



Dunedin City Council

Residents' Opinion Survey 2018-19

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Part I: Summary

Introduction, objectives and methodology

Introduction

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

- Gauge the extent to which the Council is meeting its 10-year 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

- In 2019 some changes were made to the questionnaire.
 - *Sports and recreation facilities. 'In the last 12 months how frequently have you visited Swimming pools: Moana, Mosgiel, St Clair, Port Chalmers (any or all of these)' has been removed and replaced with 'Moana swimming pool' and 'Community swimming pools'.*
 - *Sports and recreation facilities. 'How satisfied are you with Swimming pools: Moana, Mosgiel, St Clair, Port Chalmers (any or all of these)' has been removed and replaced with 'Moana swimming pool' and 'Community swimming pools'.*
 - *Regulatory, monitoring and enforcement services. 'Satisfaction with: The fairness and attitude of parking officers' has been removed.*
 - *Communication. 'Satisfaction with: DCC Social media' added to other options such as 'FYI magazine' and 'DCC website'.*
- 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 an invitation letter 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 2018 to June 2019, which generated 1,372 valid responses (1017 via online and 355 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

In the last 12 months residents' *Overall satisfaction with the DCC's performance* has significantly decreased from 57% in 2018 to 52% in 2019. Satisfaction with *Leadership, Performance of the Mayor and Councillors* has dropped to 43%, compared with 47% in 2018. The biggest decrease in satisfaction was in *Value for money* that residents get for paying rates. In 2019 it was 46% compared with 52% in 2018.

2

Value for money (with 56% impact) is the key driver of overall perception of the DCC's performance, followed by *Leadership* (with 29% impact). With an impact of 15%, *Overall infrastructure, services and facilities* is the best performing area among the three main drivers.

3

Other public facilities (e.g. public libraries, museums, town hall, etc.) is the service component with the highest performance score of 87% satisfied residents. On the other hand, there is room for improvement regarding *Roads and related infrastructure* with only a little over a third of residents (35%) satisfied with these services.

4

Potential areas where residents would like to see improvements include:

- *roading, road conditions and parking facilities;*
- *regulatory services, parking enforcement and noise control;*
- *water management, stormwater system;*
- *rubbish disposal, kerbside rubbish collection (black bags);*
- *public facilities, public toilets, public swimming pools;*
- *communication, better social media presence.*

5

Just over one third of the residents (36%) have contacted the DCC in the last three months. Satisfaction with *Overall interaction* and *Staff performance* has increased in 2019 particularly with '*How well staff communicated with you*' having a high satisfaction score of 79%. Issues that residents had with interactions with the DCC include *Unresolved issues* and *Problems with following-up or responding too slowly*.



Summary of Key Performance Indicators

Just over half of residents (52%) are satisfied overall with the DCC's performance. People from Dunedin city are significantly more satisfied with the services compared to other suburbs.

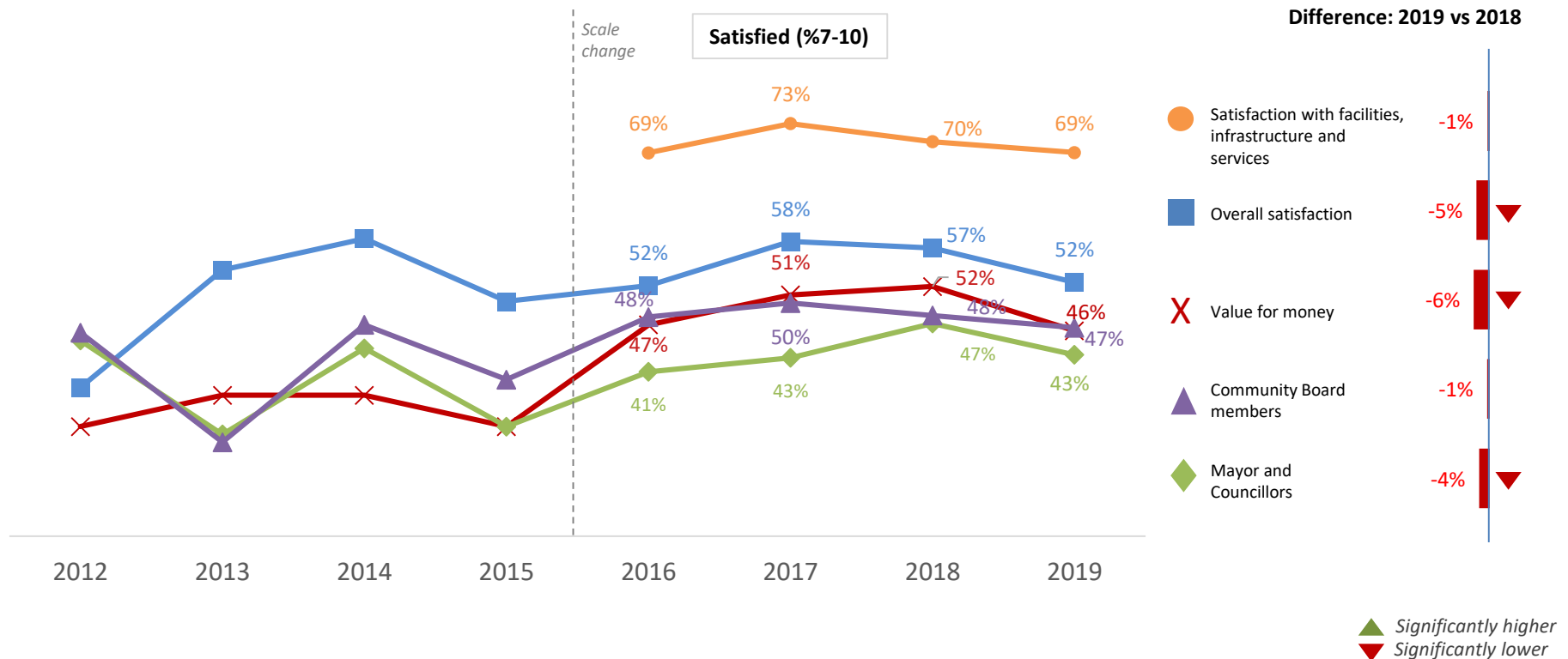
Overall performance summary

	Satisfied (% 7-10)	Satisfaction by location (% 7-10)								
		Dunedin City	Green Island	Kaikorai Valley	Mosgiel	Northern Suburbs	Peninsula	Port Chalmers	Rural	South Dunedin
Satisfaction with the DCC	52%	75%	55%	54%	40%	62%	58%	53%	38%	50%
Service and infrastructure delivery	69%	69%	69%	73%	59%	79%	72%	57%	57%	67%
Overall value	46%	65%	46%	48%	39%	57%	53%	34%	35%	42%
Performance of the Mayor and Councillors	43%	57%	42%	43%	33%	56%	50%	42%	42%	38%
Performance of Community Boards	47%	49%*	48%	38%	47%	52%	63%	53%	56%	37%
Public facilities ² :										
- Overall parks and reserves	81%	95%	73%	85%	74%	90%	87%	80%	81%	77%
- Overall sports and recreational facilities	81%	69%	79%	86%	70%	89%	78%	66%	88%	79%
- Overall other public facilities	87%	90%	83%	89%	79%	94%	92%	91%	89%	83%
Infrastructure:										
- Water related infrastructure	62%	69%	69%	71%	52%	71%	64%	50%	38%	56%
- Roads, footpaths and parking	35%	53%	32%	40%	27%	40%	39%	27%	25%	33%
Other Services:										
- Regulatory services	64%	65%	70%	61%	66%	68%	65%	47%	44%	65%
- Planning and urban design	69%	86%	65%	73%	65%	78%	74%	63%	59%	66%
- Communications	63%	70%	69%	65%	53%	68%	63%	55%	64%	57%
- Handling enquiries	73%	83%*	67%	66%	80%	78%	75%	83%*	71%	68%
- Waste management	68%	76%	66%	69%	70%	69%	77%	64%	63%	65%

- NOTES:
- Sample: n=1,372: Dunedin Central n=37; Green Island n=169; Kaikorai Valley n=227; Mosgiel n=194; Northern Suburbs n=195; Peninsula n=112;
- Port Chalmers n=59; Rural n=91; South Dunedin n=269. Excludes 'Don't know' responses
- 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.
- *NB: Base sizes are very small (n<30) so results should be treated with caution.

There is a significant decrease in satisfaction levels with the DCC's overall performance, value for money and performance of Mayor and Councillors.

Overall performance measures

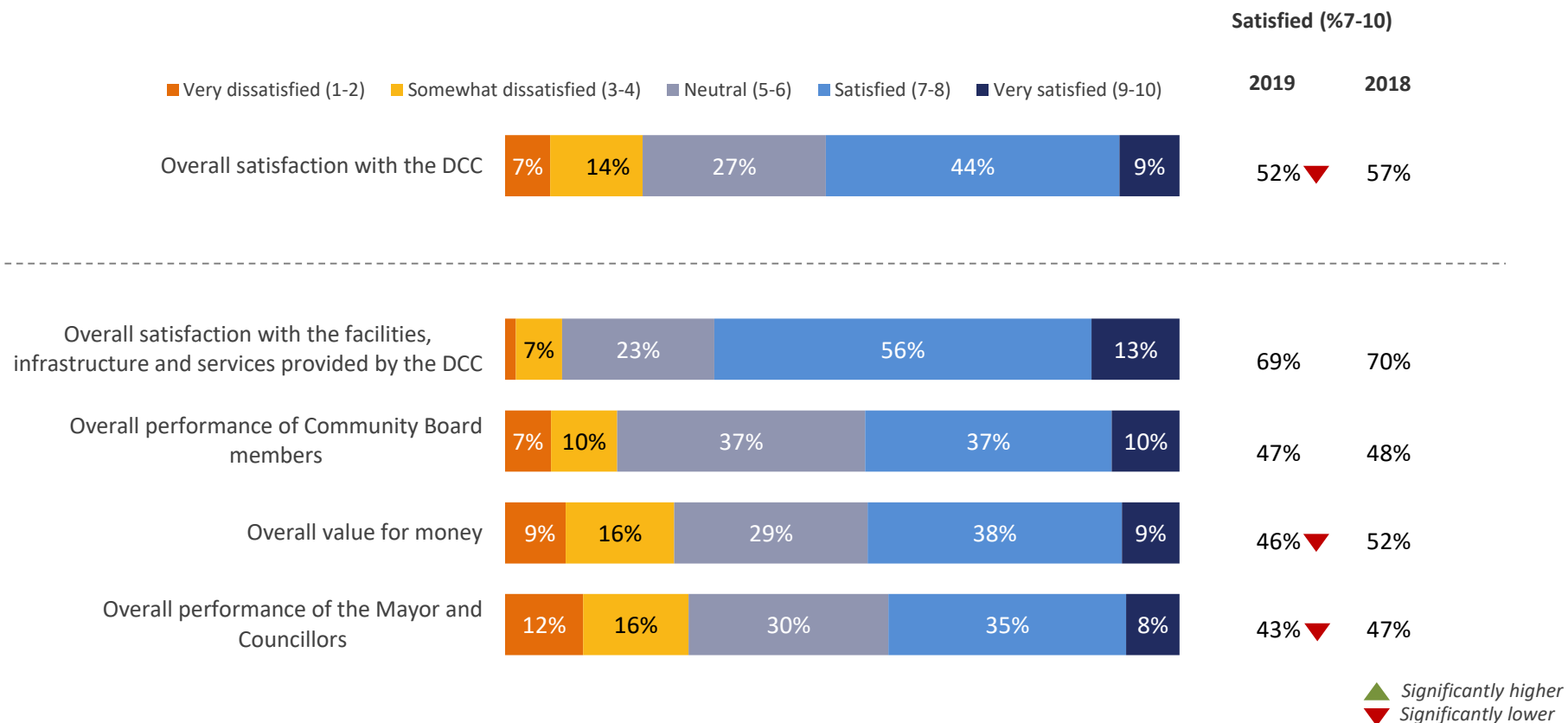


NOTES:

1. Sample: 2019 n=1,372 ;2018 n=1,356; 2017 n=1,231, 2016 n=1,577
2. 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?
3. OVLS: When you think about all the facilities, infrastructure and services that the DCC provides, how satisfied are you overall with these?
4. 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?
5. 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?
6. Excludes 'don't know' responses
7. *Differences are calculated using unrounded scores for 2018 and 2019, so may vary by +/- 1% compared to figures shown in the graph

Satisfaction with facilities, infrastructure and services provided by the DCC, and performance of Community Board members remains steady over the past years.

Overall level questions



NOTES:

- Sample: 2019 n=1,372; 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?
- OVS2: When you think about all the facilities, infrastructure and services that the DCC provides, how satisfied are you overall with these?
- LS: 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?
- Excludes 'don't know' responses



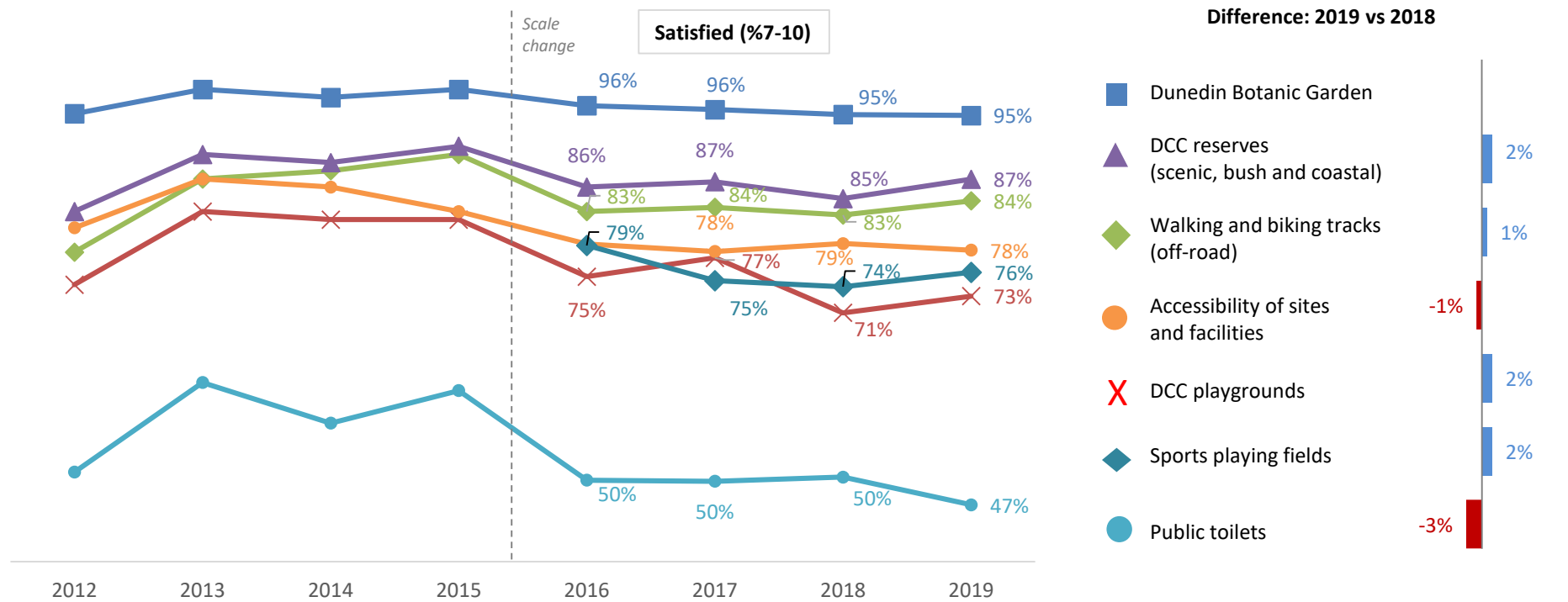
Part II: Detailed results by activity



Facilities

Satisfaction scores given by users of parks, reserves and open spaces in 2019 remain similar to the last year.

Parks, reserves and open spaces (evaluation by users)

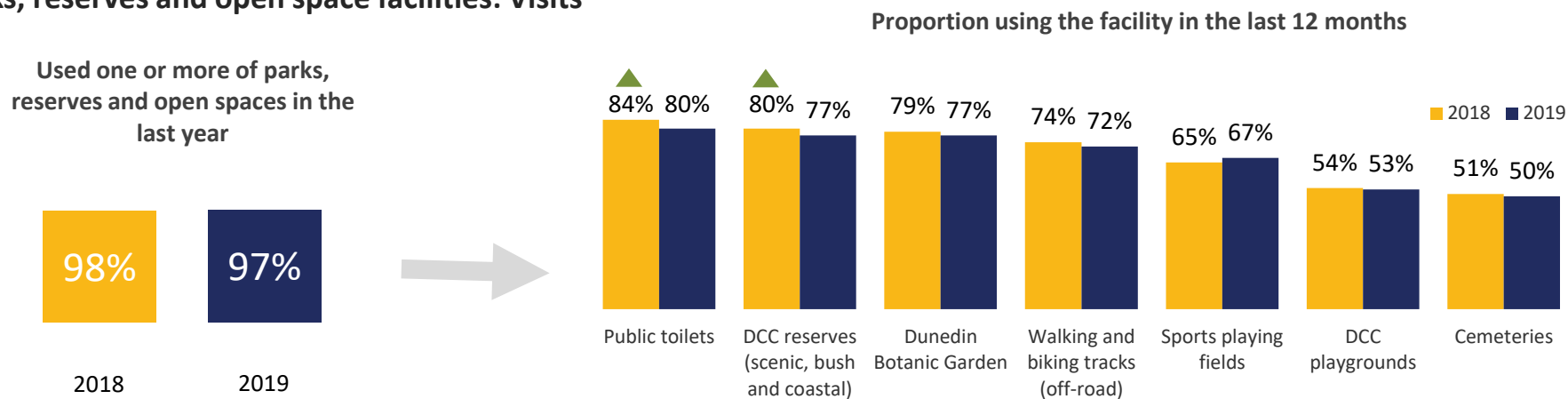


NOTES:
 1. Sample: 2019 n=1,372; 2018 n=1,356; 2017 n=1,231, 2016 n=1,577
 2. PRU: In the last 12 months, about how frequently have you visited each of the following?
 3. PR: How satisfied are you with each of the following...?
 4. Results reported only for users of each facility and excludes 'don't know' responses
 5. *Differences are calculated using unrounded scores for 2018 and 2019, so may vary by +/- 1% compared to figures shown in the graph

▲ Significantly higher
 ▼ Significantly lower

In 2019, almost all of the residents (97%) have visited parks, reserves and open space facilities. There were less visits to public toilets and DCC reserves (scenic, bush and coastal) this year, even though these two still remain the most visited facilities.

Parks, reserves and open space facilities: Visits



Frequency of use 2019 (all residents)

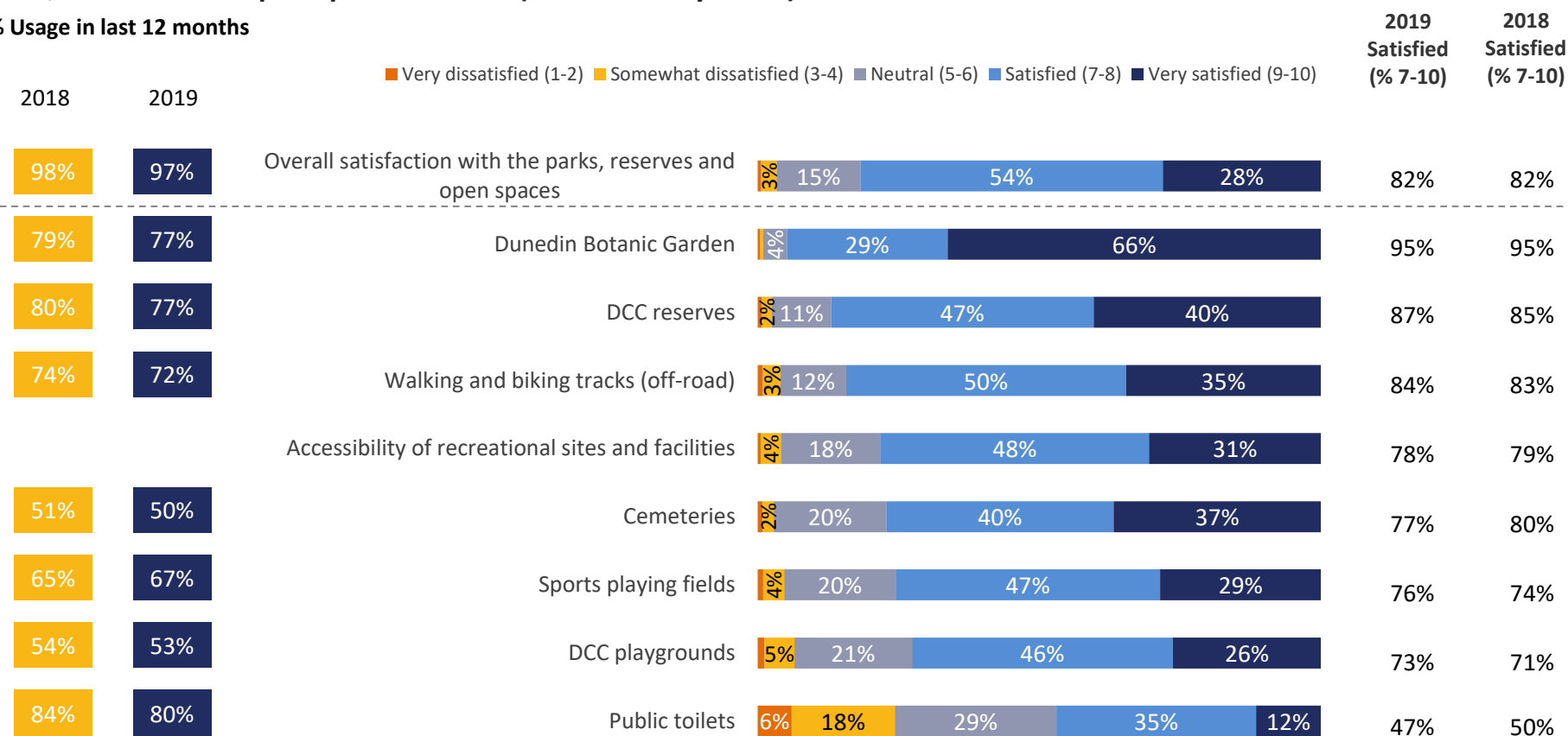
Frequency	Public toilets	DCC reserves (scenic, bush and coastal)	Dunedin Botanic Garden	Walking and biking tracks (off-road)	Sports playing fields	DCC playgrounds	Cemeteries
Monthly or more often	26%	26%	17%	29%	27%	18%	6%
Several times in the year	31%	27%	26%	24%	19%	16%	12%
Once or twice in the year	24%	23%	34%	19%	20%	19%	33%
Not at all	20%	23%	23%	28%	33%	47%	50%
Total	100%	100%	100%	100%	100%	100%	100%

▲ Significantly higher
▼ Significantly lower

Dunedin Botanical Gardens, DCC reserves and walking and biking tracks (off-road) have high levels of satisfaction. On the other hand, less than half of residents (47%) are satisfied with public toilets.

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

% Usage in last 12 months

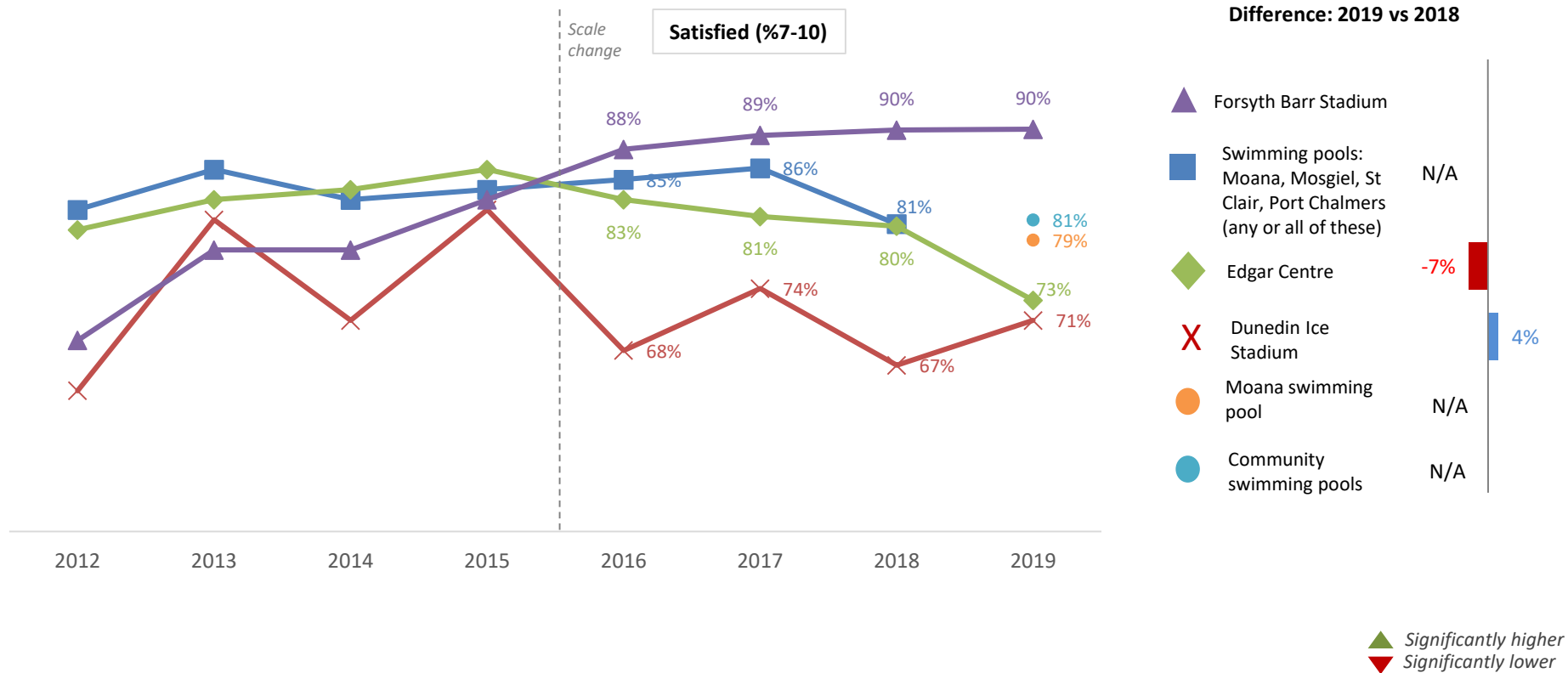


NOTES:

- Sample: 2019 n=1,372; 2018 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?
- 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 parks, reserves or outdoor facilities
- Excludes 'don't know' responses

In 2019, residents' satisfaction decreased significantly with the Edgar Centre. The Forsyth Barr Stadium and community swimming pools have the highest satisfaction scores.

Sports and recreational facilities (evaluation by users)

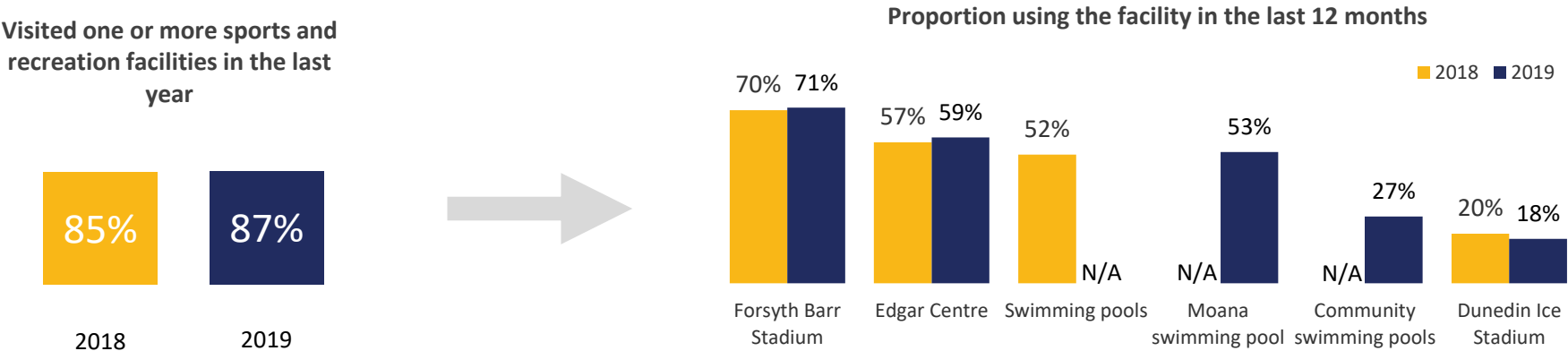


NOTES:

1. Sample: 2019 n=1,372; 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
5. *Differences are calculated using unrounded scores for 2018 and 2019, so may vary by +/- 1% compared to figures shown in the graph

The proportion of residents using sports and recreation facilities has slightly increased in 2019 compared with 2018.

Sports and recreation facilities: Visits

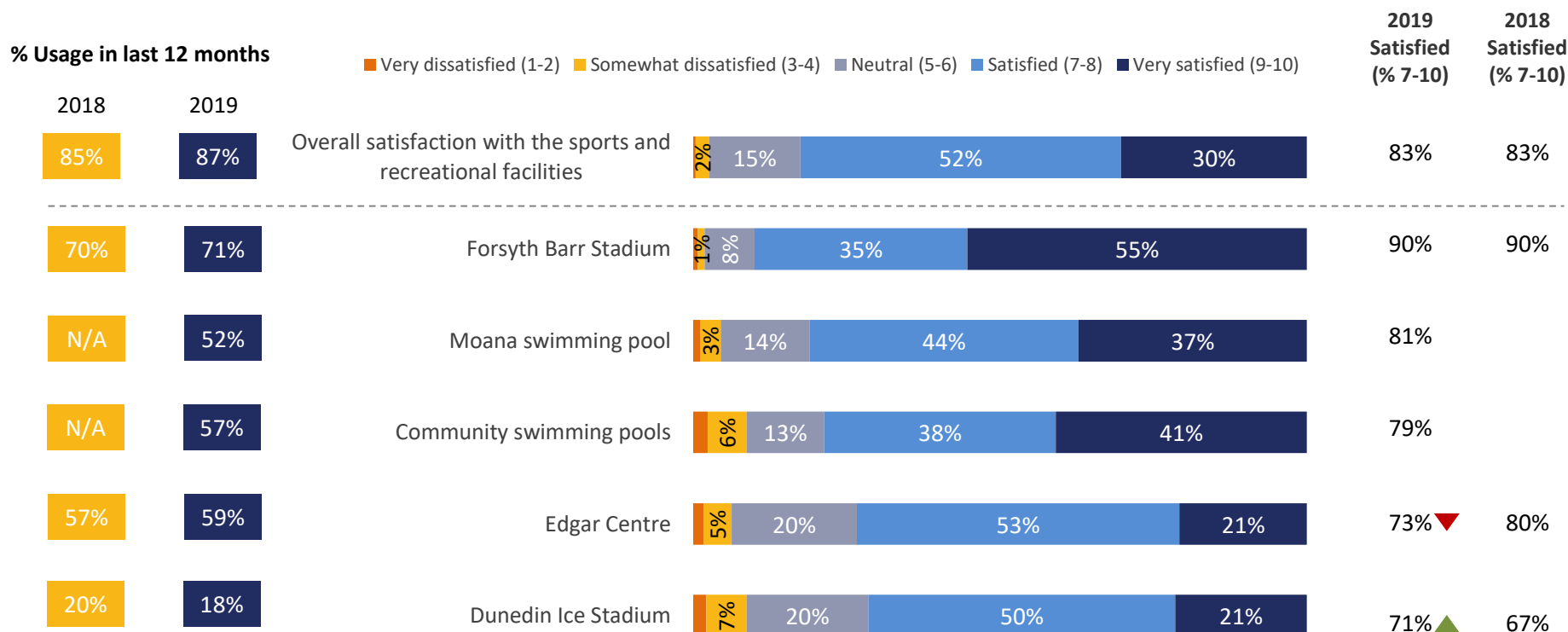


Frequency of use 2019 (all residents)						
Monthly or more often	5%	12%	N/A	15%	6%	2%
Several times in the year	31%	14%	N/A	17%	9%	4%
Once or twice in the year	35%	33%	N/A	21%	12%	11%
Not at all	29%	41%	N/A	47%	73%	82%
Total	100%	100%	100%	100%	100%	100%

NOTES:
 1. Sample: 2019 n=1,372; 2018 n=1,356
 2. SRU: In the last 12 months, about how frequently have you visited each of the following?
 3. Excludes 'don't know' responses

Even though the number of residents using the Dunedin Ice Stadium slightly decreased, significantly more people in 2019 are satisfied with the facility.

Sports and recreation facilities



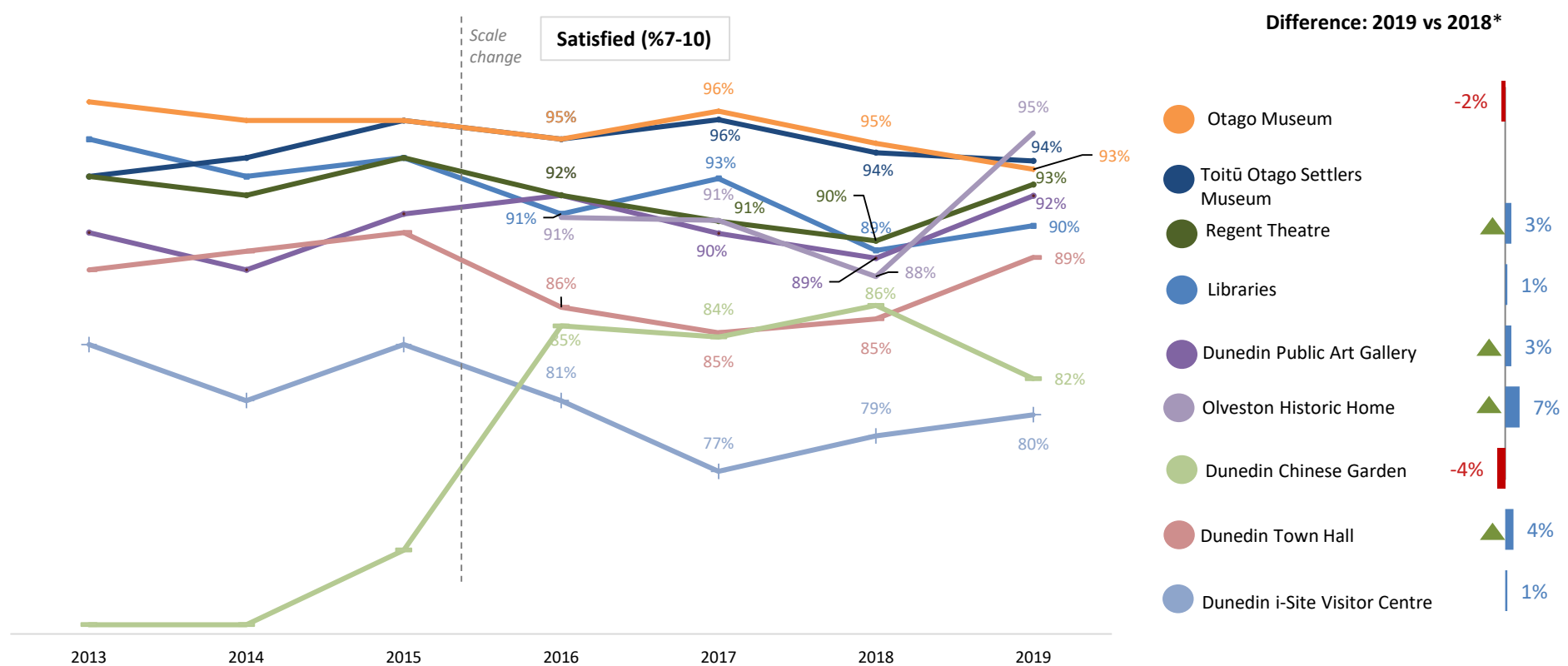
▲ Significantly higher
▼ Significantly lower

NOTES:

1. Sample: 2019 n=1,372; 2018 n=1,356
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. 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
5. Excludes 'don't know' responses

Satisfaction with the following facilities maintained by the DCC: Regent Theatre, Dunedin Public Art Gallery, Olveston Historic Home, and Dunedin Town Hall, increased significantly in 2019.

Art and cultural public facilities (evaluation by users)

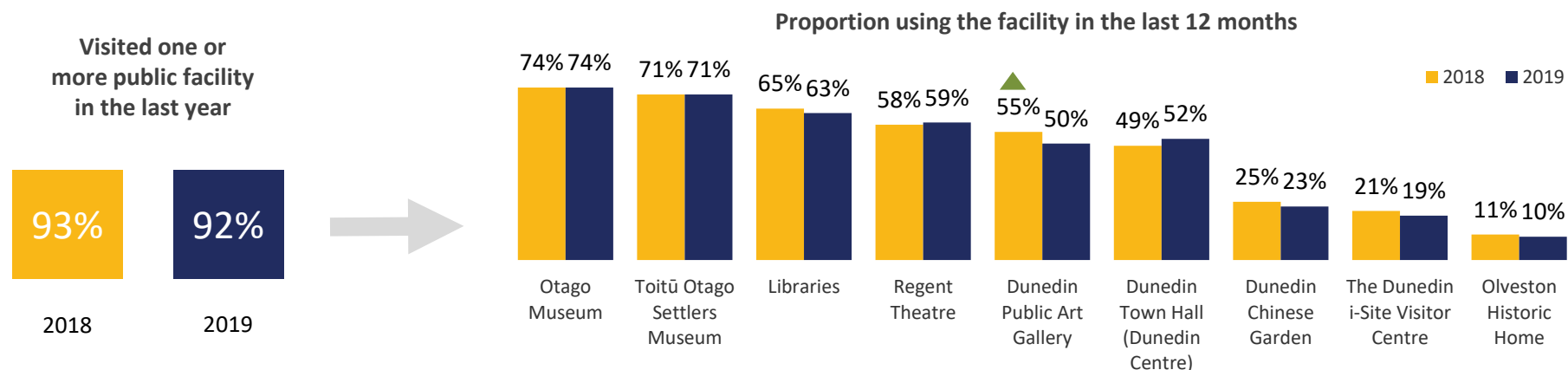


NOTES:
 1. Sample: 2019 n=1,372; 2018 n=1,356
 2. OF: In the last 12 months, about how many times have you visited each of the following?
 3. OF_1-12: How satisfied are you with each of the following...?
 4. Results reported only for users of each facility and excludes 'don't know' responses
 5. *Differences are calculated using unrounded scores for 2018 and 2019, so may vary by +/- 1% compared to figures shown in the graph

▲ Significantly higher
 ▼ Significantly lower

More than nine out of ten residents (92%) visited one or more public facilities although significantly less people visited the Dunedin Public Art Gallery in 2019.

Other public facilities: Visits



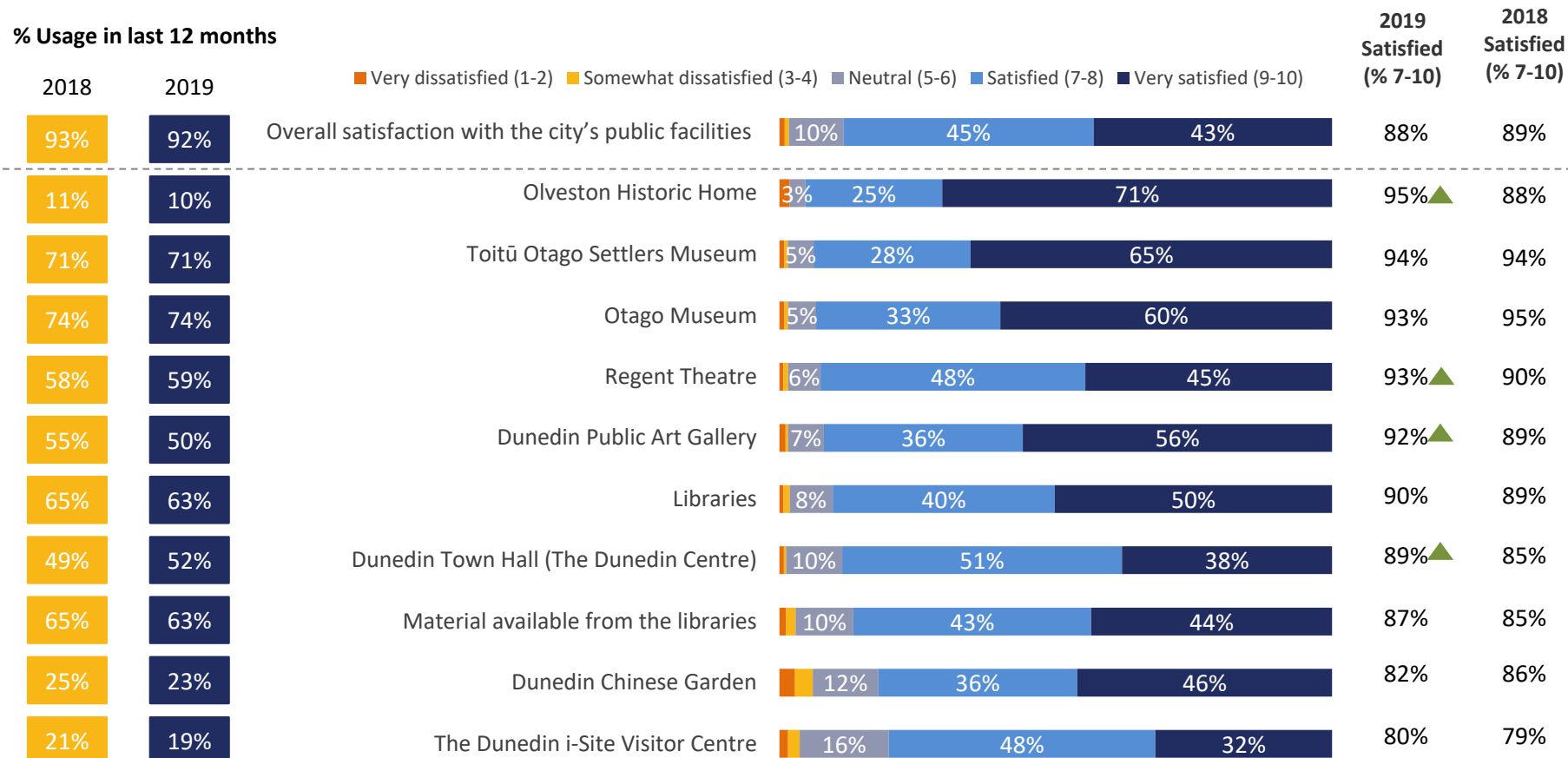
Frequency of use 2019 (all residents)									
Monthly or more often	6%	4%	22%	1%	3%	1%	0%	1%	0%
Several times in the year	26%	24%	20%	16%	16%	13%	3%	3%	0%
Once or twice in the year	41%	43%	21%	42%	31%	38%	20%	15%	9%
Not at all	26%	29%	37%	41%	50%	48%	77%	81%	90%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

▲ Significantly higher
▼ Significantly lower

Residents' satisfaction with Olveston Historic Home, Regent Theatre, Dunedin Public Art Gallery and Dunedin Town Hall has significantly increased in the last 12 months.

Other public facilities: Satisfaction

% Usage in last 12 months



NOTES:

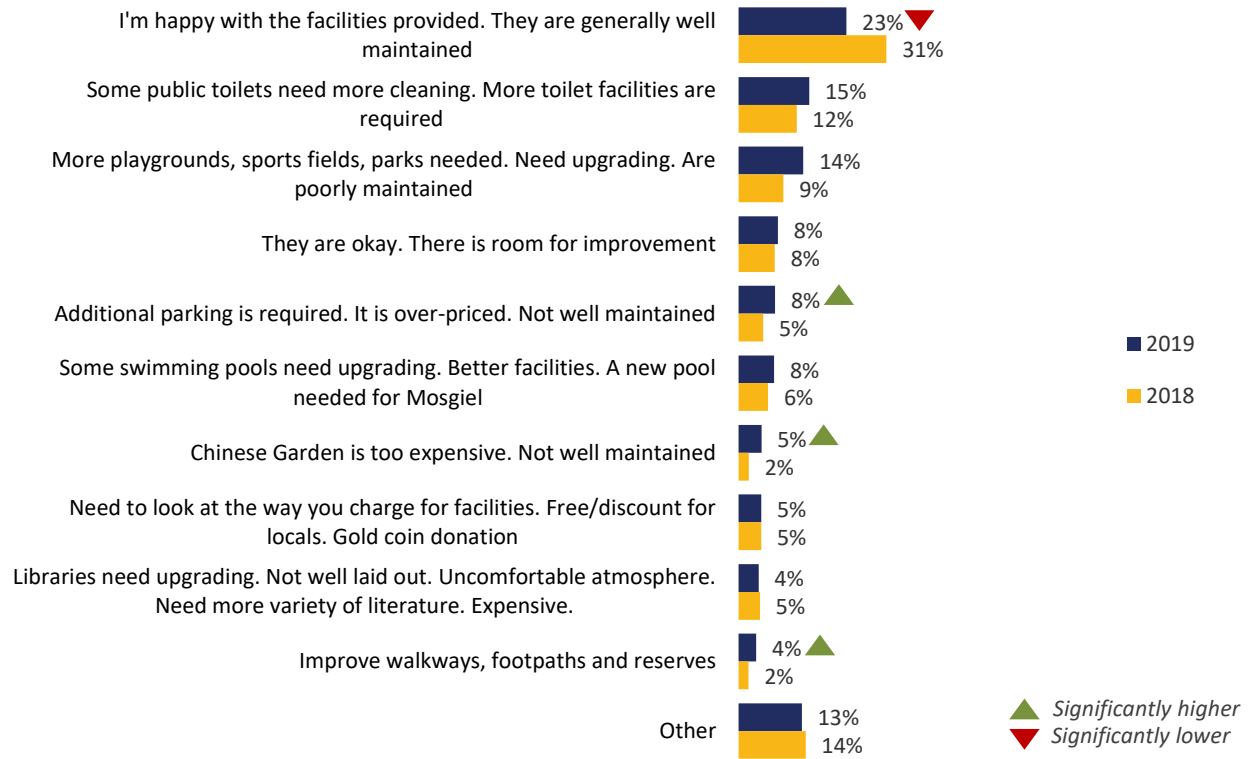
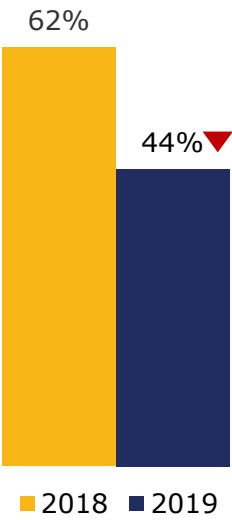
- Sample: 2019 n=1,372; 2018 n=1,356
- OFU: In the last 12 months, about how frequently have you visited each of the following?
- OF: How satisfied are you with each of the following...?
- Reported are the results for those who have made some use of the facility in the last 12 month. Overall level questions relate to use of one or more public facilities
- Excludes 'don't know' responses

▲ Significantly higher
▼ Significantly lower

Fewer people commented on the city's facilities this year. More people have mentioned parking issues, the need to improve walkways and that the Chinese Garden is too expensive and not well maintained.

Comments concerning the city's facilities

Have comments about the city's facilities



NOTES:

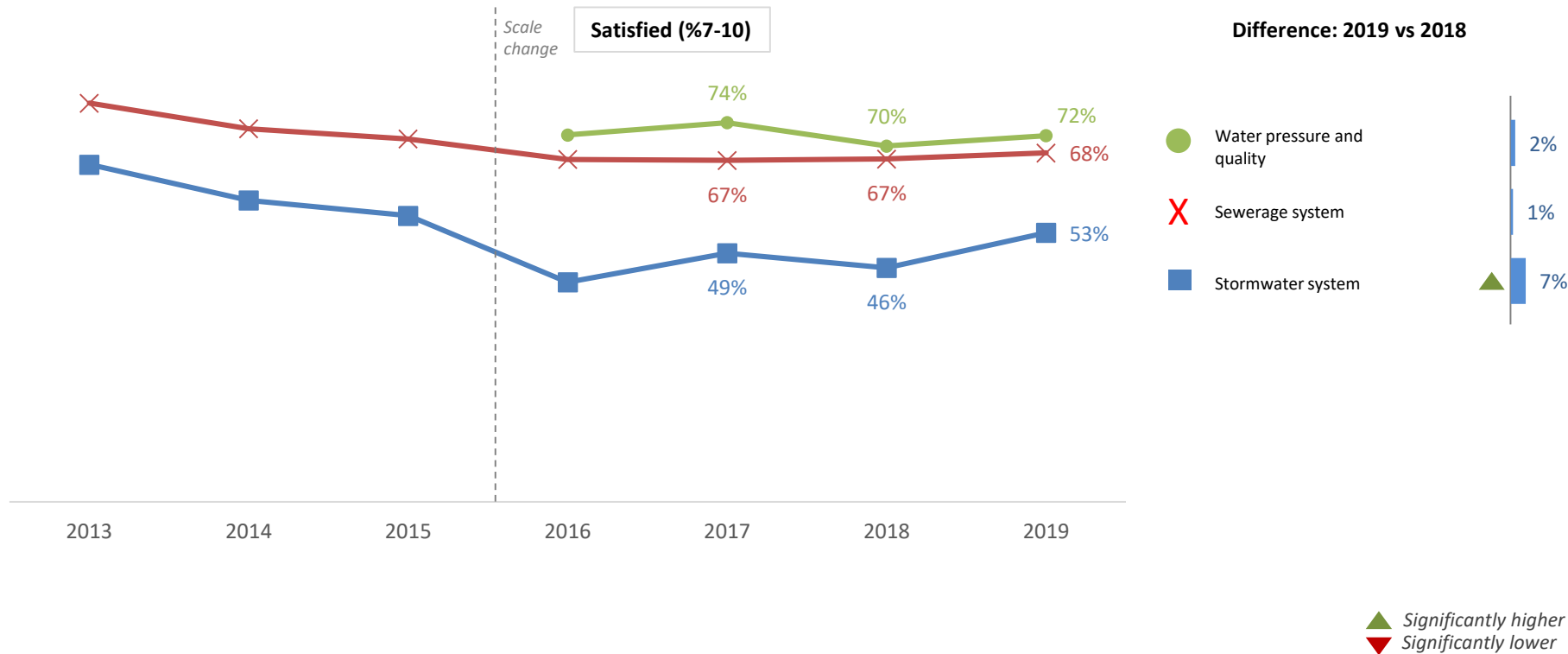
- Sample: 2019 n=1,372; 2018 n=1,356
- VB1: Do you have any comments about the city's facilities?
- * Chart does not include responses with less than 4%. They include: Not happy with Forsyth Barr Stadium. Sound system not good. Food and beverages expensive (3%), Museums, art gallery, town hall, Olveston House and libraries are great (3%), Rubbish and littering, sometimes caused by freedom campers. More rubbish bins needed (3%), Better facilities for the disabled and those with mobility issues (2%), The Botanical Gardens and parks are well maintained (2%), More art installations needed at the art gallery. Exhibitions changed more often (2%), Make cycle lanes safer, Shared cycle lanes are dangerous. Complete and extend cycleways (2%), Too much emphasis on cyclists. Too much spent on cycle lanes (2%), Stormwater, sewerage and drainage systems need improving (1%), More dog control. Dog owners need to be more responsible. Provide dog parks (1%), The Forsyth Barr Stadium is a great asset (1%), Improve public transport (1%).



Infrastructure

Residents' satisfaction with management of the DCC's water system improved compared with 2018.

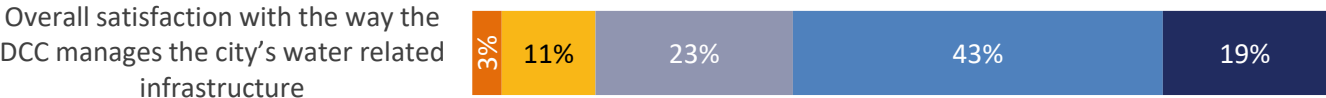
Infrastructure: Water management



NOTES:
 1. Sample: 2019 n= 1,372; 2018 n=1,356; 2017 n=1,231, 2016 n=1,577
 2. IW. How satisfied are you with each of the following...?
 3. Excludes 'don't know' responses
 4. *Differences are calculated using unrounded scores for 2018 and 2019, so may vary by +/- 1% compared to figures shown in the graph

Over seven out of ten residents (72%) are satisfied with water pressure and quality.

Infrastructure: Water supply



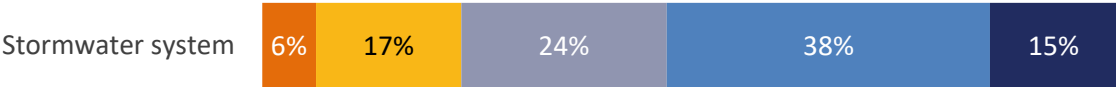
62%▲ 57%



72% 70%



68% 67%



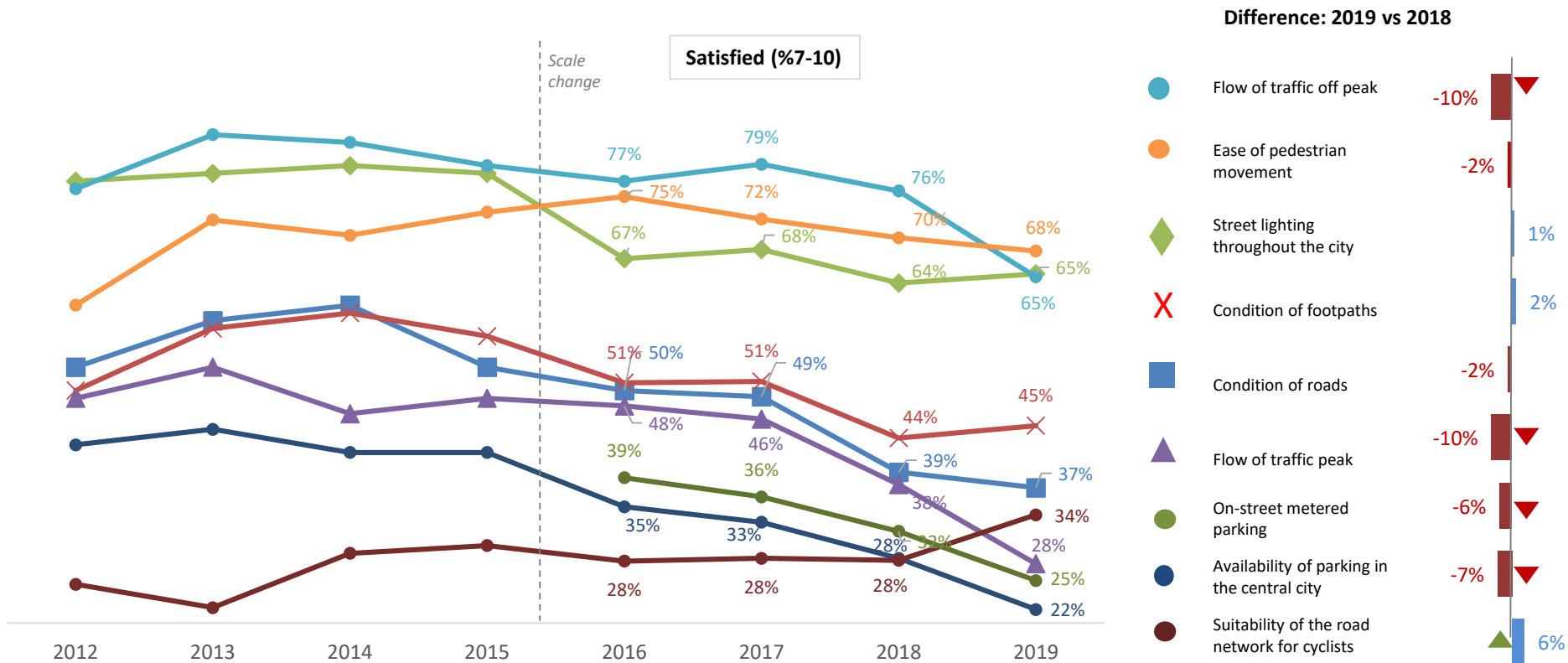
53%▲ 46%

▲ Significantly higher
 ▼ Significantly lower

NOTES:
 1. Sample: 2019 n=1,372; 2018 n=1,356
 2. IW: How satisfied are you with each of the following...?
 3. Everything considered, how satisfied are you with the way the DCC manages the city's water related infrastructure?
 4. Excludes 'don't know' responses

Residents' satisfaction with flow of traffic (both peak and off-peak), as well parking facilities have significantly decreased in the last 12 months while sustainability of the road network for cyclists has improved.

Infrastructure: roads, footpaths, lighting and parking



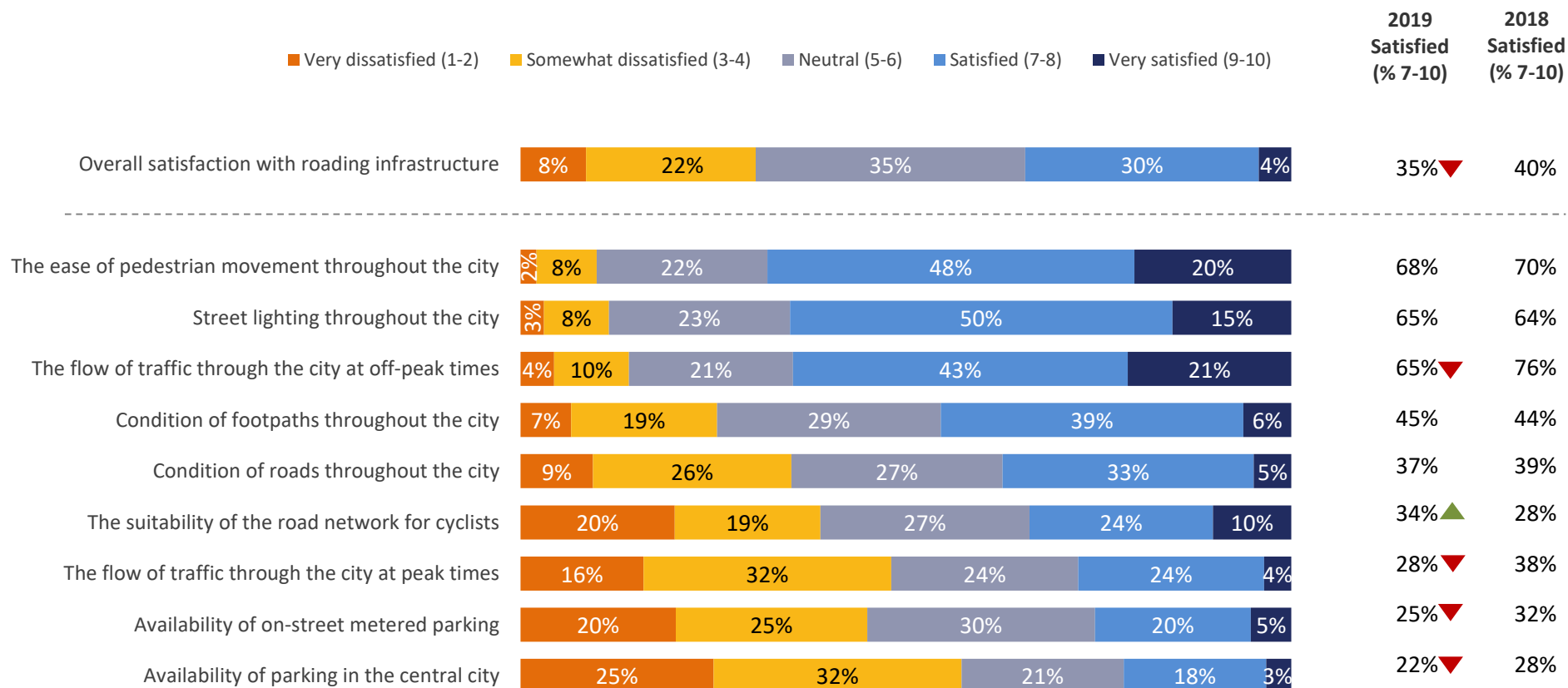
NOTES:

1. Sample: 2019 n=1,372; 2018 n=1,356; 2017 n=1,231, 2016 n=1,577
2. ID. How satisfied are you with each of the following...?
3. Excludes 'don't know' responses
4. *Differences are calculated using unrounded scores for 2018 and 2019, so may vary by +/- 1% compared to figures shown in the graph

▲ Significantly higher
▼ Significantly lower

Overall satisfaction with roading infrastructure has significantly decreased since 2018, with just over one third of the residents (35%) satisfied.

Infrastructure: Roding



NOTES:

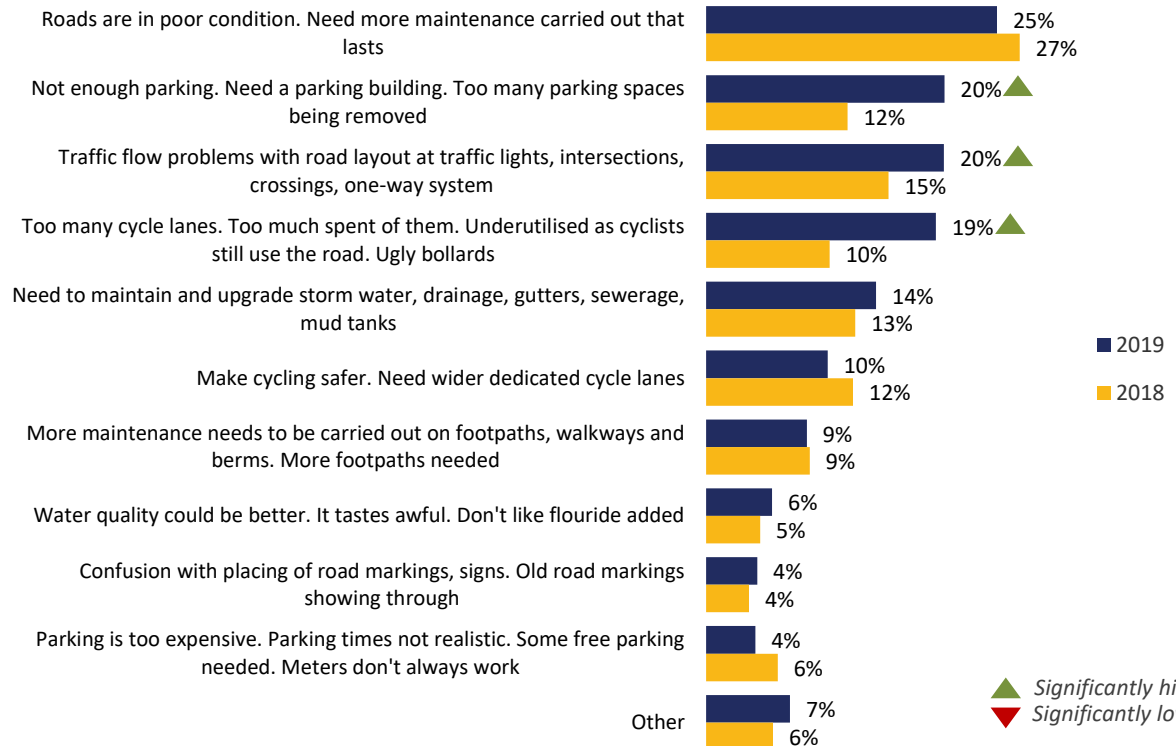
1. Sample: 2019 n=1,372; 2018 n=1,356
2. ID: How satisfied are you with each of the following?
3. Excludes 'don't know' responses

▲ Significantly higher
▼ Significantly lower

Comments relating to water and roading infrastructure mostly relate to not enough parking, spaces being removed, traffic flow problems and cycle lanes.

Comments concerning water and roading infrastructure

Have comments about water or roading infrastructure



▲ Significantly higher
▼ Significantly lower

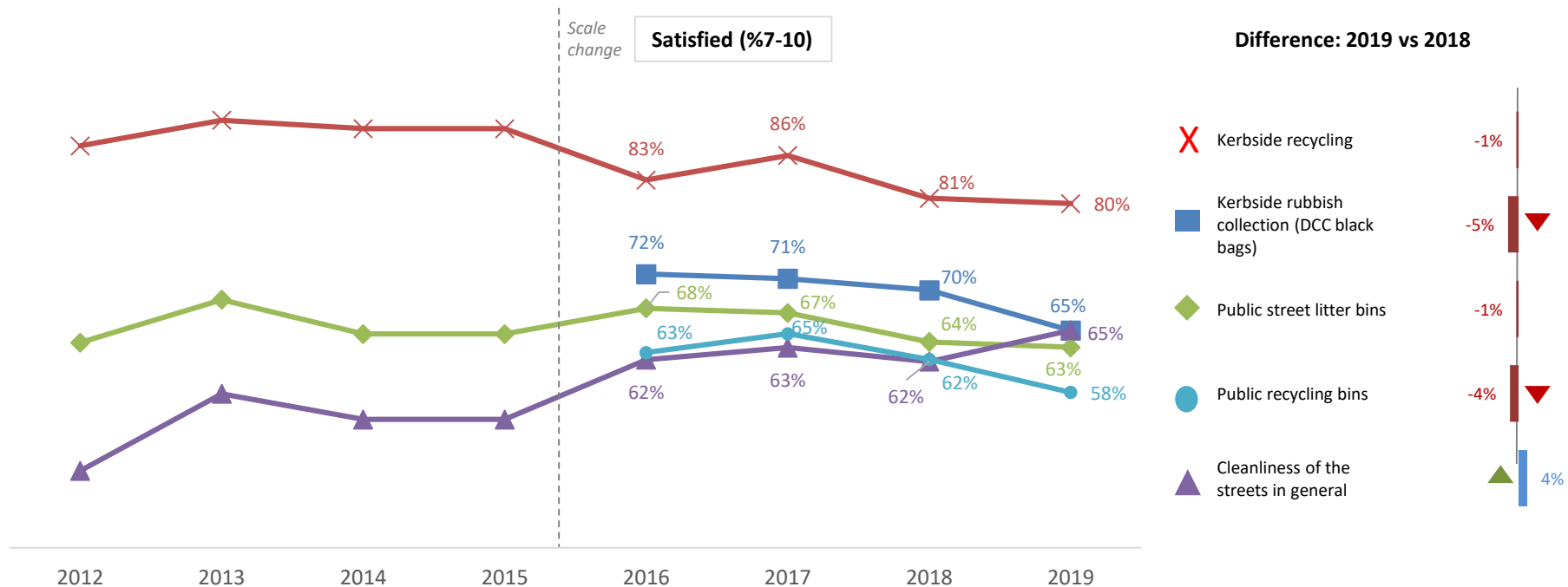
NOTES:
 1. Sample: 2019 n=1,372; 2018 n=1,356; 2017 n=1,231, 2016 n=1,577
 2. VB2: do you have any comments about the city's roading or water related infrastructure?
 3. * Chart does not include responses with less than 4%. They include: Flooding occurring needs to be addressed (3%), Extend and complete the cycle ways (3%), Do not receive these services where I live. Have tank water, septic tank (2%), They are fine. I'm happy with them (2%), More pedestrian crossings needed. Better positioning. Different sorts, like Barn Dance type (2%), Water pressure could be better (1%), Problems with street lighting causing pollution. Like the idea of the dark skies initiative (1%), They are okay, but there is room for improvement in some areas (1%), Lime Scooters are dangerous. They need speed limits. Should not be allowed on the footpaths. (1%), Inadequate street lighting (1%), Restrict cars from city centre. Make some areas pedestrian only (1%), More roundabouts are needed (1%), Some areas are provided with better services than others (1%)



Services

Residents' satisfaction with cleanliness of the streets in general has significantly increased, although performance of kerbside rubbish collection (DCC black bags and recycling) has seen a noticeable drop compared with 2018.

Services: Rubbish disposal

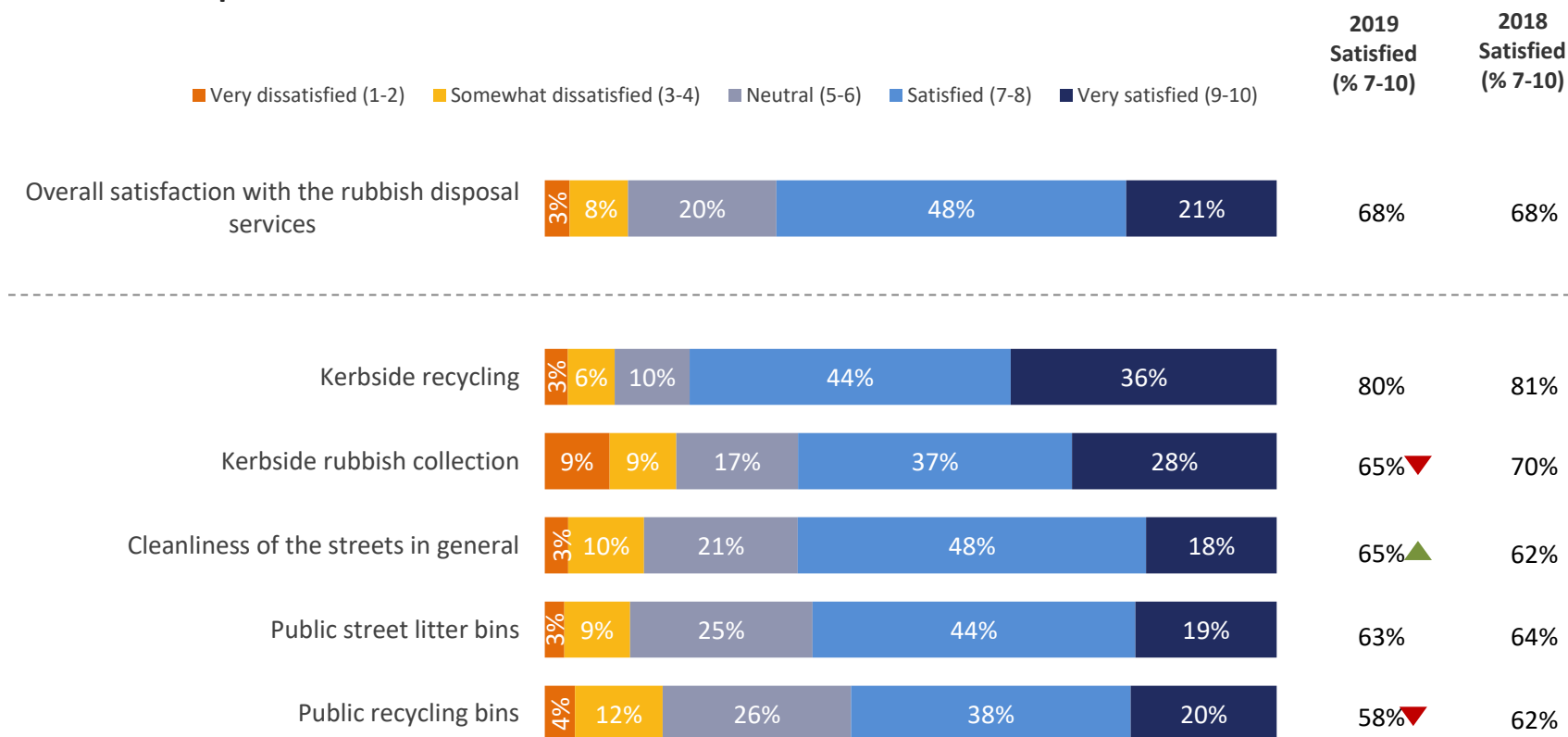


NOTES:
 1. Sample: 2019 n=1,372; 2018 n=1,356; 2017 n=1,231, 2016 n=1,577
 2. RD. How satisfied are you with each of the following?
 3. Excludes 'don't know' responses
 4. *Differences are calculated using unrounded scores for 2018 and 2019, so may vary by +/- 1% compared to figures shown in the graph

▲ Significantly higher
 ▼ Significantly lower

Residents' satisfaction with several rubbish-related services has significantly decreased in the last 12 months, however overall satisfaction with the rubbish disposal services remained at the same level compared with 2018.

Services: Waste disposal



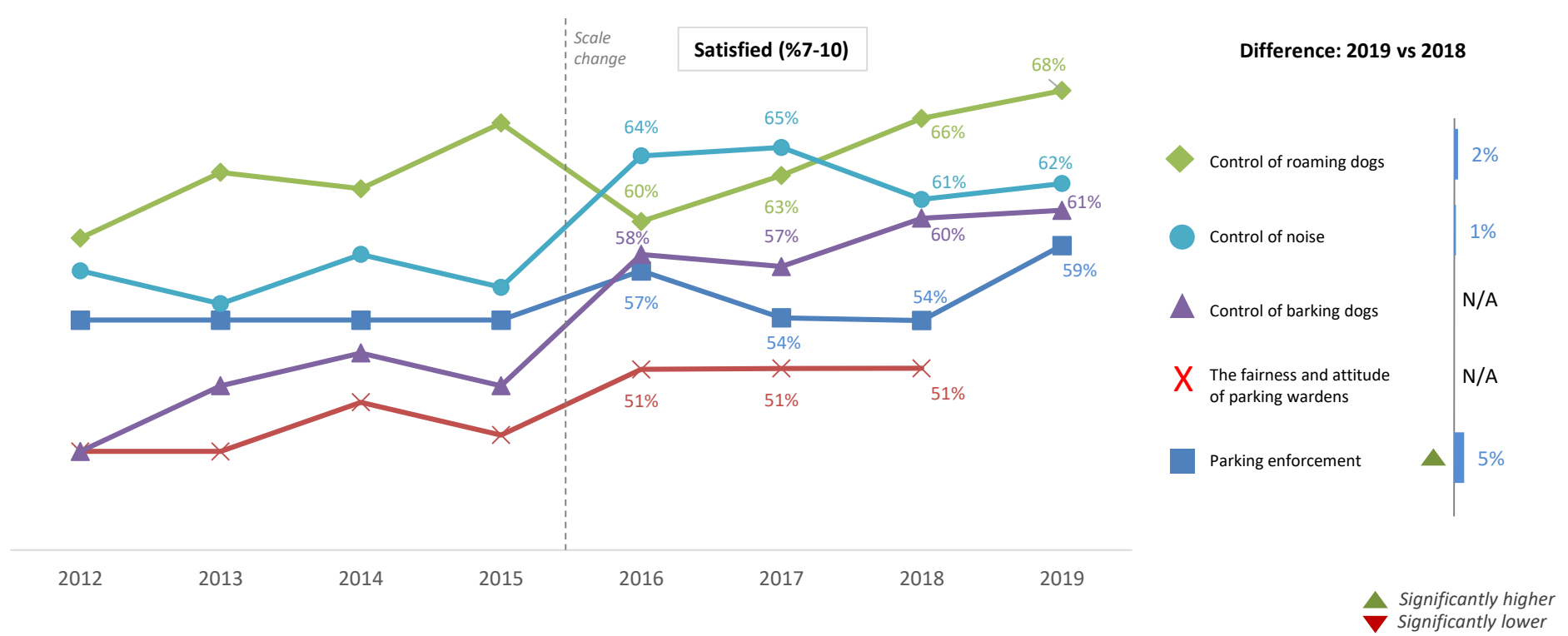
▲ Significantly higher
▼ Significantly lower

NOTES:

1. Sample: 2019 n=1,372; 2018 n=1,356; 2017 n=1,231
2. RD: How satisfied are you with each of the following...?
3. Excludes 'don't know' responses

Satisfaction with parking enforcement has significantly increased compared with last year.

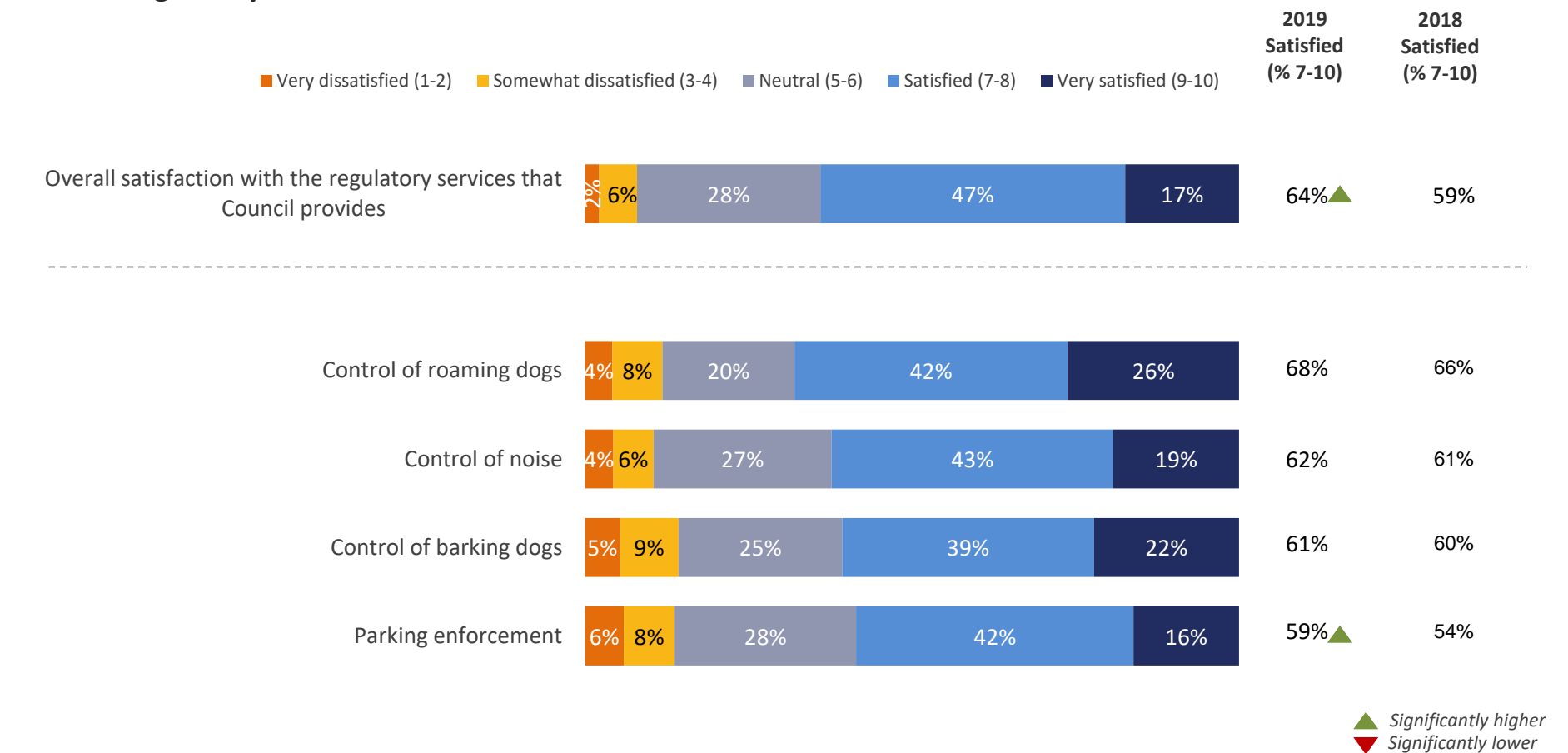
Services: Regulatory, monitoring and enforcement



NOTES:
 1. Sample: 2019 n=1,372; 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
 4. *Differences are calculated using unrounded scores for 2018 and 2019, so may vary by +/- 1% compared to figures shown in the graph

Perception of regulatory services has significantly increased in 2019 where close to two thirds of residents (64%) are satisfied with these services provided by the DCC.

Services: Regulatory services

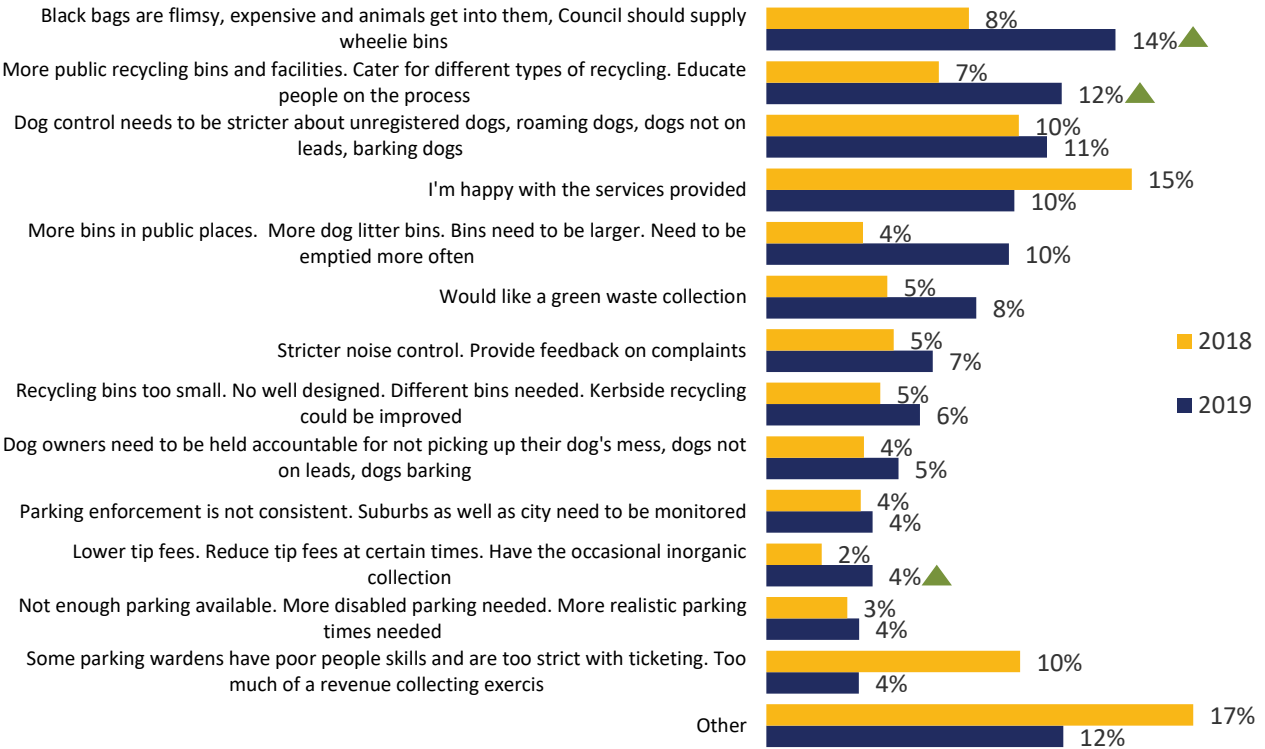


NOTES:
 1. Sample: 2019 n=1,372; 2018 n=1,356; 2017 n=1,231
 2. RM: How satisfied are you with each of the following...?
 3. Excludes 'don't know' responses

Comments relating to rubbish disposal, mentioned issues including black bags not being suitable for rubbish and being too expensive, the need for more public recycling bins and facilities, and the need for stricter dog control.

Comments concerning the DCC services

Have comments about DCC services



NOTES:

1. Sample: 2019 n=1,372; 2018 n=1,356
2. VB3: Do you have any comments about any of these services that the DCC provides?
3. Excludes 'don't know' responses
4. * Chart does not include responses with less than 4%. They include: More consideration given to those that pay for but don't receive services. People living rurally missing out (1%), In certain areas streets and gutters need clearing of rubbish, glass and vegetation (1%), I don't use Council rubbish collection service. Receive wheelie bin from private contractor (2%), People dumping rubbish on the side of the road, or hoarding it as tip fees are too expensive (2%), They are okay. There is room for improvement (2%), Parking is expensive. Fines are out of proportion. Some free parking needed (2%), Problems with dogs on beaches, parks, playgrounds and sports fields (2%), Stricter control in student areas around their behaviour and littering (2%), Problem with cars parking in loading zones, bus stops, across footpaths (3%), More control of roaming cats, cats should be micro chipped and feral cats dealt with (3%), Too much rubbish left lying around after collection, or if no collection. Needs to be cleared up more promptly (3%).

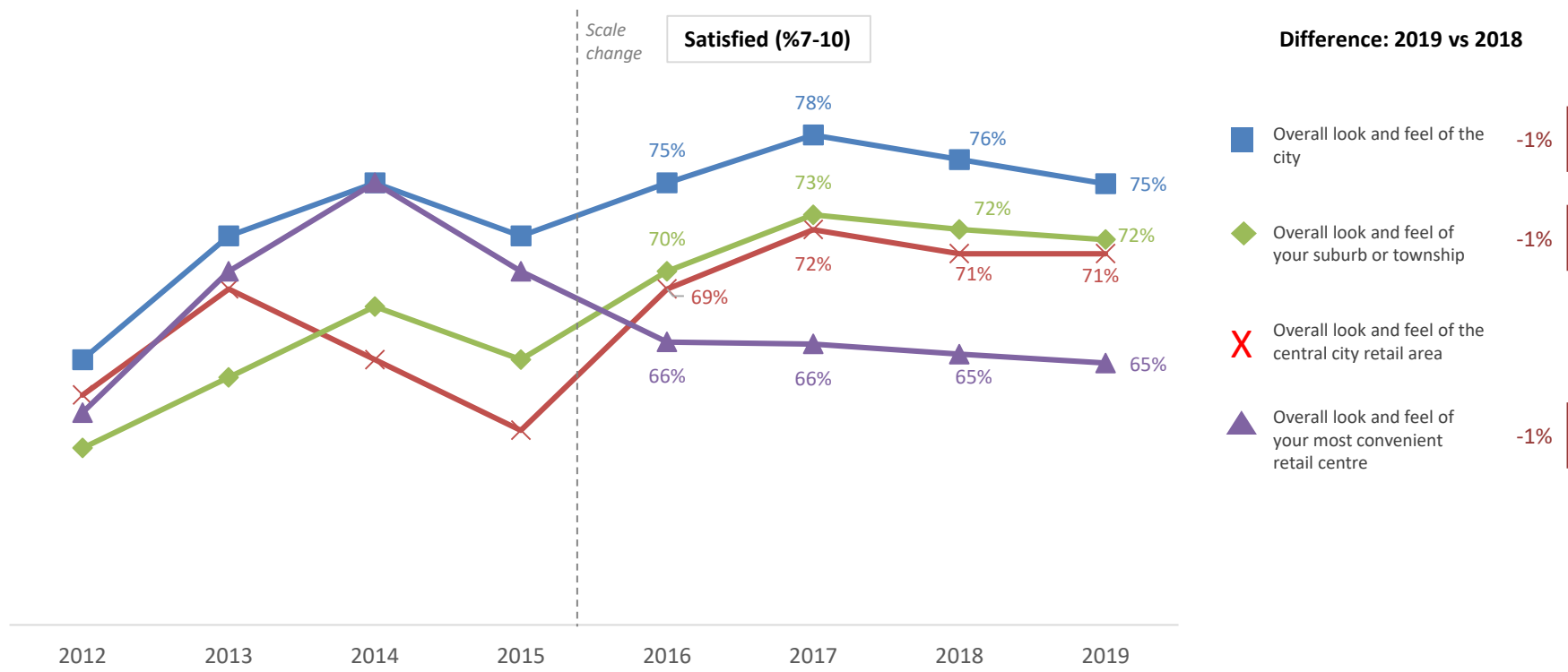
Page 33



Planning and urban design

Overall satisfaction with the look and feel of the city in different areas has slightly decreased compared with last year.

Planning and urban design

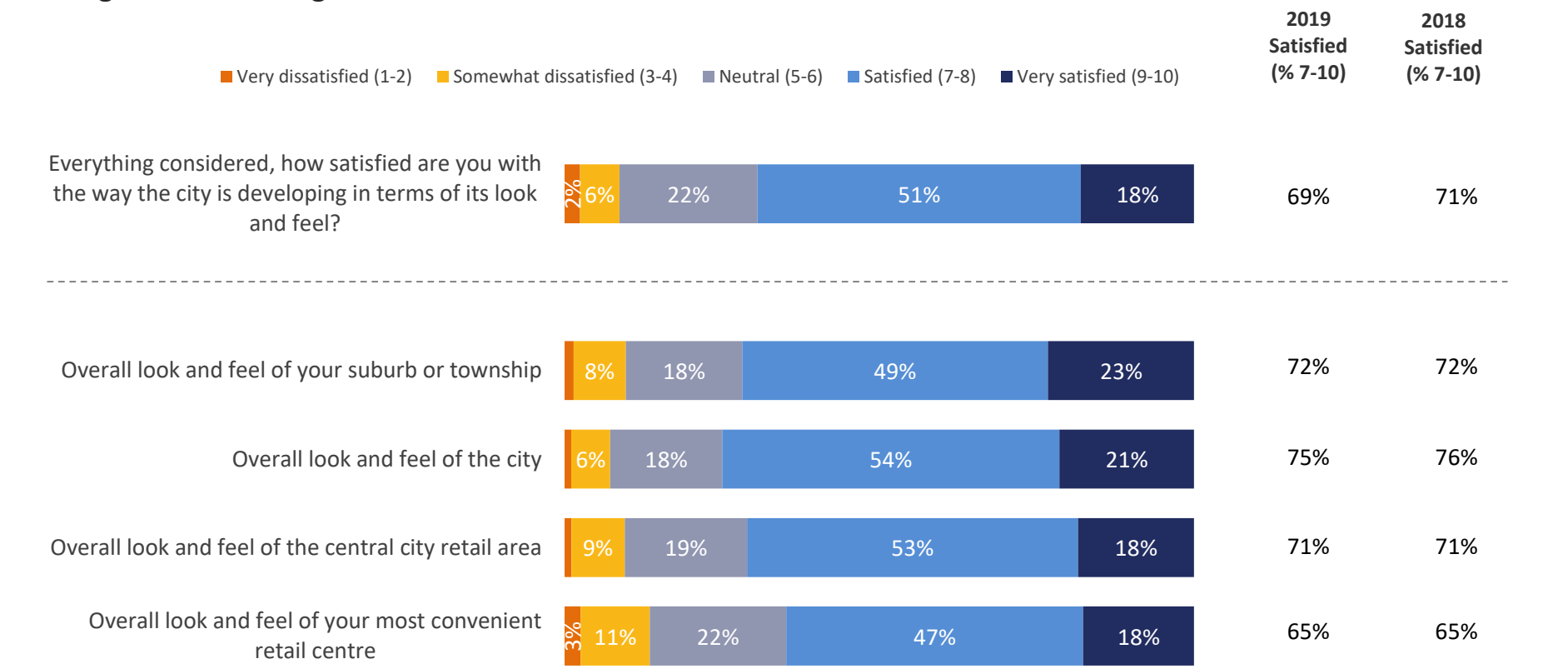


NOTES:

1. Sample: 2019 n=1,372; 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
4. *Differences are calculated using unrounded scores for 2018 and 2019, so may vary by +/- 1% compared to figures shown in the graph

Residents’ perception with the look and feel of the city, suburbs and retail centres remained similar to last year.

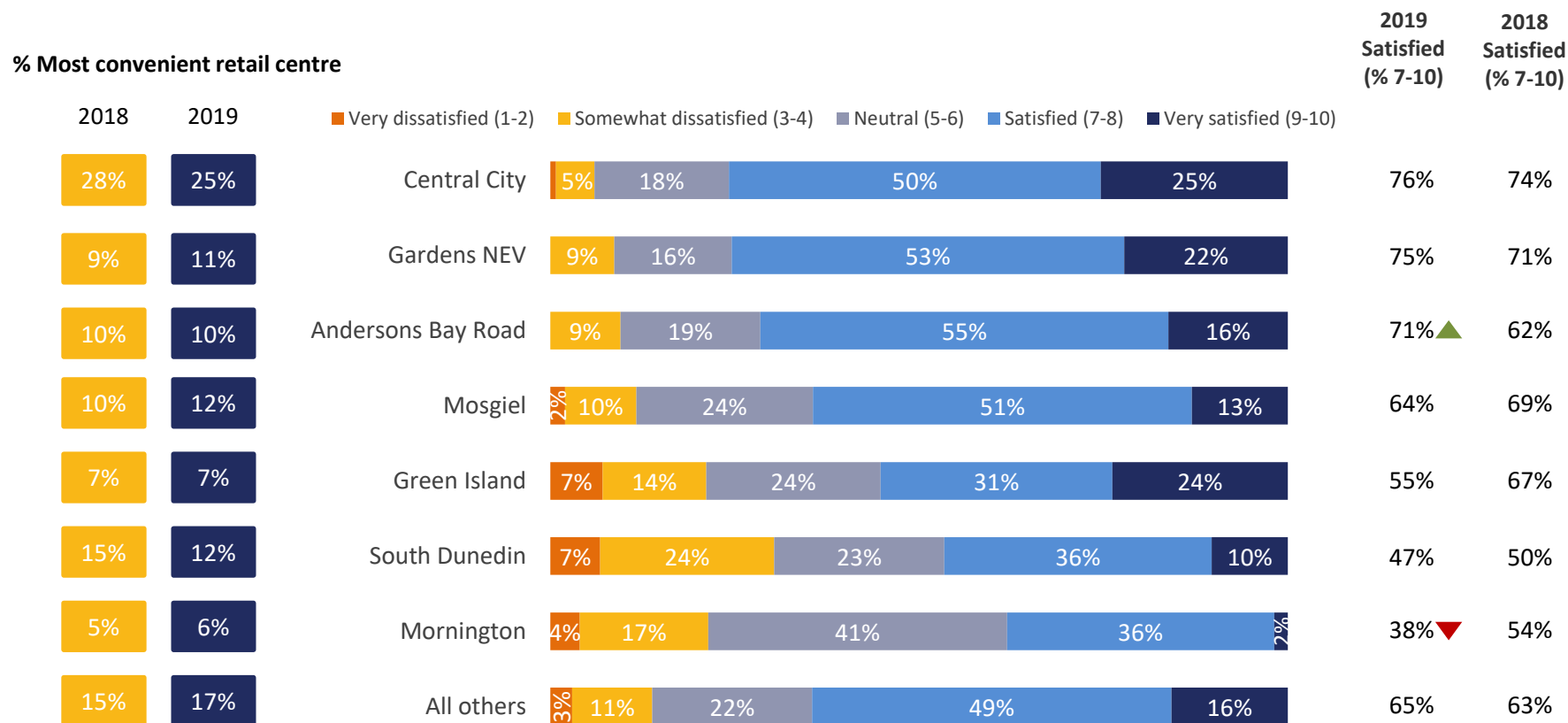
Planning and urban design



NOTES:
 1. Sample: 2019 n=1,372; 2018 n=1,356
 2. UD: How satisfied are you with each of the following...?
 3. Excludes 'don't know' responses

Andersons Bay Road retail centre has seen a significant improvement in satisfaction compared with 2018, while satisfaction with Mornington retail centre has noticeably decreased with less than two out of five residents (38%) satisfied with the facility in 2019.

Look and feel of most convenient retail centre



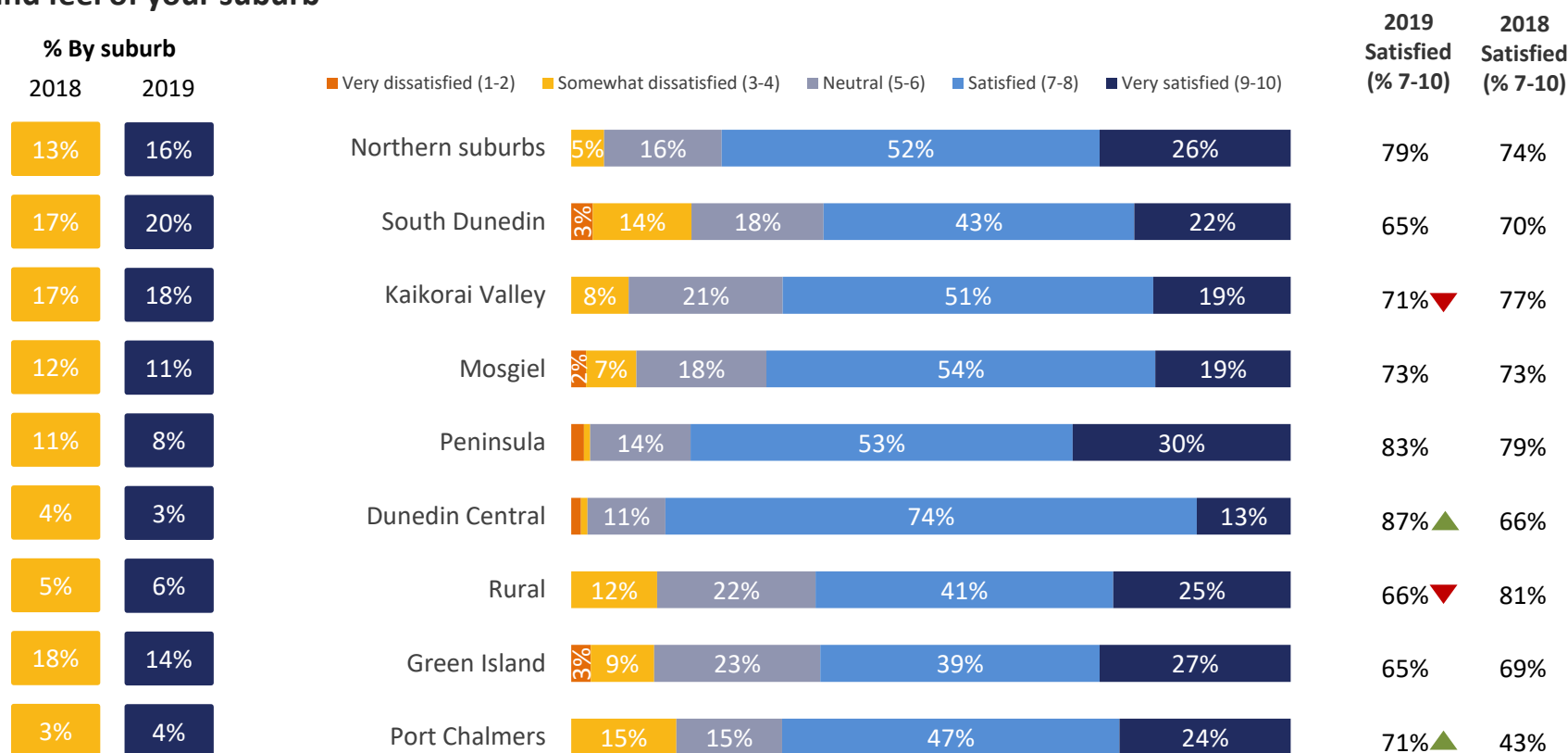
NOTES:

- Sample: 2019 n=1,372; 2018 n=1,356; Central City 2019 n=311, 2018 n=336; South Dunedin 2019 n=188, 2018 n=222; Gardens NEV 2019 n=155, 2018 n=107; Mosgiel 2019 n=190, 2018 n=172; Andersons Bay Road 2019 n=127; 2018 n=140; Green Island 2019 n=93, 2018 n=91; Morning 2019 n=74, 2018 n=80; All others 2019 n=232; 2018 n=203
- 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

▲ Significantly higher
▼ Significantly lower

Residents from Dunedin Central, Peninsula and Northern Suburbs are mostly satisfied with the look and feel of their area. People living in South Dunedin and Green Island are least satisfied with their suburbs.

Look and feel of your suburb



NOTES:

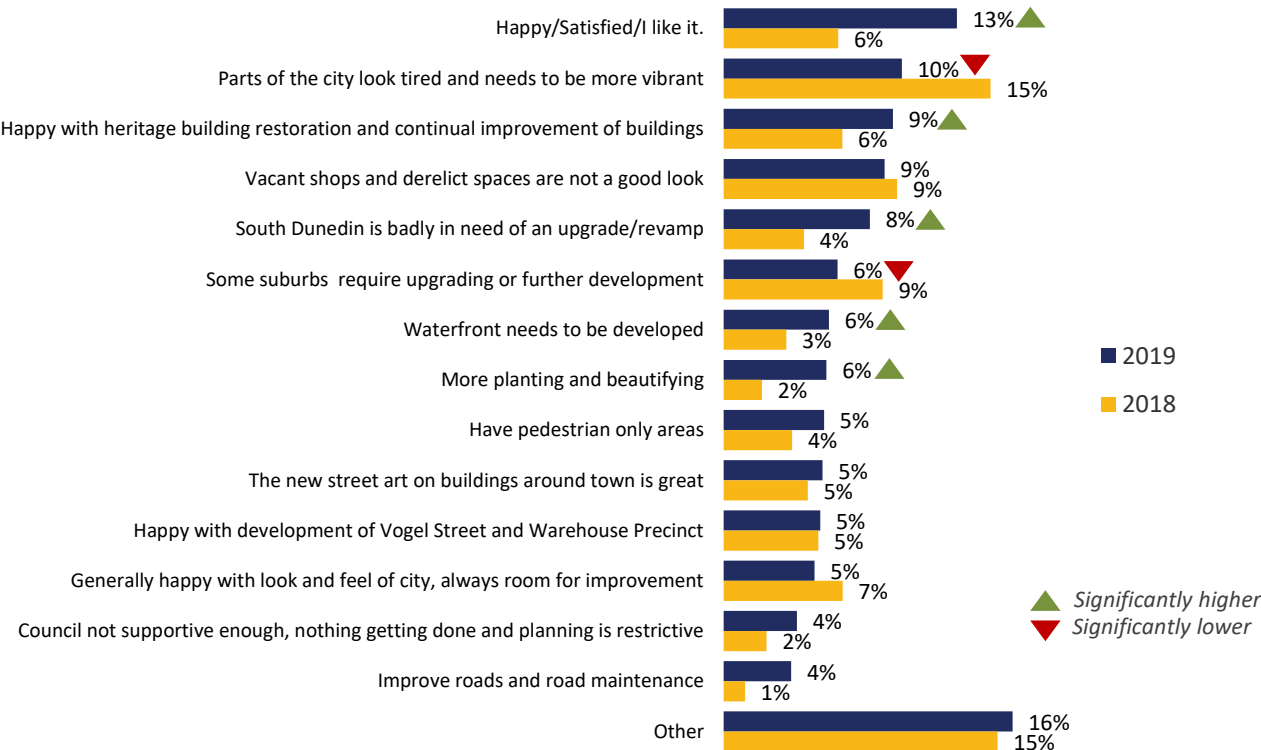
1. Sample: 2019 n=1,372; 2018 n=1,356; Northern Suburbs 2019 n=195, 2018 n=141; South Dunedin 2019 n=269, 2018 n=235; Kaikorai Valley 2019 n=227, 2018 n=226; Mosgiel 2019 n=194, 2018 n=181; Peninsula 2019 n=112, 2018 n=173; Dunedin Central 2019 n=37, 2018 n=38; Rural 2019 n=91, 2018 n=73; Green Island 2019 n=169, 2018 n=237; Port Chalmers 2018 n=59, 2018 n=49
2. UD_4: How satisfied are you with each of the following? [Overall look and feel of your suburb or township]
3. Location is selected from the current residential address as shown in the Electoral Roll
4. Excludes 'don't know' responses

▲ Significantly higher
▼ Significantly lower

This year, significantly more people are satisfied with the look and feel of the city. Comments mostly involve the need for upgrade and redevelopment of some suburbs and areas.

Comments about the look and feel of the city

Have comments about
the look and feel of
the city



NOTES:

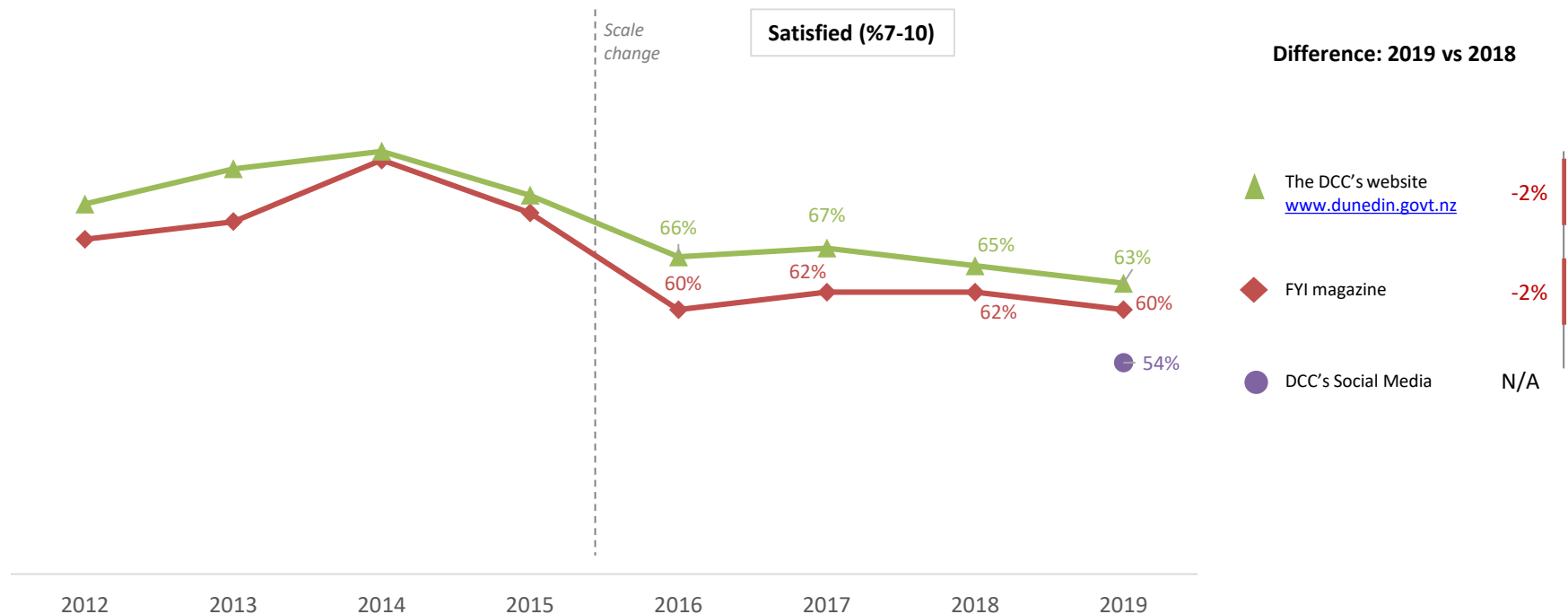
1. Sample: 2019 n=1,372; 2018 n=1,356;
2. VB4: Do you have any comments about the look and feel of the city?
3. Excludes 'don't know' responses
4. * Chart does not include responses with less than 4%. They include: Not enough parking available, in particular disabled parking and parking is expensive (3%), Traffic flow problems causing congestion and dangerous exits (3%), Feel and look of the city is great and needs to be maintained into the future (3%), Problems with rubbish and people littering, more bins required (3%), New buildings and heritage buildings work together and look good, pull down dilapidated buildings (2%), Streets and footpaths need sweeping and need to be cleaned more frequently (2%), More variety of shops and services in shopping areas and malls (2%), Roadside vegetation needs attention/roadside rubbish (2%), Improve public transport and re-introduce the cable car (2%), Concerned about safety in some areas (2%), Cycle lanes are a waste of money and under utilised (1%), City has a good vibe and great diversity (1%), More maintenance and improvements needed on footpaths (1%), More focus on art (1%), More progress needs to be done to encourage new business/increase population (1%), More accommodation for visitors (1%).



DCC communications

Around three out of five residents are satisfied with the DCC's website (63%) and FYI magazine (60%). At the same time, over half of the residents are satisfied with DCC's social media.

Communication

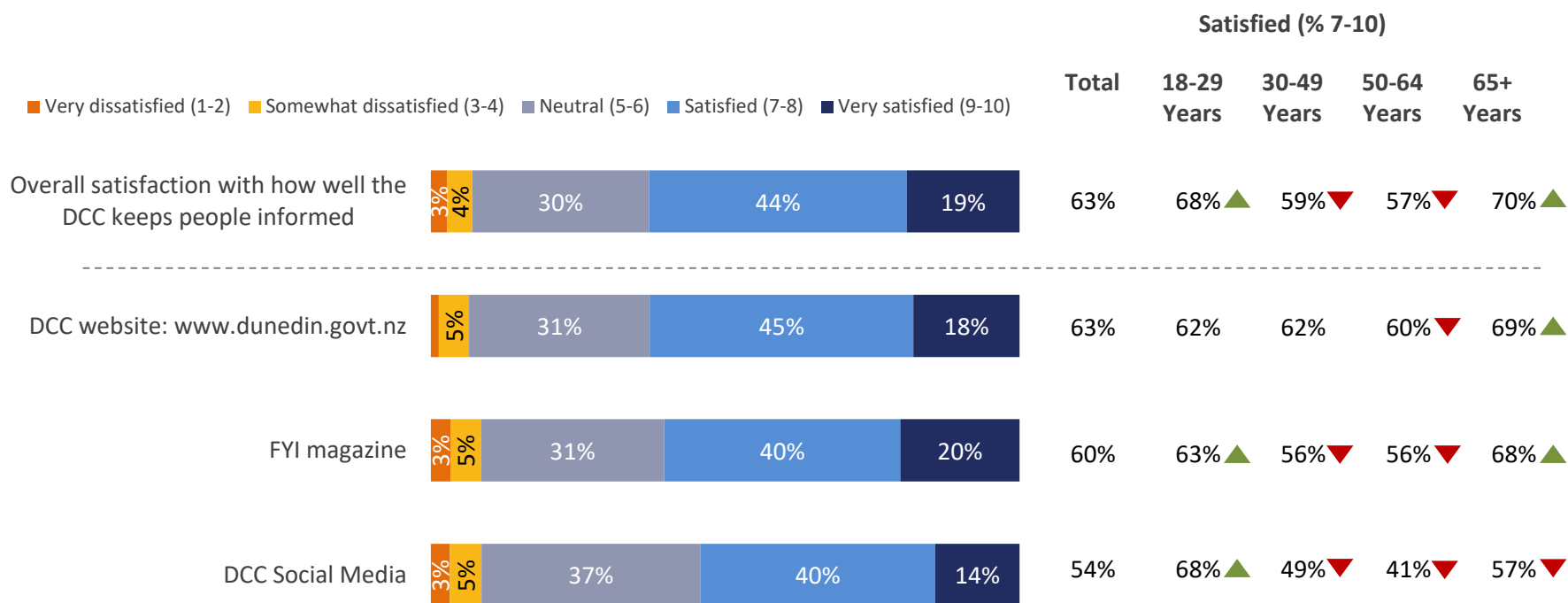


NOTES:

1. Sample: 2019 n=1,372; 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
4. *Differences are calculated using unrounded scores for 2018 and 2019, so may vary by +/- 1% compared to figures shown in the graph

The younger age group (18-29 years) as well as the older generation (65+ years) are significantly more satisfied with how well the DCC keeps people informed than residents of other ages.

Satisfaction with DCC communications



▲ Significantly higher
▼ Significantly lower

NOTES:

1. Sample: 2019 n=1,372; 2018 n=1,356; those who evaluated the website: n=1,350; those who evaluated the FYI magazine: n=1,357; those who evaluated DCC Social Media: n=1,011
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?
4. Excludes 'don't know' responses

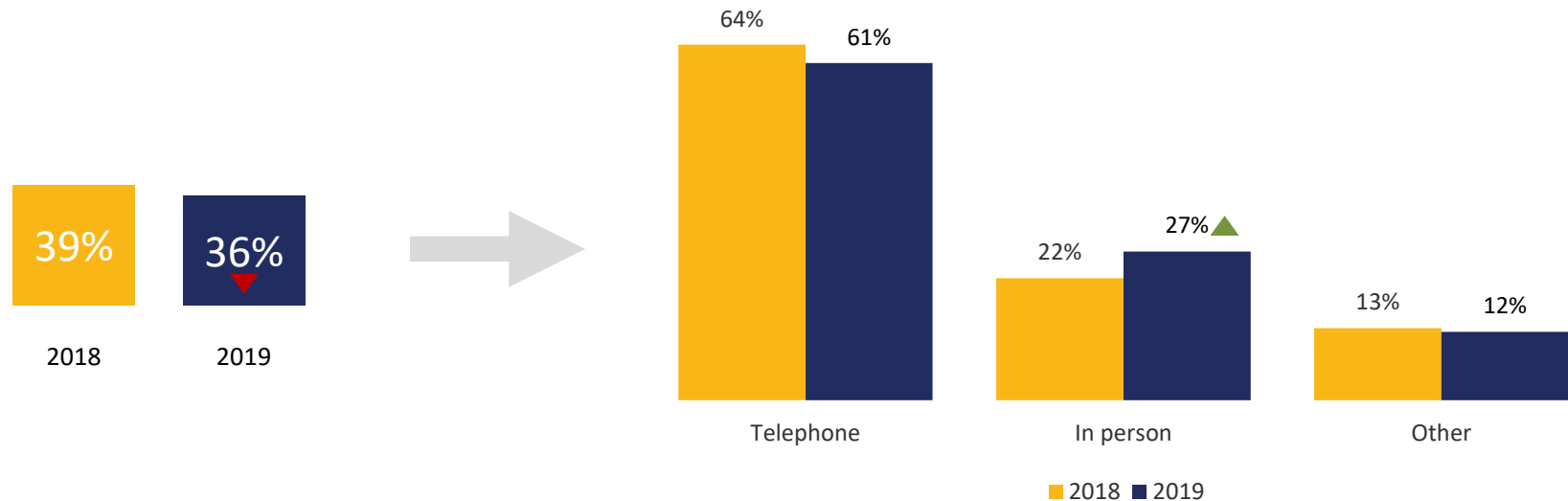


Interactions with DCC staff

The number of residents contacting the DCC have decreased in 2019. Telephone still remains the most common way to communicate with DCC staff although significantly more people chose to go in person to make an enquiry in 2019.

Contact with Dunedin City Council staff

Have contacted DCC staff in
the last three months

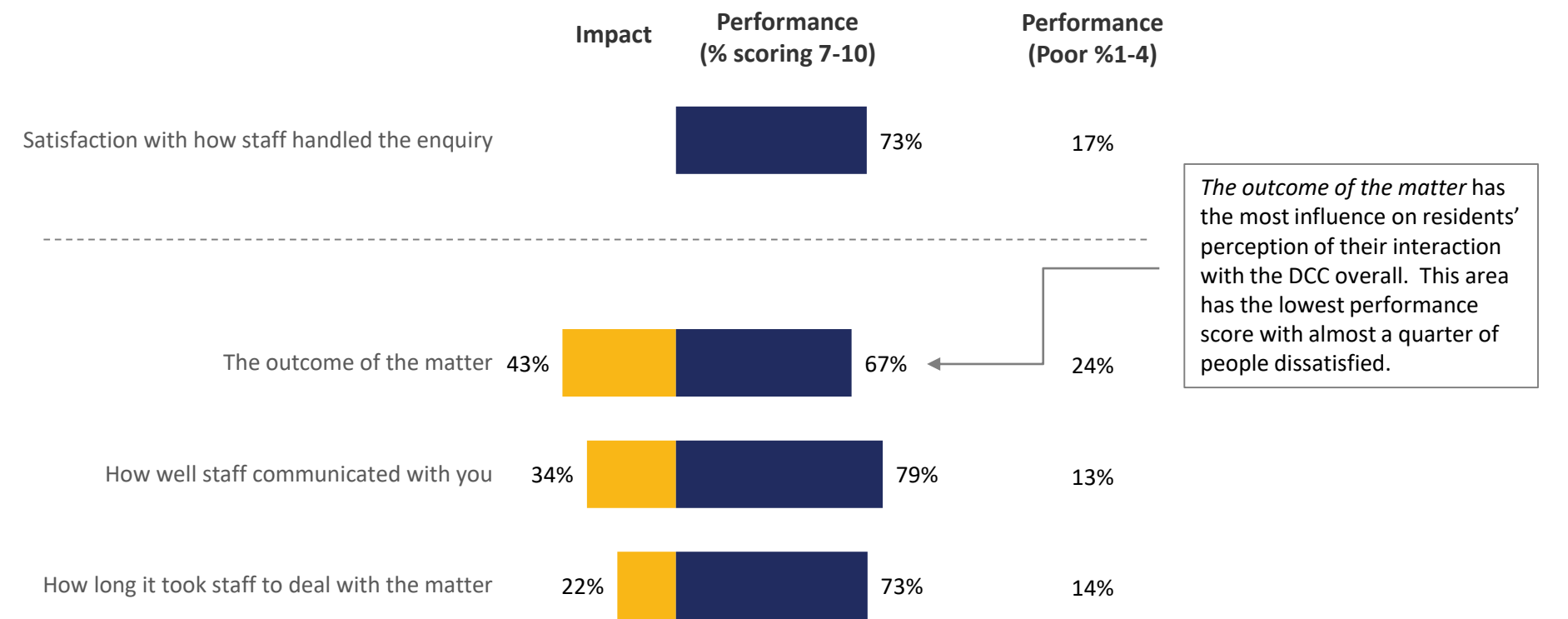


▲ Significantly higher
▼ Significantly lower

NOTES:
1. Sample: 2019 n=1,372; 2018 n=1,356; those who have had contact 2019 n= 553; 2018 n=583
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?

Most residents who have contacted the DCC in the last three months are satisfied with staff communication (79%) and the time it took to deal with the matter (73%). On the other hand, only two thirds of residents (67%) who had an interaction with DCC staff are satisfied with the outcome of the matter.

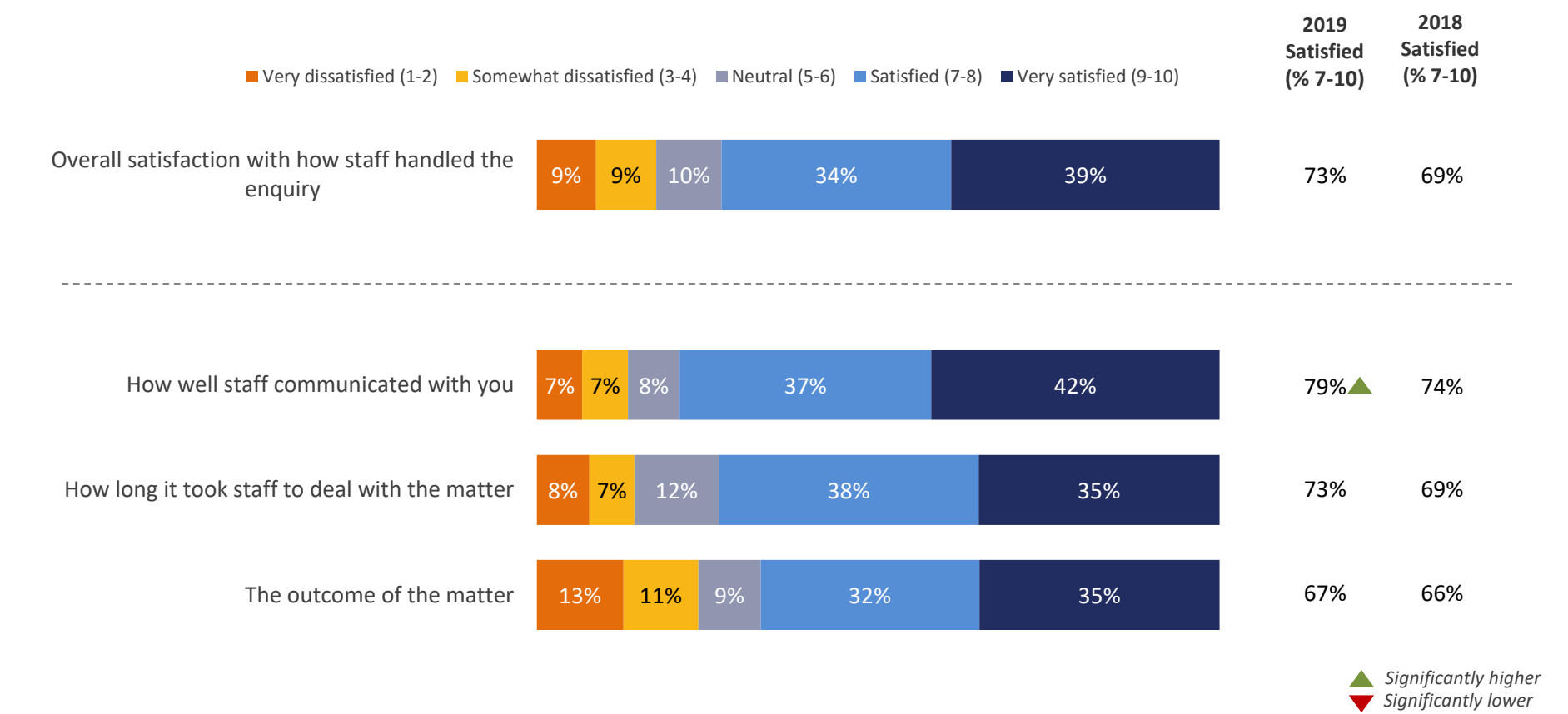
Satisfaction with interaction with DCC staff: Those who had an interaction in the last three months



NOTES:
 1. Sample: 2019 n=1,372; 2018 n=1,356; those who have had contact 2019 n=553; 2018 n=583
 2. CS1: In the last three months have you contacted DCC staff about any matter?
 3. CS2: What best describes the form of contact you had with DCC staff?
 4. CS_1-CS_4: In relation to your most recent contact with DCC staff, how satisfied are you with... ?
 5. Excludes 'don't know' responses

Performance in all areas regarding interaction with the DCC has improved since last year with significantly more people being satisfied with staff communication.

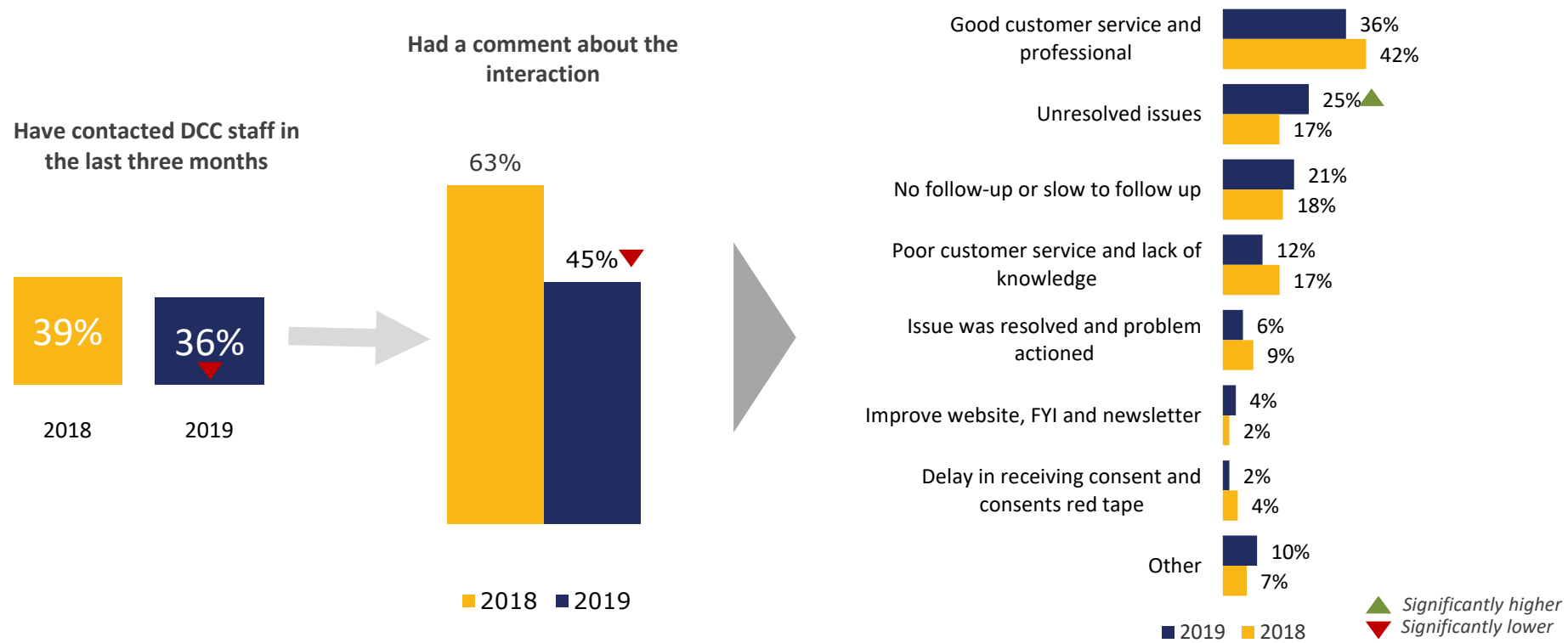
Satisfaction with interaction with DCC staff: Those who have had an interaction in last three months



NOTES:
 1. Sample: 2019 n=1,372; 2018 n=1,356; those who have had contact 2019 n=553; 2018 n=583
 2. CS: In relation to your most recent contact with DCC staff, how satisfied are you with...?
 3. Overall, how satisfied are you with how staff handled your enquiry?
 4. Excludes 'don't know' responses

This year, significantly less people had interactions with the DCC. From those who left a comment regarding their experiences, over one third (36%) mentioned good customer service and professionalism. Significantly more respondents mentioned that their issues have not been resolved.

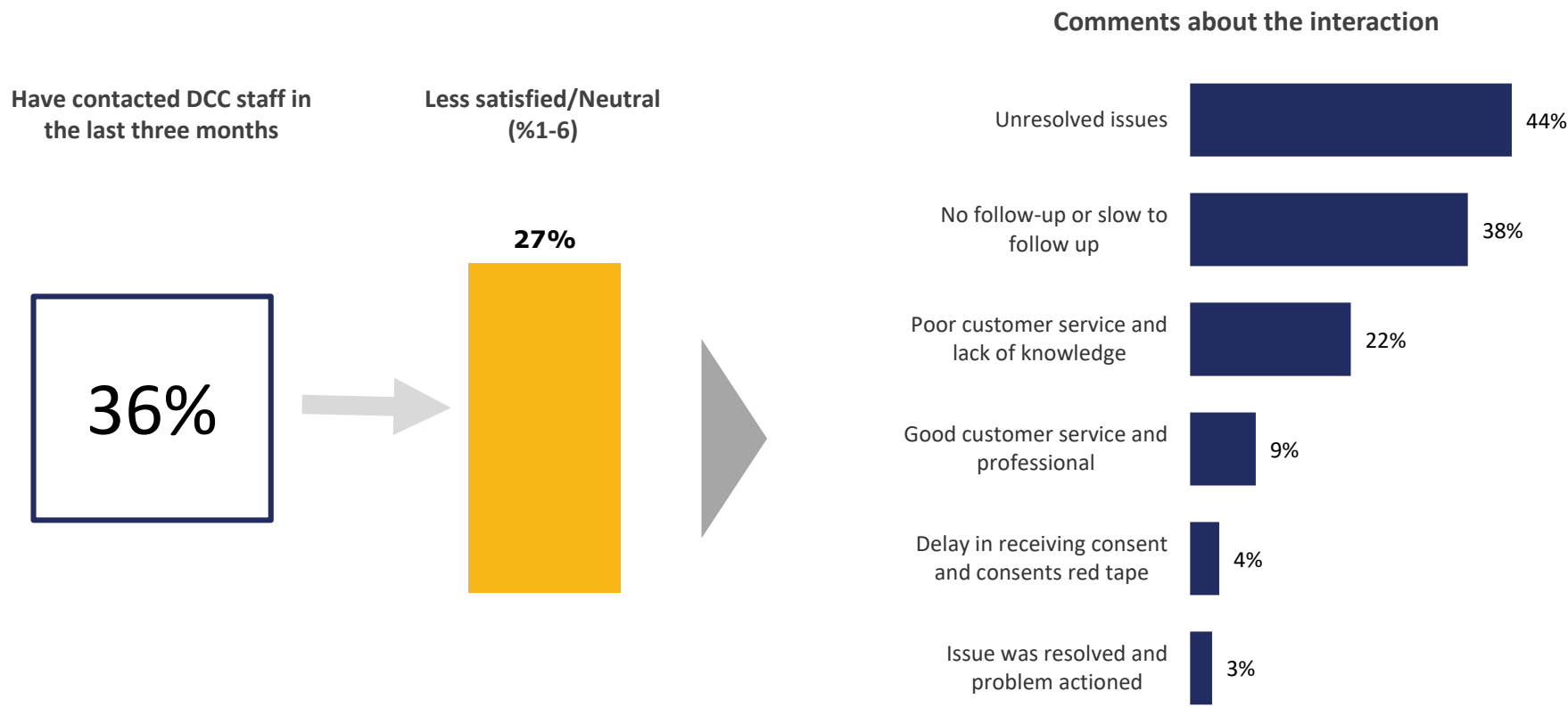
Comments concerning interactions with DCC staff



NOTES:
 1. Sample: 2019 n=1,372; 2018 n=1,356; those who have had contact 2019 n=553; 2018 n=583
 2. CS7: Do you have any comments about the service you received?
 3. Excludes 'don't know' responses

Out of the residents who rated their interaction with the DCC as ‘less dissatisfied’ or ‘neutral’, the most commonly mentioned issues were unresolved issues (44%), no follow-up or slow to follow up (38%), and poor customer service and lack of knowledge (22%).

Comments concerning interactions with DCC staff



NOTES:
 1. Sample: 2019 n=1,3572; those who have had contact n=553
 2. CS7: Do you have any comments about the service you received?
 3. Excludes 'don't know' responses



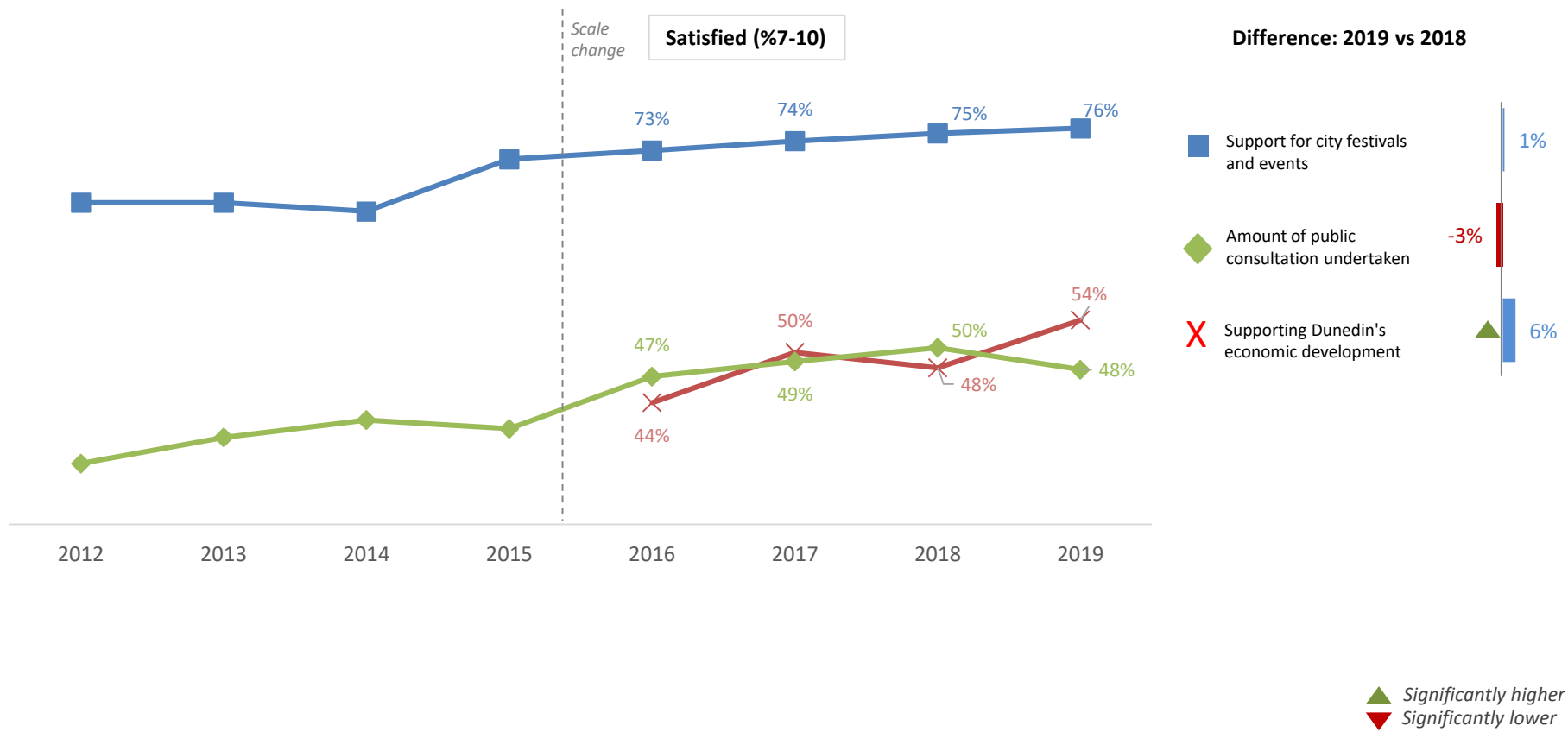
Part III: Leadership, perceptions and drivers of satisfaction



Leadership

Compared with 2018, there is a significantly increased level of satisfaction towards Council’s support for economic development in 2019.

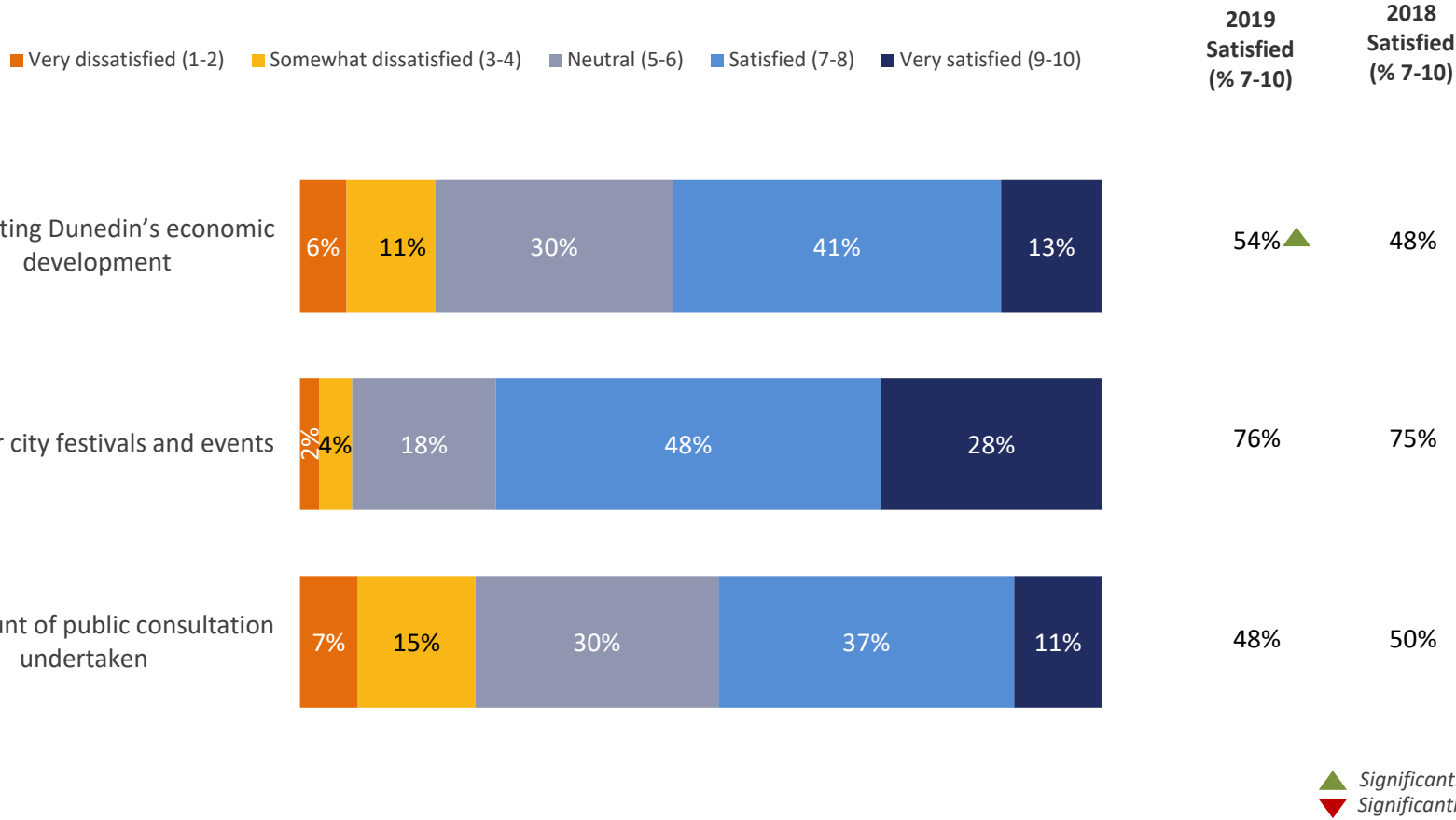
Leadership: Support for events, economic development and consultation



NOTES:
 1. Sample: 2019 n=1,372; 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
 4. *Differences are calculated using unrounded scores for 2018 and 2019, so may vary by +/- 1% compared to figures shown in the graph

There is a slight decrease in residents' satisfaction with the amount of public consultation undertaken.

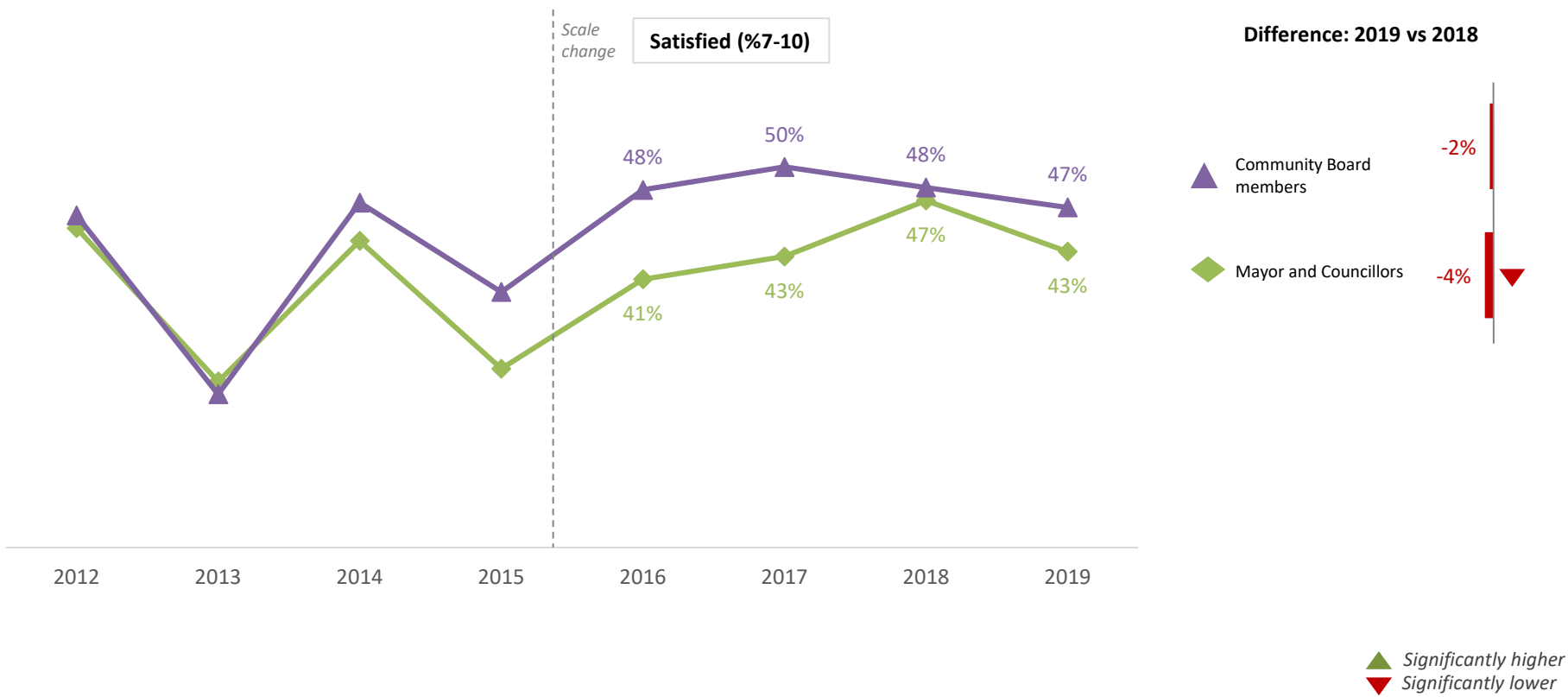
Support and consultation



NOTES:
 1. Sample: 2019 n=1,372; 2018 n=1,356
 2. LS: How satisfied are you with each of the following...?
 3. Excludes 'don't know' responses

Both leadership performance scores have decreased with significantly less residents satisfied with the performance of Mayor and Councillors.

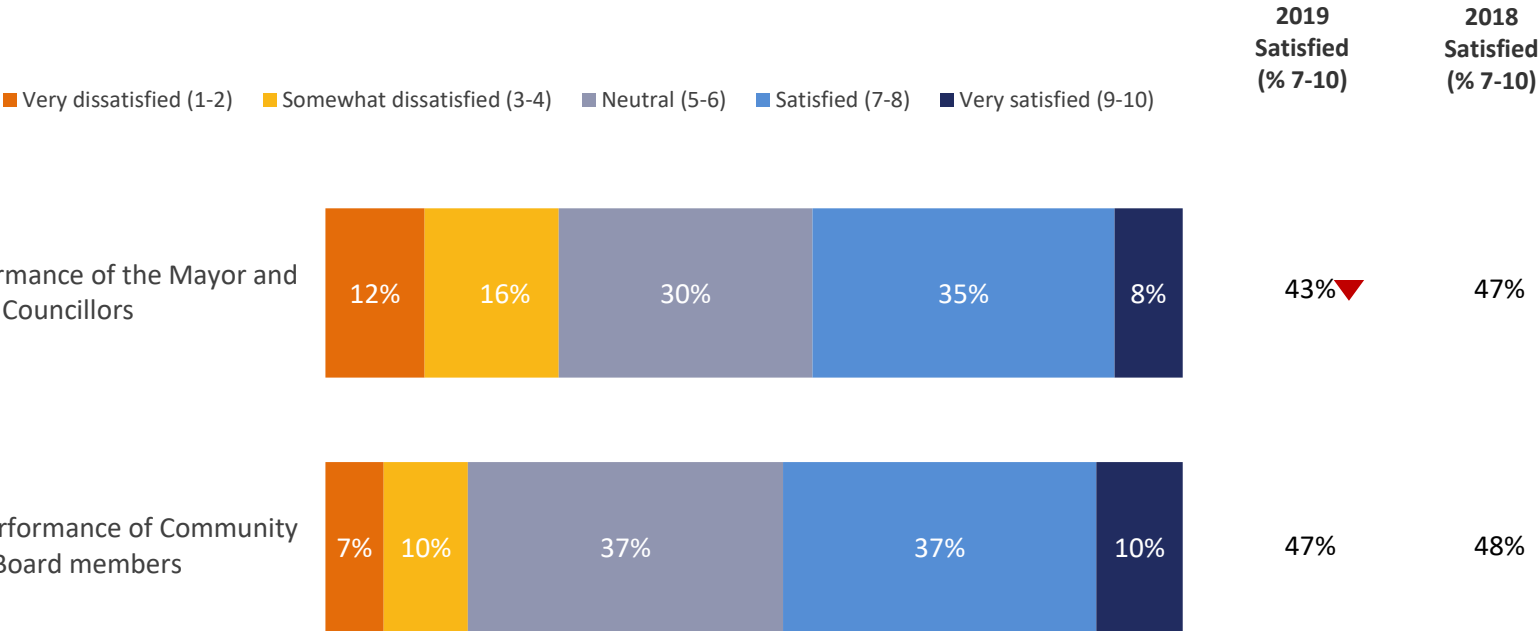
Leadership: Mayor, Councillors and Community Boards



NOTES:
 1. Sample: 2019 n=1,372; 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
 4. *Differences are calculated using unrounded scores for 2018 and 2019, so may vary by +/- 1% compared to figures shown in the graph

There is a noticeable decrease in the proportion of residents satisfied with the overall performance of the Mayor and Councillors: 47% in 2018 vs. 43% in 2019 .

Performance of the Mayor, Councillors and Community Boards



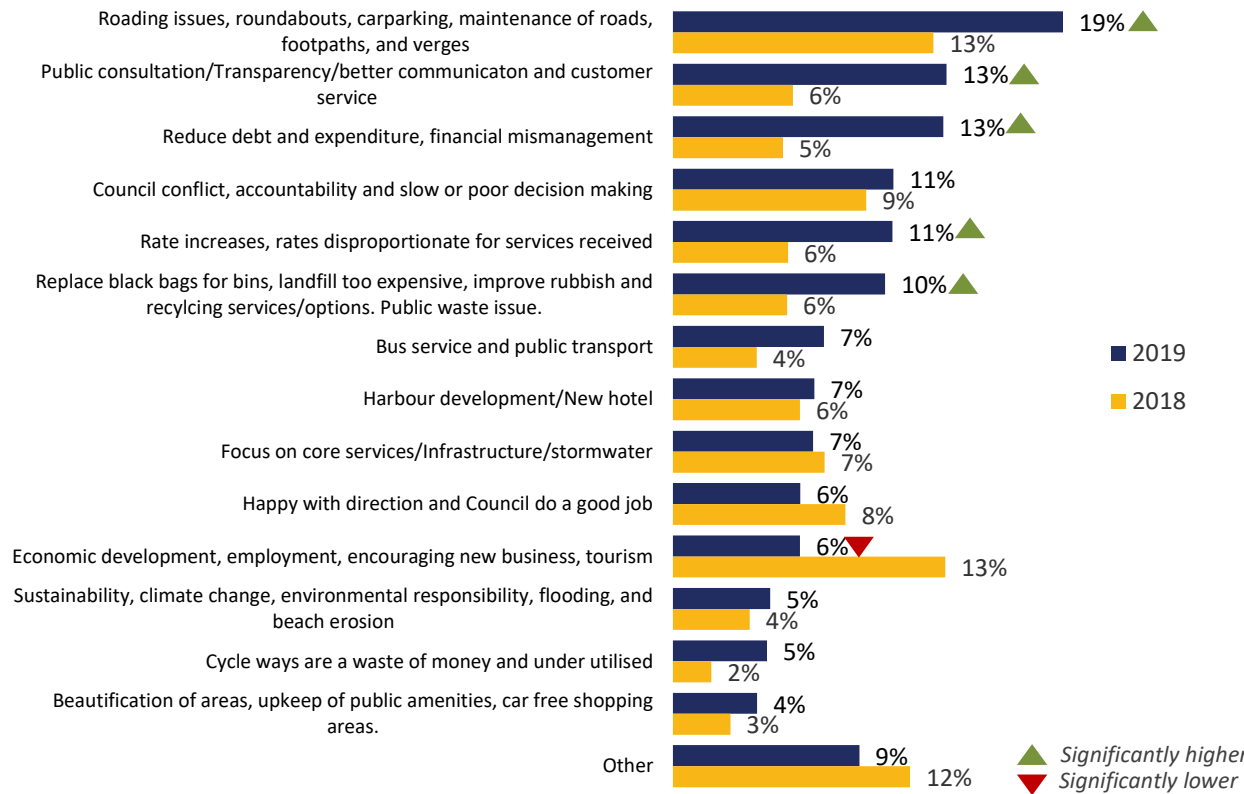
▲ Significantly higher
▼ Significantly lower

NOTES:
 1. Sample: 2019 n=1,372; 2018 n=1,356
 2. LS: How satisfied are you with each of the following
 3. Excludes 'don't know' responses

There are continued concerns on the DCC's performance regarding issues including the need for better communication from the DCC, financial mismanagement, rate increases and rubbish disposal services.

Comments concerning the DCC's performance and improvements

Have comments about DCC's performance or improvements sought



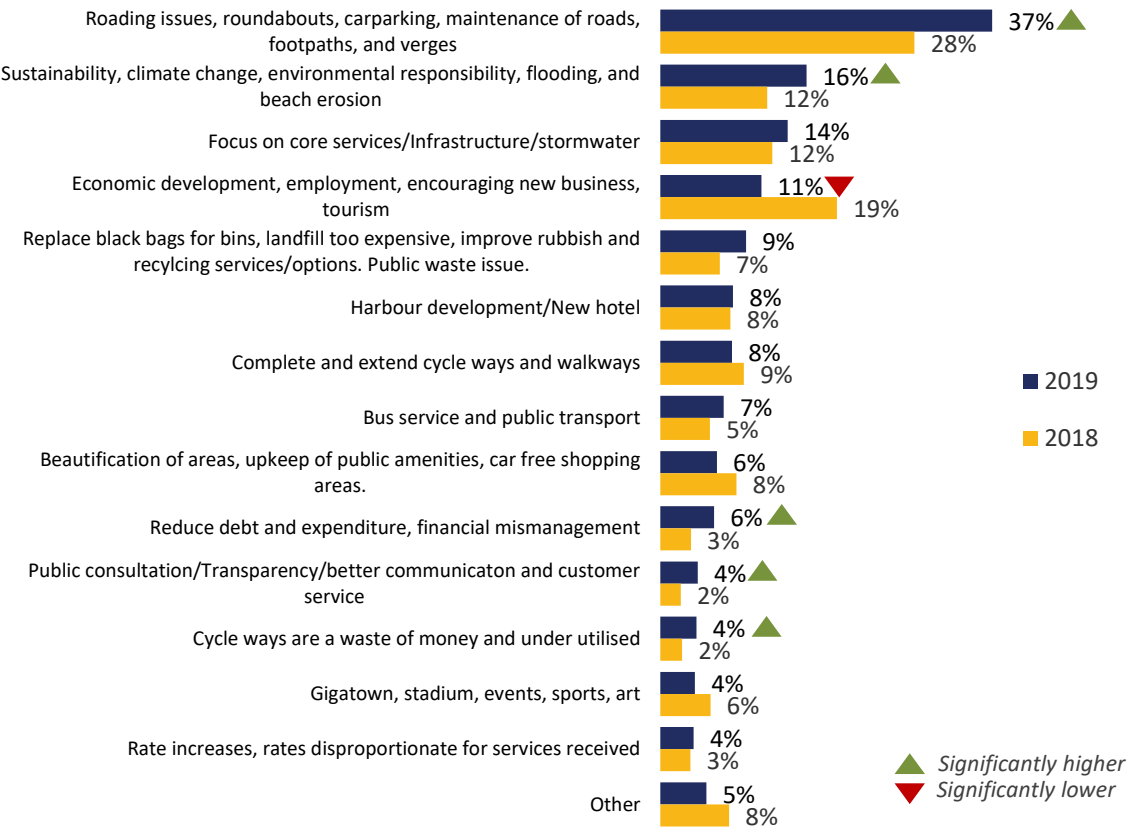
NOTES:

- Sample: 2019 n=1,372; 2018 n=1,356
- OVS2. Do you have any comments about the performance of the DCC or improvements that you would like to see made?
- Excludes 'don't know' responses
- * Chart does not include responses with less than 4%. They include: Council are doing a poor job, lack qualifications and experience, self interest, poor communication, lack of care.(3%), Red tape around building and resource consent delays, cost of consent (3%), Provide additional accommodation/condition of rental accommodation (3%), Gigatown, stadium, events, sports, art (2%), Public safety and student behaviour (2%), Free entry into pools, subsidies for rate payers, reduce rates, no more rates increases. (2%), Council elections, time for change and more youth representation (2%), More for youth to do/provide opportunities to encourage youth to stay (2%), More funding for additional services and facilities (1%), Complete and extend cycle ways and walkways (1%), Don't build new hotel/Protect heritage buildings (1%), South Dunedin issues (1%), New pool for Mosgiel and improve Moana Pool (1%),Dog control, dog issues (1%), Outsourcing work, not contracting locally, Contractors accountability (1%).

The top three priorities for the DCC going forward are: roading issues, roundabouts, carparking, maintenance of roads, footpaths, and verges; sustainability, climate change, environmental responsibility, flooding, and beach erosion; and focus on core services/infrastructure/stormwater.

Stated priorities for the Dunedin City Council

Have comments about priorities for the DCC

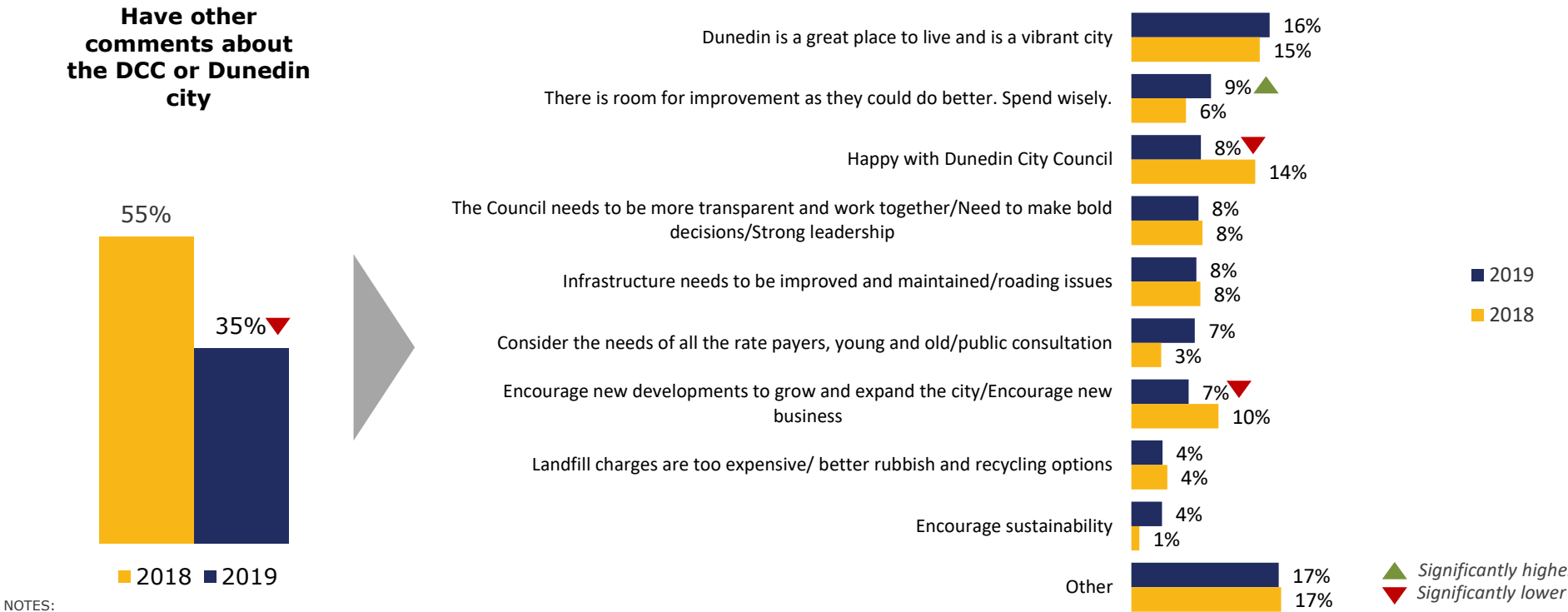


NOTES:

1. Sample: 2019 n=1,372; 2018 n=1,356
 2. GEN1. What are your top two priorities for the DCC this year?
 3. Excludes 'don't know' responses
 4. * Chart does not include responses with less than 4%. They include: New pool for Mosgiel and improve Moana Pool (3%), Public safety and student behaviour (3%), South Dunedin issues (3%), Provide additional accommodation/condition of rental accommodation (3%), More funding for additional services and facilities (3%), Free entry into pools, subsidies for rate payers, reduce rates, no more rates increases (2%), Support new hospital(2%), Don't build new hotel/Protect heritage buildings (2%), Council elections, time for change and more youth representation (1%), Council conflict, accountability and slow or poor decision making (1%), Dog control, animal issues (*1%), More for youth to do/provide opportunities to encourage youth to stay (1%), Red tape around building and resource consent delays, cost of consent (1%).

Dunedin city is perceived as a great place to live and is a vibrant city. The other comments about the DCC or Dunedin city in general refer to potential improvements that can be made regarding infrastructure, rates and transparency and leadership.

Other comments about the Dunedin City Council and Dunedin city



NOTES:

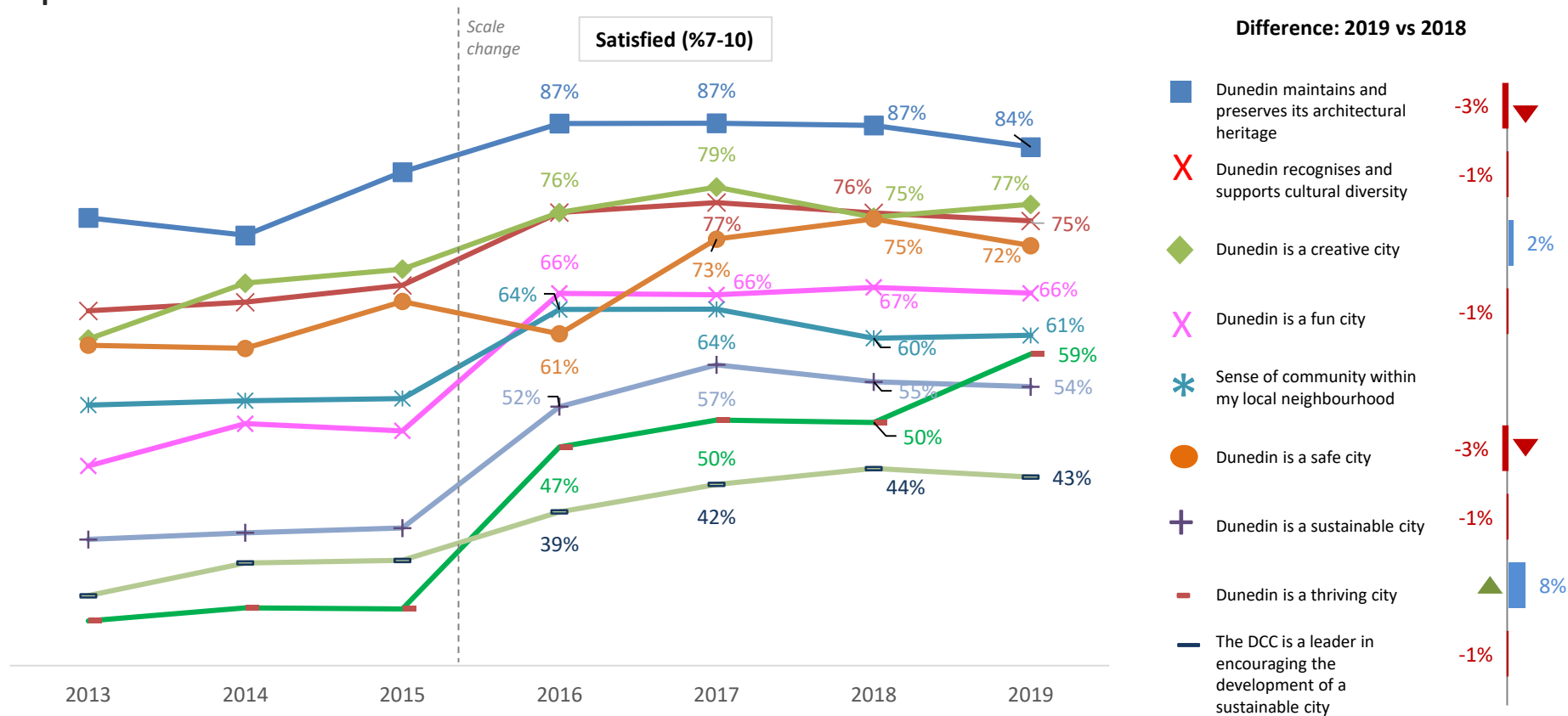
1. Sample: 2019 n=1,372; 2018 n=1,356; 2017 n=1,231, 2016 1,577
2. GEN2. Do you have any other comments that you would like to make about the DCC or Dunedin City generally?
3. Excludes 'don't know' responses
4. * Chart does not include responses with less than 4%. They include: Generally not happy with the performance of the Dunedin City Council, time for change with upcoming election
5. Continue to promote events and encourage cultural and creative opportunities, museums and street art (3%), Encourage people to stay in the area and attract more people to the district/create employment opportunities (3%), Improve public transport and an easier payment system (3%), Rates are too high, don't increase rates (3%), Keep the city tidy from litter and clean the footpaths/better quality footpaths (3%), Cheaper car parking in the city/More parking (3%), Cycle ways are a waste of money, and unnecessary (2%), The city needs upgrading and some areas showing signs of decline (2%), Needs to be designated cycle way, not on main roads, shared road and cycle ways are unsafe (2%), More low cost housing/homelessness issues (2%), More beautification, nature walks, bridle paths and deal with noxious weeds (2%), Provide facilities and service for rural and out of town areas (2%), Continue to look after and promote our buildings and heritage (1%), Need to promote Dunedin and locals need to take pride in the city/tourism/airport (1%), Focus on core services (1%), Promote Gigatown and sort out any issues (1%), Dog owners need to be more responsible, dog not on leads and owners not picking up after their dogs (1%), Mosgiel pool needs to go ahead (1%), Protect and maintain beaches and stop erosion/Develop beach areas and waterfronts (1%), Happy to have been given the opportunity to complete the survey (1%), Outsource work locally (1%), Building consents take too long causing building delays/too many development restrictions (1%).



Perceptions of Dunedin City

Significantly less people, compared with 2018, agree that Dunedin maintains and preserves its architectural heritage and Dunedin is a safe city. Meanwhile, noticeably more residents believe that Dunedin is a thriving city and creative city.

Perceptions of Dunedin



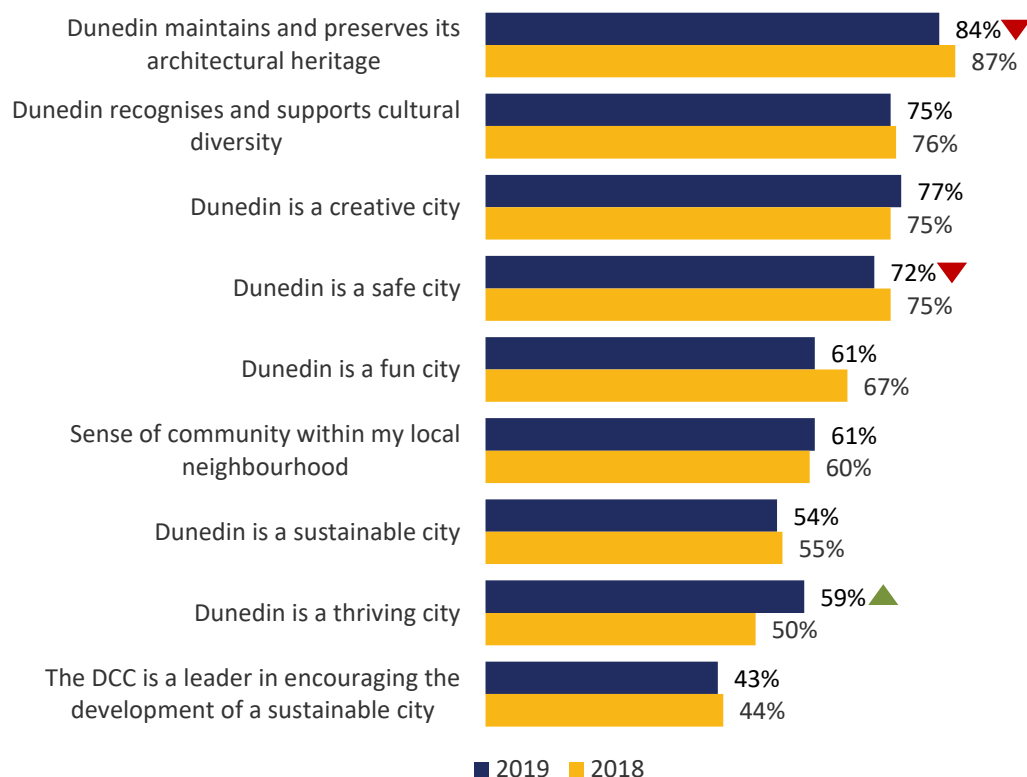
NOTES:
 1. Sample: 2019 n=1,372; 2018 n=1,356; 2017 n=1,231, 2016 n=1,577
 2. PD. Please indicate your overall perception of Dunedin using a the 1-10 scale where 1 means 'strongly disagree' and 10 means 'strongly agree'
 3. Excludes 'don't know' responses
 4. *Differences are calculated using unrounded scores for 2018 and 2019, so may vary by +/- 1% compared to figures shown in the graph

▲ Significantly higher
 ▼ Significantly lower

Most residents agree that Dunedin maintains and preserves its architectural heritage, recognises and supports cultural diversity and is a creative city. About two in five residents (43%) agree that the DCC is a leader in encouraging the development of a sustainable city.

Perceptions of Dunedin city

Perceptions of the city (%7-10 agree/strongly agree)



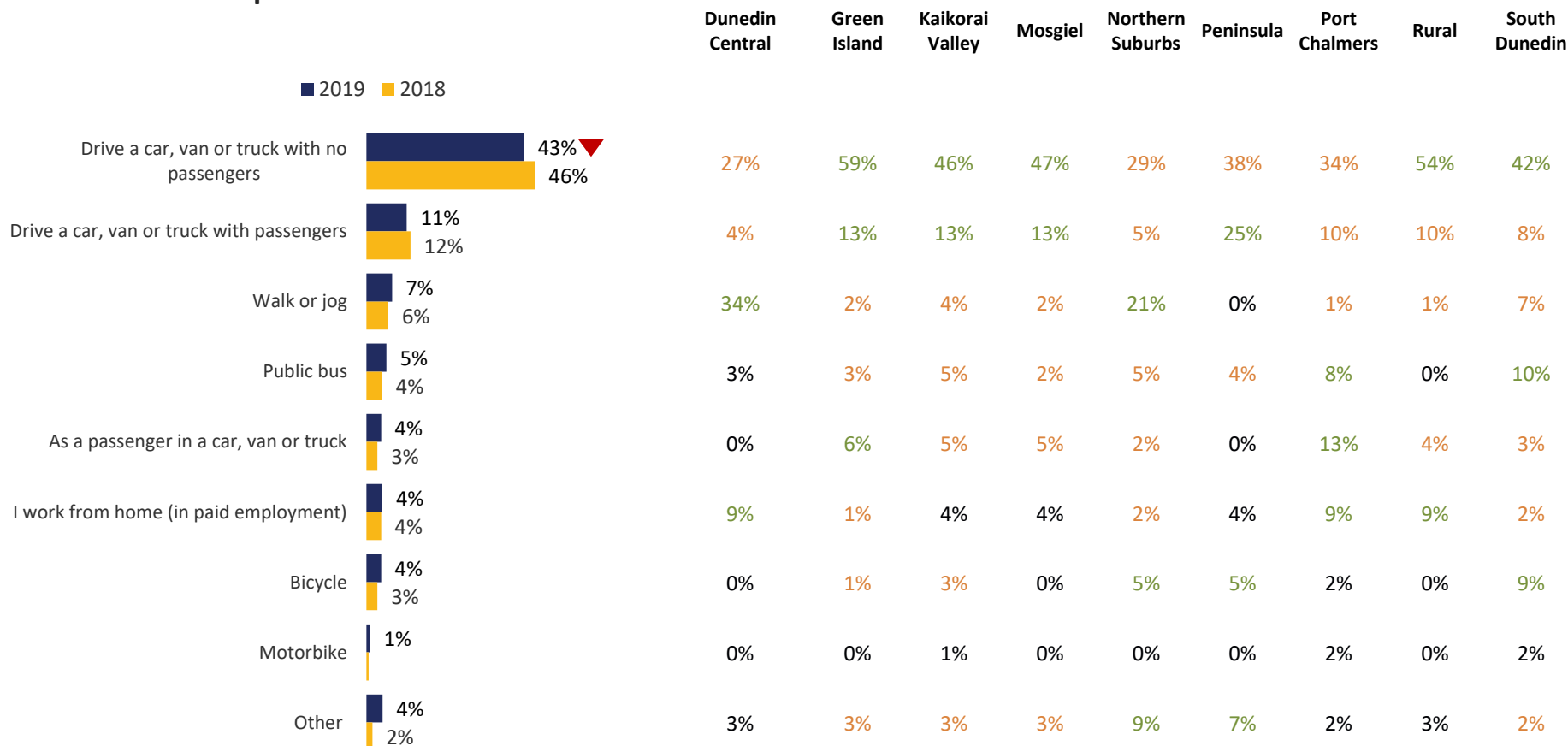
NOTES:

1. Sample: 2019 n=1,372; 2018 n=1,356
2. PD. Please indicate your overall perception of Dunedin
3. Excludes 'don't know' responses

▲ Significantly higher
▼ Significantly lower

Most of Dunedin residents prefer to drive to work on their own.

Usual mode of transport to work



NOTES:

1. Sample: 2019 n=1,372; 2018 n=1,356; all in paid employment 2019 n=855; 2018 n=855
2. DEM9: What is the one main way that you usually travel to work? This is the one you use for the greatest distance.
3. Excludes 'don't know' responses
4. Significance testing based on a 90% confidence interval

Compared to the results for other areas:

Green = significantly higher

Orange = significantly lower



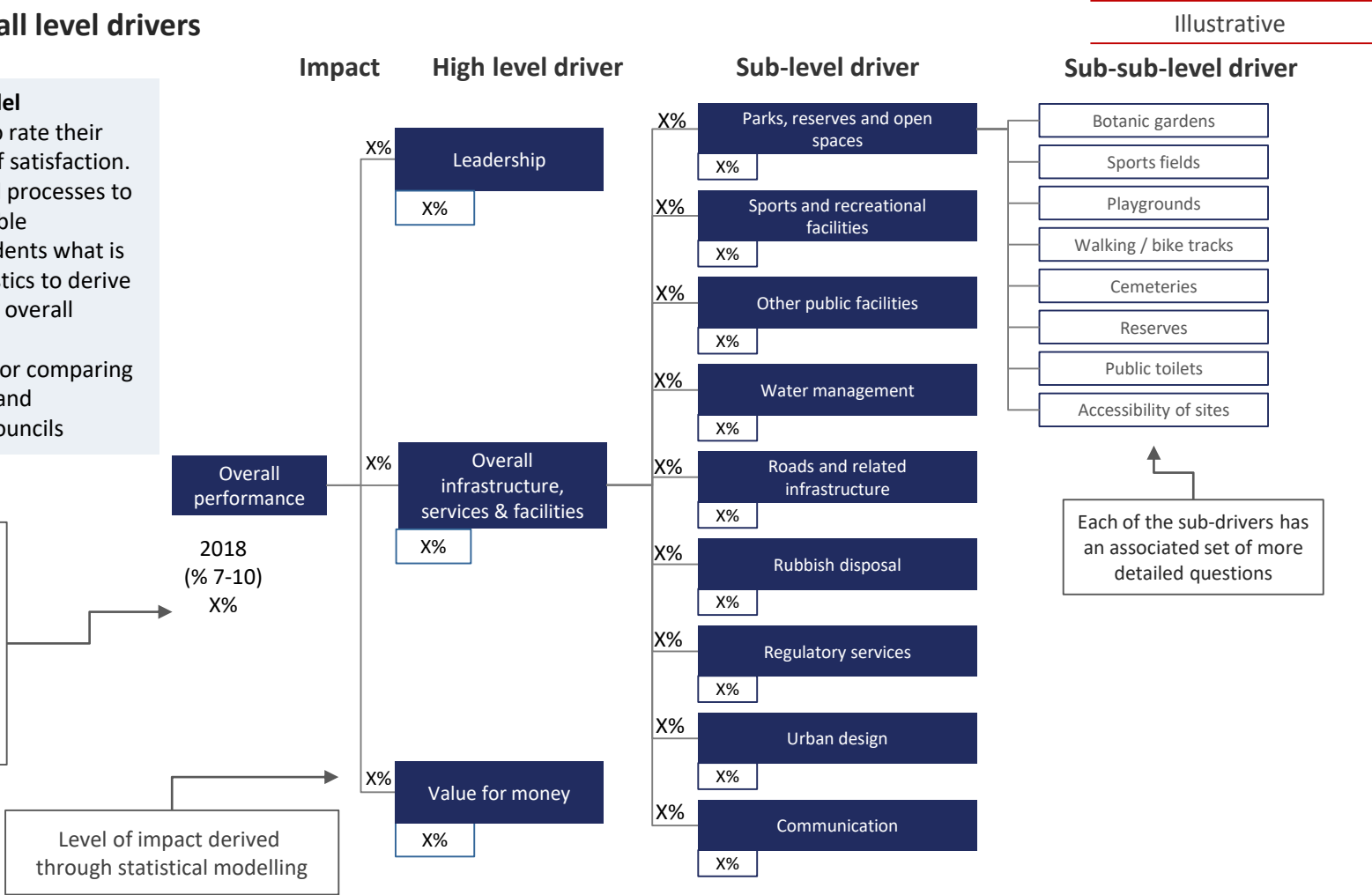
Drivers of satisfaction

The Customer Value Management (CVM) model has been used to understand perceptions of the DCC and as a mechanism for prioritising improvement opportunities.

Driver analysis: Overall level drivers

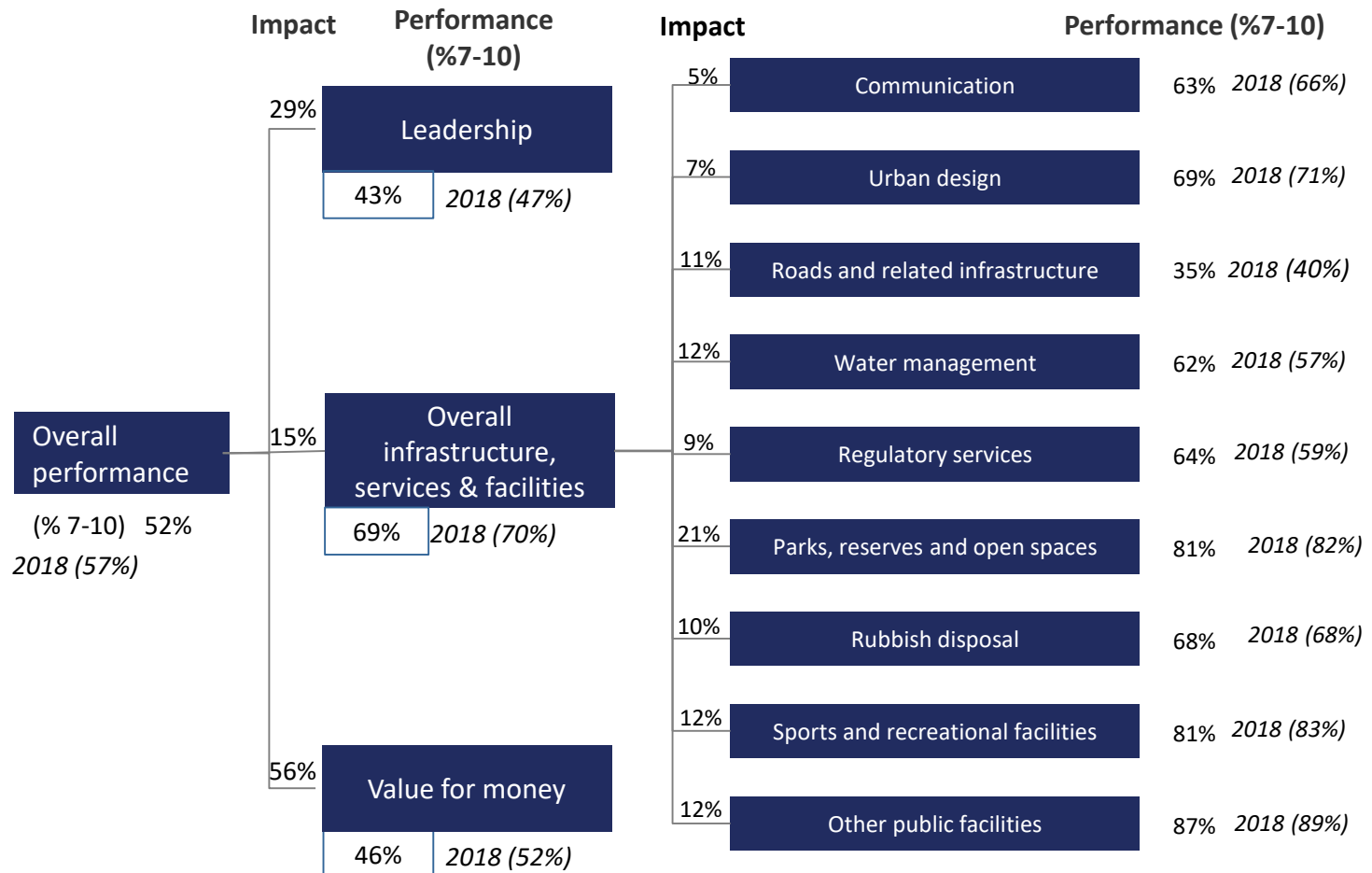
- Overview of our driver model**
- Residents were asked to rate their Council on the drivers of satisfaction. These align with Council processes to ensure they are actionable
 - Rather than ask respondents what is important, we use statistics to derive the impact of drivers on overall performance
 - 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'



Value for money has the highest impact (56%) on overall perception of the DCC's performance, followed by leadership (29%). Less than half of the residents are satisfied with the performance of the Mayor and Councillors (43%) and value for money (46%), which are potential areas for improvement.

Driver analysis: Overall level drivers

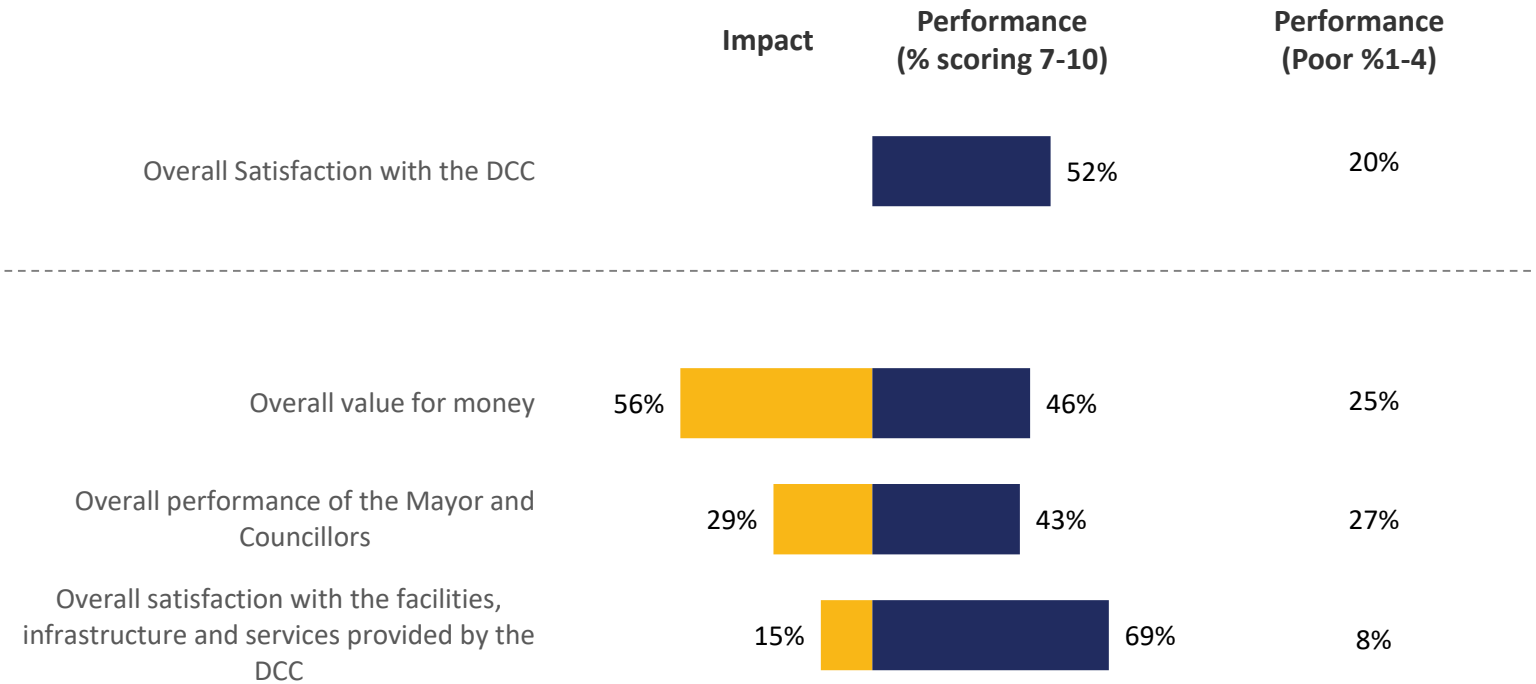


NOTES:

1. Sample: n=1,372
2. Excludes 'Don't know' responses

Overall value for money and performance of the Mayor and Councillors have the most impact on residents’ overall satisfaction with the DCC. With low performance scores, both of these areas present the best improvement opportunities.

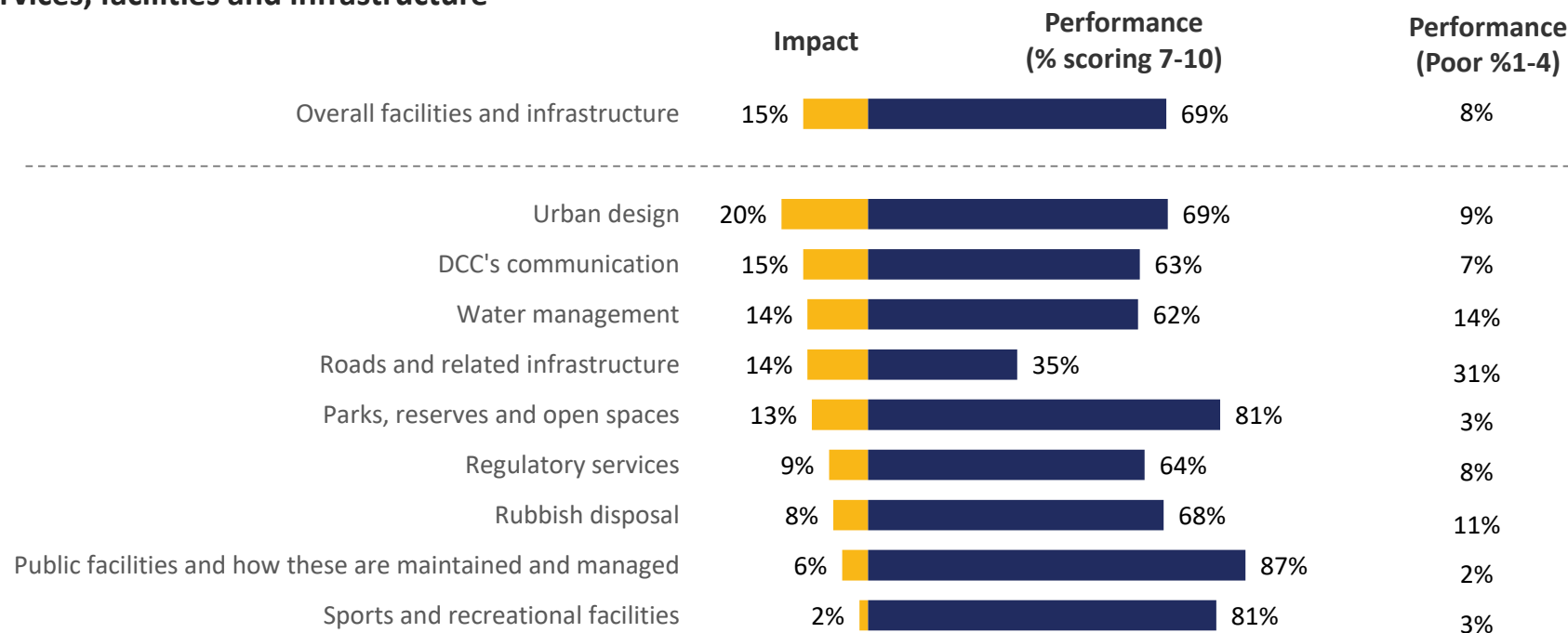
Satisfaction: Overall performance



NOTES:
 1. Sample: n=1,372
 2. OVS1_1 Overall satisfaction with the DCC
 3. OVLS_1 Overall satisfaction with the facilities, infrastructure and services provided by the DCC
 4. OV1_1 Overall value for money
 5. LS2_1 Overall performance of the Mayor and Councillors

Urban design has the greatest impact on residents' perception of facilities and infrastructure, and as satisfaction score is relatively low, improvement in this service element will likely improve overall perceptions.

Services, facilities and infrastructure

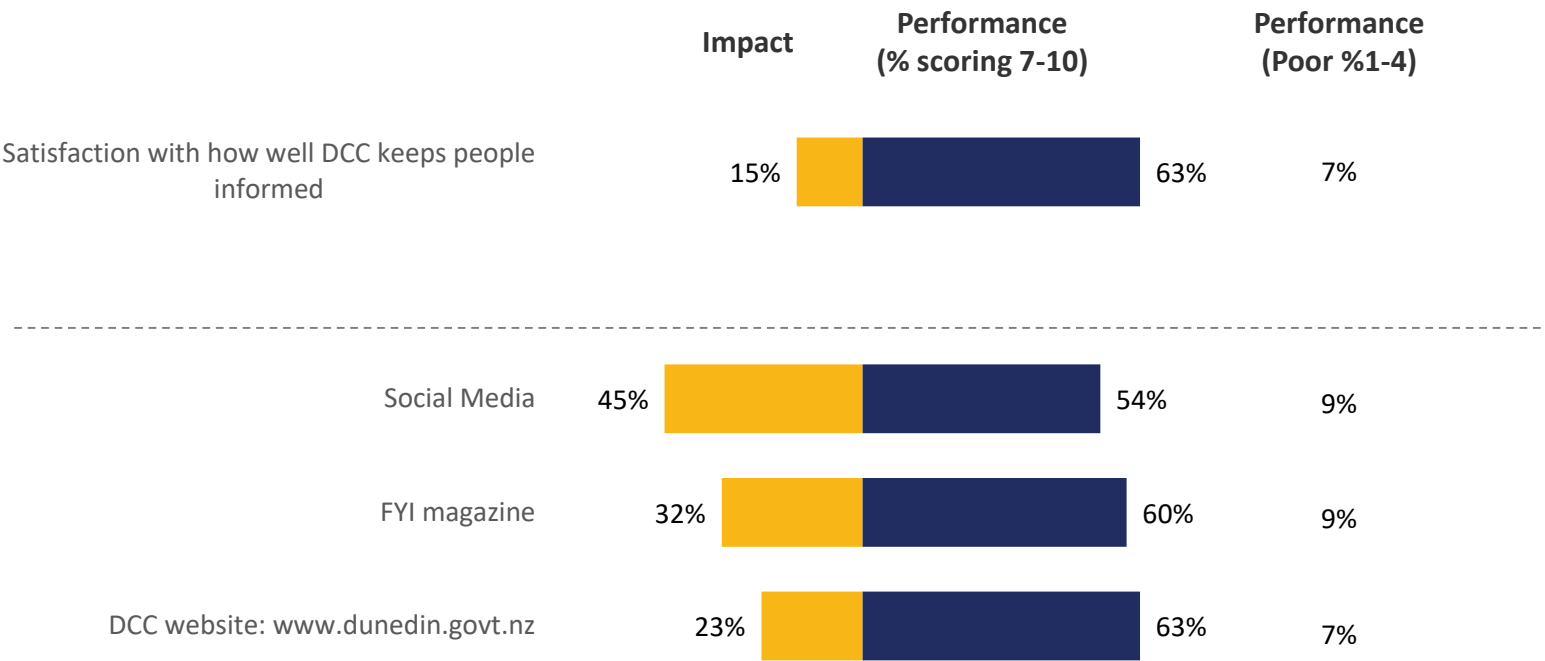


NOTES:

- Sample: n=1,372
- OVLS. Overall satisfaction with the facilities, infrastructure and services provided by the DCC?
- COM_3. 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?
- ID_10. Everything considered, how satisfied are you with the roading related infrastructure and how this is maintained?
- IW_4. Everything considered, how satisfied are you with the way the DCC manages the city's water related infrastructure?
- RM_5. Everything considered, how satisfied are you with the regulatory services that Council provides?
- PR_9. Everything considered, how satisfied are you with the City's parks, reserves and open spaces including how these are managed and maintained?
- RD_6. Everything considered, how satisfied are you with the rubbish disposal services provided by the DCC?
- SR_5. Everything considered, how satisfied are you with the sports and recreational facilities provided or supported by the Council?
- OF_12. 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

The DCC’s Social media presence has the highest impact on how satisfied residents are with how well the DCC keep residents informed about their activity. With the low performance in this area, there is room for improvement.

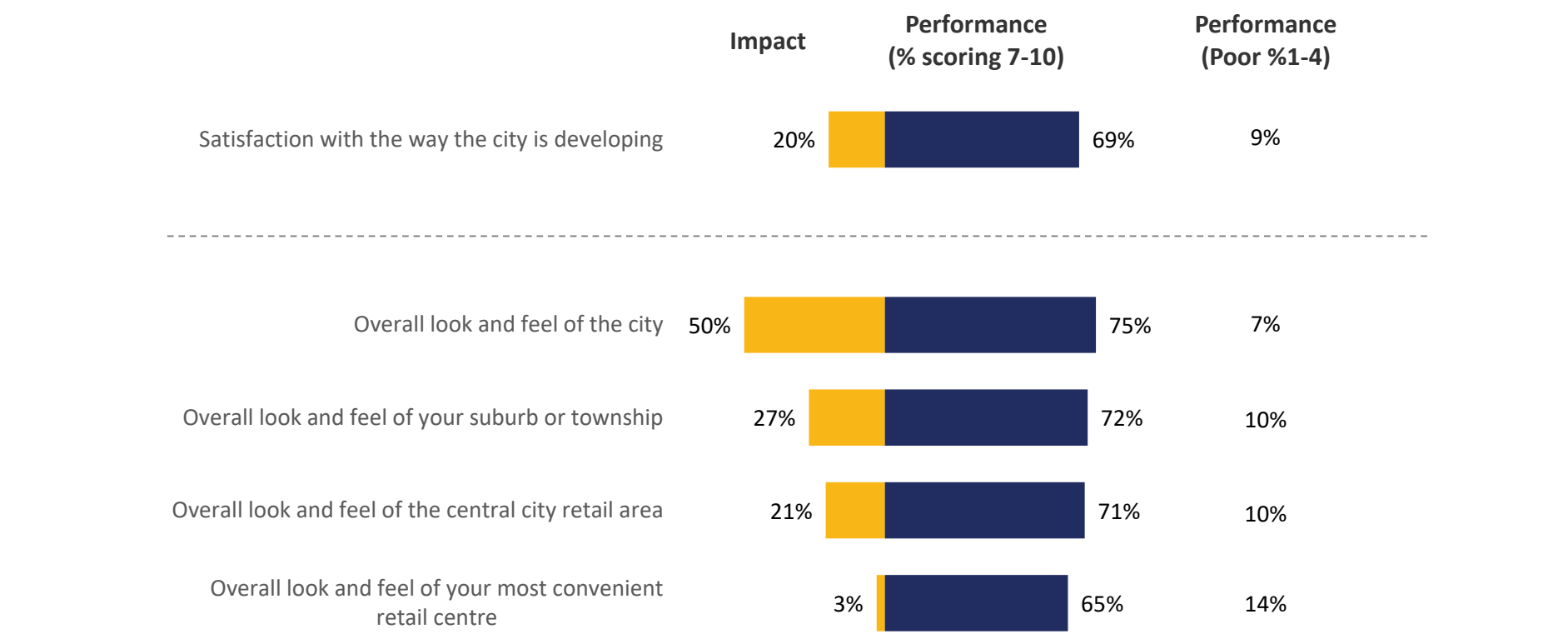
Satisfaction: DCC communications



NOTES:
 1. Sample: n=1,372; those who evaluated the website, n=1,350, those who evaluated the FYI newsletter, n=1,357, those who evaluated Social media n=1,011
 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 overall look and feel of the city, suburb or township and Central city retail area have the most impact on residents overall perception of the way the city is developing (urban design). Performance scores are relatively high for all three mentioned areas, so the strategy should be one of maintaining current service levels.

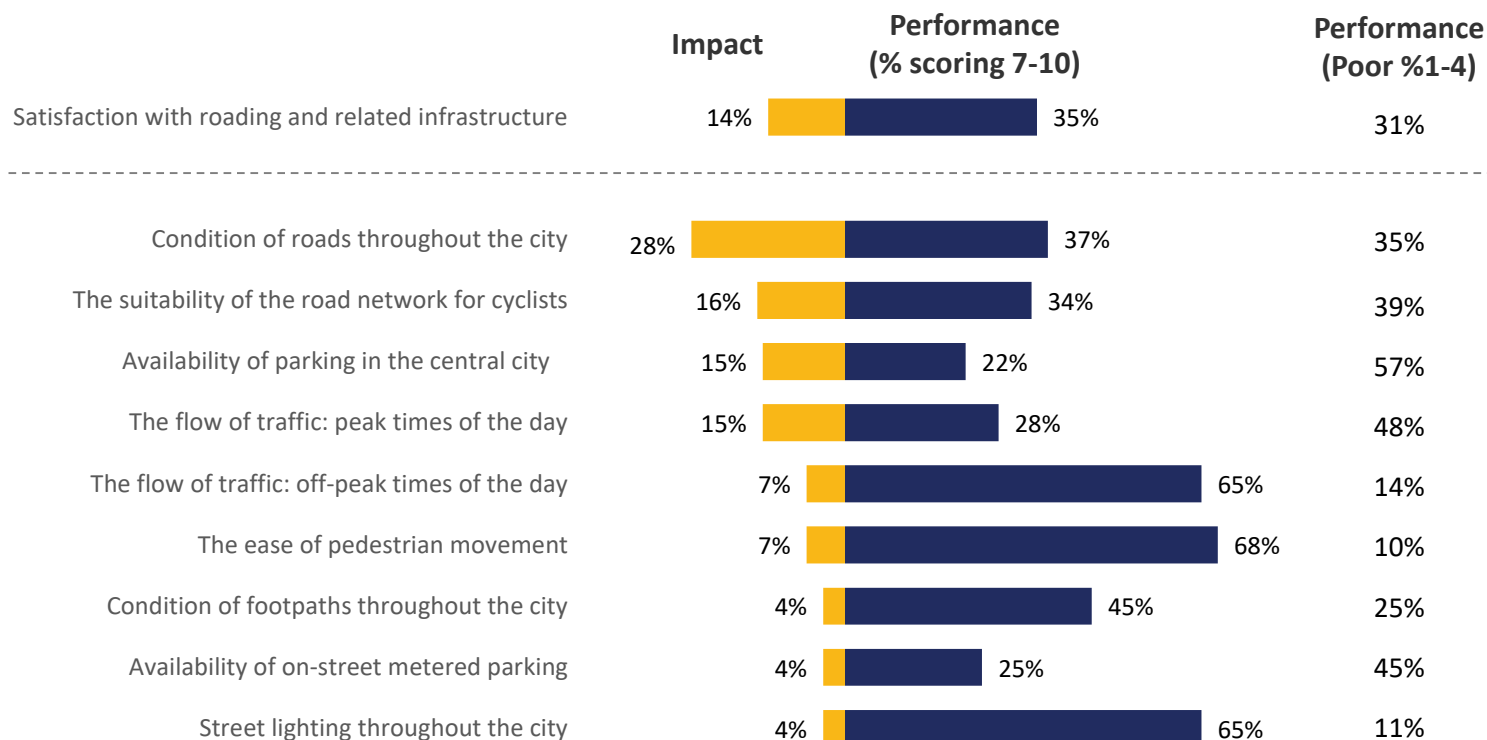
Services: Urban design



NOTES:
 1. Sample: n=1,372
 2. UD. How satisfied are you with each of the following...?
 3. Excludes 'don't know' responses

Roading related infrastructure has a relatively low performance with around one third of residents (35%) satisfied with this service component. The areas with the relatively high impact that can be improved are: condition of roads throughout the city, suitability of the road network for cyclists, availability of parking in the central city and flow of traffic during peak times.

Infrastructure: Roads, footpaths, lighting and parking

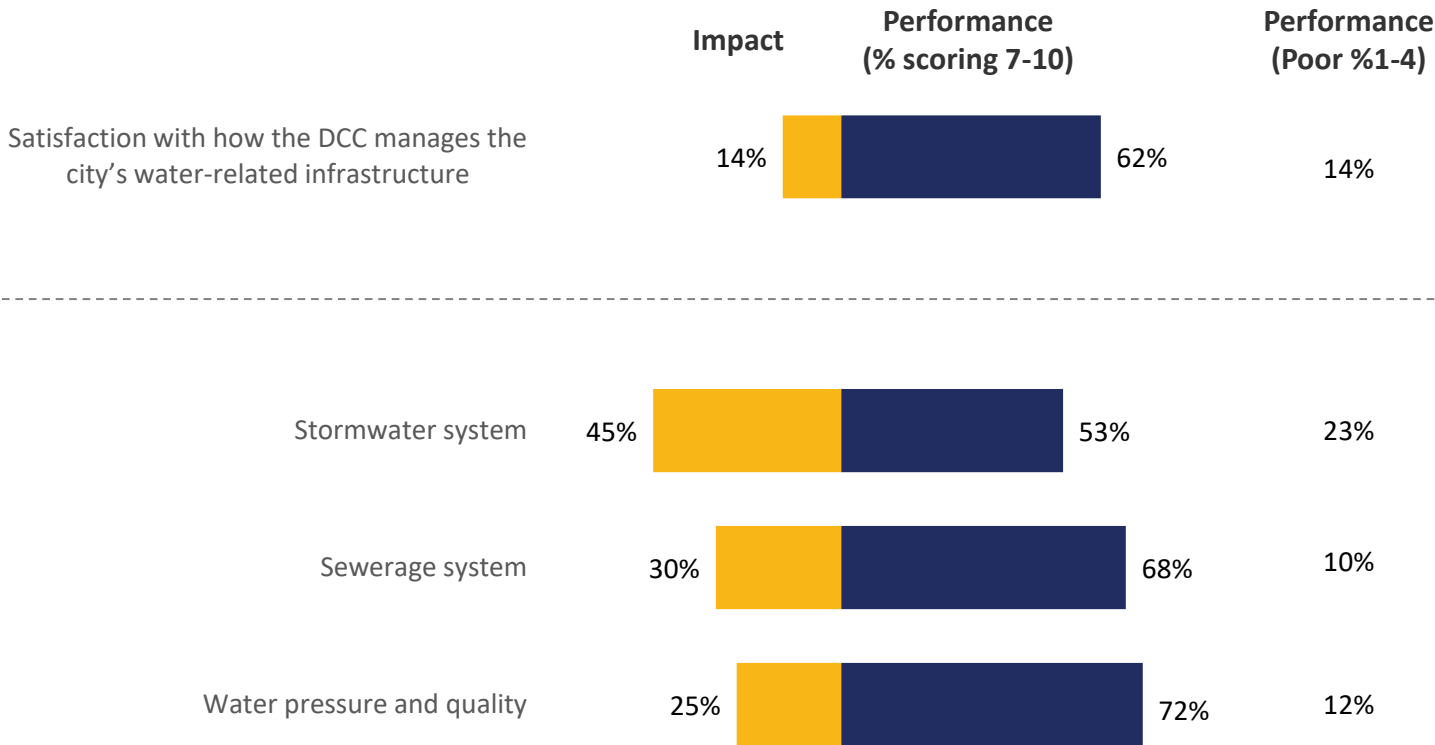


NOTES:

1. Sample: n=1,372
2. ID. How satisfied are you with each of the following...?
3. Excludes 'don't know' responses

Stormwater system has the highest impact on overall satisfaction with how DCC manages water-related infrastructure. With almost a quarter of the residents (23%) being dissatisfied, this area needs the most improvement.

Infrastructure: Water management

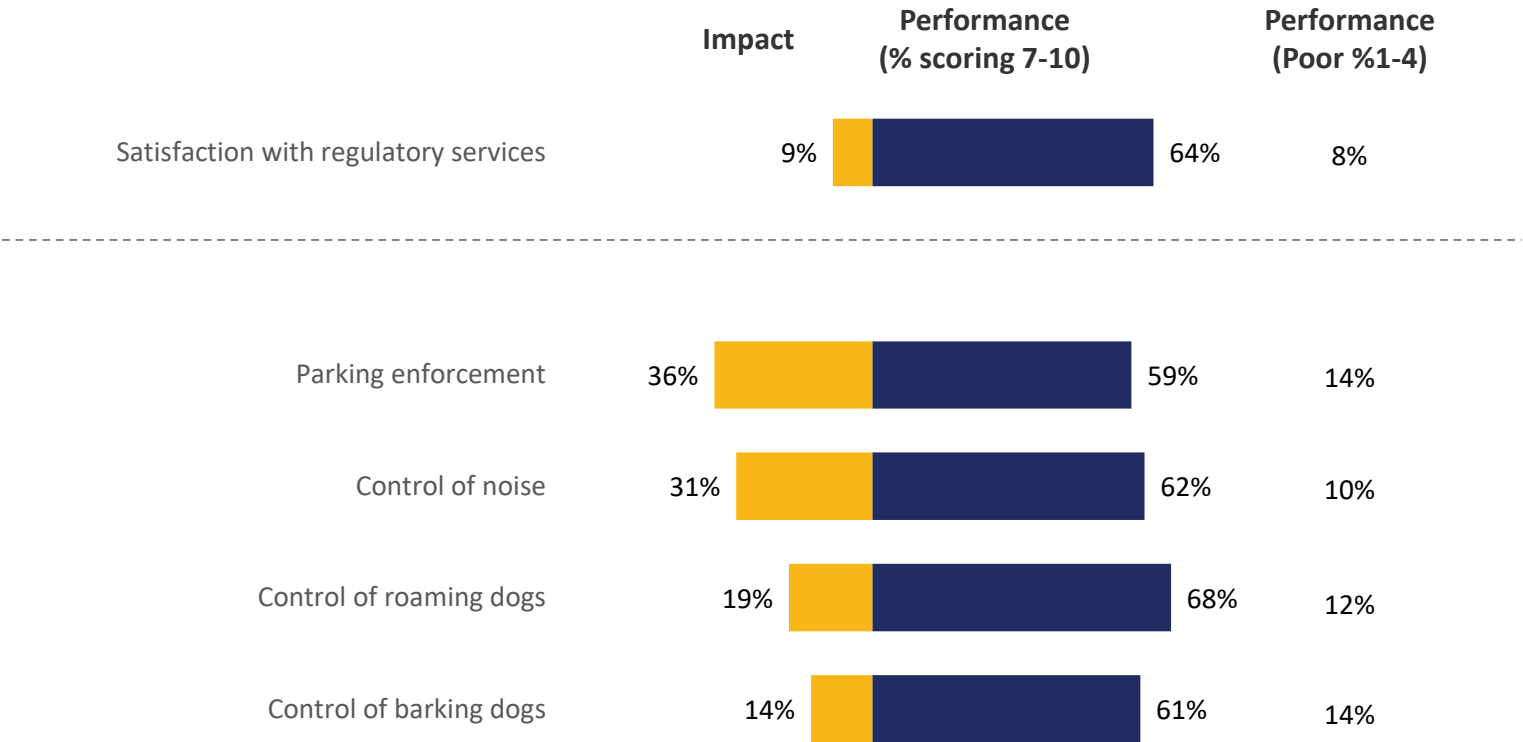


NOTES:

- Sample: n=1,372
- IW. How satisfied are you with each of the following...?
- Excludes 'don't know' responses

Parking enforcement and control of noise have the most influence on residents’ perception of regulatory services. Low performance in both areas means that improvements will likely improve overall satisfaction.

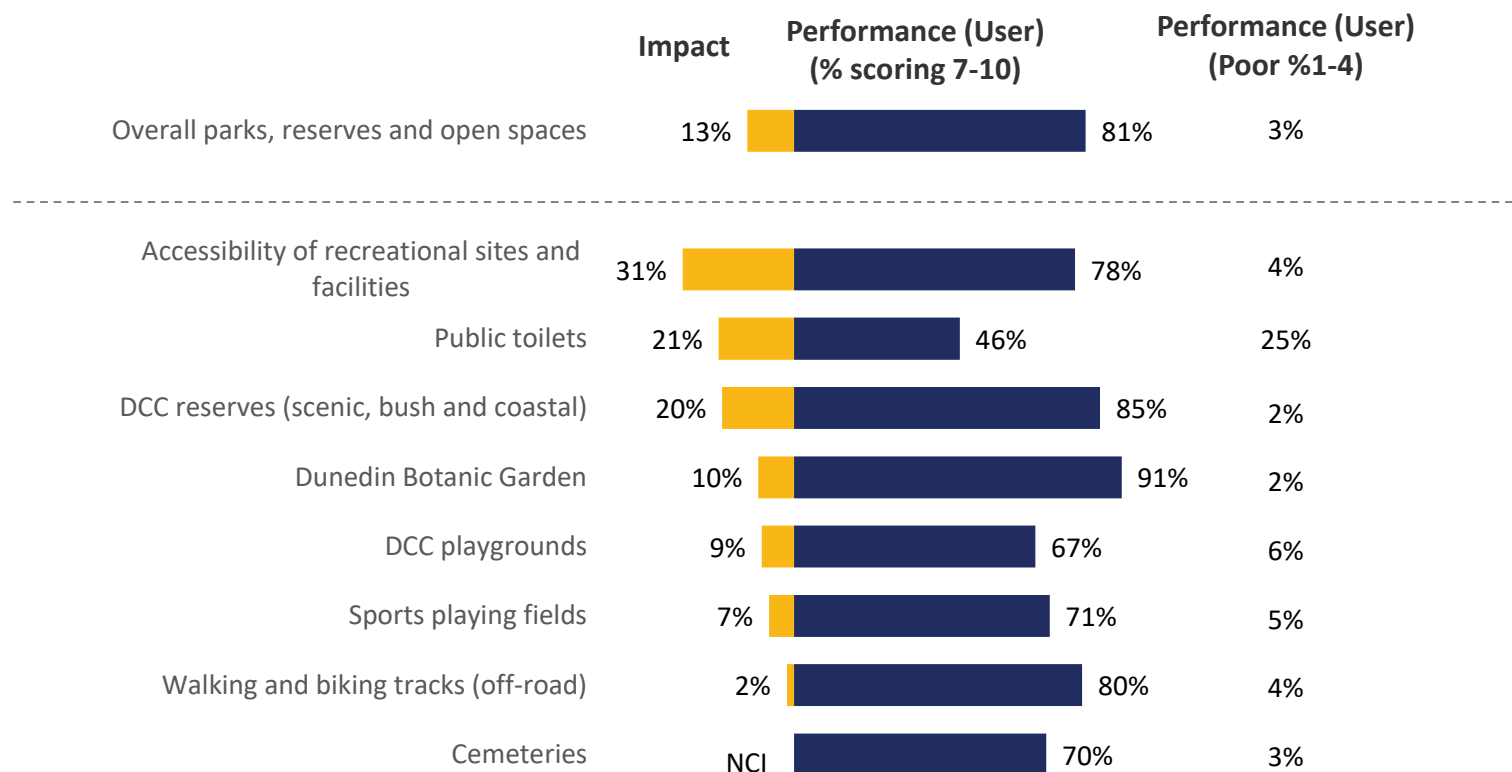
Services: Regulatory services



NOTES:
 1. Sample: n=1,372
 2. RM. How satisfied are you with each of the following...?
 3. Excludes 'don't know' responses

Improving public toilets will likely increase residents' overall satisfaction with parks, reserves and open spaces, since the impact of this area is one of the highest along with the lowest performance score with a quarter of the residents (25%) dissatisfied with the facilities.

Parks, reserves and open spaces

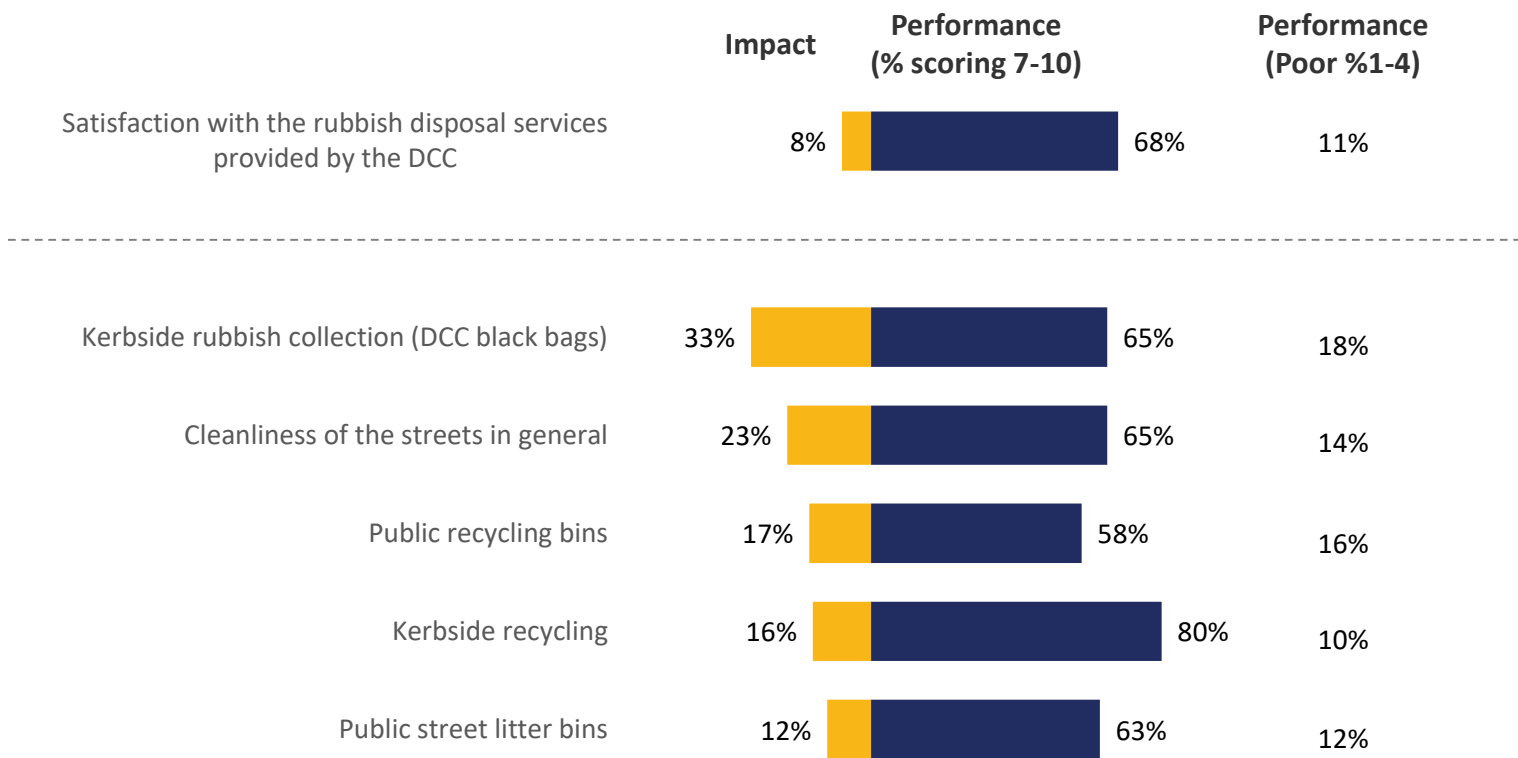


NOTES:

1. Sample: n=1,372
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 are presented only for those who have visited a facility in the past 12 months
5. NCI means the attribute has 'no current impact'
6. Results reported only for users of each facility and excludes 'don't know' responses

Residents’ perception of kerbside rubbish collection (DCC black bags) has the most impact on satisfaction with rubbish disposal services provided by the DCC. This area showed low performance with two out of ten residents (18%) dissatisfied with the service.

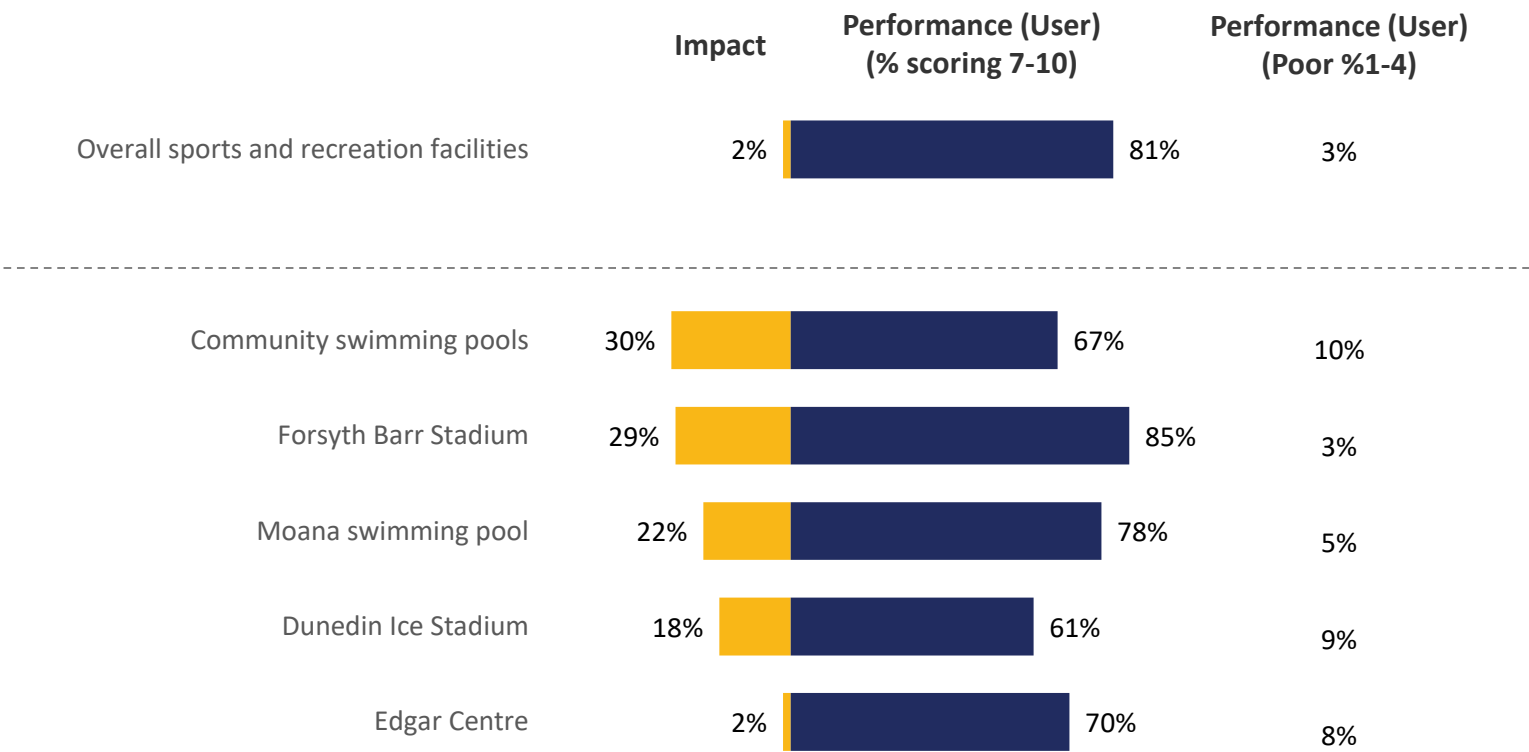
Services: Rubbish disposal



NOTES:
 1. Sample: n=1,372
 2. RD. How satisfied are you with each of the following...?
 3. Excludes 'don't know' responses

Community swimming pools has the most impact on residents’ overall satisfaction with sports and recreation facilities. Another facility with the low performance and relatively high impact is the Dunedin Ice Stadium. Making improvements related to these facilities will likely increase overall satisfaction.

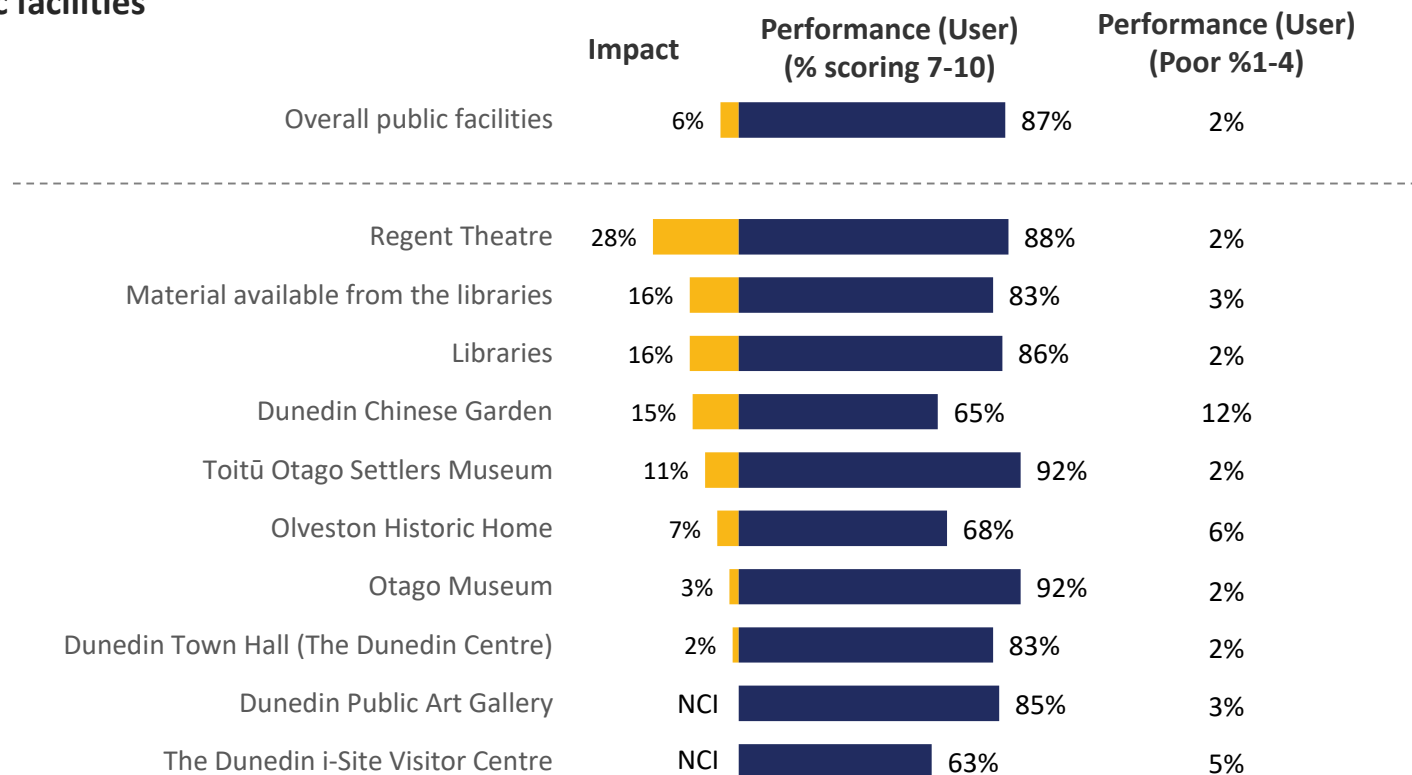
Sports and recreation facilities



NOTES:
 1. Sample: n=1,372
 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 are presented only for those who have visited a facility in the past 12 months
 5. Results reported only for users of each facility and excludes 'don't know' responses

Regent Theatre has the most impact on residents' perception of public facilities, but performance is relatively high, so the recommended strategy would be one of maintenance. The facility with high impact and low satisfaction level is the Dunedin Chinese Garden. Paying more attention to maintaining this facility will likely improve overall satisfaction.

Other public facilities

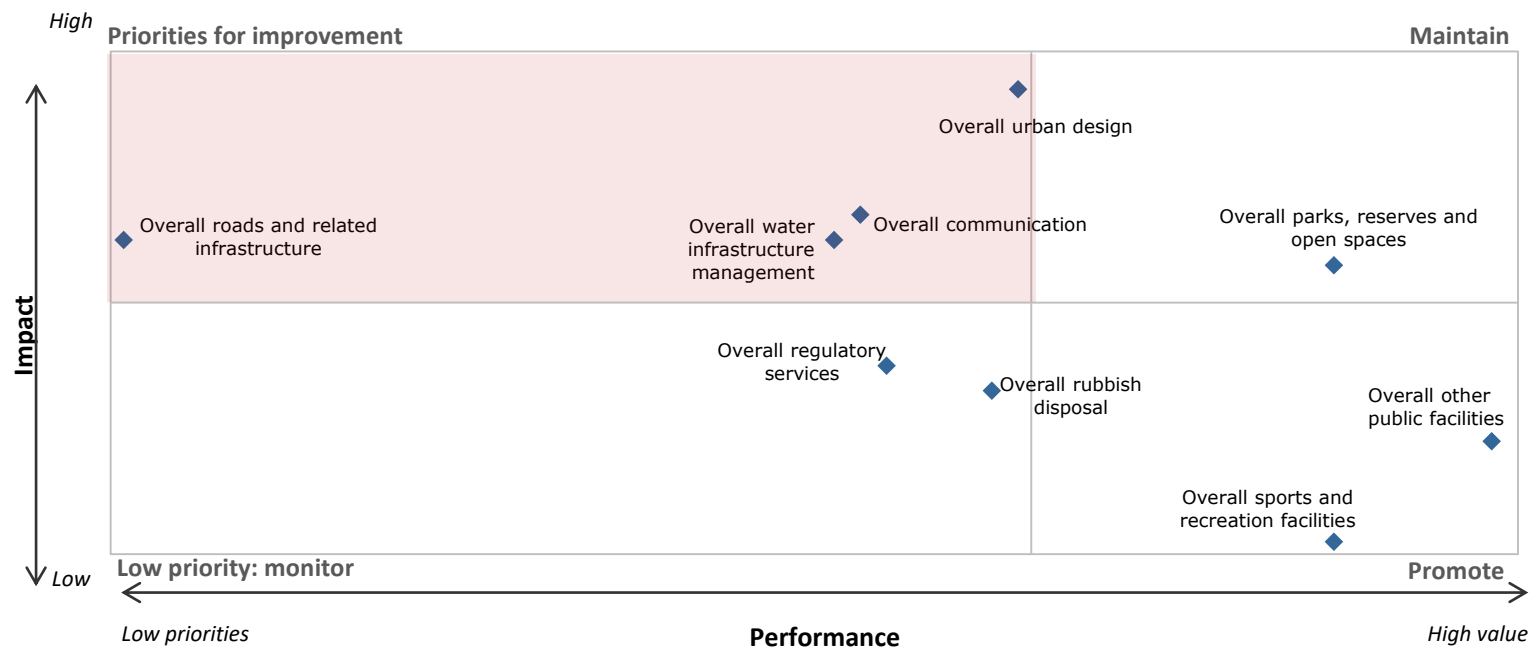


NOTES:

- Sample: n=1,372
- OFU. 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

The priority areas for improvement for Dunedin City Council are: roading, water management, communication and urban design.

Services, facilities and infrastructure: Improvement priorities

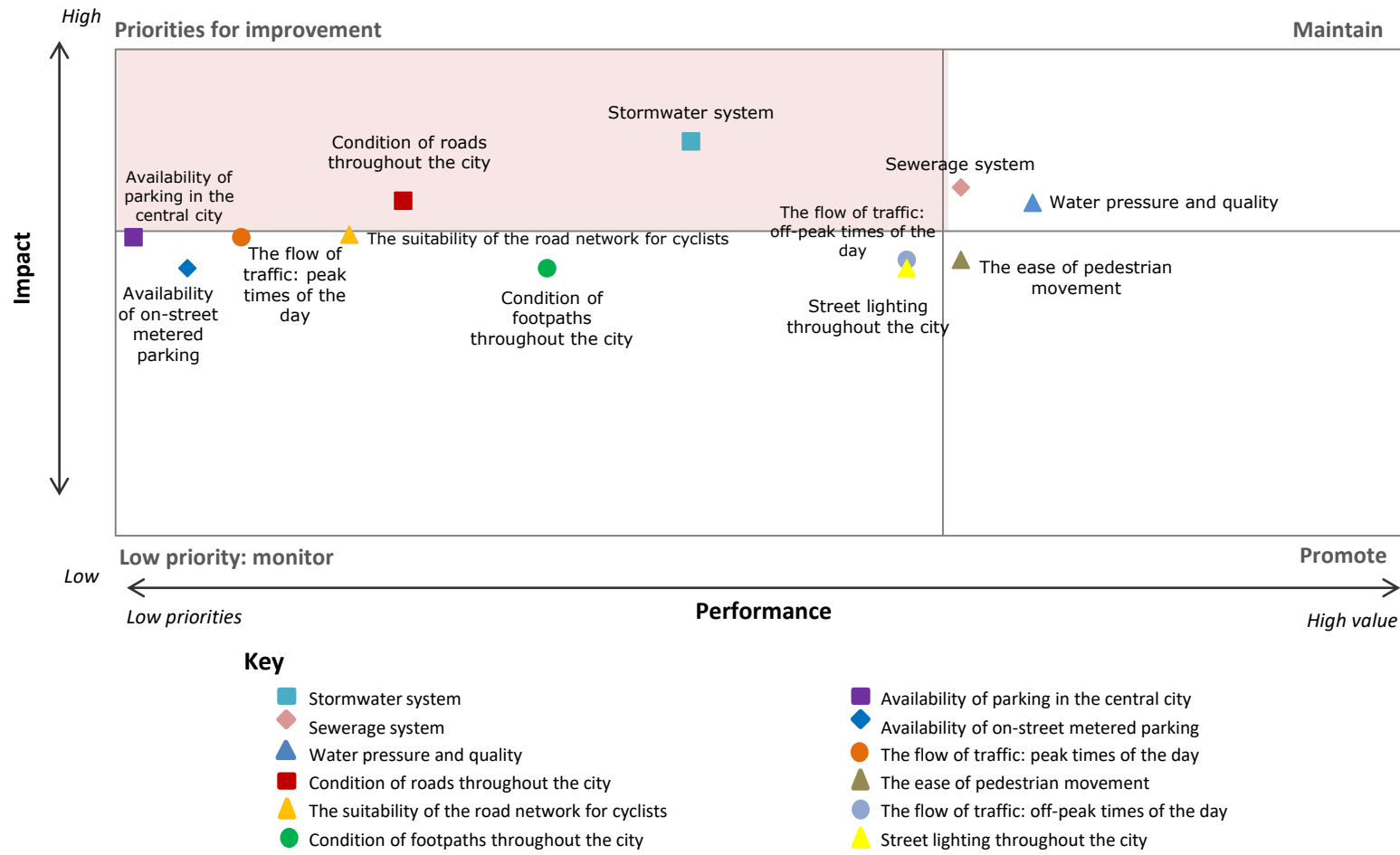


The priority matrix shows the relative position of results considering both impact and performance. Areas that have a high impact on the overall measure and that have a low absolute performance evaluation represent areas that residents would most value improvement. Improving performance in these areas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

NOTES:
1. Sample: n=1,372

Priorities for improvement regarding infrastructure include stormwater system and condition of roads throughout the city. These two areas are the most important aspects of infrastructure that influence residents' overall perception.

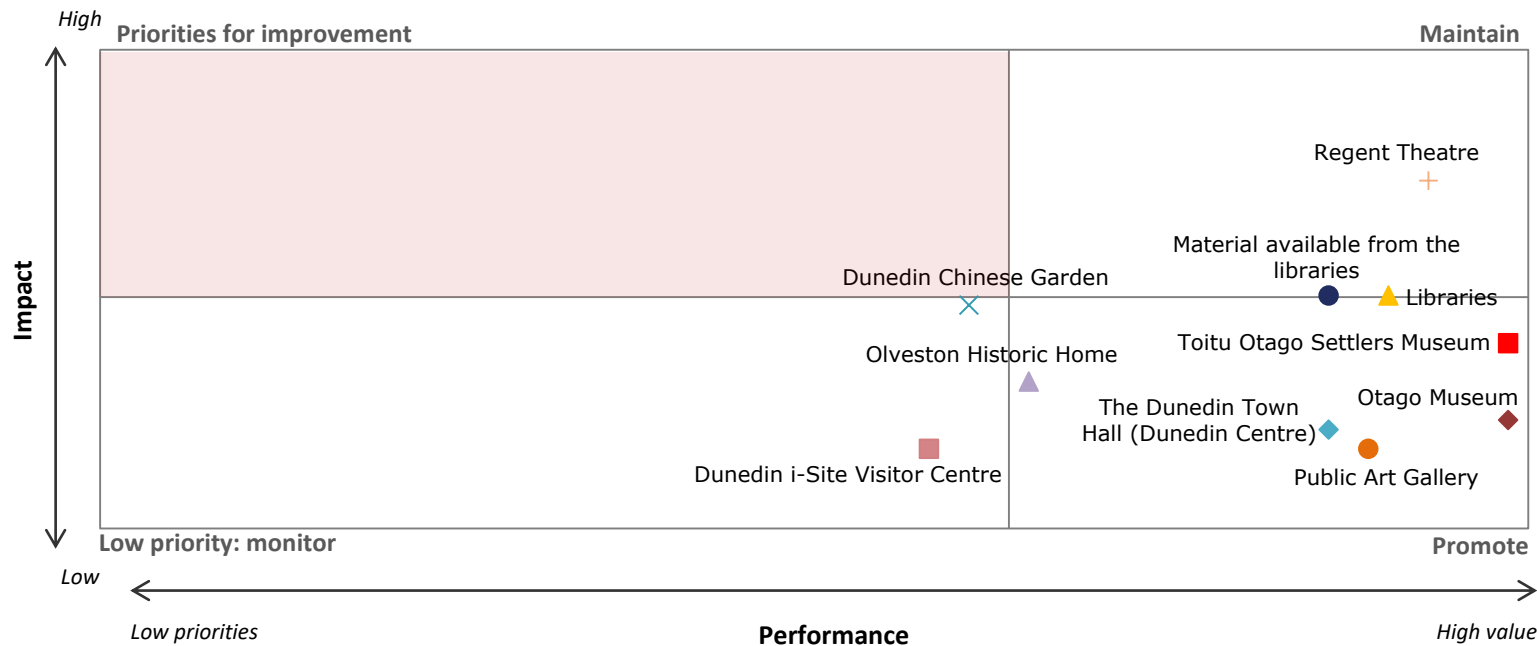
Infrastructure: Improvement priorities



NOTES:
1. Sample: n=1,372

As most public facilities have high performance scores, the strategy would be around maintaining and promoting current service activities on these facilities.

Public facilities: Improvement priorities



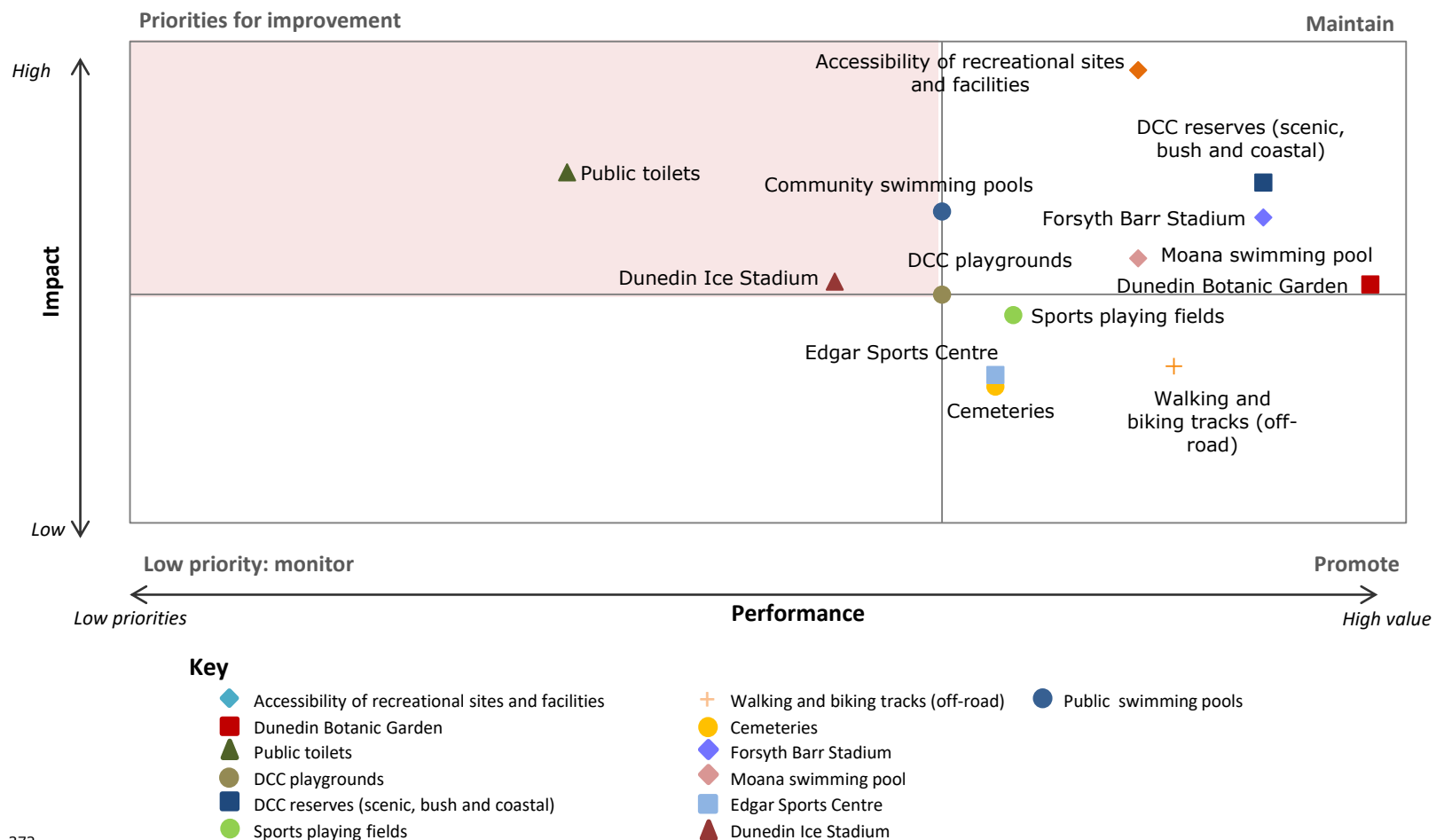
Key

- ◆ Otago Museum
- Toitu Otago Settlers Museum
- ▲ Libraries
- × Dunedin Chinese Garden
- ▲ Olveston Historic Home
- Material available from the libraries
- + Regent Theatre
- Public Art Gallery
- Dunedin i-Site Visitor Centre
- ◆ The Dunedin Town Hall (Dunedin Centre)

NOTES:
1. Sample: n=1,372

Public toilets, Dunedin Ice Stadium and public swimming pools are priorities for improvements to increase residents' overall satisfaction with parks, reserves and open spaces.

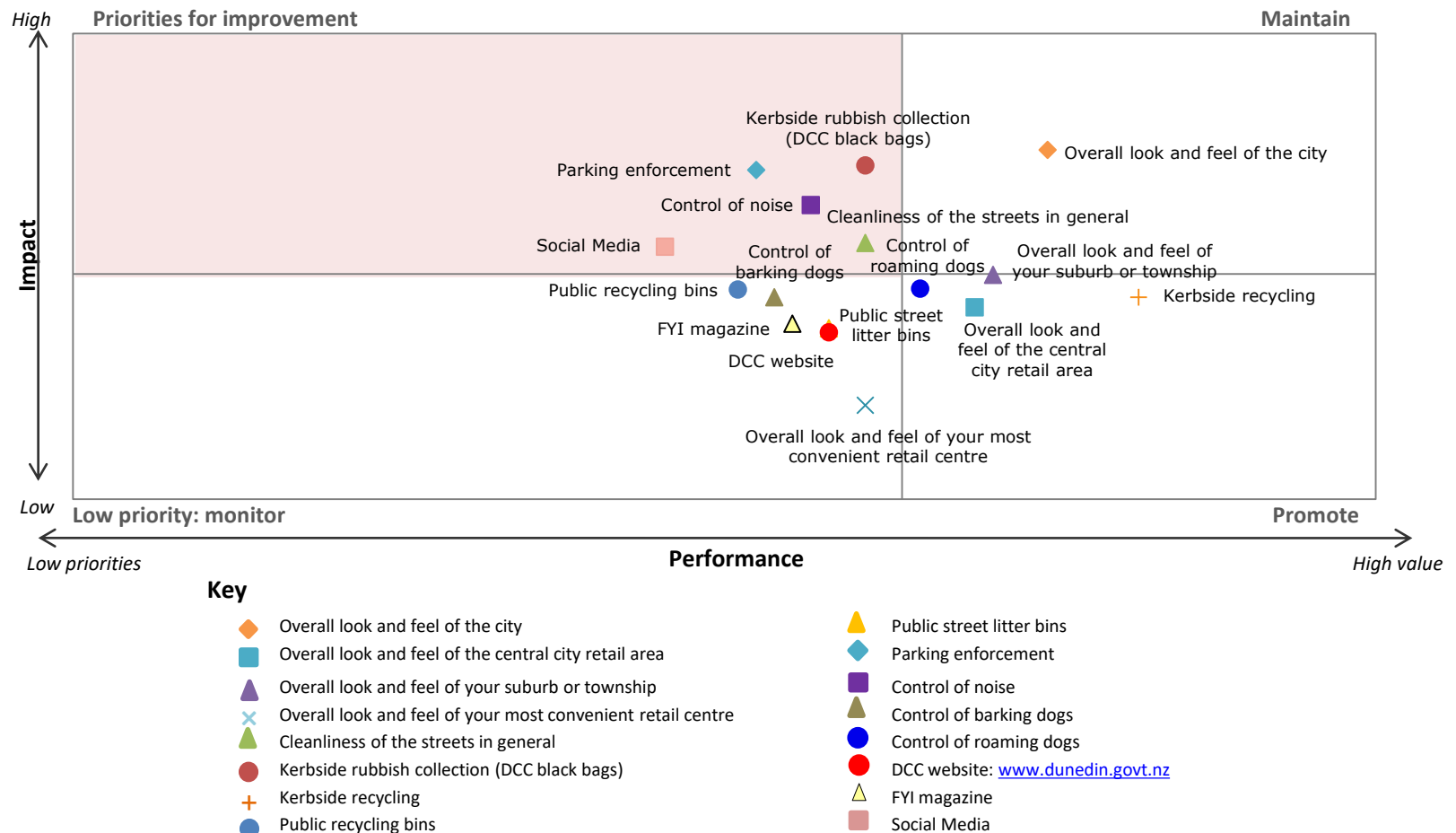
Parks, reserves and open spaces: Improvement priorities



NOTES:
1. Sample: n=1,372

The DCC's social media presence, cleanliness of the streets, parking enforcement, noise control and kerbside rubbish collection are also key priorities for improvement.

Other services and activities: Improvement priorities





Sample profile

Sample profile

Demographics

Age	%	Weighted	Unweighted
18-29 years	29%	395	133
30-49 years	29%	398	344
50-64 years	23%	318	414
65+ years	19%	260	481

Ethnicity (Prioritised) ⁽¹⁾	%	Weighted	Unweighted
European	90%	1212	1228
Māori	4%	60	51
Pasifika	2%	25	22
Asian	4%	49	42
Other	9%	121	102

Gender	%	Weighted	Unweighted
Male	47%	646	573
Female	52%	719	790
Gender diverse	1%	7	9

Employment Status	%	Weighted	Unweighted
In full-time paid employment	51%	674	562
In part-time paid employment	18%	243	227
Not in paid employment	13%	177	127
Retired	18%	223	415

Property ownership	%	Weighted	Unweighted
Yes – own property	68%	924	1096
No – don't own property	32%	428	258

NOTES:

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



DUNEDIN | kaunihera
CITY COUNCIL | a-rohe o
| Ōtepoti



KEYRESEARCH