 | 24 | 24 | 13 | 1 | 29 | 32 | 19 | 19 |

| | Port Chalmers | | | | | Rural | | | | | South Dunedin | | | | |
|---|----------------|-----------|---------------|--------------|-------------------|----------------|-----------|---------------|--------------|-------------------|----------------|-----------|---------------|--------------|-------------------|
| | Very Satisfied | Satisfied | Neither / Nor | Dissatisfied | Very Dissatisfied | Very Satisfied | Satisfied | Neither / Nor | Dissatisfied | Very Dissatisfied | Very Satisfied | Satisfied | Neither / Nor | Dissatisfied | Very Dissatisfied |
| The availability of information held by the Council | 5 | 42 | 45 | 3 | 5 | 5 | 46 | 36 | 7 | 7 | 5 | 48 | 32 | 10 | 4 |
| The quality of information held by the Council | 6 | 34 | 46 | 6 | 9 | 5 | 45 | 34 | 44 | 5 | 6 | 49 | 34 | 9 | 2 |
| The amount of public consultation undertaken | 0 | 16 | 35 | 23 | 26 | 0 | 28 | 25 | 25 | 23 | 4 | 17 | 30 | 25 | 24 |
| The amount of information available explaining why and what Council is doing | 2 | 21 | 36 | 28 | 13 | 1 | 24 | 33 | 19 | 22 | 4 | 29 | 31 | 21 | 15 |
| Notices & information received about matters affecting household water supply | 5 | 26 | 37 | 24 | 8 | 4 | 37 | 35 | 10 | 14 | 4 | 45 | 31 | 15 | 5 |
| Notices & information received about road & footpath repairs in neighbourhood | 10 | 21 | 33 | 26 | 10 | 3 | 31 | 31 | 16 | 19 | 6 | 36 | 31 | 19 | 8 |
| Notices & information received about temporary road closures | 10 | 26 | 44 | 15 | 5 | 3 | 36 | 38 | 9 | 14 | 3 | 44 | 35 | 14 | 4 |
| City Talk Magazine | 5 | 68 | 18 | 2 | 7 | 6 | 52 | 27 | 8 | 6 | 18 | 49 | 26 | 5 | 2 |
| Council's website www.dunedin.govt.nz | 15 | 58 | 23 | 4 | 0 | 16 | 43 | 32 | 5 | 5 | 13 | 52 | 27 | 5 | 3 |
| Council's call centre | 16 | 50 | 26 | 8 | 0 | 14 | 59 | 17 | 7 | 3 | 22 | 48 | 23 | 4 | 3 |
| Customer Service Agency in the Civic Centre | 20 | 50 | 30 | 0 | 0 | 15 | 46 | 31 | 3 | 5 | 18 | 56 | 22 | 2 | 2 |
| Attracting new businesses and jobs to Dunedin | 3 | 12 | 48 | 21 | 15 | 3 | 21 | 36 | 20 | 20 | 5 | 21 | 34 | 23 | 15 |
| Supporting the development of existing Dunedin businesses | 3 | 12 | 47 | 24 | 15 | 2 | 25 | 40 | 17 | 16 | 4 | 24 | 33 | 24 | 15 |

| | Port Chalmers | | | | | Rural | | | | | South Dunedin | | | | |
|--|----------------|-----------|---------------|--------------|-------------------|----------------|-----------|---------------|--------------|-------------------|----------------|-----------|---------------|--------------|-------------------|
| | Very Satisfied | Satisfied | Neither / Nor | Dissatisfied | Very Dissatisfied | Very Satisfied | Satisfied | Neither / Nor | Dissatisfied | Very Dissatisfied | Very Satisfied | Satisfied | Neither / Nor | Dissatisfied | Very Dissatisfied |
| Retaining existing businesses and jobs in Dunedin | 3 | 8 | 47 | 22 | 19 | 2 | 23 | 28 | 30 | 17 | 4 | 22 | 30 | 28 | 17 |
| Media coverage of events run in Dunedin | 2 | 48 | 33 | 14 | 2 | 6 | 45 | 27 | 12 | 9 | 3 | 51 | 22 | 18 | 7 |
| City festivals and events | 8 | 52 | 33 | 4 | 2 | 10 | 43 | 29 | 11 | 7 | 12 | 54 | 20 | 8 | 5 |
| Your contact with the Mayor and Councillors | 18 | 18 | 41 | 9 | 14 | 22 | 10 | 32 | 15 | 22 | 12 | 18 | 34 | 16 | 20 |
| Your contact with Community Board members | 26 | 26 | 33 | 4 | 11 | 24 | 17 | 29 | 17 | 12 | 13 | 16 | 39 | 18 | 15 |
| Your contact and dealings with Council staff | 14 | 46 | 32 | 5 | 3 | 11 | 31 | 40 | 13 | 5 | 16 | 30 | 31 | 16 | 7 |
| The overall look and feel of the City | 13 | 59 | 22 | 4 | 2 | 3 | 49 | 30 | 10 | 8 | 9 | 50 | 26 | 9 | 5 |
| The overall look and feel of the central City retail area | 13 | 53 | 19 | 11 | 4 | 4 | 46 | 28 | 14 | 7 | 9 | 50 | 27 | 10 | 5 |
| The overall look and feel of the South Dunedin retail area | 0 | 20 | 24 | 39 | 17 | 0 | 16 | 22 | 30 | 32 | 1 | 7 | 18 | 46 | 29 |
| The overall look and feel of your suburb or township | 8 | 44 | 24 | 18 | 6 | 4 | 50 | 30 | 9 | 7 | 6 | 42 | 24 | 18 | 11 |
| The overall performance of the Dunedin City Council | 0 | 27 | 29 | 31 | 13 | 0 | 24 | 31 | 20 | 24 | 4 | 27 | 28 | 21 | 19 |

8.4 Satisfaction of Users with Council Services and City Facilities by Age of Respondent

| | < 25 | | | | | 25-34 | | | | | 35-44 | | | | | 45-54 | | | | | 55-64 | | | | | 65+ | | | | |
|---|----------------|-----------|--------------|--------------|-------------------|----------------|-----------|--------------|--------------|-------------------|----------------|-----------|--------------|--------------|-------------------|----------------|-----------|--------------|--------------|-------------------|----------------|-----------|--------------|--------------|-------------------|----------------|-----------|--------------|--------------|-------------------|
| | Very satisfied | Satisfied | Neither/ nor | Dissatisfied | Very dissatisfied | Very satisfied | Satisfied | Neither/ nor | Dissatisfied | Very dissatisfied | Very satisfied | Satisfied | Neither/ nor | Dissatisfied | Very dissatisfied | Very satisfied | Satisfied | Neither/ nor | Dissatisfied | Very dissatisfied | Very satisfied | Satisfied | Neither/ nor | Dissatisfied | Very dissatisfied | Very satisfied | Satisfied | Neither/ nor | Dissatisfied | Very dissatisfied |
| Household Rubbish Collection | 17 | 57 | 20 | 3 | 3 | 27 | 47 | 9 | 11 | 6 | 19 | 57 | 11 | 9 | 4 | 20 | 51 | 11 | 12 | 6 | 22 | 62 | 8 | 4 | 3 | 26 | 60 | 8 | 4 | 1 |
| Kerbside Recycling | 26 | 52 | 10 | 13 | 0 | 21 | 48 | 12 | 16 | 2 | 18 | 49 | 12 | 18 | 3 | 18 | 51 | 8 | 15 | 7 | 22 | 49 | 8 | 17 | 4 | 21 | 64 | 9 | 4 | 2 |
| Street Litter Bins | 9 | 38 | 41 | 13 | 0 | 8 | 43 | 28 | 17 | 4 | 7 | 42 | 28 | 19 | 5 | 7 | 46 | 25 | 18 | 4 | 6 | 45 | 24 | 16 | 8 | 10 | 48 | 26 | 12 | 4 |
| Reliability of the rubbish collection service | 23 | 55 | 13 | 10 | 0 | 29 | 55 | 15 | 1 | 0 | 34 | 51 | 12 | 3 | 0 | 34 | 52 | 9 | 3 | 2 | 31 | 56 | 7 | 4 | 1 | 36 | 56 | 6 | 1 | 0 |
| Cleanliness of the streets immediately after collection | 3 | 47 | 20 | 23 | 7 | 12 | 51 | 14 | 21 | 2 | 8 | 43 | 14 | 29 | 5 | 9 | 43 | 19 | 22 | 7 | 6 | 41 | 23 | 21 | 10 | 11 | 41 | 21 | 22 | 5 |
| Cleanliness of the streets in general | 6 | 42 | 24 | 21 | 6 | 7 | 49 | 20 | 20 | 5 | 4 | 44 | 20 | 26 | 6 | 6 | 34 | 25 | 27 | 7 | 5 | 38 | 27 | 18 | 12 | 7 | 34 | 21 | 26 | 11 |
| Water Pressure | 26 | 44 | 0 | 22 | 7 | 28 | 48 | 13 | 10 | 3 | 21 | 58 | 12 | 4 | 5 | 27 | 50 | 13 | 6 | 4 | 28 | 53 | 8 | 8 | 3 | 27 | 60 | 6 | 4 | 2 |
| Water Quality | 21 | 45 | 14 | 14 | 7 | 21 | 39 | 14 | 23 | 4 | 11 | 47 | 16 | 19 | 7 | 11 | 47 | 17 | 18 | 6 | 18 | 49 | 13 | 15 | 4 | 21 | 54 | 14 | 7 | 4 |
| Stormwater collection service | 4 | 54 | 25 | 13 | 4 | 11 | 49 | 26 | 11 | 3 | 6 | 49 | 26 | 11 | 9 | 9 | 54 | 22 | 11 | 4 | 13 | 53 | 21 | 8 | 5 | 15 | 54 | 20 | 7 | 3 |
| The City's sewerage system | 12 | 48 | 20 | 12 | 8 | 16 | 30 | 32 | 13 | 9 | 6 | 47 | 24 | 15 | 7 | 9 | 48 | 23 | 10 | 10 | 12 | 60 | 16 | 7 | 5 | 15 | 59 | 17 | 6 | 5 |
| The condition of the roads in your neighbourhood | 6 | 46 | 20 | 9 | 20 | 14 | 45 | 17 | 15 | 9 | 6 | 49 | 16 | 22 | 7 | 10 | 45 | 22 | 17 | 6 | 6 | 55 | 17 | 16 | 6 | 10 | 53 | 21 | 13 | 4 |
| The condition of the roads throughout the City | 6 | 50 | 12 | 24 | 9 | 7 | 40 | 28 | 22 | 3 | 1 | 53 | 29 | 14 | 3 | 5 | 47 | 28 | 18 | 2 | 3 | 49 | 27 | 17 | 4 | 5 | 53 | 27 | 13 | 2 |
| The condition of footpaths in your neighbourhood | 9 | 59 | 12 | 15 | 6 | 15 | 47 | 11 | 18 | 8 | 8 | 43 | 15 | 22 | 12 | 8 | 43 | 20 | 19 | 10 | 7 | 42 | 19 | 17 | 14 | 8 | 43 | 18 | 20 | 10 |

| | < 25 | | | | | 25-34 | | | | | 35-44 | | | | | 45-54 | | | | | 55-64 | | | | | 65+ | | | | |
|--|----------------|-----------|--------------|--------------|-------------------|----------------|-----------|--------------|--------------|-------------------|----------------|-----------|--------------|--------------|-------------------|----------------|-----------|--------------|--------------|-------------------|----------------|-----------|--------------|--------------|-------------------|----------------|-----------|--------------|--------------|-------------------|
| | Very satisfied | Satisfied | Neither/ nor | Dissatisfied | Very dissatisfied | Very satisfied | Satisfied | Neither/ nor | Dissatisfied | Very dissatisfied | Very satisfied | Satisfied | Neither/ nor | Dissatisfied | Very dissatisfied | Very satisfied | Satisfied | Neither/ nor | Dissatisfied | Very dissatisfied | Very satisfied | Satisfied | Neither/ nor | Dissatisfied | Very dissatisfied | Very satisfied | Satisfied | Neither/ nor | Dissatisfied | Very dissatisfied |
| The condition of footpaths throughout the City | 6 | 51 | 34 | 6 | 3 | 10 | 50 | 26 | 13 | 1 | 3 | 53 | 31 | 11 | 2 | 5 | 48 | 32 | 13 | 2 | 4 | 47 | 31 | 16 | 2 | 6 | 45 | 34 | 13 | 2 |
| There are footpaths where you need in your neighbourhood | 15 | 62 | 15 | 3 | 6 | 16 | 59 | 9 | 11 | 5 | 9 | 54 | 10 | 13 | 13 | 14 | 54 | 13 | 9 | 11 | 11 | 58 | 9 | 12 | 11 | 15 | 61 | 11 | 7 | 4 |
| That there are footpaths where you need them in the City | 11 | 63 | 20 | 3 | 3 | 15 | 59 | 20 | 7 | 0 | 6 | 67 | 19 | 6 | 2 | 13 | 59 | 19 | 8 | 2 | 11 | 64 | 19 | 4 | 2 | 14 | 63 | 19 | 3 | 1 |
| Street lighting in your neighbourhood | 15 | 56 | 3 | 18 | 9 | 13 | 51 | 18 | 10 | 8 | 8 | 62 | 11 | 16 | 3 | 10 | 55 | 21 | 9 | 4 | 11 | 63 | 11 | 8 | 7 | 19 | 69 | 10 | 2 | 1 |
| Street lighting in the City | 11 | 66 | 17 | 6 | 0 | 9 | 63 | 18 | 9 | 1 | 7 | 72 | 15 | 6 | 1 | 11 | 59 | 23 | 6 | 1 | 12 | 67 | 18 | 2 | 2 | 13 | 71 | 13 | 2 | 0 |
| Street names signs throughout the City | 9 | 60 | 17 | 9 | 6 | 14 | 51 | 24 | 9 | 1 | 9 | 62 | 16 | 10 | 3 | 13 | 55 | 20 | 9 | 3 | 10 | 64 | 13 | 11 | 3 | 11 | 64 | 14 | 9 | 2 |
| Directional signs for traffic throughout the City | 9 | 58 | 18 | 15 | 0 | 13 | 48 | 28 | 9 | 1 | 9 | 58 | 21 | 9 | 3 | 11 | 58 | 19 | 9 | 3 | 10 | 62 | 17 | 10 | 2 | 8 | 62 | 20 | 8 | 2 |
| The flow of traffic around and through the City at peak times of the day | 6 | 32 | 26 | 24 | 12 | 7 | 35 | 24 | 27 | 7 | 3 | 41 | 22 | 29 | 4 | 6 | 32 | 24 | 26 | 11 | 3 | 33 | 25 | 28 | 11 | 3 | 47 | 34 | 13 | 3 |
| The flow of traffic around and through the City at off-peak times of the day | 12 | 59 | 21 | 9 | 0 | 19 | 60 | 13 | 5 | 4 | 13 | 66 | 16 | 4 | 1 | 13 | 61 | 19 | 5 | 3 | 9 | 65 | 16 | 8 | 3 | 11 | 67 | 17 | 4 | 0 |
| The ease of pedestrian access throughout the transport network | 9 | 49 | 37 | 3 | 3 | 11 | 48 | 25 | 11 | 5 | 4 | 58 | 24 | 11 | 3 | 6 | 54 | 25 | 9 | 5 | 6 | 55 | 25 | 11 | 3 | 7 | 57 | 29 | 6 | 1 |
| Efforts made to minimise disruption when work on roads, footpaths and drains | 14 | 40 | 17 | 23 | 6 | 16 | 46 | 14 | 17 | 7 | 2 | 57 | 22 | 12 | 7 | 8 | 52 | 22 | 13 | 6 | 8 | 47 | 24 | 15 | 6 | 8 | 61 | 23 | 7 | 1 |
| The availability of car parking in the central City | 3 | 16 | 13 | 28 | 41 | 5 | 19 | 17 | 28 | 31 | 2 | 29 | 18 | 29 | 21 | 5 | 31 | 21 | 24 | 18 | 4 | 29 | 24 | 25 | 18 | 4 | 42 | 25 | 21 | 8 |
| The number of parking spaces available in Council car parking buildings | 3 | 52 | 24 | 14 | 7 | 5 | 44 | 27 | 11 | 13 | 2 | 45 | 32 | 9 | 11 | 5 | 42 | 36 | 11 | 6 | 4 | 43 | 35 | 11 | 7 | 3 | 54 | 29 | 11 | 4 |
| The number of parking spaces available in off-street car parks | 4 | 37 | 26 | 19 | 15 | 6 | 29 | 29 | 20 | 16 | 2 | 32 | 37 | 15 | 15 | 4 | 39 | 33 | 16 | 8 | 4 | 33 | 35 | 18 | 11 | 5 | 45 | 33 | 11 | 5 |

| | < 25 | | | | | 25-34 | | | | | 35-44 | | | | | 45-54 | | | | | 55-64 | | | | | 65+ | | | | |
|---|----------------|-----------|--------------|--------------|-------------------|----------------|-----------|--------------|--------------|-------------------|----------------|-----------|--------------|--------------|-------------------|----------------|-----------|--------------|--------------|-------------------|----------------|-----------|--------------|--------------|-------------------|----------------|-----------|--------------|--------------|-------------------|
| | Very satisfied | Satisfied | Neither/ nor | Dissatisfied | Very dissatisfied | Very satisfied | Satisfied | Neither/ nor | Dissatisfied | Very dissatisfied | Very satisfied | Satisfied | Neither/ nor | Dissatisfied | Very dissatisfied | Very satisfied | Satisfied | Neither/ nor | Dissatisfied | Very dissatisfied | Very satisfied | Satisfied | Neither/ nor | Dissatisfied | Very dissatisfied | Very satisfied | Satisfied | Neither/ nor | Dissatisfied | Very dissatisfied |
| The ease of use of Pay and Display car parking | 6 | 41 | 28 | 13 | 13 | 7 | 37 | 26 | 15 | 15 | 4 | 45 | 26 | 15 | 11 | 5 | 40 | 28 | 17 | 10 | 4 | 49 | 24 | 14 | 9 | 8 | 48 | 28 | 13 | 4 |
| The availability of on-street parking in the central City | 0 | 13 | 25 | 19 | 44 | 2 | 21 | 26 | 24 | 27 | 2 | 28 | 24 | 29 | 17 | 3 | 27 | 25 | 27 | 19 | 4 | 24 | 29 | 25 | 17 | 3 | 31 | 33 | 26 | 8 |
| Suitability of road network for cyclists throughout City | 3 | 20 | 20 | 27 | 30 | 4 | 23 | 30 | 19 | 23 | 1 | 23 | 30 | 24 | 23 | 3 | 23 | 32 | 24 | 17 | 3 | 23 | 41 | 19 | 14 | 3 | 25 | 32 | 25 | 15 |
| Control of roaming dogs | 17 | 47 | 27 | 10 | 0 | 9 | 56 | 23 | 9 | 4 | 7 | 54 | 25 | 10 | 3 | 14 | 44 | 23 | 12 | 7 | 8 | 53 | 19 | 14 | 6 | 6 | 50 | 24 | 14 | 6 |
| Control of dogs fouling the street | 13 | 35 | 26 | 16 | 10 | 6 | 30 | 27 | 29 | 7 | 4 | 31 | 26 | 22 | 18 | 6 | 29 | 22 | 27 | 15 | 5 | 29 | 21 | 29 | 16 | 4 | 31 | 20 | 35 | 11 |
| Control of barking dogs | 17 | 48 | 24 | 7 | 3 | 6 | 46 | 27 | 16 | 5 | 2 | 45 | 34 | 13 | 7 | 6 | 40 | 29 | 15 | 9 | 5 | 39 | 32 | 16 | 8 | 4 | 39 | 33 | 16 | 7 |
| Noise control | 10 | 50 | 33 | 3 | 3 | 9 | 53 | 32 | 5 | 1 | 4 | 58 | 26 | 9 | 3 | 8 | 49 | 31 | 6 | 6 | 5 | 47 | 34 | 11 | 3 | 8 | 45 | 34 | 11 | 2 |
| Parking enforcement | 17 | 23 | 40 | 13 | 7 | 7 | 47 | 22 | 16 | 7 | 6 | 40 | 38 | 7 | 10 | 7 | 29 | 40 | 13 | 12 | 5 | 35 | 38 | 10 | 12 | 4 | 48 | 29 | 13 | 5 |
| The fairness and attitude of parking wardens | 7 | 29 | 29 | 7 | 29 | 9 | 36 | 21 | 16 | 18 | 7 | 32 | 43 | 7 | 12 | 7 | 26 | 37 | 12 | 18 | 3 | 33 | 33 | 17 | 14 | 5 | 44 | 32 | 11 | 8 |
| Enforcing hygiene standards in City food establishments | 16 | 61 | 16 | 3 | 3 | 28 | 49 | 20 | 3 | 1 | 11 | 61 | 19 | 6 | 4 | 13 | 56 | 20 | 8 | 3 | 14 | 60 | 19 | 5 | 3 | 13 | 57 | 21 | 7 | 2 |
| Enforcing appropriate standards in the City's licensed premises | 10 | 58 | 19 | 13 | 0 | 16 | 51 | 27 | 5 | 1 | 8 | 50 | 31 | 9 | 3 | 8 | 47 | 30 | 10 | 5 | 9 | 53 | 28 | 7 | 3 | 8 | 46 | 31 | 9 | 5 |
| Processing of applications for building consents | 0 | 15 | 35 | 30 | 20 | 3 | 18 | 34 | 28 | 16 | 4 | 18 | 34 | 24 | 20 | 3 | 21 | 41 | 19 | 17 | 3 | 20 | 40 | 20 | 16 | 2 | 22 | 39 | 22 | 14 |
| Monitoring and inspection of buildings under construction | 5 | 32 | 47 | 5 | 11 | 9 | 30 | 43 | 9 | 9 | 4 | 29 | 50 | 13 | 4 | 4 | 28 | 47 | 12 | 9 | 4 | 33 | 45 | 11 | 8 | 2 | 28 | 51 | 13 | 7 |
| The Council is constantly striving to improve | 4 | 21 | 32 | 29 | 14 | 11 | 26 | 30 | 19 | 15 | 3 | 38 | 34 | 16 | 9 | 4 | 41 | 38 | 9 | 8 | 5 | 38 | 39 | 11 | 7 | 8 | 47 | 30 | 9 | 6 |
| The Council delivers good value for the ratepayer money | 0 | 11 | 29 | 29 | 32 | 9 | 17 | 18 | 24 | 32 | 2 | 21 | 28 | 28 | 22 | 2 | 23 | 33 | 23 | 19 | 1 | 24 | 32 | 21 | 21 | 4 | 28 | 29 | 17 | 22 |

| | < 25 | | | | | | 25-34 | | | | | | 35-44 | | | | | | 45-54 | | | | | | 55-64 | | | | | | 65+ | | | | | |
|---------------------------------|-------|----------------|-----------|--------------|--------------|-------------------|-------|----------------|-----------|--------------|--------------|-------------------|-------|----------------|-----------|--------------|--------------|-------------------|-------|----------------|-----------|--------------|--------------|-------------------|-------|----------------|-----------|--------------|--------------|-------------------|-------|----------------|-----------|--------------|--------------|-------------------|
| | Users | Very satisfied | Satisfied | Neither/ nor | Dissatisfied | Very dissatisfied | Users | Very satisfied | Satisfied | Neither/ nor | Dissatisfied | Very dissatisfied | Users | Very satisfied | Satisfied | Neither/ nor | Dissatisfied | Very dissatisfied | Users | Very satisfied | Satisfied | Neither/ nor | Dissatisfied | Very dissatisfied | Users | Very satisfied | Satisfied | Neither/ nor | Dissatisfied | Very dissatisfied | Users | Very satisfied | Satisfied | Neither/ nor | Dissatisfied | Very dissatisfied |
| Libraries | 22 | 36 | 50 | 9 | 5 | 0 | 63 | 44 | 43 | 11 | 2 | 0 | 111 | 43 | 47 | 7 | 3 | 0 | 152 | 43 | 47 | 7 | 2 | 1 | 153 | 52 | 39 | 7 | 1 | 1 | 209 | 56 | 39 | 4 | 0 | 0 |
| Material available at libraries | - | 23 | 59 | 18 | 0 | 0 | - | 36 | 48 | 10 | 6 | 0 | - | 32 | 53 | 10 | 4 | 0 | - | 33 | 57 | 9 | 0 | 1 | - | 47 | 42 | 9 | 2 | 1 | - | 49 | 46 | 3 | 0 | 0 |
| Swimming pools | 22 | 23 | 64 | 9 | 5 | 0 | 68 | 21 | 63 | 6 | 9 | 1 | 119 | 23 | 58 | 10 | 7 | 3 | 139 | 26 | 54 | 9 | 7 | 4 | 120 | 29 | 47 | 17 | 3 | 5 | 122 | 30 | 46 | 13 | 7 | 4 |
| Otago Museum | 29 | 41 | 52 | 3 | 3 | 0 | 73 | 44 | 53 | 0 | 3 | 0 | 132 | 32 | 55 | 9 | 3 | 1 | 161 | 39 | 48 | 10 | 2 | 1 | 173 | 34 | 51 | 12 | 2 | 1 | 223 | 40 | 50 | 8 | 1 | 1 |
| Otago Settlers Museum | 22 | 32 | 55 | 9 | 5 | 0 | 58 | 22 | 66 | 12 | 0 | 0 | 102 | 31 | 56 | 11 | 2 | 0 | 132 | 33 | 51 | 15 | 2 | 0 | 149 | 34 | 54 | 11 | 1 | 1 | 211 | 38 | 54 | 6 | 2 | 0 |
| Dunedin Public Art Gallery | 23 | 35 | 48 | 17 | 0 | 0 | 57 | 35 | 56 | 9 | 0 | 0 | 107 | 35 | 57 | 8 | 0 | 0 | 135 | 33 | 50 | 15 | 2 | 0 | 139 | 37 | 48 | 14 | 0 | 0 | 178 | 34 | 44 | 17 | 3 | 2 |
| Dunedin Chinese Garden | 17 | 24 | 18 | 24 | 18 | 18 | 50 | 24 | 38 | 20 | 6 | 12 | 86 | 27 | 43 | 21 | 3 | 6 | 97 | 19 | 47 | 21 | 7 | 6 | 126 | 29 | 44 | 14 | 7 | 5 | 175 | 38 | 41 | 11 | 5 | 4 |
| Botanic Garden | 32 | 47 | 44 | 9 | 0 | 0 | 75 | 55 | 43 | 3 | 0 | 0 | 132 | 50 | 48 | 2 | 0 | 0 | 169 | 47 | 46 | 7 | 1 | 0 | 180 | 51 | 42 | 6 | 2 | 0 | 235 | 48 | 46 | 4 | 0 | 1 |
| Winter sports playing fields | 14 | 14 | 43 | 29 | 0 | 14 | 43 | 23 | 53 | 21 | 2 | 0 | 91 | 19 | 56 | 16 | 5 | 3 | 123 | 11 | 46 | 38 | 4 | 1 | 117 | 16 | 56 | 23 | 4 | 0 | 115 | 20 | 59 | 20 | 1 | 0 |
| Summer sports playing fields | 13 | 23 | 46 | 15 | 15 | 0 | 44 | 25 | 55 | 18 | 2 | 0 | 82 | 20 | 59 | 20 | 2 | 0 | 110 | 11 | 48 | 39 | 2 | 0 | 107 | 19 | 54 | 26 | 1 | 0 | 106 | 20 | 54 | 25 | 1 | 0 |
| Council playgrounds | 14 | 7 | 57 | 21 | 14 | 0 | 66 | 26 | 56 | 11 | 8 | 0 | 106 | 16 | 54 | 18 | 10 | 2 | 114 | 11 | 45 | 34 | 7 | 4 | 124 | 19 | 48 | 27 | 6 | 1 | 134 | 22 | 49 | 27 | 2 | 1 |
| Walking and biking tracks | 24 | 17 | 50 | 25 | 8 | 0 | 70 | 26 | 60 | 13 | 1 | 0 | 109 | 16 | 59 | 18 | 6 | 2 | 159 | 20 | 57 | 16 | 4 | 3 | 149 | 22 | 55 | 17 | 3 | 2 | 144 | 20 | 58 | 17 | 4 | 1 |
| Parks and Reserves | 24 | 8 | 79 | 8 | 4 | 0 | 73 | 32 | 56 | 10 | 3 | 0 | 114 | 23 | 64 | 11 | 2 | 0 | 165 | 19 | 64 | 15 | 1 | 1 | 154 | 21 | 66 | 12 | 1 | 0 | 199 | 22 | 66 | 10 | 1 | 1 |

| | < 25 | | | | | | 25-34 | | | | | | 35-44 | | | | | | 45-54 | | | | | | 55-64 | | | | | | 65+ | | | | | |
|---------------------------------|-------|----------------|-----------|--------------|--------------|-------------------|-------|----------------|-----------|--------------|--------------|-------------------|-------|----------------|-----------|--------------|--------------|-------------------|-------|----------------|-----------|--------------|--------------|-------------------|-------|----------------|-----------|--------------|--------------|-------------------|-------|----------------|-----------|--------------|--------------|-------------------|
| | Users | Very satisfied | Satisfied | Neither/ nor | Dissatisfied | Very dissatisfied | Users | Very satisfied | Satisfied | Neither/ nor | Dissatisfied | Very dissatisfied | Users | Very satisfied | Satisfied | Neither/ nor | Dissatisfied | Very dissatisfied | Users | Very satisfied | Satisfied | Neither/ nor | Dissatisfied | Very dissatisfied | Users | Very satisfied | Satisfied | Neither/ nor | Dissatisfied | Very dissatisfied | Users | Very satisfied | Satisfied | Neither/ nor | Dissatisfied | Very dissatisfied |
| Accessibility of facilities | 29 | 17 | 59 | 24 | 0 | 0 | 81 | 31 | 57 | 11 | 1 | 0 | 128 | 19 | 61 | 16 | 3 | 1 | 162 | 20 | 64 | 12 | 1 | 3 | 176 | 19 | 63 | 15 | 3 | 0 | 191 | 20 | 63 | 15 | 1 | 1 |
| Dunedin Stadium | 15 | 13 | 53 | 27 | 7 | 0 | 42 | 12 | 52 | 36 | 0 | 0 | 69 | 10 | 52 | 35 | 1 | 1 | 89 | 9 | 49 | 37 | 2 | 2 | 92 | 22 | 54 | 20 | 1 | 3 | 102 | 13 | 60 | 24 | 1 | 3 |
| Edgar Sports Centre | 19 | 16 | 58 | 16 | 11 | 0 | 65 | 22 | 57 | 17 | 3 | 2 | 108 | 15 | 60 | 20 | 3 | 2 | 153 | 20 | 56 | 22 | 2 | 0 | 130 | 23 | 63 | 12 | 1 | 1 | 162 | 25 | 59 | 15 | 1 | 0 |
| Carisbrook | 15 | 33 | 7 | 27 | 33 | 0 | 49 | 20 | 43 | 22 | 12 | 2 | 84 | 17 | 43 | 26 | 12 | 2 | 126 | 14 | 44 | 27 | 12 | 6 | 109 | 21 | 42 | 25 | 9 | 3 | 125 | 23 | 41 | 25 | 4 | 7 |
| The Dunedin Visitor Centre | 19 | 16 | 53 | 32 | 0 | 0 | 39 | 15 | 36 | 44 | 3 | 3 | 69 | 12 | 68 | 19 | 1 | 0 | 102 | 15 | 52 | 26 | 4 | 3 | 111 | 22 | 52 | 20 | 6 | 0 | 156 | 17 | 57 | 22 | 4 | 1 |
| Dunedin Town Hall | 23 | 9 | 61 | 30 | 0 | 0 | 53 | 17 | 49 | 30 | 2 | 2 | 91 | 10 | 58 | 27 | 4 | 0 | 141 | 13 | 56 | 28 | 2 | 1 | 150 | 21 | 61 | 13 | 3 | 1 | 208 | 22 | 63 | 14 | 1 | 0 |
| Regent Theatre | 27 | 19 | 52 | 19 | 11 | 0 | 66 | 21 | 45 | 29 | 3 | 2 | 109 | 12 | 57 | 18 | 9 | 4 | 152 | 17 | 53 | 22 | 6 | 2 | 158 | 23 | 59 | 13 | 3 | 2 | 207 | 23 | 58 | 14 | 4 | 0 |
| Fortune Theatre | 21 | 24 | 43 | 24 | 10 | 0 | 42 | 21 | 36 | 36 | 5 | 2 | 88 | 17 | 53 | 23 | 6 | 1 | 121 | 20 | 53 | 20 | 5 | 2 | 131 | 25 | 57 | 13 | 2 | 2 | 151 | 20 | 51 | 23 | 4 | 2 |
| Dunedin's cemeteries (services) | 15 | 13 | 53 | 33 | 0 | 0 | 42 | 31 | 48 | 17 | 5 | 0 | 77 | 21 | 51 | 27 | 1 | 0 | 114 | 13 | 58 | 25 | 3 | 1 | 134 | 22 | 64 | 12 | 1 | 1 | 176 | 19 | 62 | 17 | 1 | 1 |
| Dunedin's cemeteries (physical) | - | 16 | 63 | 11 | 5 | 5 | - | 26 | 48 | 20 | 6 | 0 | - | 16 | 51 | 28 | 4 | 1 | - | 11 | 56 | 26 | 6 | 1 | - | 22 | 53 | 14 | 9 | 2 | - | 15 | 65 | 16 | 3 | 1 |
| Public toilets | 24 | 0 | 29 | 21 | 33 | 17 | 75 | 7 | 28 | 21 | 27 | 17 | 123 | 5 | 30 | 29 | 24 | 12 | 175 | 5 | 34 | 28 | 23 | 11 | 171 | 9 | 39 | 27 | 18 | 8 | 231 | 11 | 42 | 26 | 14 | 7 |

8.5 Satisfaction of Users with Council Activities, Dunedin, and the City Council by Age of Respondent

| | < 25 | | | | | 25-34 | | | | | 35-44 | | | | | 45-54 | | | | | 55-64 | | | | | 65+ | | | | |
|--|----------------|-----------|--------------|--------------|-------------------|----------------|-----------|--------------|--------------|-------------------|----------------|-----------|--------------|--------------|-------------------|----------------|-----------|--------------|--------------|-------------------|----------------|-----------|--------------|--------------|-------------------|----------------|-----------|--------------|--------------|-------------------|
| | Very satisfied | Satisfied | Neither/ nor | Dissatisfied | Very dissatisfied | Very satisfied | Satisfied | Neither/ nor | Dissatisfied | Very dissatisfied | Very satisfied | Satisfied | Neither/ nor | Dissatisfied | Very dissatisfied | Very satisfied | Satisfied | Neither/ nor | Dissatisfied | Very dissatisfied | Very satisfied | Satisfied | Neither/ nor | Dissatisfied | Very dissatisfied | Very satisfied | Satisfied | Neither/ nor | Dissatisfied | Very dissatisfied |
| The availability of information held by the Council | 0 | 48 | 37 | 11 | 4 | 12 | 41 | 41 | 6 | 1 | 6 | 45 | 40 | 7 | 2 | 3 | 44 | 36 | 8 | 8 | 4 | 51 | 30 | 8 | 7 | 7 | 49 | 27 | 11 | 6 |
| The quality of information held by the Council | 4 | 44 | 40 | 8 | 4 | 9 | 39 | 45 | 6 | 1 | 7 | 48 | 36 | 7 | 2 | 3 | 45 | 38 | 8 | 6 | 4 | 48 | 38 | 6 | 4 | 7 | 49 | 32 | 8 | 4 |
| The amount of public consultation undertaken | 0 | 21 | 39 | 21 | 18 | 3 | 24 | 24 | 20 | 30 | 1 | 25 | 25 | 28 | 21 | 2 | 23 | 33 | 22 | 19 | 4 | 27 | 32 | 16 | 21 | 3 | 22 | 26 | 29 | 21 |
| The amount of information available explaining why and what Council is doing | 0 | 23 | 42 | 16 | 19 | 6 | 28 | 23 | 22 | 21 | 2 | 28 | 35 | 23 | 11 | 2 | 30 | 32 | 21 | 14 | 4 | 35 | 29 | 16 | 16 | 3 | 33 | 29 | 21 | 14 |
| Notices & information received about matters affecting household water supply | 0 | 41 | 37 | 4 | 19 | 4 | 38 | 35 | 12 | 12 | 4 | 40 | 37 | 15 | 4 | 5 | 38 | 38 | 13 | 6 | 4 | 45 | 31 | 15 | 5 | 5 | 51 | 28 | 9 | 7 |
| Notices & information received about road & footpath repairs in neighbourhood | 0 | 36 | 25 | 21 | 18 | 7 | 29 | 30 | 19 | 15 | 6 | 29 | 34 | 22 | 10 | 3 | 34 | 38 | 15 | 10 | 5 | 46 | 25 | 14 | 10 | 7 | 43 | 30 | 14 | 6 |
| Notices & information received about temporary road closures | 0 | 34 | 38 | 17 | 10 | 4 | 36 | 33 | 14 | 13 | 3 | 39 | 39 | 13 | 5 | 3 | 39 | 42 | 10 | 6 | 6 | 43 | 33 | 11 | 8 | 7 | 50 | 30 | 11 | 3 |
| City Talk Magazine | 7 | 71 | 14 | 7 | 0 | 7 | 49 | 30 | 5 | 10 | 9 | 53 | 31 | 4 | 3 | 7 | 60 | 27 | 4 | 2 | 14 | 58 | 21 | 5 | 2 | 16 | 59 | 18 | 2 | 3 |
| Council's website www.dunedin.govt.nz | 0 | 46 | 38 | 15 | 0 | 11 | 58 | 18 | 9 | 4 | 15 | 52 | 22 | 9 | 2 | 14 | 55 | 25 | 5 | 2 | 16 | 62 | 19 | 1 | 2 | 14 | 51 | 31 | 2 | 2 |
| Councils' call centre | 11 | 44 | 11 | 22 | 11 | 14 | 47 | 28 | 7 | 1 | 19 | 53 | 18 | 9 | 2 | 15 | 56 | 19 | 7 | 2 | 18 | 56 | 22 | 3 | 1 | 22 | 53 | 19 | 4 | 2 |
| Customer Service Agency in the Civic Centre | 8 | 46 | 31 | 15 | 0 | 15 | 47 | 26 | 6 | 6 | 13 | 61 | 19 | 5 | 1 | 12 | 59 | 23 | 3 | 2 | 18 | 52 | 27 | 3 | 0 | 20 | 59 | 18 | 2 | 2 |
| Attracting new businesses and jobs to Dunedin | 4 | 27 | 27 | 19 | 23 | 3 | 30 | 26 | 24 | 17 | 3 | 19 | 35 | 29 | 14 | 2 | 19 | 41 | 24 | 15 | 3 | 23 | 34 | 24 | 16 | 3 | 32 | 37 | 20 | 10 |

| | < 25 | | | | | 25-34 | | | | | 35-44 | | | | | 45-54 | | | | | 55-64 | | | | | 65+ | | | | |
|--|----------------|-----------|--------------|--------------|-------------------|----------------|-----------|--------------|--------------|-------------------|----------------|-----------|--------------|--------------|-------------------|----------------|-----------|--------------|--------------|-------------------|----------------|-----------|--------------|--------------|-------------------|----------------|-----------|--------------|--------------|-------------------|
| | Very satisfied | Satisfied | Neither/ nor | Dissatisfied | Very dissatisfied | Very satisfied | Satisfied | Neither/ nor | Dissatisfied | Very dissatisfied | Very satisfied | Satisfied | Neither/ nor | Dissatisfied | Very dissatisfied | Very satisfied | Satisfied | Neither/ nor | Dissatisfied | Very dissatisfied | Very satisfied | Satisfied | Neither/ nor | Dissatisfied | Very dissatisfied | Very satisfied | Satisfied | Neither/ nor | Dissatisfied | Very dissatisfied |
| Supporting the development of existing Dunedin businesses | 4 | 26 | 39 | 22 | 9 | 4 | 31 | 25 | 22 | 18 | 4 | 23 | 27 | 30 | 15 | 1 | 20 | 36 | 27 | 17 | 2 | 23 | 38 | 24 | 13 | 2 | 36 | 34 | 19 | 8 |
| Retaining existing businesses and jobs in Dunedin | 0 | 23 | 31 | 23 | 23 | 6 | 30 | 25 | 22 | 17 | 3 | 19 | 26 | 36 | 15 | 1 | 17 | 35 | 29 | 18 | 3 | 22 | 27 | 31 | 16 | 2 | 31 | 31 | 27 | 10 |
| Media coverage of events run in Dunedin | 0 | 32 | 32 | 18 | 18 | 5 | 37 | 29 | 21 | 8 | 4 | 39 | 27 | 23 | 7 | 2 | 42 | 39 | 10 | 8 | 5 | 49 | 26 | 16 | 5 | 6 | 60 | 23 | 9 | 2 |
| City festivals and events | 6 | 49 | 29 | 6 | 11 | 16 | 46 | 24 | 7 | 7 | 9 | 53 | 23 | 11 | 4 | 10 | 54 | 27 | 5 | 5 | 11 | 52 | 28 | 5 | 5 | 9 | 61 | 24 | 5 | 1 |
| Your contact with the Mayor and Councillors | 27 | 0 | 40 | 13 | 20 | 25 | 10 | 33 | 13 | 20 | 26 | 21 | 24 | 20 | 9 | 8 | 12 | 47 | 14 | 19 | 16 | 28 | 28 | 15 | 13 | 14 | 19 | 35 | 19 | 13 |
| Your contact with Community Board members | 33 | 0 | 42 | 17 | 8 | 25 | 19 | 31 | 14 | 11 | 28 | 15 | 33 | 18 | 7 | 11 | 14 | 48 | 12 | 16 | 17 | 27 | 27 | 20 | 8 | 15 | 22 | 41 | 13 | 8 |
| Your contact and dealings with Council staff | 41 | 0 | 35 | 6 | 18 | 24 | 23 | 31 | 10 | 13 | 16 | 37 | 32 | 13 | 2 | 12 | 35 | 35 | 11 | 7 | 16 | 44 | 23 | 13 | 4 | 20 | 34 | 30 | 12 | 5 |
| The overall look and feel of the City | 9 | 61 | 18 | 9 | 3 | 10 | 58 | 15 | 12 | 5 | 7 | 53 | 26 | 10 | 4 | 8 | 53 | 22 | 9 | 8 | 11 | 51 | 24 | 10 | 4 | 9 | 57 | 22 | 8 | 4 |
| The overall look and feel of the central City retail area | 0 | 59 | 26 | 12 | 3 | 16 | 56 | 14 | 9 | 5 | 7 | 57 | 22 | 12 | 4 | 6 | 54 | 23 | 12 | 6 | 9 | 49 | 25 | 12 | 5 | 8 | 56 | 22 | 11 | 3 |
| The overall look and feel of the South Dunedin retail area | 0 | 6 | 29 | 26 | 39 | 4 | 7 | 25 | 39 | 26 | 0 | 7 | 22 | 45 | 26 | 1 | 6 | 25 | 45 | 23 | 1 | 14 | 24 | 36 | 26 | 0 | 14 | 22 | 45 | 19 |
| The overall look and feel of your suburb or township | 15 | 62 | 18 | 3 | 3 | 14 | 51 | 17 | 13 | 5 | 9 | 48 | 27 | 12 | 4 | 5 | 54 | 24 | 13 | 4 | 5 | 50 | 29 | 9 | 6 | 9 | 49 | 25 | 11 | 6 |
| The overall performance of the Dunedin City Council | 0 | 29 | 32 | 21 | 18 | 2 | 32 | 27 | 22 | 17 | 1 | 34 | 30 | 22 | 13 | 2 | 32 | 33 | 15 | 17 | 4 | 29 | 30 | 20 | 17 | 2 | 34 | 22 | 21 | 20 |

9 The Secondary Data Set

9.1 Demographic Profile of Respondents

In addition to the 1,077 responses to the mail survey, Research First received 176 online survey completions^{xv}. As these were not part of the initial survey sample, and were not selected randomly from the Electoral Rolls, the results from these responses have been analysed separately. The demographic composition of this secondary data set is provided in Tables 9.1 and 9.2:

Table 9.1: Secondary Data Set Demographics

| | All Responses | Male | Female |
|---|---------------|----------|----------|
| How old are you? (average age) | 43 | 44 | 45 |
| 24 or under | 6% | 3 (9%) | 3 (10%) |
| 25-34 | 10% | 6 (18%) | 3 (10%) |
| 35-44 | 15% | 5 (15%) | 6 (21%) |
| 45-54 | 19% | 4 (12%) | 9 (31%) |
| 55-64 | 18% | 5 (15%) | 5 (17%) |
| 65+ | 17% | 3 (9%) | 2 (7%) |
| Not stated | 15% | 8 (24%) | 1 (3%) |
| Gender | 100% | 33% | 28% |
| Gender Not stated | 48 | | |
| New Zealand born of European descent | 73% | 22 (65%) | 23 (79%) |
| New Zealand born of Maori descent | 7% | 3 (9%) | 2 (7%) |
| New Zealand born of Pacific Island descent | 1% | 0 | 0 |
| New Zealand born of Asian descent | 0% | 0 | 0 |
| New Zealand born of Other descent | 3% | 3 (10%) | 0 |
| Born overseas and of European descent | 14% | 3 (10%) | 3 (10%) |
| Born overseas and of Maori descent | 0% | 0 | 0 |
| Born overseas and of Pacific Island descent | 0% | 0 | 0 |
| Born overseas and of Asian descent | 1% | 1 (3%) | 0 |
| Born overseas and of other descent | 3% | 1 (3%) | 1 (3%) |
| What is your personal income before tax? | | | |
| Under \$15,000 | 13% | 3 (9%) | 1 (3%) |
| \$15,001 - \$30,000 | 16% | 5 (15%) | 3 (10%) |
| \$30,001 - \$45,000 | 21% | 4 (12%) | 8 (28%) |
| \$45,001 - \$60,000 | 17% | 5 (15%) | 8 (28%) |
| \$60,001 - \$75,000 | 14% | 5 (15%) | 3 (10%) |
| Over \$75,000 | 19% | 10 (29%) | 4 (14%) |
| Do you own property in Dunedin (yes) | 82% | 25 (74%) | 23 (79%) |
| Do you own property in Dunedin (no) | 18% | 6 (18%) | 5 (17%) |
| Location | | | |
| Dunedin City | 7 | 2 (6%) | 1 (3%) |
| South Dunedin | 25 | 3 (9%) | 7 (24%) |
| Green Island | 13 | 5 (15%) | 2 (7%) |
| Kaikorai Valley | 35 | 8 (24%) | 7 (24%) |
| Northern Suburbs | 18 | 4 (12%) | 5 (17%) |
| Port Chalmers | 5 | 2 (6%) | 0 |
| Peninsula | 12 | 4 (12%) | 3 (10%) |
| Mosgiel | 11 | 2 (6%) | 2 (7%) |
| Rural | 15 | 2 (6%) | 2 (7%) |
| Employment Status | | | |
| Full Time employed | 59% | 22 (65%) | 20 (69%) |
| Part Time employed | 16% | 3 (9%) | 5 (17%) |

| | All Responses | Male | Female |
|--|---------------|----------|----------|
| Not in paid employment | 24% | 7 (21%) | 2 (7%) |
| How many dependent children do you have? | | | |
| Average | 0.7 | 1.0 | 0.4 |
| No. of households with children | 27 | 15 (44%) | 12 (41%) |

Table 9.2: Secondary Data Set by Location of Respondents

| 106 | Location | |
|-----|------------------|----|
| | Dunedin City | 7 |
| | South Dunedin | 25 |
| | Green Island | 13 |
| | Kaikorai Valley | 35 |
| | Northern Suburbs | 18 |
| | Port Chalmers | 5 |
| | Peninsula | 12 |
| | Mosgiel | 11 |
| | Rural | 15 |

10 Overall Satisfaction with Dunedin

10.1 Overall Satisfaction with Dunedin and the City Council

Over half of those in the secondary data set were dissatisfied with the performance of the Dunedin City Council, with 38% very dissatisfied (Tables 10.1 and 10.2):

Table 10.1: Perceptions of the Overall Performance of Dunedin City Council

| | | Number of responses | Very Satisfied (%) | Satisfied (%) | Neither Satisfied nor Dissatisfied (%) | Dissatisfied (%) | Very Dissatisfied (%) | No Response (N) |
|----|---|---------------------|--------------------|---------------|--|------------------|-----------------------|-----------------|
| 92 | The overall performance of the Dunedin City Council | 141 | 4 | 22 | 18 | 18 | 38 | 81 |

Satisfaction levels were reasonably high for both the City as a whole, the central retail area and the respondent's suburb or township. Two thirds of respondents were dissatisfied with the overall look and feel of the South Dunedin retail area.

Table 10.2: Perceptions Regarding Dunedin and the City Council

| | | Number of responses | Very Satisfied (%) | Satisfied (%) | Neither Satisfied nor Dissatisfied (%) | Dissatisfied (%) | Very Dissatisfied (%) | No Response (N) |
|----|--|---------------------|--------------------|---------------|--|------------------|-----------------------|-----------------|
| 62 | The overall look and feel of the City | 156 | 6 | 45 | 22 | 18 | 9 | 66 |
| 63 | The overall look and feel of the central City retail area | 155 | 5 | 43 | 27 | 15 | 10 | 67 |
| 64 | The overall look and feel of the South Dunedin retail area | 154 | 1 | 10 | 22 | 42 | 25 | 68 |
| 65 | The overall look and feel of your suburb or township | 157 | 8 | 46 | 27 | 11 | 7 | 65 |

Unprompted comments regarding perceptions of the City and the Council included:

- Heritage buildings need to be maintained 15
- City Beautiful 11
- City looks scruffy, run down 8
- North Dunedin Shabby 6
- South Dunedin Shabby 6
- Power Poles and wiring ugly 5
- Need Pedestrian mall 3
- Caversham Scrap-metal ugly 3
- Negative comments about Stadium 1
- Other 12

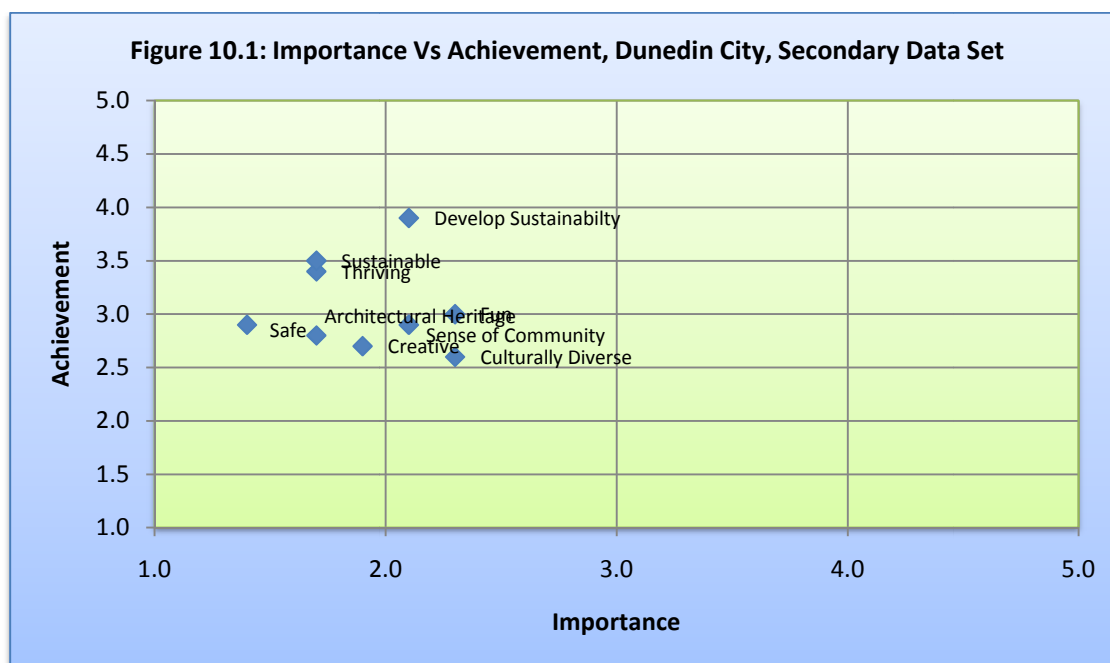
10.2 Overall Perception of Dunedin

As with the survey data set, those in the secondary data set completed a 'paired response' question addressing their priorities. This question asked respondents to rate a series of statements about Dunedin (and DCC) in terms of their importance and the extent to which these are characteristics are achieved. These were asked on a five point scale (where 1 is the highest score and 5 the lowest), and the mean scores for both perceived importance and perceived achievement are shown in Table 10.3:

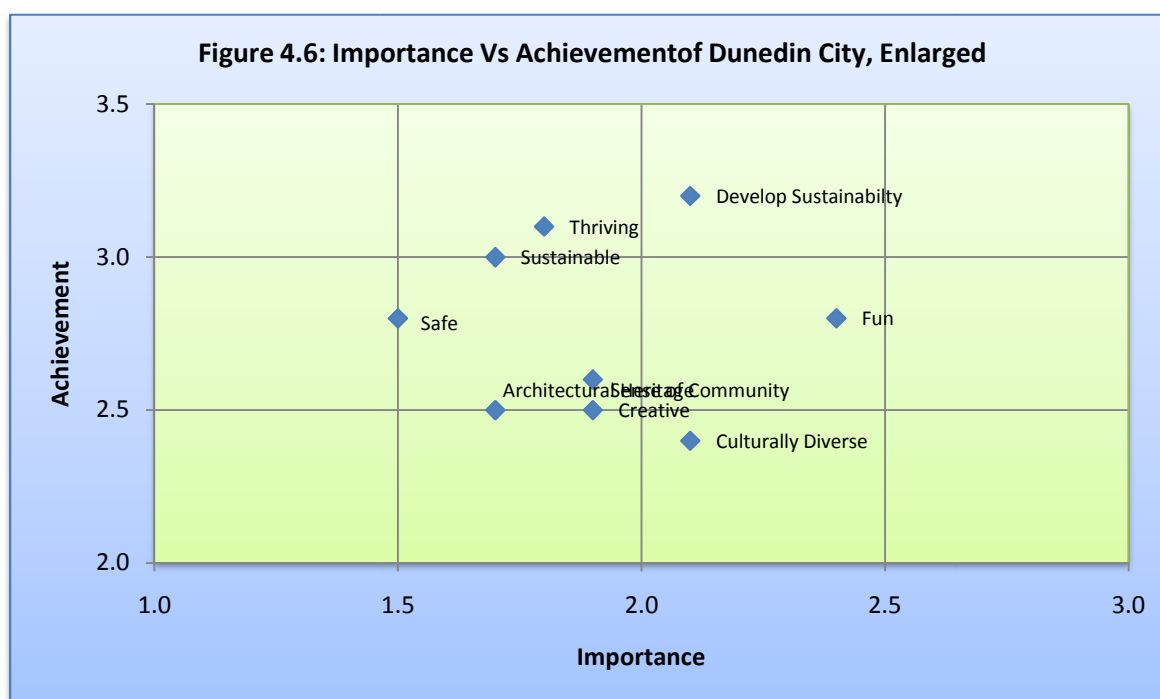
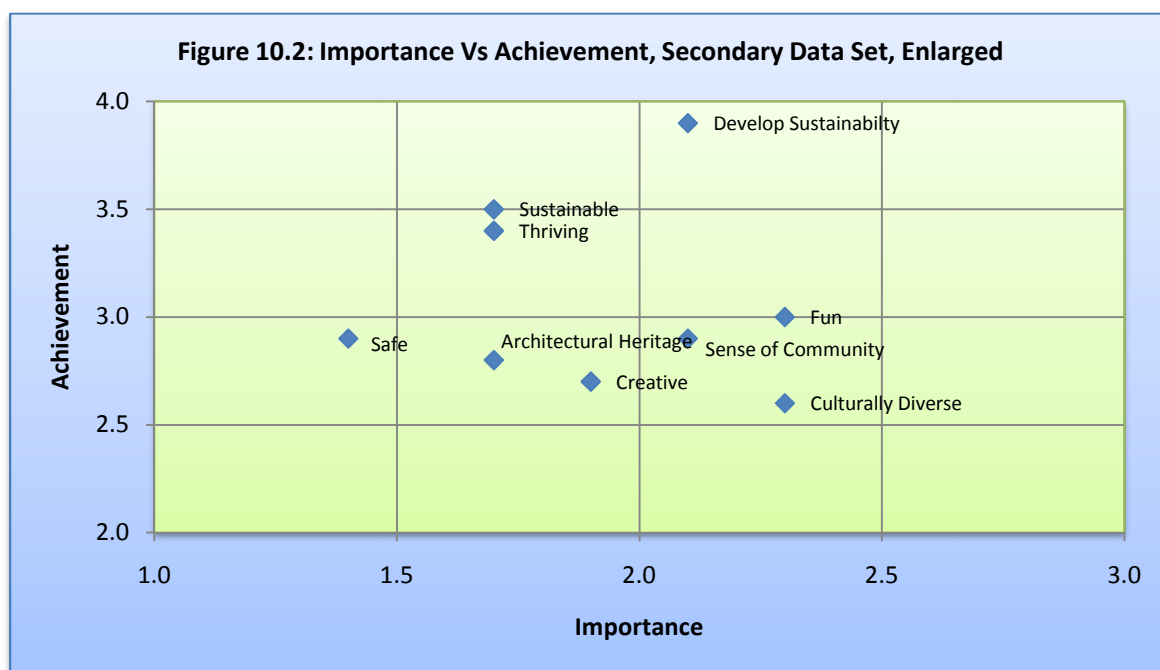
Table 10.3 Mean Scores for Paired Responses (Importance, Achievement)

| | Importance | Achievement |
|--|------------|-------------|
| Dunedin is a safe City | 1.4 | 2.9 |
| Dunedin maintains and preserves its architectural heritage | 1.7 | 2.8 |
| Dunedin is a sustainable City | 1.7 | 3.5 |
| Dunedin is a thriving City | 1.7 | 3.4 |
| Dunedin is a creative City | 1.9 | 2.7 |
| There is a sense of community in my local neighbourhood | 2.1 | 2.9 |
| Dunedin recognises and supports cultural diversity | 2.3 | 2.6 |
| The Council is a leader in encouraging the development of a sustainable City | 2.1 | 3.9 |
| Dunedin is a fun City | 2.3 | 3.0 |

When shown on a chart (Figure 10.1), it is clear that respondents cluster around perceiving these attributes as 'important' (the score 2.0 on the X-axis). Similarly, respondents cluster between being 'satisfied' and 'dissatisfied' about how well the City achieves these attributes (scores between 2.5 and 4.0 on the Y- axis). **Note** that points in the bottom left quadrant of the table are perceived as the areas of most importance and highest achievement:



As with the responses in the survey data set, given how ‘tightly’ respondents cluster on this chart, it is useful to ‘zoom in’ on the results to examine the differences in responses to this question (Figure 10.2). What is interesting is how similar the distribution of City attributes is between the survey data set and the secondary data set (see Figure 4.6, reproduced below for convenience). The shape of the distribution, and the location of attributes, is very similar, albeit with different degrees of dispersion. This side by side comparison makes it easy to see that those in the secondary data set perceive the City and the Council to be performing more poorly in terms of achieving the desired outcomes (while sharing similar priorities).



The 'importance' and 'achievement' scores for the results from the secondary sample are provided in Table 10.4 and 10.5, below:

Table 10.4 Importance Scores, by Ranking, Secondary Sample

| | | Number of responses | Very important (%) | Important (%) | Neutral (%) | Unimportant (%) | Very Unimportant (%) | No response (N) |
|-----|--|---------------------|--------------------|---------------|-------------|-----------------|----------------------|-----------------|
| 93 | Dunedin is a fun city | 149 | 23 | 41 | 26 | 5 | 4 | 27 |
| 94 | Dunedin is a thriving city | 151 | 46 | 41 | 11 | 2 | 0 | 25 |
| 95 | Dunedin is a creative city | 149 | 32 | 48 | 17 | 2 | 0 | 27 |
| 96 | Dunedin is a creative city | 151 | 72 | 22 | 5 | 1 | 1 | 25 |
| 97 | Dunedin is a sustainable city | 151 | 51 | 34 | 12 | 1 | 1 | 25 |
| 98 | Dunedin recognises and supports cultural diversity | 149 | 26 | 41 | 21 | 7 | 5 | 27 |
| 99 | Dunedin maintains and preserves its architectural heritage | 152 | 49 | 41 | 8 | 1 | 1 | 24 |
| 100 | There is a sense of community within my local neighbourhood | 150 | 36 | 39 | 18 | 5 | 2 | 26 |
| 101 | The council is a leader in encouraging the development of a sustainable city | 146 | 42 | 32 | 19 | 2 | 5 | 30 |

Table 10.4 Achievement Scores, by Ranking, Secondary Sample

| | | Number of responses | Strongly agree (%) | Agree(%) | Neutral (%) | Disagree (%) | Strongly disagree (%) | No response (N) |
|-----|--|---------------------|--------------------|----------|-------------|--------------|-----------------------|-----------------|
| 102 | Dunedin is a fun city | 140 | 4 | 34 | 40 | 16 | 6 | 36 |
| 103 | Dunedin is a thriving city | 148 | 4 | 20 | 31 | 30 | 15 | 28 |
| 104 | Dunedin is a creative city | 147 | 8 | 42 | 30 | 14 | 6 | 29 |
| 105 | Dunedin is a safe city | 148 | 5 | 43 | 24 | 21 | 7 | 28 |
| 106 | Dunedin is a sustainable city | 144 | 2 | 17 | 36 | 29 | 16 | 32 |
| 107 | Dunedin recognises and supports cultural diversity | 145 | 8 | 50 | 32 | 6 | 3 | 31 |
| 108 | Dunedin maintains and preserves its architectural heritage | 148 | 5 | 49 | 19 | 16 | 11 | 28 |
| 109 | There is a sense of community within my local neighbourhood | 148 | 5 | 37 | 35 | 18 | 5 | 28 |
| 110 | The council is a leader in encouraging the development of a sustainable city | 140 | 2 | 14 | 28 | 23 | 34 | 36 |

10.3 Use of, and Satisfaction with Retail Centres

A third of online respondents used the central City as their most convenient retail centre. The next most popular were South Dunedin, Gardens NEV and Mosgiel (Table 10.4):

Table 10.4: Most Convenient Retail Centre

| Central City | 32% |
|---------------|-----|
| South Dunedin | 16% |
| Gardens NEV | 11% |
| Mosgiel | 10% |
| Mornington | 7% |
| Roslyn | 6% |
| Green Island | 6% |
| Musselburgh | 2% |
| Waikouaiti | 2% |
| St Clair | 1% |
| Port Chalmers | 1% |
| Outram | 1% |
| Caversham | 1% |
| Portobello | 1% |
| Maori Hill | 0% |
| Middlemarch | 0% |
| Other | 3% |
| Replies | 158 |

10.4 What would you like to change about ...?

A range of open ended questions were asked with regard to what changes participants would like to see with regard to specific factors about the Council and the City. Responses were coded and grouped, and details are shown as follows. The number shown indicates the number of responses (n) for each comment received.

Q92. The Council Staff

- Reduce Staff 77
- Staff Good, helpful, accessible 12
- Poor Customer Service 5
- Enforce accountability 1
- Senior Management issues 2

Q93 The Appearance of the City

- Heritage buildings need to be maintained 15
- City Beautiful 11
- City looks scruffy, run down 8
- North Dunedin Shabby 6
- South Dunedin Shabby 6
- Power Poles and wiring ugly 5
- Need Pedestrian mall 3
- Caversham Scrap-metal ugly 3
- Negative comments about Stadium 1
- Other 12

Q94 Council services

- Rubbish broken glass on street 22
- Parking is too expensive / Pay n Display issues 19
- Roads are neglected / general repair issues 18
- Footpaths need maintenance / more footpaths 17
- Need more parking 16
- Need more cycle tracks 15
- Sewerage system needs upgrade / not pump to sea 11
- Sewerage / sea outflows 9
- Poor water quality 8
- University area needs work, lots of rubbish 6
- Service too expensive 4
- Rubbish poor service 4
- Need more recycling 2
- General calls for more recycling services 3

Q95 The Arts and Cultural Environment of Dunedin

- Support Regent/ Fortune / Mayfair 11
- Satisfied 9
- Stop wasting money on this 4
- City needs more arts and culture / should be encouraged 3
- Promote existing art and culture more 3
- Other 5

| | | |
|-------------|---|----|
| Q96 | The Social Environment in Dunedin | |
| | • Need events for youth | 11 |
| | • Safety concerns – drunken students | 8 |
| | • Control liquor licensing / late night alcohol | 7 |
| | • Good | 7 |
| | • Events for families / older people | 3 |
| | • Other | 10 |
| Q97 | The Economic Environment of Dunedin | |
| | • Support local businesses, new companies | 16 |
| | • Council has negative impact on business | 13 |
| | • Need better Economy | 10 |
| | • Economy impacts on rates | 4 |
| | • Other | 14 |
| Q98 | The Natural Environment | |
| | • Good | 11 |
| | • Stop beach and other pollution | 6 |
| | • Restore native ecosystems, add to open environment | 4 |
| | • Maintain trees and parks | 4 |
| | • Promote natural assets | 2 |
| | • Walking and Biking tracks | 2 |
| | • Other | 7 |
| Q99 | Sport and recreation in Dunedin | |
| | • Good / we have all we need | 12 |
| | • Don't need stadium | 7 |
| | • More cycle lanes / cycleways / mountain biking tracks | 6 |
| | • Support other sports | 5 |
| | • Support stadium | 4 |
| | • More walking tracks | 2 |
| | • Other | 14 |
| Q100 | Transport in and around; and to and from Dunedin | |
| | • Provide more cycle ways | 13 |
| | • More frequent / co-ordinated bus service | 9 |
| | • Introduce cheap/ free bus services | 9 |
| | • More modern / smaller / environmentally sensitive buses | 9 |
| | • Bring back train services | 8 |
| | • Service is good | 6 |
| | • Seek better air service provision / providers | 6 |
| | • Trams and cable cars would add flavour | 3 |
| | • Timetable needs adjustment | 3 |
| | • Need more car parks | 2 |
| | • Other | 16 |
| Q110 | General Comments | |
| | • Dunedin is a good City | |
| | • Dissatisfied with Stadium | |
| | • Dissatisfied with Council | |
| | • Council doing good job | |
| | • Council needs to listen | |

10.5 Strengths, Weaknesses Opportunities and Threats

The most common responses to the SWOT analysis among the secondary data set participants were:

| Strengths | Weaknesses |
|------------------------|---|
| Size | The Council |
| Access to Nature | Geographic Isolation/ Lack of Air Services |
| Culture | Population / Size of City |
| Friendly People | Debt |
| University of Otago | Unemployment |
| Facilities | Student Culture |
| Beauty | City Rundown |
| Economic Opportunity | Lack of Drive among Citizens |
| Student Culture | Lack of Economic Development |
| Architectural Heritage | City too Centralised, no development of suburbs |

| Opportunities | Threats |
|--|--|
| Economic Development initiatives | Climate Change |
| University of Otago | Lack of Democracy |
| Tertiary Education (general) | Debt |
| Tourism | Social Decline |
| Promotion of City | Economic Decline |
| The Natural Environment | The Stadium |
| The Stadium | Pollution |
| Development of Infrastructure | Action to address Spurious Climate Change claims |
| Development of specialist 'IT' Economy | Emigration |
| The Youth | Increasing Rates |

10.6 Priorities for 2010/ 2011

| Priority | N |
|--------------------------------------|----|
| Elect new council | 31 |
| Reduce council spending | 24 |
| Elect new council | 41 |
| Listen to the people | 19 |
| Finish stadium | 13 |
| Sewerage/ water issues | 10 |
| Reduce rates | 9 |
| Provide economic development support | 8 |
| Restore theatres | 4 |
| Address public transport | 4 |
| Address safety issues | 4 |
| Other | 36 |

11 Satisfaction with Council Activities

11.1 Consultation and Communication

More respondents were satisfied than dissatisfied with the notifications from Council regarding specific service interruptions (water, roadworks, road closures) and the availability and quality of information. Conversely, more people were dissatisfied than satisfied with information regarding Council activities and the amount of public consultation being undertaken (Table 11.1).

Table 11.1: Consultation and Communication

| | | Number of responses | Very Satisfied (%) | Satisfied (%) | Neither Satisfied nor Dissatisfied (%) | Dissatisfied (%) | Very Dissatisfied (%) | No Response (N) |
|----|---|---------------------|--------------------|---------------|--|------------------|-----------------------|-----------------|
| 43 | The availability of information held by the Council | 123 | 4 | 37 | 32 | 11 | 15 | 99 |
| 44 | The quality of information held by the Council | 123 | 3 | 36 | 38 | 13 | 10 | 99 |
| 45 | The amount of public consultation undertaken | 152 | 5 | 16 | 16 | 24 | 39 | 70 |
| 46 | The amount of information available explaining why and what the Council is doing | 155 | 2 | 22 | 21 | 25 | 30 | 67 |
| 47 | The notices and information you receive from the Council about activities and matters affecting your household's water supply | 134 | 8 | 31 | 40 | 11 | 9 | 88 |
| 48 | The notices and information you receive from the Council about roadworks and footpath repairs in your neighbourhood | 143 | 9 | 27 | 35 | 19 | 10 | 79 |
| 49 | The notices and information you receive from the Council about temporary street closures | 137 | 7 | 34 | 41 | 11 | 7 | 85 |

Unprompted comments with regard to Council Consultation and Communication included:

- Consultation on Stadium required
- More / effective public consultation
- Inadequate notices received
- Council not responding to citizens
- City Talk extravagant
- Other

11.2 Publications and Information

Across all aspects of publication and information there was a high level of satisfaction in the Council's provision of communications services, with satisfaction levels between 55% and 69%. Detail is shown in Table 11.2.

Table 11.2: Perceptions Regarding Publications and Information

| | | Number of responses | Very Satisfied (%) | Satisfied (%) | Neither Satisfied nor Dissatisfied (%) | Dissatisfied (%) | Very Dissatisfied (%) | No Response (N) |
|----|--|---------------------|--------------------|---------------|--|------------------|-----------------------|-----------------|
| 58 | City Talk Magazine | 133 | 12 | 44 | 28 | 9 | 8 | 89 |
| 59 | The Council's website www.dunedin.govt.nz | 116 | 9 | 49 | 29 | 9 | 3 | 106 |
| 60 | The Council's call centre (telephone enquiry service) | 107 | 13 | 56 | 21 | 6 | 4 | 115 |
| 61 | The Customer Services Agency in the Civic Centre | 97 | 10 | 45 | 35 | 4 | 5 | 125 |

Unprompted comments with regard to publications and information included:

- City Talk is not good value for money 3
- Call Centre / Customer Service agency are good 1
- Website difficult to navigate / slow 1
- Website upgrade is good 1
- Events don't get enough promotion 1

11.3 Economic Development and Promotion

In terms of economic development a high proportion of responses were neutral. More respondents were negative than positive about attracting new businesses, and supporting the development and retaining existing businesses in Dunedin. Responses were much more positive about events and festivals. Details are shown in Table 11.3.

Table 11.3: Perceptions of Economic Development and Promotion

| | | Number of responses | Very Satisfied (%) | Satisfied (%) | Neither Satisfied nor Dissatisfied (%) | Dissatisfied (%) | Very Dissatisfied (%) | No Response (N) |
|----|---|---------------------|--------------------|---------------|--|------------------|-----------------------|-----------------|
| 50 | Attracting new businesses and jobs to Dunedin | 134 | 2 | 21 | 34 | 20 | 23 | 88 |
| 51 | Supporting the development of existing Dunedin businesses | 134 | 3 | 21 | 26 | 25 | 25 | 88 |
| 52 | Retaining existing businesses and jobs in Dunedin | 141 | 1 | 19 | 29 | 23 | 28 | 81 |
| 53 | Media coverage of events run in Dunedin | 154 | 5 | 36 | 32 | 18 | 9 | 68 |
| 54 | City festivals and events | 155 | 9 | 46 | 30 | 9 | 6 | 67 |

Unprompted responses with regard to Economic Development and Promotion included:

- Council does not support local business 6
- Need to provide opportunities that attract new businesses 4
- Need more events 1
- Red tape impinges on businesses 1

11.4 Elected Representatives and Council Staff

More respondents were dissatisfied than were satisfied or neutral with regard to their contact with the Mayor and Councillors. This was not the case with contact with Community Board members, where the majority were neutral. The majority of respondents were satisfied with Council staff, with less than a 20% dissatisfied. Details are shown in Table 11.4.

Table 11.4: Elected Representatives and Council Staff

| | | Number of responses | Very Satisfied (%) | Satisfied (%) | Neither Satisfied / Dissatisfied (%) | Dissatisfied (%) | Very Dissatisfied (%) | No Response (N) |
|----|--|---------------------|--------------------|---------------|--------------------------------------|------------------|-----------------------|-----------------|
| 55 | Your contact with the Mayor and Councillors | 87 | 8 | 22 | 23 | 17 | 30 | 135 |
| 56 | Your contact with Community Board members | 60 | 13 | 18 | 45 | 8 | 15 | 162 |
| 57 | Your contact and dealings with Council staff | 119 | 16 | 42 | 24 | 6 | 12 | 103 |

Unprompted comments with regard to elected representatives and council staff included:

- Do not listen 10
- Need to engage in more consultation/ communication 6
- Need more openness / open meetings 3
- Are doing a good job / satisfied 2
- Do not do job 2
- Council is performing poorly 2
- Other 6

12 Satisfaction with Council Services

12.1 Rubbish Collection

Satisfaction levels among the respondents in the secondary data set were highest for household rubbish collection, kerbside recycling and the reliability of the rubbish service and moderate for street litter bins and for the cleanliness of the streets (Table 12.1).

Table 12.1: Satisfaction of Users with Rubbish Collection

| | | Number of responses | Very Satisfied (%) | Satisfied (%) | Neither Satisfied nor Dissatisfied (%) | Dissatisfied (%) | Very Dissatisfied (%) | No Response (N) |
|---|---|---------------------|--------------------|---------------|--|------------------|-----------------------|-----------------|
| 1 | Household Rubbish Collection | 159 | 26 | 50 | 14 | 6 | 4 | 63 |
| 2 | Kerbside Recycling | 167 | 20 | 46 | 11 | 16 | 7 | 55 |
| 3 | Street Litter Bins | 158 | 9 | 37 | 36 | 15 | 3 | 64 |
| 4 | Reliability of the rubbish collection service | 168 | 38 | 49 | 6 | 6 | 1 | 54 |
| 5 | Cleanliness of the streets immediately after rubbish collection | 167 | 11 | 35 | 23 | 21 | 10 | 55 |
| 6 | Cleanliness of the streets in general | 171 | 6 | 36 | 20 | 21 | 16 | 51 |

Unprompted responses regarding garbage collection included:

- Rubbish broken glass on street 22
- University area needs work, lots of rubbish 6
- Better household bins 5
- Service too expensive 4
- Overall poor service 4
- Need more recycling 2
- General calls for more recycling services 3
- Need green waste collection 1
- More street bins 1
- Other 4

12.2 Water, Drainage and Sewerage

The majority of respondents in the secondary data set were satisfied with water pressure, water quality and stormwater collection service in the City. Satisfaction with the sewerage system was lower (Table 12.2)

Table 12.2 Satisfaction of Users with Water, Drainage, and Sewerage

| | | Number of responses | Very Satisfied (%) | Satisfied (%) | Neither Satisfied nor Dissatisfied (%) | Dissatisfied (%) | Very Dissatisfied (%) | No response (N) |
|----|--------------------------------|---------------------|--------------------|---------------|--|------------------|-----------------------|-----------------|
| 7 | Water Pressure | 170 | 27 | 48 | 10 | 12 | 3 | 52 |
| 8 | Water Quality | 172 | 17 | 41 | 16 | 19 | 8 | 50 |
| 9 | Storm water collection service | 162 | 16 | 44 | 22 | 15 | 3 | 60 |
| 10 | The City's sewerage system | 161 | 12 | 34 | 19 | 22 | 12 | 61 |

Unprompted responses with regard to Water, Drainage and Sewerage

- Sewerage system needs upgrade / not pump to sea 11
- Poor water quality 8
- Stormwater 2
- Other 2

12.3 Roads, Footpaths, Lighting and Parking

Overall, most of the respondents in the secondary data set were relatively satisfied with the road and footpath network. The areas where satisfaction were lowest, and where a third or more were dissatisfied, were the suitability of the road network for cyclists throughout the City, the availability of car parking in the central City and on-street parking in the central City, the flow of traffic around and through the City at peak times of the day, and the condition of the footpaths in their neighbourhood (Table 12.3).

Table 12.3 Satisfaction of Users with Roads, Footpaths, Lighting, and Parking

| | | Number of responses | Very Satisfied (%) | Satisfied (%) | Neither Satisfied nor Dissatisfied (%) | Dissatisfied (%) | Very Dissatisfied (%) | No response (N) |
|----|---|---------------------|--------------------|---------------|--|------------------|-----------------------|-----------------|
| 11 | The condition of the roads in your neighbourhood | 172 | 6 | 46 | 20 | 18 | 9 | 50 |
| 12 | The condition of the roads throughout the City | 170 | 3 | 42 | 29 | 18 | 7 | 52 |
| 13 | The condition of the footpaths in your neighbourhood | 168 | 7 | 42 | 18 | 21 | 13 | 54 |
| 14 | The condition of the footpaths throughout the City | 167 | 5 | 43 | 31 | 15 | 7 | 55 |
| 15 | That there are footpaths where you need them in your neighbourhood | 168 | 13 | 50 | 17 | 11 | 8 | 54 |
| 16 | That there are footpaths where you need them throughout the City | 164 | 10 | 58 | 24 | 8 | 0 | 58 |
| 17 | Street lighting in your neighbourhood | 168 | 11 | 58 | 17 | 9 | 7 | 54 |
| 18 | Street lighting in the City | 170 | 8 | 61 | 24 | 7 | 1 | 52 |
| 19 | Street names signs throughout the City | 169 | 10 | 51 | 22 | 12 | 5 | 53 |
| 20 | Directional signs for traffic throughout the City | 171 | 5 | 52 | 25 | 13 | 5 | 51 |
| 21 | The flow of traffic around and through the City at peak times of the day | 169 | 5 | 22 | 27 | 33 | 14 | 53 |
| 22 | The flow of traffic around and through the City at off-peak times of the day | 170 | 11 | 50 | 26 | 7 | 4 | 52 |
| 23 | The ease of pedestrian access throughout the transport network | 163 | 7 | 41 | 32 | 12 | 7 | 59 |
| 24 | The efforts made to minimise inconvenience and disruption caused to the public when work is done on the roads, footpaths and drains | 168 | 5 | 48 | 31 | 8 | 6 | 54 |
| 25 | The availability of car parking in the central City | 166 | 4 | 25 | 22 | 24 | 25 | 56 |
| 26 | The number of parking spaces available in Council car parking buildings | 151 | 6 | 34 | 40 | 11 | 9 | 71 |
| 27 | The number of parking spaces available in off-street car parks | 149 | 5 | 28 | 37 | 18 | 13 | 73 |

| | | Number of responses | Very Satisfied (%) | Satisfied (%) | Neither Satisfied nor Dissatisfied (%) | Dissatisfied (%) | Very Dissatisfied (%) | No response (N) |
|----|--|---------------------|--------------------|---------------|--|------------------|-----------------------|-----------------|
| 28 | The ease of use of Pay and Display car parking | 165 | 5 | 33 | 37 | 10 | 15 | 57 |
| 29 | The availability of on-street parking in the central City | 164 | 2 | 21 | 29 | 27 | 21 | 58 |
| 30 | The suitability of the road network for cyclists throughout the City | 147 | 5 | 10 | 33 | 20 | 33 | 75 |

Unprompted responses with regard to Roads, Footpaths, Lighting and Parking

| | |
|---|----|
| • Rooding – specific local issues | 21 |
| • Parking is too expensive / Pay n Display issues | 19 |
| • Roads are neglected / general repair issues | 18 |
| • Footpaths need maintenance / more footpaths | 17 |
| • Need more parking | 16 |
| • Need more cycle tracks | 15 |
| • Traffic flow / traffic light issues | 6 |
| • Other | 16 |

12.4 Regulatory, Monitoring and Enforcement

Most respondents in the secondary data set were either positive or neutral about regulatory and enforcement issues. The areas of least satisfaction were dog fouling and the processing of applications for building consents (Table 12.4).

Table 12.4 Satisfaction of Users with Regulatory, Monitoring, and Enforcement Services

| | | Number of responses | Very Satisfied (%) | Satisfied (%) | Neither Satisfied nor Dissatisfied (%) | Dissatisfied (%) | Very Dissatisfied (%) | No response (N) |
|----|---|---------------------|--------------------|---------------|--|------------------|-----------------------|-----------------|
| 31 | Control of roaming dogs | 161 | 9 | 45 | 27 | 12 | 6 | 61 |
| 32 | Control of dogs fouling the street | 161 | 4 | 30 | 25 | 28 | 14 | 61 |
| 33 | Control of barking dogs | 155 | 5 | 32 | 37 | 15 | 12 | 67 |
| 34 | Noise control | 149 | 5 | 42 | 38 | 9 | 5 | 73 |
| 35 | Parking enforcement | 160 | 6 | 34 | 38 | 6 | 17 | 62 |
| 36 | The fairness and attitude of parking wardens | 153 | 5 | 30 | 40 | 8 | 17 | 69 |
| 37 | Enforcing hygiene standards in City food establishments | 147 | 14 | 54 | 23 | 5 | 3 | 75 |
| 38 | Enforcing appropriate standards in the City's licensed premises | 141 | 6 | 45 | 33 | 10 | 6 | 81 |
| 39 | Processing of applications for building consents | 105 | 2 | 15 | 41 | 25 | 17 | 117 |
| 40 | Monitoring and inspection of buildings under construction | 93 | 3 | 20 | 49 | 19 | 8 | 129 |

Unprompted responses with regard to regulatory, monitoring and enforcement included:

- Dog control poor 8
- Wardens attitudes not good 5
- Dog faeces on streets 4
- Building consents too slow, unhelpful 6
- Other 5

12.5 Customer Service

More respondents in the secondary data set were dissatisfied than were satisfied that the Council strives to improve and that the Council delivered good value for the ratepayer money.

Table 12.5 Satisfaction of Users with Customer Service

| | | Number of responses | Very Satisfied (%) | Satisfied (%) | Neither Satisfied nor Dissatisfied (%) | Dissatisfied (%) | Very Dissatisfied (%) | No Response (N) |
|----|---|---------------------|--------------------|---------------|--|------------------|-----------------------|-----------------|
| 41 | The Council is constantly striving to improve | 153 | 5 | 24 | 26 | 22 | 24 | 69 |
| 42 | The Council delivers good value for the ratepayer money | 161 | 4 | 18 | 15 | 25 | 38 | 61 |

Unprompted responses with regard to Council customer services were received from the online sample. Details are as follows:

- Staff Good, helpful, accessible 12
- Reduce Staff 77
- Poor Customer Service 5
- Enforce accountability 1
- Senior Management issues 2

13 Use of City Facilities (Secondary Data Set)

13.1 Use of City Facilities

Table 13.1 Use of City Facilities

| | | Based on Total Responses | | | No response (N) |
|----|--|--------------------------|------------------|---|-----------------|
| | | No visits | 1 or more visits | Average number of visits ^{xvi} | |
| 68 | Any library (Moray Place, Mosgiel, Port Chalmers, Waikouaiti, Blueskin Bay, Bookbus) | 58% | 42% | 13.4 | 128 |
| 70 | Any swimming pool (Moana, Mosgiel, St Clair Salt Water, Port Chalmers) | 71% | 29% | 12.7 | 158 |
| 71 | Otago Museum | 57% | 43% | 2.7 | 127 |
| 72 | Otago Settlers Museum | 66% | 34% | 1.4 | 147 |
| 73 | Dunedin Public Art Gallery | 69% | 31% | 1.9 | 153 |
| 74 | Dunedin Chinese Garden | 78% | 22% | 0.6 | 174 |
| 75 | Botanic Gardens | 56% | 44% | 14.1 | 124 |
| 76 | Winter Sports playing fields | 76% | 24% | 7.9 | 168 |
| 77 | Summer Sports playing fields | 80% | 20% | 4.8 | 177 |
| 78 | Council playgrounds | 73% | 27% | 6.9 | 163 |
| 79 | Walking and Biking tracks around the City | 61% | 39% | 36.3 | 136 |
| 80 | Parks and Reserves | 63% | 37% | 10.5 | 139 |
| 82 | Dunedin Stadium (Ice Stadium) | 86% | 14% | 0.9 | 190 |
| 83 | Edgar Sports Centre | 75% | 25% | 4.3 | 167 |
| 84 | Carisbrook | 82% | 18% | 1.4 | 182 |
| 85 | The Dunedin Visitors Centre (Octagon) | 84% | 16% | 1.4 | 186 |
| 86 | Dunedin Town Hall | 40% | 60% | 1.4 | 156 |
| 87 | Regent Theatre | 64% | 33% | 1.9 | 148 |
| 88 | Fortune Theatre | 75% | 25% | 1.2 | 167 |
| 89 | Dunedin's cemeteries (services provided to public) | 81% | 19% | 0.9 | 179 |
| 91 | Public toilets | 59% | 41% | 16.4 | 132 |

13.2 Satisfaction with City Facilities

Most respondents in the secondary data set were satisfied with the facilities provided. The Chinese Garden and public toilets received the lowest satisfaction scores. (Table 13.2).

Table 13.2 Satisfaction of Users with City Facilities

| | | Number of responses | Very Satisfied (%) | Satisfied (%) | Neither Satisfied nor Dissatisfied (%) | Dissatisfied (%) | Very Dissatisfied (%) | No response (N) |
|----|---|---------------------|--------------------|---------------|--|------------------|-----------------------|-----------------|
| 68 | Any library (Moray Place, Mosgiel, Port Chalmers, Waikouaiti, Blueskin Bay, Bookbus | 127 | 40 | 47 | 7 | 3 | 2 | 95 |
| 69 | Material available at the libraries | 127 | 30 | 54 | 16 | 1 | 0 | 95 |
| 70 | Any swimming pool (Moana, Mosgiel, St Clair Salt Water, Port Chalmers) | 104 | 21 | 52 | 16 | 10 | 1 | 118 |
| 71 | The Otago Museum | 131 | 28 | 56 | 8 | 5 | 3 | 91 |
| 72 | Otago Settlers Museum | 110 | 33 | 50 | 14 | 3 | 1 | 112 |
| 73 | Dunedin Public Art Gallery | 96 | 24 | 56 | 20 | 0 | 0 | 126 |
| 74 | Dunedin Chinese Garden | 87 | 21 | 31 | 21 | 13 | 15 | 135 |
| 75 | Botanic Garden | 134 | 38 | 56 | 4 | 2 | 0 | 88 |
| 76 | Winter sports playing fields | 80 | 16 | 46 | 31 | 5 | 1 | 142 |
| 77 | Summer sports playing fields | 71 | 21 | 46 | 31 | 1 | 0 | 151 |
| 78 | Council playgrounds | 87 | 17 | 48 | 22 | 10 | 2 | 135 |
| 79 | Walking and biking tracks around the City | 119 | 18 | 52 | 19 | 8 | 2 | 103 |
| 80 | Parks and Reserves | 121 | 20 | 63 | 16 | 2 | 0 | 101 |
| 81 | Accessibility to sites and facilities | 135 | 15 | 63 | 19 | 1 | 1 | 87 |
| 82 | Dunedin Stadium (Ice Stadium) | 64 | 17 | 56 | 23 | 2 | 2 | 158 |
| 83 | Edgar Sports Centre | 96 | 18 | 52 | 25 | 4 | 1 | 126 |
| 84 | Carisbrook | 81 | 30 | 36 | 20 | 9 | 6 | 141 |
| 85 | The Dunedin Visitor Centre | 59 | 14 | 47 | 24 | 8 | 7 | 163 |
| 86 | The Dunedin Town Hall | 102 | 17 | 54 | 23 | 5 | 2 | 120 |
| 87 | Regent Theatre | 106 | 13 | 52 | 24 | 9 | 2 | 116 |
| 88 | Fortune Theatre | 82 | 27 | 52 | 16 | 2 | 2 | 140 |

| | | Number of responses | Very Satisfied (%) | Satisfied (%) | Neither Satisfied nor Dissatisfied (%) | Dissatisfied (%) | Very Dissatisfied (%) | No response (N) |
|----|--|---------------------|--------------------|---------------|--|------------------|-----------------------|-----------------|
| 89 | Dunedin's Cemeteries (services provided to public) | 82 | 16 | 52 | 30 | 0 | 1 | 140 |
| 90 | Dunedin's Cemeteries (physical appearance) | 109 | 11 | 56 | 27 | 5 | 2 | 113 |
| 91 | Public Toilets | 130 | 5 | 36 | 32 | 15 | 12 | 92 |

Unprompted responses with regard to Dunedin facilities included:

- Libraries good 6
 - TV shouldn't be in Library 1
- Pools
 - Congested 3
 - Need upgrading 3
 - Hygiene 2
 - Other 3
- Museums 3
- Botanic Gardens good 4
- Parks
 - Need maintenance 4
 - More trees 4
 - Good 2
- Playing fields need maintenance 1
 - more tracks needed 2
- Walking tracks
 - need maintenance 1
- Cycle tracks
 - Erosion, need maintenance 2
 - Need more 2
- Stadium
 - Negative 6
 - Positive 4
- Playgrounds need maintenance 3
- Chinese Garden
 - Negative 4
 - Positive 1
- Edgar Centre
 - Expensive for multi-use 2
 - Run down 1
- Carisbrook
 - Good facility, should be upgraded/ retained 2
 - Needed to go 2
- Regent/ Fortune Theatres
 - Needs support 11
 - Doesn't need support 1
- Toilets
 - Need maintenance / unhygienic 7

| | |
|-----------------------------|---|
| ○ Not enough | 6 |
| ○ Well Maintained | 2 |
| • Cemeteries | |
| ○ Well maintained | 1 |
| ○ Run down | 1 |
| • Visitors Centre | |
| ○ Temporary, OK but cramped | 2 |
| ○ No parking | 1 |

- **Research First**
Monday, 12 July 2010

14 Endnotes

- i Where participants are able to complete the survey questionnaire at their leisure.
- ii Ensuring a representative sample of residents, in contrast to the sample of just *ratepayers* that would result if the Council's databases were used.
- iii Dillman, D (2006) *Mail and Internet Surveys: The Tailored Design Method 2007 Update with New Internet, Visual, and Mixed-Mode Guide*. Wiley, New York; and Dillman, D. A. (1978) *Mail and Telephone Surveys: The Total Design Method*, John Wiley and Sons, New York.
- iv This pre-test process ensures the questions in the survey are intelligible to the target population, that the answer options (where provided) are exhaustive, that the question order makes sense, and that the questionnaire is not too long. The results of this pre-test are used to refine the final survey questionnaire and are not to be considered part of the achieved sample.
- v Where only those motivated to respond will respond, and that if specific issues are relevant to a sub-group within the population, the outcome may be skewed by responses from that sub-group.
- vi The data collection period needs to allow for the time taken to post out the questionnaire; for participants to complete the questionnaire; and to return the questionnaire by return post. Reminder letters (which are essential to effective mail surveys) double the data collection period. The 2009 Residents' Opinion Survey was conducted over a data collection period of five weeks with a reminder letter sent in the third week.
- vii Cook, K. (ed.) (1987) *Social Exchange Theory*. Sage Publications, Newbury Park, Ca. See also Dillman, D. A. (2000) *Mail and Telephone Surveys: The Tailored Design Method*, John Wiley and Sons, New York.
- viii This section reports the results from the survey (i.e., primary data set) and does not include the 'consultation' data collected from the secondary data set (i.e. those responses to the online survey which were from residents not randomly selected in the original sample).
- ix Research First has noticed this trend across the Residents' Satisfaction and Residents' Opinion surveys it completes for a number of other territorial local authorities in 2010.
- x The presence of 'the suitability of roading network for cyclists' in the 'more satisfied' and 'least satisfied' lists highlights the difference between relative and absolute performance metrics in this report.
- xi http://www.bigcities.govt.nz/pdfs/Quality_of_Life_2008.pdf
- xii Commonly, when analysing quantitative data, the measure for each index will be a percentage of the number of individuals responding to that question. Historically, some analyses undertaken for Dunedin City ROS calculated the percentage for some indices based on the total sample, irrespective of whether the question was answered by the respondent. For trend analyses, the alternate calculation has been maintained. This does not necessarily match the data in the related table.
- xiii Average only includes those who noted visiting the facility.
- xiv Data on additional facilities is not available prior to 2007/8.
- xv 222 online responses were received with 46 of these were from residents selected for the survey sample (i.e., respondents who preferred completing the questionnaire online than via the postal questionnaire provided) and 176 were from residents not selected for the survey sample. As a result, the 176 responses have been analysed separately
- xvi Average only includes those who noted visiting the facility.