



Dunedin City Council

Residents' Opinion Survey 2017-18



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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

- No changes were made to the questionnaire in 2018 since redevelopment of the survey in 2016 which aimed to make the questionnaire more succinct, while also increasing the ability to analyse the resulting data using multivariate statistical methods
- The current survey employs 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. The change in scale is indicated on trend line results throughout the report
- A sequential mixed method approach was employed which is consistent with 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 4,800 invitations were posted during the period July 2017 to June 2018, which generated 1,356 valid responses (965 via online and 391 via hard copy), representing a response rate of 28%. This is consistent with previous years. The results have an associated maximum margin of error of +/-2.2% (at the 90% confidence level)
- Post data collection the sample has been weighted to known population distributions according to the 2013 Census using age gender and ethnicity

Executive summary

- 1

Overall, the performance of Dunedin City Council remains largely consistent with 2017 across the majority of measures. This is reflected in a stable overall satisfaction score (57% compared to 58% last year). However, satisfaction with the performance of the Mayor and Councillors has increased over the last twelve months (47% up from 43%).
- 2

Value for money remains the key driver of overall satisfaction (52% impact), with leadership and the various services, facilities and infrastructure having about equal influence.
- 3

Residents continue to evaluate the public facilities and outdoor spaces provided by the Council very favourably. Given the impact of *value for money*, this provides a continued opportunity for Council to promote a stronger linkage between the provision of these services and the rates residents pay.
- 4

Improvements that would be most valued by residents relate primarily to infrastructure: the condition of roads throughout the city, the city's stormwater systems, and the provision and regulation of parking. Other potential opportunities relate to the Council's website and newsletter, the general cleanliness of the city's streets, and the condition or provision of public toilets.
- 5

Almost 40% of residents have had an interaction with the Council during the prior three months. Although satisfaction with these interactions has declined this year, they mostly evaluate them favourably (69%). Opportunities for improvement relate to ensuring that staff follow-up with residents and 'close the loop', so that they are not left feeling that their issue remains unresolved.
- 6

While residents are generally satisfied with how well the DCC keeps them informed (66%), residents aged over 65 are significantly more so than younger residents. This generation gap is particularly evident for the FYI newsletter, which 45% of 18-29 year olds are satisfied with compared to 74% of over 65s.



Summary of key performance indicators

Overall, nearly 6 in 10 residents are satisfied with Council’s performance. Residents are particularly satisfied with public facilities, but least satisfied with roading, footpaths and parking

Overall performance summary

		Satisfaction by location (% 7-10)								
	Satisfied (% 7-10)	Dunedin City	Green Island	Kaikorai Valley	Mosgiel	Northern Suburbs	Peninsula	Port Chalmers	Rural	South Dunedin
Satisfaction with the DCC	57%	33%	59%	62%	50%	62%	59%	42%	53%	58%
Service and infrastructure delivery	70%	63%	71%	72%	65%	71%	73%	64%	81%	69%
Overall value	52%	34%	48%	57%	40%	55%	58%	51%	52%	56%
Performance of the Mayor and Councillors	47%	36%	45%	45%	45%	54%	50%	40%	47%	50%
Performance of Community Boards	48%	42%	44%	44%	50%	51%	55%	53%	50%	46%
Public facilities ² :										
- Overall parks and reserves	81%	84%	80%	79%	78%	82%	84%	72%	89%	84%
- Overall sports and recreational facilities	81%	85%	80%	77%	80%	82%	84%	79%	88%	81%
- Overall other public facilities	87%	98%	81%	90%	82%	87%	91%	88%	89%	88%
Infrastructure:										
- Water related infrastructure	57%	64%	55%	69%	45%	53%	60%	46%	57%	55%
- Roads, footpaths and parking	40%	36%	42%	45%	41%	39%	38%	24%	35%	40%
Other Services:										
- Regulatory services	59%	69%	61%	60%	62%	58%	58%	49%	56%	57%
- Planning and urban design	71%	63%	68%	77%	68%	77%	64%	46%	75%	75%
- Communications	66%	68%	66%	66%	66%	67%	66%	61%	64%	65%
- Handling enquiries ³	69%	34%	73%	73%	77%	57%	67%	59%	74%	72%
- Waste management	68%	71%	72%	71%	67%	69%	58%	63%	74%	66%

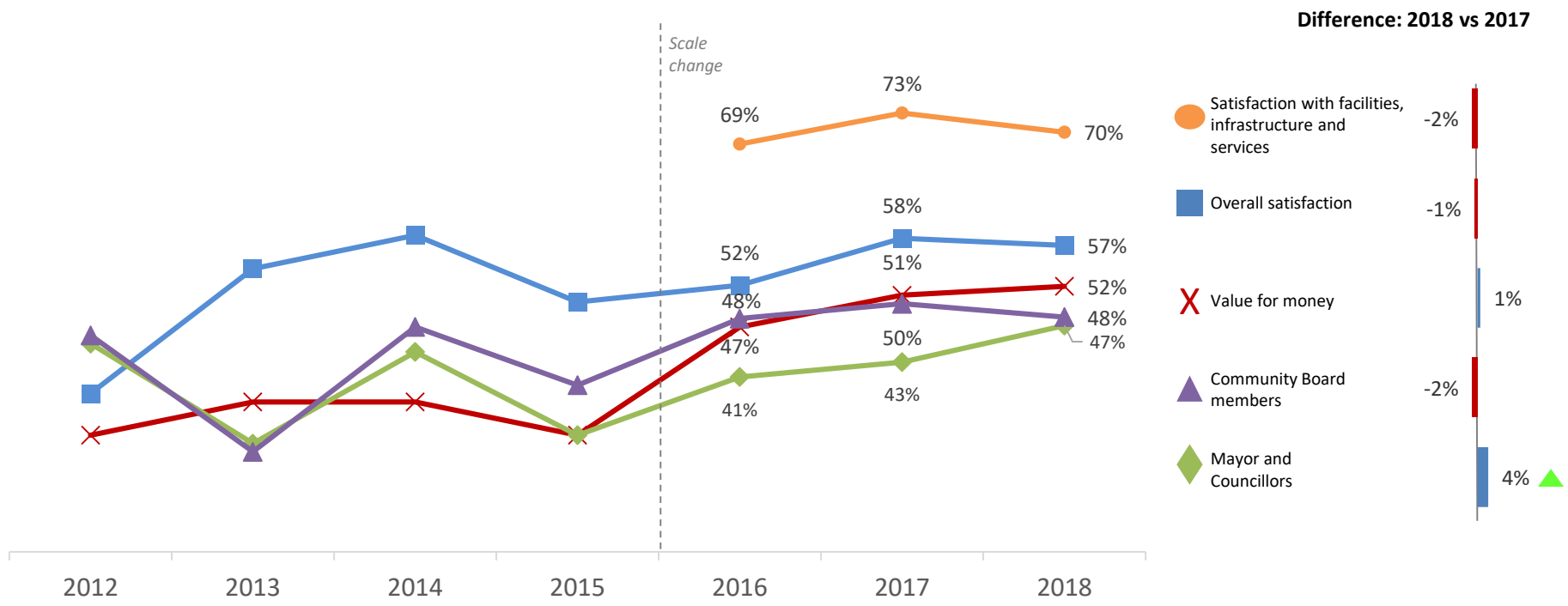
NOTES:
1. Sample: n=1,356; Dunedin Central n=38; Green Island n=237; Kaikorai Valley n=226; Mosgiel n=181; Northern Suburbs n=141; Peninsula n=173; Port Chalmers n=49; Rural n=73; South Dunedin n=235
2. Results for the various parks, reserves and facilities are only shown for those who have used the facility in the last 12 months
3. Results for 'handling enquiries' relates to those who have made an enquiry within the last three months. NB: Base sizes for Dunedin City and Port Chalmers for 'handling enquiries' are very small (n<30) so results should be treated with caution
4. Excludes 'Don't know' responses

Compared to the results for other areas:
Blue = significantly higher
Orange = significantly lower

Page 7



Overall performance remains largely consistent with the previous year...

Overall performance measures (% 7-10)



NOTES:

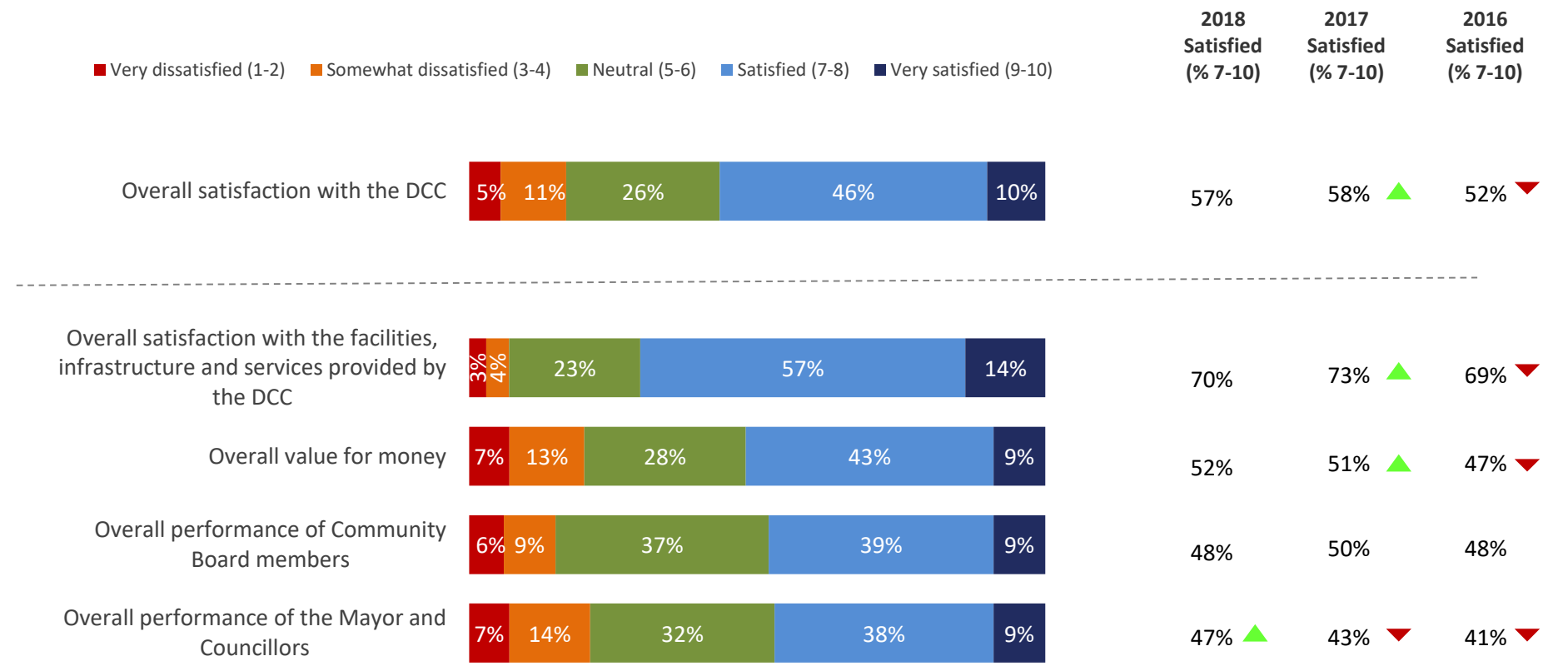
- Sample: 2018 n=1,356; 2017 n=1,231, 2016 n=1,577
- OVS1: Considering all the services and infrastructure that the DCC provides, its leadership and the value you receive for the rates and fees that you pay. Everything considered, how would you rate your overall satisfaction with the DCC?
- OVLS: When you think about all the facilities, infrastructure and services that the DCC provides, how satisfied are you overall with these?
- LS2_1 and LS2_2: And overall, when you think about the role that Council has, how would you rate your overall satisfaction with the performance of the Mayor and Councillors?
- OV1.: Considering everything the DCC has done over the year and the services you receive, overall how satisfied are you that you receive good value for the money you spend in rates and other fees?
- Excludes 'don't know' responses

 Significantly higher
 Significantly lower

Page 8

... although satisfaction with the performance of the Mayor and Councillors has increased significantly compared to 2017 and 2016

Overall level questions





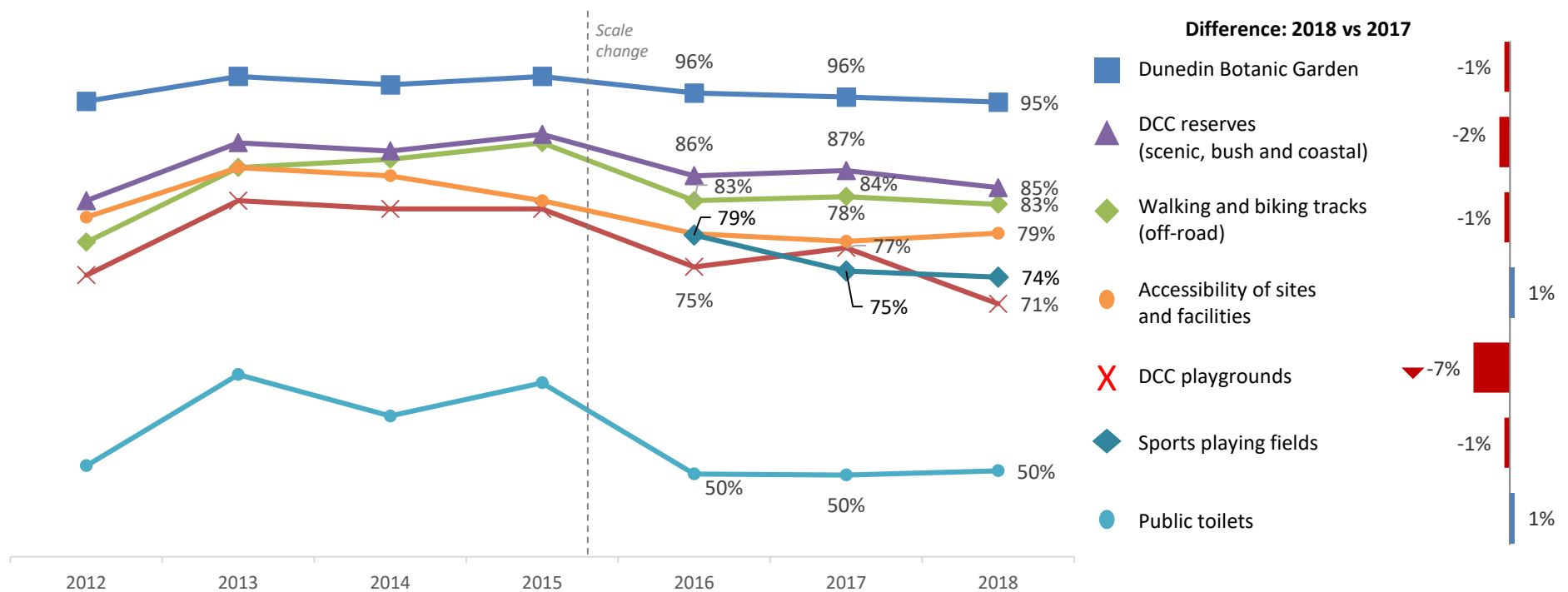
Part II: Detailed results by activity



Facilities

While satisfaction scores remain high for parks, reserves and open spaces, users of DCC playgrounds are less satisfied than they were 12 months ago

Parks, reserves and open spaces (evaluation by users) (% 7-10)



NOTES:

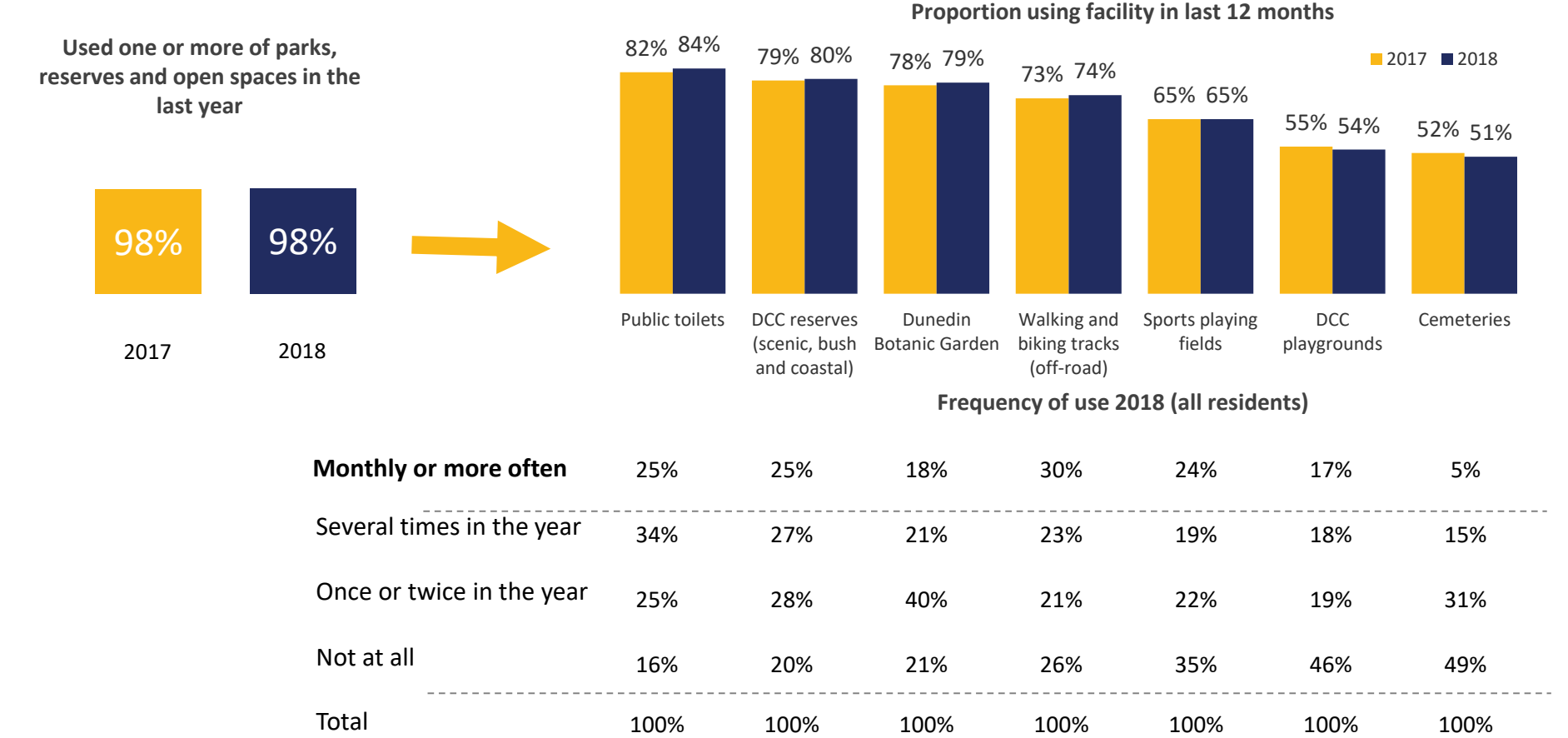
- Sample: 2018 n=1,356; 2017 n=1,231, 2016 n=1,577
- PRU: In the last 12 months, about how frequently have you visited each of the following?
- PR: How satisfied are you with each of the following...?
- Results reported only for users of each facility and excludes 'don't know' responses

Significantly higher

Significantly lower

Nearly all residents have visited at least one of Dunedin City’s parks, reserves or open spaces over the past year with usage levels of the facilities consistent with 2017

Parks, reserves and open space facilities: Visits

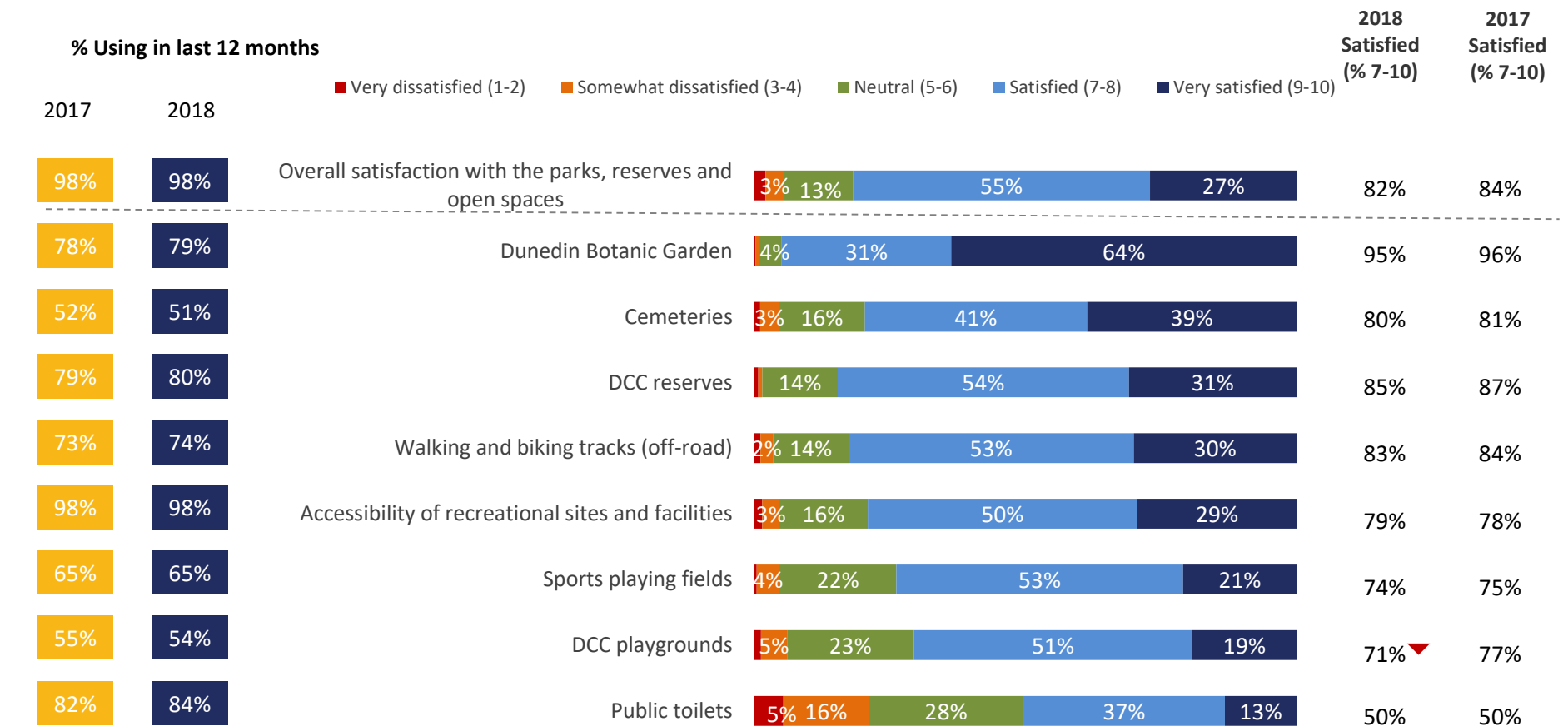


NOTES:

- Sample: 2018 n=1,356; 2017 n=1,231
- PRU: In the last 12 months, about how frequently have you visited each of the following?
- Excludes 'don't know' responses

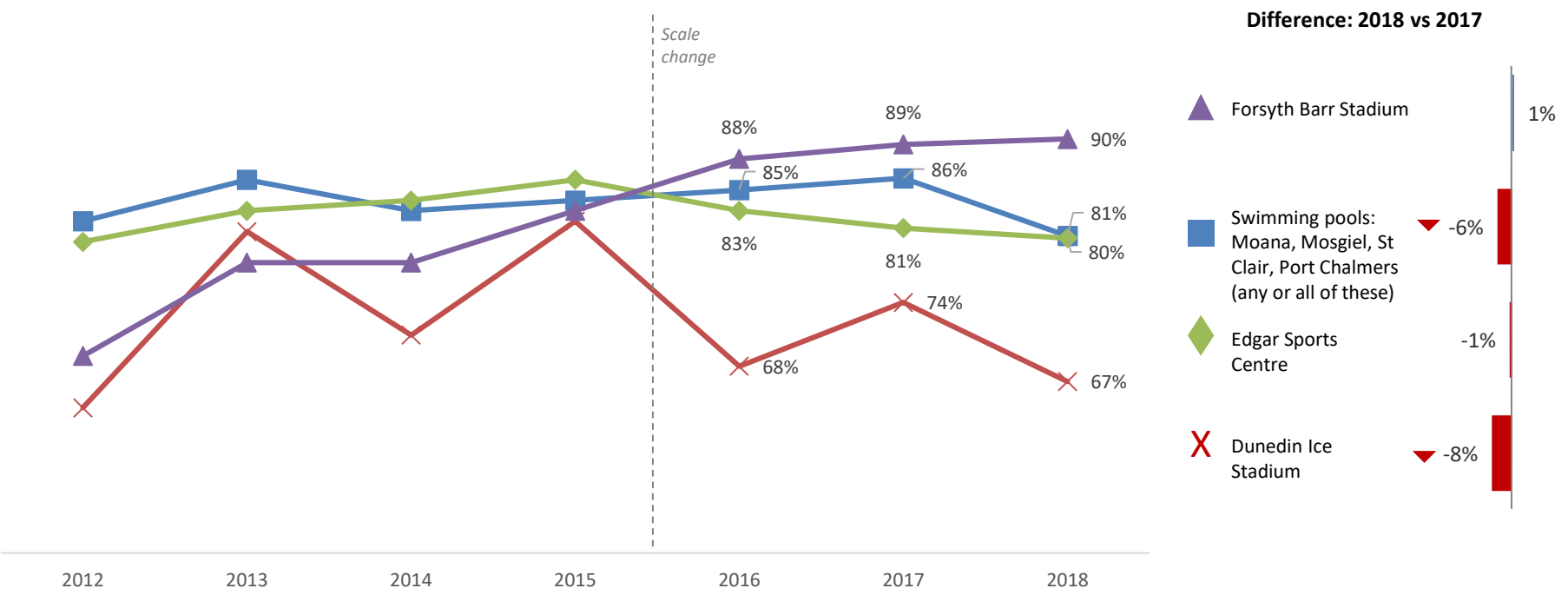
Nearly two thirds of visitors (64%) are *very satisfied* with the Dunedin Botanic Garden, whereas a fifth (21%) of users are dissatisfied with the public toilets

Parks, reserves and open space facilities (evaluation by users)



Satisfaction with the Forsyth Barr Stadium remains consistently high, but the Dunedin Ice Stadium has fallen back to its 2016 performance levels, reversing the gains from last year

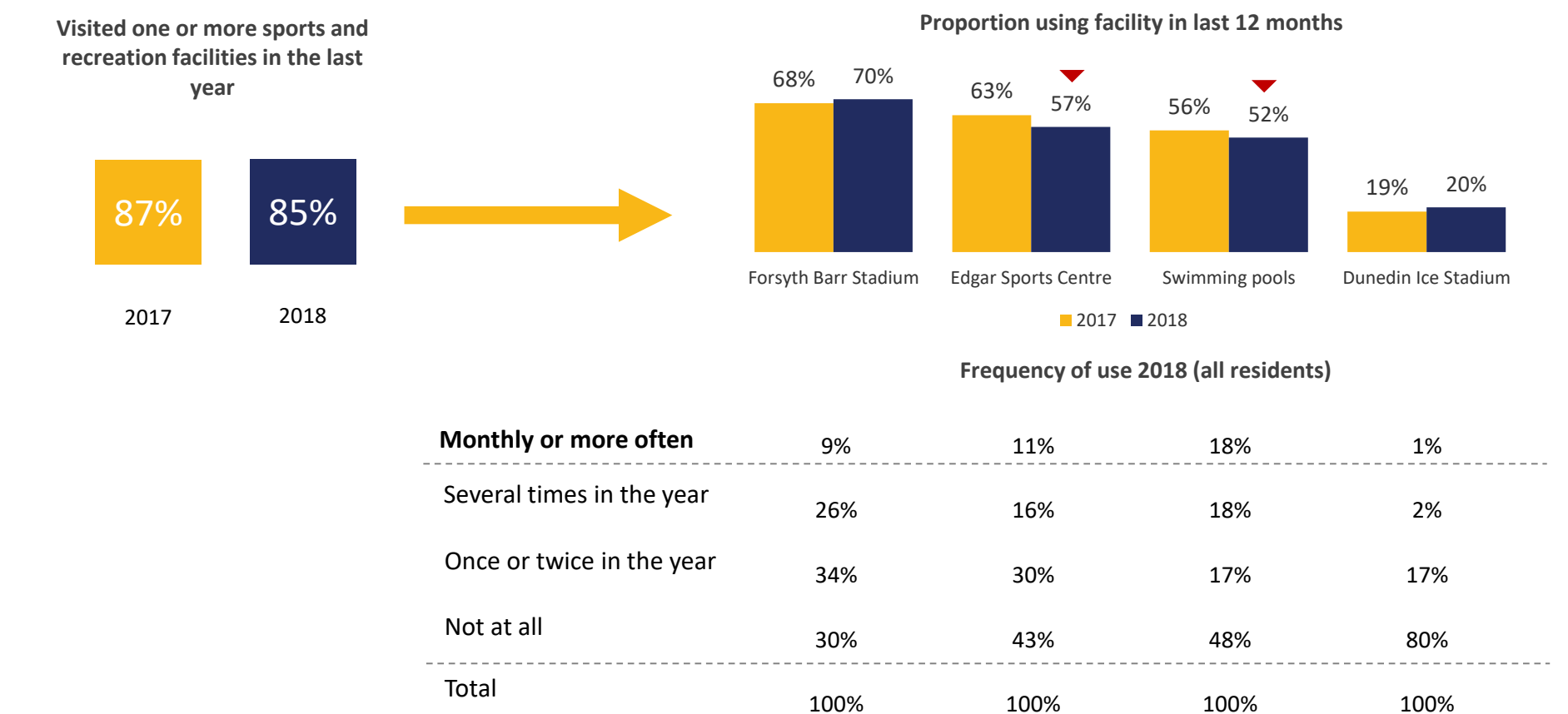
Sports and recreational facilities (evaluation by users) (% 7-10)



NOTES:
1. Sample: 2018 n=1,356; 2017 n=1,231, 2016 n=1,577
2. SRU: In the last 12 months, about how frequently have you visited each of the following?
3. SR: How satisfied are you with each of the following
4. Results reported only for users of each facility and excludes 'don't know' responses

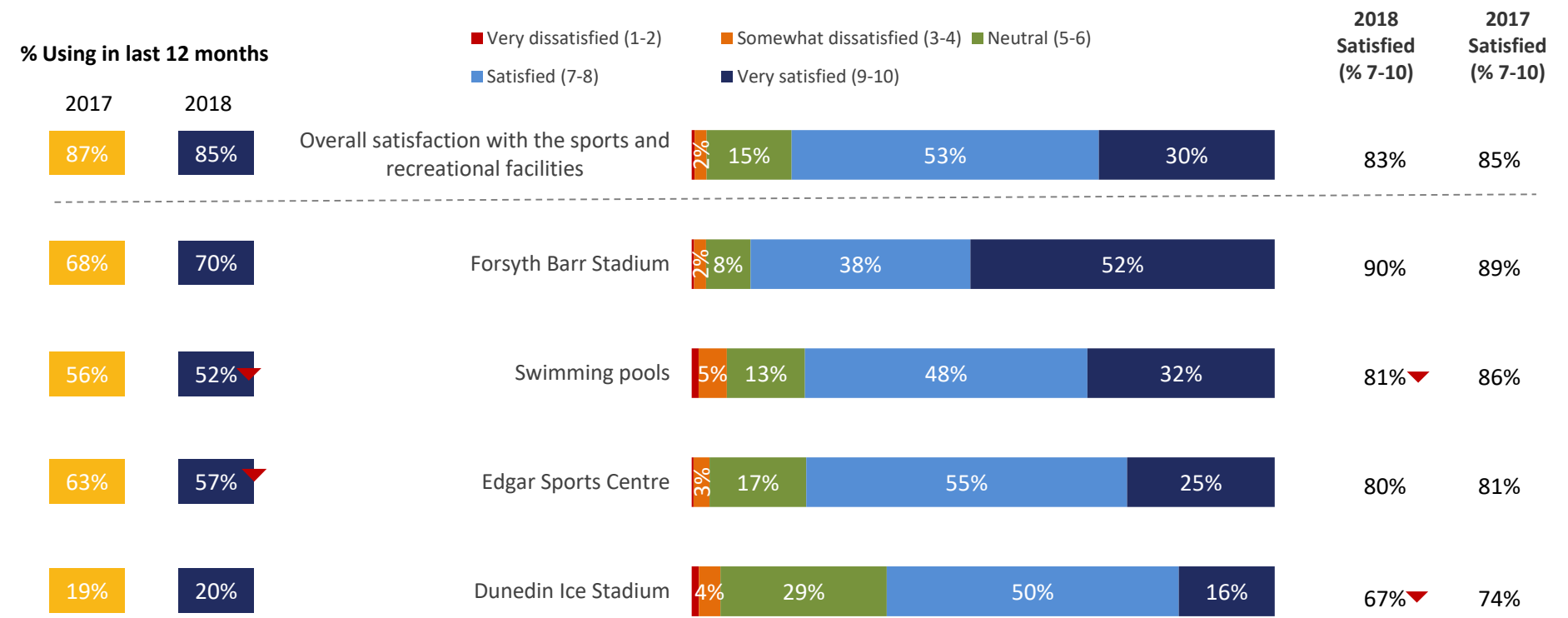
While the proportion of residents using the Edgar Sports Centre and swimming pools has decreased in the last 12 months, they still remain well used facilities

Sports and recreation facilities: Visits



The city’s sports and recreational facilities continue to be evaluated very well, however the swimming pools and Dunedin Ice Stadium have seen a decline in satisfaction this year

Sports and recreation facilities

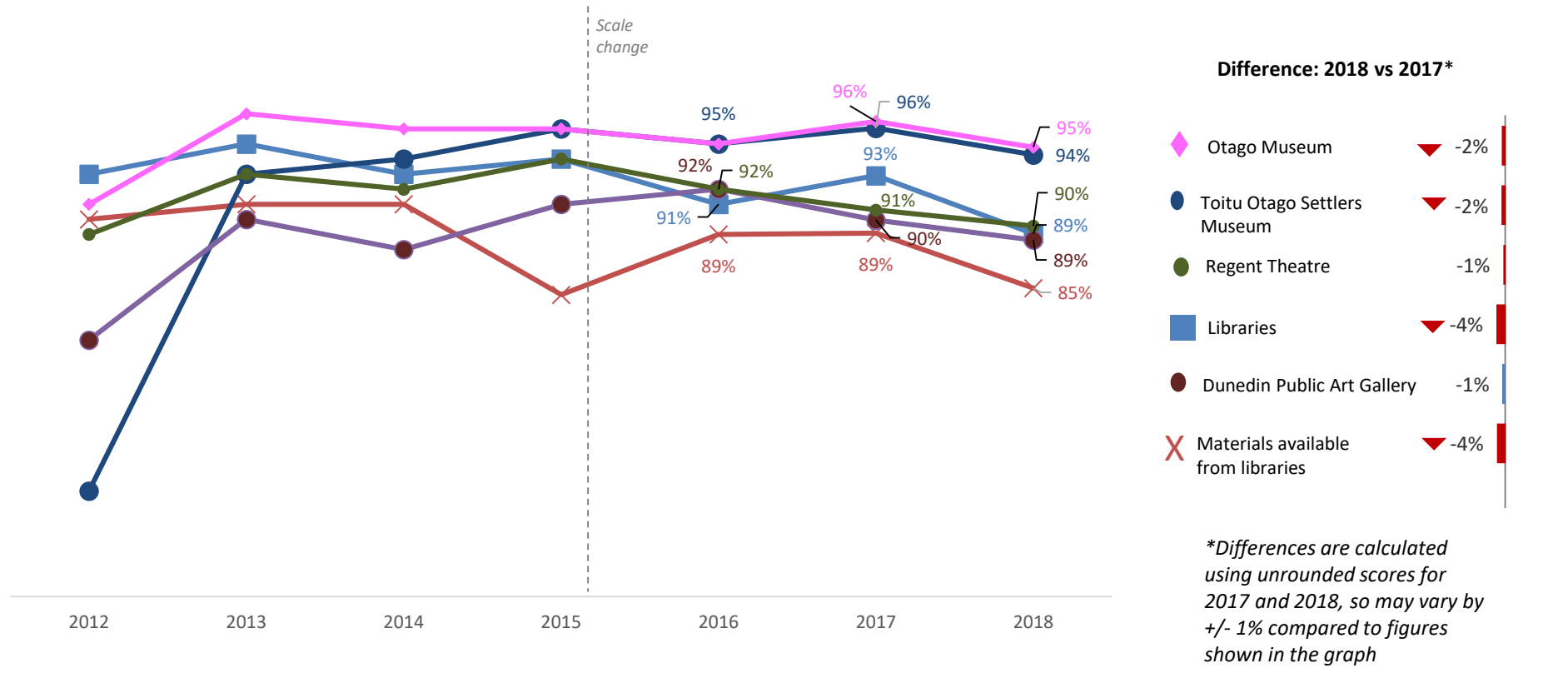


NOTES:

- Sample: 2018 n=1,356; 2017 n=1,231, 2016 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

Satisfaction with art and cultural public facilities remains very high, although there has been some decline in user satisfaction with libraries and the two museums

Art and cultural public facilities (evaluation by users) (% 7-10)

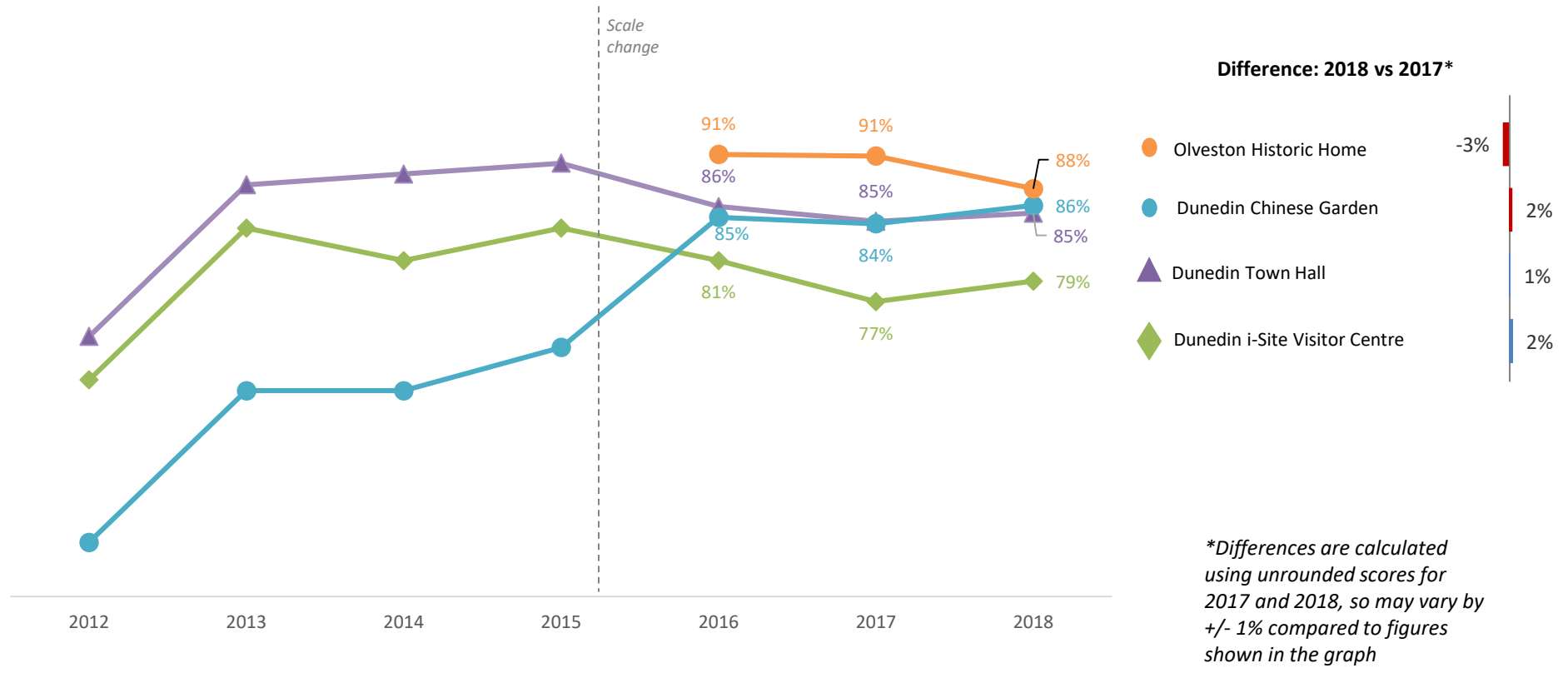


NOTES:
 1. Sample: 2018 n=1,356; 2017 n=1,231, 2016 n=1,577
 2. OF: In the last 12 months, about how many times have you visited each of the following?
 3. OF_1-12: How satisfied are you with each of the following...?
 4. Results reported only for users of each facility and excludes 'don't know' responses

▲ Significantly higher
▼ Significantly lower

Visitors to other public facilities continue to be satisfied, with performance consistent with the previous year

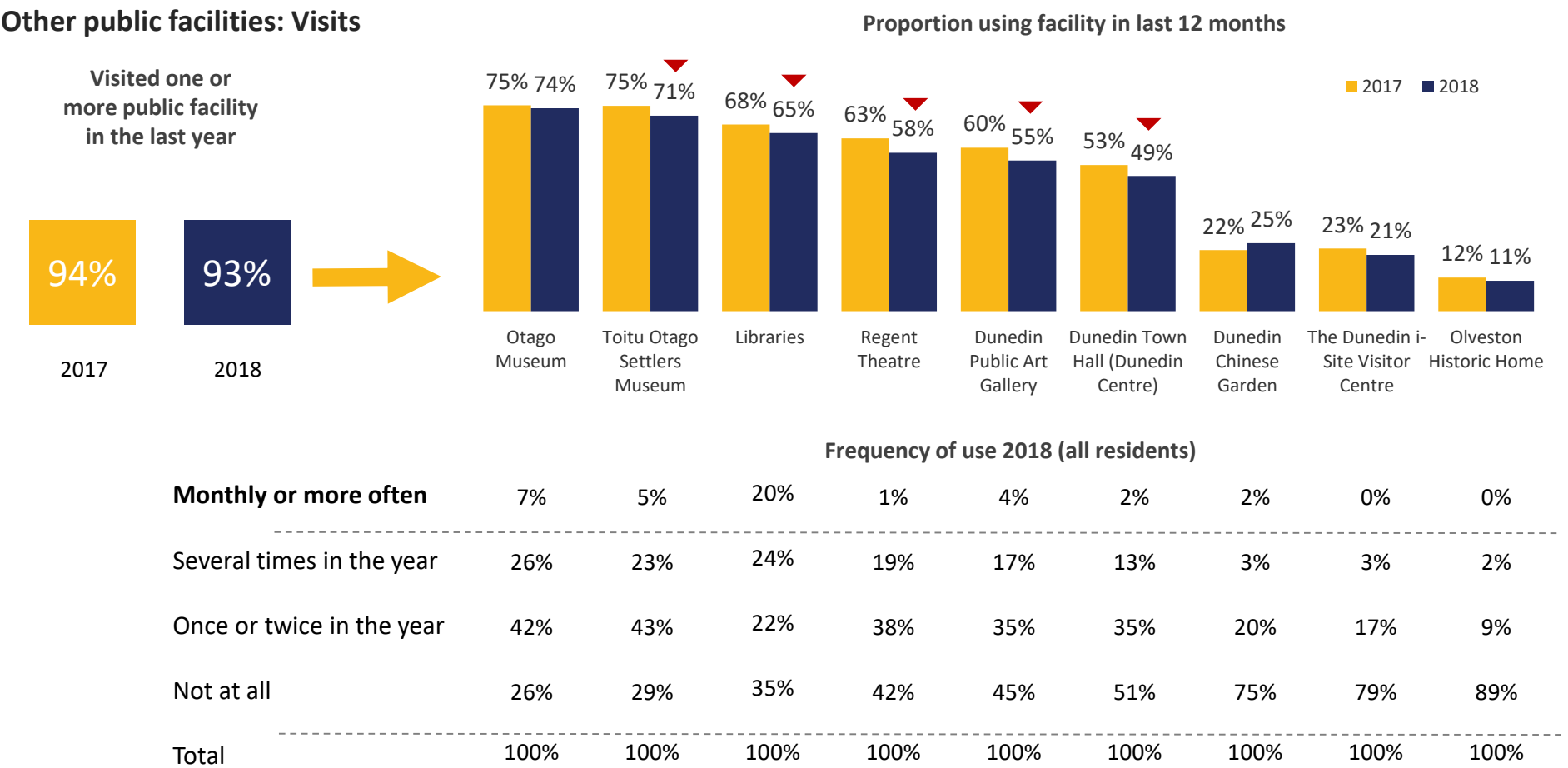
Other public facilities (evaluation by users) (% 7-10)



NOTES:

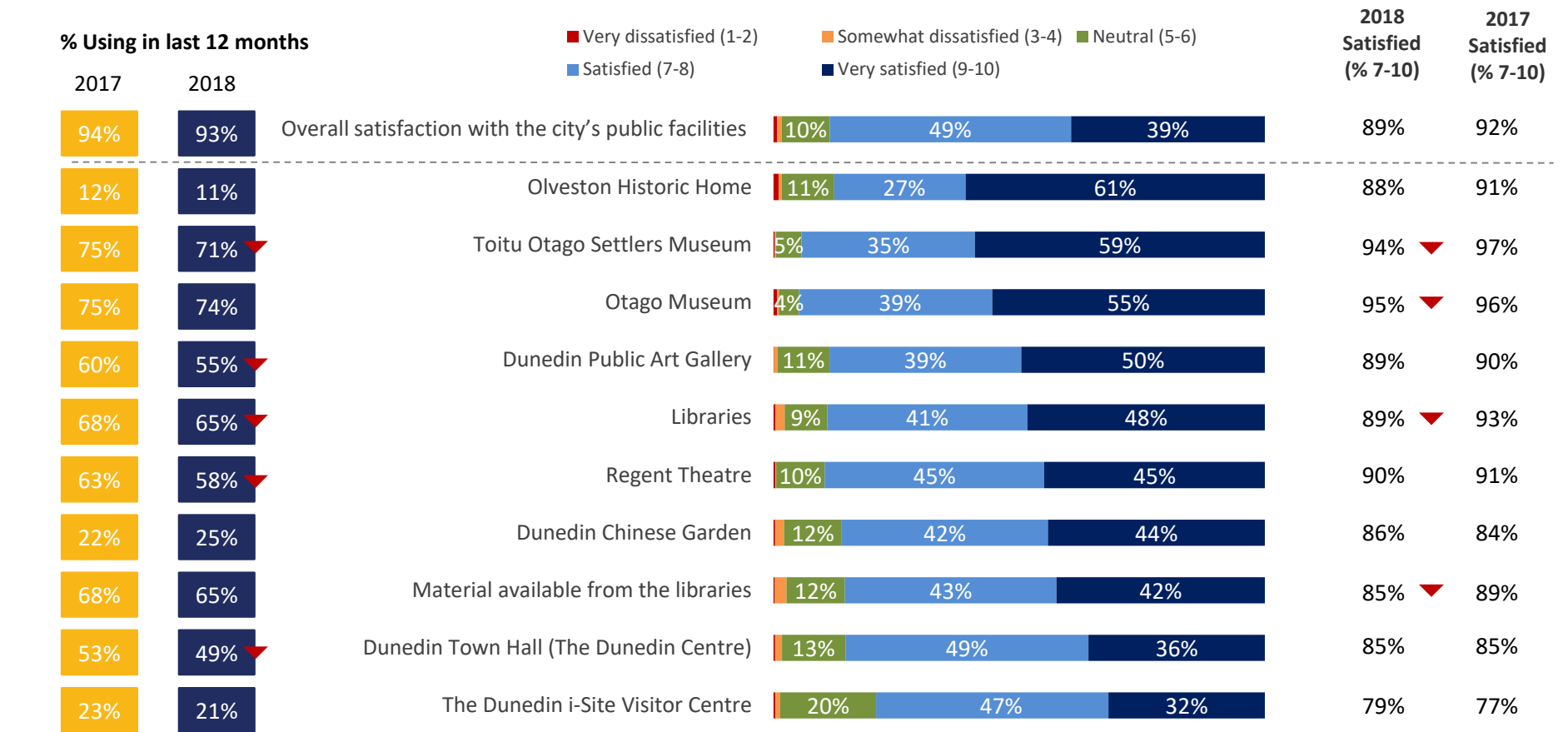
- Sample: 2018 n=1,356; 2017 n=1,231, 2016 n=1,577
- OF: In the last 12 months, about how many times have you visited each of the following?
- OF_1-12: How satisfied are you with each of the following...?
- Results reported only for users of each facility and excludes 'don't know' responses

While the proportion of residents visiting at least one public facility in the last year remains high, most facilities have seen a decline in visitation from residents



Despite users’ satisfaction with libraries and the two museums declining slightly, overall satisfaction with public facilities remains high

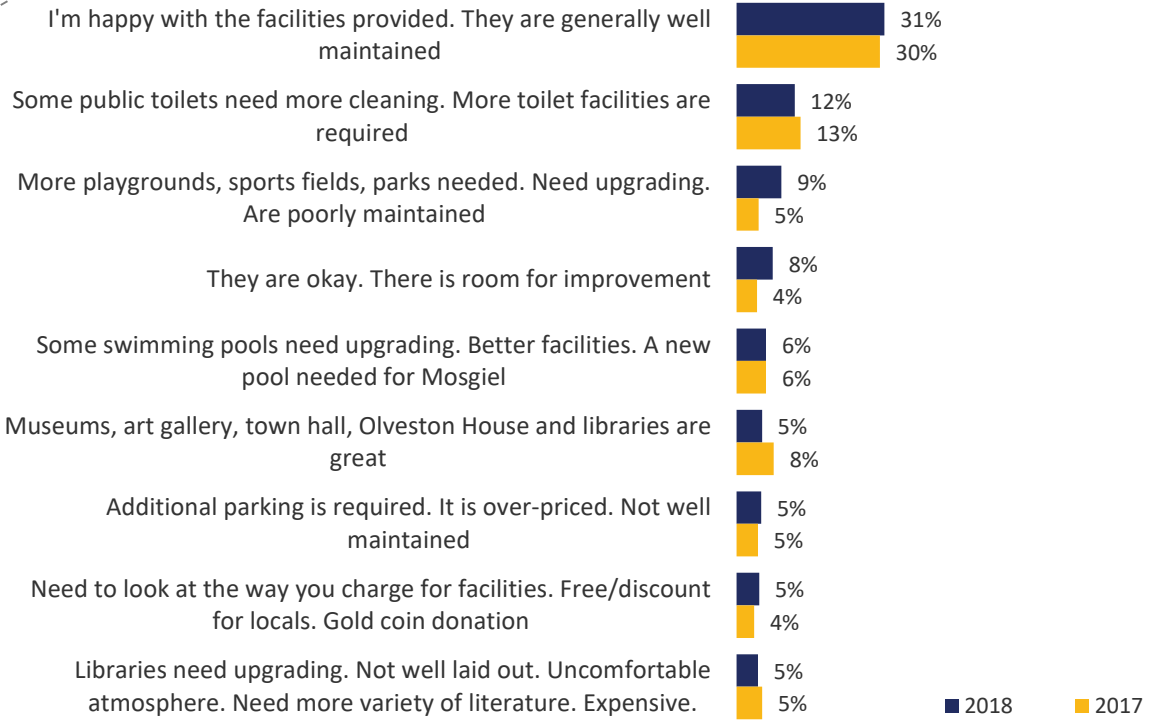
Other public facilities: Satisfaction



Many of the comments regarding the city’s facilities were positive, but improvements sought generally related to maintenance and upgrading

Comments concerning the city’s facilities

Have comments about the city’s facilities

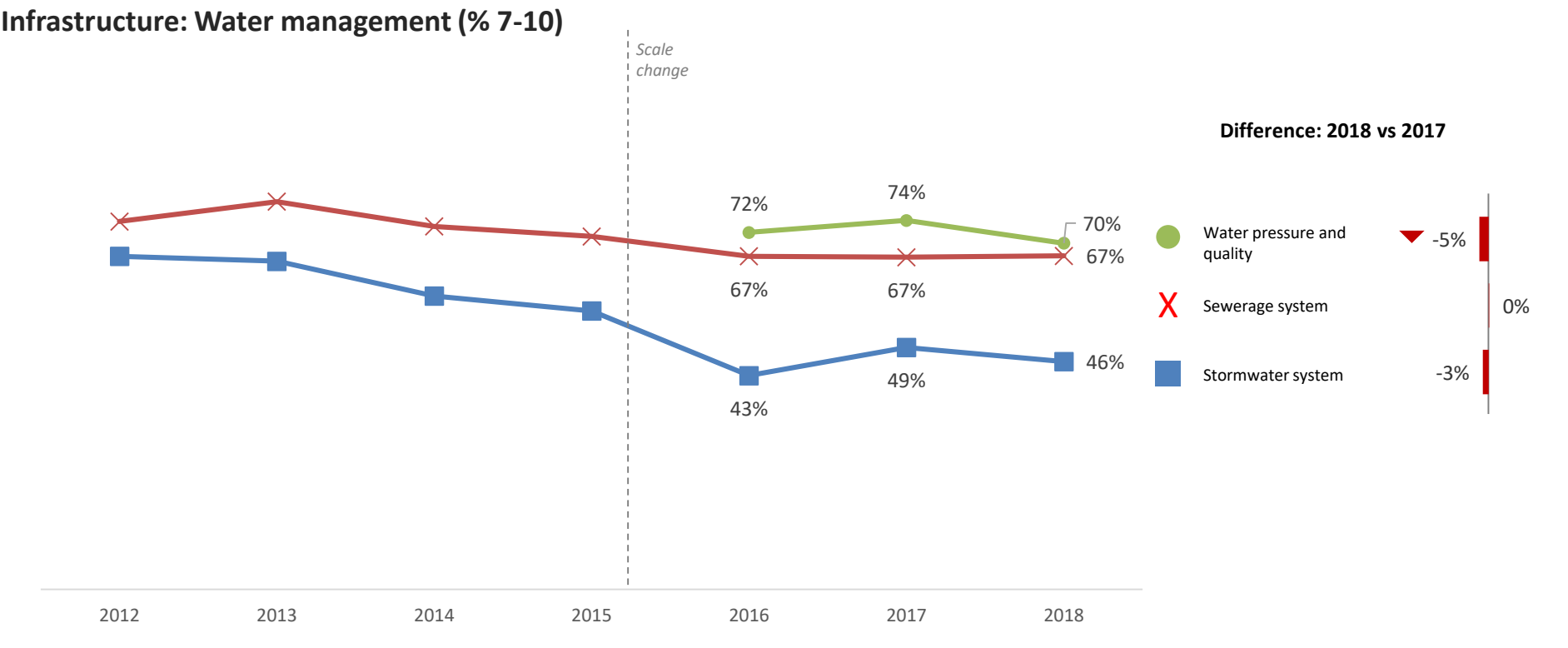


NOTES:
 1. Sample: 2018 n=1,356; 2017 n=1,231
 2. VB1:Do you have any comments about the city’s facilities?



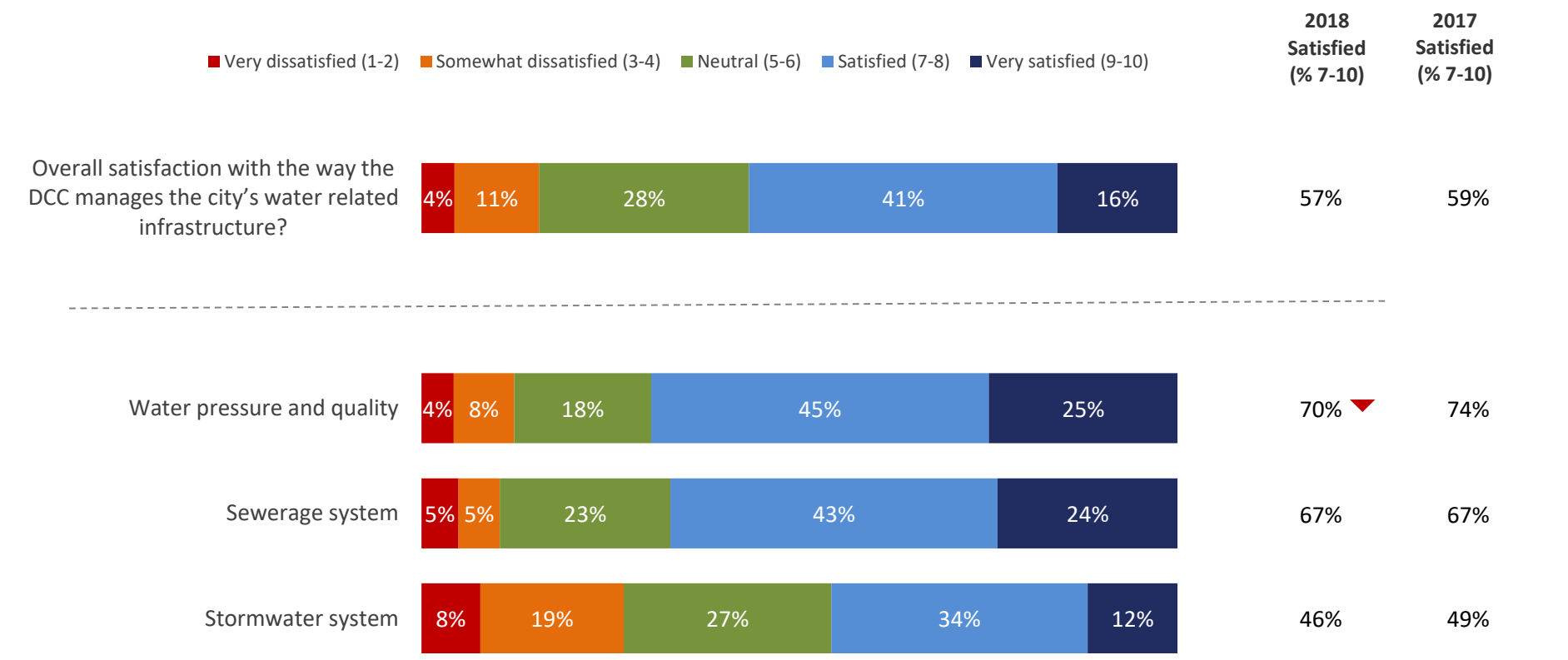
Infrastructure

Satisfaction with water pressure and quality has decreased, compared to 2017, while satisfaction with other water related measures remains consistent



Despite the decrease in satisfaction this year, *water pressure and quality* remains the highest rated area of water supply

Infrastructure: Water supply



NOTES:

- Sample: 2018 n=1,356; 2017 n=1,231
- IW: How satisfied are you with each of the following...?
- Everything considered, how satisfied are you with the way the DCC manages the city’s water related infrastructure?
- Excludes ‘don’t know’ responses

▲

Significantly higher

▼

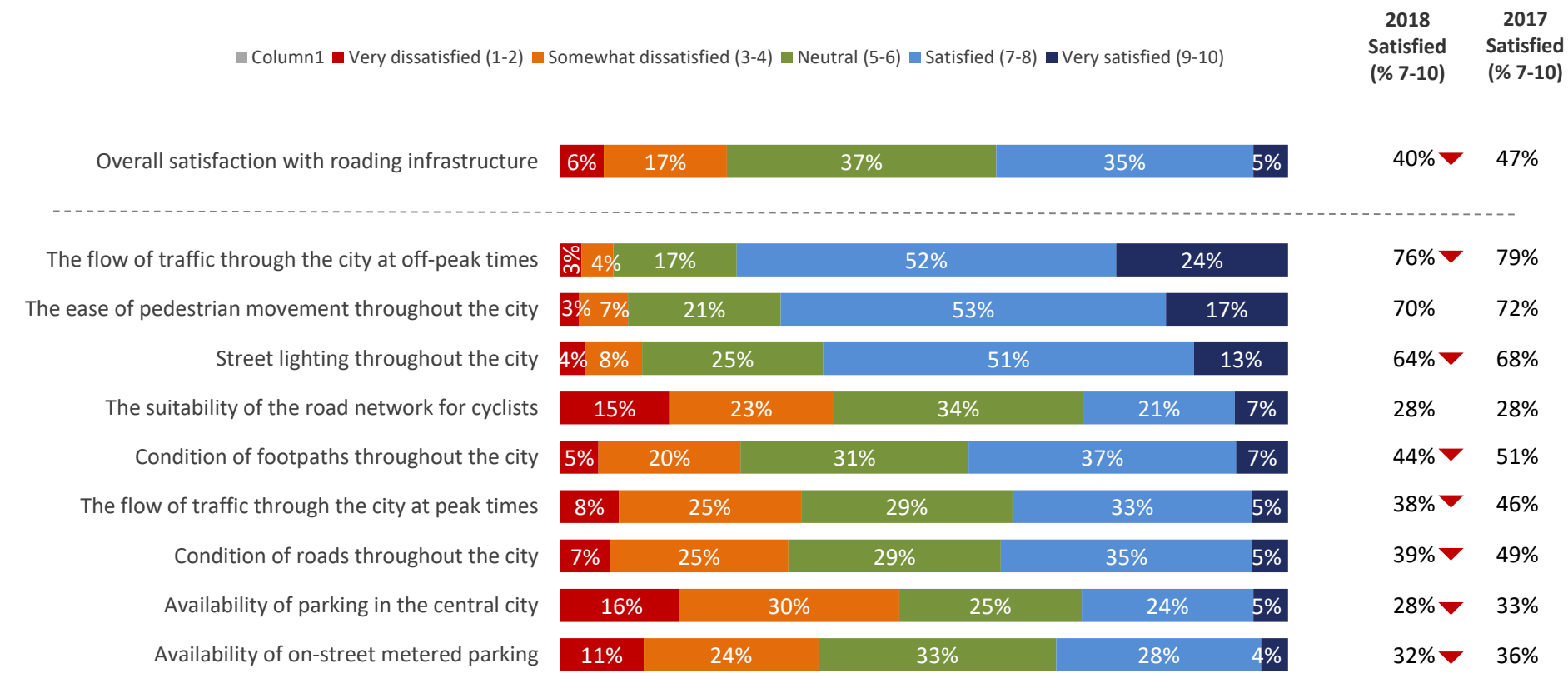
Significantly lower

Infrastructure: roads, footpaths, lighting and parking (% 7-10)



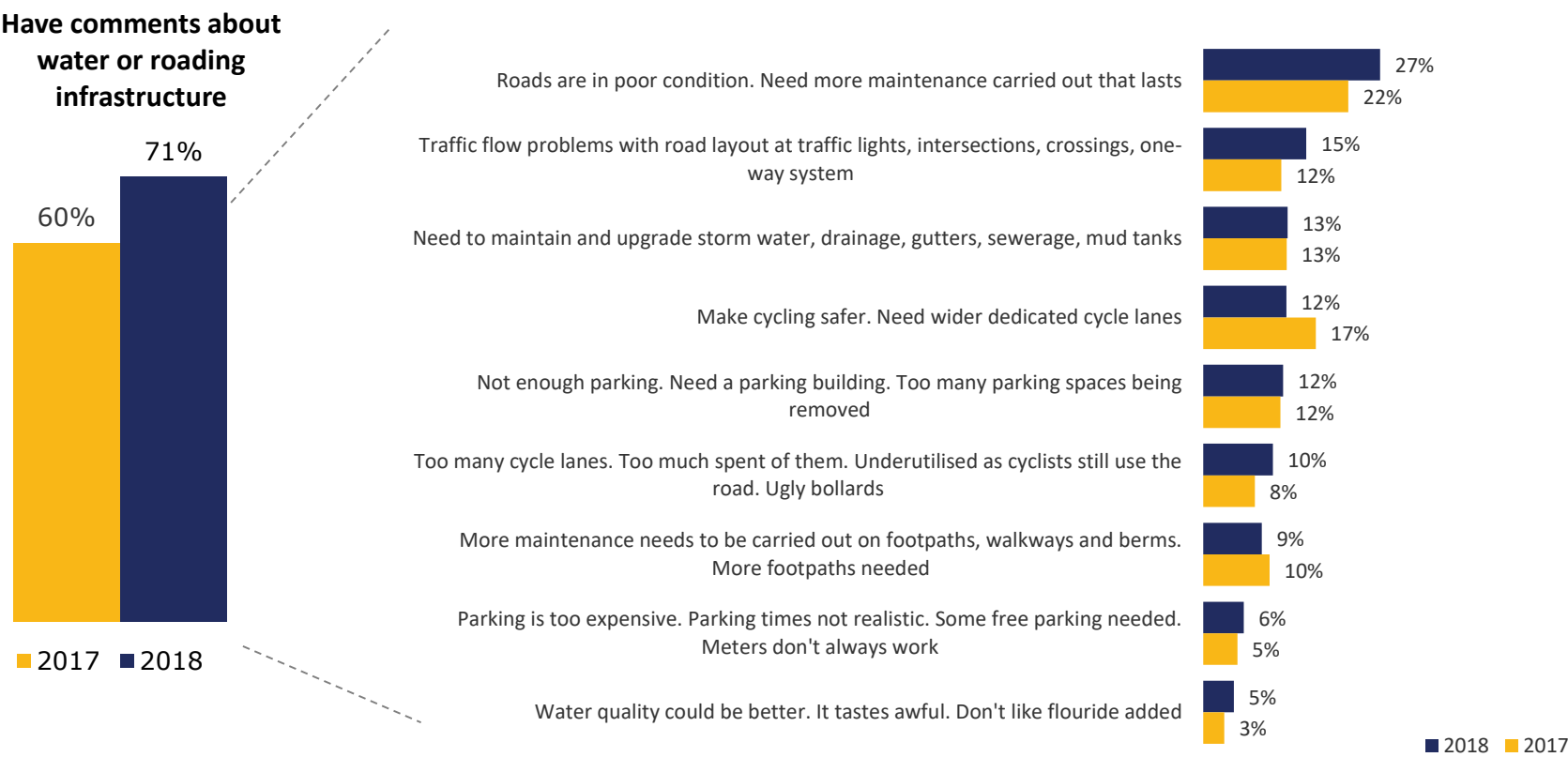
The decreased scores for *roading* are reflected in a decrease in overall satisfaction with roading infrastructure

Infrastructure: Roding



Residents' comments on city infrastructure tended to focus on the poor condition of roading (27%)

Comments concerning water and roading infrastructure



NOTES:
 1. Sample: 2018 n=1,356; 2017 n=1,231, 2016 n=1,577
 2. VB2: do you have any comments about the city' roading or water related infrastructure?



Services

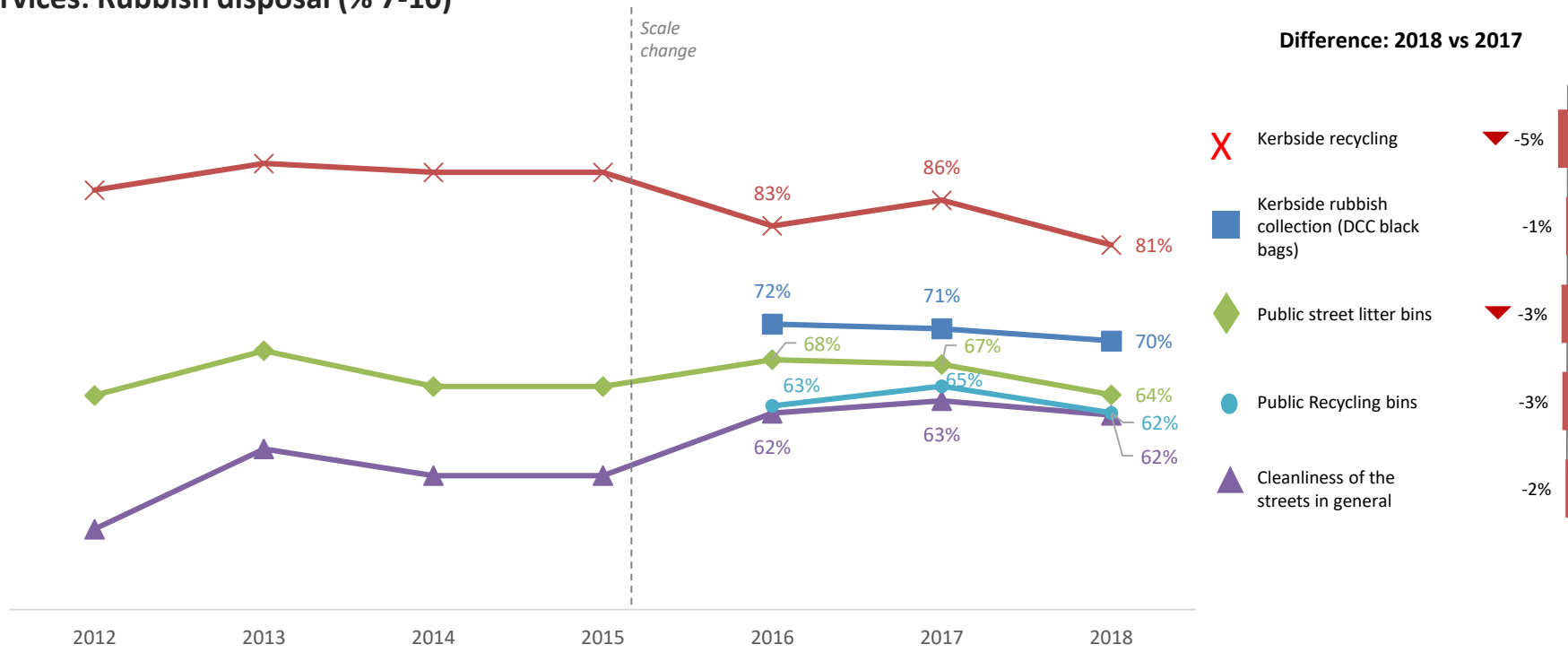


Residents' Opinion Survey
July 2017 - June 2018



Satisfaction with rubbish disposal is generally good...

Services: Rubbish disposal (% 7-10)

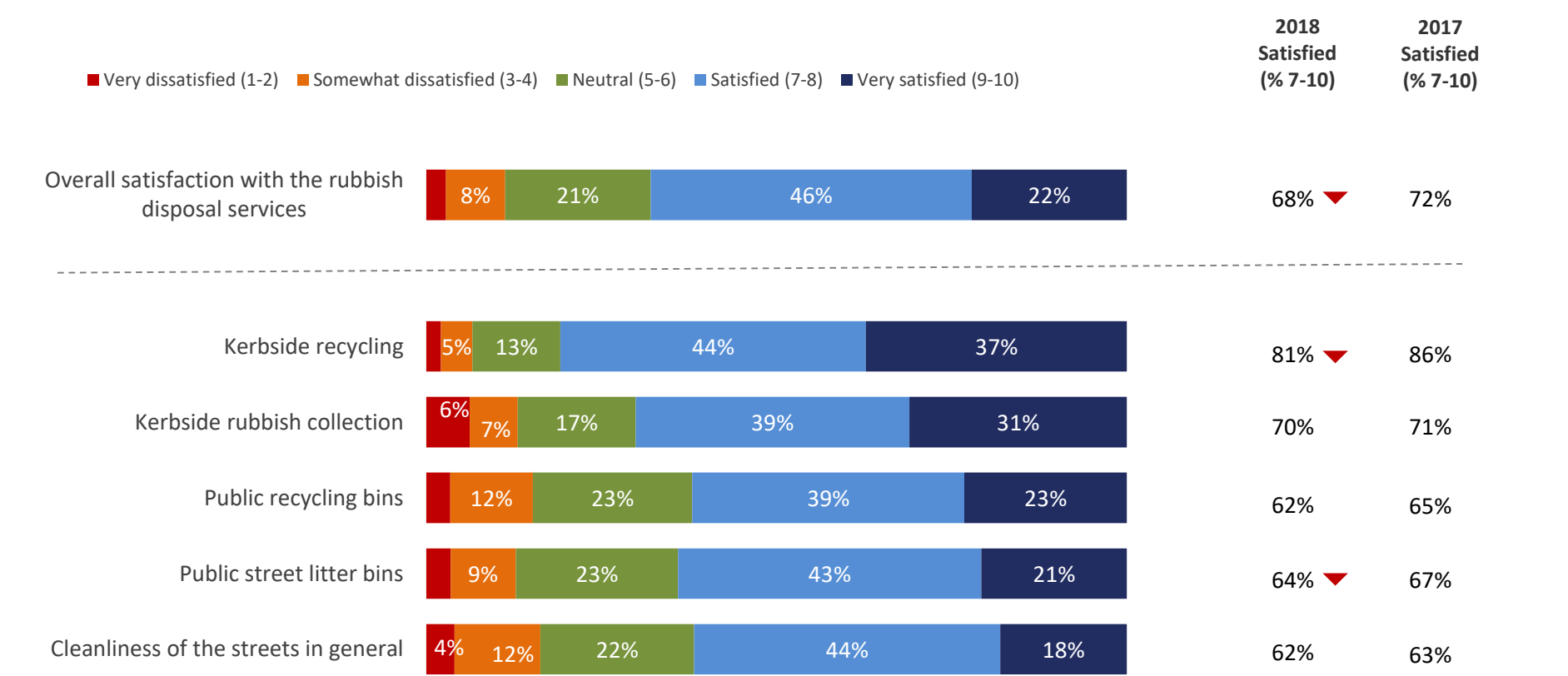


NOTES:
1. Sample: 2018 n=1,356; 2017 n=1,231, 2016 n=1,577
2. RD. How satisfied are you with each of the following?
3. Excludes 'don't know' responses

▲ Significantly higher
▼ Significantly lower

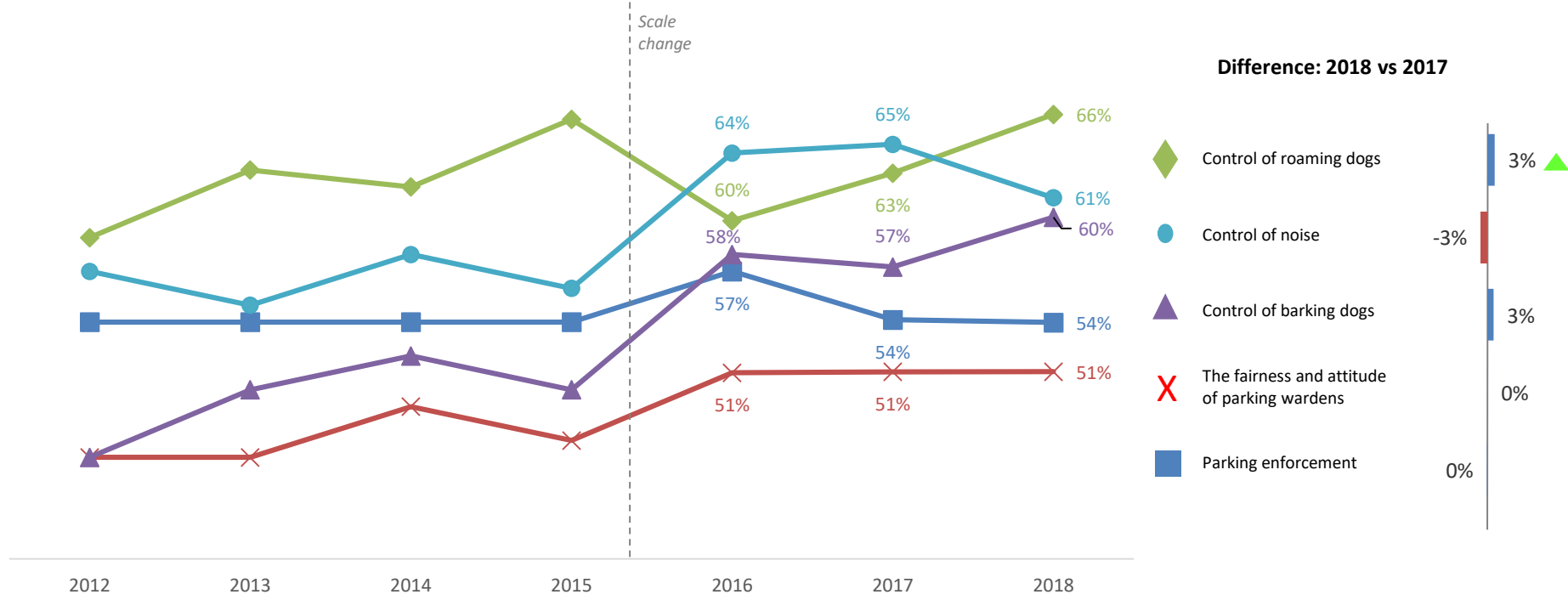
... although satisfaction with kerbside recycling and public street litter bins has decreased and is reflected in a decline in overall satisfaction with rubbish disposal services

Services: Waste disposal



Satisfaction with animal control continued to increase this year with other areas of regulatory service maintaining a good level of performance

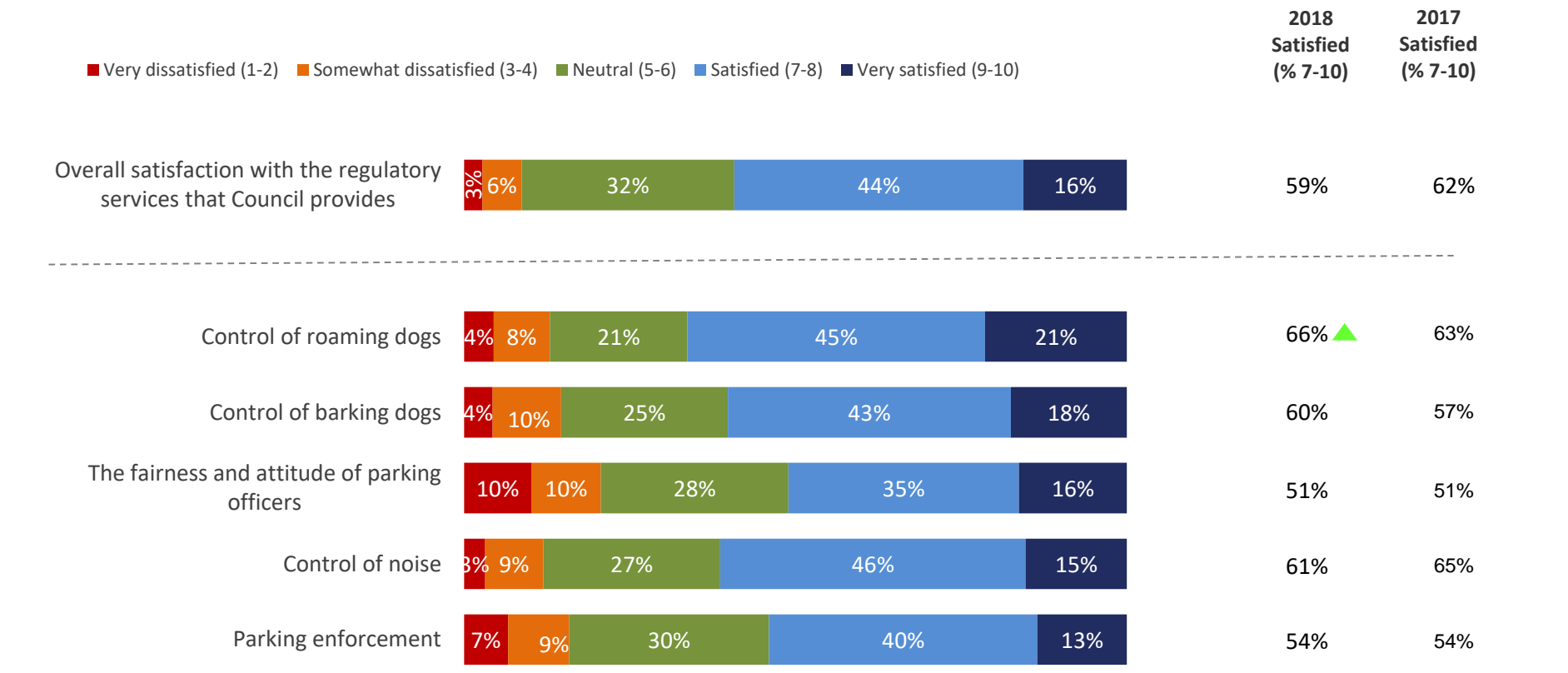
Services: Regulatory, monitoring and enforcement (% 7-10)



NOTES:
1. Sample: 2018 n=1,356; 2017 n=1,231, 2016 n=1,577
2. RM. How satisfied are you with each of the following?
3. Excludes 'don't know' responses

Overall satisfaction with regulatory services that council provides remains consistent with 2017

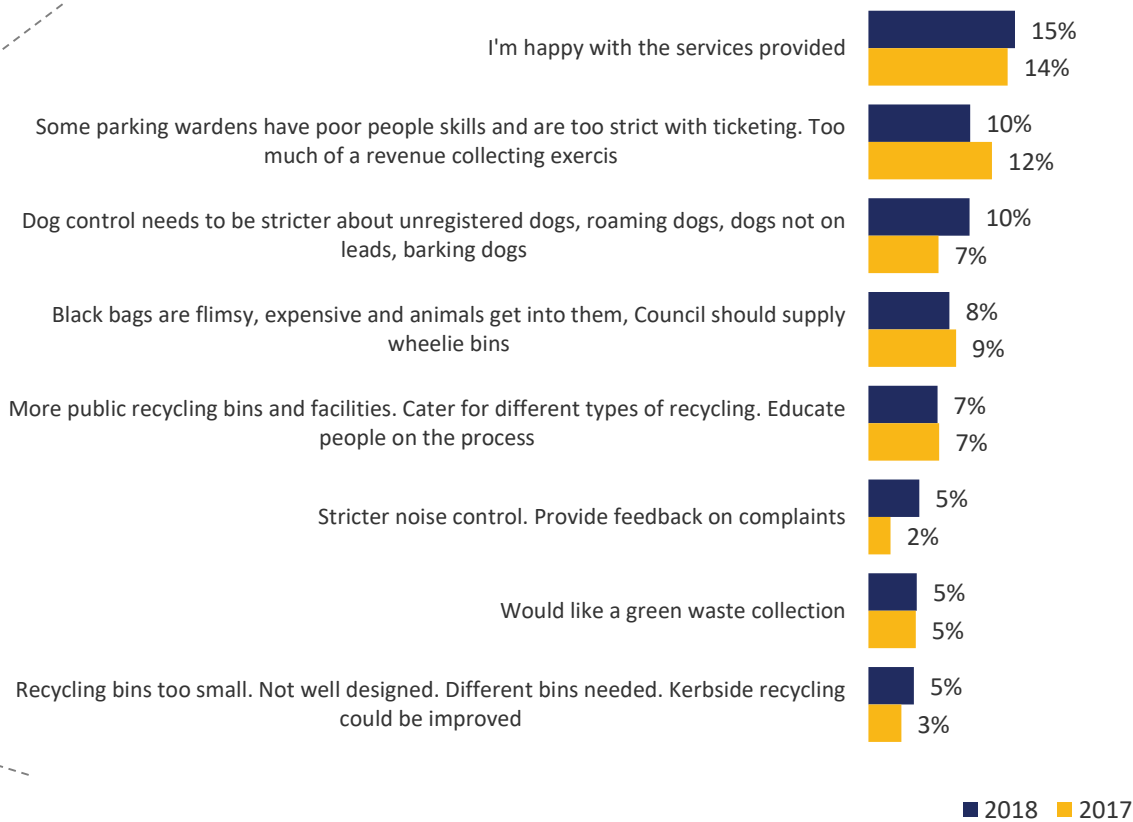
Services: Regulatory services



Comments regarding Council services mostly relate to dissatisfaction with the fairness of parking wardens, animal control, and improvements to waste collection

Comments concerning Council services

Have comments about Council services

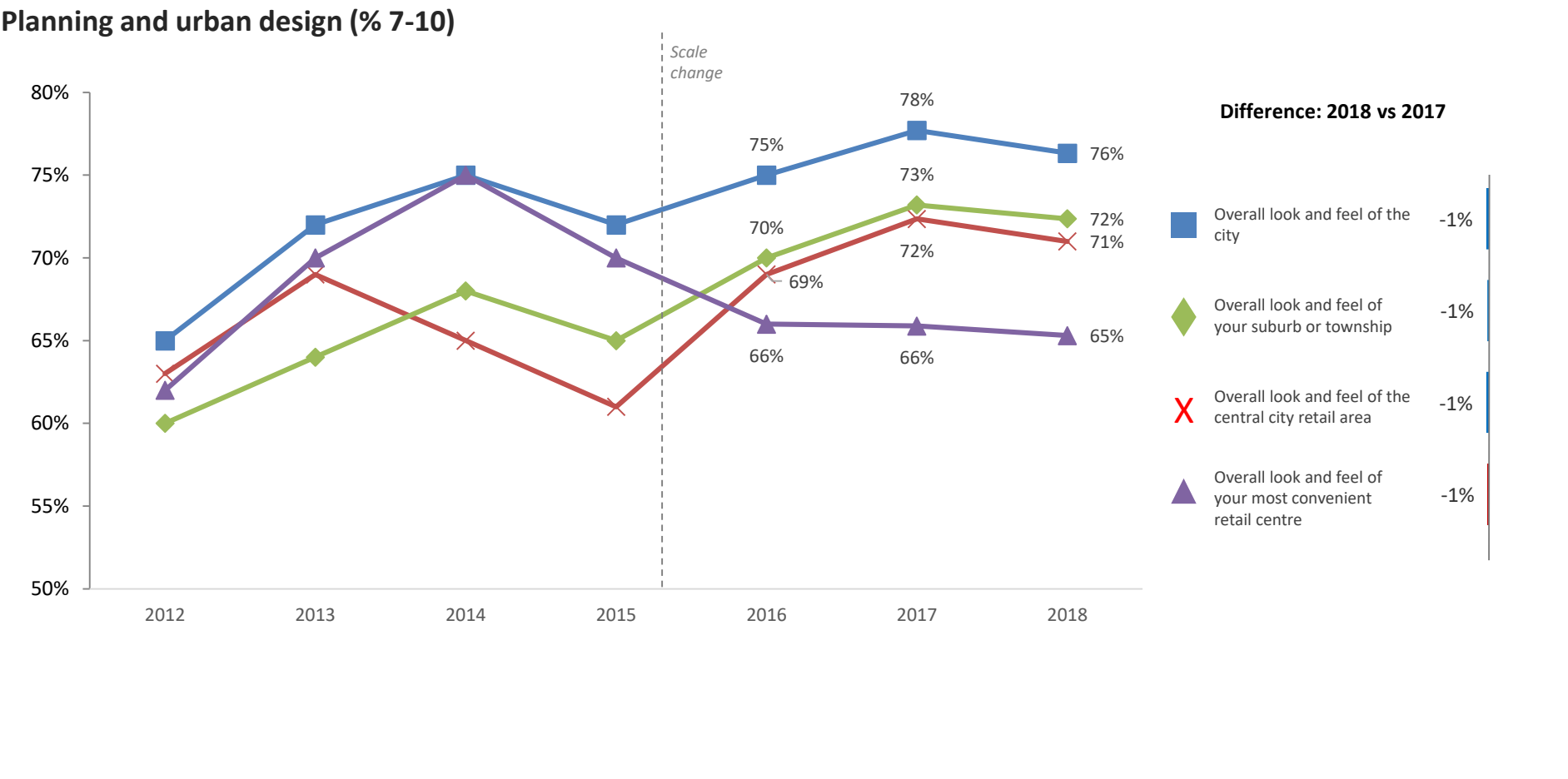


NOTES:
1. Sample: 2018 n=1,356; 2017 n=1,231, 2016 n=1,577
2. VB3: Do you have any comments about any of these services that the DCC provides?
3. Excludes 'don't know' responses



Planning and urban design

Overall satisfaction with the look and feel of Dunedin City, suburbs and the central city retail area remain consistent with the previous two years



NOTES:

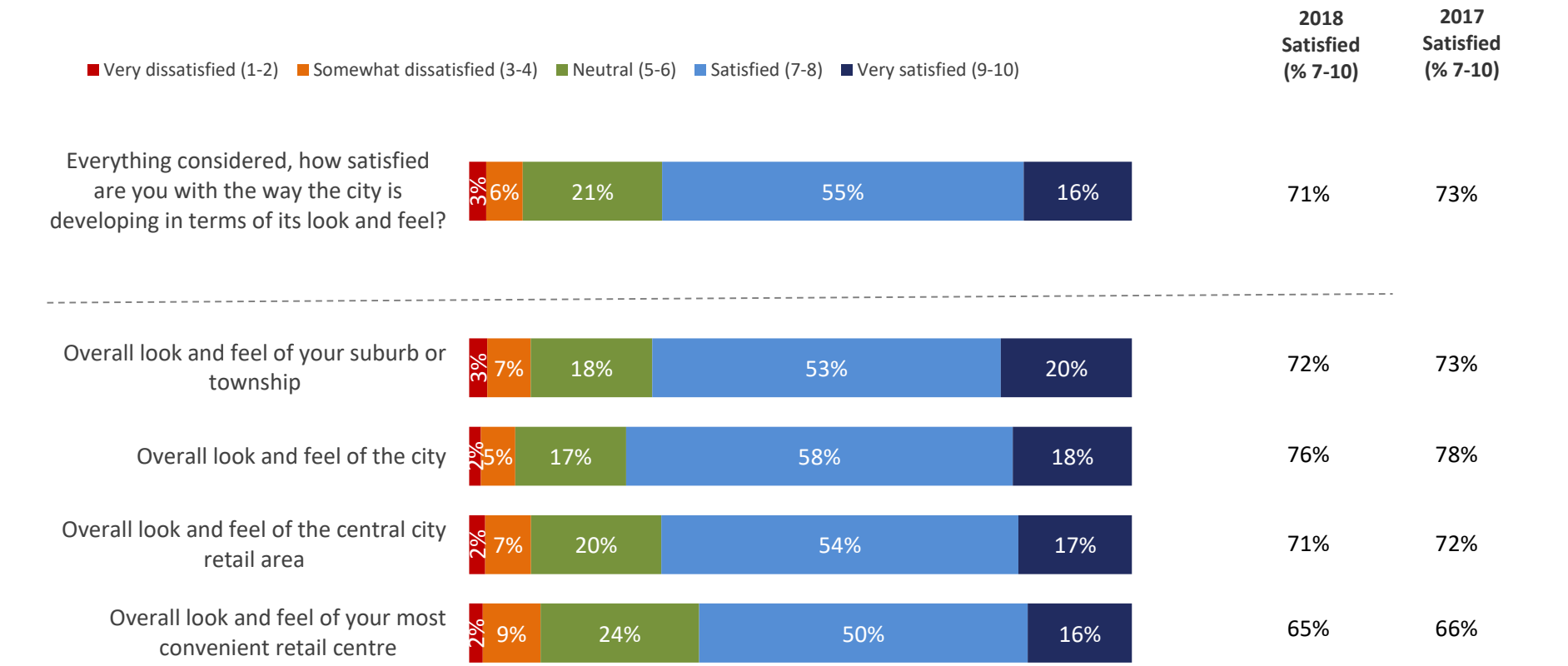
1. Sample: 2018 n=1,356; 2017 n=1,231, 2016 n=1,577

2. UD. How satisfied are you with each of the following...?

3. Excludes 'don't know' responses

Overall, residents are satisfied with the look and feel of their city and suburbs

Planning and urban design



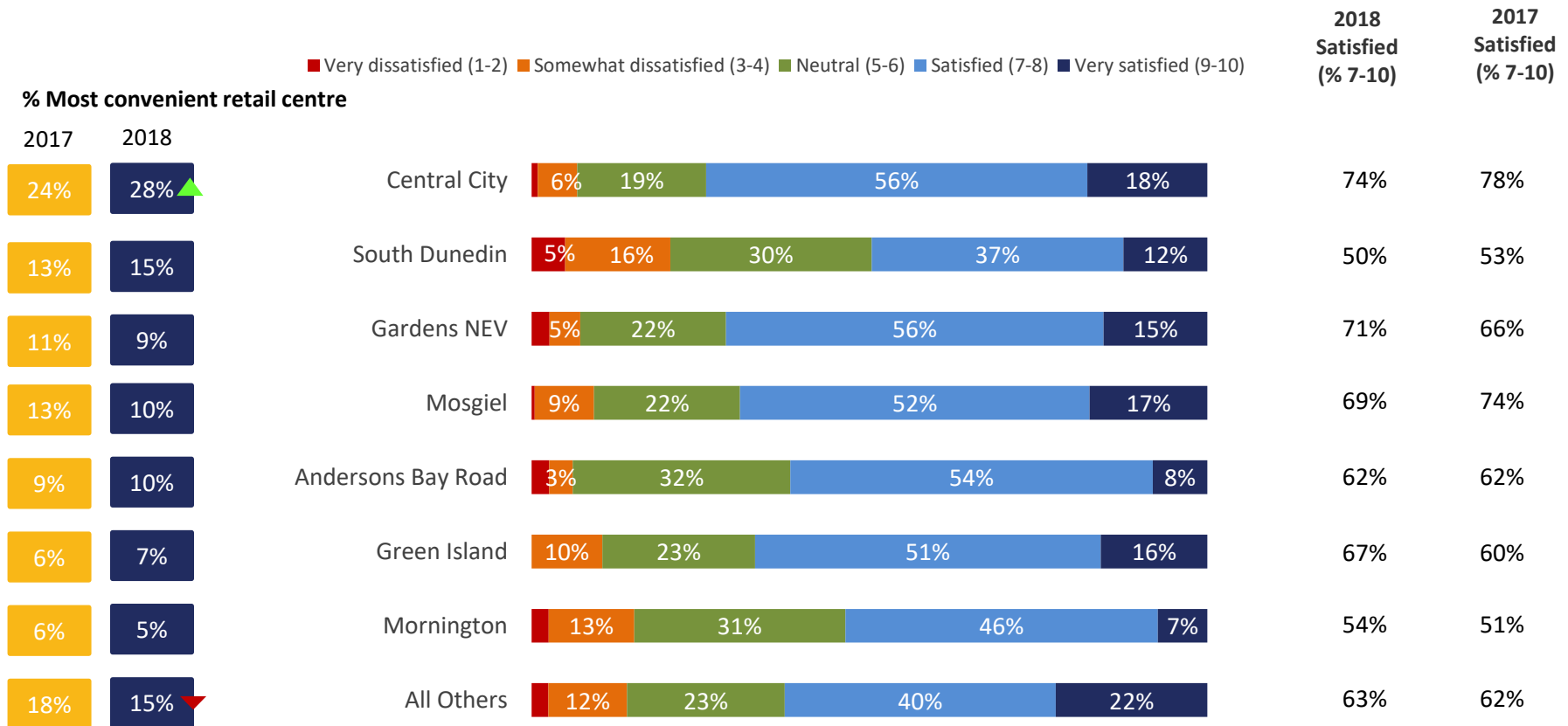
NOTES:

1. Sample: 2018 n=1,356; 2017 n=1,231

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

3. Excludes 'don't know' responses

Look and feel of most convenient retail centre





NOTES:

1. Sample: 2018 n=1,356; 2017 n=1,231; Central City 2018 n=336, 2017 n=274; South Dunedin 2018 n=222, 2017 n=163; Gardens NEV 2018 n=107 , 2017 n=132; Mosgiel 2018 n=172, 2017 n=179; Andersons Bay Road 2018 n=140; 2017 n=102; Green Island 2018 n=91, 2017 n=80; Morning 2018 n=80, 2017 n=67; All others 2018 n=203; 2017 n=227

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

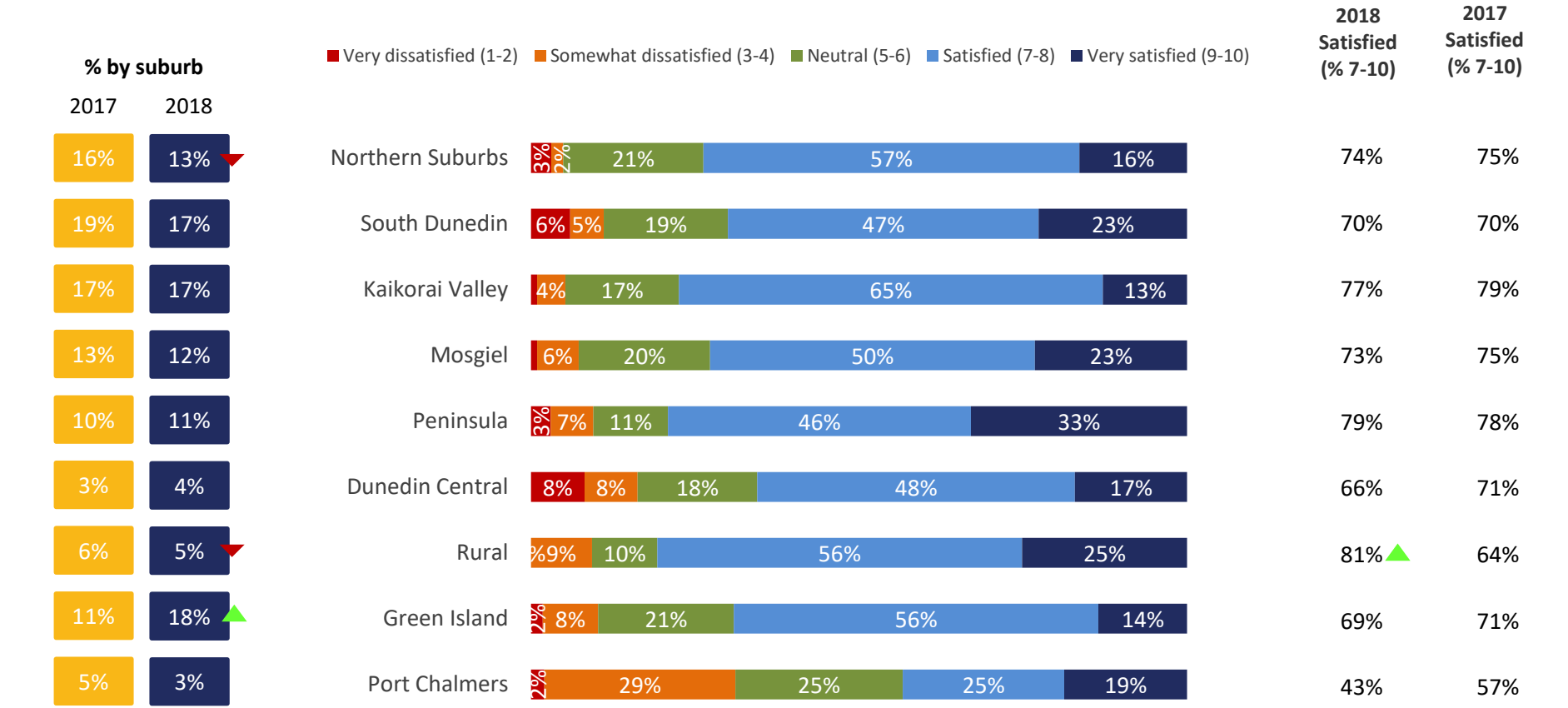
3. UD_1: How satisfied are you with each of the following? Overall look and feel of your most convenient retail centre?

4. Excludes 'don't know' responses

 Significantly higher
 Significantly lower



Rural residents are more satisfied with the look and feel of their suburbs this year, while results for other suburbs remain similar to 2017

Look and feel of your suburb



NOTES:

- Sample: 2018 n=1,356; 2017 n=1,231. Northern Suburbs 2018 n=141, 2017 n=177; South Dunedin 2018 n=235, 2017 n=234; Kaikorai Valley 2018 n=226, 2017 n=211; Mosgiel 2018 n=181, 2017 n=186; Peninsula 2018 n=173, 2017 n=117; Dunedin Central 2018 n=38, 2017 n=30; Rural 2018 n=73 , 2017 n=92; Green Island 2018 n=237 , 2017 n=126; Port Chalmers 2018 n=49 , 2017 n=56
- 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

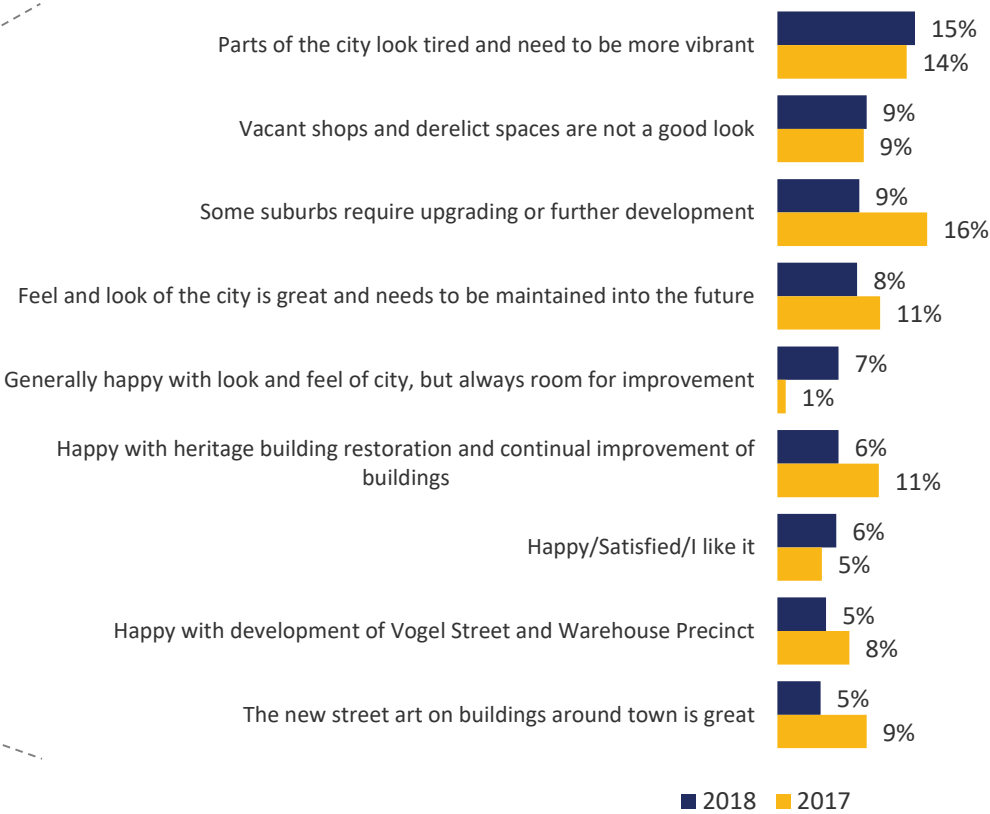
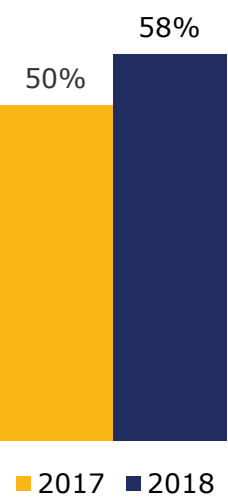
 Significantly higher
 Significantly lower

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Comments focused on how certain parts of the city look tired and run-down

Comments about the look and feel of the city

Have comments about the look and feel of the city



NOTES:
1. Sample: 2018 n=1,356; 2017 n=1,231, 2016 n=1,577
2. VB4: Do you have any comments about the look and feel of the city?
3. Excludes 'don't know' responses



Council communications

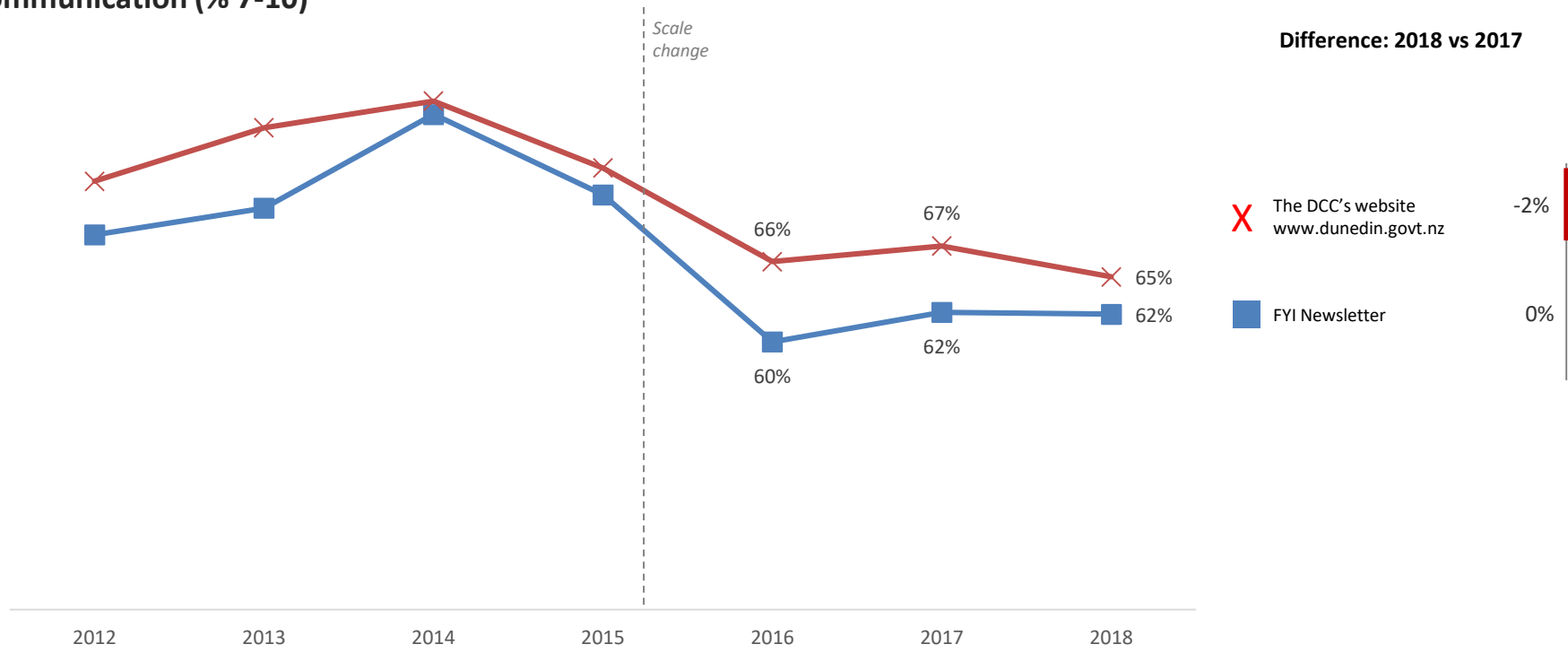


Residents' Opinion Survey
July 2017 - June 2018



Satisfaction with the Council’s website and newsletter remains consistent with 2017 and 2016

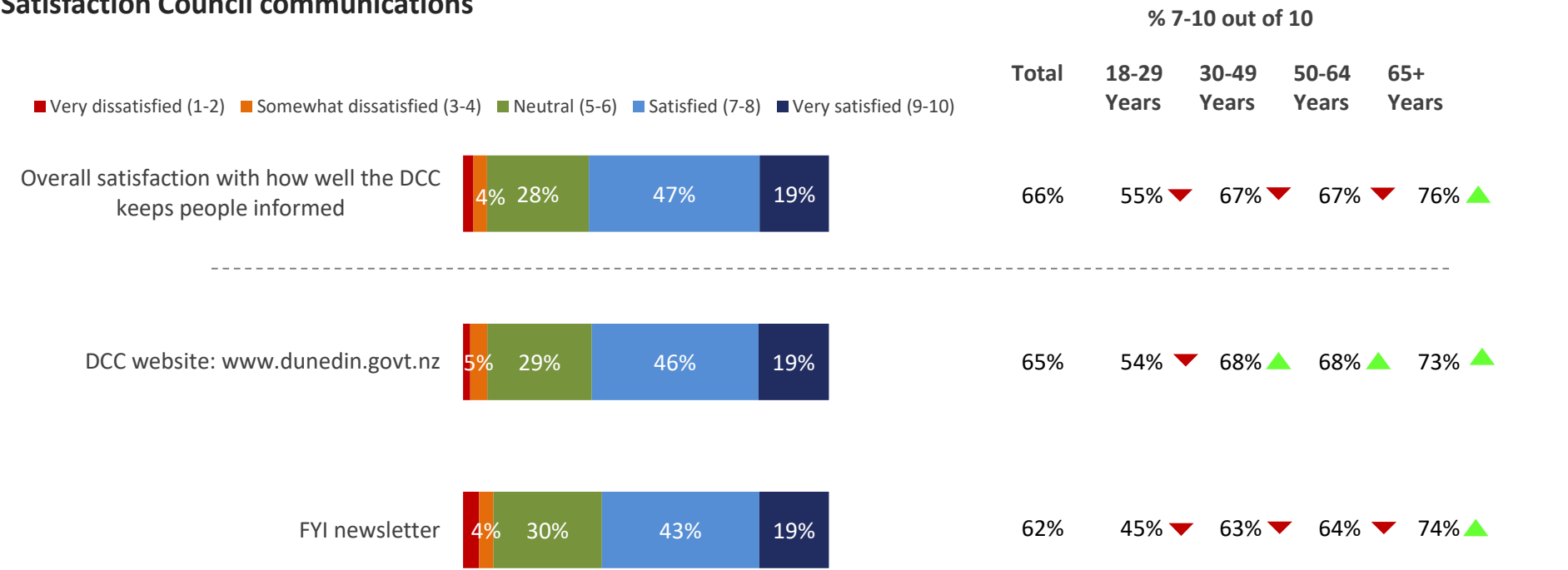
Communication (% 7-10)



NOTES:
1. Sample: 2018 n=1,356; 2017 n=1,231, 2016 n=1,577
2. IN. How satisfied are you with each of the following...?
3. Excludes 'don't know' responses

Residents aged 65+ are more likely to be satisfied with how well Council keeps people informed, and with the FYI newsletter, whereas 18-29 yr olds are less satisfied than older residents with the website

Satisfaction Council communications



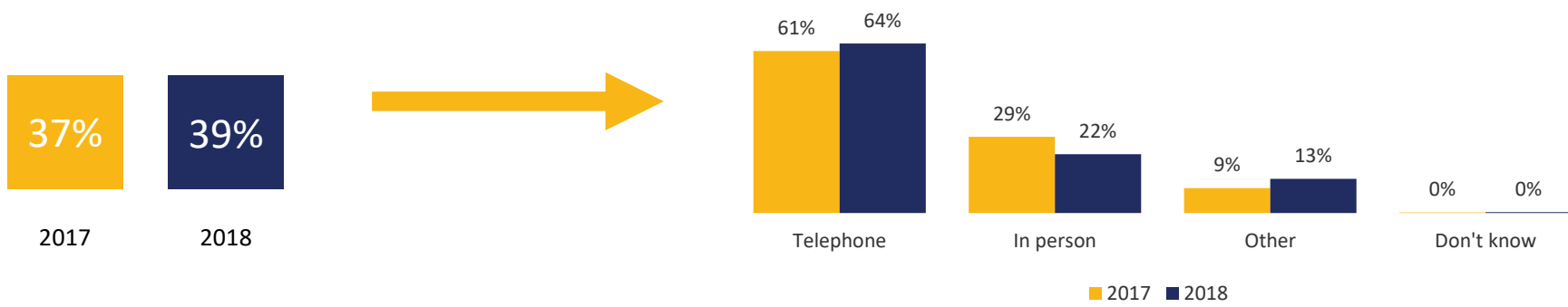


Interactions with Council staff

The proportion of residents making contact with Council remains at about 37%-39% in a three month period with telephone the main mode of contact (64%)

Contact with Dunedin City Council staff

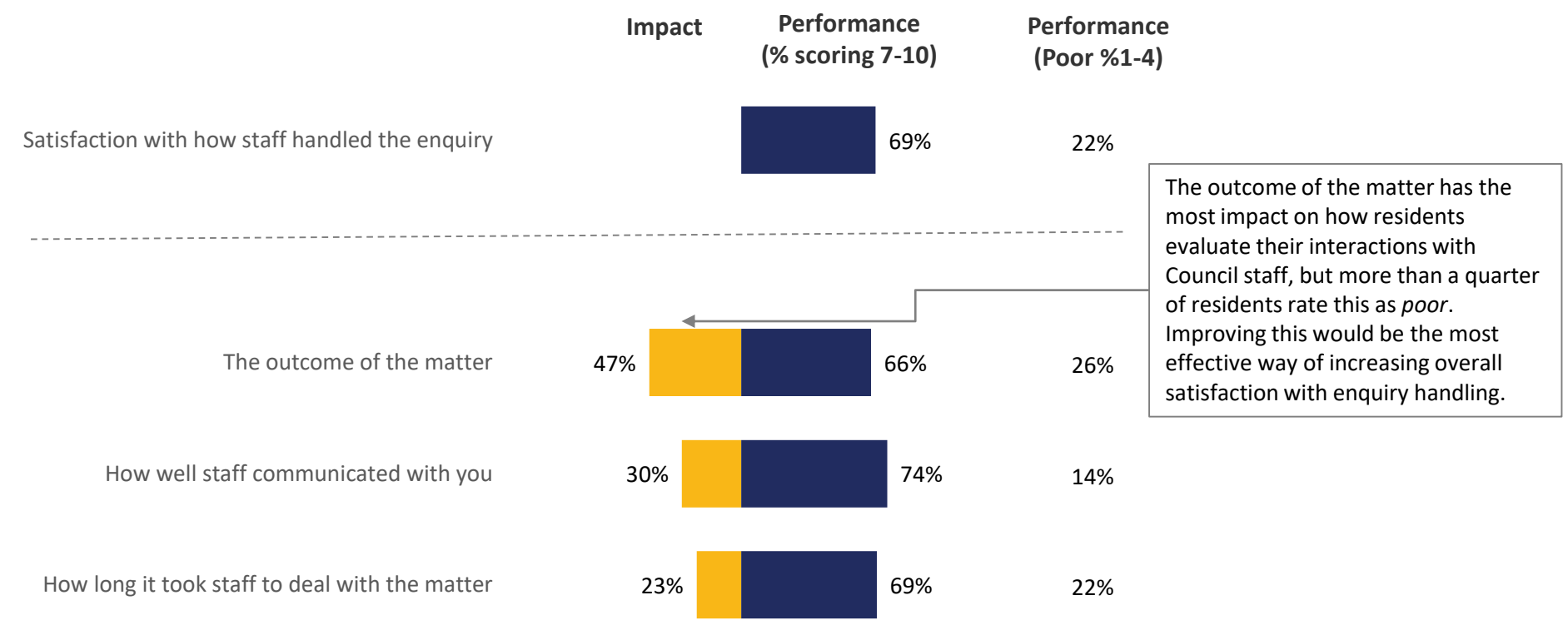
Have contacted Council staff in the last three months



NOTES:
1. Sample: 2018 n=1,356; 2017 n=1,231; those who have had contact 2018 n= 583; 2017 n=511
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?

The majority of residents who interacted with Council were satisfied with how their enquiry was handled, but more than a quarter were dissatisfied with the outcome

Satisfaction with interaction with Council staff: Those who have had an interaction in last three months

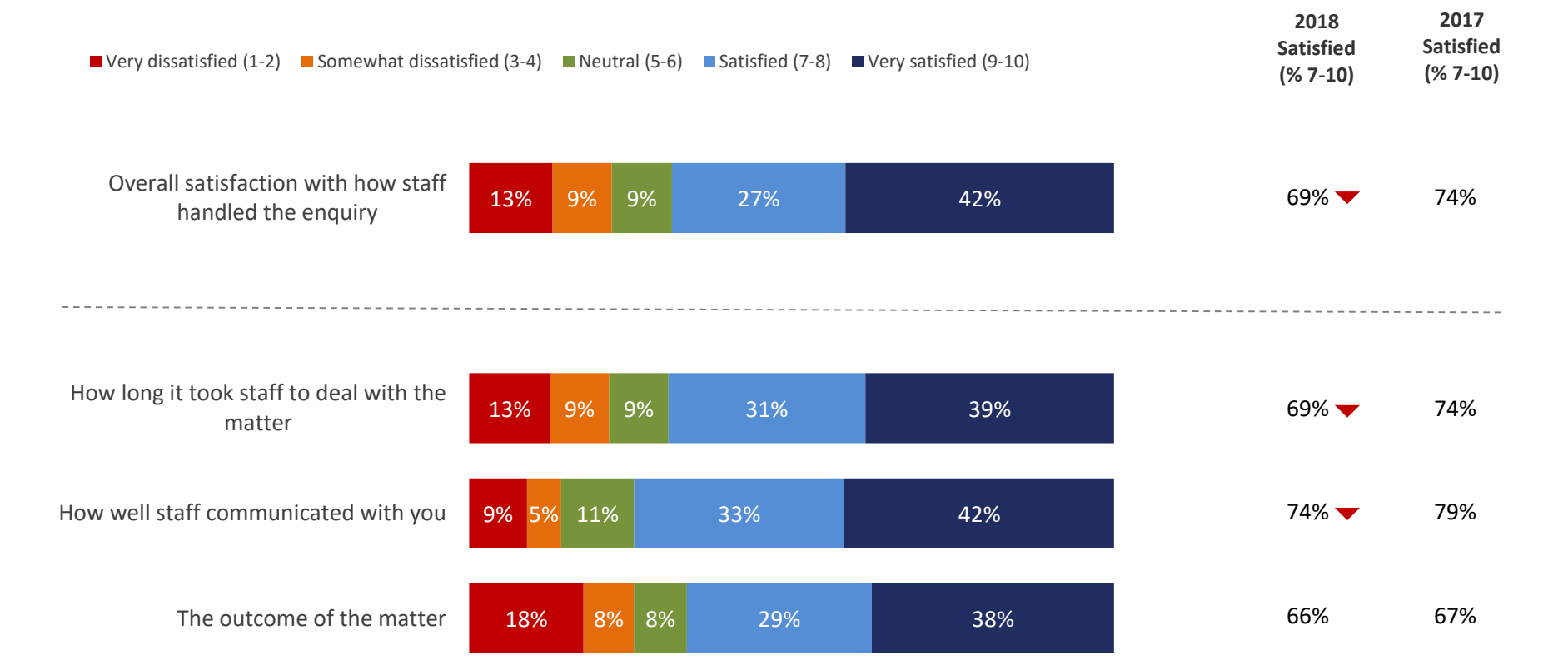


NOTES:

- Sample: 2018 n=1,356; 2017 n=1,231; those who have had contact n=511
- 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... ?
- Excludes 'don't know' responses

Satisfaction with how long it took staff to deal with the matter, and how well staff communicated, declined this year - and this is reflected in the lower overall satisfaction score

Satisfaction with interaction with Council staff: Those who have had an interaction in last three months



NOTES:

- Sample: 2018 n=1,356; 2017 n=1,231
- CS: In relation to your most recent contact with DCC staff, how satisfied are you with...?
- Overall, how satisfied are your with how staff handled your enquiry?
- Excludes 'don't know' responses

▲

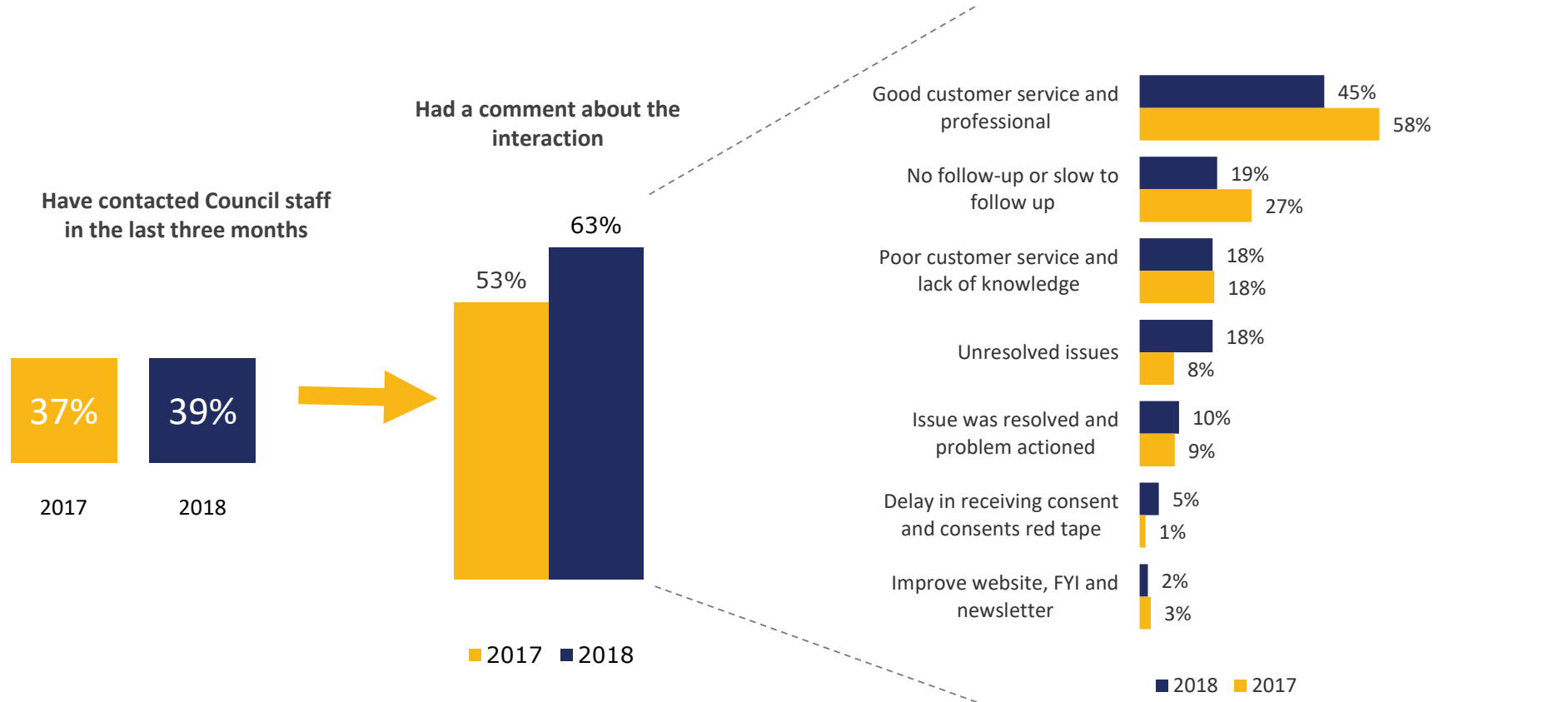
Significantly higher

▼

Significantly lower

The majority of respondents who commented on the service were satisfied, while improvements relate to follow-up and the knowledge of staff

Comments concerning interactions with Council staff

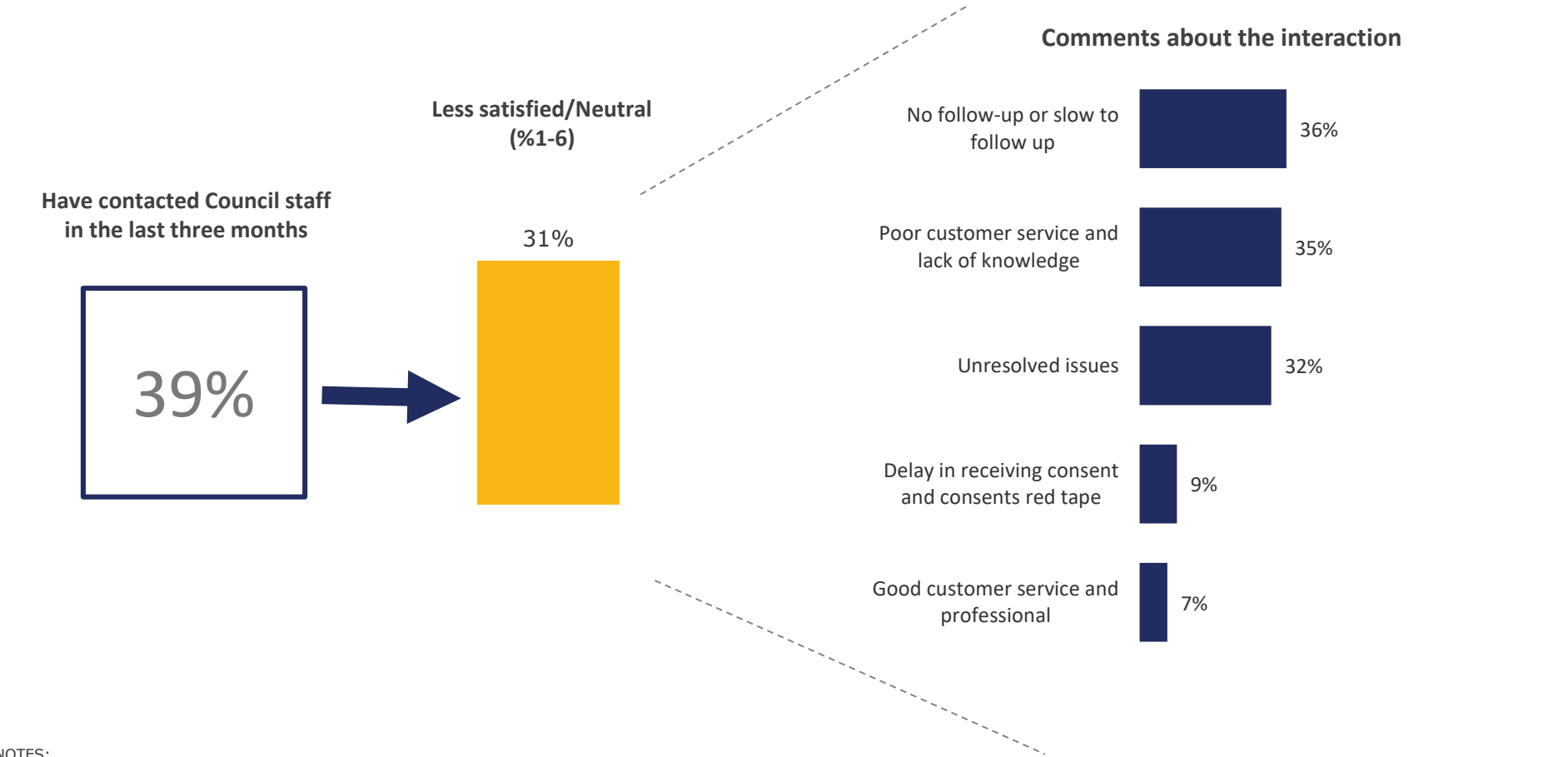


NOTES:

- Sample: 2018 n=1,356; 2017 n=1,231; those who have had contact 2018 n=583; 2017 n=511
- CS7: Do you have any comments about the service you received?
- Excludes 'don't know' responses

Those who were not satisfied (31%) with their interaction cite slow or no follow up (36%), poor customer service / lack of knowledge (35%), or unresolved issues (32%) as the reason

Comments concerning interactions with Council staff



NOTES:
1. Sample: 2018 n=1,356; those who have had contact n=583
2. CS7: Do you have any comments about the service you received?
3. Excludes 'don't know' responses



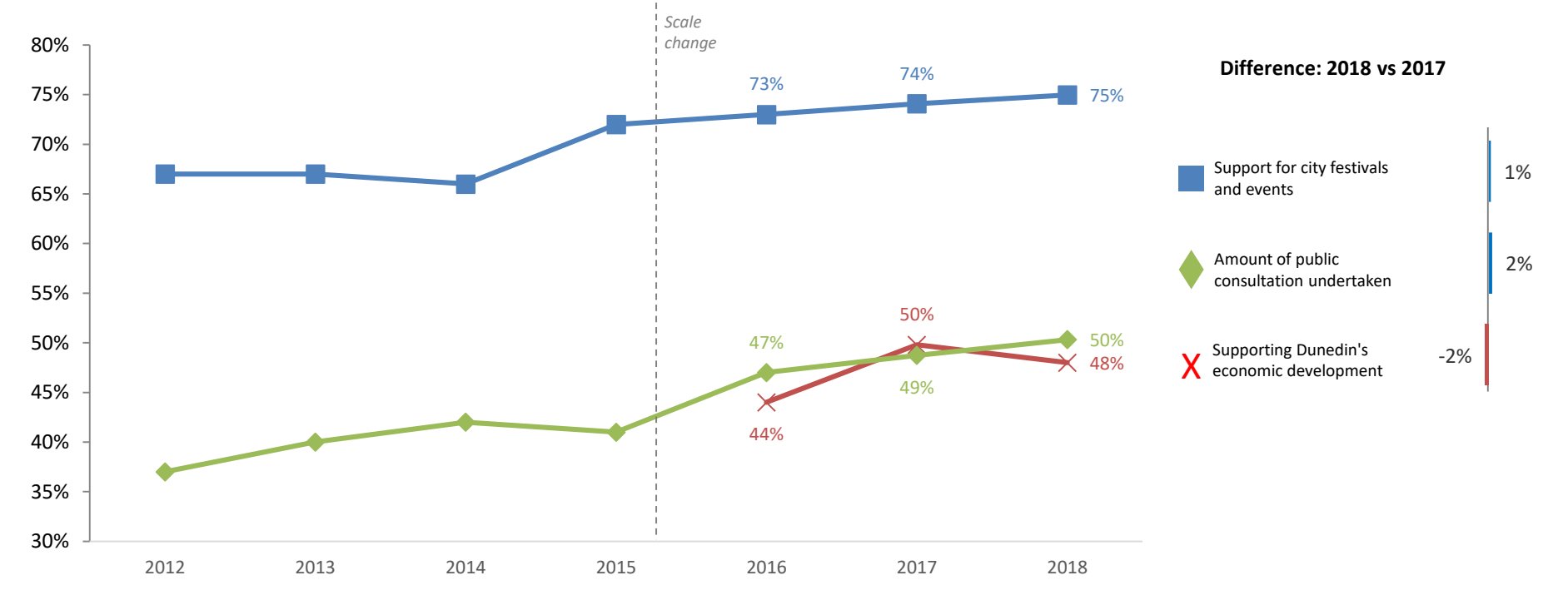
Part III: Leadership, perceptions and drivers of satisfaction



Leadership

Satisfaction with Council’s support for Dunedin’s economic development, city festivals and events, and the amount of public consultation undertaken remains consistent with 2017

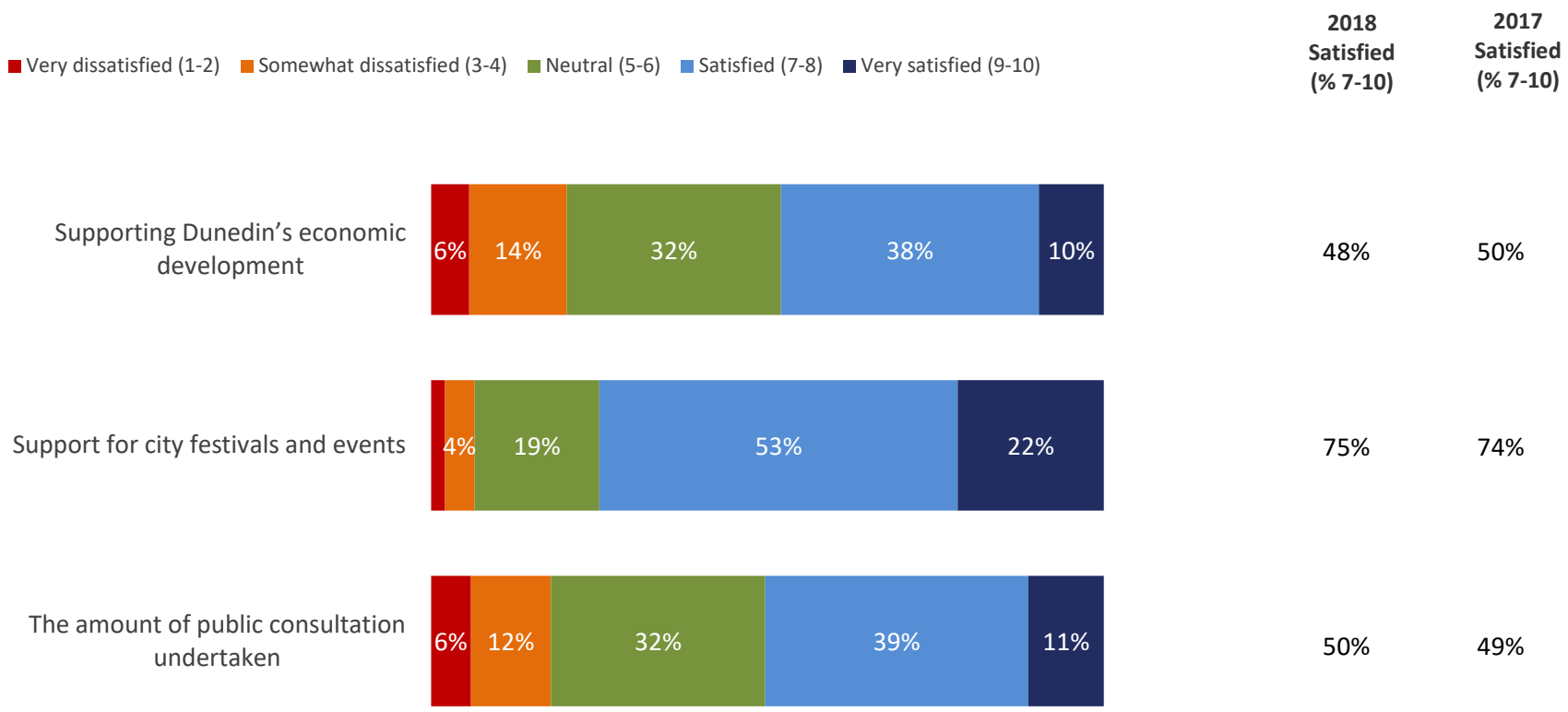
Leadership: Support for events, economic development and consultation (% 7-10)



NOTES:
 1. Sample: 2018 n=1,356; 2017 n=1,231, 2016 n=1,577
 2. LS. How satisfied are you with each of the following...?
 3. Excludes 'don't know' responses

However, fewer than 50% of residents are satisfied with Council’s support of Dunedin’s economic development

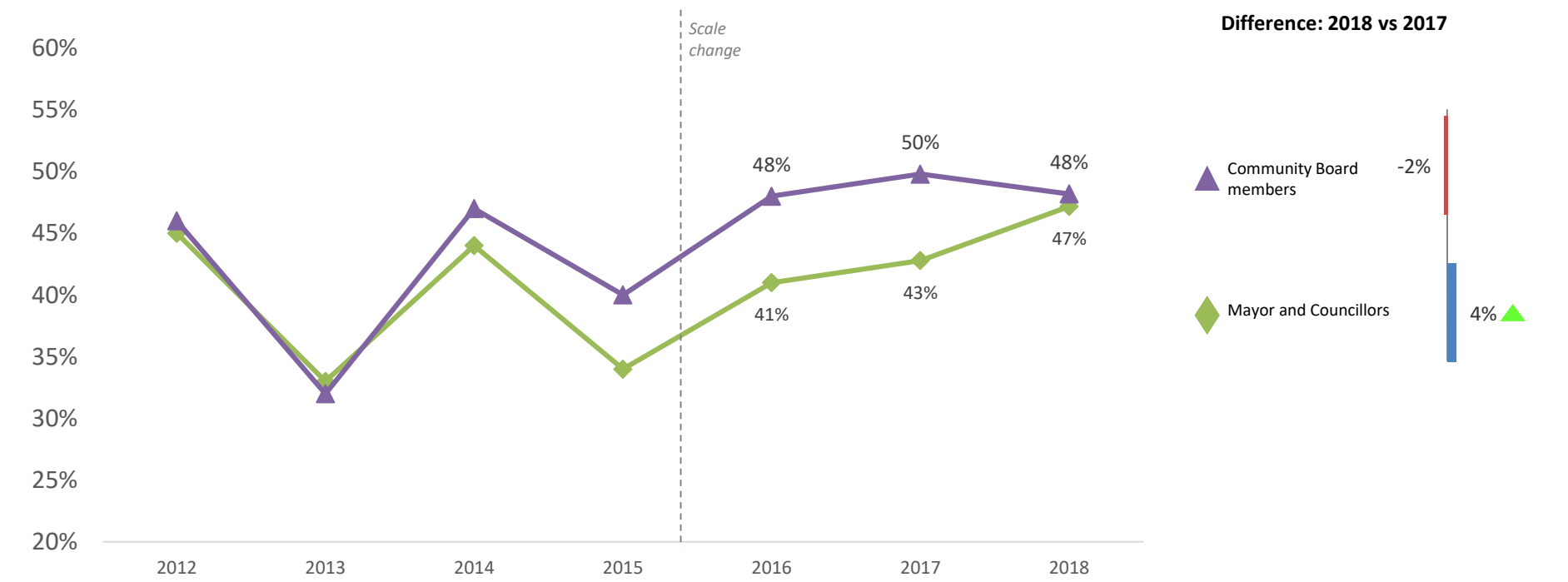
Support and consultation





NOTES:
1. Sample: 2018 n=1,356; 2017 n=1,231
2. LS: How satisfied are you with each of the following...?
3. Excludes 'don't know' responses

Satisfaction with the Mayor and Councillors continues to improve

Leadership: Mayor, Councillors and Community Boards (% 7-10)

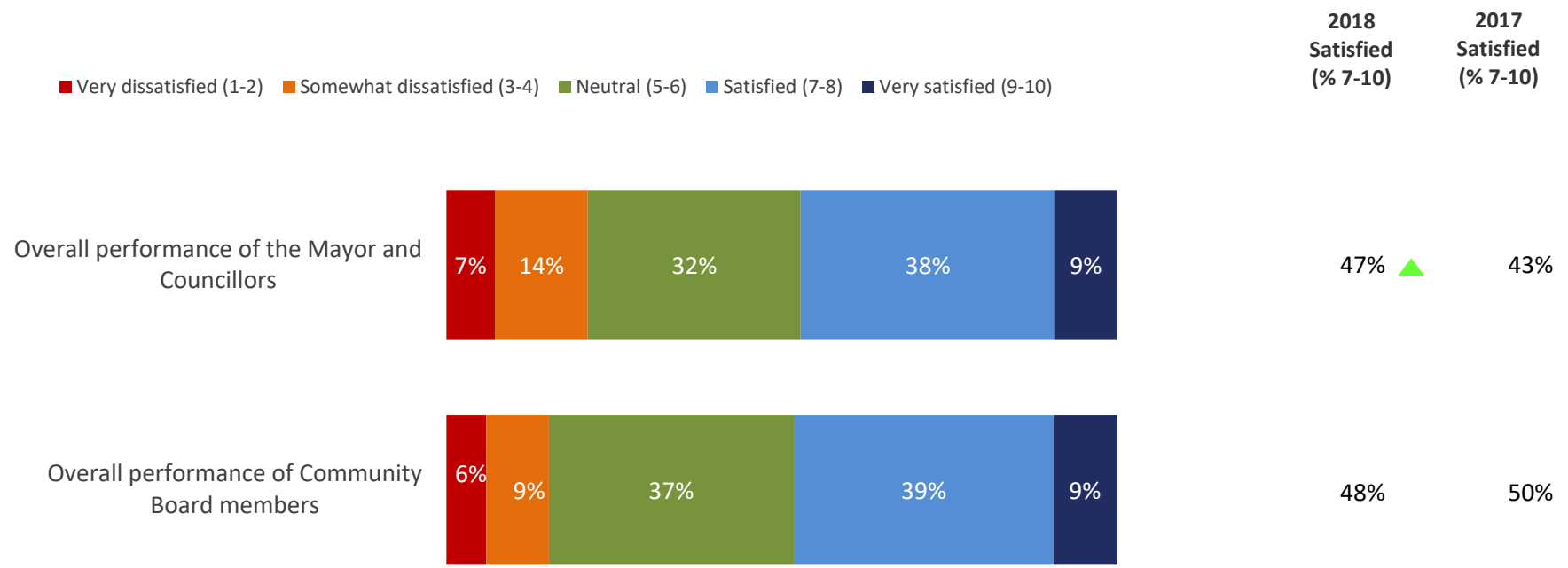


NOTES:
 1. Sample: 2018 n=1,356; 2017 n=1,231, 2016 n=1,577
 2. LS1 and LS2: How satisfied are you with each of the following?
 3. Excludes 'don't know' responses

 Significantly higher
 Significantly lower

... although a fifth of residents (21%) are still dissatisfied with the performance of the Mayor and Councillors

Performance of the Mayor, Councillors and Community Boards



NOTES:
1. Sample: 2018 n=1,356; 2017 n=1,231
2. LS: How satisfied are you with each of the following
3. Excludes 'don't know' responses

▲ Significantly higher
▼ Significantly lower

Similarly to 2017, improvements sought to Council’s performance largely relate to economic development and roading

Comments concerning Council’s performance and improvements

Have comments about DCC’s performance or improvements sought

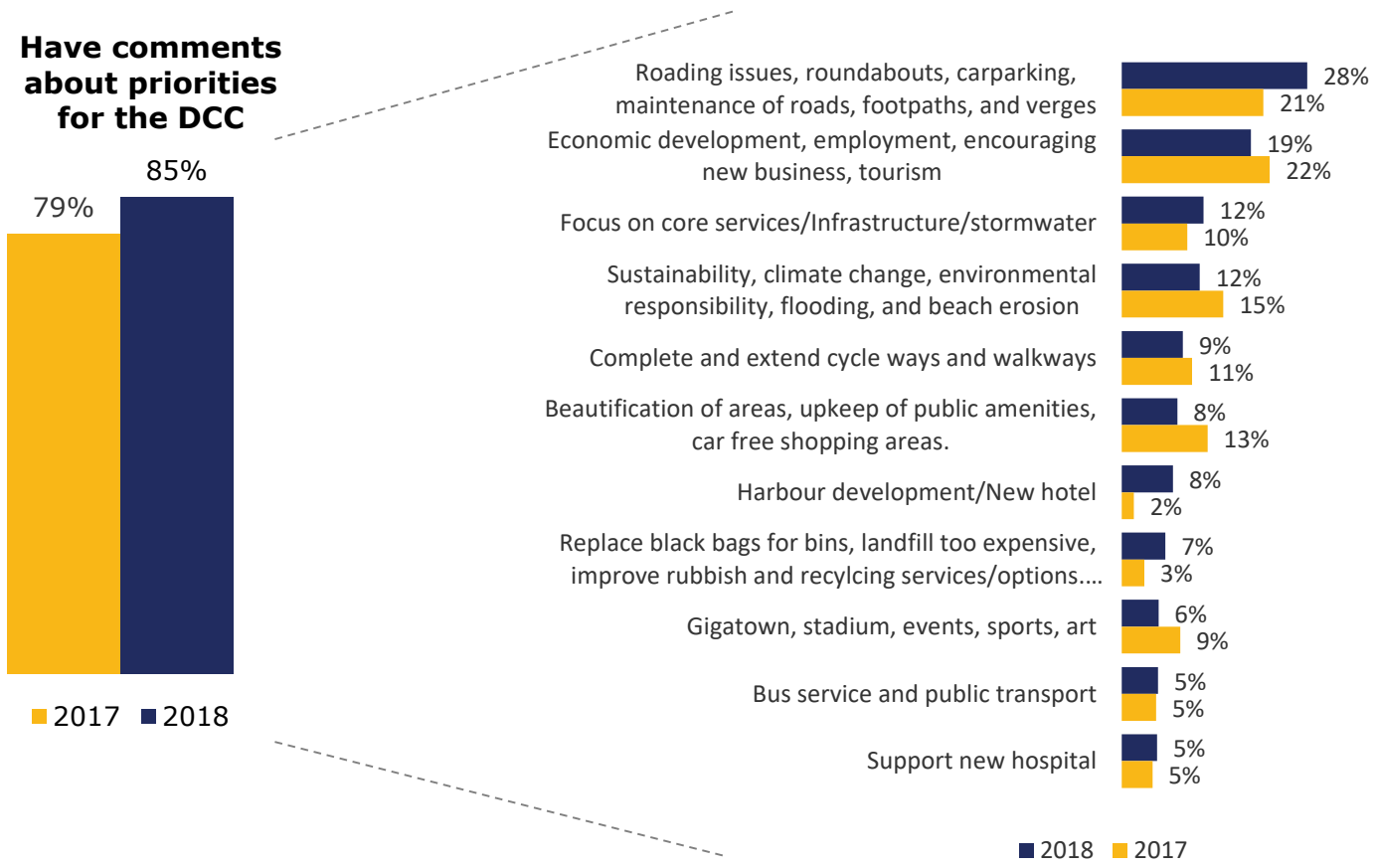


2018 2017

NOTES:
 1. Sample: 2018 n=1,356; 2017 n=1,231
 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

Transport concerns (28%) and economic development (19%) continue to be the most frequently mentioned priorities

Stated priorities for the Dunedin City Council

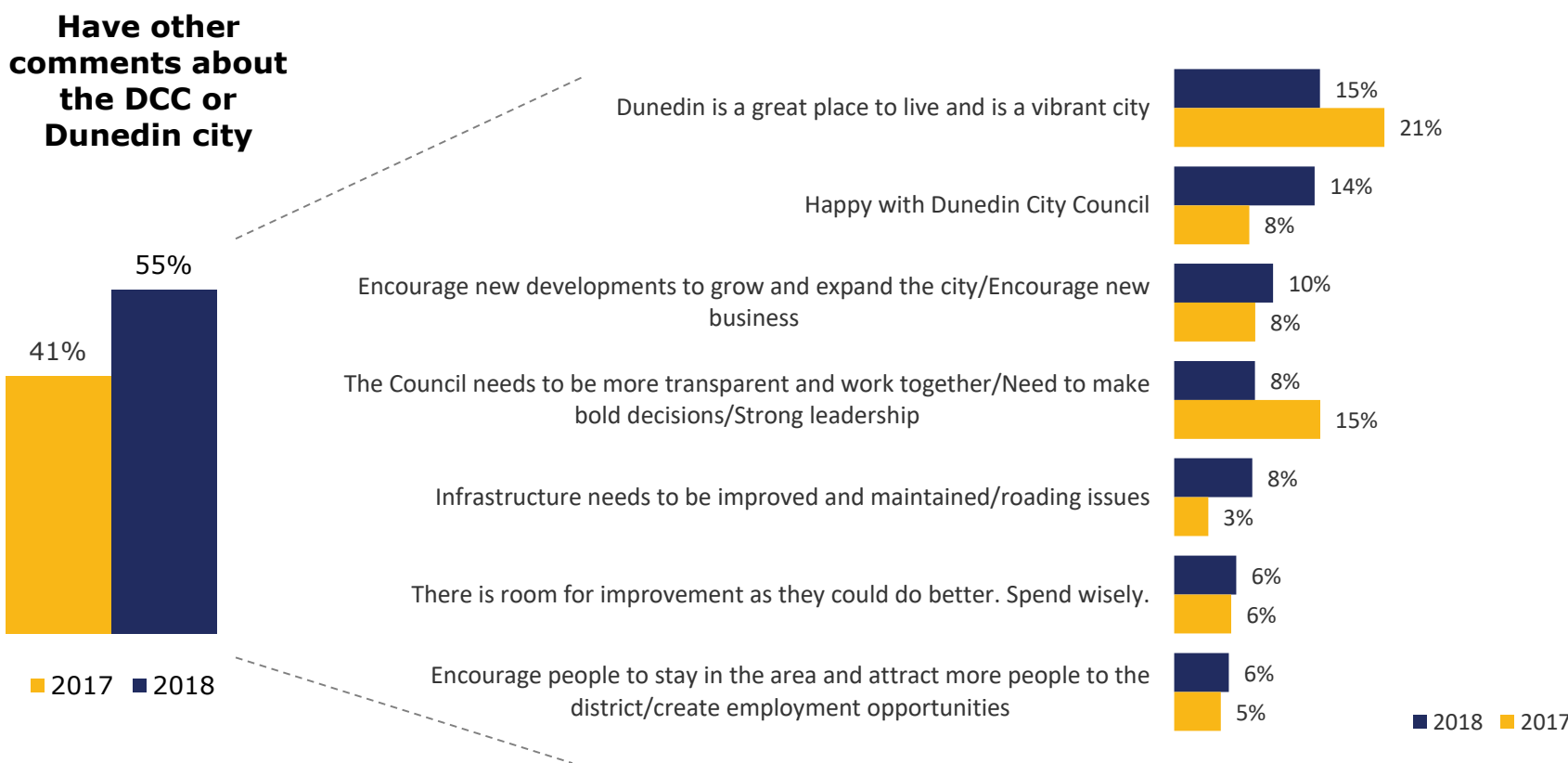


NOTES:

- Sample; 2018 n=1,356; 2017 n=1,231
- GEN1. What are your top two priorities for the DCC this year?
- Excludes 'don't know' responses

Additional comments relate to Dunedin being a great place to live and satisfaction with how Dunedin City Council is performing

Other comments about the Dunedin City Council and Dunedin City



NOTES:

- Sample; 2018 n=1,356; 2017 n=1,231, 2016 1,577
- GEN2. Do you have any other comments that you would like to make about the DCC or Dunedin City generally?
- Excludes 'don't know' responses



Perceptions of Dunedin City

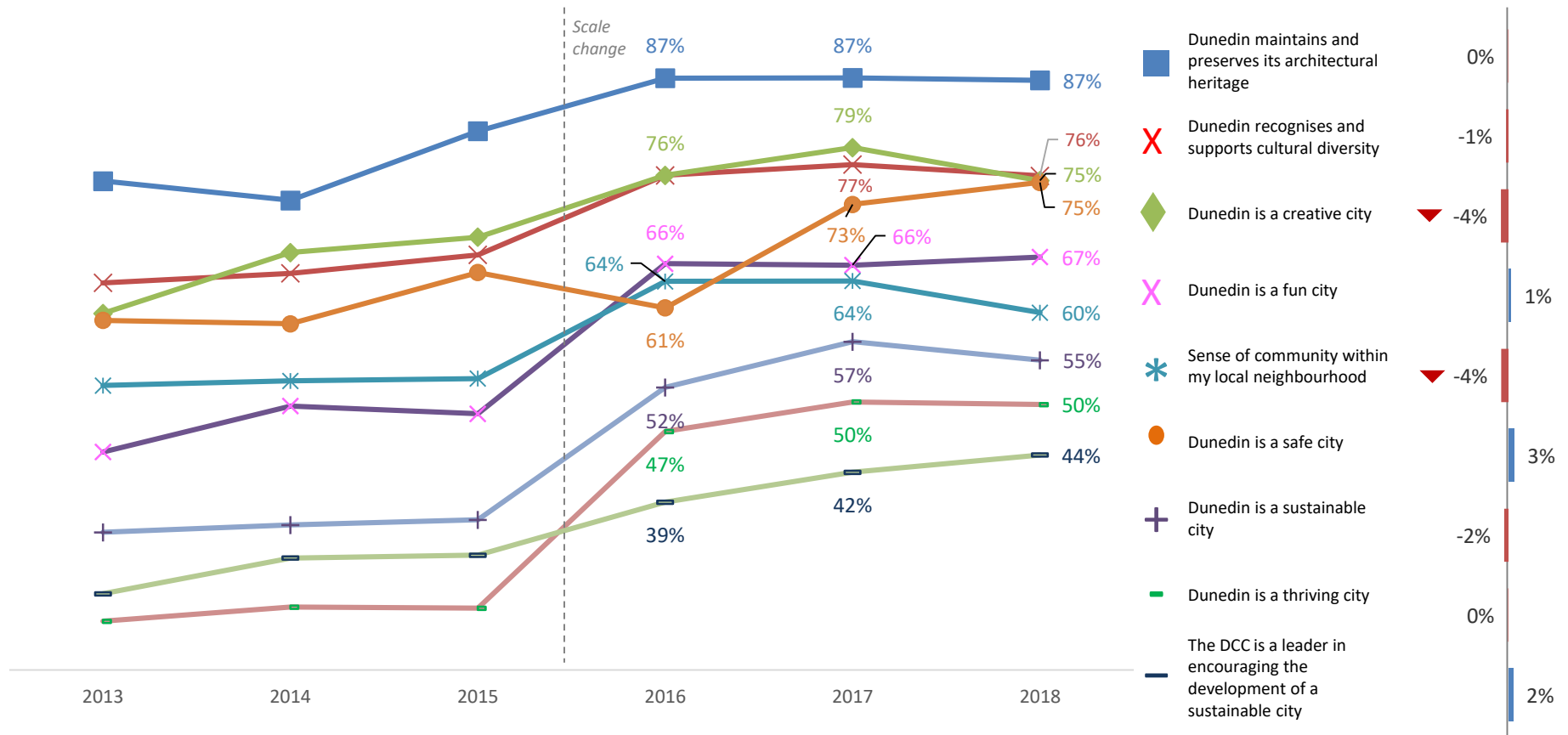


Residents' Opinion Survey
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Dunedin continues to be most strongly perceived as a city that maintains and preserves its architectural heritage

Perceptions of Dunedin (% 7-10)



NOTES:

1. Sample: 2018 n=1,356; 2017 n=1,231, 2016 n=1,577

2. PD. Please indicate your overall perception of Dunedin using a the 1-10 scale where 1 means 'strongly disagree' and 10 means 'strongly agree'

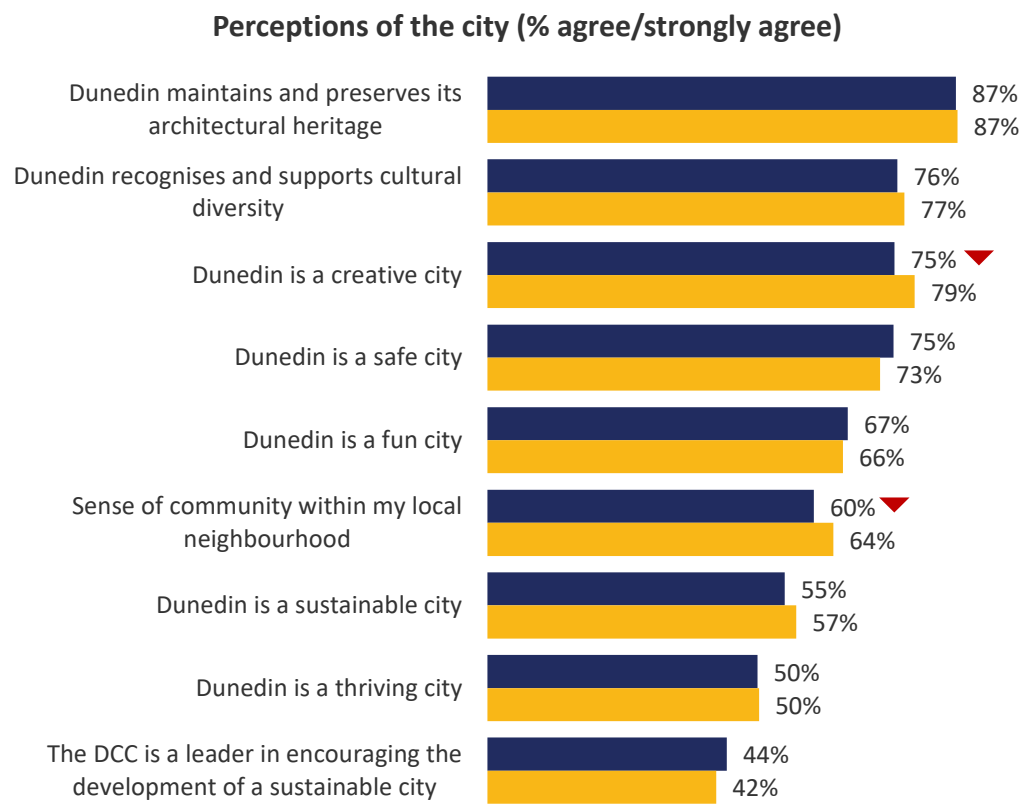
3. Excludes 'don't know' responses

▲ Significantly higher

▼ Significantly lower

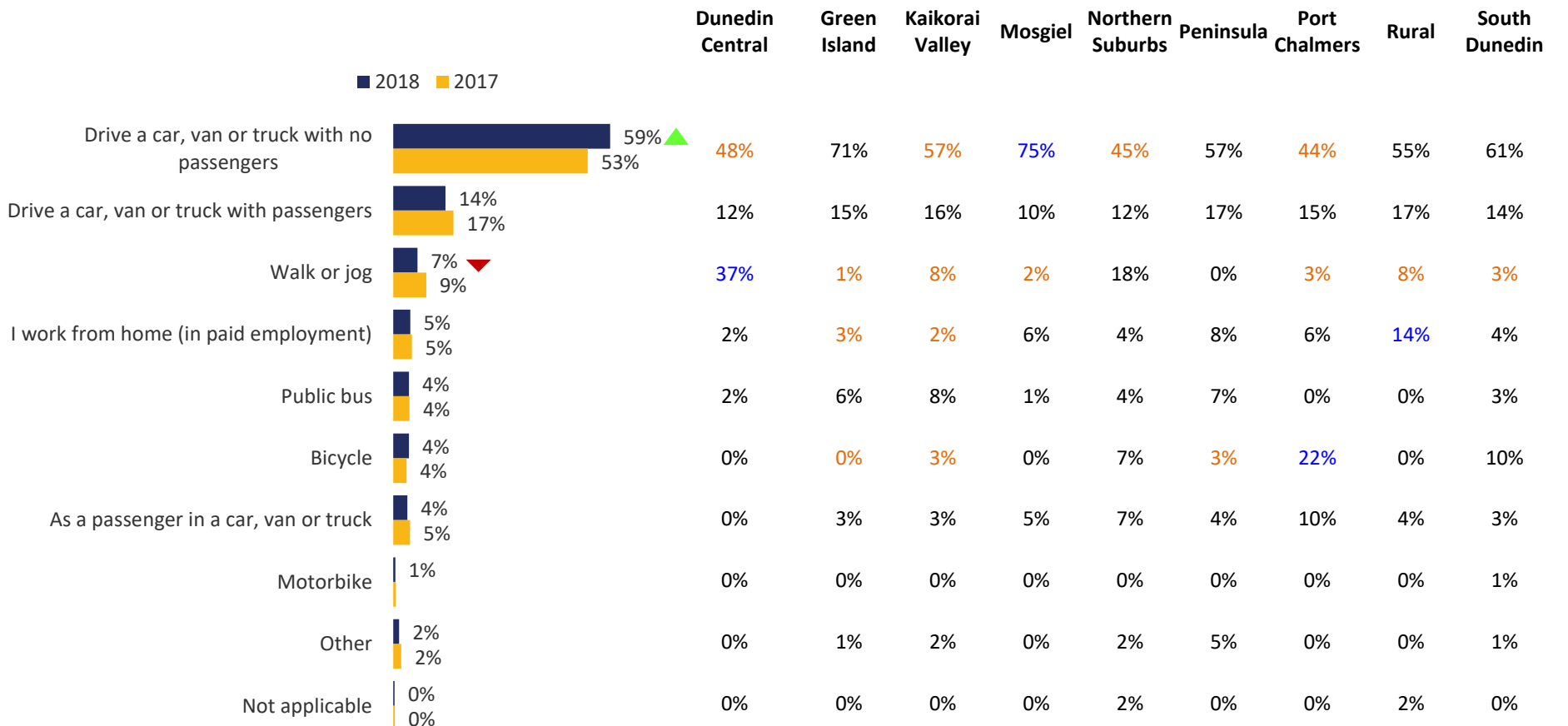
Despite a slight decline in levels of agreement that Dunedin is a creative city, this remains a strong association along with being a culturally diverse and safe place to live

Perceptions of Dunedin City



Dunedin residents are increasingly using passenger vehicles to drive to and from work with few using public transport

Usual mode of transport to work





Drivers of satisfaction

The foundation to our approach is determining how residents develop perceptions of their Council by understanding how they value what they receive relative to what they pay

Driver analysis: Overall level drivers

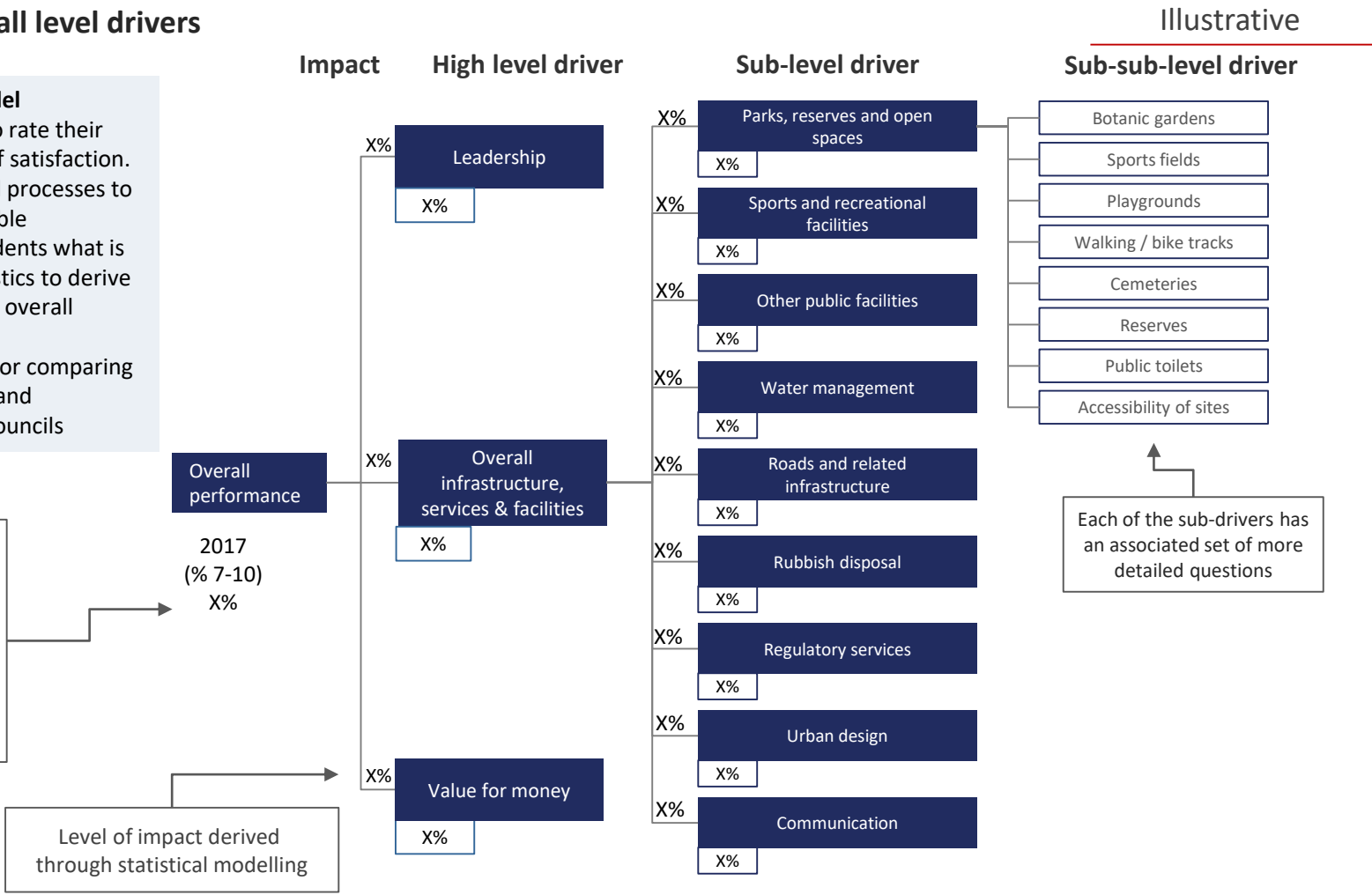
- Overview of our driver model**

 - Residents were asked to rate their Council on the drivers of satisfaction. These align with Council processes to ensure they are actionable
 - Rather than ask respondents what is important, we use statistics to derive the impact of drivers on overall performance
 - Results provide a basis for comparing performance by region and potentially with other councils

Performance

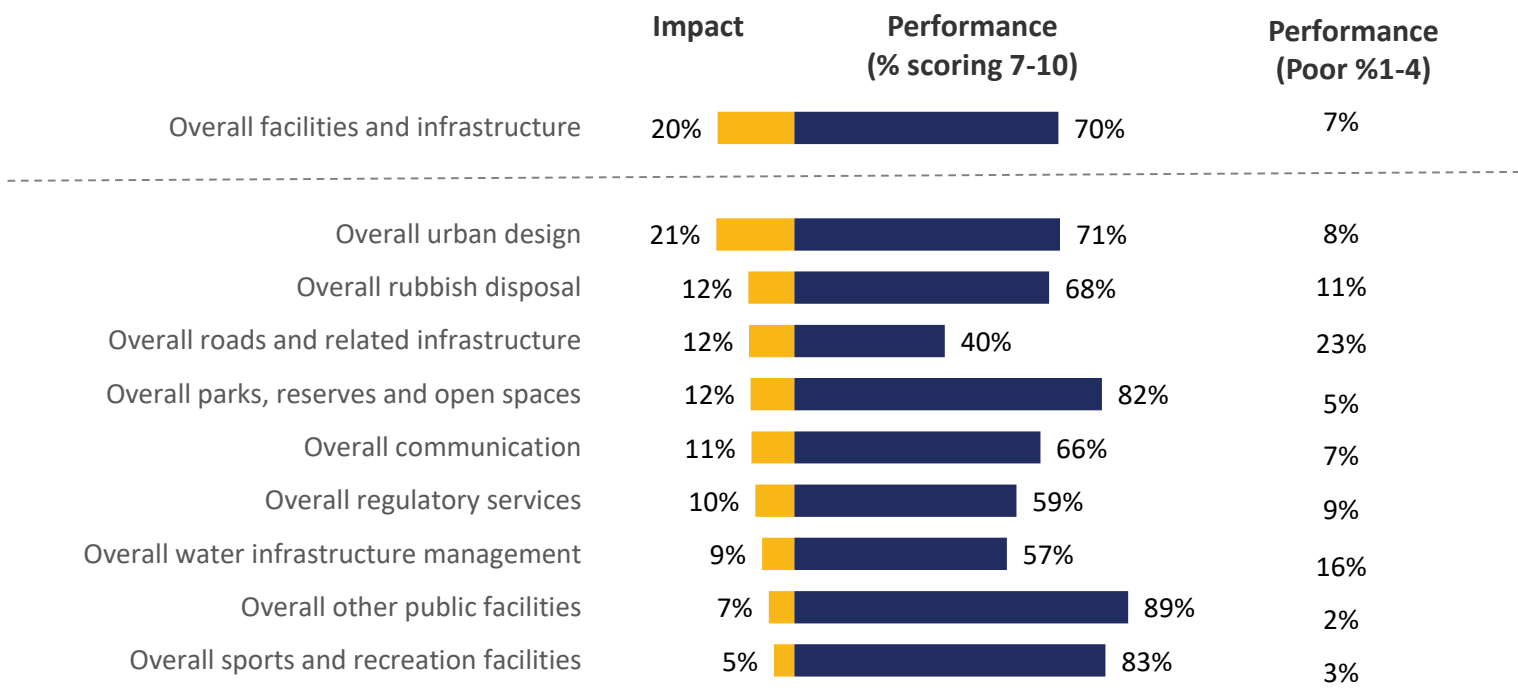
1 = Poor; 10= Excellent

Results can also be reported as the percentage satisfied; e.g. % scoring 7-10 representing 'very satisfied'



Overall roads and related infrastructure is the poorest performing element of *services, facilities and infrastructure*, and offers the best opportunity for improvement

Services, facilities and infrastructure

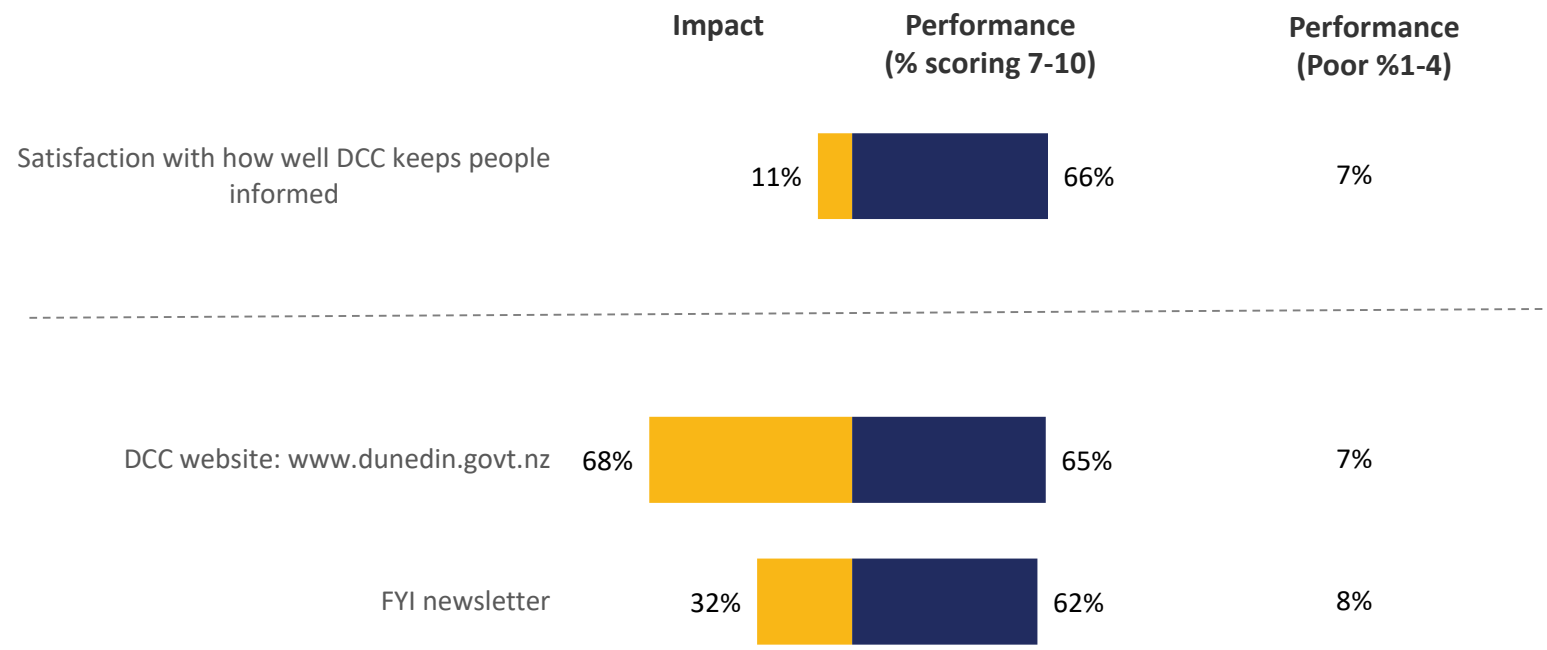


NOTES:

- Sample: n=1,356
- 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

With the website having more influence on perceptions regarding Council communications, this may be the best opportunity to help improve communication

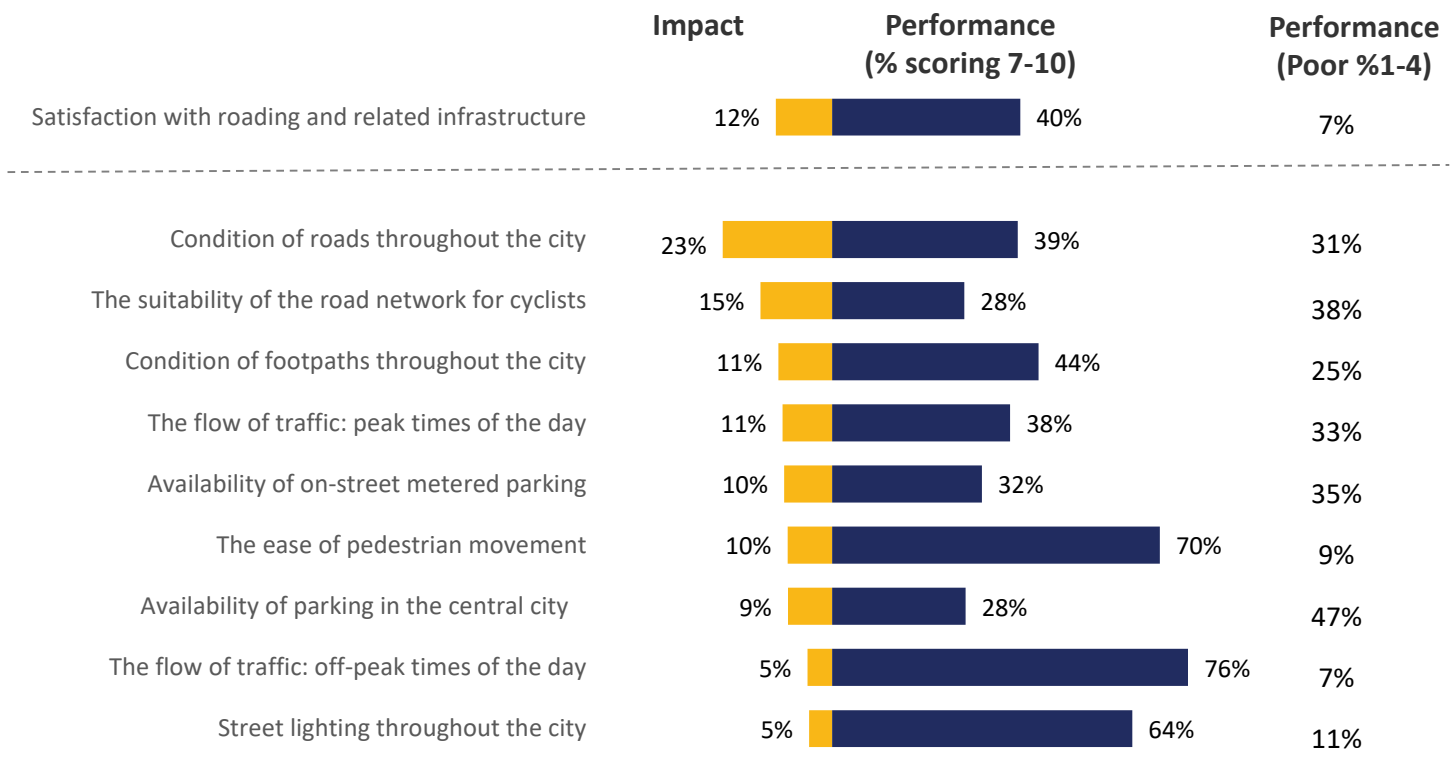
Satisfaction: Council communications



NOTES:
1. Sample: n=1,356; those who evaluated the website, n=1,346, those who evaluated the FYI newsletter, n=1,351
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

The condition of the roads throughout the city continues to have the greatest impact on satisfaction with roading and related infrastructure, and provides the best opportunity for improvement

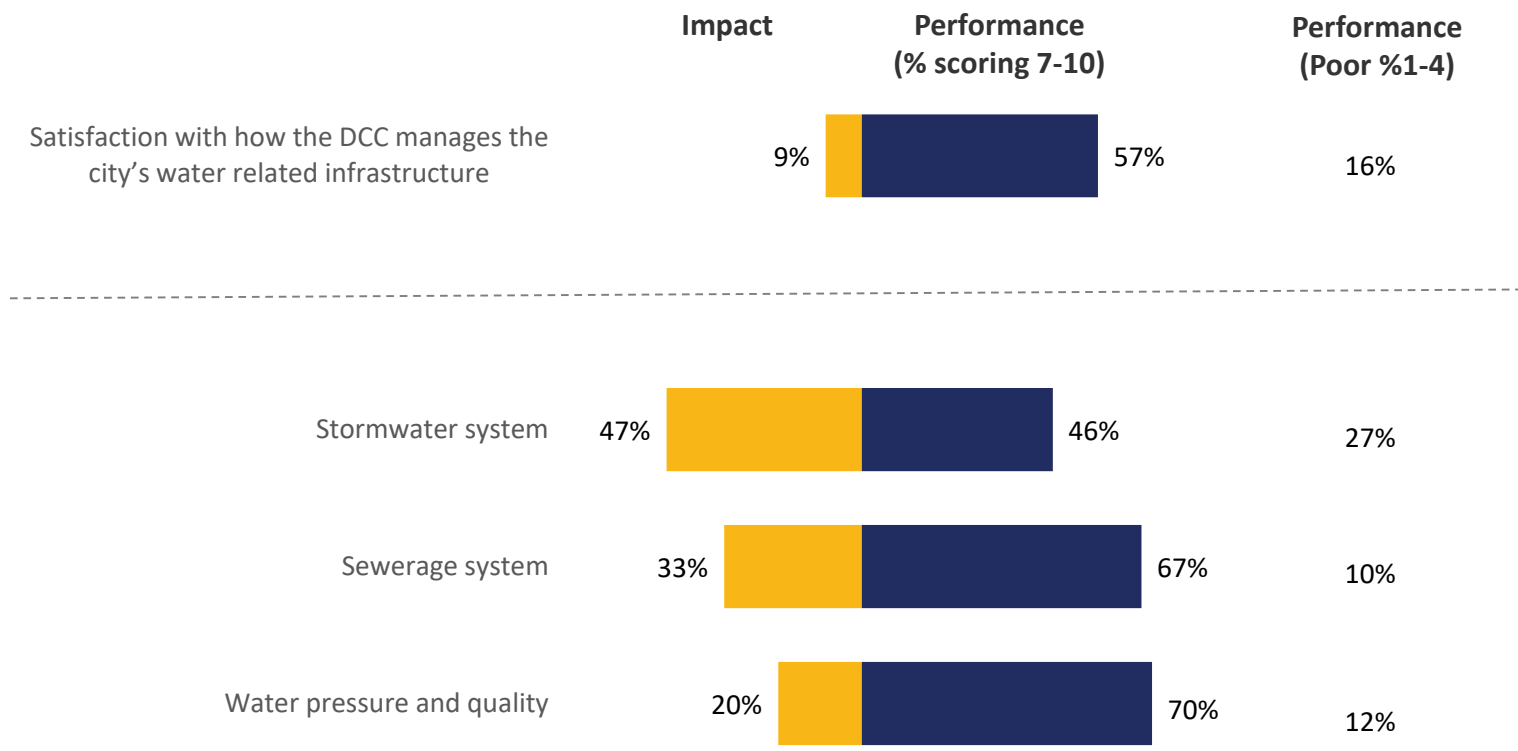
Infrastructure: Roads, footpaths, lighting and parking



NOTES:
 1. Sample: n=1,356
 2. ID. How satisfied are you with each of the following...?
 3. Excludes 'don't know' responses

Improvements to the stormwater system would be valued since this continues to have a high impact and a significant proportion of residents remain dissatisfied (27%)

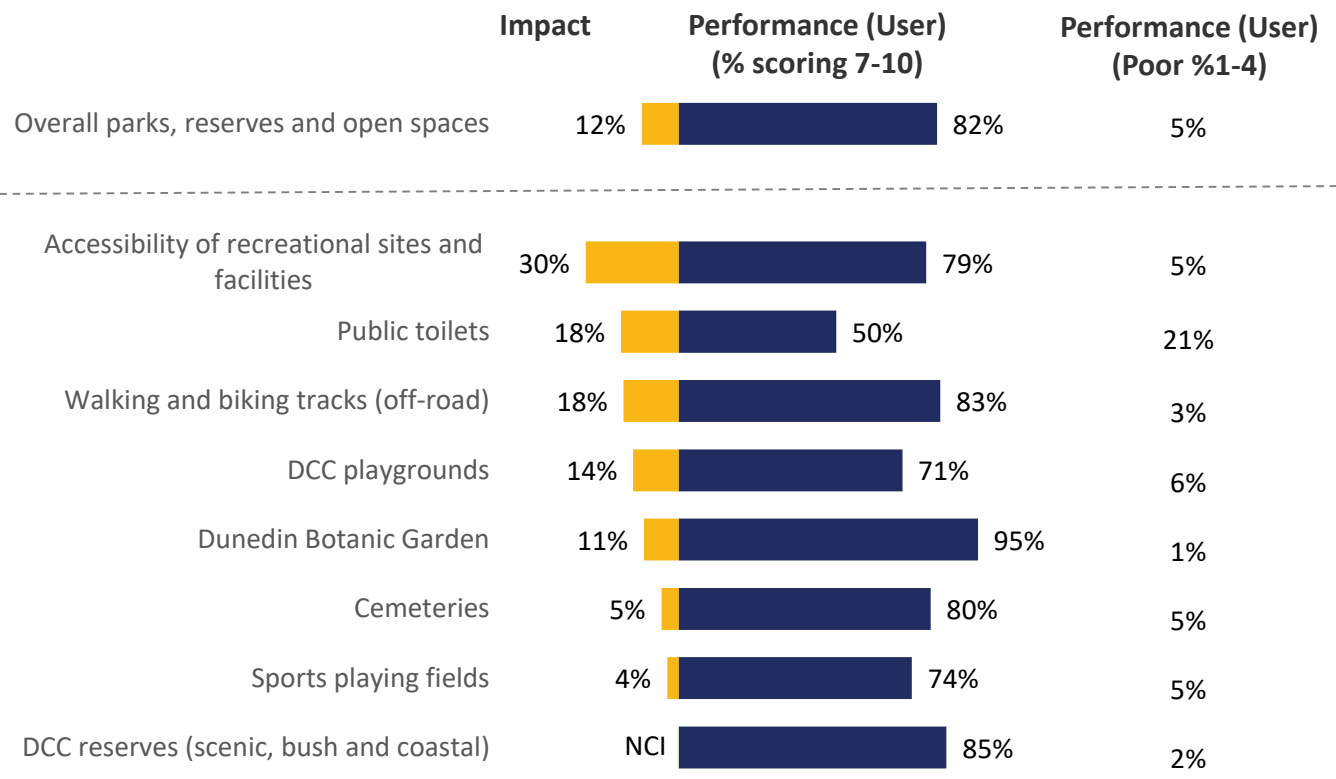
Infrastructure: Water management



NOTES:
1. Sample: n=1,356
2. IW. How satisfied are you with each of the following...?
3. Excludes 'don't know' responses

Accessibility of recreational sites has the greatest impact on overall evaluation of parks, reserves and open spaces, and as satisfaction is high, the strategy should be to maintain standards

Parks, reserves and open spaces

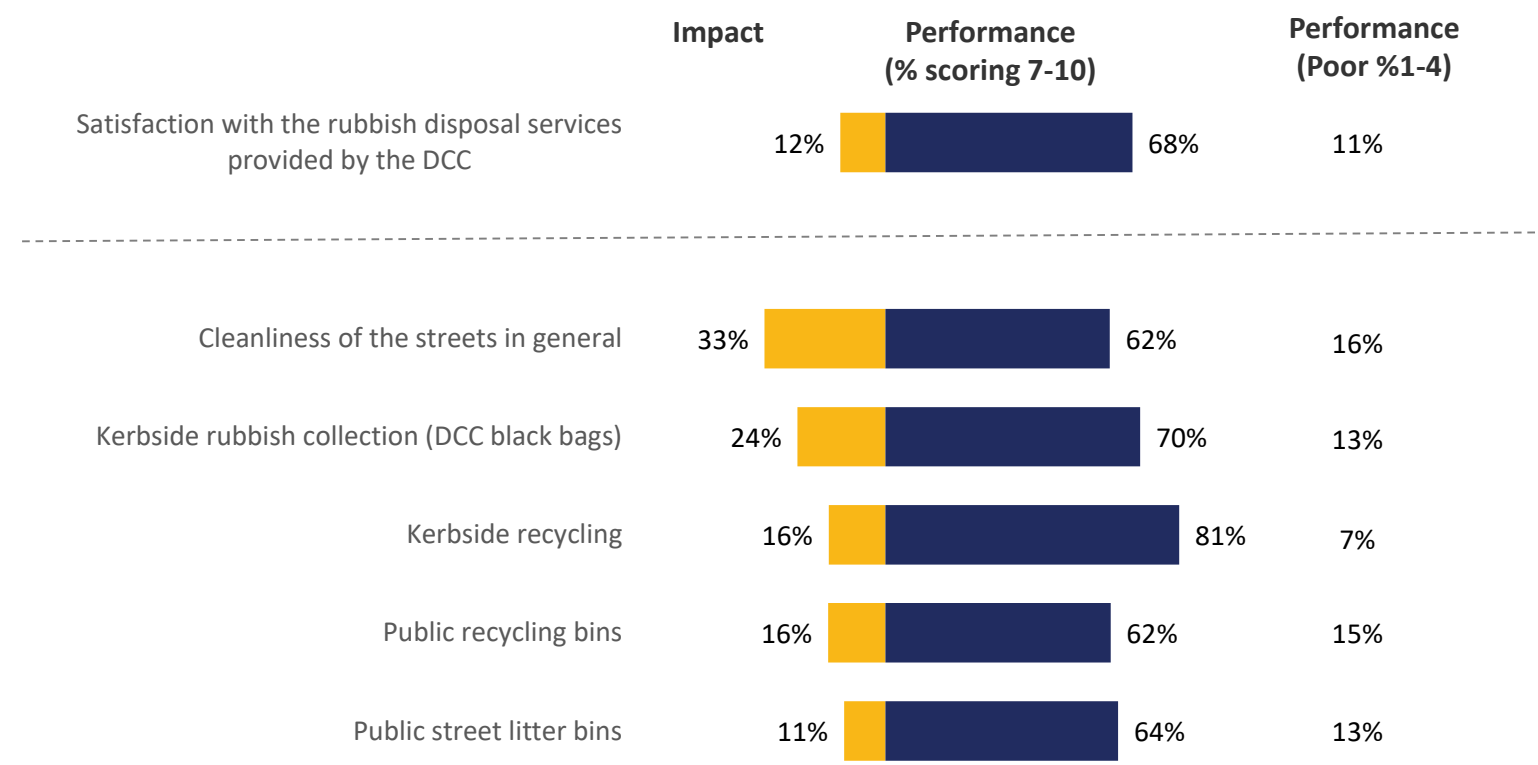


NOTES:

- Sample: n=1,356
- PRU. In the last 12 months, about how frequently have you visited each of the following?
- PR. How satisfied are you with each of the following?
- Results are presented only for those who have visited a facility in the past 12 months
- NCI means the attribute has 'no current impact'
- Results reported only for users of each facility and excludes 'don't know' responses

General cleanliness of the streets has the greatest impact on satisfaction with rubbish disposal services, and as satisfaction is relatively low this presents a good opportunity for improvement

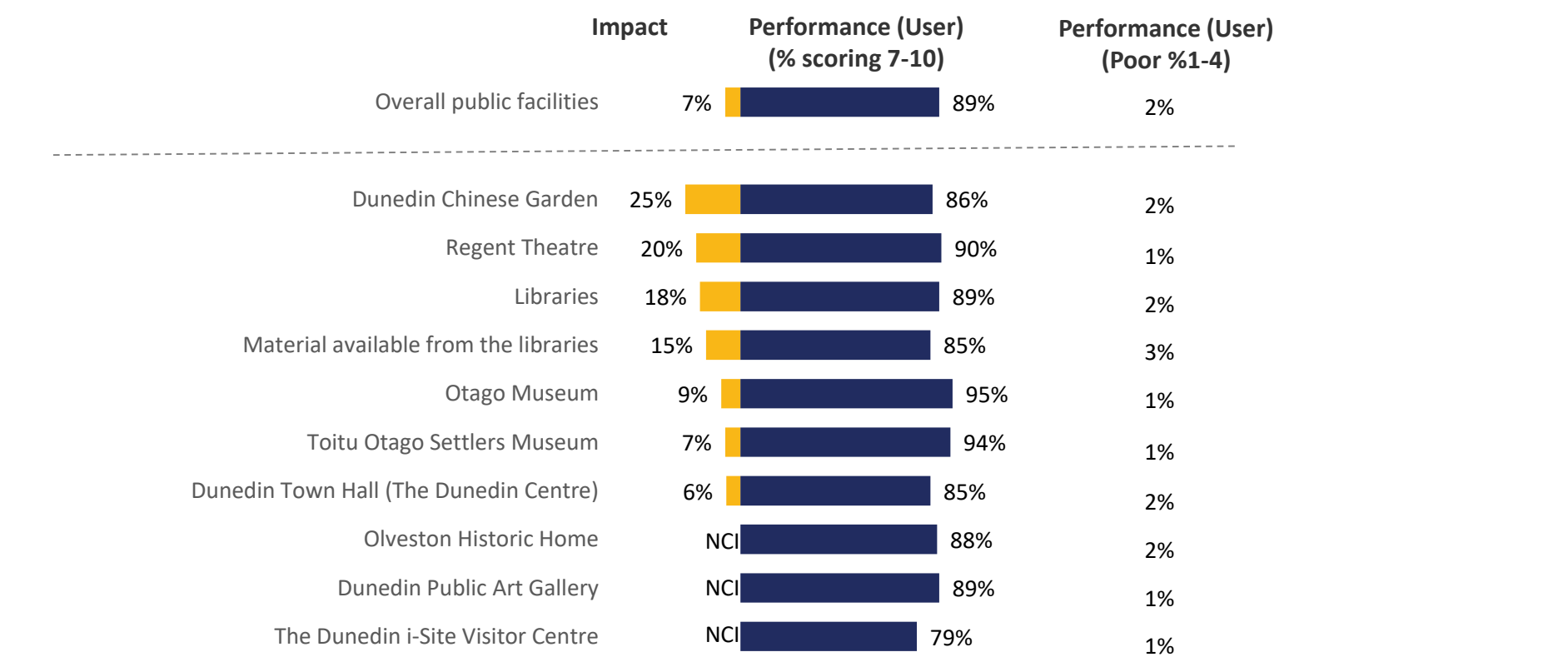
Services: Rubbish disposal



NOTES:
 1. Sample: n=1,356
 2. RD. How satisfied are you with each of the following...?
 3. Excludes 'don't know' responses

Satisfaction with public facilities is generally high so the strategy will be to maintain performance

Other public facilities

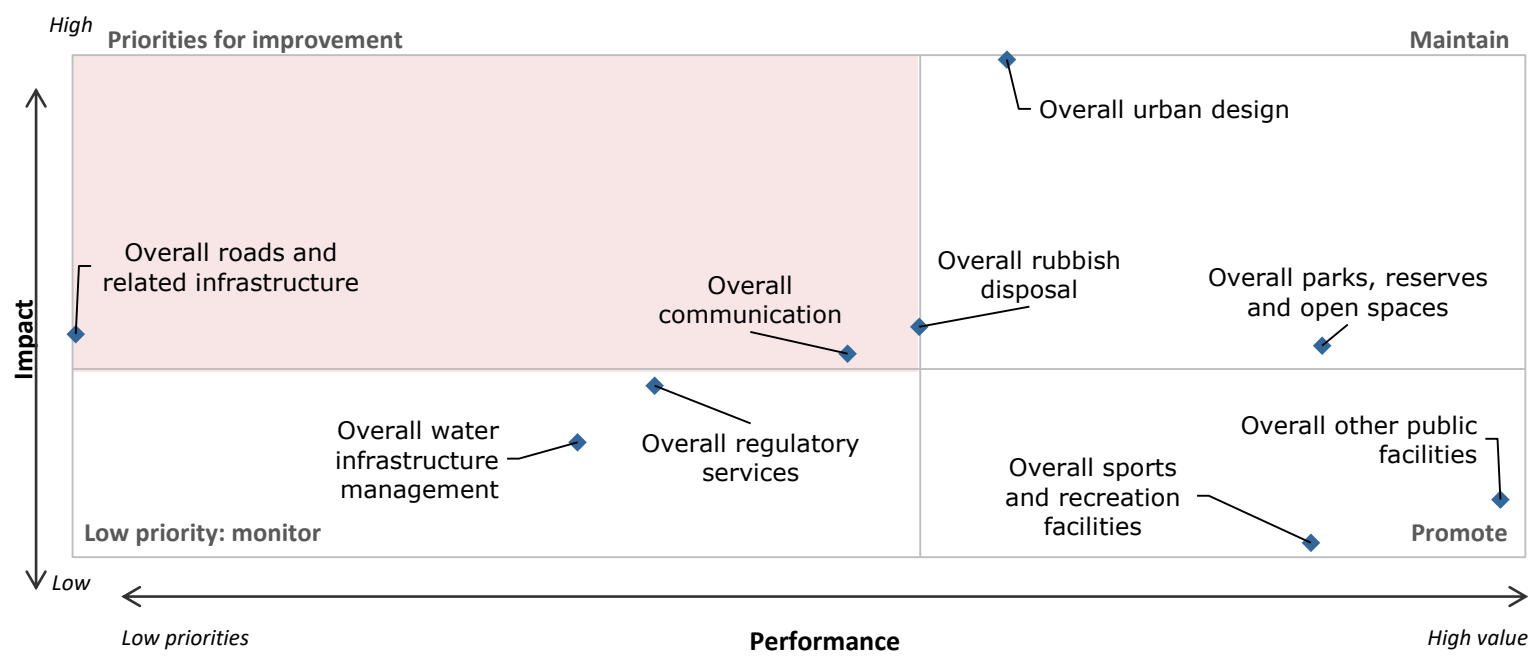


NOTES:

- Sample: n=1,356
- OF. In the last 12 months, about how many times have you visited each of the following?
- OF. How satisfied are you with each of the following?
- Results are presented only for those who have visited a facility in the past 12 months
- Results reported only for users of each facility and excludes 'don't know' responses
- NCI – no current impact

Improving communications and overall roading infrastructure would be valued by residents, with improvements in these areas likely to have the most impact on overall satisfaction

Services, facilities and infrastructure: Improvement priorities

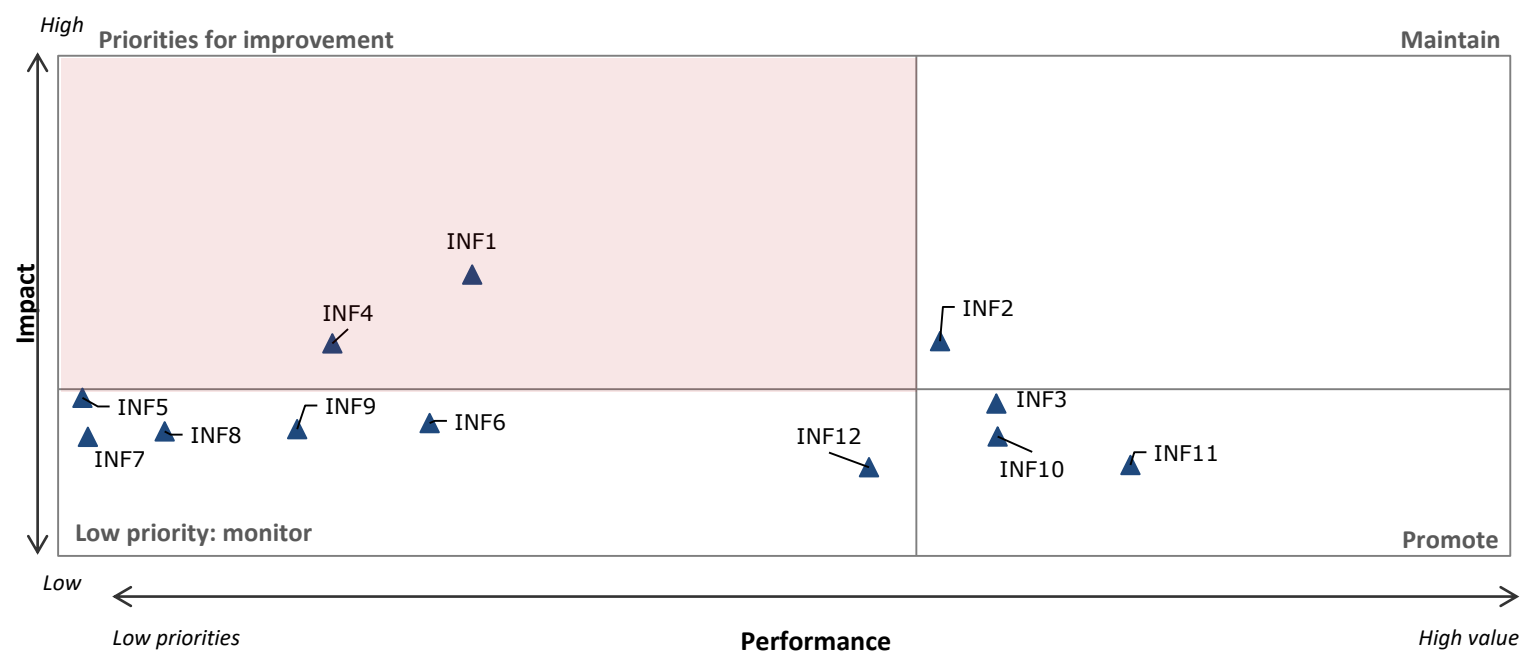


The priority matrix shows the relative position of results considering both impact and performance. Areas that have a high impact on the overall measure and that have a low absolute performance evaluation represent areas that residents would most value improvement. Improving performance in these areas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

NOTES:
1. Sample: n=1,356

The condition of roads through the city, and the stormwater system, are lower performing but higher impacting areas where residents would value improvements

Infrastructure: Improvement priorities



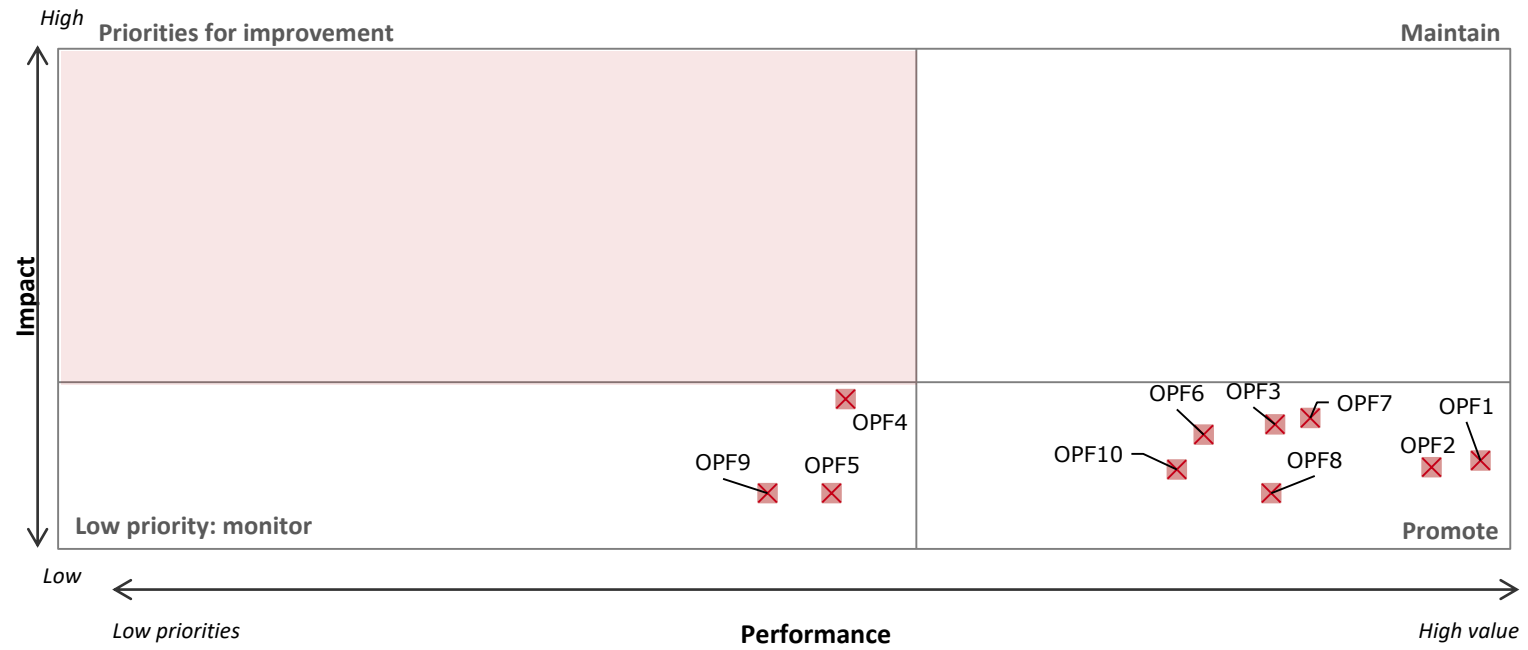
Key

- | | | | |
|------|--|-------|--|
| INF1 | Stormwater system | INF7 | Availability of parking in the central city |
| INF2 | Sewerage system | INF8 | Availability of on-street metered parking |
| INF3 | Water pressure and quality | INF9 | The flow of traffic: peak times of the day |
| INF4 | Condition of roads throughout the city | INF10 | The ease of pedestrian movement |
| INF5 | The suitability of the road network for cyclists | INF11 | The flow of traffic: off-peak times of the day |
| INF6 | Condition of footpaths throughout the city | INF12 | Street lighting throughout the city |

NOTES:
1. Sample: n=1,356

Since the various public facilities are being evaluated very favourably, there is an opportunity for Council to promote the excellent work it is doing in this area

Public facilities: Improvement priorities



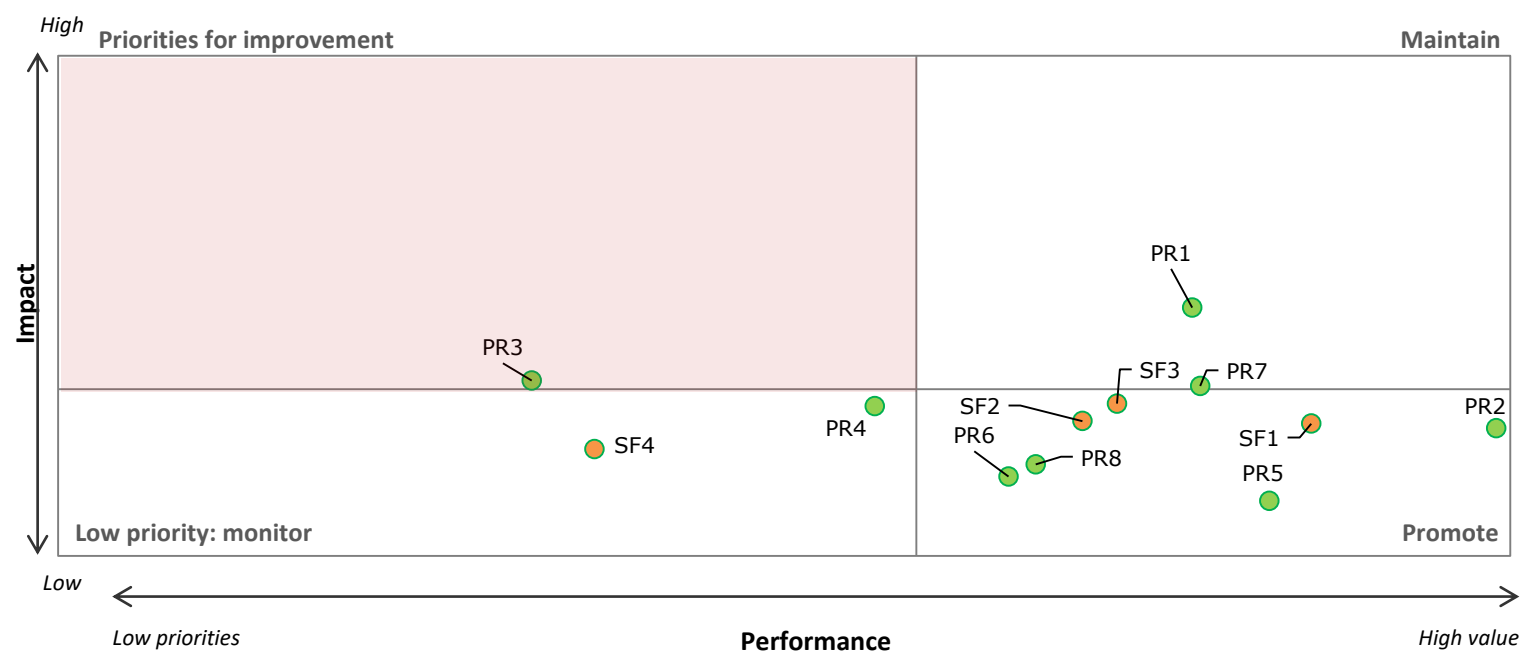
- Key**
 - OPF1 Otago Museum
 - OPF2 Toitu Otago Settlers Museum
 - OPF3 Libraries
 - OPF4 Dunedin Chinese Garden
 - OPF5 Olveston Historic Home

- OPF6 Material available from the libraries
 - OPF7 Regent Theatre
 - OPF8 Public Art Gallery
 - OPF9 Dunedin i-Site Visitor Centre
 - OPF10 The Dunedin Town Hall (Dunedin Centre)

NOTES:
1. Sample: n=1,356

Similarly, there is opportunity for Council to promote work it does in providing parks, reserves and open spaces, however the public toilets are an opportunity for improvement

Parks, reserves and open spaces: Improvement priorities

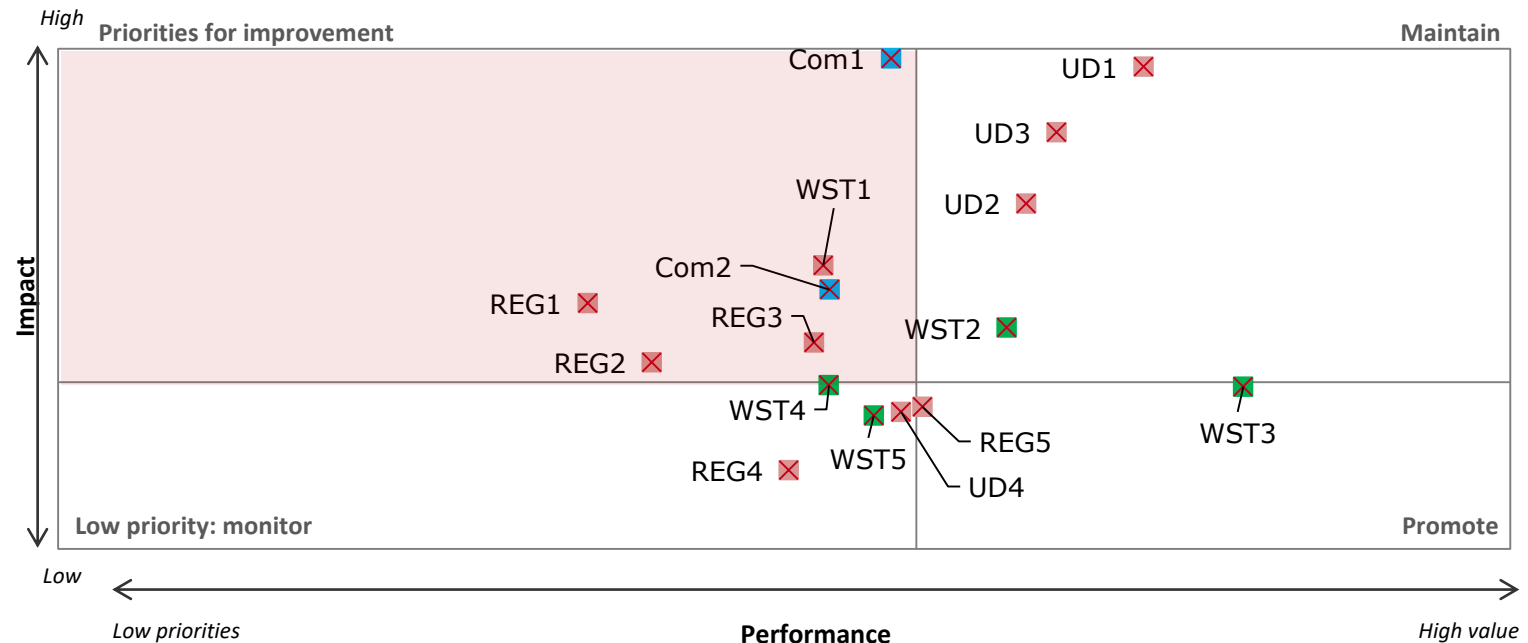


- Key**

 - PR1 Accessibility of recreational sites and facilities
 - PR2 Dunedin Botanic Garden
 - PR3 Public toilets
 - PR4 DCC playgrounds
 - PR5 DCC reserves (scenic, bush and coastal)
 - PR6 Sports playing fields
 - PR7 Walking and biking tracks (off-road)
 - PR8 Cemeteries
 - SF1 Forsyth Barr Stadium
 - SF2 Swimming pools: Moana, Mosgiel, St Clair, Port Chalmers
 - SF3 Edgar Sports Centre
 - SF4 Dunedin Ice Stadium

NOTES:
1. Sample: n=1,356

Other services and activities: Improvement priorities



- Key**

 - UD1 Overall look and feel of the city
 - UD2 Overall look and feel of the central city retail area
 - UD3 Overall look and feel of your suburb or township
 - UD4 Overall look and feel of your most convenient retail centre
 - WST1 Cleanliness of the streets in general
 - WST2 Kerbside rubbish collection (DCC black bags)
 - WST3 Kerbside recycling
 - WST4 Public recycling bins
 - WST5 Public street litter bins
 - REG1 The fairness and attitude of parking officers
 - REG2 Parking enforcement
 - REG3 Control of noise
 - REG4 Control of barking dogs
 - REG5 Control of roaming dogs
 - Com1 DCC website: www.dunedin.govt.nz
 - Com2 FYI newsletter

NOTES:
1. Sample: n=1,356



Sample profile

Sample profile

Demographics

Age	%	Weighted	Unweighted	Gender	%	Weighted	Unweighted
18-29 years	29%	390	111	Male	47%	639	565
30-49 years	29%	394	374	Female	52%	711	784
50-64 years	23%	315	442	Gender diverse	1%	7	7
65+ years	19%	257	429				
Ethnicity (Prioritised) ⁽¹⁾	%	Weighted	Unweighted	Employment Status	%	Weighted	Unweighted
European	91%	1230	1241	In full-time paid employment	51%	679	591
Māori	6%	77	55	In part-time paid employment	21%	287	264
Pasifika	2%	25	18	Not in paid employment	11%	148	107
Asian	4%	50	41	Retired	17%	223	368
Other	5%	65	71				
				Property ownership	%	Weighted	Unweighted
				Yes – own property	67%	900	1095
				No – don’t own property	33%	452	256

NOTES:
1. Respondents are able to select more than one ethnicity.



Contact details



Residents' Opinion Survey
July 2017 - June 2018





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