



dunedin

# Dunedin City Council

## Annual Residents Survey



Report | August 2016





**Table of Contents**

<b>Part I: Summary</b>	<b>Page 3</b>
Introduction, objectives and methodology	Page 4
Executive summary	Page 5
Summary of key performance indicators	Page 6
<b>Part II: Detailed results by activity</b>	<b>Page 10</b>
Facilities	Page 11
Infrastructure	Page 22
Services	Page 28
Planning and urban design	Page 34
Council communications	Page 40
Interactions with council staff	Page 43
<b>Part III: Drivers of satisfaction</b>	<b>Page 48</b>
Leadership	Page 49
Perceptions of Dunedin City	Page 57
Driver analysis	Page 61
Sample profile	Page 65





# Dunedin City Council

## Part I: Summary



# Introduction, Objectives and Methodology

## Introduction

Dunedin City Council has commissioned a Residents' Opinion Survey since 1994 to canvass the views of residents from Dunedin about a range of services and facilities. Specific objectives are:

- Gauge the extent to which the council is meeting its Long Term Plan and Annual Plan objectives
- Measure residents' satisfaction with the services and facilities it provides to the community
- Identify improvements that would be valued by residents

## Methodology

- A new questionnaire was developed for the 2016 survey with the aim of making the questionnaire more succinct while also increasing the ability to analyse the resulting data using multivariate statistical methods
- The 2016 survey has used a 1-10 point scale rather than a five point ordinal scale as traditionally used. This is to achieve greater granularity and to support the use of statistical techniques to examine the results. A parallel study using the traditional scale was undertaken and this revealed a high level of comparability, however caution is still needed when comparing against historical results
- A sequential mixed method approach was employed which is consistent with the 2015 and prior surveys. This involved making a random selection of residents from the Electoral Roll and sending them a letter inviting them to complete an online survey. A reminder postcard and option of completion using a paper version of the questionnaire were also provided
- A total of 2,400 invitations were posted in May 2016 and 3,000 in June 2016, the latter representing a boost of 600 due to an apparent slow response to the initial invitations. In total 1,577 valid responses were received (1,434 via online and 143 via hard copy), representing a response of 29%. This compares with a response of 25% for the 2015 survey. At an aggregate level the sample has an expected 95% confidence interval (margin of error) of +/-2.5%
- Post data collection the sample has been weighted to known population distributions according to the 2013 Census using age, location, gender and prioritised ethnicity

## Executive summary

- 1 Satisfaction with the Dunedin City Council is similar to last year, while results relating to value for money and the performance of the mayor, councillors and community boards all show improvement
- 2 Perceptions are strongly influenced by ‘*value for money*’ (54% impact) and the score has improved compared to the previous year
- 3 Creating a greater appreciation of the services people receive in return for the rates and other fees they pay will reflect positively in overall perceptions
- 4 The services and infrastructure area accounts for about a quarter of the overall evaluation and performance is generally satisfactory with 69% scoring 7-10
- 5 Improvements that would be most valued relate to communications, the maintenance of roads and effectiveness of the city’s stormwater systems
- 6 About 40% of residents have had an interaction with the Dunedin City Council in the previous three months and mostly evaluate the service highly
- 7 Residents have a more positive perspective of Dunedin City relative to a year ago, particularly in relation to being a fun city, being a thriving city, having a sense of community and being a sustainable





dunedin

## Summary of key performance indicators



Annual survey of residents  
May-June 2016



# Residents are particularly satisfied with the city’s parks, reserves and other facilities

## Overall performance summary

## Satisfaction by location (% 7-10)

	Satisfied (% 7-10)	Dunedin City	Green Island	Kaikorai Valley	Mosgiel	Northern Suburbs	Peninsula	Port Chalmers	Rural	Dunedin South
Satisfaction with the DCC	52%	61%	54%	56%	44%	54%	61%	54%	42%	47%
Service and infrastructure delivery	69%	70%	75%	67%	64%	70%	73%	73%	68%	67%
Overall value	47%	52%	42%	50%	41%	49%	52%	53%	38%	46%
Performance of the mayor and councillors	41%	58%	39%	39%	38%	41%	43%	38%	47%	37%
Performance of community boards	48%	53%	47%	41%	50%	44%	56%	64%	60%	40%
Public facilities:										
- Overall parks and reserves	83%	79%	86%	83%	79%	87%	88%	84%	84%	81%
- Overall sports and recreational facilities	83%	85%	85%	85%	80%	80%	86%	85%	87%	83%
- Overall other public facilities	89%	89%	89%	84%	89%	89%	93%	97%	94%	90%
Infrastructure:										
- Water related infrastructure	55%	63%	58%	56%	53%	63%	50%	53%	48%	46%
- Roads, footpaths and parking	48%	50%	46%	46%	52%	50%	46%	49%	47%	46%
Other Services:										
- Regulatory services	62%	63%	63%	60%	58%	65%	66%	63%	58%	61%
- Planning and urban design	68%	72%	72%	66%	67%	73%	67%	66%	65%	64%
- Communications	64%	63%	66%	68%	61%	64%	75%	60%	66%	58%
- Handling enquiries	73%	59%	87%	71%	75%	74%	67%	74%	74%	72%
- Waste management	69%	57%	71%	72%	72%	66%	72%	71%	72%	72%

NOTES:

1. Sample: n=1,577; Dunedin Central n=61; Green Island n=167; Kaikorai Valley n=269; Mosgiel n=236; Northern Suburbs n=210; Peninsula n=148; Port Chalmers n=84; Rural n=127; South Dunedin n=275

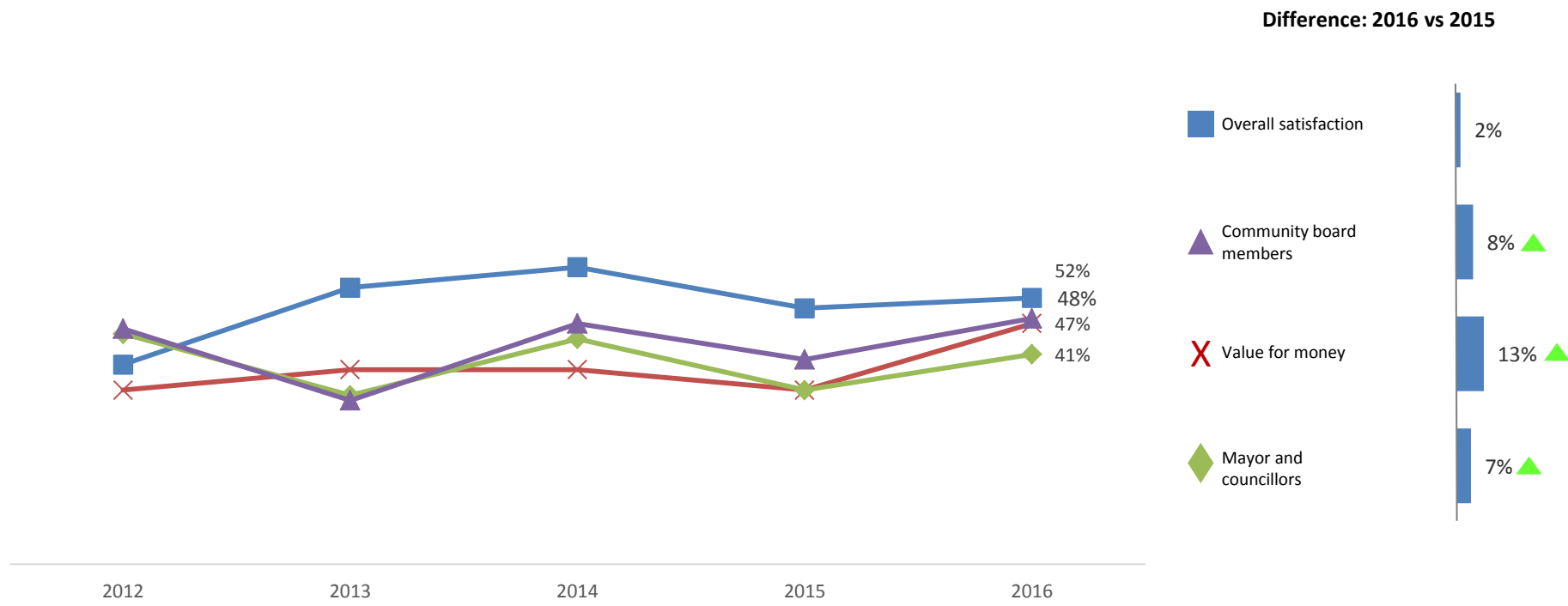
2. Results for the various parks, reserves and facilities are only shown for those who have used the facility in the last 12 months. Results for 'handling enquiries' relates to those who have made an enquiry within the last three months

2. Excludes 'Don't know' responses

Page 7

# Overall level measures relating to leadership and value show an improvement relative to the 2015 result

## Overall performance measures

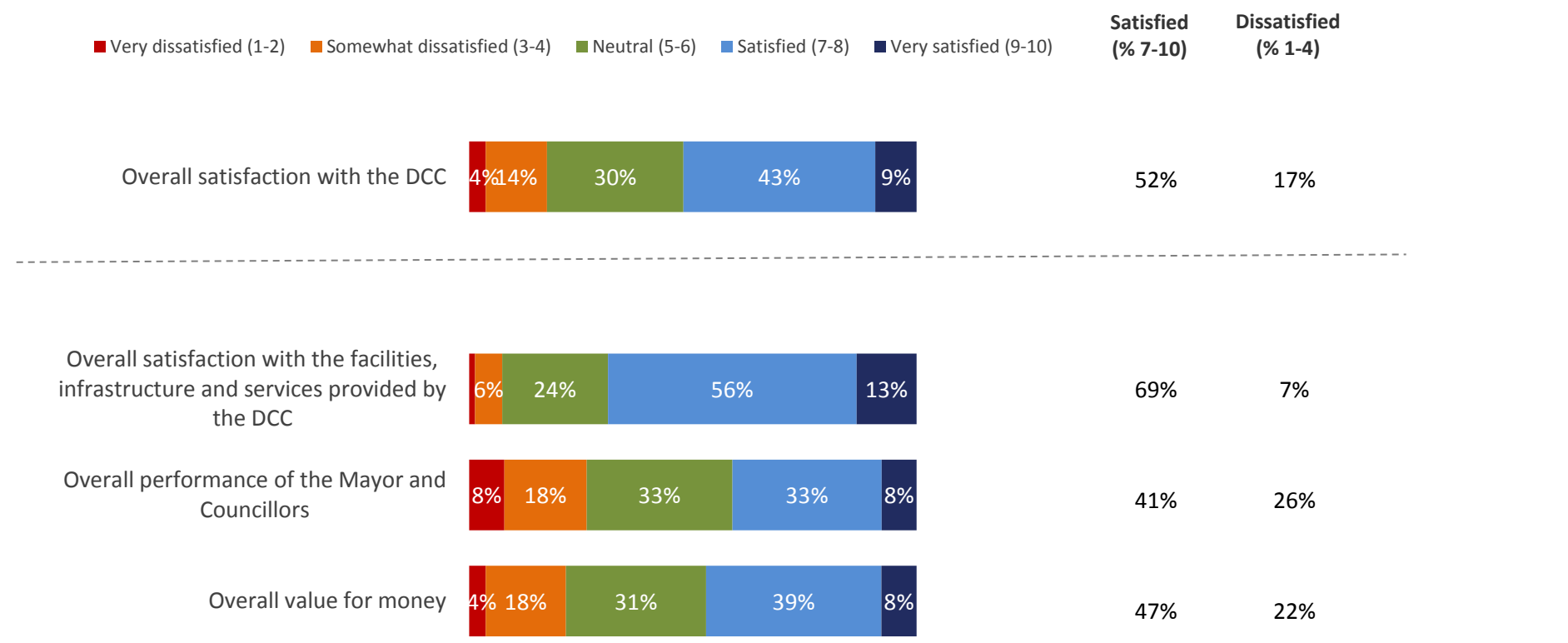


The 2016 questionnaire has used a 1-10 scale where prior surveys have used a five-point ordinal scale. Some caution is needed when comparing against historical results



Services, infrastructure and facilities are evaluated well with over two thirds being satisfied or very satisfied, and relatively few (7%) are dissatisfied

### Overall level questions



NOTES:  
 1. Sample: n=1,577  
 2. ID: How satisfied are you with each of the following?  
 3. Excludes 'don't know' responses



dunedin

# Dunedin City Council

## Part II: Detailed results by activity





dunedin

## Facilities



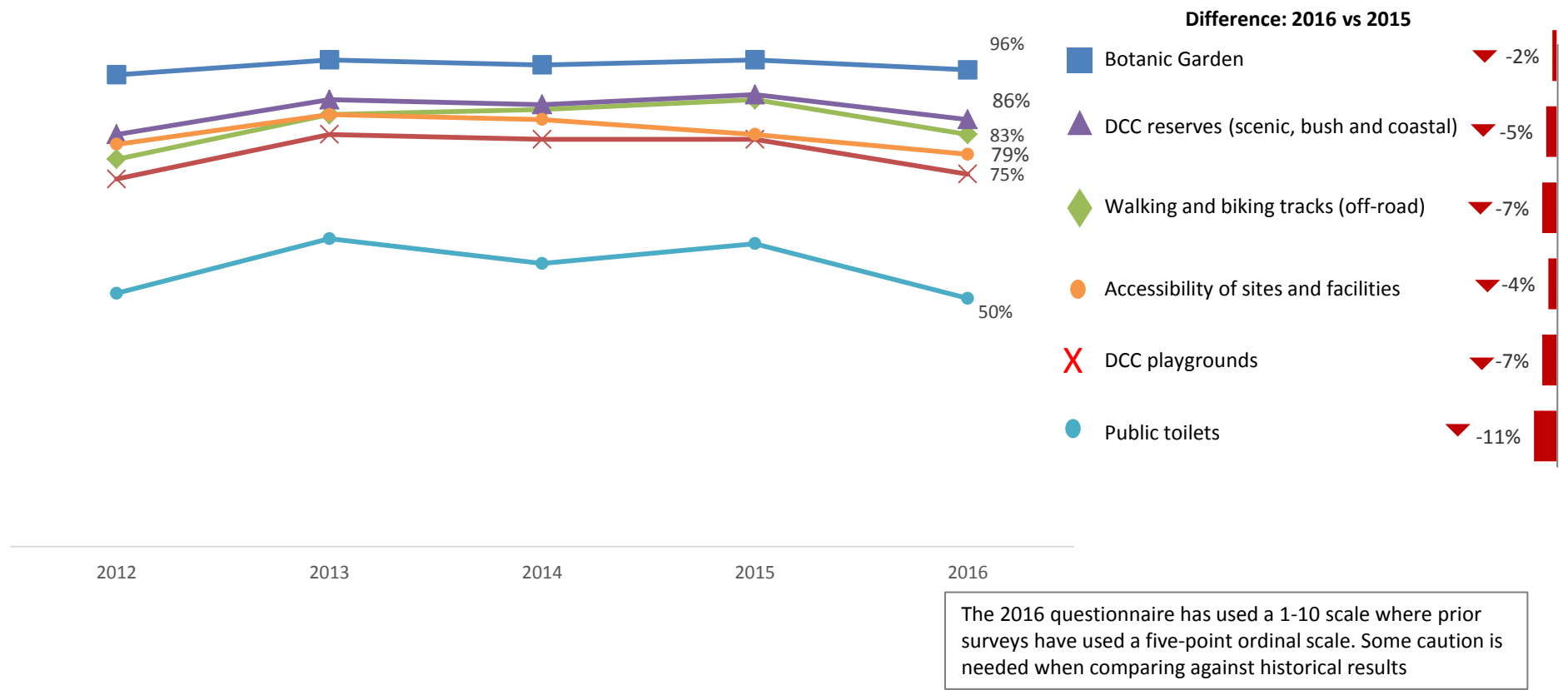
Annual survey of residents  
May-June 2016





Results for parks and reserves suggest a small decline in satisfaction, and in particular, satisfaction with the standard of the public toilets has declined relative to prior years

Parks, reserves and open spaces (evaluation by users)



NOTES:

1. Sample: n=1,577

2. PRU: In the last 12 months, about how frequently have you visited each of the following?

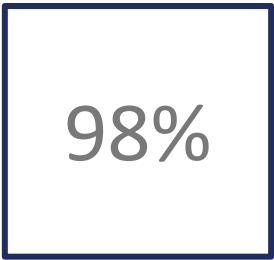
3. PR: How satisfied are you with each of the following

4. Results reported only for users of each facility and excludes 'don't know' responses

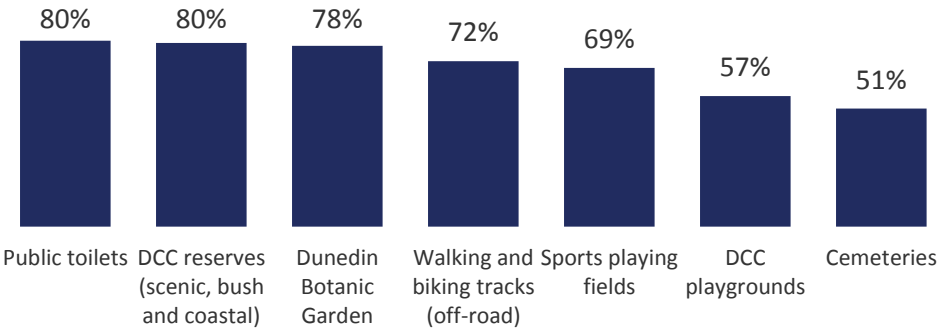
Walking and biking tracks are the most frequently used outdoor facilities followed closely by sports playing fields, and overall, 98% of residents are making use of outdoor facilities

### Parks, reserves and open space facilities: visitation

Used one or more parks, reserves and open space facilities in the last year



Proportion using facility in last 12 months



Frequency of use (all residents)

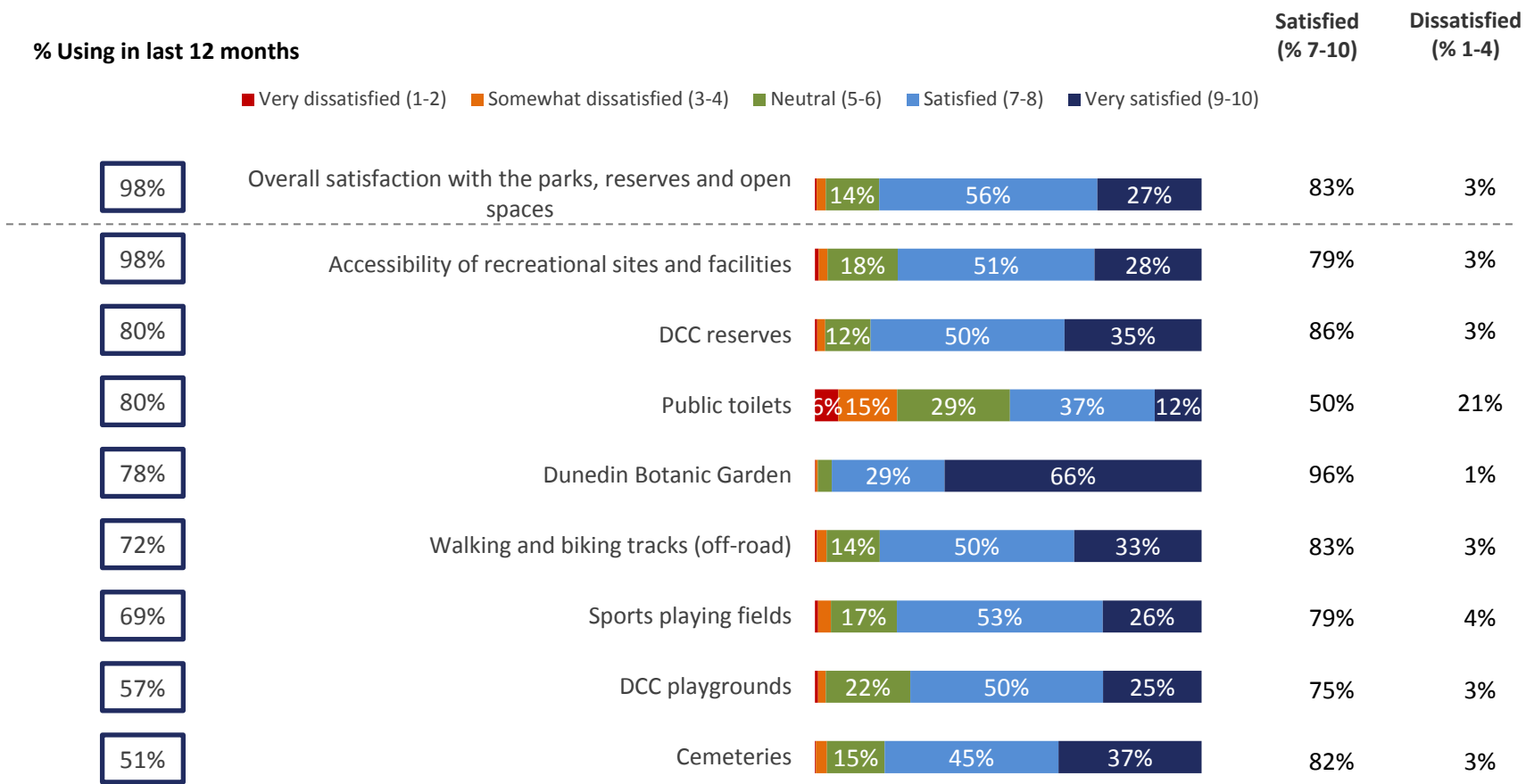
	Public toilets	DCC reserves (scenic, bush and coastal)	Dunedin Botanic Garden	Walking and biking tracks (off-road)	Sports playing fields	DCC playgrounds	Cemeteries
Monthly or more often	26%	24%	16%	31%	29%	18%	5%
Several times in the year	32%	30%	28%	22%	18%	18%	15%
Once or twice in the year	23%	26%	35%	18%	21%	20%	31%
Not at all	20%	20%	22%	28%	31%	44%	49%
Total	100%	100%	100%	100%	100%	100%	100%

NOTES:

- Sample: n=1,577
- PRU: In the last 12 months, about how frequently have you visited each of the following?
- Excludes 'don't know' responses
- Totals may not add due to rounding

Overall satisfaction with parks, reserves and open spaces is high and this is particularly the case with the Botanic Gardens, however residents are less satisfied with the city’s public toilets

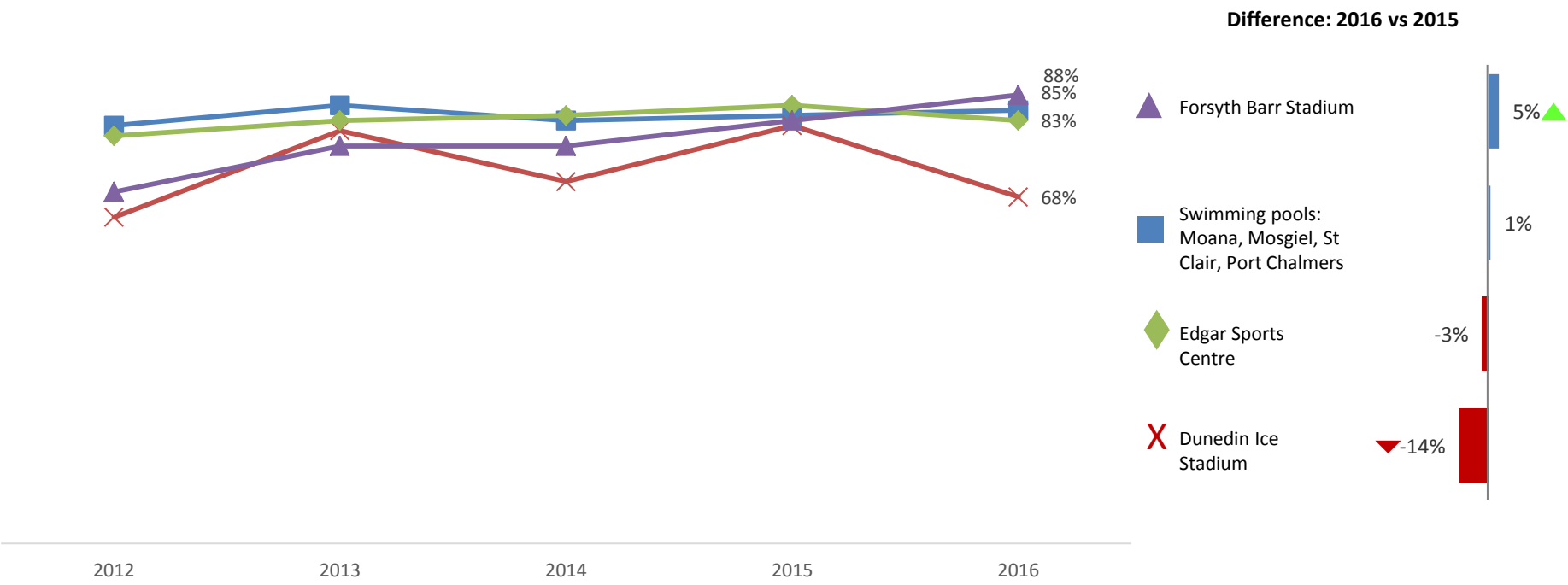
### Parks, reserves and open space facilities







Satisfaction with the various sporting facilities is relatively similar to results reported last year with the exception of the Dunedin Ice Stadium which is lower than in 2015

### Sports and recreational facilities (evaluation by users)



The 2016 questionnaire has used a 1-10 scale where prior surveys have used a five-point ordinal scale. Some caution is needed when comparing against historical results.

 Significantly higher  
 Significantly lower

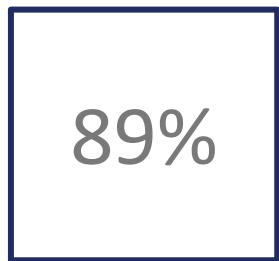
NOTES:

- Sample: n=1,577
- SRU: In the last 12 months, about how frequently have you visited each of the following?
- SR: How satisfied are you with each of the following
- Results reported only for users of each facility and excludes 'don't know' responses

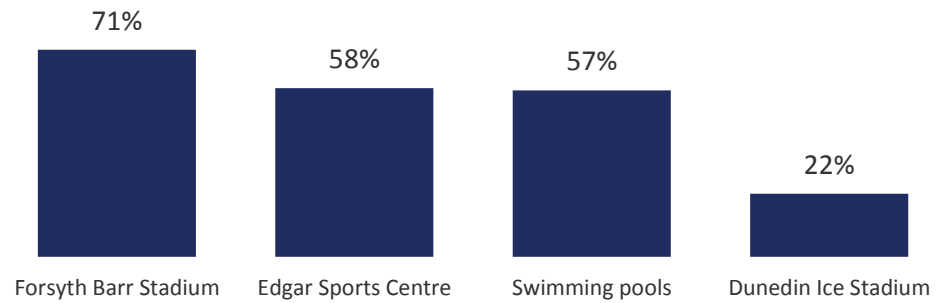
Overall, 89% of residents are making use of the city’s sports facilities with swimming pools being the most frequently used; about a fifth of residents using these at least monthly

Sports and recreation facilities: visitation

Visited one or more sports and recreation facilities in the last year



Proportion using facility in last 12 months



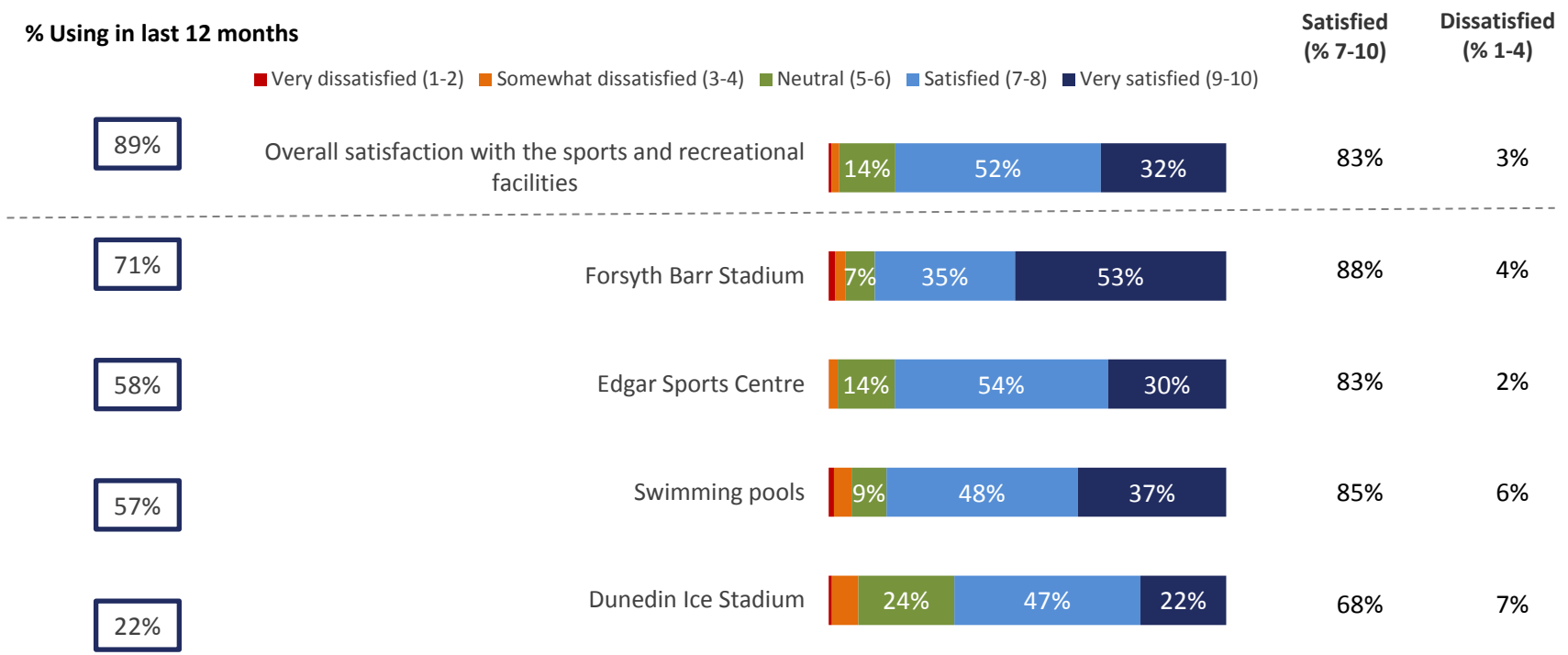
Frequency of use (all residents)

	Forsyth Barr Stadium	Edgar Sports Centre	Swimming pools	Dunedin Ice Stadium
Monthly or more often	7%	12%	19%	1%
Several times in the year	29%	16%	20%	4%
Once or twice in the year	36%	30%	19%	17%
Not at all	29%	42%	43%	78%
Total	100%	100%	100%	100%

NOTES:  
1. Sample: n=1,577  
2. PRU: In the last 12 months, about how frequently have you visited each of the following?  
3. Excludes 'don't know' responses  
4. Totals may not add due to rounding

Satisfaction with the various sports facilities is high with the exception that residents are somewhat less satisfied with the Ice Stadium relative to other sports facilities

Sports and recreation facilities



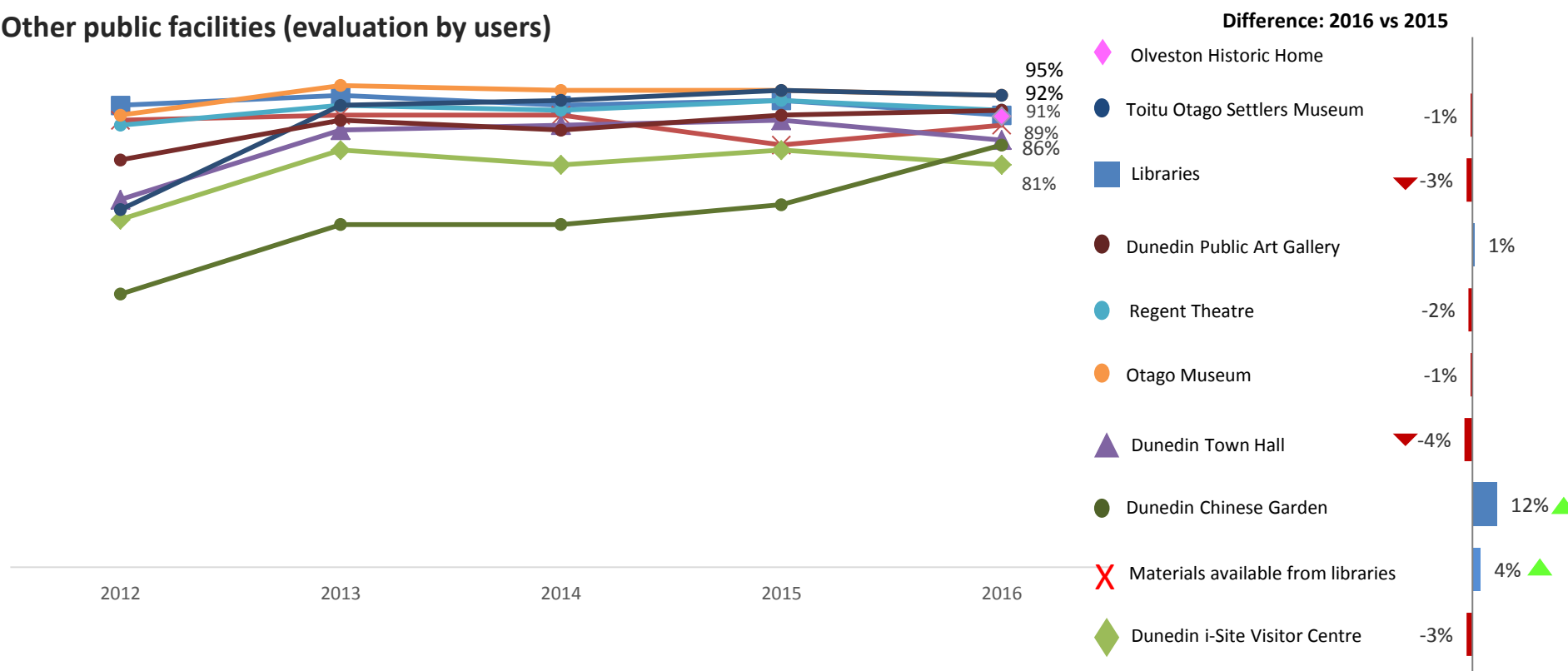
NOTES:

- Sample: n=1,577
- SRU: In the last 12 months, about how frequently have you visited each of the following?
- SR: How satisfied are you with each of the following?
- Reported are the results for those who have made some use of the facility in the last 12 month. Overall level questions relate to use of one or more sports facility
- Excludes 'don't know' responses



Results for other public facilities are on par with prior years with the notable exception that satisfaction with the Dunedin Chinese Garden shows a marked improvement



Other public facilities (evaluation by users)



The 2016 questionnaire has used a 1-10 scale where prior surveys have used a five-point ordinal scale. Some caution is needed when comparing against historical results.

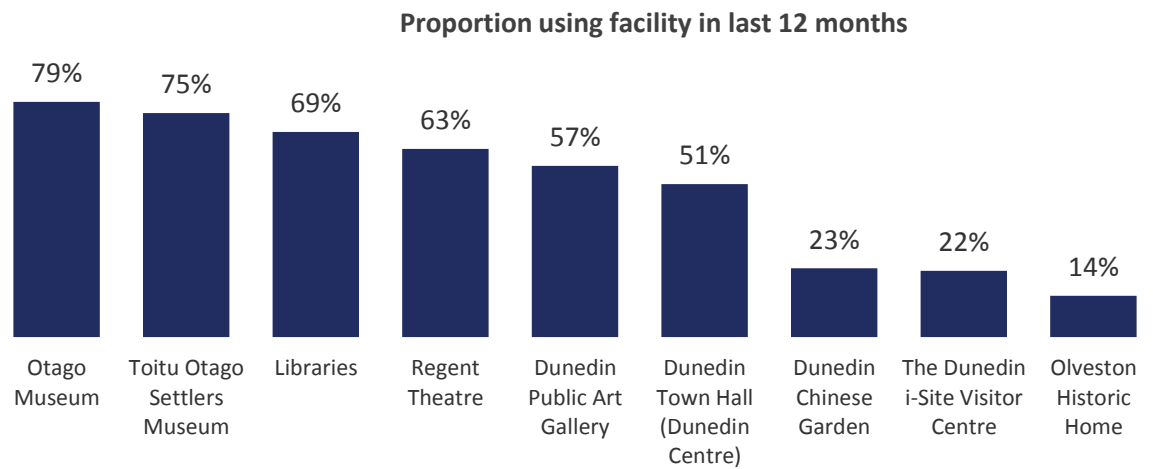
NOTES:

- Sample: n=1,577
- OF: In the last 12 months, about how frequently have you visited each of the following?
- OF\_1-12: How satisfied are you with each of the following
- Results reported only for users of each facility and excludes 'don't know' responses

 Significantly higher  
 Significantly lower

Most residents are making some use of public facilities with libraries being the most frequently used public facilities

Other public facilities: Visitation



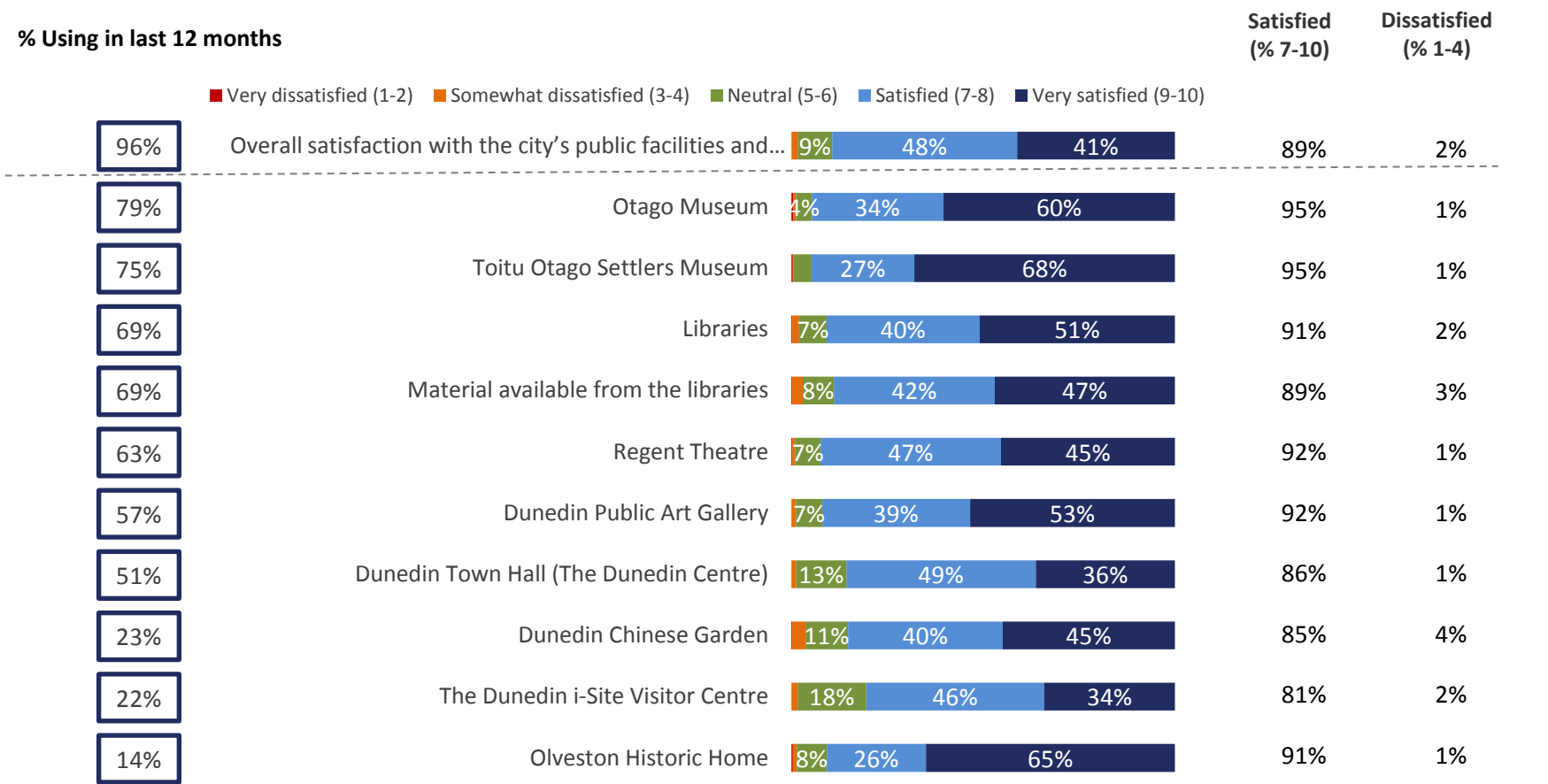
	Frequency of use (all residents)								
	Otago Museum	Toitu Otago Settlers Museum	Libraries	Regent Theatre	Dunedin Public Art Gallery	Dunedin Town Hall (Dunedin Centre)	Dunedin Chinese Garden	The Dunedin i-Site Visitor Centre	Olveston Historic Home
Monthly or more often	7%	4%	26%	1%	4%	1%	1%	0%	0%
Several times in the year	30%	28%	23%	17%	19%	11%	4%	5%	1%
Once or twice in the year	42%	43%	20%	45%	34%	39%	18%	17%	12%
Not at all	21%	25%	31%	37%	43%	49%	77%	78%	86%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

NOTES:

- Sample: n=1,577
- OFU: In the last 12 months, about how frequently have you visited each of the following?
- Excludes 'don't know' responses
- Totals may not add due to rounding

# Overall satisfaction with public facilities is high, particularly in relation to museums

## Other public facilities: Satisfaction



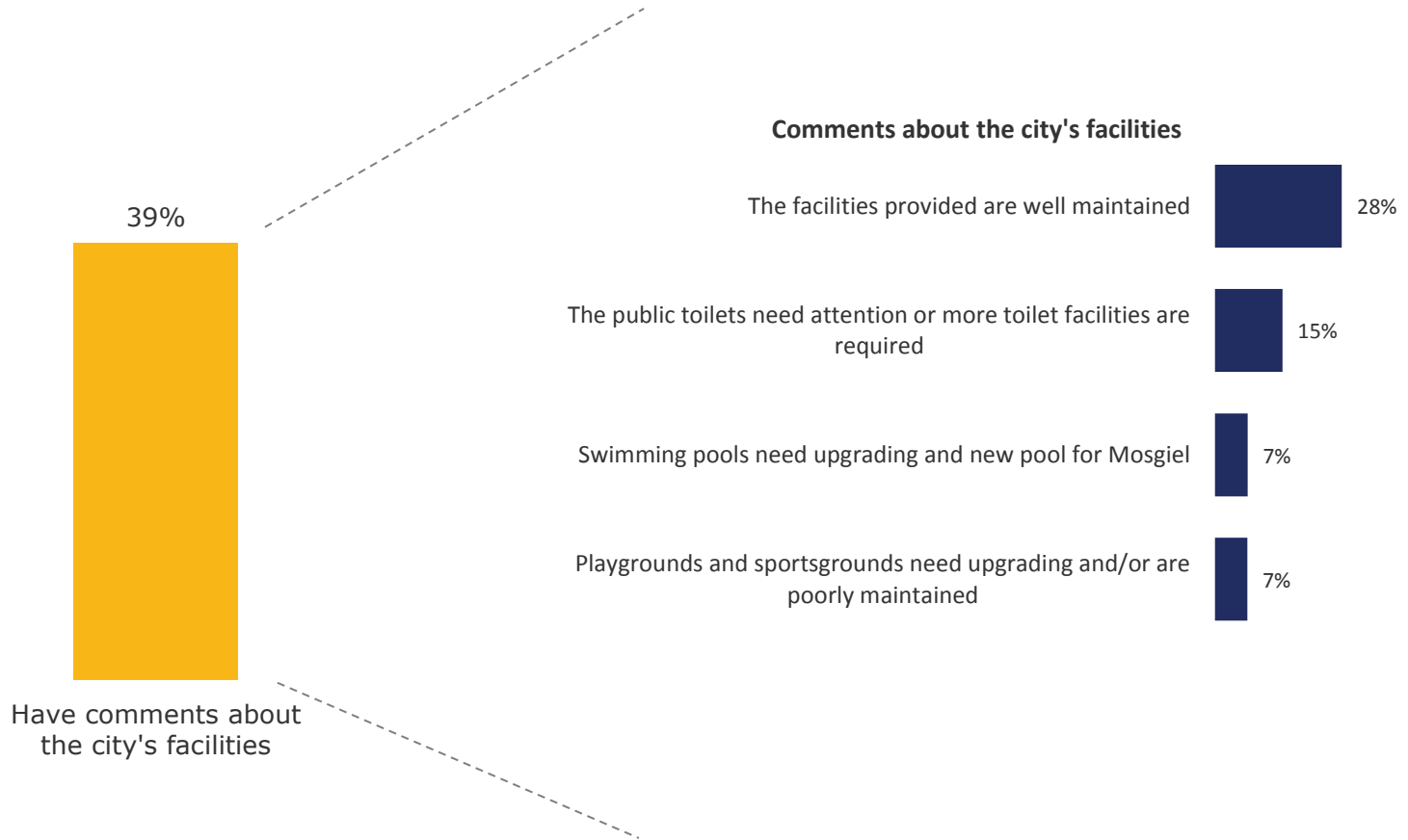
NOTES:

- Sample: n=1,577
- OFU: In the last 12 months, about how frequently have you visited each of the following?
- OF: How satisfied are you with each of the following?
- Reported are the results for those who have made some use of the facility in the last 12 month. Overall level questions relate to use of one or more public facilities
- Excludes 'don't know' responses



Among those who made comment about the city’s facilities, negative comments mostly relate to the provision of public toilets

Comments concerning the city’s facilities



NOTES:  
1. Sample: n=1,577  
2. VB1: do you have any comments about the city’s facilities?



dunedin

## Infrastructure

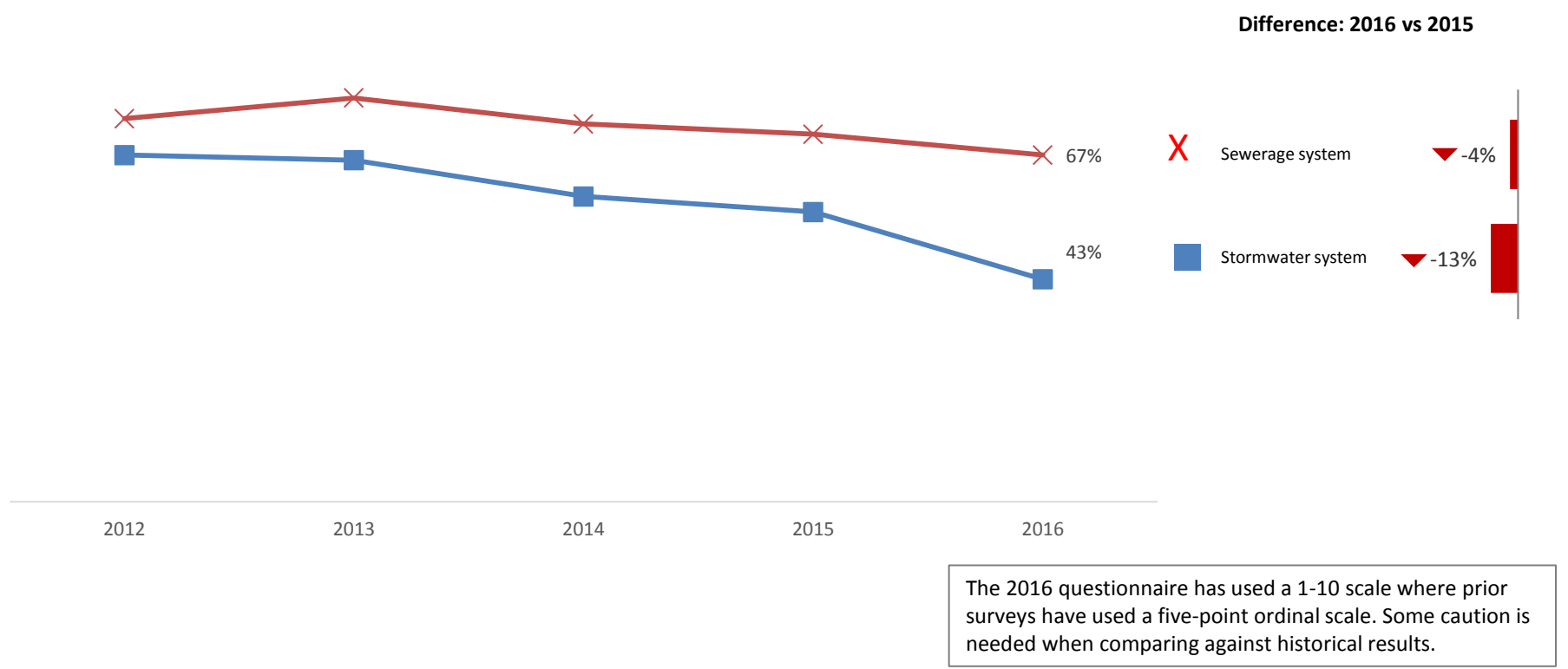


Annual survey of residents  
May-June 2016



There is a declining trend in how residents view the city’s stormwater systems with the 2016 result being below that reported last year and in each of the immediate past years

Infrastructure: Water management

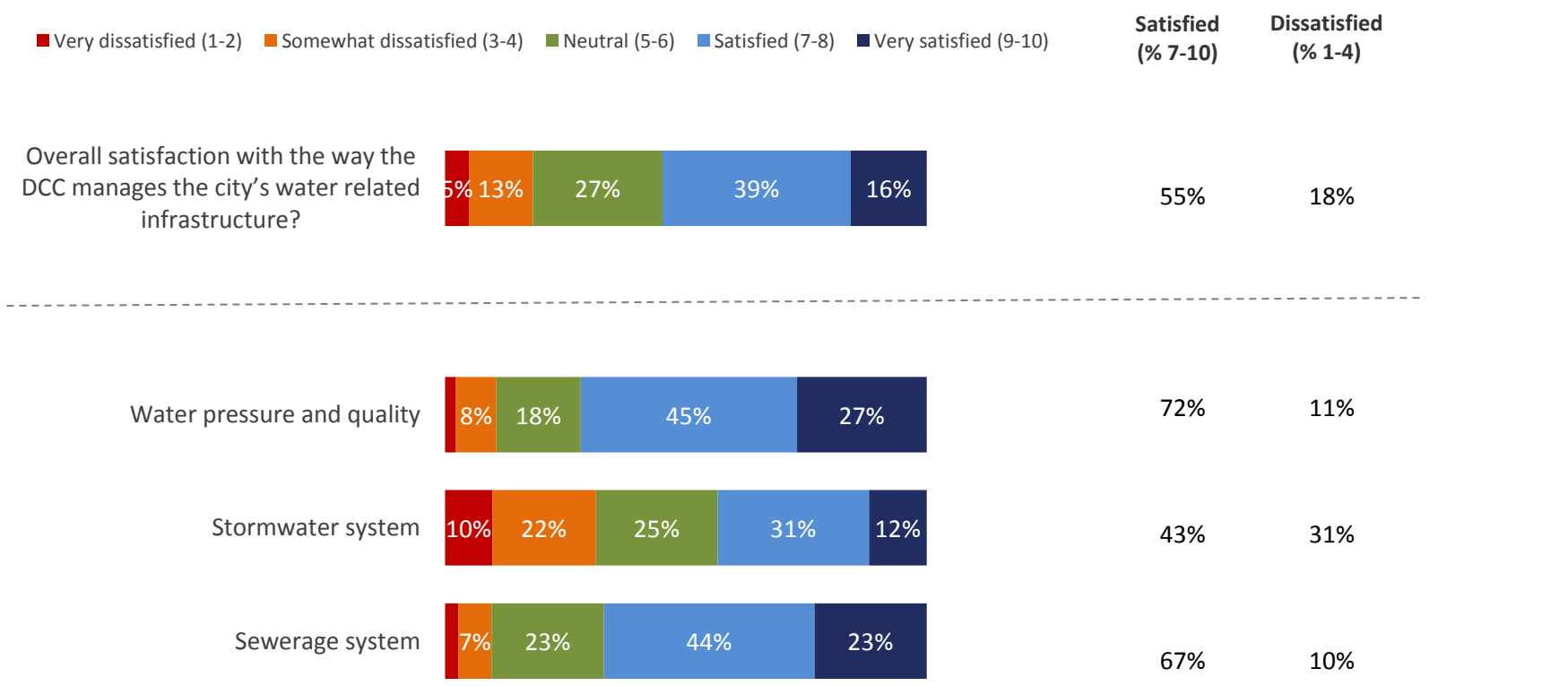


NOTES:  
1. Sample: n=1,577  
2. IW. How satisfied are you with each of the following?  
3. Excludes 'don't know' responses

▲ Significantly higher  
▼ Significantly lower

While residents are mostly satisfied with the potable water supply and sewerage systems, satisfaction with stormwater management is low with almost a third (31%) dissatisfied

### Infrastructure: Water supply



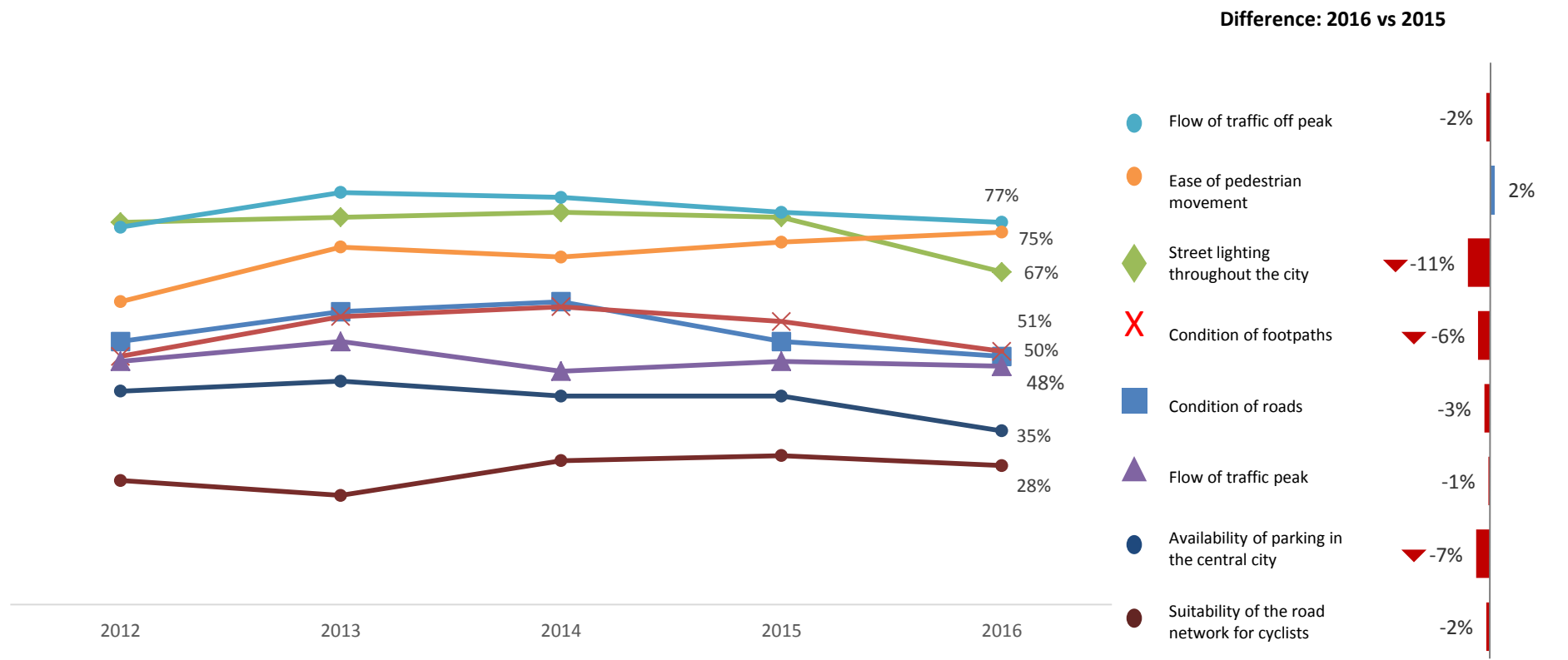
NOTES:

- Sample: n=1,577
- IW: How satisfied are you with each of the following?
- Everything considered, how would you rate your overall satisfaction with the DCC?
- Excludes 'don't know' responses



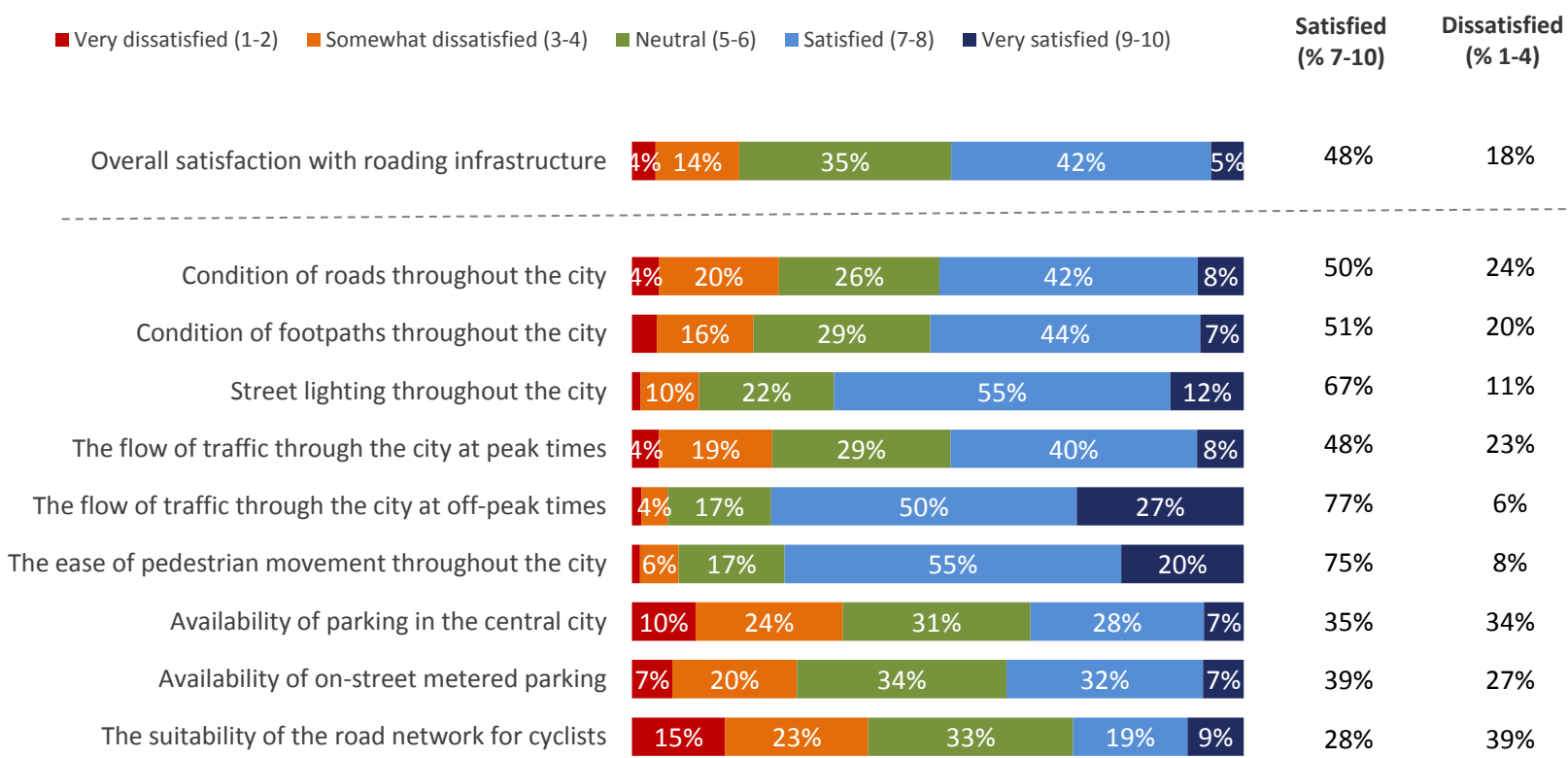
Results for roading related infrastructure are mostly on par with prior years, exceptions being street lighting, maintenance of footpaths and central city parking which all show some decline

Infrastructure: roads, footpaths, lighting and parking



Residents are most satisfied with the off-peak traffic flow and ease of pedestrian movement, and are less satisfied with the roading network being suitable for cyclists and with parking

### Infrastructure: Roding

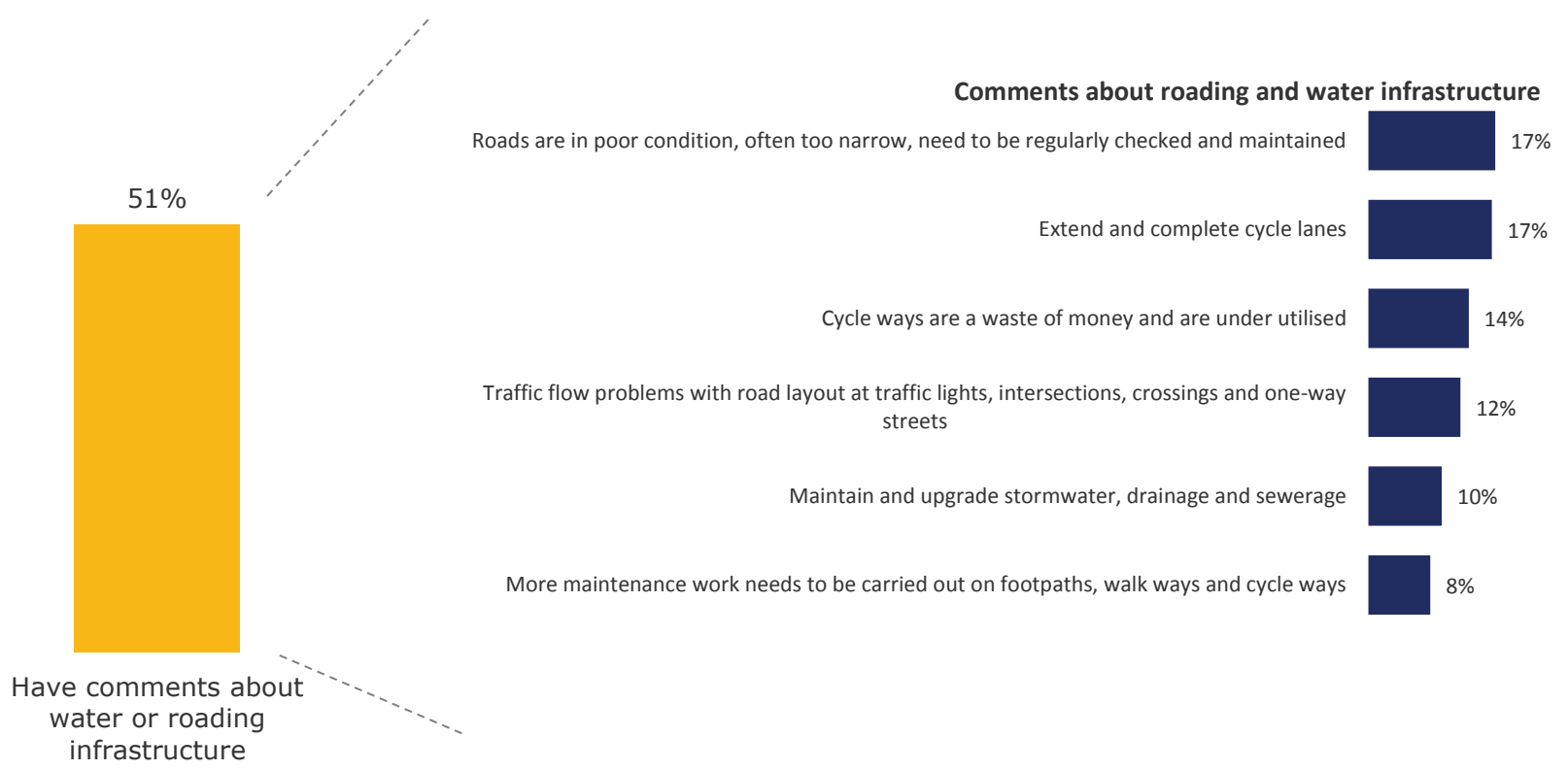


NOTES:

- Sample: n=1,577
- ID: How satisfied are you with each of the following?
- Excludes 'don't know' responses

The most frequently cited issues relate to the conditions of roads and traffic related problems, while others commented on the provision of cycleways

Comments concerning water and roading infrastructure



NOTES:  
1. Sample: n=1,577  
2. VB2: do you have any comments about the city' roading or water related infrastructure?



dunedin

## Services



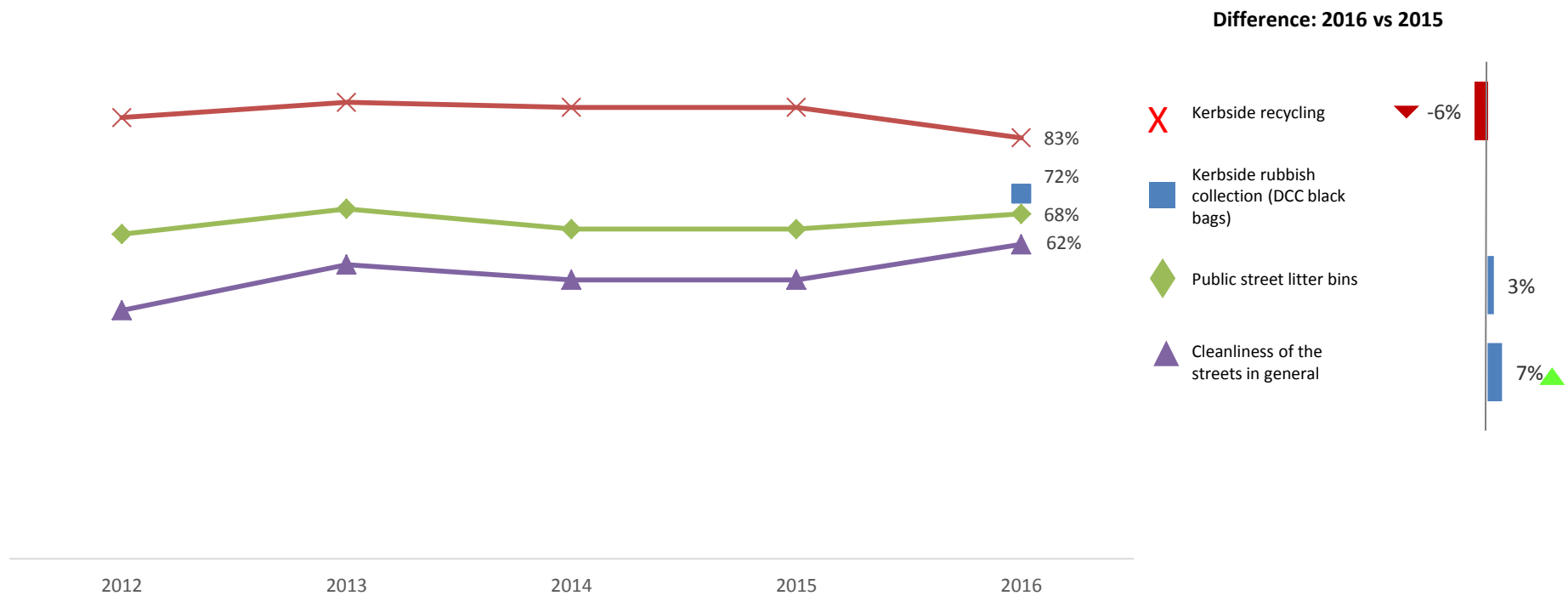
Annual survey of residents  
May-June 2016





# Residents are more satisfied with the cleanliness of the city’s streets, but there has been some decline in satisfaction with the kerbside recycling service

## Services: Rubbish disposal



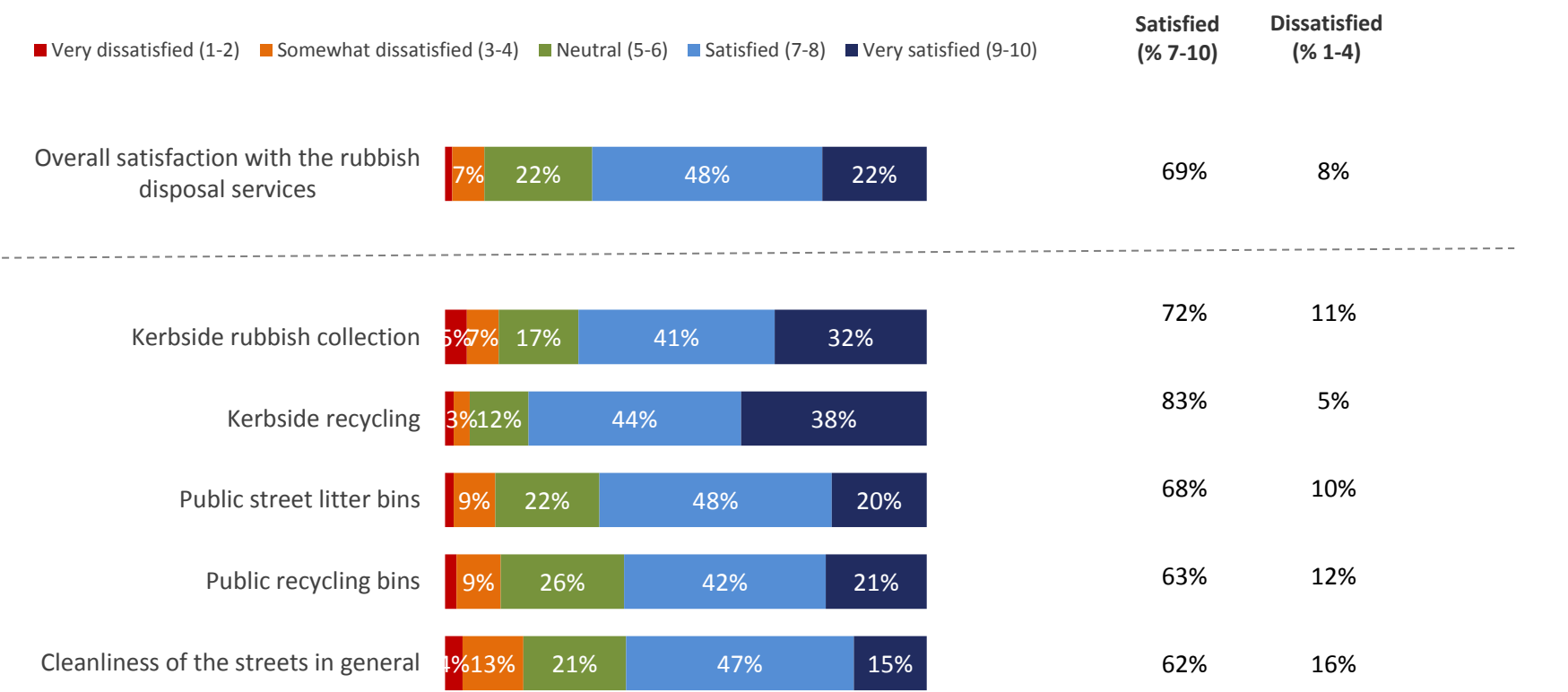
The 2016 questionnaire has used a 1-10 scale where prior surveys have used a five-point ordinal scale. Some caution is needed when comparing against historical results.

NOTES:  
1. Sample: n=1,577  
2. RD. How satisfied are you with each of the following?  
3. Excludes 'don't know' responses

▲ Significantly higher  
▼ Significantly lower

Relatively, residents are most satisfied with the kerbside waste and recycling service and somewhat less satisfied with the public recycling bins, and the cleanliness of the city’s streets

### Services: Waste disposal

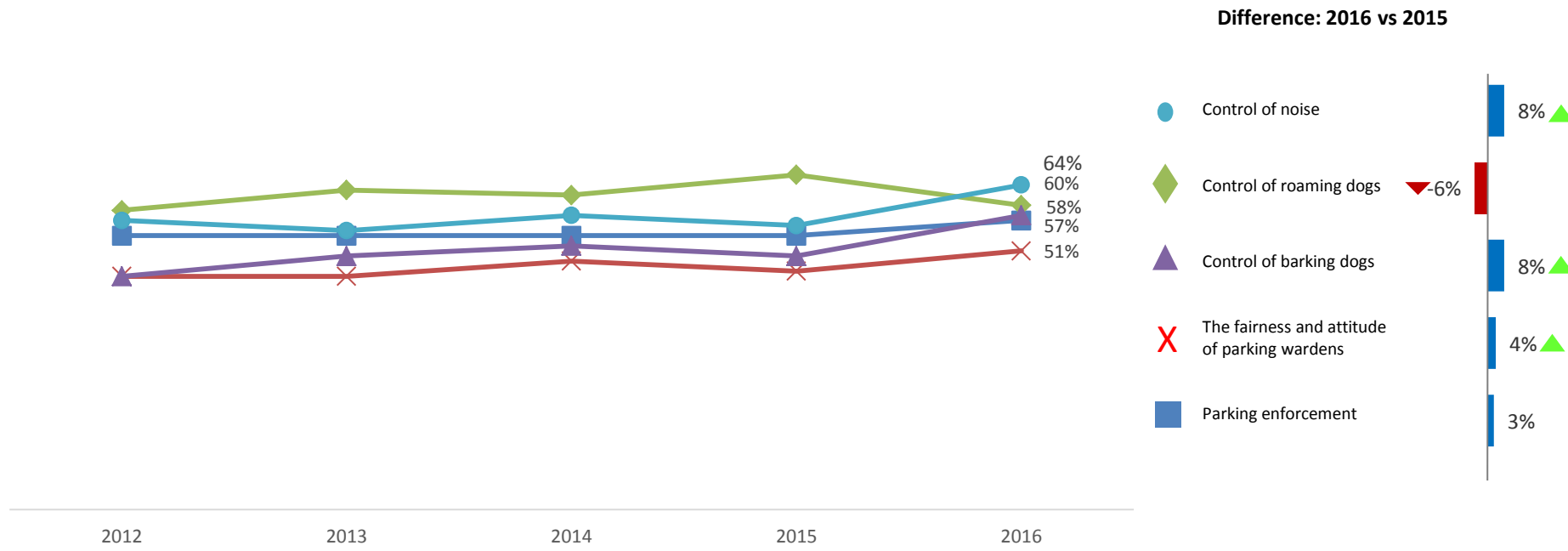


NOTES:

- Sample: n=1,577
- RD: How satisfied are you with each of the following
- Excludes 'don't know' responses



Results for regulatory services are in line with prior years with some improvement in noise control and control of barking dogs, but a small decline in the control of roaming dogs

Services: Regulatory, monitoring and enforcement



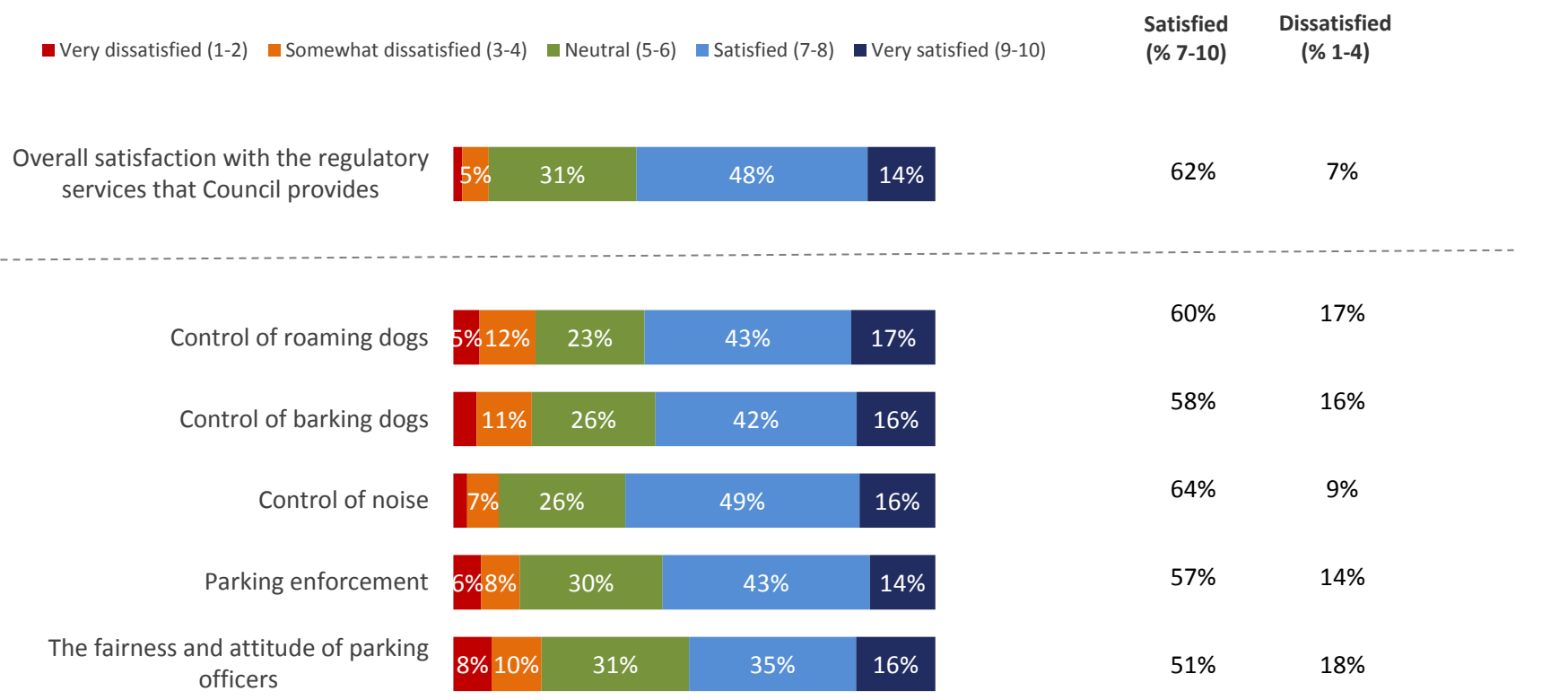
The 2016 questionnaire has used a 1-10 scale where prior surveys have used a five-point ordinal scale. Some caution is needed when comparing against historical results.

NOTES:  
 1. Sample: n=1,577  
 2. RM. How satisfied are you with each of the following?  
 3. Excludes 'don't know' responses

 Significantly higher  
 Significantly lower

Residents are moderately satisfied with the various regulatory services measured although satisfaction is low with the fairness and attitude of parking officers

Services: Regulatory services



NOTES:

- Sample: n=1,577
- RM: How satisfied are you with each of the following
- Excludes 'don't know' responses



About a third of residents commented on services provided and the most common themes relate to parking, waste collection and the control of dogs

Comments concerning council services



NOTES:  
1. Sample: n=1,577  
2. VB3: do you have any comments about any of these services that the DCC provides?  
3. Excludes 'don't know' responses



dunedin

## Planning and urban design

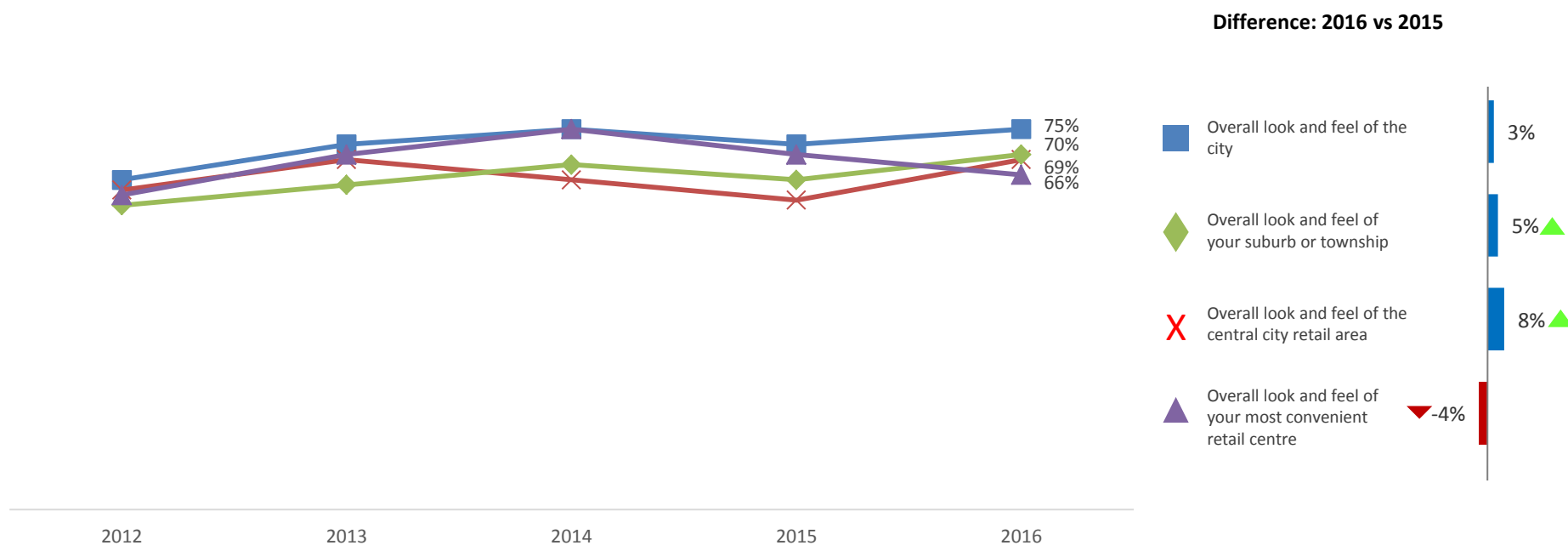


Annual survey of residents  
May-June 2016





Satisfaction with the overall look and feel of the city is in line with prior results and residents have a somewhat more positive view of the central city retail area

Planning and urban design



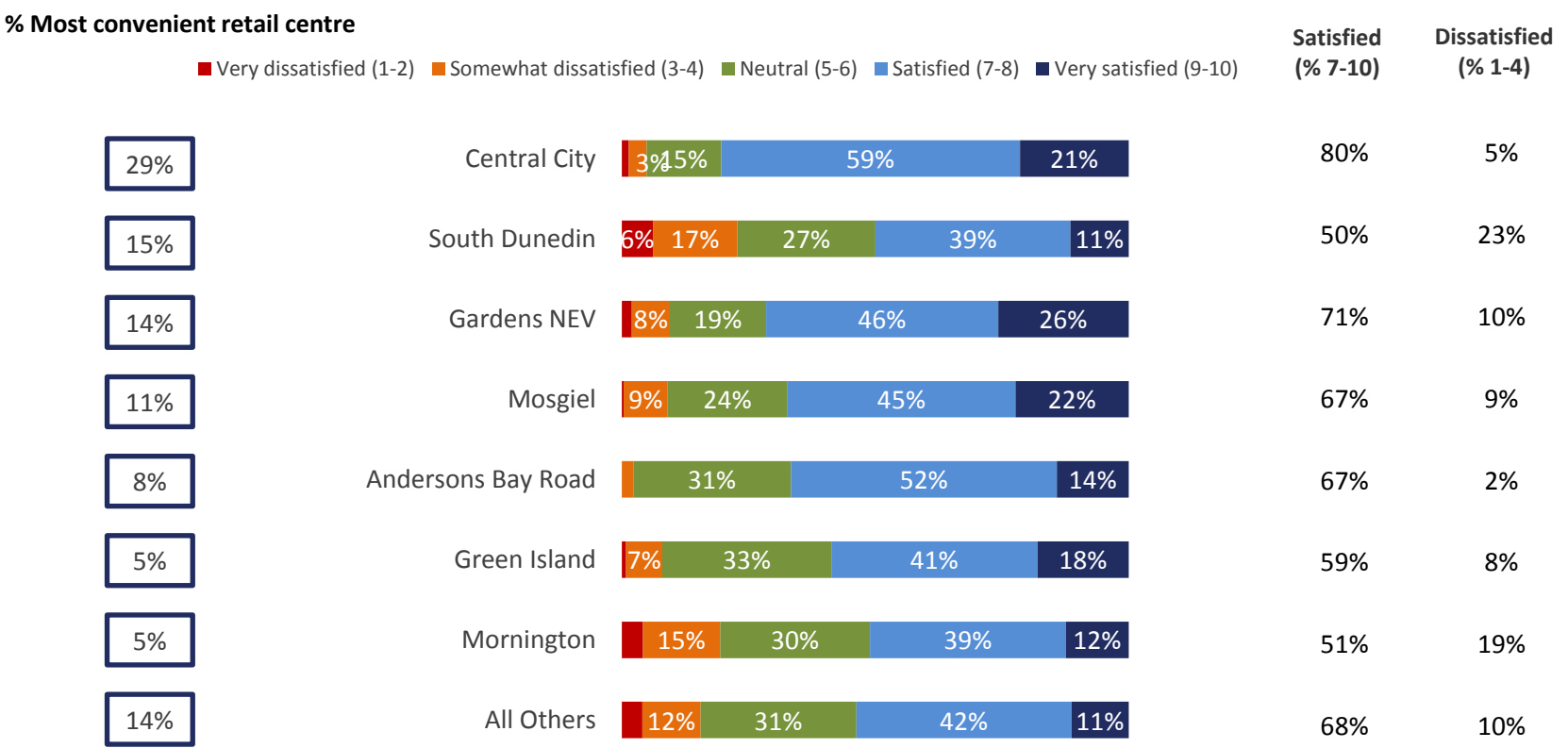
The 2016 questionnaire has used a 1-10 scale where prior surveys have used a five-point ordinal scale. Some caution is needed when comparing against historical results.

NOTES:  
 1. Sample: n=1,577  
 2. UD. How satisfied are you with each of the following?  
 3. Excludes 'don't know' responses

 Significantly higher  
 Significantly lower

The central city is the most convenient shopping centre for nearly a third (29%) of residents and this group is generally more satisfied with the look and feel of their centre relative to other areas

### Look and feel of most convenient retail centre



NOTES:

Sample: n=1,577

UD1: Which of the following do you consider to be your most convenient retail centre?

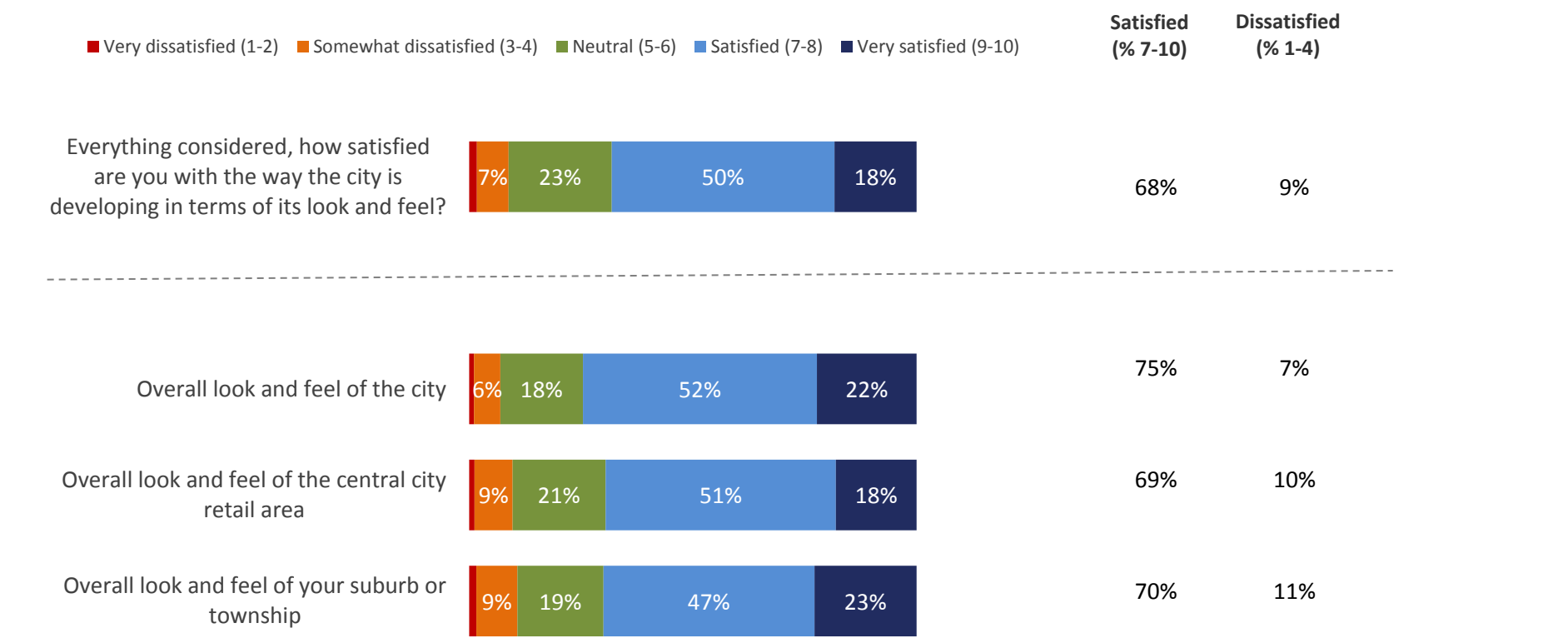
UD\_1: How satisfied are you with each of the following? Overall look and feel of your most convenient retail centre?

Excludes 'don't know' responses



Two thirds of residents are satisfied with how the city is developing and most (75%) are satisfied with the overall look and feel of the city

Planning and urban design



NOTES:

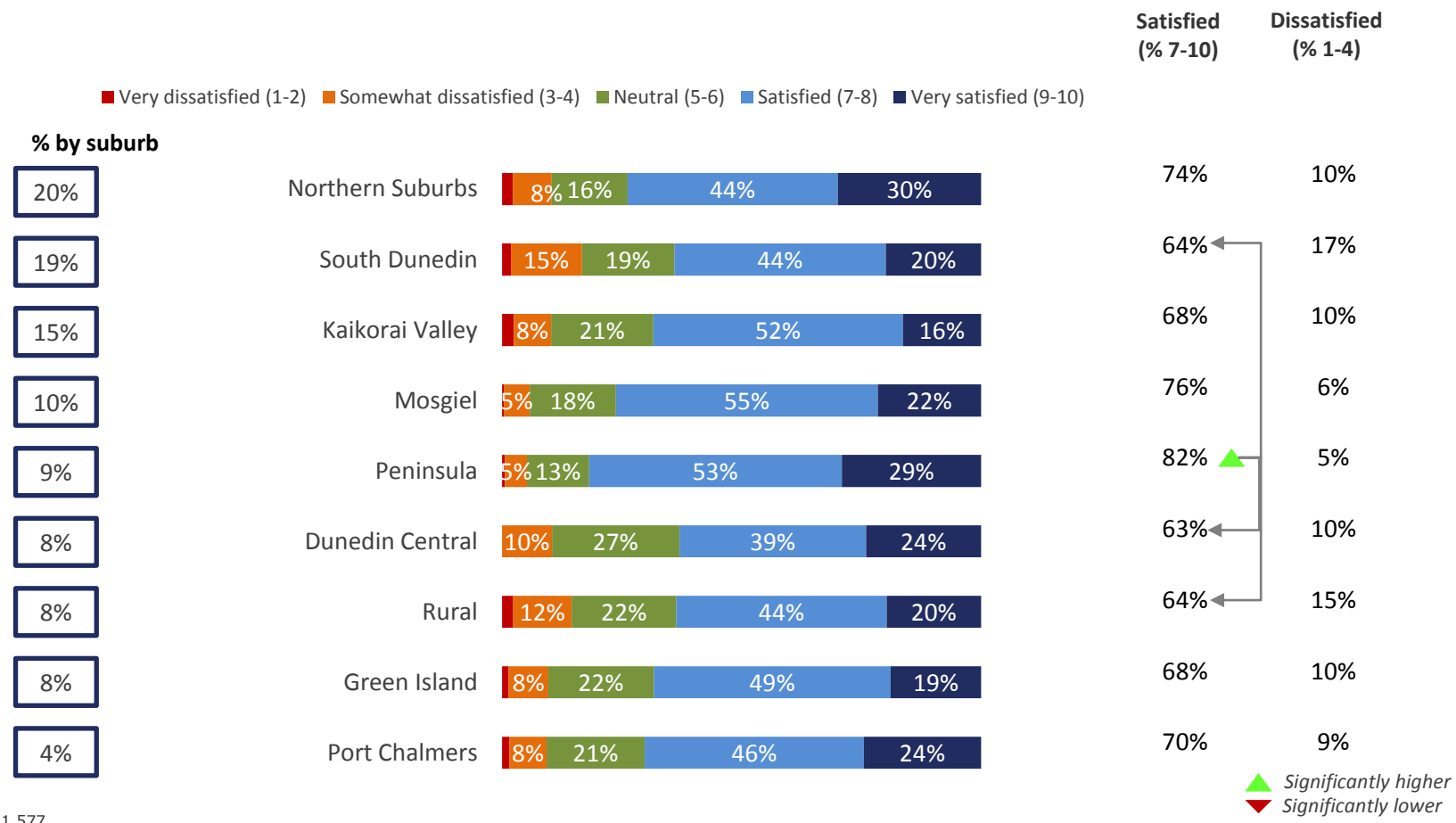
Sample: n=1,577

UD: How satisfied are you with each of the following?

Excludes 'don't know' responses

Those on the Otago Peninsula are more satisfied with the look and feel of their township relative to the average of all others and more than South Dunedin, Central Dunedin and rural

Look and feel of your suburb

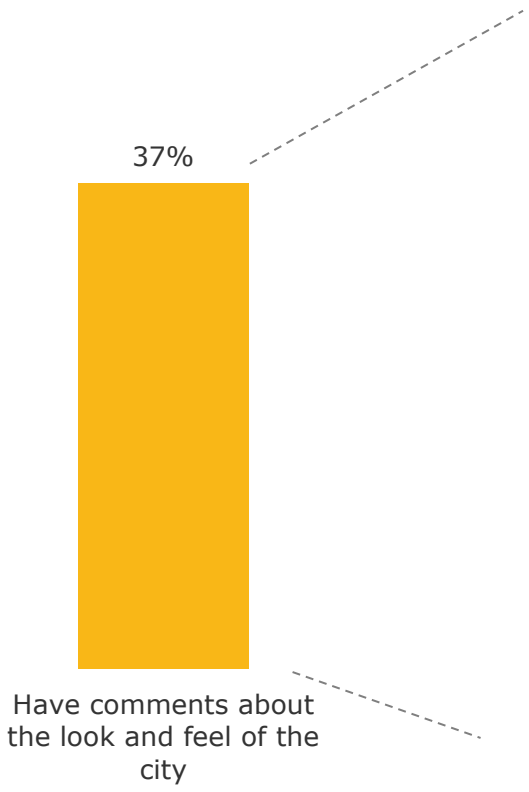


NOTES:

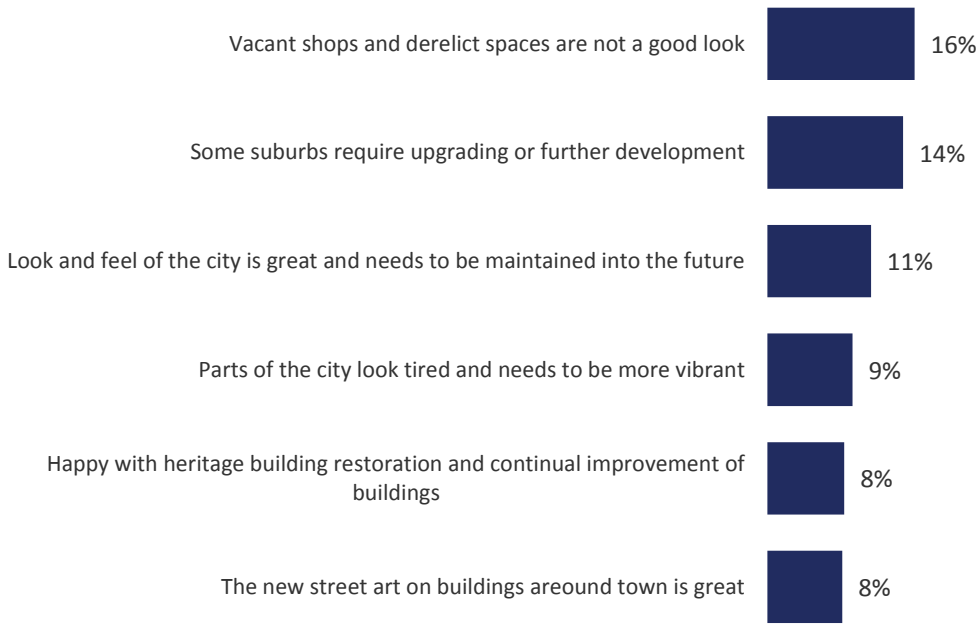
- Sample: n=1,577
- UD: How satisfied are you with each of the following? [Overall look and feel of your suburb or township]
- Location is selected from the current residential address as shown in the Electoral Roll
- Excludes 'don't know' responses

Issues about vacant shops and the need for re-development of some suburbs are the most frequently cited themes when asked about the look and feel of the city

Comments about the look and feel of the city



Comments about the look and feel of the city



NOTES:  
1. Sample: n=1,577  
2. VB4: Do you have any comments about the look and feel of the city?  
3. Excludes 'don't know' responses



dunedin

## Council communications



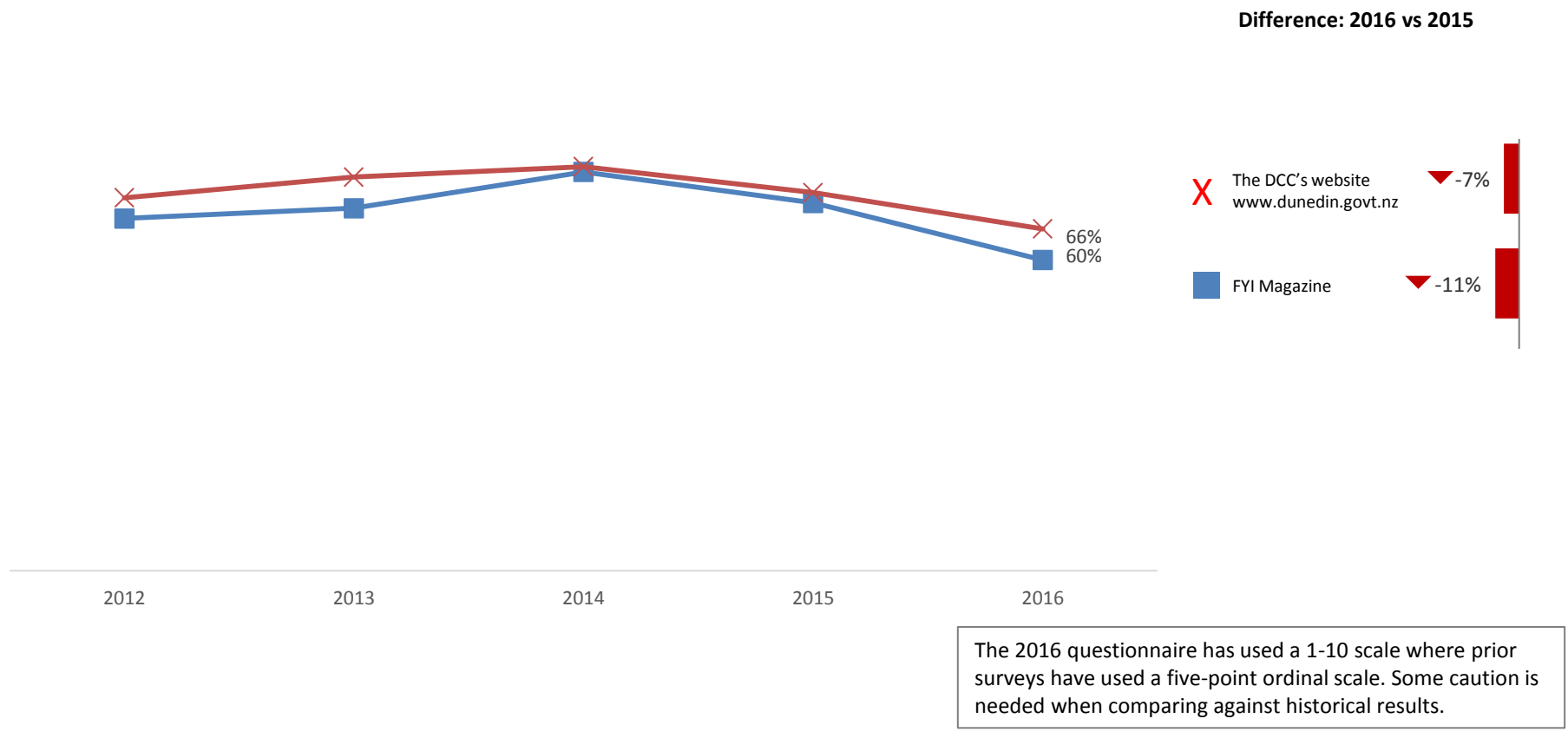
Annual survey of residents  
May-June 2016





While some caution is required comparing against historical trends due to the questionnaire change, satisfaction with the website and FYI magazine appears to be declining

Communication

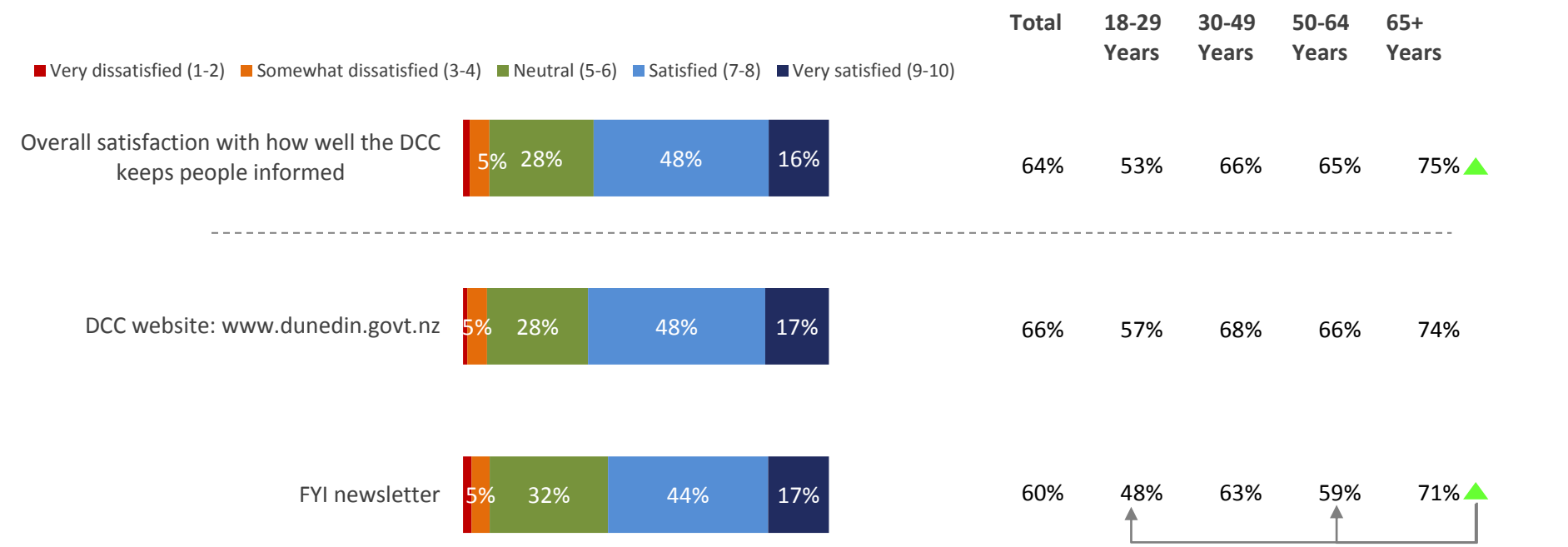


NOTES:  
1. Sample: n=1,577  
2. IN. How satisfied are you with each of the following?  
3. Excludes 'don't know' responses

▲ Significantly higher  
▼ Significantly lower

Those in older age groups are generally more satisfied with how well the council keeps residents informed and relative to younger groups, this group is more satisfied with the FYI newsletter

Satisfaction council communications



NOTES:  
 1. Sample: n=1,577; those who evaluated the website, n=1,238; those who evaluated the FYI magazine, n=1,243  
 2. IN1-IN2: How satisfied are you with (1) the FYI newsletter, (2) The DCC website  
 3. IN3: Everything considered, how satisfied are you with how well the DCC keeps people informed? Excludes 'don't know' responses

▲ Significantly higher  
 ▼ Significantly lower



dunedin

## Interactions with council staff



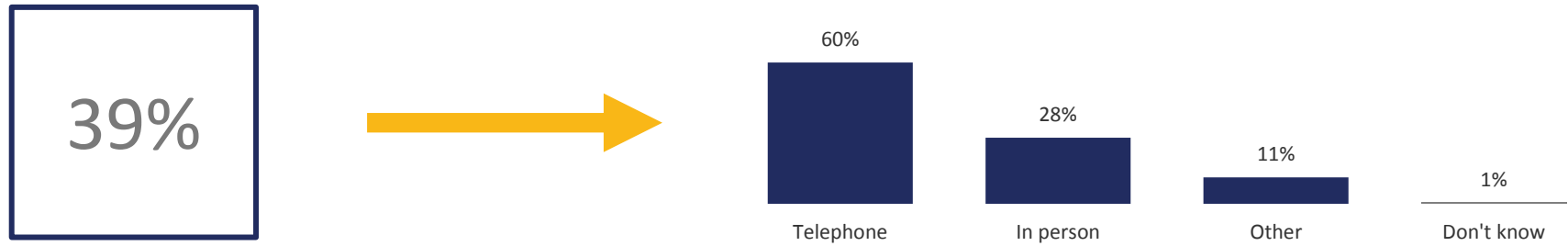
Annual survey of residents  
May-June 2016



About 40% of Dunedin’s residents are making contact with the Dunedin City Council each quarter and the majority of these interactions are occurring via telephone (60%)

Contact with Dunedin City Council staff

Have contacted council staff  
in the last three months

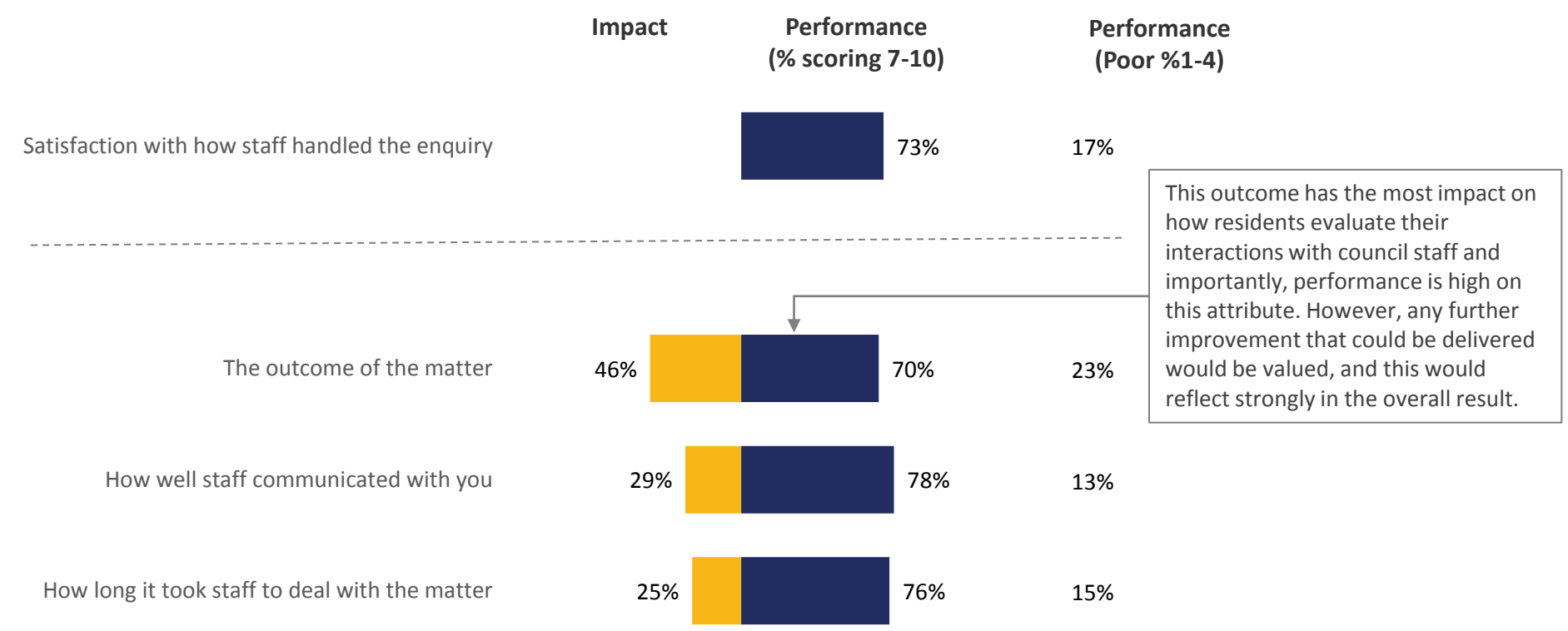


NOTES:  
1. Sample: n=1,577; those who have had contact n=655  
2. CS1. In the last three months have you contacted the Dunedin City Council staff about any matter?  
3. CS2. What best describes the form of the most recent contact you have had with the Dunedin City Council staff?



Residents are mostly very satisfied with how their interactions with council staff are being managed and of note, performance is strong on the ‘outcome’ which has the most impact

Satisfaction with interaction with council staff: those who have had an interaction in last three months



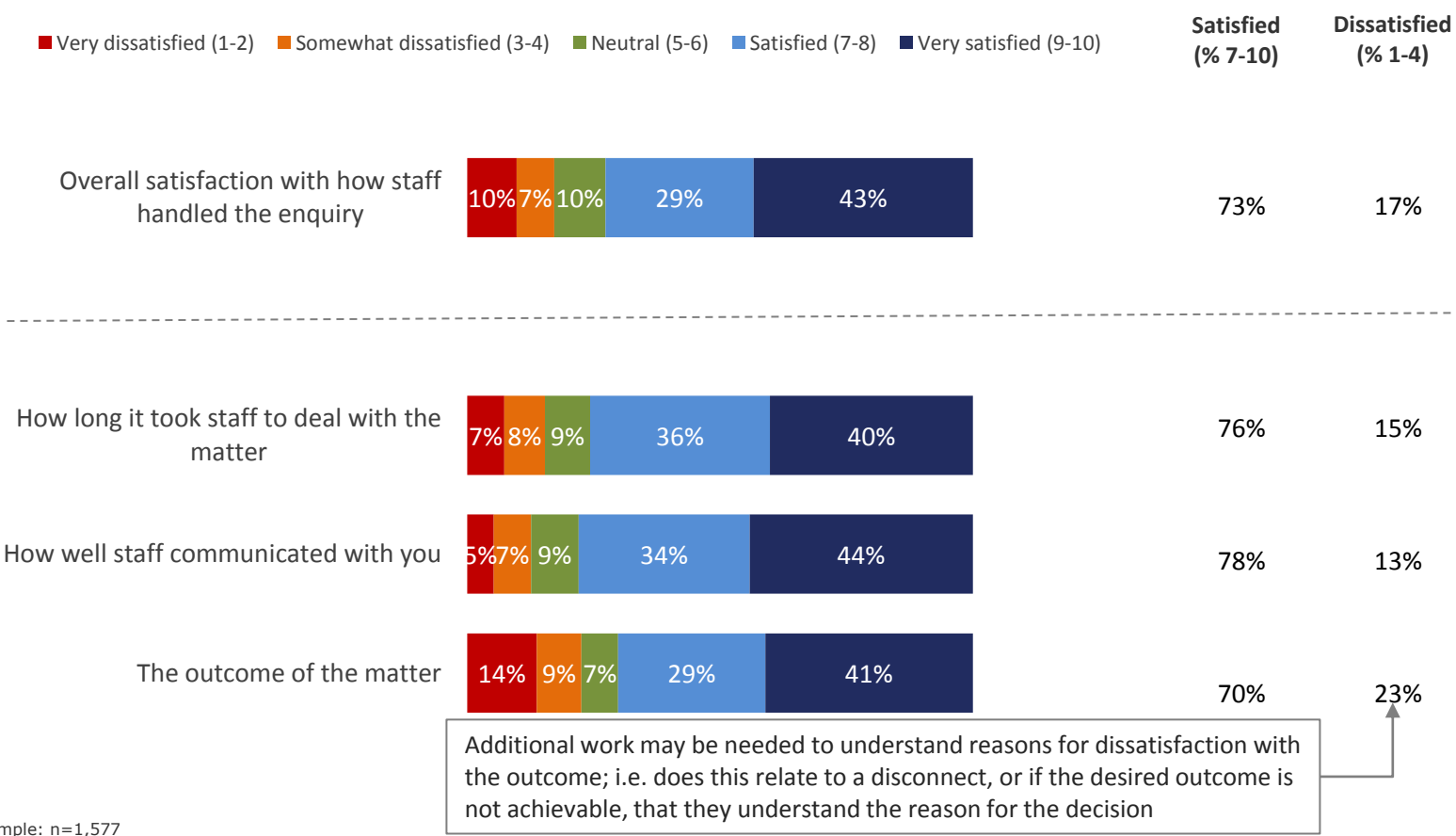
NOTES:

- Sample: n=1,577; those who have had contact n=655
- CS1: In the last three months have you contacted DCC staff about any matter?
- CS2: What best describes the form of contact you had with DCC staff?
- CS\_1-CS\_4: In relation to your most recent contact with DCC staff, how satisfied are you with (1) How long it took staff to deal with the matter?, (2) How well staff communicated with you?, (3) The outcome of the matter?, and (4) Overall, how satisfied are you with how staff handled your enquiry?
- Excludes 'don't know' responses

Page 45

Notwithstanding that overall satisfaction with interactions is very positive, almost a quarter of residents (23%) are dissatisfied with the outcome of their interaction

Satisfaction with interaction with council staff: those who have had an interaction in last three months

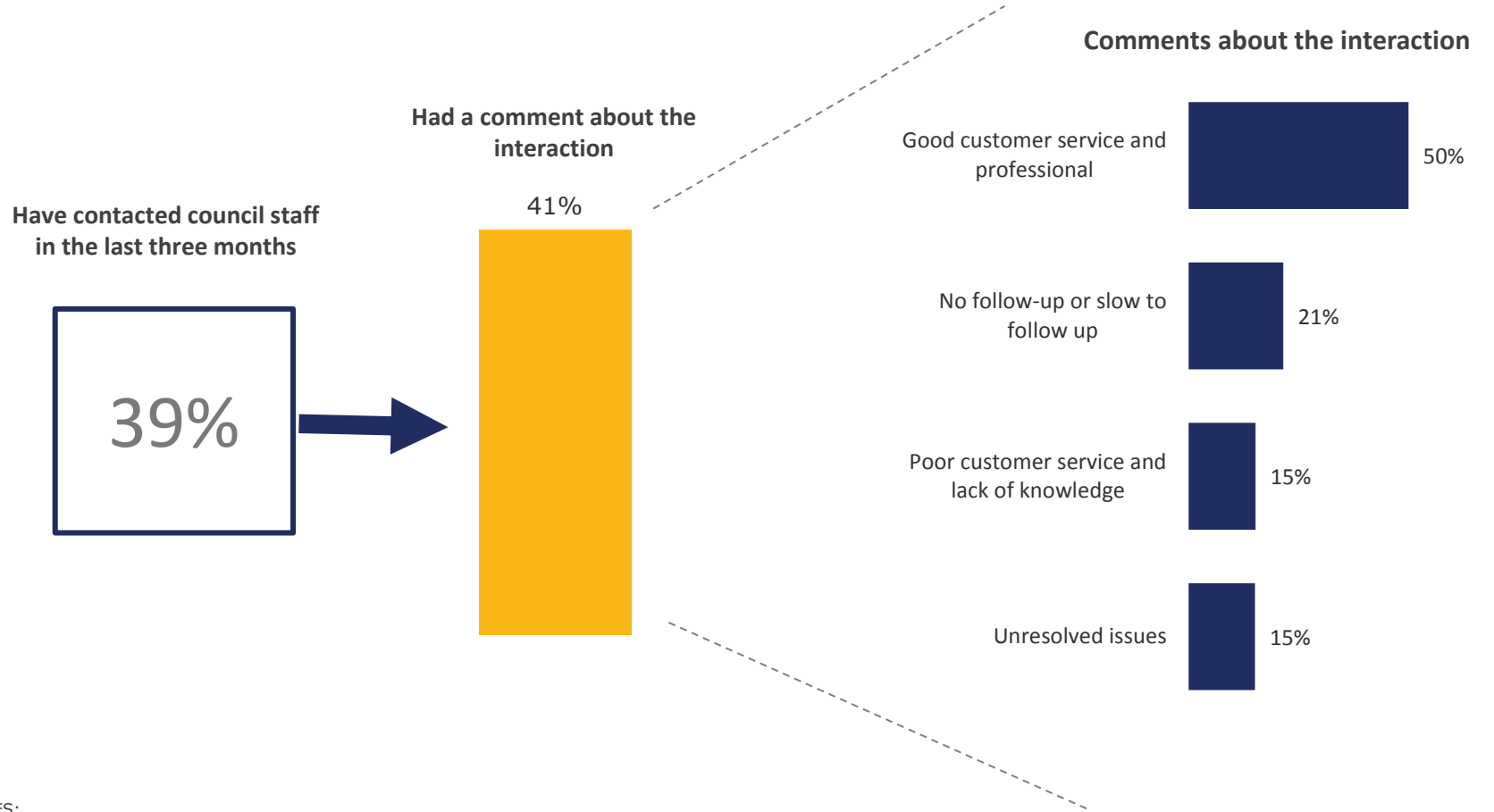


NOTES:

- Sample: n=1,577
- CS: How satisfied are you with each of the following?
- Everything considered, how would you rate your overall satisfaction with the DCC?
- Excludes 'don't know' responses

Comments about the service are mostly positive with reference being made to professionalism of the staff and the quality of the service received

Comments concerning interactions with council staff



NOTES:  
1. Sample: n=1,577; those who have had contact n=655  
2. CS7: Do you have any comments about the service you received?  
3. Excludes 'don't know' responses



dunedin

# Dunedin City Council

## Part III: Leadership, Perceptions and Drivers of satisfaction



Report | August 2016







dunedin

## Leadership

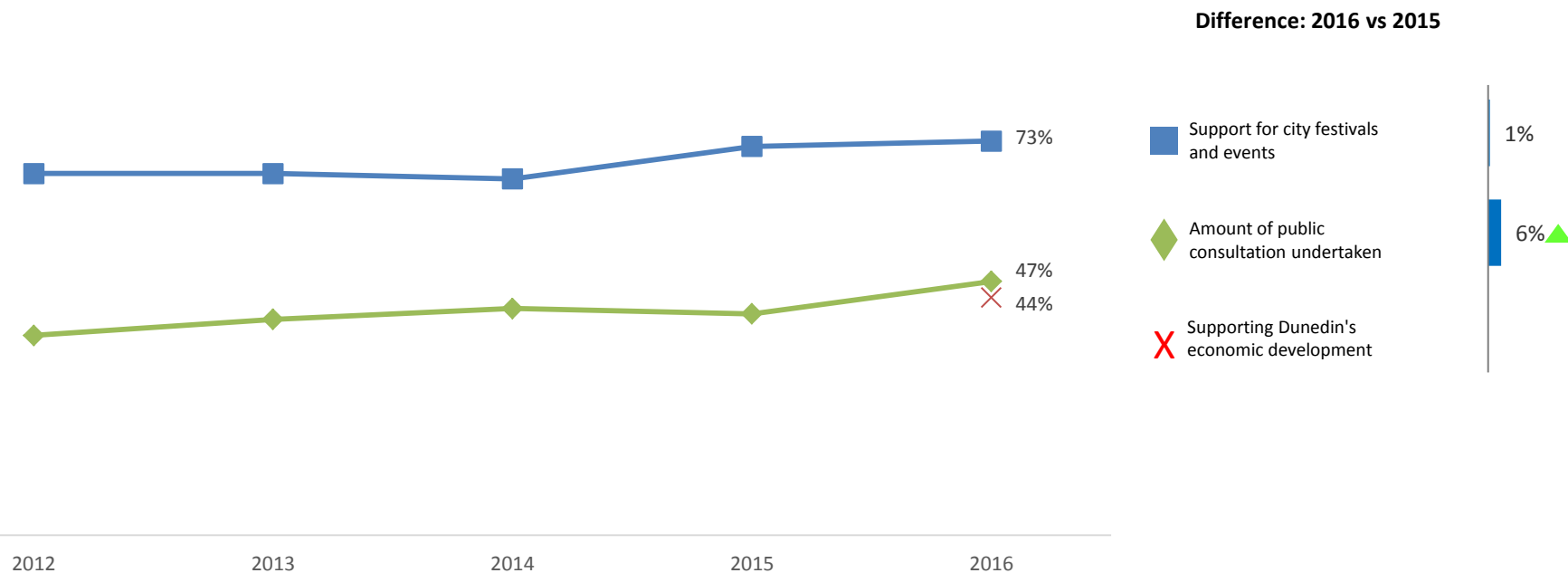


Annual survey of residents  
May-June 2016



There is an increase in satisfaction with the amount of public consultation

## Leadership: Support for events, economic development and consultation



The 2016 questionnaire has used a 1-10 scale where prior surveys have used a five-point ordinal scale. Some caution is needed when comparing against historical results.

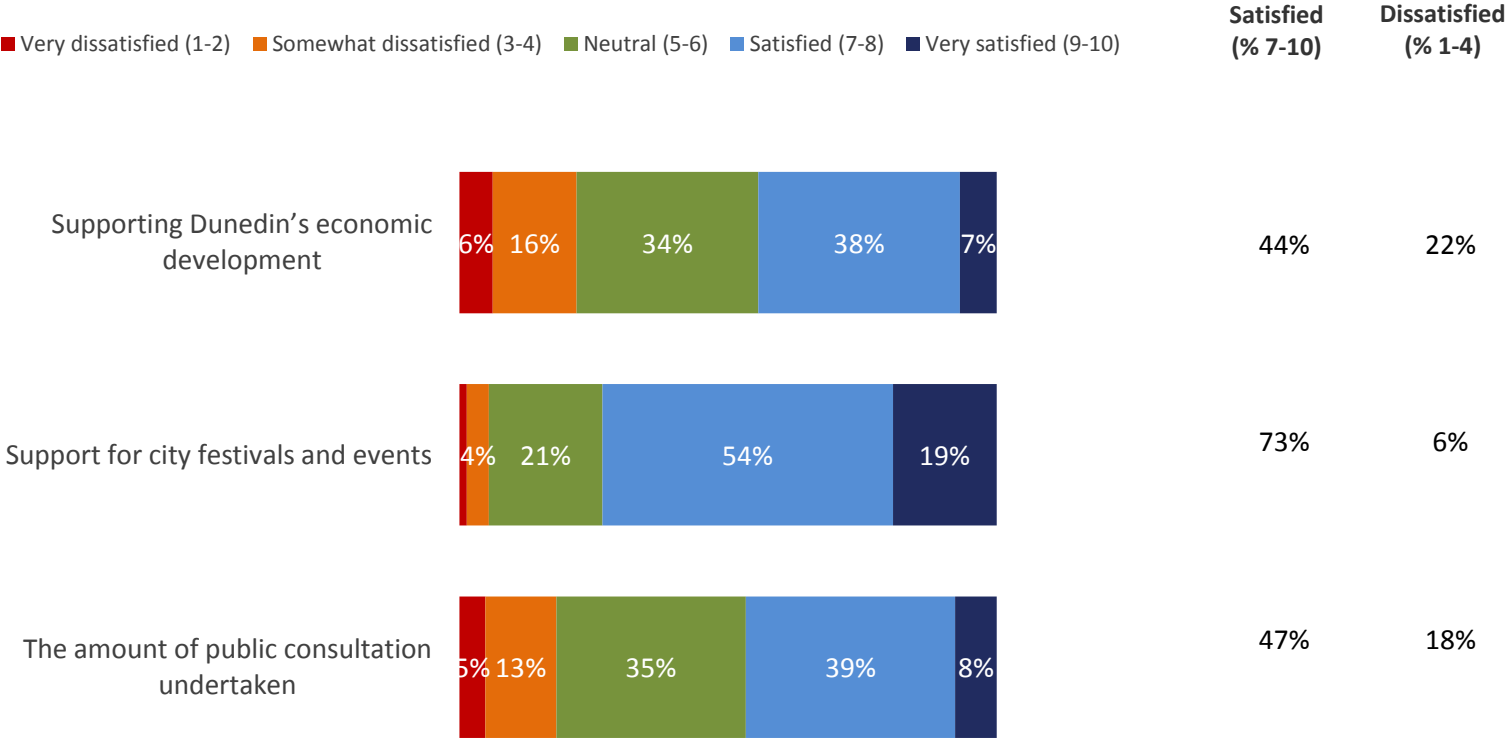
NOTES:

1. Sample: n=1,577
2. CS. In relation to your most recent contact with DCC staff, how satisfied are you with:
3. Excludes 'don't know' responses

 Significantly higher  
 Significantly lower

# There is considerable support for how the council encourages events

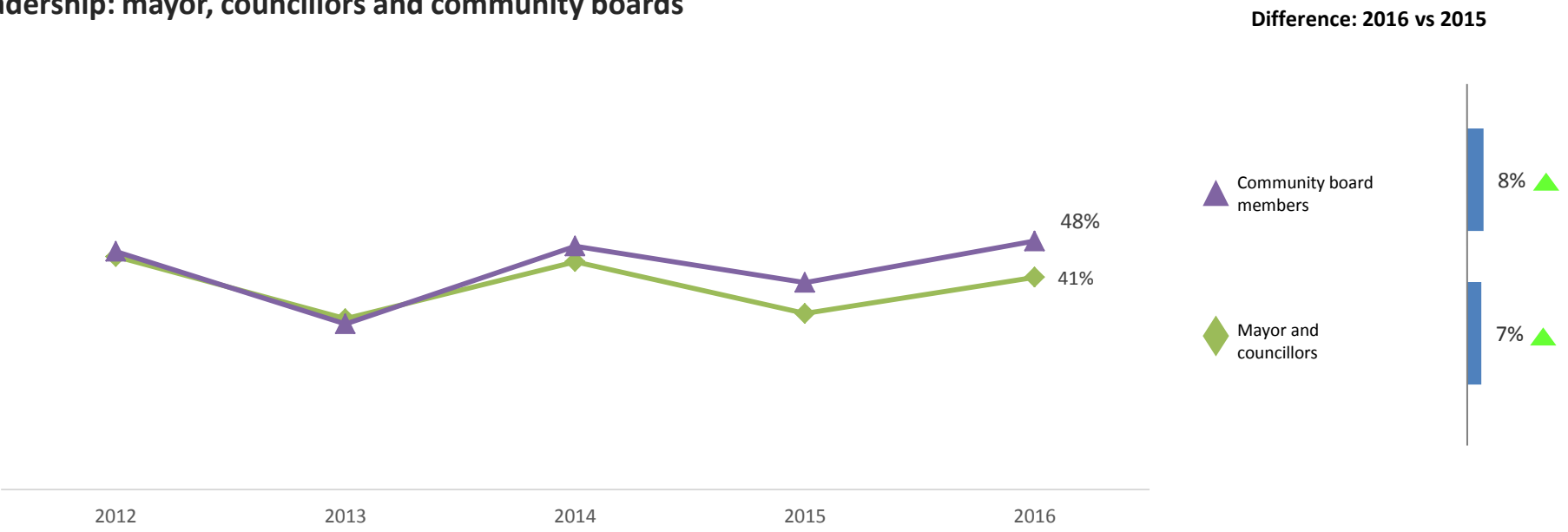
## Support and consultation



NOTES:  
1. Sample: n=1,577  
2. LS: How satisfied are you with each of the following  
3. Excludes 'don't know' responses

# Satisfaction with the performance of the mayor, councillors and community boards shows some improvement relative to the 2015 result...

## Leadership: mayor, councillors and community boards



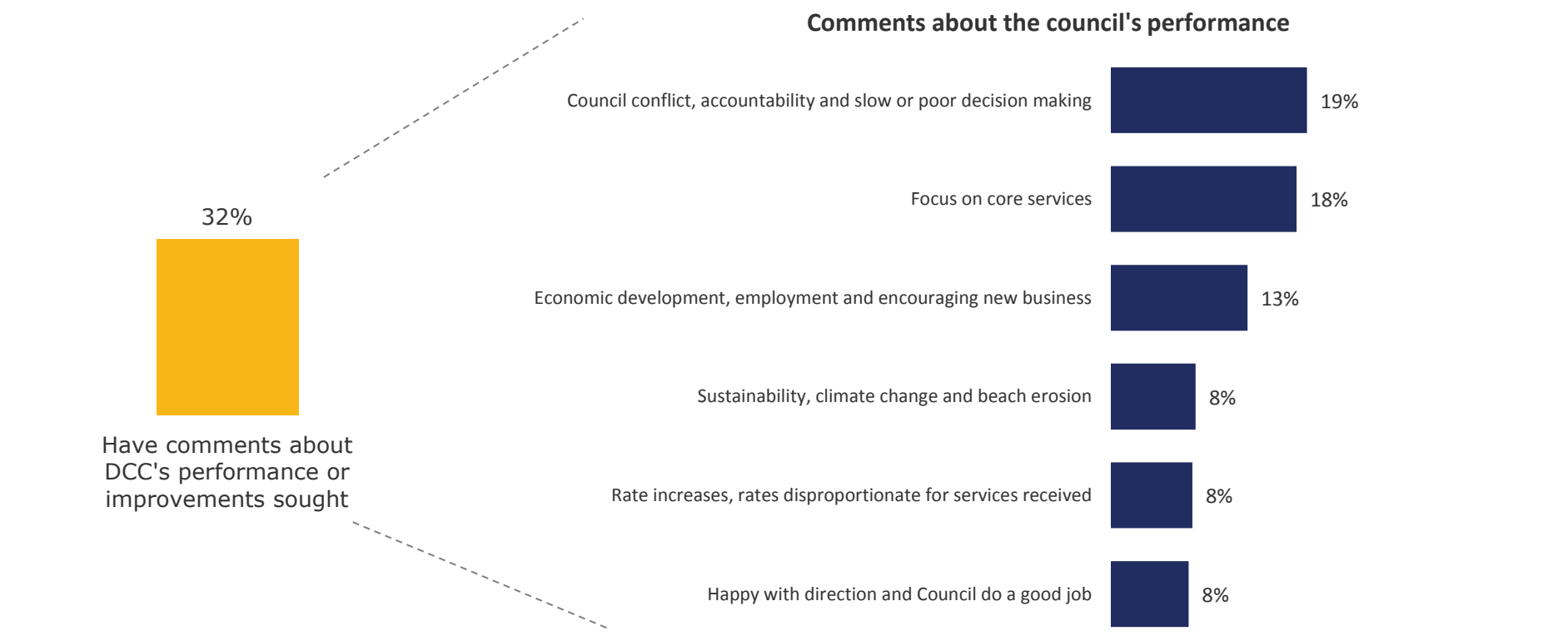
The 2016 questionnaire has used a 1-10 scale where prior surveys have used a five-point ordinal scale. Some caution is needed when comparing against historical results.





Those making comment about council’s performance most frequently cite issues with decision making, the need for improvements to infrastructure and economic development

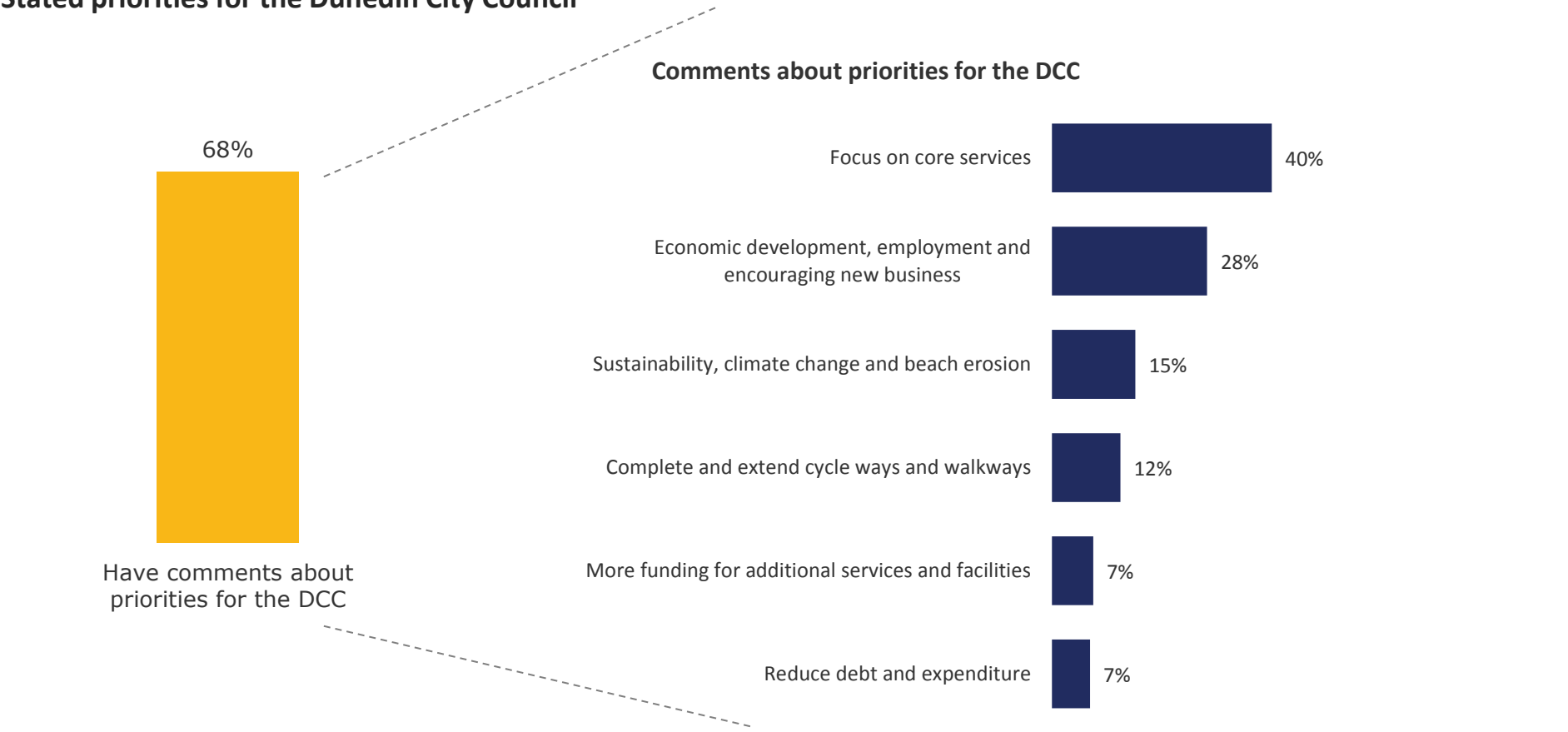
Comments concerning council’s performance and improvements



NOTES:  
1. Sample: n=1,577  
2. OVS2. Do you have any comments about the performance of the DCC or improvements that you would like to see made?  
3. Excludes 'don't know' responses

Stated priorities for the council primarily relate to focussing on core services and infrastructure with mention made of stormwater and flooding, an area previously identified for improvement

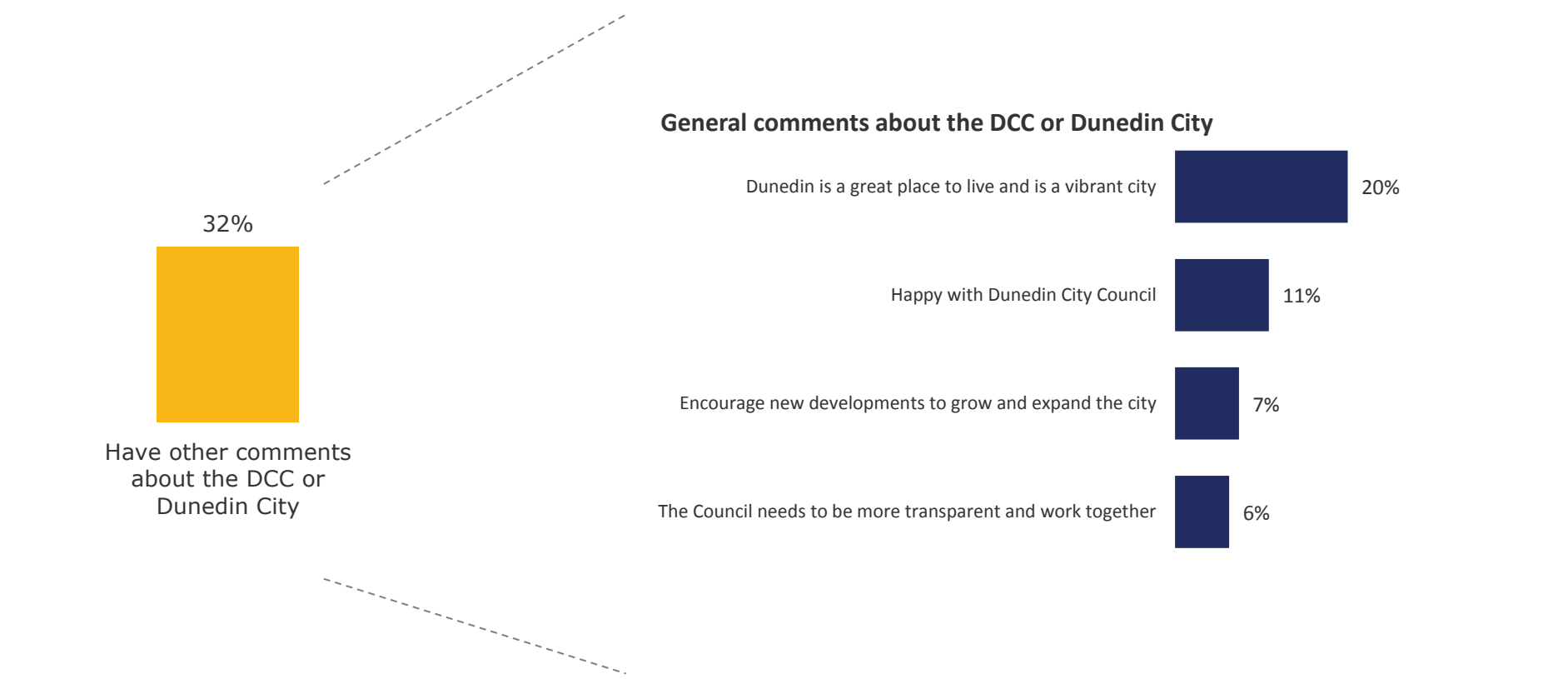
Stated priorities for the Dunedin City Council



NOTES:  
1. Sample: n=1,577  
2. GEN1. What are your top two priorities for the DCC this year?  
3. Excludes 'don't know' responses

Other comments made include the city being a great place to live followed by satisfaction with the work done by the mayor and councillors

Other comments about the Dunedin City Council and Dunedin City



NOTES:  
1. Sample: n=1,577  
2. GEN2. Do you have any other comments that you would like to make about the DCC or Dunedin City generally?  
3. Excludes 'don't know' responses





dunedin

## Perceptions of Dunedin City

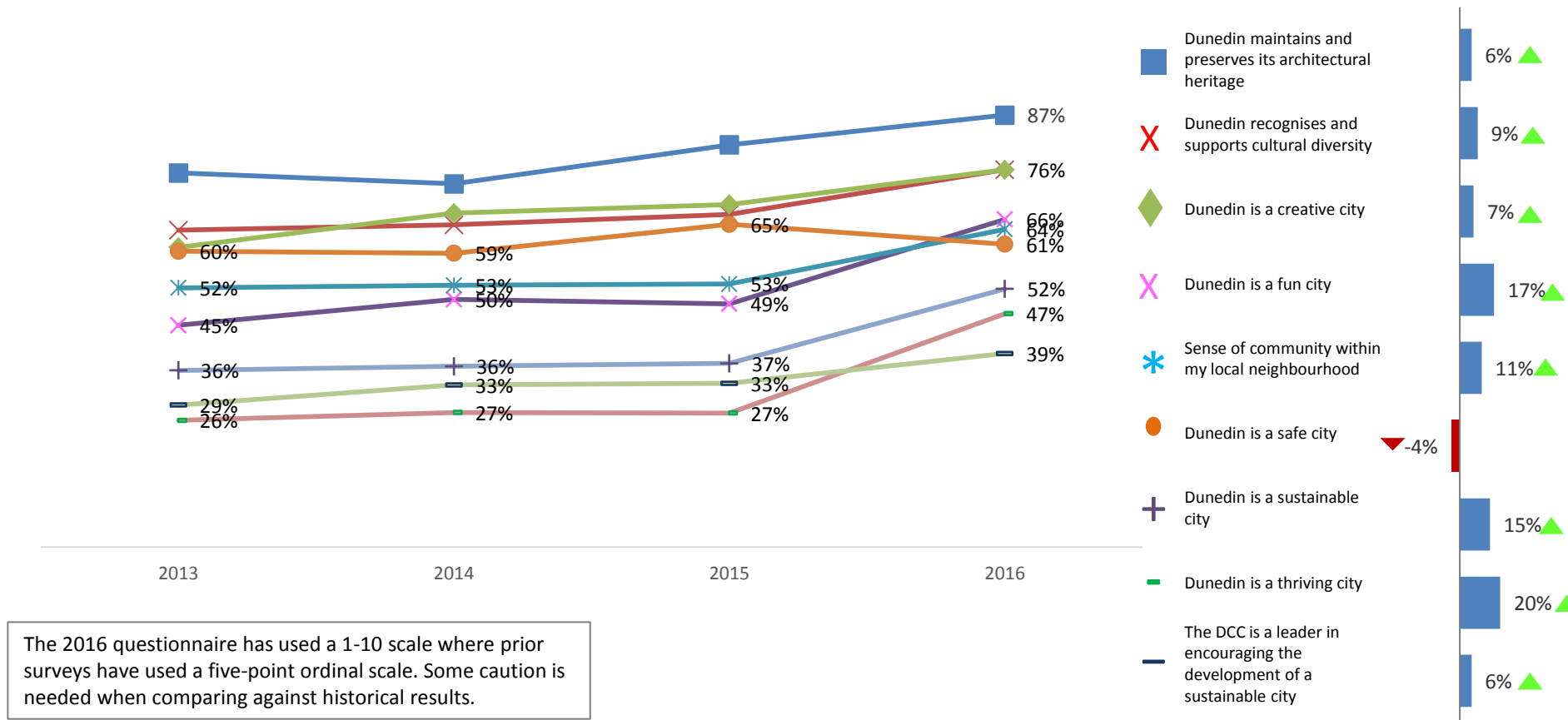


Annual survey of residents  
May-June 2016



Relative to prior years, the survey indicates that residents generally have a more positive perception of the city with most measures having improved, the exception being safety

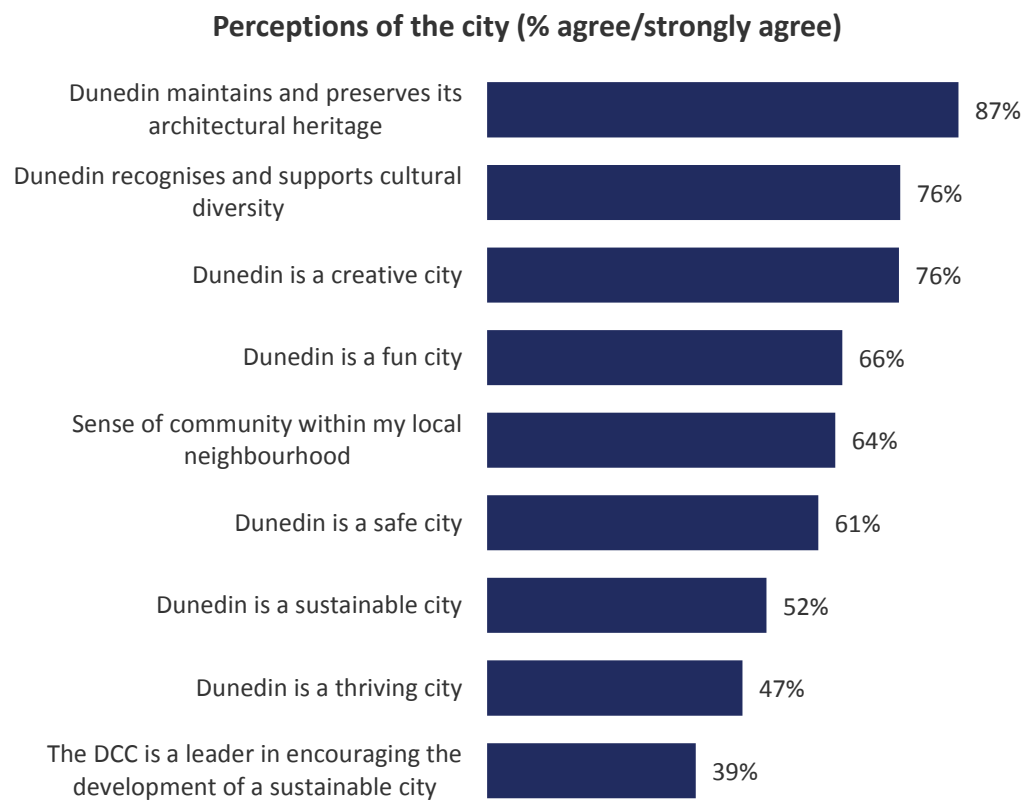
### Perceptions of Dunedin



The 2016 questionnaire has used a 1-10 scale where prior surveys have used a five-point ordinal scale. Some caution is needed when comparing against historical results.

NOTES:  
 1. Sample: n=1,577  
 2. CS. In relation to your most recent contact with DCC staff, how satisfied are you with:  
 3. Excludes 'don't know' responses

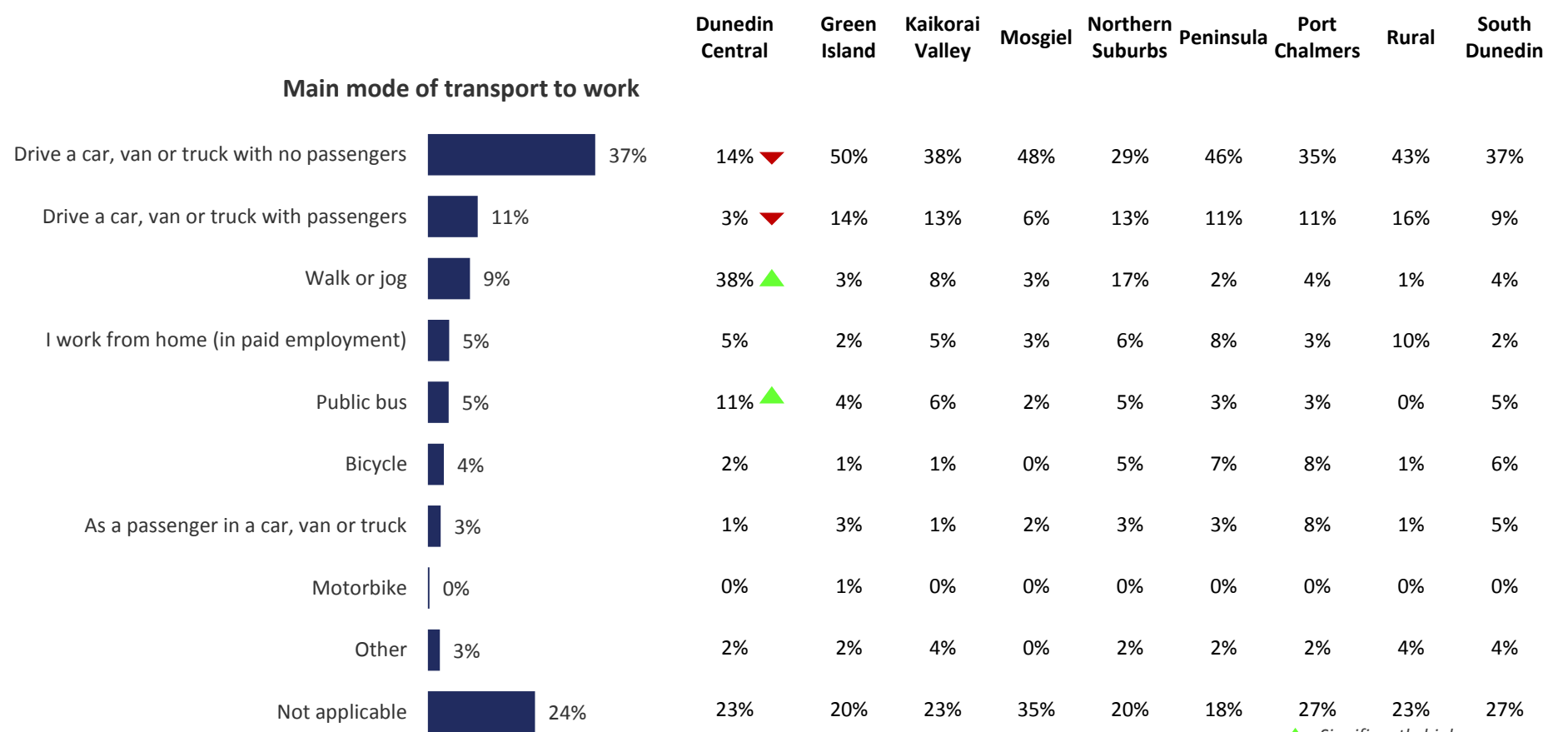
Perceptions of Dunedin City



NOTES:  
1. Sample: n=1,577  
2. PD. Please indicate your overall perception of Dunedin  
3. Excludes 'don't know' responses

As expected, residents living in central Dunedin are more likely than others to walk or take a bus to work

### Usual mode of transport to work



NOTES:

- Sample: n=1,577
- DEM9: What is the one main way that you usually travel to work? This is the one you use for the greatest distance
- Excludes 'don't know' responses
- Significance testing based on a 90% confidence interval

▲ Significantly higher  
▼ Significantly lower





dunedin

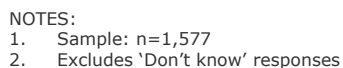
## Drivers of Satisfaction



Annual survey of residents  
May-June 2016

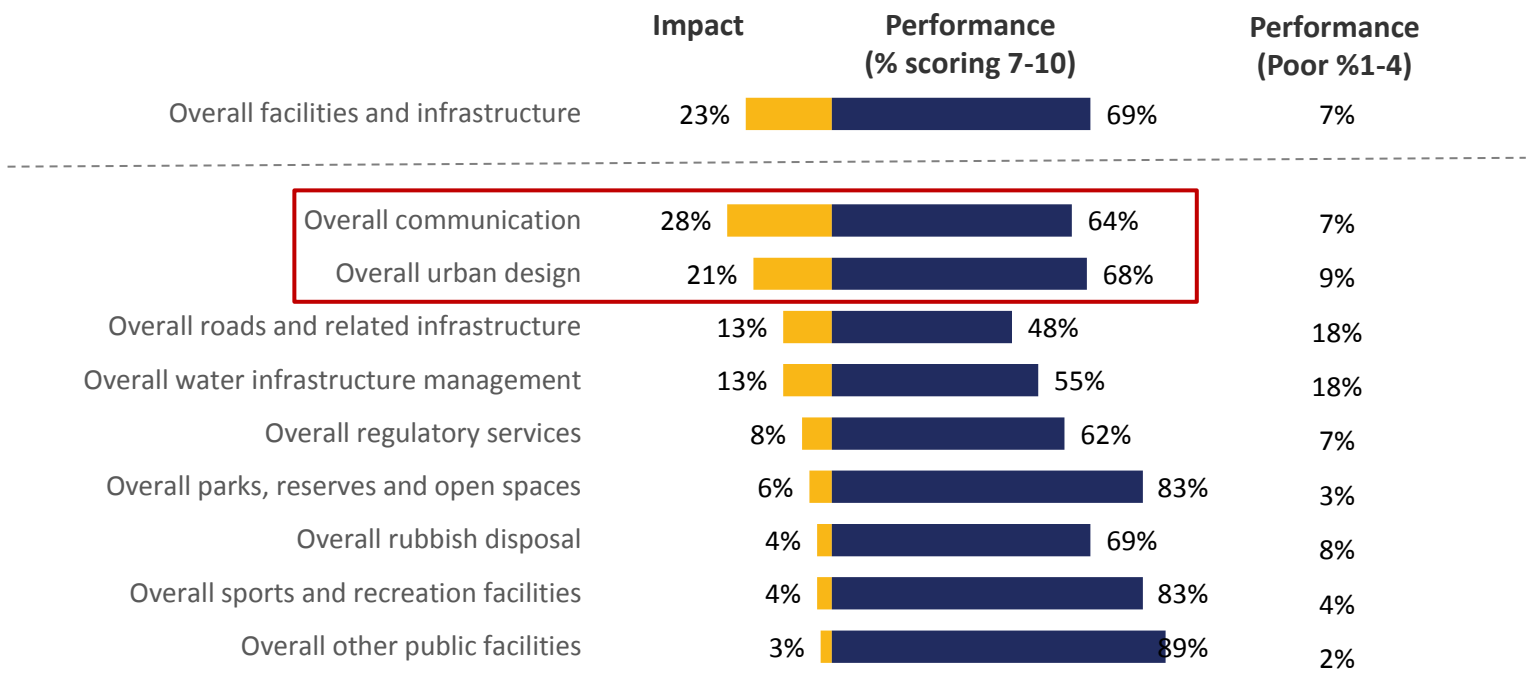


### Driver analysis: Overall level drivers



Communication and urban design have the most influence on overall services, facilities and infrastructure and as scores are not particularly high, improvements would be valued

Services, facilities and infrastructure

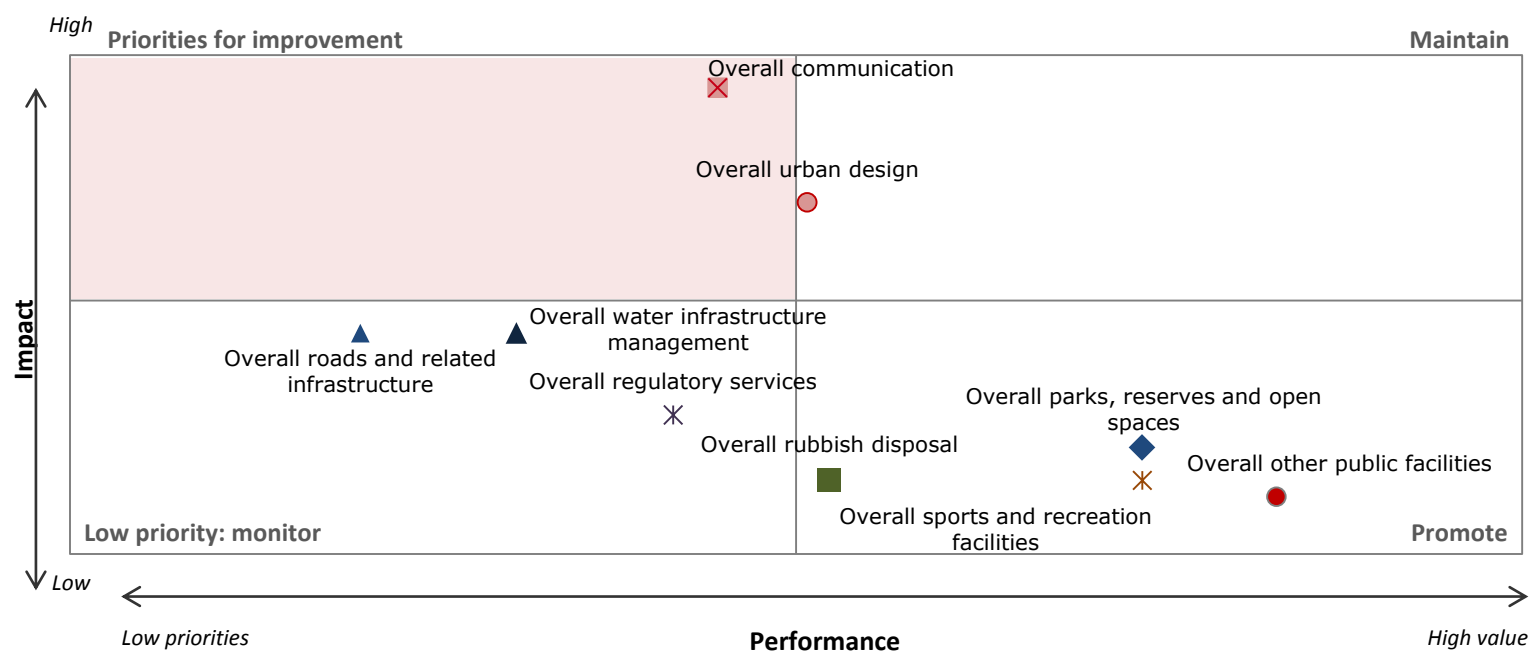


NOTES:

- Sample: n=1,577
- OVLS. Overall satisfaction with the facilities, infrastructure and services provided by the DCC?
- COM\_4. Everything considered, how satisfied are you with how well the DCC keeps people informed?
- UD1\_5. Everything considered, how satisfied are you with the way the city is developing in terms of its look and feel?
- Everything considered, how satisfied are you with the roading related infrastructure and how this is maintained?
- Everything considered, how satisfied are you with the way the DCC manages the city's water related infrastructure?
- Everything considered, how satisfied are you with the regulatory services that Council provides?
- Everything considered, how satisfied are you with the City's parks, reserves and open spaces including how these are managed and maintained?
- Everything considered, how satisfied are you with the rubbish disposal services provided by the DCC?
- Everything considered, how satisfied are you with the sports and recreational facilities provided or supported by the Council?
- Everything considered, how satisfied are you with the City's public facilities and how these are maintained and managed?
- Results reported only for users of each facility and excludes 'don't know' responses

Communication and urban design are areas where residents would value improvement, while council should consider promoting its performance with parks, recreation and other facilities

Services, facilities and infrastructure: Improvement priorities



The priority matrix shows the relative position of results considering both impact and performance. Areas that have a high impact on the overall measure and that have a low absolute performance evaluation represent areas that residents would most value improvement. Improving performance in these areas will have the most positive influence on the overall result.

NOTES:  
1. Sample: n=1,577





## Sample profile

Sample profile

Demographics

Age				Gender			
	%	Weighted	Unweighted		%	Weighted	Unweighted
18-29 years	29%	454	214	Male	47%	743	653
30-49 years	29%	458	407	Female	52%	826	918
50-64 years	23%	366	533	Gender diverse	1%	8	6
65+ years	19%	299	423				
Ethnicity (Prioritises)				Employment Status			
	%	Weighted	Unweighted		%	Weighted	Unweighted
European	92%	1,446	1,457	In full-time paid employment	46%	729	706
Māori	6%	90	78	In part-time paid employment	23%	366	328
Pasifika	2%	26	26	Not in paid employment	14%	220	164
Asian	4%	64	54	Retired	17%	262	379
Other	5%	76	79				
				Property ownership			
	%	Weighted	Unweighted		%	Weighted	Unweighted
				Yes – own property	66%	1,039	1,226
				No – don’t own property	34%	538	351



dunedin



Annual survey of residents  
May-June 2016

