

Dunedin City Council

2013 Residents' Opinion Survey

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Contents

1. Introduction and Context.....	4
2. Research Objectives.....	5
3. Research Design.....	6
3.1. Overview: The Sequential-mixed Mode Methodology.....	6
3.2. Explanation of Data Tables	8
3.3. The Achieved Sample.....	8
3.3.1. The Primary Sample	9
3.4. Technical Note - Analysis of data based on response rates.....	11
4. Key Findings	12
5. Overall Satisfaction with Dunedin	16
5.1. Planning and Urban Design.....	16
5.2. Overall Performance of the Dunedin City Council	18
5.3. Overall Perception of Dunedin and the Dunedin City Council.....	19
5.4. Use of and Satisfaction with Retail Centres.....	22
6. Open Feedback, Priorities	23
7. Satisfaction with DCC Services.....	28
7.1. Rubbish Collection	28
7.2. Water, Drainage and Sewerage	30
7.3. Roads, Footpaths, Lighting and Parking.....	31
7.4. Regulatory, Monitoring and Environment.....	35
7.5. Customer Service	37
8. Satisfaction and Use of City Facilities	38
8.1. Use of City Facilities	38
9. Satisfaction with DCC Activities	44
9.1. Consultation and Communication	44
9.2. Economic Development and Promotion.....	46
9.3. Elected Representatives and Council Staff	48
9.4. Communication through Media.....	49
10. Mode of Transport for Commuting.....	50
11. Data Cross Tabulations	51
11.1. Satisfaction, DCC Services by Location.....	52
11.2. Satisfaction, City Facilities by Location	58
11.3. Satisfaction, DCC Activities, Dunedin, and the City Council by Location	61
Dunedin City Council 2013 Residents' Opinion Survey	

11.4.	Satisfaction, City Council by Location	64
11.5.	Important Characteristics for the City and Council by Location	65
11.6.	Satisfaction, DCC Services by Age of Respondents	67
11.7.	Satisfaction, City Facilities by Age of Respondents	71
11.8.	Satisfaction, DCC Activities, Dunedin, and the City Council by Age of Respondents.....	73
11.9.	Satisfaction, City Council by Age of Respondents.....	75
11.10.	Important Characteristics for the City and Council by Age of Respondents	76
12.	Secondary Data Set	77
12.1.	Demographic Structure of Sample	77
12.2.	Satisfaction with DCC Services	79
12.2.1.	Rubbish	79
12.2.2.	Water, Drainage and Sewerage	80
12.2.3.	Roads, Footpaths, Lighting and Parking	81
12.2.4.	Regulatory, Monitoring and Enforcement	83
12.2.5.	Customer Service	84
12.3.	Use of City Facilities	85
12.4.	Satisfaction with DCC Activities	89
12.4.1.	Economic Development and Promotion	90
12.4.2.	Elected Representation and Council Staff	91
12.4.3.	Communication through Media.....	92
12.5.	Overall Satisfaction with Dunedin and the Dunedin City Council.....	93
12.5.1.	Most Convenient Retail Centre	95
12.5.2.	What would you like to change about ...?	95
	Appendix - Questionnaire	96

1. Introduction and Context

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

Since 2002, the surveys have provided a critical input into the Dunedin City Council's Long Term Plan (LTP).¹

Under the *Local Government Act 2002 (LGA)* all local councils are required to have an LTP which provides:

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

A key focus of any LTP is to identify 'Community Outcomes' for the long-term future of a local authority's area. Outcomes, as defined in the Act, are 'the desired result or state of affairs that the community considers important for its well being', and cover social, economic, environmental or cultural outcomes. *The Dunedin City Council Long-Term Plan 2012/13 - 2021/22* identifies the following Community Outcomes:

- A Thriving and Diverse Economy;
- A Connected Community;
- A Safe and Healthy City;
- A Distinctive Built Environment;
- A Valued and Protected Natural Environment;
- A Sustainable and Protected City;
- A Supportive Community;
- A Vibrant and Creative City;
- A City of Learning; and
- An Active City.

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

¹ The Long Term Plan was established under the Local Government Act 2002 Amendment Act 2010 and replaced the previous Long Term Council Community Plan (LTCCP).

2. Research Objectives

The 2013 Residents' Opinion Survey (the Survey) is designed to measure residents' satisfaction with the Council's performance and with facilities in which the Council has an interest. In addition the survey is required to measure residents' satisfaction with Dunedin itself. The Council uses the results of the survey to assess the extent to which it has met (or is progressing towards meeting) its Annual Plan and LTP objectives across its ten groups of activities.

The topics covered in the Survey include:

- Overall Satisfaction and Perceptions with Dunedin and the Dunedin City Council;
- Rubbish Collection;
- Water, Drainage and Sewerage;
- Roads, Footpaths, Lighting and Parking;
- Regulatory, Monitoring and Enforcement;
- Customer Service;
- City Facilities, such as Libraries, Swimming Pools, Museums and Galleries, and Parks and Reserves;
- Consultation and Communication;
- Economic Development and Promotion;
- Elected Representatives and Dunedin City Council staff;
- Dunedin City Council Activities; and
- Urban Planning and Design.

3. Research Design

3.1. Overview: The Sequential-mixed Mode Methodology

The 2013 Residents' Opinion Survey utilised a sequential-mixed mode methodology. This involved a self-completion survey, with individual residents selected at random as sampling units sent a postal invitation encouraging them to complete the survey online initially. Non responding individuals were provided a postal survey pack including a self-complete paper questionnaire.

The motivation for the sequential-mixed mode methodology is to improve to the way the survey is administered from that of the previous surveys (that is, a postal survey with an online completion option). The advantages of the sequential-mixed mode methodology include:

- Ensuring a more reliable and valid comparison with the results of previously conducted surveys than would be achieved from changing to an interviewer facilitated methodology such as telephone or door-to-door.
- Takes into account the increasing uptake of home internet connections and increased internet usage. It is expected that surveys will increasingly be undertaken online and that over time this method will become the predominant way in which they are completed.
- The survey continues to achieve the greatest possible coverage of the Dunedin City population and achieves greater coverage of the population than a telephone methodology particularly in the event of declining use of landlines. It is more efficient than cell-phone calling.
- This methodology has the potential for cost savings to be made over time as well as reducing the environmental footprint of the survey.

The survey was conducted in the following stages:

- 4,500 Dunedin City residents were selected from a database of the Dunedin Electoral Roll, which is taken from the New Zealand Electoral Roll. The Dunedin Electoral Roll contained 88,880 voters, which compares with 100,512 residents aged 18 years and older estimated by Statistics New Zealand to be residing in Dunedin City in 2012. Non-residents of Dunedin City were removed from the database used to select residents as sampling units for the survey.
- The 4,500 Dunedin City residents were selected using a stratified random sampling process. This involved stratifying residents from the Dunedin Electoral Roll into nine strata based upon their area of residence within Dunedin City. The areas and the size of the population within each area as found in the Dunedin Electoral Roll are outlined in the table below:

Area	Dunedin Electoral Roll		Sampling Frame		Primary (Random) Sample	
	Number of residents	% of total	Sampling units	% of total	Sample size	% of total
Dunedin City	4,997	6%	253	6%	51	4%
Green Island	9,149	10%	463	10%	111	9%
Kaikorai Valley	16,353	18%	828	18%	218	18%
Mosgiel	11,163	13%	565	13%	167	14%
Northern Suburbs	13,426	15%	680	15%	172	14%
Peninsula	5,970	7%	302	7%	104	9%
Port Chalmers	3,918	4%	198	4%	56	5%
Rural	7,132	8%	361	8%	103	8%
South Dunedin	16,772	19%	849	19%	230	19%
Total	88,880		4,500		1,212	

- The size of each strata was proportional to that of the Dunedin Electoral Roll, which each sampling unit selected using a random selection process within each strata. This process resulted in a sampling frame of 4,500 Dunedin City residents proportionally representative of the spatial distribution of the population across the nine areas.
- Also presented in the table above is the total sample size of 1,212 that was achieved and the sample sizes achieved within each area.
- Invitation cover letters were personally addressed and sent to 4,500 residents on the 26th of June 2013 introducing the research and inviting them to complete the questionnaire online. The cover letter noted that residents could call a toll free telephone number to request a paper version of the questionnaire. 68 letters were returned to sender and these were replaced in the sampling frame by residents in the same area who were sent a survey pack containing a paper questionnaire.
- The online response to the invitation cover letter was 914 completed surveys. These residents were removed from the database and a survey pack containing a paper questionnaire form with postage paid return envelope were sent to non-respondents on the 10th of July 2013. The survey pack also included a cover letter with a reminder that the survey could be completed online.
- 298 paper questionnaires were returned by the 19th of July 2013 contributing to a total primary (random) sample of 1,212 responses. The maximum margin of error for a sample size of 1,212 is +/- 2.8% at the 95% confidence level.
- The initial sample for the 2013 Residents' Opinion Survey involved 4,500 names randomly selected from the relevant Electoral Rolls. 68 items were returned as being undeliverable. In line with a policy of maximising response rate, all of these had been returned within a suitable time frame for a replacement survey to be mailed, meaning the total 'valid' potential sample was 4,500. Of these, 1,212 responses (26.9%) were received. This is a significant increase from the 780 (17.5%) responses received in 2012. These 1,212 responses constitute the primary data set.

The design of the 2013 Residents' Opinion Survey sought to maximise the response rate by:

- Emphasising the objectives of the survey in the invitation cover letter, personally addressing the individual in the cover letter and having the cover letter sent from the Dunedin City Council to create an image that the Council values the opinion of residents.
- The cover letter also stated the involvement of an independent market research company to reduce any perceived bias from the Council collating responses to the survey, as well as indicating that respondents would remain anonymous to the Council.
- An 0800 number was available to residents to lodge any queries about the survey or the survey process and residents could also contact the Dunedin City Council directly.
- The survey was notified through press releases in local media and the Dunedin City Council website.
- An incentive prize draw was provided to encourage participation and completion.
- The online survey was designed with a simple layout with many of the questions made non-mandatory so as to avoid any frustration that can occur when respondents cannot move through the survey easily. This design is also consistent with the self-completion design of a paper questionnaire.
- The clean and simple design of the questionnaire also encourages completion.
- Following the sequential-mixed mode methodology of sending a paper questionnaire to non-respondents ensured an additional 298 responses were obtained. The online response to the invitation cover letter was 914 completed surveys.

3.2. Explanation of Data Tables

For most responses, data has been collected using a five point scale. The following abbreviations have been used to present these findings:

VS	Very Satisfied	VI	Very Important
S	Satisfied	I	Important
N	Neither	U	Unimportant
D	Dissatisfied	VU	Very Unimportant
VD	Very Dissatisfied	NR	No Response
DK	Don't know	Q	Question
DK/N	Don't know/No Response		
Tot	Total Number of Respondents who answered the question		
SA	Strongly Agree		
A	Agree		
Da	Disagree		
SDa	Strongly Disagree		

3.3. The Achieved Sample

There are two key data sets to keep in mind when reading this report. The first data set ('the primary data set') comprises survey responses from those selected in the original sample. These are those respondents invited to participate in the survey via a letter from the Dunedin City Council. In addition, the Dunedin City Council decided to make the online survey questionnaire available to any residents who were interested in completing it, including sending the survey link to members of its own Peoples Panel, an email database of residents who have agreed to be contacted by the Council. Because this additional sample was not selected randomly (that is, it is self-selected), it has been treated separately as a second data set ('the secondary data set').

The final achieved samples for the 2013 Residents' Opinion Survey were:

- 1,212 responses were obtained, analysed and reported in the primary data set. These represent the results that the Dunedin City Council reports in its Annual Reports and LTPs.
- 486 responses were obtained, analysed and reported in the secondary data set.

3.3.1. The Primary Sample

The demographic² and geographic composition of the primary sample is outlined in Tables 3-1 to 3-8³ below.

Table 3-1 Age

	Male	Female	Total	Male	Female	Total
24 or under	7%	8%	8%	36	51	89
25 - 34	8%	10%	9%	38	64	105
35 - 44	12%	14%	14%	58	93	159
45 - 54	18%	23%	21%	88	152	246
55 - 64	21%	20%	21%	99	136	239
65+	32%	24%	28%	154	164	322
Declined	2%	2%	4%	8	13	52

Table 3-2 Ethnicity

	Male	Female	Total	Male	Female	Total
New Zealand born / European	75%	79%	77%	358	528	906
New Zealand born / Maori	3%	3%	3%	16	21	37
New Zealand born / Pacific Island	0%	0%	0%	0	1	1
New Zealand born / Asian	0%	0%	0%	0	2	2
New Zealand born / Other	1%	1%	1%	4	5	9
Born Overseas / European	15%	12%	13%	73	83	158
Born Overseas / Maori	0%	0%	0%	1	1	2
Born Overseas / Pacific Island	0%	0%	0%	2	3	5
Born Overseas / Asian	2%	2%	2%	11	14	25
Born Overseas / Other	1%	1%	1%	5	8	13
Declined	2%	1%	2%	9	6	26

Table 3-3 Personal Income (before Tax)

	Male	Female	Total	Male	Female	Total
Under \$15,000	11%	17%	14%	50	111	166
\$15,001 - \$30,000	20%	26%	23%	96	170	268
\$30,001 - \$45,000	15%	12%	13%	69	78	148
\$45,001 - \$60,000	16%	10%	12%	74	65	140
\$60,001 - \$75,000	9%	8%	8%	41	51	94
Over \$75,000	17%	7%	11%	81	44	127
Declined	12%	20%	18%	58	129	208

Table 3-4 Property Ownership

	Male	Female	Total	Male	Female	Total
Own property in Dunedin	78%	76%	77%	370	502	898
Don't own property in Dunedin	22%	25%	23%	106	163	276

² For all demographic data, missing data has been excluded from the analysis. For example, 40% of respondents identified themselves as Male; 56% as Female, 2% did not wish to provide this information and 3% did not complete this question.

³ 58 respondents did not indicate their gender. These respondents have been included in the 'total' column where responses have been provided.

Table 3-5 Location of Respondent

	Male	Female	Total	Male	Female	Total
Dunedin City	4%	5%	4%	17	33	51
Green Island	9%	10%	9%	41	64	111
Kaikorai Valley	18%	18%	18%	87	118	218
Mosgiel	12%	15%	14%	58	100	167
Northern Suburbs	16%	13%	14%	77	87	172
Peninsula	9%	9%	9%	42	59	104
Port Chalmers	5%	4%	5%	26	28	56
Rural	7%	10%	8%	33	66	103
South Dunedin	21%	18%	19%	100	118	230

Table 3-6 Employment Status

	Male	Female	Total	Male	Female	Total
Full-Time employment	52%	37%	43%	238	235	484
Part-time employment	32%	32%	32%	146	208	360
Not in paid employment	11%	25%	19%	52	161	215
Declined	5%	6%	7%	21	39	75

Table 3-7 Households with Children

	Male	Female	Total	Male	Female	Total
Average no. of dependent children	2	2	2			
Households with children	22%	21%	20%	105	141	252

Table 3-8 Geographic Composition of the Primary Sample

Includes:						
Dunedin City	Central; City Rise; Dunedin; Fernhill					
Green Island	Abbotsford; Concord; Corstophine; Fairfield; Green Island					
Kaikorai Valley	Balaclava; Balmacewen; Brockville; Belleknowes; Halfway Bush; Kaikorai; Kenmure; Maryhill; Mornington; Roslyn; The Glen; Wakari					
Mosgiel	East Taieri; Mosgiel; Outram					
Northern Suburbs	Dalmore; Glenleith; Leith Valley; Maori Hill; North Dunedin; North East Valley; Opoho; Pine Hill; Upper Junction; Woodhaugh					
Peninsula	Broad Bay; Company Bay; Highcliff; Macandrew Bay; Ocean Grove; Portobello; The Cove; Shiel Hill; Vauxhall; Waverley					
Port Chalmers	Deborah Bay; Heyward Point; Port Chalmers; Ravensbourne; Roseneath; Sawyers Bay; St Leonards					
Rural	Brighton; Karitane; Long Beach; Middlemarch; Ocean View; Taieri Plains; Waikouaiti; Waitati; Waldronville					
South Dunedin	Andersons Bay; Caversham; Clyde Hill; Musselburgh; South Dunedin; St Clair; St Kilda					

3.4. Technical Note - Analysis of data based on response rates

The 2013 Dunedin Residents' Opinion Survey has been conducted using standard analytical methods. Where the number of responses received to a specific question is less than the total number of responses, those who have not responded are considered to either not know, or not have a relevant response to the question. As such, the analysis of responses, and of satisfaction levels, is generated based on the number of valid responses to that question.

4. Key Findings

The key results and messages from the 2013 Dunedin City Council Residents' Opinion Survey⁴ are:

A Generally Positive Population

The results for the 2013 Dunedin Residents' Opinion Survey show that in many areas the perception of the City and the Council's performance has improved compared to 2012.

Overall, the results for 2013 were positive, with more satisfied responses than dissatisfied responses. Satisfaction has increased since 2012 with 71 of the aspects measured and has only decreased with 11 aspects.

Satisfaction Summary⁵

In 2013 the following aspects of the City and the Council's performance had a 'satisfaction' score of 90% or higher:

	2012	2013	
Dunedin Botanic Garden	95%	98%	↑
Otago Museum	91%	97%	↑
Any or all of the following Libraries (Moray Place, Mosgiel, Port Chalmers, Waikouaiti, Blueskin Bay, Bookbus)	93%	95%	
Regent Theatre	89%	93%	↑
Toitū Otago Settlers Museum	72%	93%	↑
Reliability of the rubbish collection service	90%	92%	
Material available at the Libraries	90%	91%	
DCC reserves (scenic, bush and coastal)	83%	90%	↑
Kerbside recycling	87%	90%	↑
Dunedin Public Art Gallery	82%	90%	↑

⁴ This section reports the results from the survey (i.e., primary data set) and does not include the secondary data set (i.e. those responses to the online survey which were from residents not randomly selected in the original sample).

⁵ Results that have varied by 3% or more have been highlighted with an arrow demonstrating an increase or decrease in satisfaction compared to 2012.

In 2013 the following aspects of the City and the Council's performance had a 'satisfaction' score between 80% and 89%:

	2012	2013	
Dunedin Town Hall – now called the Dunedin Centre	74%	88%	↑
Fortune Theatre	82%	88%	↑
Household rubbish collection	84%	87%	
Walking and biking tracks	78%	87%	↑
Accessibility of recreational sites and facilities	81%	87%	↑
Any or all of the following pools (Moana, Mosgiel, St Clair Salt Water Pool, Port Chalmers)	82%	86%	↑
Water pressure	81%	84%	
The Dunedin i-SITE Visitor Centre	70%	84%	↑
The flow of traffic around and through the city at off-peak times of the day	76%	83%	↑
DCC playgrounds	74%	83%	↑
Edgar Sports Centre	80%	83%	↑
Dunedin's cemeteries (services provided to the public)	75%	83%	↑
Summer sports playing fields	74%	82%	↑
Dunedin Stadium (Ice Stadium)	64%	81%	↑
Dunedin's cemeteries (physical appearance)	77%	81%	↑

In 2013 the following aspects of the City and the Council's performance had a 'satisfaction' score between 70% and 79%:

	2012	2013	
The Customer Service Agency in the Civic Centre	79%	79%	
Winter sports playing fields	70%	79%	↑
The DCC's call centre (telephone enquiry service)	78%	78%	
Water quality	78%	78%	
The city's sewerage system	74%	78%	↑
That there are footpaths where you need them throughout the city	73%	78%	↑
Street lighting throughout the city	77%	78%	
Forsyth Barr Stadium	69%	78%	↑
The DCC's website www.dunedin.govt.nz	72%	76%	↑
Enforcing hygiene standards in city food establishments	68%	76%	↑
That there are footpaths where you need them throughout your neighbourhood	70%	75%	↑
Street name signs throughout the city	70%	74%	↑
Street lighting in your neighbourhood	73%	74%	
Directional signs for traffic throughout the city	73%	74%	
The ease of pedestrian access throughout the transport network	61%	72%	↑
The overall look and feel of the city	65%	72%	↑
The overall look and feel of your most convenient retail centre (overall)	62%	70%	↑
Cleanliness of the streets immediately after rubbish collection	63%	70%	↑
FYI Magazine (Data previous to 2013 was based on City Talk Magazine)	68%	70%	

In 2013 the following aspects of the City and the Council's performance had a 'satisfaction' score between 50% and 69%:

	2012	2013	
Dunedin Chinese Garden	55%	69%	↑
The overall look and feel of the central city retail area	63%	69%	↑
Street litter bins	64%	69%	↑
Your contact and dealings with DCC staff	60%	67%	↑
City festivals and events	67%	67%	
Storm water collection service	67%	66%	
Enforcing liquor licensing standards in the city's licensed premises	52%	65%	↑
The overall look and feel of your suburb or township	60%	64%	↑
Control of roaming dogs	59%	63%	↑
Public toilets	51%	62%	↑
The efforts made to minimise inconvenience and disruption caused to the public, when work is done on roads, footpaths and drains	58%	62%	↑
The condition of the roads in your neighbourhood	62%	62%	
The availability of information held by the DCC	52%	61%	↑
The ease of use of Pay and Display car parking	62%	61%	
The DCC is constantly striving to improve	53%	60%	↑
The condition of the roads throughout the city	53%	59%	↑
Cleanliness of the streets in general	49%	58%	↑
The quality of information held by the DCC	50%	58%	↑
The condition of footpaths throughout the city	50%	58%	↑
The condition of footpaths in your neighbourhood	51%	57%	↑
Noise control (enforcement)	57%	55%	
The overall performance of the Dunedin City Council	39%	54%	↑
The notices and information you receive from the DCC about activities and matters affecting your household's water supply	49%	54%	↑
The number of parking spaces available in DCC car parking buildings	52%	54%	
Parking enforcement	54%	54%	
The flow of traffic around and through the city at peak times of the day	49%	53%	↑
Control of barking dogs	46%	50%	↑
Media coverage of events run in Dunedin	54%	50%	↓

In 2013 the following aspects of the City and the Council's performance had a 'satisfaction' score below 50%:

	2012	2013	
The amount of information available explaining why and what the DCC is doing	41%	49%	↑
The notices and information you receive from the DCC about road works and footpath repairs in your neighbourhood	46%	48%	
The notices and information you receive from the DCC about temporary street closures	50%	48%	
The number of parking spaces available in DCC off-street car parks	47%	47%	
The fairness and attitude of parking wardens	46%	46%	
The availability of car parking in the central city	43%	45%	
Control of dogs fouling the streets	33%	40%	↑
The amount of public consultation undertaken	37%	40%	↑
The DCC delivers good value for the ratepayer money	34%	38%	↑
The availability of on-street parking in the central city	36%	38%	
Monitoring and inspection of buildings under construction	34%	35%	
Your contact with the Mayor and Councillors	45%	33%	↓
Your contact with Community Board members	46%	32%	↓
The overall look and feel of the South Dunedin retail area	16%	31%	↑
Processing of applications for building consents	24%	27%	↑
The suitability of the road network for cyclists throughout the city	25%	22%	↓
Supporting the development of existing Dunedin businesses	26%	22%	↓
Attracting new businesses and jobs to Dunedin	20%	19%	
Retaining existing businesses and jobs in Dunedin	23%	16%	↓

Priorities for the Council for the coming year

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

- Encourage businesses / economic development
- Reduce Council spending / control debt
- Control rates
- Improve roads
- Provide cycle ways

5. Overall Satisfaction with Dunedin

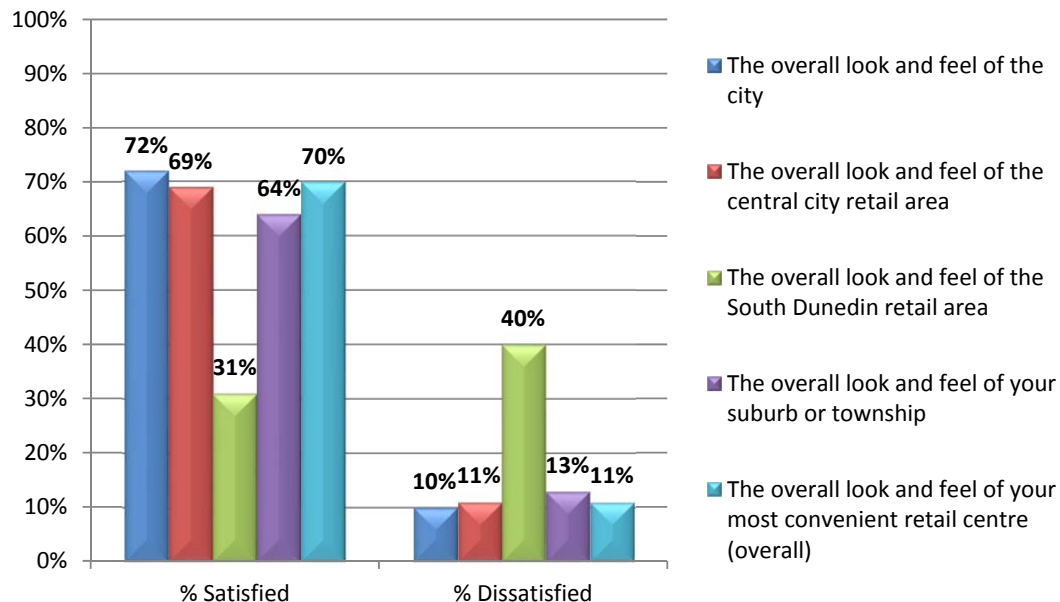
5.1. Planning and Urban Design

Residents are generally satisfied with how the City (overall), the Central City retail area, and their suburbs 'look and feel', with the exception of the overall look and feel of the South Dunedin retail area (31% satisfied). Respondents are most satisfied with the overall look and feel of the city (72% satisfied).

Table 5-1 Overall Satisfaction Scores of Respondents

Q		Tot	VS(%)	S(%)	N(%)	D(%)	VD(%)	DK/N
86	The overall look and feel of the city	1165	12%	60%	18%	9%	1%	15
87	The overall look and feel of the central city retail area	1166	10%	59%	20%	9%	2%	13
88	The overall look and feel of the South Dunedin retail area	1132	4%	27%	29%	32%	8%	49
89	The overall look and feel of your suburb or township	1172	11%	53%	23%	11%	2%	10
91	The overall look and feel of your most convenient retail centre (overall)	1134	12%	58%	18%	10%	1%	6

Chart 5-1 Satisfaction with the 'Look and Feel' of Various Parts of Dunedin, 2013



Satisfaction has increased across all aspects of planning and urban design. South Dunedin retail area has consistently rated poorly with regard to satisfaction but has increased by 15 percentage points since the 2012 study.

Chart 5-2 Satisfaction with 'Look and Feel' of Various Parts of Dunedin, Trend

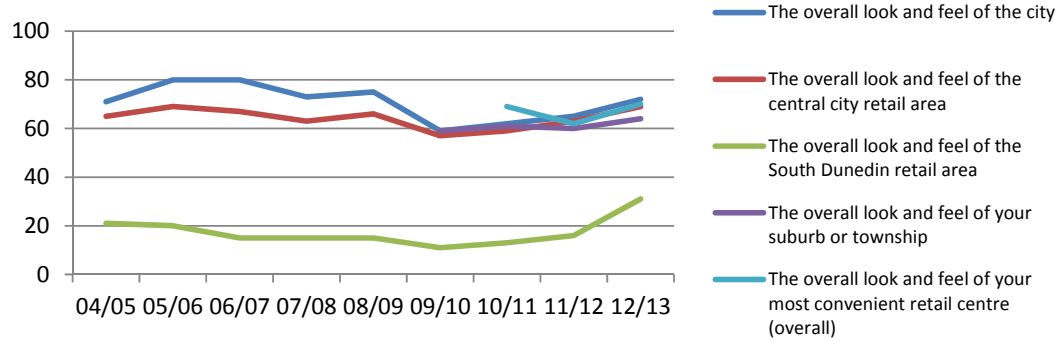
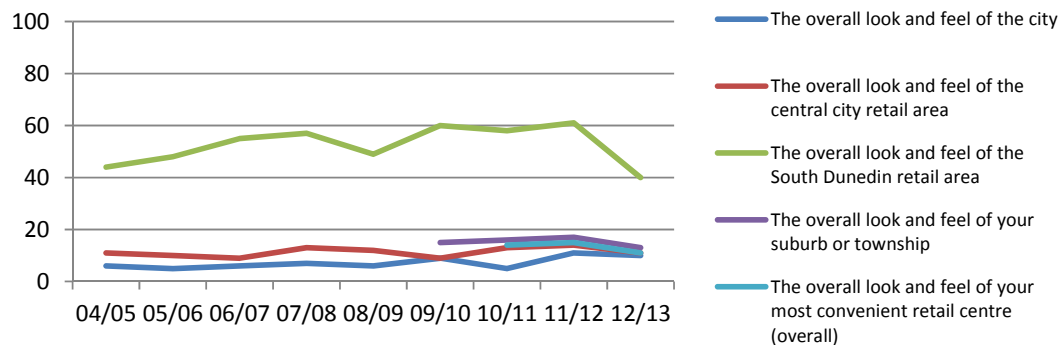
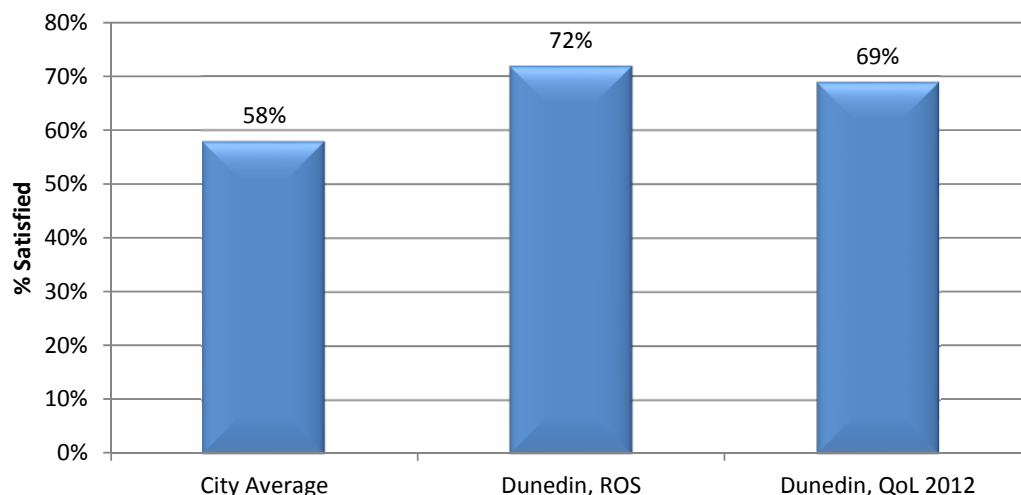


Chart 5-3 Dissatisfaction with 'Look and Feel' of Various Parts of Dunedin, Trend



Dunedin compares well to other cities from across New Zealand. The Quality of Life Survey 2012 National Report⁶ provides a benchmark for satisfaction with the overall 'look and feel' of a city. The 2013 Residents' Opinion Survey places Dunedin ahead of four of the other five cities in the Quality of Life Survey 2012 National Report and 14 percentage points above the City Average (Chart 5-4).

Chart 5-4 Comparative Satisfaction with the 'Look and Feel' of a Range of Cities



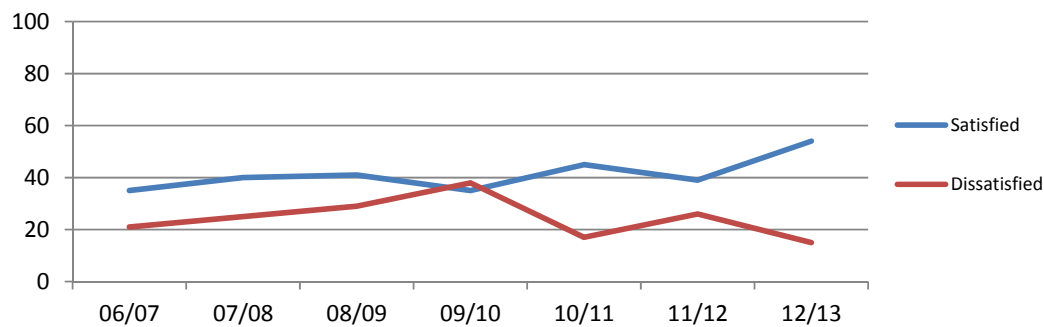
⁶http://www.qualityoflifeproject.govt.nz/pdfs/Quality_of_Life_2012.pdf

5.2. Overall Performance of the Dunedin City Council

Among those who responded to the question (n=1158) 54% were satisfied with the overall performance of the Dunedin City Council while only 15% were dissatisfied. The satisfaction level has increased significantly since the 2012 study and is now at the highest level recorded since the 2007 study.

Table 5-2 Overall Performance of the Dunedin City Council

Q		Tot	VS(%)	S(%)	N(%)	D(%)	VD(%)	DK/N
92	The overall performance of the Dunedin City Council	1158	4%	50%	31%	12%	3%	16



5.3. Overall Perception of Dunedin and the Dunedin City Council

Since 2009/10, importance and perception questions have been asked to understand residents' priorities. This question asked survey respondents to rate a series of statements about Dunedin (and the Council) in terms of their importance and then the extent to which these are perceived to be the case currently. These were asked on a five point scale (where 5 is the highest score and 1 the lowest), and the mean scores for both importance and perception are shown in Table 5-3:

Table 5-3 Mean Scores (Importance, Perception)

	Importance	Perception
Dunedin is a fun city	3.74	3.36
Dunedin is a thriving city	4.28	2.82
Dunedin is a creative city	4.09	3.57
Dunedin is a safe city	4.62	3.51
Dunedin is a sustainable city	4.34	3.14
Dunedin recognises and supports cultural diversity	4.02	3.66
Dunedin maintains and preserves its architectural heritage	4.23	3.84
There is a sense of community in my local neighbourhood	4.09	3.47
The Council is a leader in encouraging the development of a sustainable city	4.06	3.00

It is possible to map these attributes to compare them. Aspects that fall in the top right quadrant are those with both high importance and high perception, this is the strength quadrant. Those that fall in the top left quadrant are those with lower importance but high perceptions, this is the maintenance quadrant. The bottom left quadrant is for aspects with both low importance and low perceptions; this is the room for improvement quadrant. Finally, the bottom right quadrant is where aspects with high importance but low perceptions fall, this is the focus for improvement quadrant. The two key areas identified as areas for focus for improvement are:

- Dunedin is a thriving city
- Dunedin is a sustainable city

Chart 5-6 Importance Compared to Perceptions of Dunedin City and Dunedin City Council

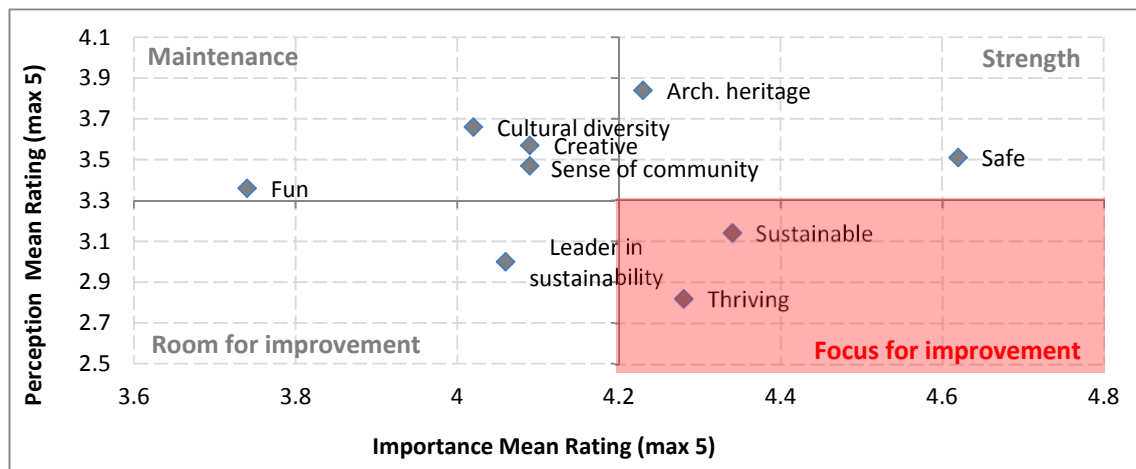


Table 5-4 Factors Identified as Important Characteristics of Dunedin City and Dunedin City Council

		Tot	VI(%)	I(%)	N(%)	U(%)	VU(%)	NR
93	Dunedin is a fun city	1166	16%	49%	30%	4%	1%	14
94	Dunedin is a thriving city	1169	43%	45%	10%	1%	1%	15
95	Dunedin is a creative city	1169	31%	51%	16%	2%	1%	8
96	Dunedin is a safe city	1183	68%	26%	5%	1%	0%	9
97	Dunedin is a sustainable city	1157	48%	40%	10%	1%	1%	23
98	Dunedin recognises and supports cultural diversity	1174	30%	46%	20%	3%	1%	11
99	Dunedin maintains and preserves its architectural heritage	1182	44%	39%	13%	3%	1%	7
100	There is a sense of community in my local neighbourhood	1167	34%	45%	18%	3%	1%	26
101	The Council is a leader in encouraging the development of a sustainable city	1140	37%	38%	21%	3%	1%	47

Table 5-5 Perceptions of Dunedin City and Dunedin City Council

Q		Tot	SA(%)	A(%)	N(%)	Da(%)	SDa(%)	DK
102	Dunedin is a fun city	1137	6%	39%	43%	11%	1%	24
103	Dunedin is a thriving city	1136	3%	22%	34%	34%	7%	20
104	Dunedin is a creative city	1148	8%	52%	30%	8%	2%	12
105	Dunedin is a safe city	1153	8%	52%	25%	13%	2%	10
106	Dunedin is a sustainable city	1096	4%	32%	42%	18%	4%	51
107	Dunedin recognises and supports cultural diversity	1128	8%	56%	31%	4%	1%	35
108	Dunedin maintains and preserves its architectural heritage	1144	16%	60%	18%	5%	1%	17
109	There is a sense of community in my local neighbourhood	1136	11%	42%	34%	12%	2%	33
110	The Council is a leader in encouraging the development of a sustainable city	1055	4%	25%	46%	18%	7%	103

Chart 5-7 demonstrates the overall rating of the current performance of Dunedin. The most highly rated factor was that Dunedin maintains and preserves its architectural heritage (76%), while the lowest rated factor was that Dunedin is a thriving city (25%).

Chart 5-7 Perceptions of Dunedin City and Dunedin City Council

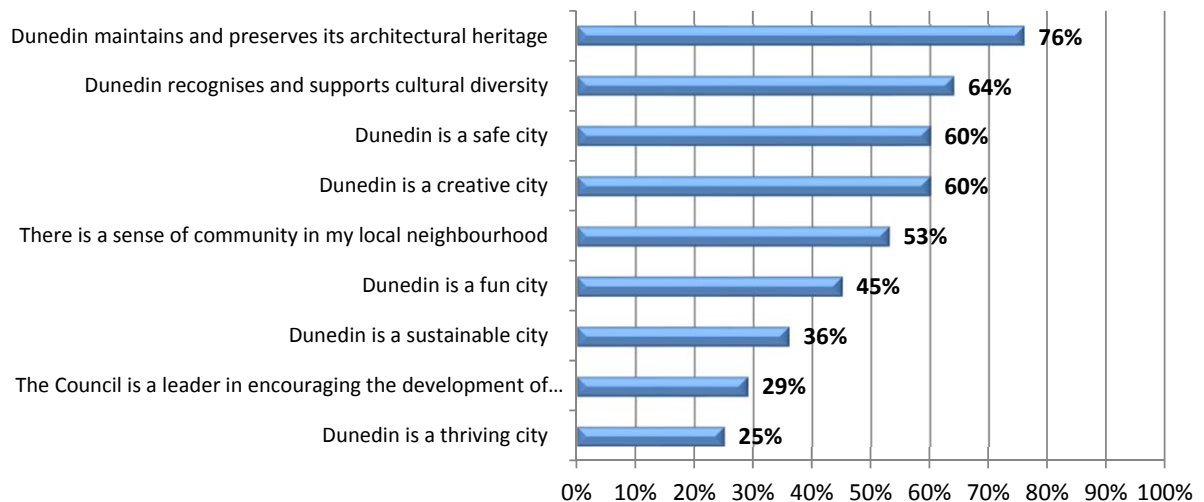


Chart 5-8 Trends in Importance of Characteristics Concerning Dunedin City and Dunedin City Council

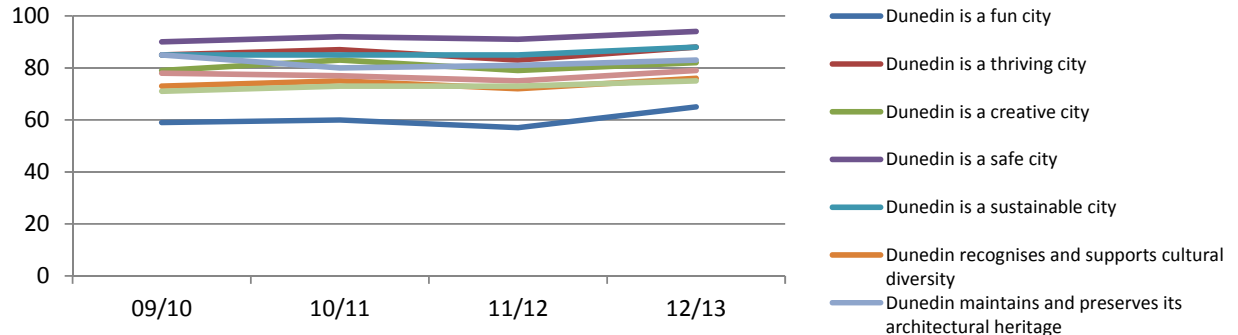
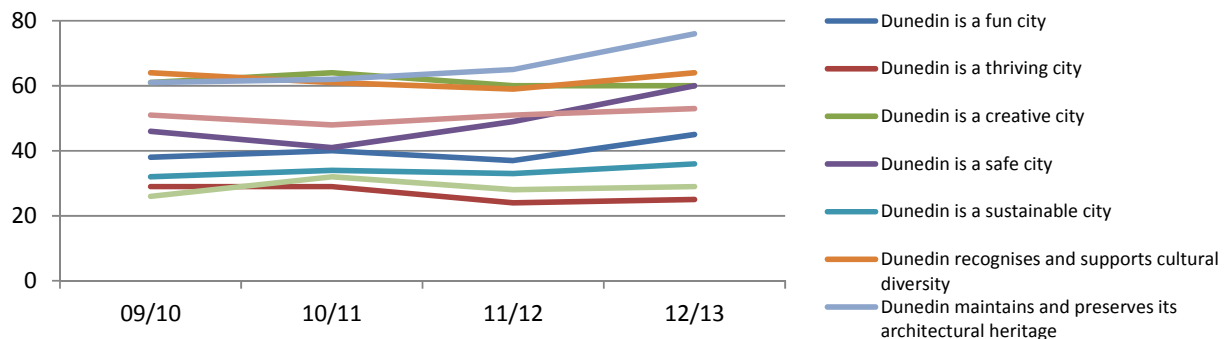


Chart 5-9 Trends in Perceptions of Characteristics Concerning Dunedin City and Dunedin City Council



5.4. Use of and Satisfaction with Retail Centres

Over one quarter (27%) of respondents in the 2013 survey considered the Central City as their most convenient retail centre. The next most commonly identified retail area was South Dunedin (17%) followed by Mosgiel (14%).

Table 5-6 Satisfaction, Most Convenient Retail Centre⁷

	% of Respondents	Tot	VS(%)	S(%)	N(%)	D(%)	VD(%)	DK
Central City	27%	329	14%	67%	13%	6%	1%	1
South Dunedin	17%	199	9%	47%	26%	15%	3%	2
Mosgiel	14%	163	15%	61%	17%	5%	2%	1
Gardens NEV	10%	116	14%	55%	14%	16%	1%	0
Mornington	6%	73	6%	57%	24%	11%	1%	1
Green Island	6%	70	3%	59%	24%	15%	0%	0
Roslyn	6%	67	17%	56%	19%	8%	0%	0
Port Chalmers	3%	35	9%	60%	17%	14%	0%	0
Musselburgh	3%	33	12%	58%	21%	9%	0%	0
St Clair	1%	11	0%	64%	18%	18%	0%	0
Maori Hill	1%	9	25%	25%	50%	0%	0%	0
Waikouaiti	1%	9	0%	44%	33%	22%	0%	0
Portobello	0%	6	17%	83%	0%	0%	0%	0
Caversham	0%	3	33%	33%	33%	0%	0%	0
Outram	0%	1	0%	100%	0%	0%	0%	0
Middlemarch	0%	1	0%	0%	0%	100%	0%	0
Other	6%	73	21%	57%	14%	3%	5%	1

⁷ Note – for some centres identified, the sample is very small, and data should be considered to be indicative only.

6. Open Feedback, Priorities

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

Table 6-1 Priorities for Coming Year

	No. of Respondents 2010	No. of Respondents 2011	No. of Respondents 2012	No. of Respondents 2013
Encourage businesses / economic development	50	51	52	312
Reduce Council spending / control debt	61	59	136	195
Control rates	30	57	53	141
Improve roads	10	25	17	89
Provide cycle ways	8	19	22	76
Promote City / bring events / concerts	-	-	30	62
Improve and maintain walkways / footpaths	7	12	19	61
Increase safety / reduce drunkenness in streets	17	34	26	56
Finish / use stadium	49	53	50	52
Improve look and feel of city	16	22	24	52
No more big spending	-	-	36	48
Maintain parks, reserves and beaches	-	8	8	48
Develop sustainable practices	-	16	13	46
Continue to upgrade water system	27	32	13	45
Increase transparency / community consultation	8	18	20	39
Improve / lower cost of public transport	21	31	13	33
Improve / expand rubbish services	14	18	11	31
Ensure maintenance of architectural heritage	21	16	15	27
Provide additional car parking	10	7	4	26
Improve/ tidy South Dunedin	7	15	11	13
Address John Wilson Drive	-	13	3	6
Stop Council in-fighting	-	-	26	5
Sell / close Stadium	-	-	5	5
Other	164	101	111	374

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

Q111 The Council Staff

Satisfied with council staff	142
Staff attitude and performance needs improving	102
Council staff need to be more accessible / need better communication	36
Too many staff / overpaid	12
Other	100

Q112 The Appearance of the City

City / suburbs untidy or tired looking	149
City / suburbs look good	98
More emphasis on maintaining and restoring old buildings	77
Too much rubbish / broken glass in streets	65
Maintain trees and gardens	43
Closed shops / unused buildings look bad	38
Need to maintain footpaths and roads	36
No harbour-front high rise	31
Do up harbour area / improve assets to City	24
Improve appearance of main roads in from north and south	16
Octagon needs revamp	10
Other	183

Q113 The Appearance of Your Suburb or Township

Good / satisfied	124
Footpath / road maintenance required	95
Generally dirty / untidy	56
Rubbish on streets	48
More greenery required, better maintenance	46
Gutter/ drain maintenance	22
Owners need to be responsible for making properties presentable	15
Closed shops / unused buildings look bad	14
Issues, South Dunedin	11
Dog fouling	11
Issues, North Dunedin	4
Other	149

Q114 Council Services

Satisfied with Council services	74
Bus service inefficient and / or expensive	29
Need better / less expensive rubbish and recycling service	27
Maintain roads and footpaths / street lighting	19
Services in general need improvement, faster response	14
More parking / improve pay parking	10
Lower costs for services / provide rebate for those who don't get service	7
Slow consent process should be addressed	7
Drains blocked and overflowing	6
Clean streets more	4
Improve sewerage	4
Other	113

Q115 The Arts and Cultural Environment of Dunedin

Satisfied / Good	187
Council should continue to develop, provide more support	63
Need more art and cultural activities / encourage them	29
Need more events	16
Need more advertising / awareness of events	11
Use Forsyth Barr Stadium to host events, recover costs	8
Not Council responsibility	4
Other	87

Q116 The Social Environment of Dunedin

The social environment is good	65
There is too much drunken behaviour	42
Need to create safer environment	42
Need more events activities for youth	29
Need more events / family activities	24
Bars / pubs need to close earlier / too many of them	21
Need more control of students	19
Other	126

Q117 The Economic Environment of Dunedin

Need to attract / help more businesses come to Dunedin	138
Encourage / develop more jobs and migration / students to stay	97
Need to support local businesses	89
Poor economy	61
Council debt means higher rates, and less money for the economy	23
Average performance	21
Council needs to lobby / work with Government more	15
Good / satisfactory	10
Too much emphasis on the University / Make the University pay rates	8
Strategic Plan is an excellent starting point / need an economic plan in place	5
Other	109

Q118 The Natural Environment

Dunedin's environment is good / beautiful	190
Enhance / maintain it better / Keep it protected	85
More maintenance / keep it clean and pollution free	51
Need to promote it / advertise it	18
Stop beach and other pollution	15
More trees and parks / more native vegetation	14
More walkways and bike tracks	12
Other	60

Q119 Sport and Recreation in Dunedin

Well Managed / happy with our facilities	103
Get more events for the stadium / stadium is great	40
Enhance / continue to improve / upgrade facilities	33
City needs better sports grounds / maintain grounds / playgrounds	24
More cycle lanes / cycleways unsafe / upgrade / build mountain bike tracks	15
Need more facilities	12
DCC shouldn't spend so much on rugby / need to support all sports not just rugby	12
Need better information or guides to sports / sport facilities in Dunedin / Better communication regarding cancellations / more promotion of minority sports	7
Against stadium	9
Other	57

Q120 Transport in and around; and to and from Dunedin

Need lower bus fares / more ticket options	136
Need better bus service	106
Improve timetables/ frequency	99
Service is good	73
Provide more cycleways / make cycleways safe	68
Public transport service poor (general)	43
Bring back train services	29
Use mini buses	27
We need a tram / cable car	27
Need more car parks / car parks need to be cheaper	10
Other	118

Q121 Support for the Development for Sustainable Dunedin

Important to prioritise sustainability	164
Develop renewable energy resources	90
Currently not being provided effectively	79
Develop sustainability awareness programmes	77
Better waste management	26
Encourage use of public transport	18
Currently being provided effectively	17
Don't spend Council finances on this	8
Reward those living in a sustainable way	7
Other	112

Q123 General Comments

Good / Satisfied	189
Dissatisfied with council	122
Consultation / listen to ratepayers	18
Against stadium	10
Council debt too high	8
Rates too high	7
For stadium	4
Other	68

7. Satisfaction with DCC Services

7.1. Rubbish Collection

The 2013 Residents' Opinion Survey shows a high level of satisfaction with household rubbish collection services. All aspects of rubbish collection have seen an increase in satisfaction from the 2012 study. Respondents are most satisfied with the reliability of the rubbish collection service (92%). The aspect with the lowest satisfaction level is cleanliness of the streets in general (58%) but is also the aspect with the highest increase of nine percentage points since 2012.

Table 7-1 Rubbish Collection- Satisfaction of Users

Q		Tot	VS(%)	S(%)	N(%)	D(%)	VD(%)	DK
1	Household rubbish collection	1035	41%	46%	8%	3%	2%	32
2	Kerbside recycling	1057	42%	48%	5%	4%	1%	7
3	Street litter bins	994	16%	53%	19%	10%	2%	45
4	Reliability of the rubbish collection service	1071	48%	44%	6%	2%	0%	6
5	Cleanliness of the streets immediately after rubbish collection	1075	22%	48%	17%	10%	3%	5
6	Cleanliness of the streets in general	1073	10%	48%	21%	16%	5%	1

Chart 7-1 Rubbish Collection - Satisfaction of Users, Trend

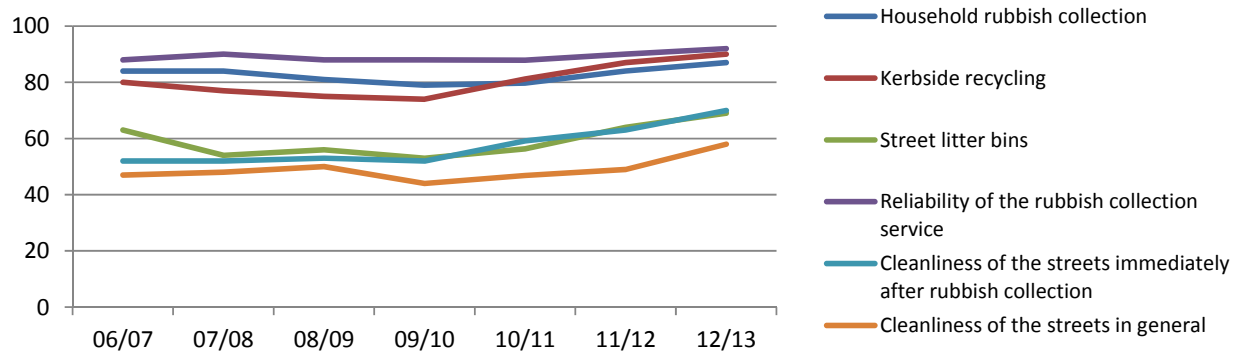
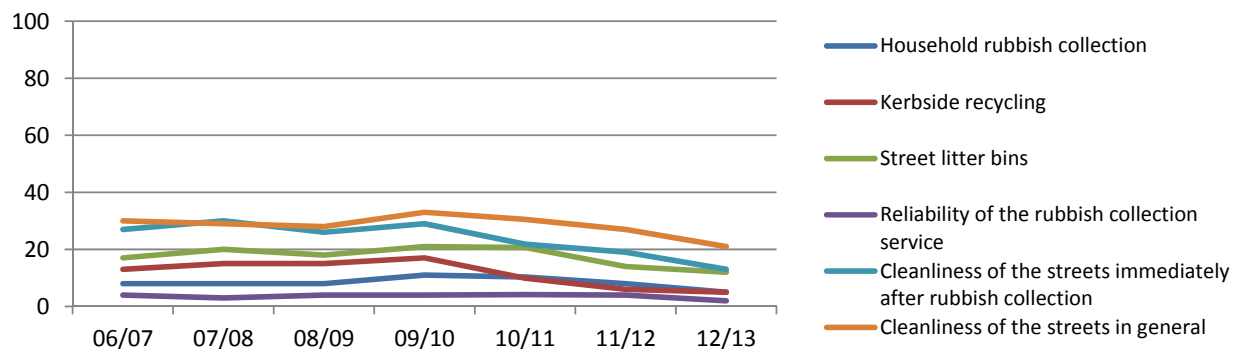


Chart 7-2 Rubbish Collection - Dissatisfaction of Users, Trend



Unprompted responses included:

Rubbish Collection	
Rubbish / glass / dog faeces on streets - need to be swept more / gutters and verges need to be cleaned out more	63
Need a green recycling option / other recycling options	55
Collectors drop glass / rubbish on roads and don't clean up	53
Need more / bigger rubbish bins in public areas / should be emptied more often	49
Animals get into bags / Bags not strong enough	39
Student area (North Dunedin) has rubbish in streets / needs more public bins	38
Wheelie bins should be supplied	31
Prefer to pay for private collection as it's better / cheaper / tidier	31
Blue bins of poor quality / collectors throw and break them / should be free	26
Bins not picked up / collection missed	23
Rubbish bags are too expensive / should be free	23
Recycling has improved	21
Council need to provide a rubbish and recycling pickup schedule / inform public, better communication when there is a change to scheduling	18
Timing of collection inconvenient	14
People dumping rubbish / should prosecute or fine litterers.	11
Inorganic collection periodically throughout the year for larger items	10
We don't have recycling in our street / we don't have rubbish collection	8

7.2. Water, Drainage and Sewerage

The 2013 Residents' Opinion Survey shows residents are highly satisfied with water, drainage and sewerage services. The factor with the lowest rating of satisfaction was storm water, where 66% of respondents were satisfied but only 14% were dissatisfied. Satisfaction with other services was between 78% (sewerage and water quality) and 84% (water pressure), as shown in Table 7.2.

Table 7-2 Water Services- Satisfaction of Users

Q		Tot	VS(%)	S(%)	N(%)	D(%)	VD(%)	DK
7	Water pressure	1080	33%	51%	8%	7%	2%	2
8	Water quality	1076	25%	53%	13%	7%	2%	2
9	Storm water collection service	1015	18%	48%	20%	10%	4%	51
10	The city's sewerage system	1032	23%	55%	16%	4%	2%	38

Chart 7-3 Water Services - Satisfaction of Users, Trend

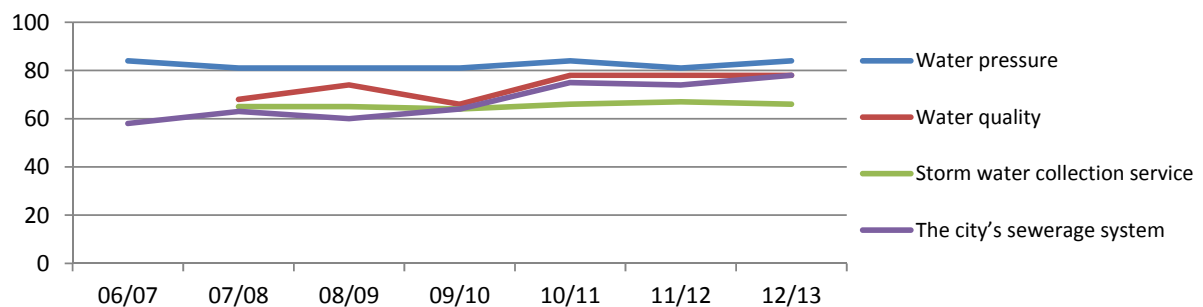
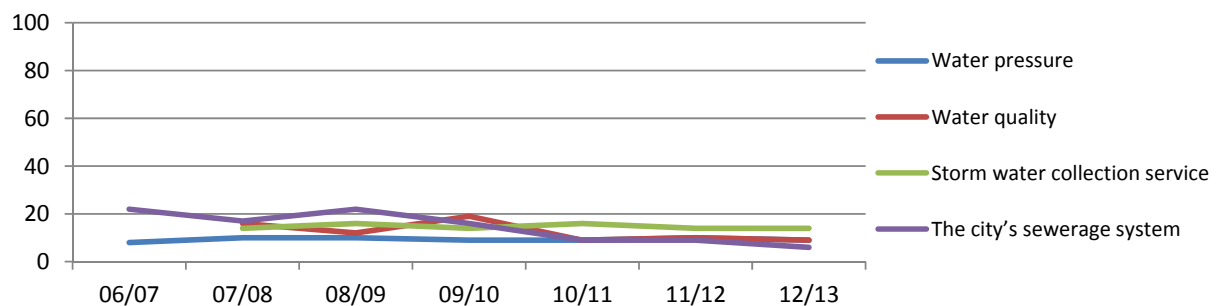


Chart 7-4 Water Services - Dissatisfaction of Users, Trend



Unprompted responses included:

Water Services	
Stormwater cause flooding in some areas / system not coping / no system in place	71
Stormwater drains often blocked / drains need clearing more often / mud traps need clearing more often	63
Poor water pressure	25
Water tastes bad/ smells like chlorine	22
Stop sewerage to sea / poor quality effluent reaching waterways / we need a better system / build a top rate water treatment plant	19
We don't want fluoride	19
Need regular maintenance / upgrading	19
Good service/ no problems / I am happy with system	17
Poor water quality/ discoloration	11
We use a water filter	10
Water pressure too high / burst pipes due to water pressure changes	7
Other	50

7.3. Roads, Footpaths, Lighting and Parking

For all factors measured regarding roads and footpaths, more than one half of all residents are satisfied with the delivery of service. Satisfaction levels were highest (with over 75% of respondents being either very satisfied or satisfied) for the footpaths being where they were needed throughout their neighbourhood (Table 7.3). There were lower levels of satisfaction with the condition of the roads and footpaths.

Table 7-3 Roads and Footpaths - Satisfaction

Q		Tot	VS(%)	S(%)	N(%)	D(%)	VD(%)	DK
11	The condition of the roads in your neighbourhood	1202	10%	52%	16%	16%	6%	1
12	The condition of the roads throughout the city	1185	5%	54%	24%	14%	3%	6
13	The condition of footpaths in your neighbourhood	1167	12%	45%	20%	17%	7%	15
14	The condition of footpaths throughout the city	1166	6%	52%	27%	13%	2%	22
15	That there are footpaths where you need them throughout your neighbourhood	1152	17%	58%	12%	8%	5%	23
16	That there are footpaths where you need them throughout the city	1149	13%	65%	18%	4%	1%	34

Chart 7-5 Roads and Footpaths - Satisfaction, Trend

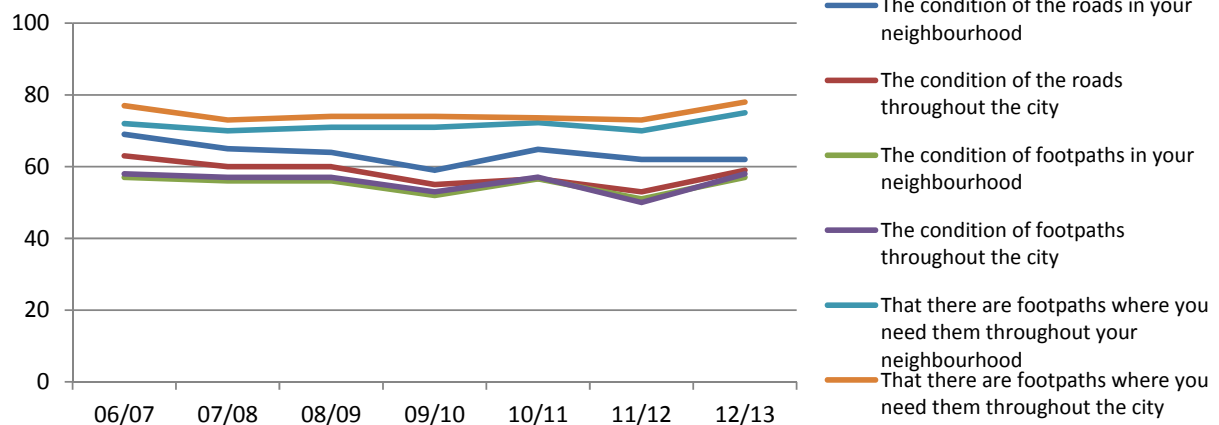
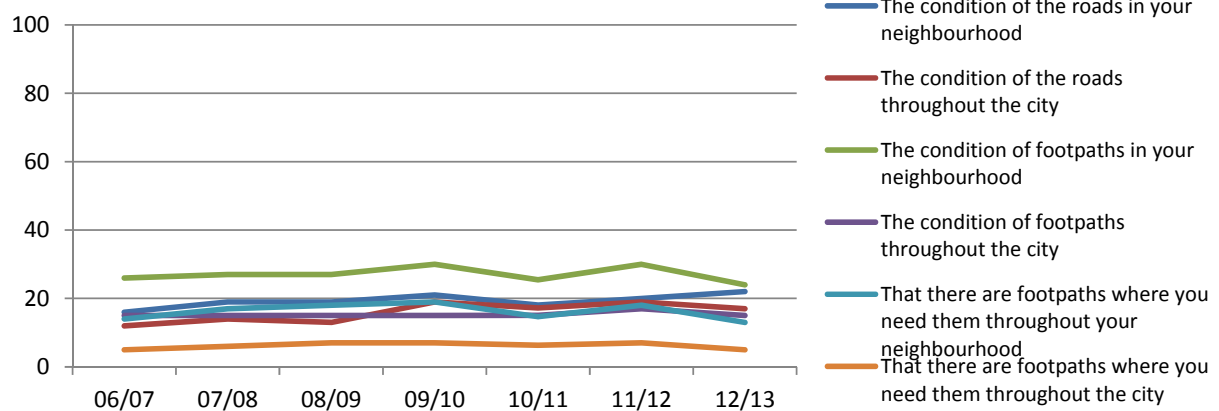


Chart 7-6 Roads and Footpaths - Dissatisfaction, Trend



For all of the aspects regarding street lighting and traffic flow management there has been an increase compared to the results from 2012. In 2013 there has been a significant increase in satisfaction for the ease of pedestrian access throughout the transport network (11 percentage points).

Table 7-4 Lighting, Signage and Traffic Flow - Satisfaction

Q		Tot	VS(%)	S(%)	N(%)	D(%)	VD(%)	DK
17	Street lighting in your neighbourhood	1174	18%	56%	13%	10%	4%	9
18	Street lighting throughout the city	1162	15%	63%	17%	4%	1%	24
19	Street name signs throughout the city	1184	16%	58%	17%	8%	2%	7
20	Directional signs for traffic throughout the city	1178	13%	61%	18%	7%	2%	10
21	The flow of traffic around and through the city at peak times of the day	1145	5%	48%	25%	19%	3%	48
22	The flow of traffic around and through the city at off-peak times of the day	1172	19%	64%	12%	4%	1%	23
23	The ease of pedestrian access throughout the transport network	1161	10%	62%	20%	6%	2%	31

Chart 7-7 Lighting, Signage and Traffic Flow - Satisfaction, Trend

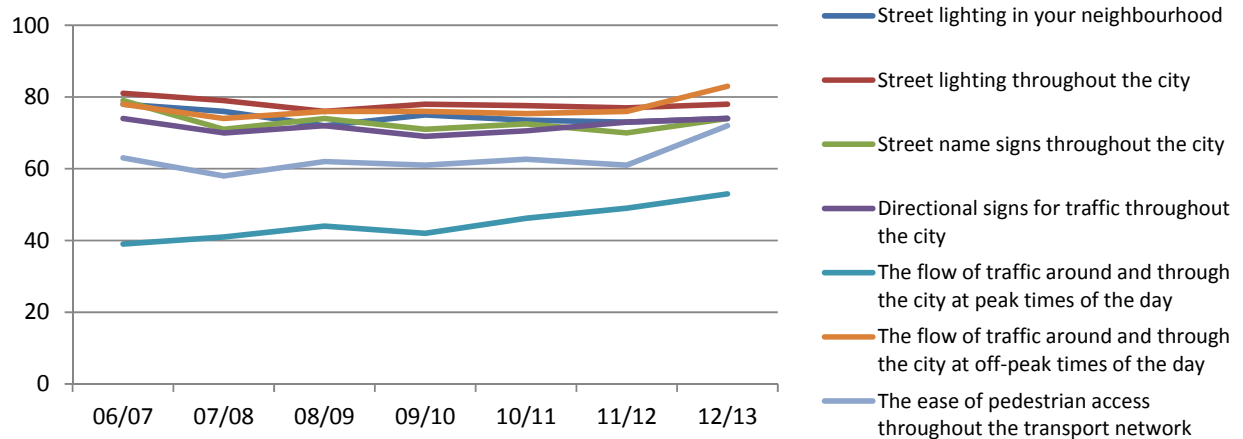
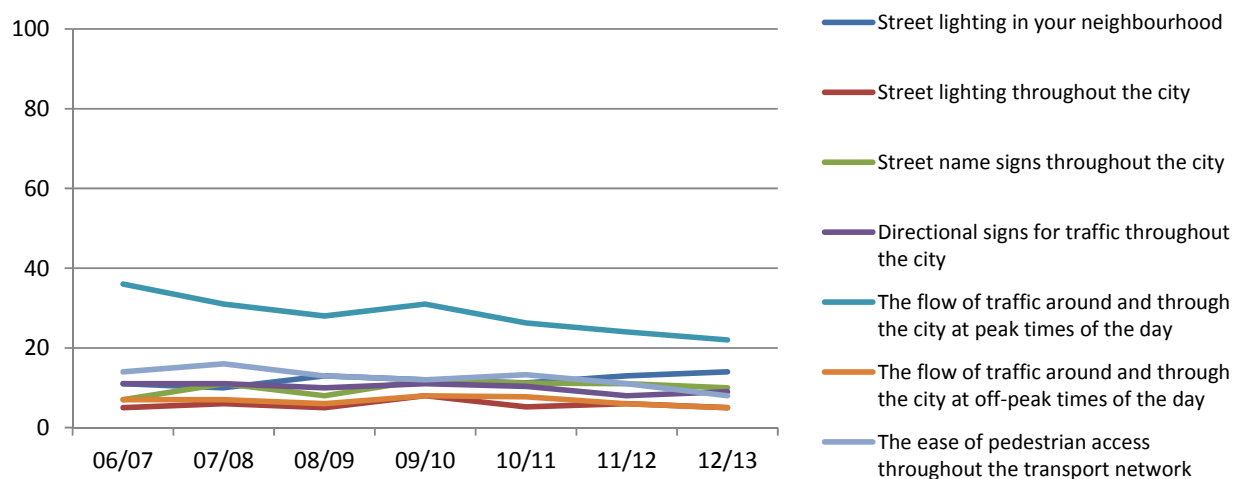


Chart 7-8 Lighting, Signage and Traffic Flow - Dissatisfaction, Trend



When parking and cycling issues were evaluated, there were significant variations in satisfaction levels. Respondents are most satisfied with the efforts made to minimise inconvenience and disruption caused to the public, when work is done on roads, footpaths and drains (62%) and least satisfied with the suitability of the road network for cyclists throughout the city (22%).

Table 7-5 Parking and Network for Cyclists - Satisfaction

Q		Tot	VS(%)	S(%)	N(%)	D(%)	VD(%)	DK
24	The efforts made to minimise inconvenience and disruption caused to the public, when work is done on roads, footpaths and drains	1190	9%	53%	24%	11%	3%	11
25	The availability of car parking in the central city	1147	5%	40%	24%	23%	9%	41
26	The number of parking spaces available in DCC car parking buildings	1080	6%	48%	34%	9%	4%	114
27	The number of parking spaces available in DCC off-street car parks	1074	4%	43%	36%	12%	5%	114
28	The ease of use of Pay and Display car parking	1141	9%	52%	23%	12%	4%	48
29	The availability of on-street parking in the central city	1128	4%	34%	30%	23%	9%	54
30	The suitability of the road network for cyclists throughout the city	1054	3%	19%	30%	28%	20%	138

Chart 7-9 Parking and Network for Cyclists - Satisfaction, Trend

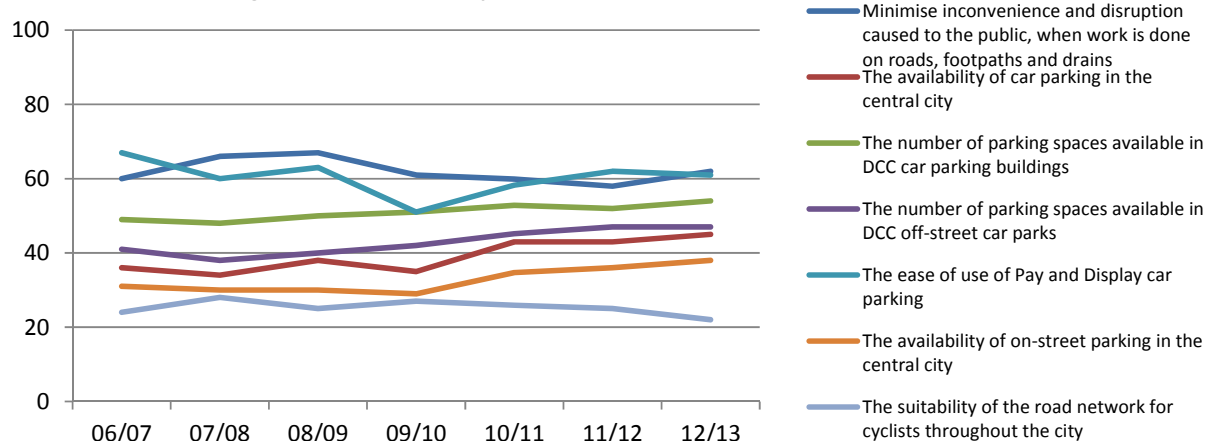
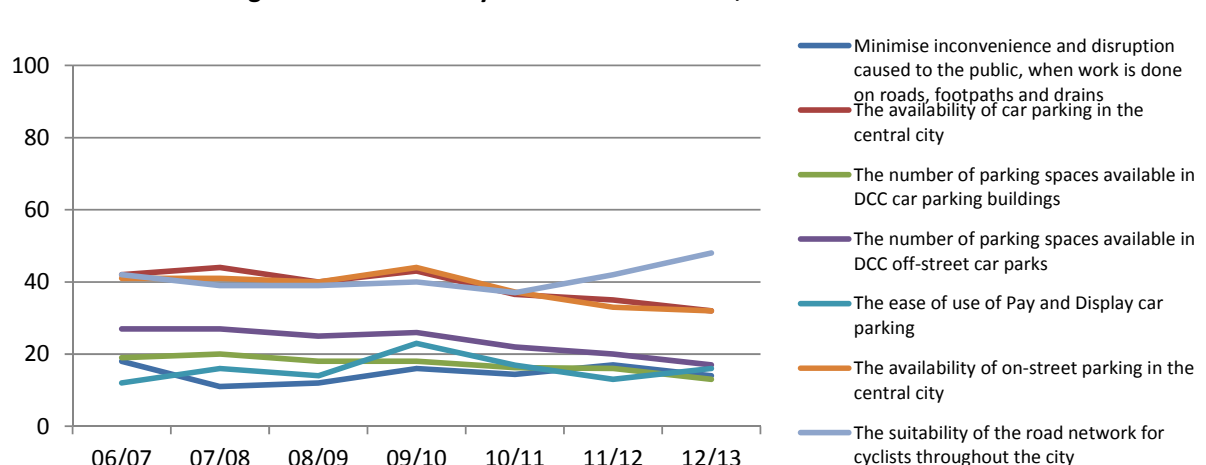


Chart 7-10 Parking and Network for Cyclists - Dissatisfaction, Trend



Unprompted responses included:

Roads, Footpaths, Lighting and Parking	
Cycle lanes are dangerous / need improving / need more driver awareness	143
Roads neglected / poor quality / lack of maintenance / repairs not up to standard	79
Footpaths neglected / inadequate repairs / better access to footpaths for wheelchairs and mobility scooters	78
More / better parking / more drop off parking	64
Parking too expensive / should be cheaper / should be free	62
More/ better street lighting / regular checking and maintenance of street lighting	52
Too much traffic congestion / road layout and intersections dangerous	36
Need more footpaths / we have no footpaths	34
Cycle lanes taking up too much room / cyclists should be more careful / cyclists should pay a fee	31
Pay and display meters difficult to use / lack features	30
Inadequate road signage / street signs missing / inadequate visibility	30
More cycle lanes needed / cycle lanes are good	29
Parking time limits too short	26
Lack of safe crossings / lack of pedestrian access	25
Traffic lights have poor timing	16
Roadworks / timing needs to be sorted to be the least disruptive to traffic	13
Need more disability / specialty parks	6
Free parking permit for elderly is great.	4
Other	66

7.4. Regulatory, Monitoring and Environment

Satisfaction with control of roaming dogs, barking dogs and dogs fouling in the street have all increased from the 2012 study. Satisfaction with noise control has decreased slightly by two percentage points.

Table 7-6 Council Regulatory and Monitoring Processes - Satisfaction

Q		Tot	VS(%)	S(%)	N(%)	D(%)	VD(%)	DK
31	Control of roaming dogs	1096	11%	52%	23%	11%	4%	92
32	Control of dogs fouling the streets	1126	5%	35%	22%	26%	11%	70
33	Control of barking dogs	1081	7%	43%	34%	11%	5%	108
34	Noise control (enforcement)	1007	8%	47%	36%	6%	3%	169
35	Parking enforcement	1098	7%	47%	32%	9%	5%	69
36	The fairness and attitude of parking wardens	1041	7%	39%	35%	12%	8%	152
37	Enforcing hygiene standards in city food establishments	1084	18%	58%	19%	4%	1%	109
38	Enforcing liquor licensing standards in the city's licensed premises	996	12%	53%	25%	7%	3%	199
39	Processing of applications for building consents	800	3%	24%	45%	18%	10%	391
40	Monitoring and inspection of buildings under construction	749	4%	31%	52%	9%	4%	438

Chart 7-11 Dog Control and Noise Control - Satisfaction, Trend

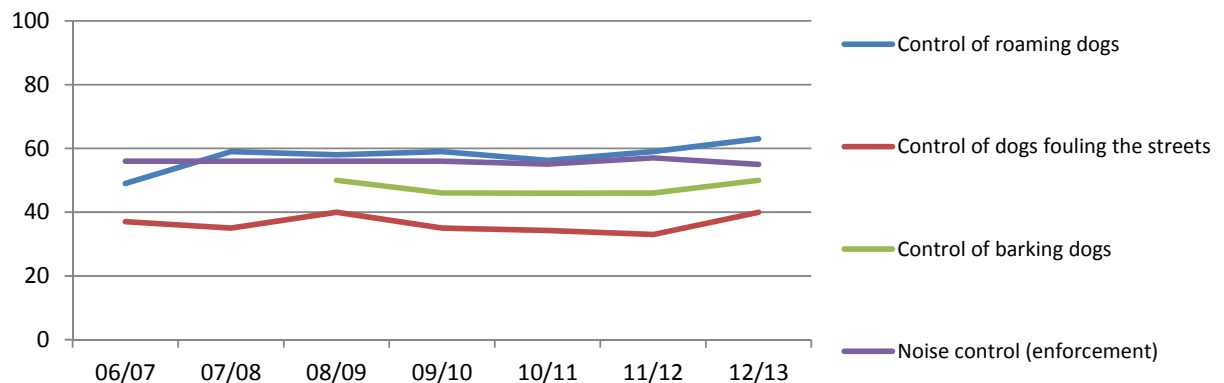
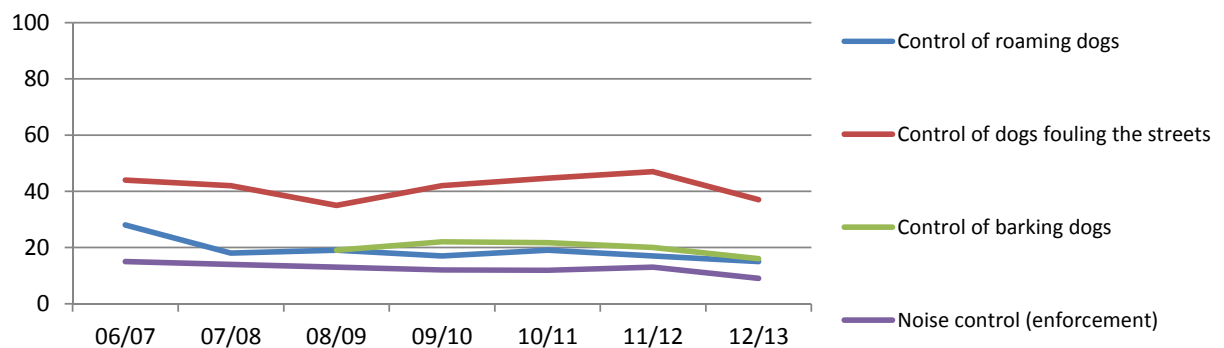


Chart 7-12 Dog Control and Noise Control - Dissatisfaction, Trend



Satisfaction with enforcing liquor licensing standards in the city's licensed premises and enforcing hygiene standards in city food establishments has increased significantly since 2012 (13 and 8 percentage points respectively). The aspect with the lowest level of satisfaction is processing of applications for building consents (27%) which has increased slightly since 2012.

Chart 7-13 Parking and By-law Enforcement - Satisfaction, Trend

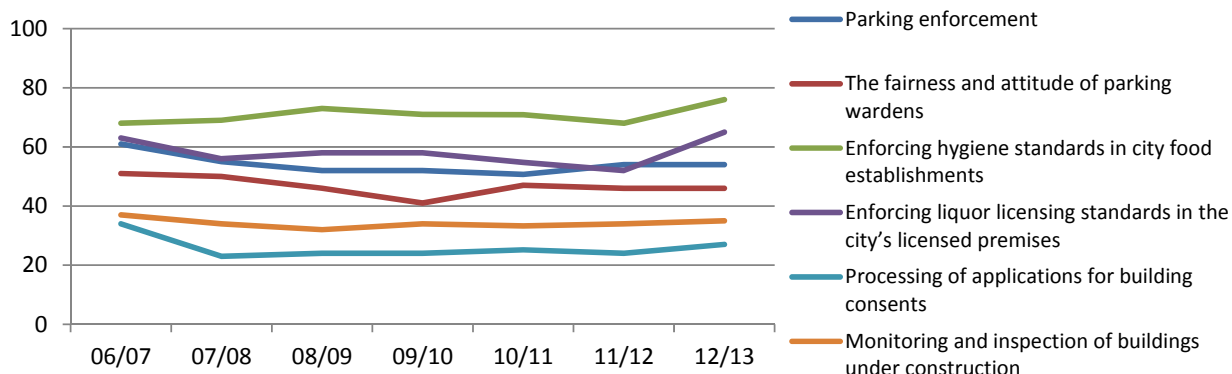
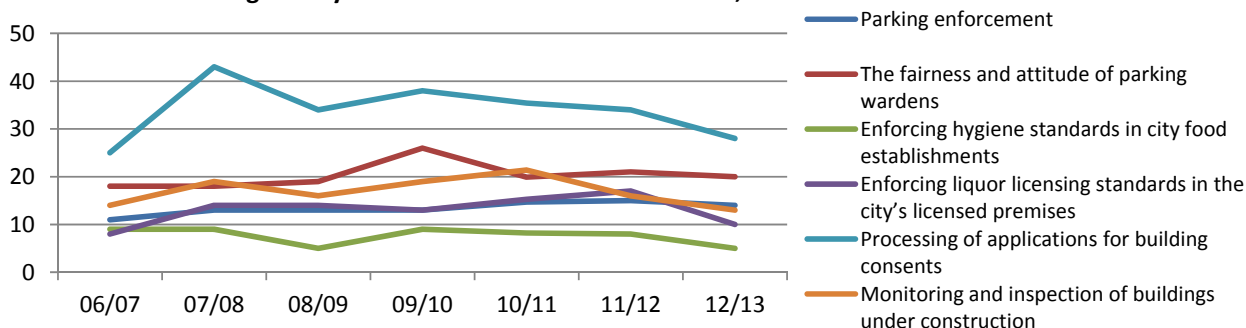


Chart 7-14 Parking and By-law Enforcement - Dissatisfaction, Trend



Unprompted responses included:

Council Regulatory and Monitoring Processes

Dog faeces on streets / need more dog bag collection points / more bins	48
Dog control poor	48
Building consents too slow / difficult / not well run / too much time wasted due to mistakes	44
Wardens / enforcement officers attitudes not good / inconsistent / revenue gathering exercise	32
Building consents too expensive	26
We need better noise control	23
Need stronger enforcement of liquor licensing laws / liquor ban / problems with alcohol related violence / too many liquor outlets	15
Crack down on illegal parking / non registration / no warrant / need to get out to the suburbs	13
Better monitoring of food outlets / safety and health inspections / more could be done	8
No consistency between building inspectors / too pedantic / poor attitude / need to be more vigorous in inspections	6
Some parking wardens do a great job in difficult circumstances / showing more discretion	6
Cats should be registered / cat faeces everywhere	4
Other	68

7.5. Customer Service

When asked to rate their satisfaction with the statement that the Council strives to improve, 60% of respondents were satisfied that this was the case. This was an increase of seven percentage points since the 2012 study and both aspects are now at the highest level of satisfaction recorded.

Table 7-7 Council Customer Service - Satisfaction

Q		Tot	VS(%)	S(%)	N(%)	D(%)	VD(%)	DK
41	The DCC is constantly striving to improve	1013	10%	50%	30%	7%	3%	117
42	The DCC delivers good value for the ratepayer money	1096	5%	33%	35%	18%	9%	75

Chart 7-15 Council Customer Service - Satisfaction, Trend

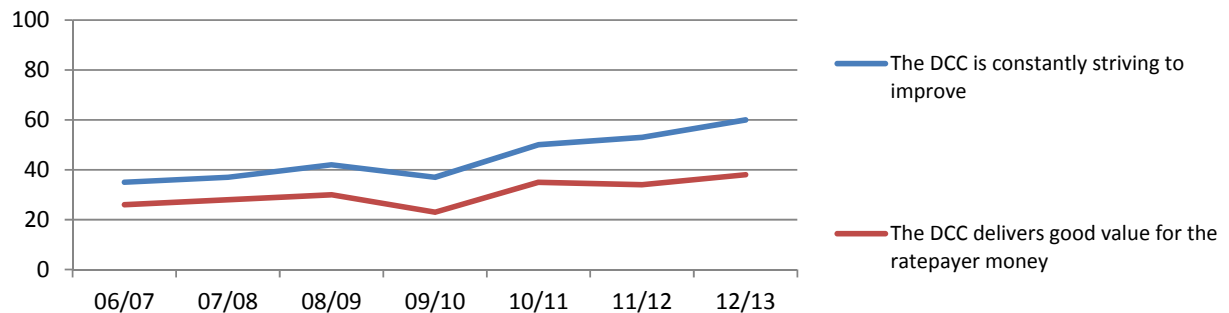
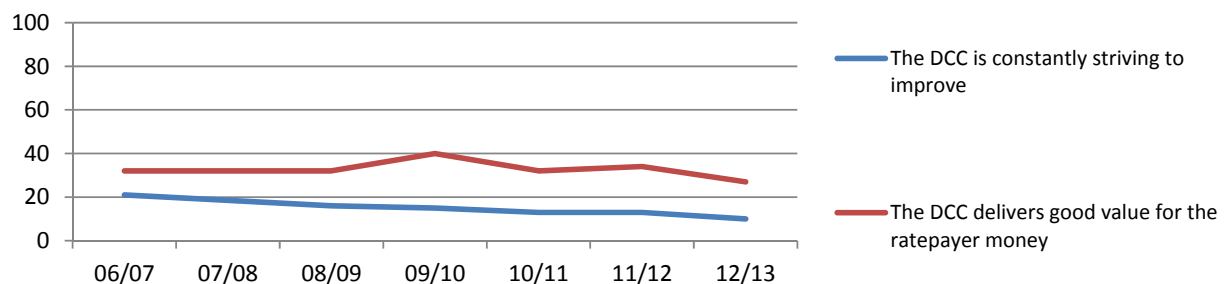


Chart 7-16 Council Customer Service - Dissatisfaction, Trend



Unprompted responses included:

Council Customer Service	
Stadium / vanity projects a waste of money	58
Services good / have seen improvement / good new management	54
Minimise spending / prioritise core service spending / we don't get good value for our rates	45
Frustrated at constant rate rises / rating structure / rates too high / stop increasing rates	28
Service not good / no follow up / need to be friendlier / room for improvement	24
Poor management / too bureaucratic / no transparency / more consultation with public required over spending	18
Poor handling of debts	6
Council does not listen to citizens	3
Other	33

8. Satisfaction and Use of City Facilities

8.1. Use of City Facilities

Table 8.1 shows both how many individuals utilised various council facilities, and how frequently on average those facilities were utilised by users. This data should be cross-referenced with the responses with regard to satisfaction of the facilities (Table 8.2) to provide an indication of how well each of the facilities is meeting the residents' expectations.

Table 8-1 Use of City Facilities - Usage

Q	No Answer		No Visits		One or More Visits		Avg. Number of Visits ⁸
	n	%	n	%	n	%	
43 Any or all of the following Libraries (Moray Place, Mosgiel, Port Chalmers, Waikouaiti, Blueskin Bay, Bookbus)	172	14%	360	30%	680	56%	19.2
45 Any or all of the following pools (Moana, Mosgiel, St Clair Salt Water Pool, Port Chalmers)	172	14%	540	45%	500	41%	17.0
46 Otago Museum	203	17%	305	25%	704	58%	4.0
47 Toitū Otago Settlers Museum	218	18%	400	33%	594	49%	2.4
48 Dunedin Public Art Gallery	225	19%	512	42%	475	39%	3.7
49 Dunedin Chinese Garden	238	20%	709	58%	265	22%	2.2
50 Dunedin Botanic Garden	175	14%	252	21%	785	65%	9.6
51 Winter sports playing fields	181	15%	643	53%	388	32%	18.0
52 Summer sports playing fields	196	16%	718	59%	298	25%	14.9
53 DCC playgrounds	199	16%	585	48%	428	36%	11.9
54 Walking and biking tracks	184	15%	412	34%	616	51%	26.4
55 DCC reserves (scenic, bush and coastal)	196	16%	387	32%	629	52%	15.3
57 Dunedin Stadium (Ice Stadium)	175	14%	825	68%	212	18%	5.2
58 Edgar Sports Centre	177	15%	418	35%	617	50%	7.9
59 Forsyth Barr Stadium	177	15%	306	25%	729	60%	4.5
60 The Dunedin i-SITE Visitor Centre	191	16%	821	68%	200	16%	3.8
61 Dunedin Town Hall – now called the Dunedin Centre	198	16%	741	61%	273	23%	2.4
62 Regent Theatre	188	16%	457	38%	567	46%	2.6
63 Fortune Theatre	188	16%	691	57%	333	27%	2.2
64 Dunedin's cemeteries	208	17%	542	45%	462	38%	5.3
66 Public toilets	225	19%	338	28%	649	53%	10.5

⁸ Average number of visits only relates to those who have stated that they have had one or more visits to that Council facility.

Table 8-2 Use of City Facilities - Satisfaction of Users⁹

Q	Tot	VS(%)	S(%)	N(%)	D(%)	VD(%)	DK
43 Any or all of the following Libraries (Moray Place, Mosgiel, Port Chalmers, Waikouaiti, Blueskin Bay, Bookbus)	809	57%	38%	4%	0%	1%	26
44 Material available at the Libraries	775	45%	46%	7%	1%	0%	26
45 Any or all of the following pools (Moana, Mosgiel, St Clair Salt Water Pool, Port Chalmers)	613	34%	52%	9%	4%	1%	41
46 Otago Museum	864	52%	45%	3%	0%	0%	22
47 Toitū Otago Settlers Museum	742	61%	32%	4%	2%	1%	42
48 Dunedin Public Art Gallery	615	43%	47%	9%	1%	0%	50
49 Dunedin Chinese Garden	405	29%	40%	19%	8%	3%	58
50 Dunedin Botanic Garden	926	61%	37%	2%	0%	0%	17
51 Winter sports playing fields	483	17%	62%	16%	4%	1%	53
52 Summer sports playing fields	399	20%	62%	15%	2%	1%	59
53 DCC playgrounds	534	21%	62%	13%	3%	1%	53
54 Walking and biking tracks	698	26%	61%	11%	1%	1%	60
55 DCC reserves (scenic, bush and coastal)	738	27%	63%	9%	1%	0%	51
56 Accessibility of recreational sites and facilities	979	26%	61%	11%	2%	1%	146
57 Dunedin Stadium (Ice Stadium)	291	20%	61%	16%	3%	0%	66
58 Edgar Sports Centre	712	21%	62%	13%	4%	0%	43
59 Forsyth Barr Stadium	823	35%	43%	13%	4%	4%	38
60 The Dunedin i-SITE Visitor Centre	280	29%	55%	13%	2%	1%	63
61 Dunedin Town Hall – now called the Dunedin Centre	383	36%	52%	9%	1%	2%	46
62 Regent Theatre	685	40%	53%	5%	1%	1%	30
63 Fortune Theatre	439	37%	51%	11%	1%	1%	38
64 Dunedin's cemeteries (services provided to the public)	549	24%	59%	16%	1%	0%	78
65 Dunedin's cemeteries (physical appearance)	598	24%	57%	13%	4%	2%	35
66 Public toilets	816	12%	50%	20%	12%	6%	23

For most facilities respondents report a high level of satisfaction. Notable exceptions (i.e. facilities regarded as marginal or somewhat unsatisfactory) include public toilets (18% dissatisfied) and the Chinese Garden (11% dissatisfied). Almost all of respondents (98%) were satisfied with the Dunedin Botanical Gardens.

Unprompted responses regarding facilities were as follows:

Unprompted responses included:

Specific Facilities	
Chinese Garden expensive / waste of money	90
Toitū Otago Settlers Museum is good	50
Chinese Garden needs improving	20
Otago Museum is good	19
Disagree with consultation / decision over Toitū Otago Settlers Museum name	9
Chinese Garden is great	10
Other	154

⁹ Satisfaction only relates to those who have stated that they have had one or more visits to that Council facility.

Libraries	
Provide good service	92
Good / helpful staff	49
Don't use the library	22
Need more books / DVDs	20
Technology has taken over	11
Increase opening hours	5
Other	125

Pools	
Mosgiel Pool needs an upgrade	46
Don't use the swimming pools	37
Moana is a good facility	34
Pools are too expensive	29
Good facilities and well run	27
Open pools for longer / in holidays	12
Other	100

Council Reserves (scenic, bush and coastal)	
Walking tracks / cycling tracks / parks need maintenance and better signage	62
Playgrounds, parks and / or tracks are great	52
Dogs / dog faeces / rubbish / glass a problem	22
Playgrounds need maintenance / updated equipment	19
Botanic Gardens are great	16
Need more cycling and / or walking tracks	16
Need some / more toilets	8
Other	71

Other Facilities	
Toilets have poor hygiene/ need maintenance	77
Insufficient public toilets	34
Against new stadium / cost to ratepayers	25
Stadium is excellent	20
Cemeteries need more maintenance	19
Stadium sound is of a poor quality	11
Town Hall closed / waiting for completion	8
Stadium needs to be better utilised	7
Municipal Lane toilets are excellent	2
Other	123

Satisfaction with the Toitū Otago Settlers Museum has increased significantly to 93% in 2013 from 72% in 2012; this is the first increase in satisfaction for the Toitū Otago Settlers Museum since 2008. The four year redevelopment project was completed in December 2012 which may explain this significant increase.

Chart 8-1 General Facilities - Satisfaction of Users, Trend

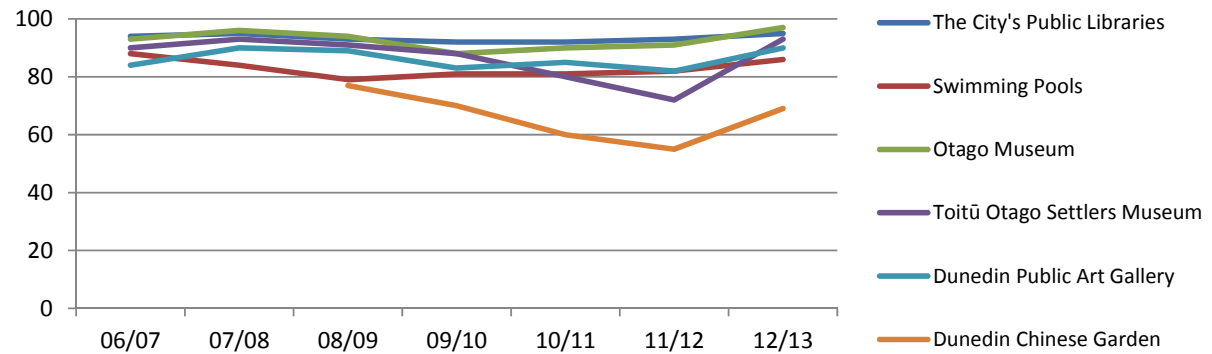


Chart 8-2 General Facilities - Dissatisfaction of Users, Trend

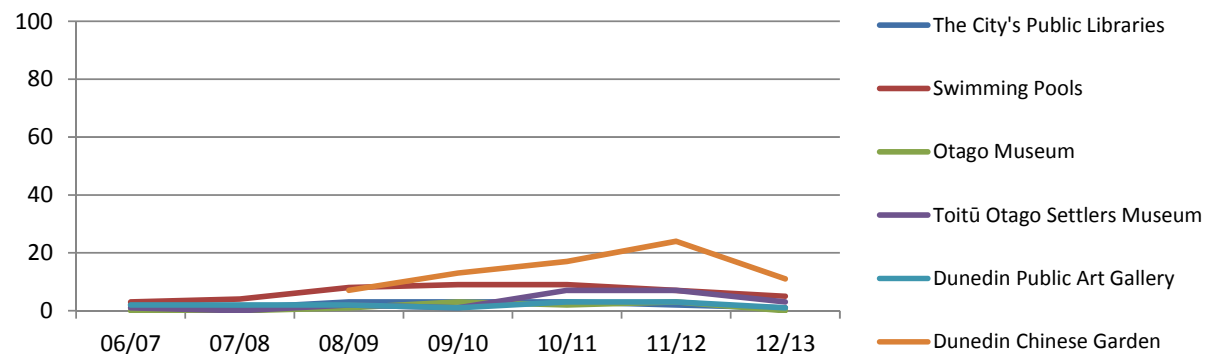


Chart 8-3 Recreational Facilities - Satisfaction of Users, Trend

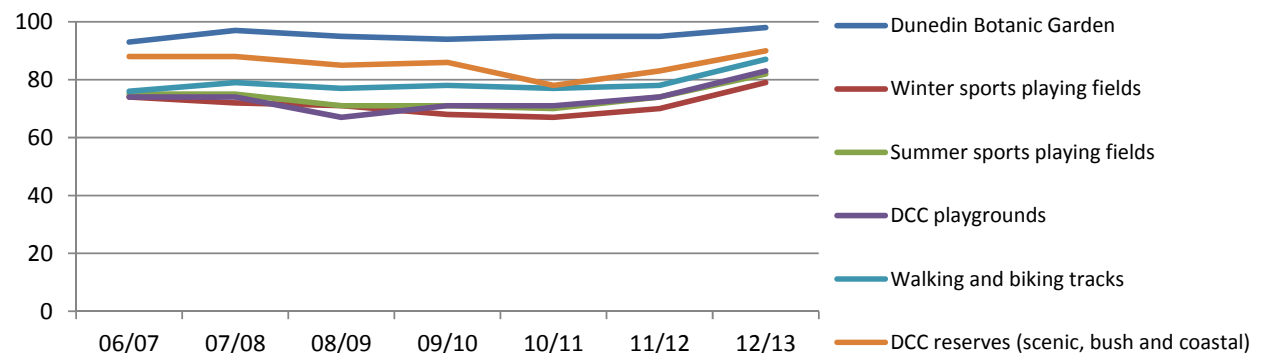
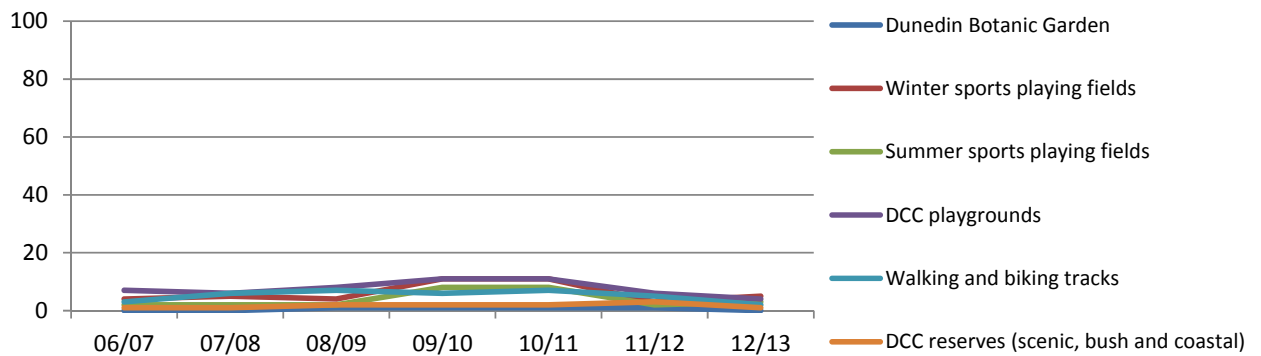


Chart 8-4 Recreational Facilities - Dissatisfaction of Users, Trend



Satisfaction significantly increased regarding the Dunedin Stadium (Ice Stadium) (by 17 percentage points), The Dunedin i-SITE Visitor Centre (by 14 percentage points) and the Town Hall – now called the Dunedin Centre (by 14 percentage points), which has recently re-opened.

Chart 8-5 Venues - Satisfaction of Users, Trend

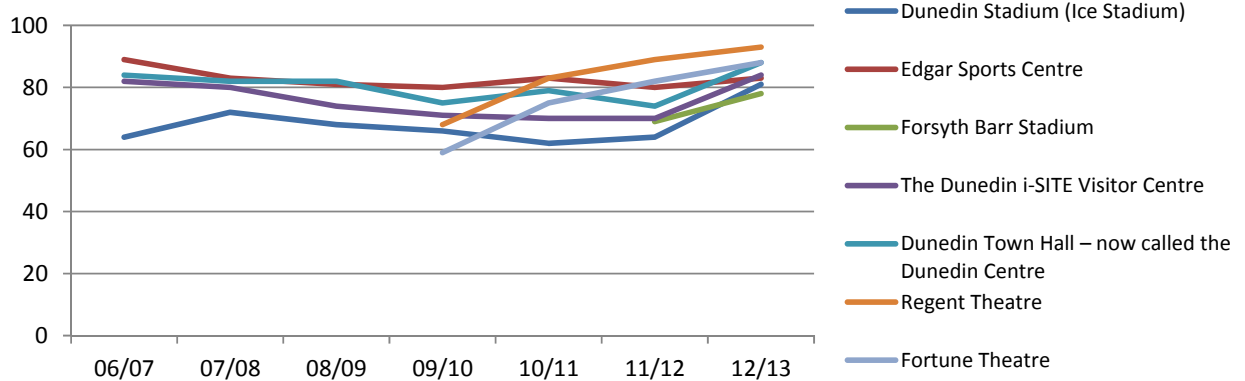


Chart 8-6 Venues - Dissatisfaction of Users, Trend

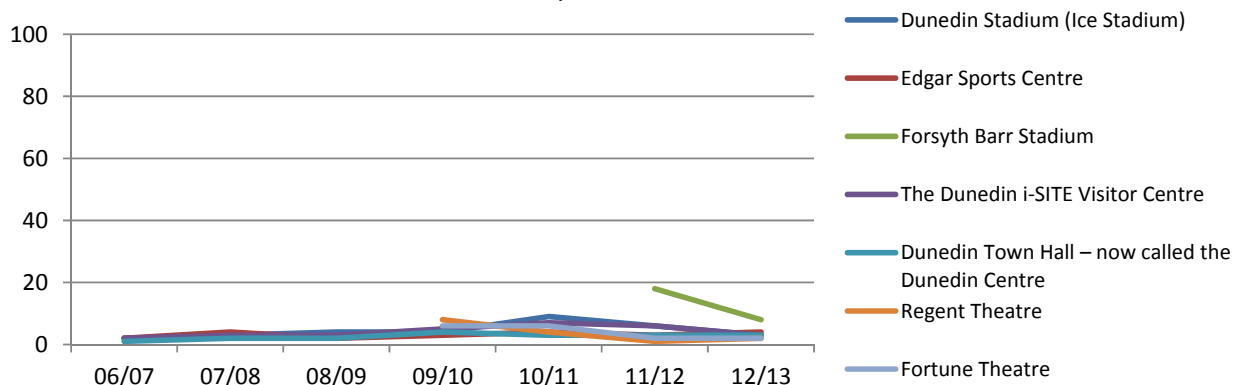


Chart 8-7 Other General Facilities - Satisfaction of Users, Trend

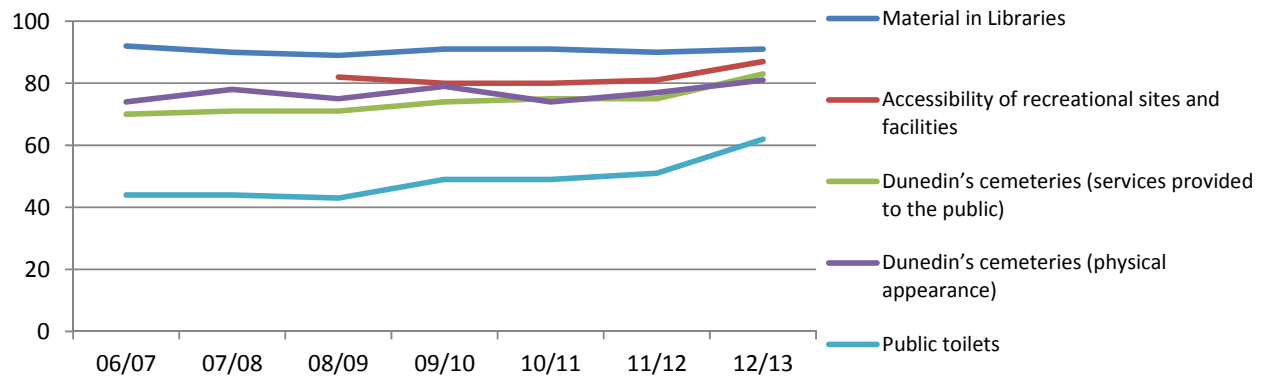
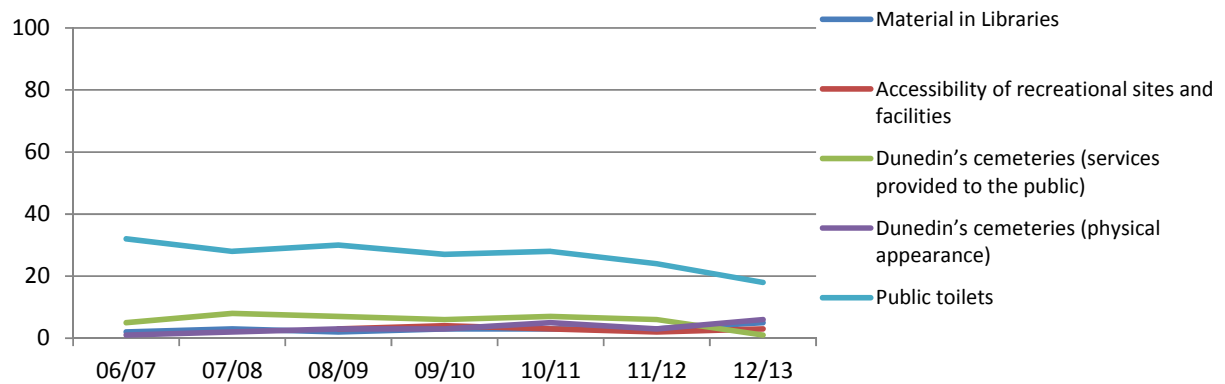


Chart 8-8 Other General Facilities - Dissatisfaction of Users, Trend



9. Satisfaction with DCC Activities

9.1. Consultation and Communication

Satisfaction amongst respondents has increased for all aspects of consultation and communication with the exception of the notices and information you receive from the DCC about temporary street closures which has seen a slight decrease since 2012. The aspect with the highest level of satisfaction is the availability of information held by the DCC which has increased by nine percentage points since 2012.

Table 9-1 Consultation and Communication - Satisfaction

Q		Tot	VS(%)	S(%)	N(%)	D(%)	VD(%)	DK
67	The availability of information held by the DCC	915	10%	51%	33%	4%	2%	272
68	The quality of information held by the DCC	872	9%	49%	36%	4%	2%	312
69	The amount of public consultation undertaken	956	5%	35%	39%	15%	7%	213
70	The amount of information available explaining why and what the DCC is doing	1057	6%	43%	33%	13%	5%	126
71	The notices and information you receive from the DCC about activities and matters affecting your household's water supply	1000	8%	46%	35%	9%	3%	185
72	The notices and information you receive from the DCC about road works and footpath repairs in your neighbourhood	1044	7%	41%	31%	15%	6%	144
73	The notices and information you receive from the DCC about temporary street closures	1008	8%	40%	35%	12%	5%	175

Chart 9-1 Consultation and Communication - Satisfaction, Trend

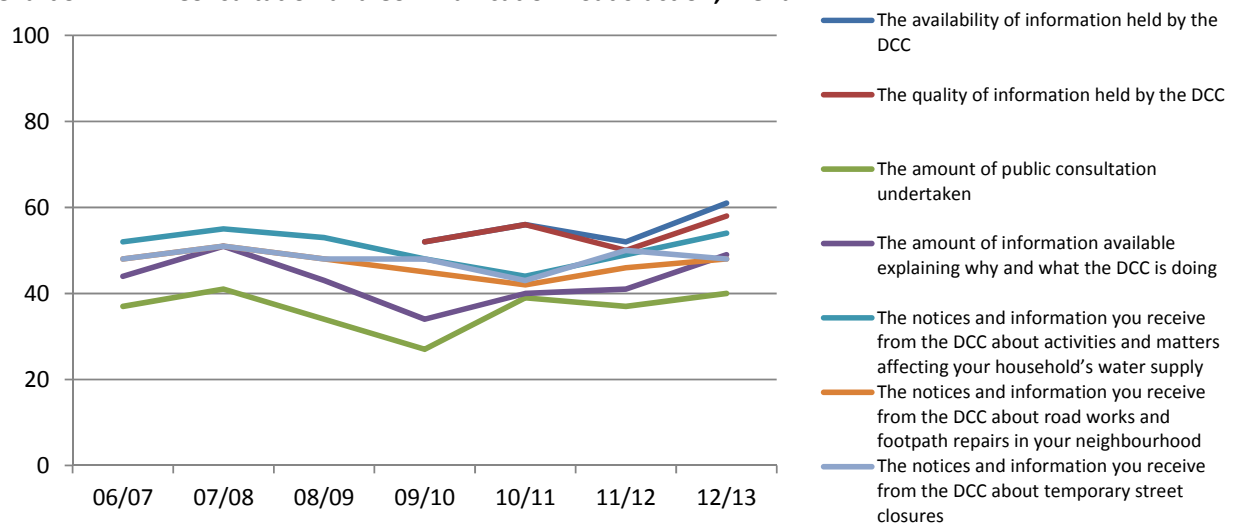
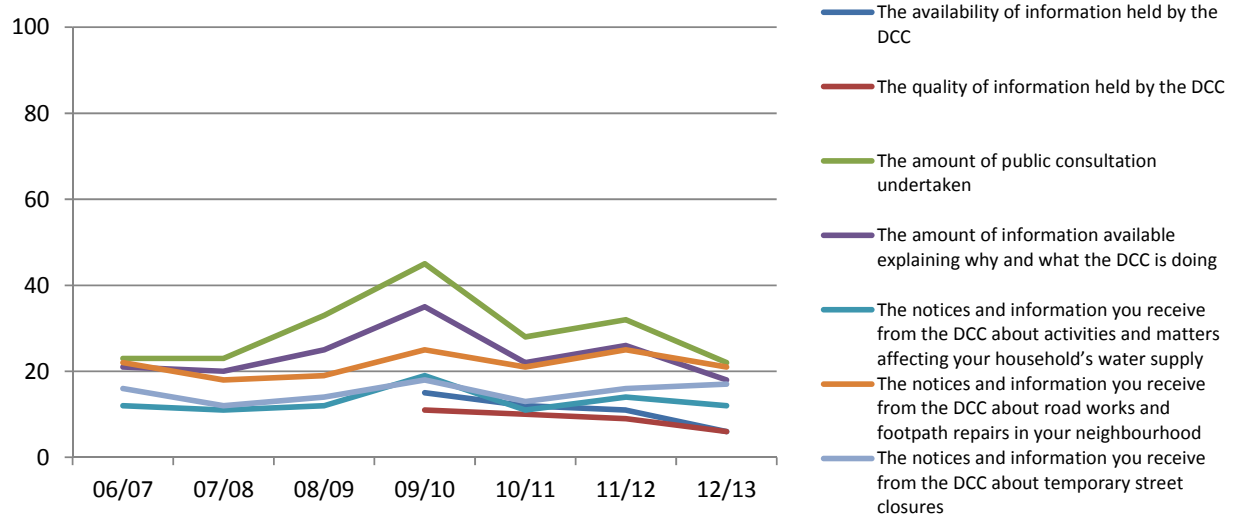


Chart 9-2 Consultation and Communication - Dissatisfaction, Trend



Unprompted responses included:

Consultation and Communication

Poor notification of public works / not notified when water is going to be turned off	49
Lack of information sources / free info sources / lack of communication	37
Lack of consultation / Need more consultation / need more transparency/ could do better	21
Good communication / happy with it / good information	17
Council doesn't listen to public / ignores results of consultation	7
Too much consultation / processes take too long / too much information	6
Other	14

9.2. Economic Development and Promotion

For most aspects of economic development and promotion, the decline in satisfaction has continued. Despite the lower satisfaction scores, satisfaction has remained above the levels of 2008/09.

Table 9-2 Economic Development and Promotion - Satisfaction

Q		Tot	VS(%)	S(%)	N(%)	D(%)	VD(%)	DK
74	Attracting new businesses and jobs to Dunedin	958	2%	17%	37%	28%	16%	231
75	Supporting the development of existing Dunedin businesses	924	2%	20%	40%	26%	12%	261
76	Retaining existing businesses and jobs in Dunedin	990	2%	14%	33%	33%	18%	195
77	Media coverage of events run in Dunedin	1108	5%	45%	33%	14%	4%	80
78	City festivals and events	1129	12%	55%	26%	5%	2%	60

Chart 9-3 Economic Development and Promotion - Satisfaction, Trend

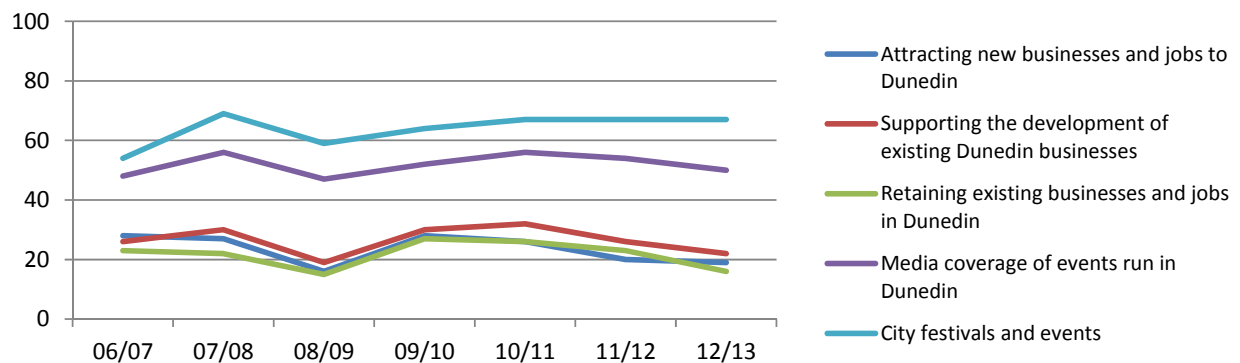
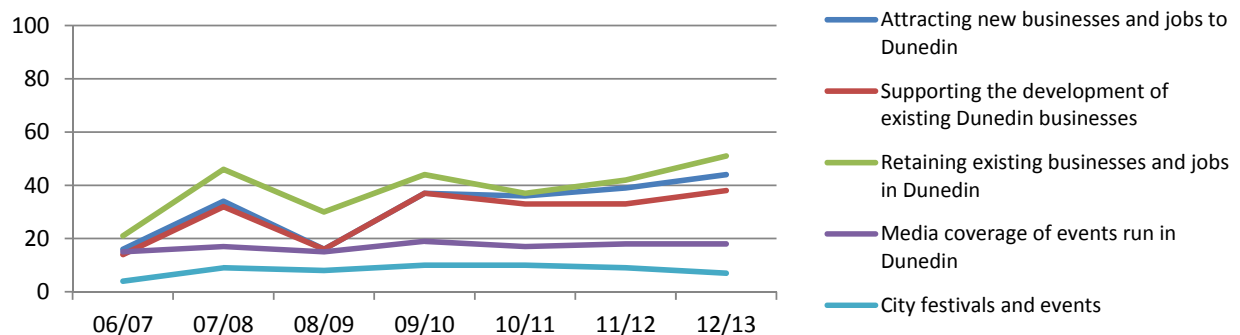


Chart 9-4 Economic Development and Promotion - Dissatisfaction, Trend



Unprompted responses included:

Economic Development and Promotion

Council doesn't do a good job of attracting new development	59
Events need more advertising / be more creative in promoting Dunedin	43
Council needs to support local business	30
Need to attract new business / need more support / encouragement for business	30
Council does a good job / information and advertising is good	18
Need more / improved festivals and events / family friendly festivals	13
Incentives for businesses to stay / to take on extra employees	13
Need to lobby government more / need to advocate more strongly to retain national services in Dunedin	9
Too difficult to establish new business / Too much red tape	7
Council needs new initiatives / new strategies	5
Other	41

9.3. Elected Representatives and Council Staff

In 2013, residents were more satisfied with their contact and dealings with DCC staff. Satisfaction with contact with the Mayor and Councillors and their contact with Community Board members has decreased by 12 and 14 percentage points respectively.

Table 9-3 Elected Representatives and Council Staff - Satisfaction

Q		Tot	VS(%)	S(%)	N(%)	D(%)	VD(%)	DK	No Contact
79	Your contact with the Mayor and Councillors	480	9%	24%	53%	9%	5%	260	453
80	Your contact with Community Board members	445	7%	25%	56%	7%	5%	299	445
81	Your contact and dealings with DCC staff	891	23%	44%	24%	6%	3%	133	168

Chart 9-5 Elected Representatives and Council Staff - Satisfaction, Trend

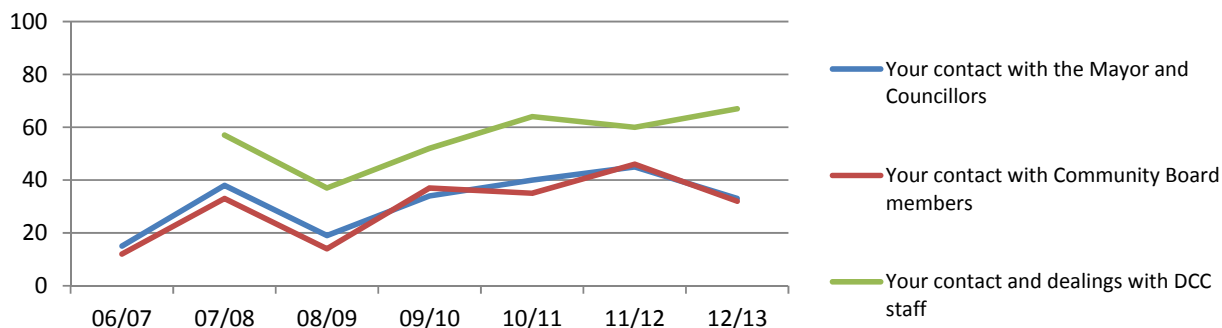
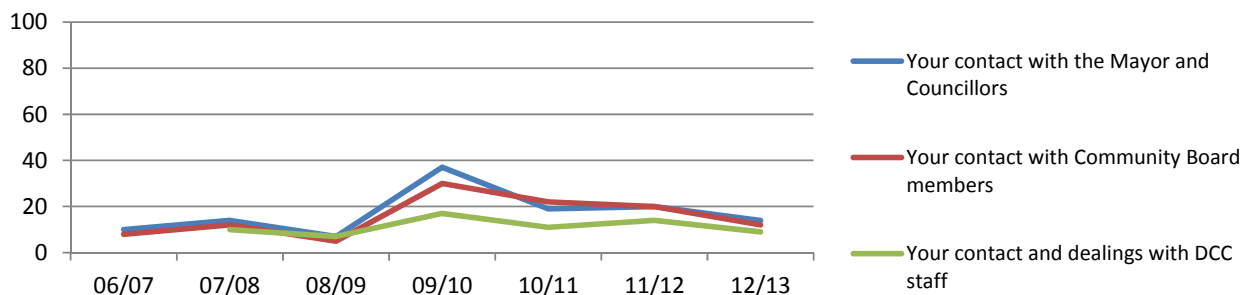


Chart 9-6 Elected Representatives and Council Staff - Dissatisfaction, Trend



Unprompted responses included:

Elected Representatives and Council Staff

Council staff helpful	24
Hard to get hold of Councillors and other staff / poor management / don't listen to the public / they could do better	15
Councillors and Mayor helpful	10
Haven't had contact with Council staff	7
Some staff impolite and unhelpful / difficult to get to the correct staff	7
Poor follow up	4
Unnecessary problems with processing / process took too long	3
Other	20

9.4. Communication through Media

The four forms of Council Communication measured continue to have high levels of satisfaction among residents, with satisfaction scores ranging from 70% to 79%. Satisfaction with the Council's website showed an increase of four percentage points from 2012. City Talk Magazine was discontinued and replaced by FYI Magazine in November 2012, satisfaction levels towards FYI Magazine are high with 70% of those respondents who answered stating that they are satisfied or very satisfied, an increase of two percentage points from City Talk in 2012.

Table 9-4 Types of Communication - Satisfaction

Q		Tot	VS(%)	S(%)	N(%)	D(%)	VD(%)	DK	N/A
82	FYI Magazine	756	15%	55%	23%	4%	3%	85	238
83	The DCC's website www.dunedin.govt.nz	764	20%	56%	20%	3%	1%	97	192
84	The DCC's call centre (telephone enquiry service)	702	28%	50%	17%	4%	1%	116	282
85	The Customer Service Agency in the Civic Centre	592	28%	51%	18%	2%	1%	150	340

Chart 9-7 Types of Communication - Satisfaction, Trend

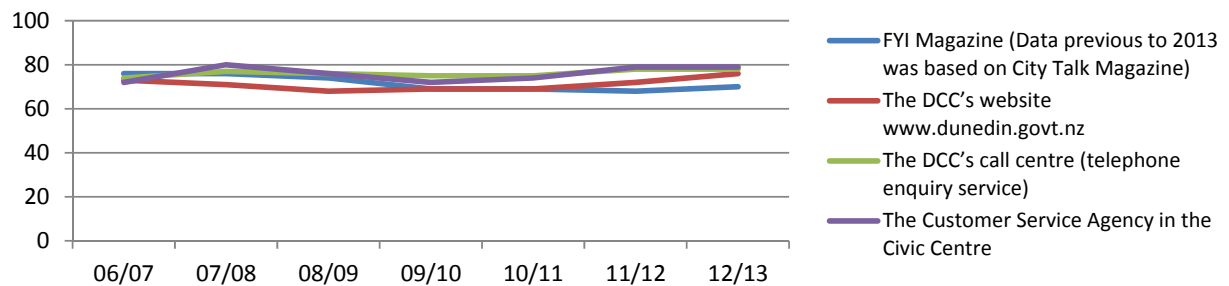
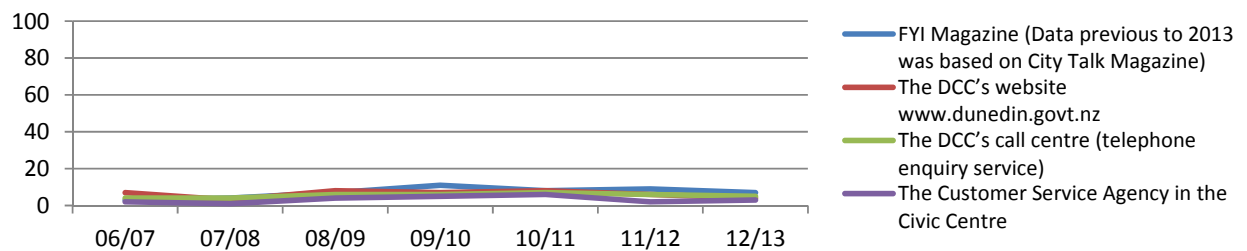


Chart 9-8 Types of Communication - Dissatisfaction, Trend



Unprompted responses included:

Types of Communication	
FYI magazine is a waste of money / hard to read /needs to be more interesting	26
Staff are great	22
Poor service from staff / too many answer phones	17
Website not user friendly / needs to be updated more often	14
FYI magazine is great / I like the smaller format	10
Website needs more information / could be improved	10
Website has improved	6
I prefer City Talk	3
Other	15

10. Mode of Transport for Commuting

In the 2013 Resident's Opinion Survey, responses were obtained from residents with regard to their mode of transport used in their daily commute. Of those who answered, 38% stated that their most common form of transit was 'drove a car, truck or van with no passengers'. The next most common method of travel was 'drove a car, truck or van with passengers' (10%). When asked to identify the ownership of the vehicle used, the vast majority (83%) of travel was in privately owned vehicles. About 10% of respondents used an active mode of transport to work (i.e. walked, jogged or cycled to work), while 3% used public transport and 4% worked from home.

Table 10-1 Mode of Transport

Mode	%	%
Drove a car, truck or van with no passengers		38%
Drove a car, truck or van with passengers		10%
Drove a car, truck or van of which:		
Privately owned vehicle	83%	
Company vehicle	17%	
Walk or jog		8%
I work from home		4%
Passenger in a car, truck or van		4%
Public bus		3%
Bicycle		2%
Motorbike		1%
Other		3%
Not applicable		28%

Table 10.2 provides detail regarding use of transport based on the location of the respondent. When analysed by location, the highest use of cars, trucks or vans was from residents in Port Chalmers (69%) and Green Island (66%). The highest levels of individuals who 'walked or jogged' were from Dunedin City (41%) and the Northern Suburbs (15%).

Table 10-2 Mode of Transport by Location

Mode	Dn City	Gn Is.	Kai V	Mos	Nth Sub	Pen	Pt Ch	Rural	Sth Dn
Drove a car, truck or van with no passengers	20%	53%	39%	38%	26%	49%	47%	39%	33%
Drove a car, truck or van with passengers	6%	13%	9%	8%	11%	11%	22%	12%	9%
Walk or jog	41%	0%	11%	3%	15%	1%	2%	2%	6%
I work from home	6%	1%	4%	2%	3%	4%	0%	6%	5%
Passenger in a car, truck or van	4%	5%	5%	4%	2%	5%	5%	3%	5%
Public bus	0%	2%	6%	1%	4%	4%	2%	3%	4%
Bicycle	2%	0%	1%	3%	4%	3%	2%	0%	4%
Motorbike	0%	4%	0%	0%	2%	1%	0%	0%	0%
Other	0%	2%	2%	1%	4%	5%	0%	3%	3%
Not applicable	22%	21%	22%	40%	30%	18%	20%	31%	32%

11. Data Cross Tabulations

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

The number of respondents from each location and age group are stated in the heading. The number of respondents who answered each question varies throughout.

11.1. Satisfaction, DCC Services by Location

Q		Dunedin City (n=51)					Green Island (n=111)					Kaikorai Valley (n=218)				
		VS %	S %	N %	D %	VD %	VS %	S %	N %	D %	VD %	VS %	S %	N %	D %	VD %
1	Household rubbish collection	24%	53%	11%	8%	5%	39%	49%	5%	3%	4%	39%	44%	14%	3%	1%
2	Kerbside recycling	21%	62%	5%	10%	3%	46%	44%	5%	4%	1%	40%	50%	6%	3%	2%
3	Street litter bins	10%	56%	15%	13%	5%	15%	50%	24%	9%	2%	14%	52%	20%	10%	3%
4	Reliability of the rubbish collection service	30%	50%	10%	10%	0%	47%	40%	10%	2%	1%	43%	47%	8%	2%	0%
5	Cleanliness of the streets immediately after rubbish collection	15%	32%	32%	20%	2%	21%	46%	18%	7%	8%	17%	47%	19%	15%	2%
6	Cleanliness of the streets in general	0%	29%	24%	37%	11%	9%	58%	18%	10%	6%	11%	44%	21%	20%	4%
7	Water pressure	31%	50%	8%	11%	0%	25%	62%	5%	8%	1%	33%	52%	9%	4%	2%
8	Water quality	5%	62%	11%	16%	5%	24%	52%	11%	9%	4%	26%	50%	15%	8%	1%
9	Storm water collection service	6%	32%	32%	23%	6%	15%	53%	15%	15%	2%	22%	48%	22%	6%	2%
10	The city's sewerage system	11%	54%	26%	6%	3%	25%	56%	14%	2%	3%	26%	49%	21%	3%	1%
11	The condition of the roads in your neighbourhood	10%	52%	16%	16%	6%	10%	44%	20%	16%	10%	13%	51%	20%	13%	2%
12	The condition of the roads throughout the city	4%	57%	23%	15%	0%	5%	48%	22%	23%	3%	7%	51%	27%	13%	2%
13	The condition of footpaths in your neighbourhood	7%	46%	13%	22%	13%	11%	50%	14%	19%	7%	11%	52%	17%	16%	4%
14	The condition of footpaths throughout the city	4%	49%	34%	9%	4%	5%	55%	25%	13%	1%	9%	53%	24%	14%	1%
15	That there are footpaths where you need them throughout your neighbourhood	8%	67%	0%	15%	10%	16%	61%	14%	5%	6%	18%	65%	12%	3%	1%
16	That there are footpaths where you need them throughout the city	4%	70%	13%	11%	2%	9%	67%	18%	5%	1%	15%	64%	16%	3%	1%
17	Street lighting in your neighbourhood	6%	53%	6%	20%	14%	14%	61%	13%	8%	4%	23%	55%	13%	8%	1%
18	Street lighting throughout the city	10%	60%	19%	8%	2%	14%	68%	11%	5%	2%	19%	61%	17%	3%	0%
19	Street name signs throughout the city	8%	67%	14%	6%	4%	15%	62%	15%	7%	2%	18%	55%	19%	7%	1%
20	Directional signs for traffic throughout the city	9%	68%	15%	6%	2%	12%	67%	15%	5%	1%	15%	57%	18%	7%	3%
21	The flow of traffic around and through the city at peak times of the day	5%	39%	30%	23%	5%	4%	51%	22%	20%	3%	7%	46%	21%	24%	2%
22	The flow of traffic around and through the city at off-peak times of the day	20%	58%	13%	7%	2%	19%	68%	11%	1%	1%	23%	59%	12%	6%	1%

Q		Dunedin City (n=51)					Green Island (n=111)					Kaikorai Valley (n=218)				
		VS %	S %	N %	D %	VD %	VS %	S %	N %	D %	VD %	VS %	S %	N %	D %	VD %
23	The ease of pedestrian access throughout the transport network	9%	60%	15%	13%	4%	12%	68%	13%	6%	1%	15%	57%	20%	7%	1%
24	The efforts made to minimise inconvenience and disruption caused to the public, when work is done on roads, footpaths and drains	4%	50%	23%	17%	6%	10%	55%	24%	10%	2%	13%	52%	20%	13%	2%
25	The availability of car parking in the central city	5%	36%	20%	30%	9%	7%	47%	14%	21%	12%	8%	33%	28%	24%	8%
26	The number of parking spaces available in DCC car parking buildings	10%	38%	38%	8%	5%	6%	55%	26%	8%	6%	8%	42%	39%	8%	3%
27	The number of parking spaces available in DCC off-street car parks	5%	37%	37%	16%	5%	4%	50%	26%	12%	8%	7%	37%	42%	11%	3%
28	The ease of use of Pay and Display car parking	10%	44%	21%	23%	3%	9%	57%	19%	10%	5%	12%	47%	28%	9%	3%
29	The availability of on-street parking in the central city	3%	38%	23%	28%	10%	5%	31%	25%	26%	13%	6%	34%	33%	20%	7%
30	The suitability of the road network for cyclists throughout the city	0%	20%	23%	28%	30%	5%	28%	26%	28%	13%	3%	18%	30%	29%	19%
31	Control of roaming dogs	5%	65%	19%	7%	5%	12%	52%	16%	13%	7%	16%	52%	20%	10%	2%
32	Control of dogs fouling the streets	5%	42%	21%	26%	7%	5%	40%	15%	27%	12%	7%	32%	23%	25%	12%
33	Control of barking dogs	5%	49%	36%	5%	5%	7%	55%	23%	8%	8%	10%	37%	36%	14%	4%
34	Noise control (enforcement)	3%	35%	26%	21%	15%	11%	48%	32%	3%	6%	9%	40%	42%	7%	2%
35	Parking enforcement	5%	32%	32%	16%	14%	11%	50%	21%	11%	7%	6%	44%	36%	10%	4%
36	The fairness and attitude of parking wardens	3%	38%	32%	8%	19%	10%	35%	30%	14%	10%	5%	38%	36%	15%	6%
37	Enforcing hygiene standards in city food establishments	20%	48%	22%	9%	2%	25%	53%	22%	1%	0%	21%	57%	18%	4%	0%
38	Enforcing liquor licensing standards in the city's licensed premises	8%	61%	18%	8%	5%	18%	54%	22%	4%	2%	14%	46%	27%	9%	4%
39	Processing of applications for building consents	7%	10%	60%	17%	7%	8%	27%	49%	12%	5%	4%	21%	45%	20%	9%
40	Monitoring and inspection of buildings under construction	7%	21%	57%	14%	0%	8%	30%	51%	9%	3%	4%	27%	57%	10%	2%
41	The DCC is constantly striving to improve	9%	44%	28%	16%	2%	11%	52%	31%	6%	0%	11%	46%	32%	9%	2%
42	The DCC delivers good value for the ratepayer money	3%	38%	23%	28%	10%	5%	36%	40%	11%	8%	5%	31%	39%	14%	11%

Q		Mosgiel (n=167)					Northern Suburbs (n=172)					Peninsula (n=104)				
		VS %	S %	N %	D %	VD %	VS %	S %	N %	D %	VD %	VS %	S %	N %	D %	VD %
1	Household rubbish collection	48%	41%	7%	3%	1%	43%	43%	8%	5%	1%	42%	47%	7%	2%	2%
2	Kerbside recycling	47%	46%	6%	1%	1%	42%	47%	6%	3%	1%	43%	44%	6%	5%	1%
3	Street litter bins	17%	59%	16%	8%	1%	20%	51%	21%	8%	1%	15%	44%	14%	25%	2%
4	Reliability of the rubbish collection service	49%	48%	3%	0%	0%	48%	41%	9%	1%	1%	52%	41%	3%	3%	1%
5	Cleanliness of the streets immediately after rubbish collection	24%	54%	14%	6%	1%	21%	46%	19%	10%	4%	25%	39%	17%	15%	4%
6	Cleanliness of the streets in general	12%	47%	25%	13%	3%	13%	42%	24%	15%	6%	16%	43%	14%	18%	10%
7	Water pressure	39%	49%	3%	8%	1%	35%	49%	8%	6%	2%	33%	44%	10%	7%	7%
8	Water quality	32%	55%	8%	5%	1%	26%	57%	10%	5%	2%	31%	55%	10%	4%	0%
9	Storm water collection service	21%	43%	17%	16%	3%	17%	49%	22%	9%	3%	25%	43%	22%	8%	2%
10	The city's sewerage system	26%	56%	12%	6%	0%	20%	58%	17%	3%	1%	30%	52%	11%	4%	2%
11	The condition of the roads in your neighbourhood	10%	52%	16%	16%	5%	8%	56%	20%	11%	5%	11%	55%	10%	19%	6%
12	The condition of the roads throughout the city	6%	50%	27%	14%	4%	4%	54%	27%	13%	2%	4%	63%	19%	11%	3%
13	The condition of footpaths in your neighbourhood	13%	37%	24%	20%	6%	14%	49%	19%	15%	4%	10%	40%	21%	17%	11%
14	The condition of footpaths throughout the city	6%	44%	32%	16%	1%	7%	52%	25%	12%	3%	4%	55%	27%	10%	4%
15	That there are footpaths where you need them throughout your neighbourhood	16%	60%	13%	7%	4%	25%	53%	13%	7%	2%	16%	43%	16%	18%	8%
16	That there are footpaths where you need them throughout the city	13%	64%	20%	3%	0%	17%	60%	17%	5%	1%	11%	63%	22%	4%	1%
17	Street lighting in your neighbourhood	20%	56%	12%	8%	3%	18%	58%	12%	10%	1%	19%	54%	12%	10%	5%
18	Street lighting throughout the city	16%	63%	17%	3%	1%	15%	65%	18%	2%	0%	12%	67%	17%	5%	0%
19	Street name signs throughout the city	18%	57%	15%	7%	2%	18%	56%	16%	8%	1%	16%	49%	23%	13%	0%
20	Directional signs for traffic throughout the city	15%	58%	19%	7%	1%	14%	63%	17%	5%	1%	14%	58%	18%	9%	1%
21	The flow of traffic around and through the city at peak times of the day	8%	48%	25%	16%	3%	4%	48%	27%	19%	3%	5%	48%	20%	19%	8%
22	The flow of traffic around and through the city at off-peak times of the day	19%	61%	13%	5%	1%	22%	64%	9%	4%	1%	19%	64%	12%	4%	1%

Q		Mosgiel (n=167)					Northern Suburbs (n=172)					Peninsula (n=104)				
		VS %	S %	N %	D %	VD %	VS %	S %	N %	D %	VD %	VS %	S %	N %	D %	VD %
23	The ease of pedestrian access throughout the transport network	11%	57%	24%	7%	1%	10%	62%	20%	6%	2%	9%	57%	21%	9%	4%
24	The efforts made to minimise inconvenience and disruption caused to the public, when work is done on roads, footpaths and drains	10%	53%	22%	13%	3%	8%	59%	23%	7%	3%	7%	54%	18%	14%	7%
25	The availability of car parking in the central city	3%	37%	25%	27%	8%	2%	44%	25%	21%	8%	4%	46%	19%	23%	8%
26	The number of parking spaces available in DCC car parking buildings	5%	50%	30%	10%	5%	7%	45%	38%	8%	1%	3%	53%	30%	10%	4%
27	The number of parking spaces available in DCC off-street car parks	3%	45%	32%	15%	5%	5%	39%	43%	10%	3%	4%	45%	30%	13%	7%
28	The ease of use of Pay and Display car parking	10%	51%	23%	12%	4%	10%	48%	23%	13%	6%	5%	48%	25%	16%	7%
29	The availability of on-street parking in the central city	4%	30%	32%	26%	8%	3%	33%	30%	28%	6%	4%	39%	20%	25%	12%
30	The suitability of the road network for cyclists throughout the city	5%	21%	40%	20%	14%	3%	13%	27%	32%	25%	5%	19%	22%	34%	19%
31	Control of roaming dogs	8%	53%	26%	9%	4%	13%	50%	22%	13%	2%	12%	53%	21%	12%	2%
32	Control of dogs fouling the streets	5%	36%	23%	26%	10%	6%	32%	26%	27%	8%	5%	37%	21%	31%	5%
33	Control of barking dogs	6%	45%	29%	13%	7%	10%	39%	41%	8%	2%	5%	46%	33%	11%	4%
34	Noise control (enforcement)	10%	50%	31%	4%	4%	8%	50%	35%	5%	2%	8%	57%	26%	6%	3%
35	Parking enforcement	7%	51%	29%	8%	5%	8%	51%	30%	8%	3%	8%	54%	25%	8%	5%
36	The fairness and attitude of parking wardens	8%	39%	32%	13%	8%	10%	40%	32%	12%	8%	5%	46%	33%	8%	7%
37	Enforcing hygiene standards in city food establishments	14%	62%	18%	5%	1%	20%	60%	15%	3%	1%	15%	59%	17%	7%	1%
38	Enforcing liquor licensing standards in the city's licensed premises	9%	57%	24%	8%	2%	17%	49%	22%	9%	4%	14%	52%	25%	9%	0%
39	Processing of applications for building consents	1%	23%	44%	19%	13%	4%	28%	47%	11%	11%	1%	26%	44%	16%	13%
40	Monitoring and inspection of buildings under construction	2%	34%	50%	8%	6%	5%	34%	54%	6%	1%	0%	33%	53%	9%	6%
41	The DCC is constantly striving to improve	8%	50%	33%	6%	3%	13%	50%	30%	6%	1%	10%	59%	18%	6%	7%
42	The DCC delivers good value for the ratepayer money	4%	32%	33%	20%	11%	6%	37%	36%	16%	5%	6%	27%	35%	20%	11%

Q		Port Chalmers (n=56)					Rural (n=103)					South Dunedin (n=230)				
		VS %	S %	N %	D %	VD %	VS %	S %	N %	D %	VD %	VS %	S %	N %	D %	VD %
1	Household rubbish collection	37%	53%	8%	2%	0%	44%	48%	5%	2%	1%	41%	45%	8%	3%	4%
2	Kerbside recycling	39%	49%	10%	2%	0%	42%	54%	4%	1%	0%	44%	46%	4%	5%	2%
3	Street litter bins	17%	54%	21%	8%	0%	14%	58%	19%	8%	1%	18%	53%	18%	9%	2%
4	Reliability of the rubbish collection service	47%	43%	8%	2%	0%	55%	42%	3%	0%	0%	50%	42%	5%	2%	1%
5	Cleanliness of the streets immediately after rubbish collection	17%	52%	21%	6%	4%	32%	48%	12%	8%	0%	21%	54%	14%	8%	2%
6	Cleanliness of the streets in general	6%	53%	25%	13%	4%	13%	58%	18%	11%	0%	7%	51%	19%	17%	5%
7	Water pressure	27%	56%	10%	8%	0%	35%	42%	5%	8%	10%	32%	50%	11%	6%	1%
8	Water quality	24%	49%	16%	10%	2%	15%	48%	18%	11%	8%	23%	50%	16%	8%	2%
9	Storm water collection service	10%	49%	20%	16%	4%	8%	45%	26%	9%	11%	18%	53%	18%	6%	4%
10	The city's sewerage system	16%	60%	14%	4%	6%	22%	57%	15%	4%	2%	20%	59%	14%	5%	2%
11	The condition of the roads in your neighbourhood	7%	38%	18%	29%	7%	4%	50%	11%	18%	18%	11%	59%	13%	14%	4%
12	The condition of the roads throughout the city	2%	55%	18%	20%	5%	1%	54%	28%	14%	3%	4%	57%	24%	12%	3%
13	The condition of footpaths in your neighbourhood	11%	35%	27%	18%	9%	6%	34%	19%	23%	19%	12%	49%	22%	13%	4%
14	The condition of footpaths throughout the city	9%	46%	31%	11%	2%	3%	61%	25%	9%	1%	6%	50%	29%	13%	2%
15	That there are footpaths where you need them throughout your neighbourhood	17%	51%	13%	11%	8%	2%	40%	13%	20%	24%	20%	69%	7%	3%	1%
16	That there are footpaths where you need them throughout the city	10%	63%	21%	4%	2%	7%	70%	22%	1%	0%	14%	67%	15%	2%	1%
17	Street lighting in your neighbourhood	16%	56%	13%	11%	4%	10%	56%	15%	9%	11%	19%	55%	13%	11%	2%
18	Street lighting throughout the city	18%	58%	16%	7%	0%	15%	69%	11%	4%	0%	15%	58%	21%	5%	1%
19	Street name signs throughout the city	13%	63%	16%	5%	4%	16%	60%	18%	6%	0%	13%	60%	15%	8%	5%
20	Directional signs for traffic throughout the city	11%	60%	20%	9%	0%	10%	65%	17%	7%	1%	11%	61%	20%	5%	3%
21	The flow of traffic around and through the city at peak times of the day	6%	50%	26%	19%	0%	1%	55%	30%	13%	1%	5%	48%	30%	16%	2%
22	The flow of traffic around and through the city at off-peak times of the day	13%	73%	15%	0%	0%	15%	70%	12%	2%	0%	18%	63%	13%	4%	1%

Q		Port Chalmers (n=56)					Rural (n=103)					South Dunedin (n=230)				
		VS %	S %	N %	D %	VD %	VS %	S %	N %	D %	VD %	VS %	S %	N %	D %	VD %
23	The ease of pedestrian access throughout the transport network	11%	67%	17%	6%	0%	1%	78%	16%	4%	1%	7%	63%	24%	4%	2%
24	The efforts made to minimise inconvenience and disruption caused to the public, when work is done on roads, footpaths and drains	9%	52%	25%	11%	4%	5%	61%	30%	4%	0%	8%	45%	29%	14%	4%
25	The availability of car parking in the central city	5%	38%	32%	14%	11%	4%	47%	13%	24%	11%	4%	39%	29%	19%	9%
26	The number of parking spaces available in DCC car parking buildings	4%	61%	24%	6%	4%	3%	46%	34%	12%	4%	4%	48%	36%	8%	3%
27	The number of parking spaces available in DCC off-street car parks	2%	55%	29%	6%	8%	1%	41%	33%	21%	4%	3%	44%	38%	10%	4%
28	The ease of use of Pay and Display car parking	10%	46%	25%	13%	6%	4%	57%	24%	13%	2%	6%	60%	20%	11%	4%
29	The availability of on-street parking in the central city	5%	36%	31%	15%	13%	1%	38%	31%	22%	9%	4%	35%	33%	20%	8%
30	The suitability of the road network for cyclists throughout the city	4%	14%	22%	37%	24%	0%	19%	32%	31%	18%	2%	20%	33%	23%	23%
31	Control of roaming dogs	12%	40%	30%	12%	6%	8%	58%	24%	3%	7%	9%	48%	26%	13%	4%
32	Control of dogs fouling the streets	4%	28%	32%	23%	13%	2%	51%	24%	16%	7%	4%	31%	20%	28%	17%
33	Control of barking dogs	10%	36%	36%	12%	6%	1%	49%	35%	11%	5%	6%	39%	35%	13%	7%
34	Noise control (enforcement)	9%	32%	51%	9%	0%	5%	49%	38%	8%	0%	6%	49%	36%	5%	3%
35	Parking enforcement	4%	44%	43%	7%	2%	2%	50%	35%	7%	5%	6%	44%	36%	10%	4%
36	The fairness and attitude of parking wardens	10%	31%	40%	10%	8%	2%	43%	36%	12%	7%	8%	36%	42%	9%	6%
37	Enforcing hygiene standards in city food establishments	16%	53%	24%	8%	0%	9%	67%	20%	3%	0%	17%	56%	22%	2%	2%
38	Enforcing liquor licensing standards in the city's licensed premises	13%	44%	33%	6%	4%	4%	71%	20%	5%	1%	9%	51%	31%	5%	4%
39	Processing of applications for building consents	0%	28%	33%	30%	10%	0%	27%	38%	24%	11%	5%	22%	46%	20%	6%
40	Monitoring and inspection of buildings under construction	0%	37%	39%	18%	5%	5%	36%	45%	11%	3%	4%	30%	53%	8%	5%
41	The DCC is constantly striving to improve	2%	51%	22%	14%	10%	1%	65%	30%	2%	1%	12%	46%	32%	6%	3%
42	The DCC delivers good value for the ratepayer money	2%	36%	25%	30%	8%	1%	32%	37%	19%	12%	7%	34%	34%	17%	8%

11.2. Satisfaction, City Facilities by Location

Q		Dunedin City (n=51)					Green Island (n=111)					Kaikorai Valley (n=218)				
		VS %	S %	N %	D %	VD %	VS %	S %	N %	D %	VD %	VS %	S %	N %	D %	VD %
43	Any or all of the following Libraries (Moray Place, Mosgiel, Port Chalmers, Waikouaiti, Blueskin Bay, Bookbus)	49%	41%	8%	3%	0%	62%	34%	3%	2%	0%	58%	35%	5%	1%	2%
44	Material available at the Libraries	38%	44%	19%	0%	0%	41%	52%	5%	2%	0%	47%	46%	6%	1%	0%
45	Any or all of the following pools (Moana, Mosgiel, St Clair Salt Water Pool, Port Chalmers)	42%	38%	8%	13%	%	40%	53%	5%	2%	%	31%	59%	9%	1%	1%
46	Otago Museum	49%	51%	0%	0%	0%	51%	46%	3%	0%	0%	52%	43%	4%	0%	0%
47	Toitū Otago Settlers Museum	65%	32%	0%	3%	0%	64%	31%	5%	0%	0%	60%	31%	5%	3%	2%
48	Dunedin Public Art Gallery	40%	37%	23%	0%	0%	28%	58%	14%	0%	0%	42%	48%	10%	0%	0%
49	Dunedin Chinese Garden	27%	38%	19%	8%	8%	31%	40%	14%	11%	3%	32%	47%	15%	4%	1%
50	Dunedin Botanic Garden	56%	39%	2%	0%	2%	59%	37%	4%	0%	0%	65%	34%	1%	0%	0%
51	Winter sports playing fields	14%	57%	24%	5%	0%	17%	69%	10%	0%	4%	26%	53%	15%	6%	0%
52	Summer sports playing fields	23%	62%	15%	0%	0%	25%	68%	5%	0%	3%	28%	54%	15%	1%	1%
53	DCC playgrounds	23%	41%	27%	9%	0%	19%	63%	12%	5%	2%	23%	59%	16%	2%	0%
54	Walking and biking tracks	28%	53%	16%	3%	0%	46%	46%	8%	0%	0%	27%	57%	16%	1%	0%
55	DCC reserves (scenic, bush and coastal)	23%	65%	13%	0%	0%	31%	67%	2%	0%	0%	32%	53%	14%	2%	0%
56	Accessibility of recreational sites and facilities	16%	65%	16%	3%	0%	30%	66%	2%	2%	0%	33%	51%	15%	0%	1%
57	Dunedin Stadium (Ice Stadium)	23%	69%	0%	8%	0%	12%	76%	12%	0%	0%	27%	56%	15%	2%	0%
58	Edgar Sports Centre	17%	67%	17%	0%	0%	29%	59%	10%	3%	0%	15%	62%	15%	7%	0%
59	Forsyth Barr Stadium	39%	30%	12%	6%	12%	23%	55%	18%	3%	1%	40%	41%	9%	6%	4%
60	The Dunedin i-SITE Visitor Centre	38%	50%	6%	6%	0%	37%	59%	4%	0%	0%	30%	56%	15%	0%	0%
61	Dunedin Town Hall – now called the Dunedin Centre	40%	33%	20%	0%	7%	31%	62%	8%	0%	0%	30%	59%	7%	0%	3%
62	Regent Theatre	29%	55%	13%	0%	3%	30%	64%	6%	0%	0%	41%	53%	5%	1%	1%
63	Fortune Theatre	33%	48%	19%	0%	0%	25%	67%	8%	0%	0%	41%	47%	10%	1%	1%
64	Dunedin's cemeteries (services provided to the public)	11%	59%	30%	0%	0%	20%	68%	11%	2%	0%	32%	49%	19%	0%	0%
65	Dunedin's cemeteries (physical appearance)	7%	54%	18%	18%	4%	25%	65%	7%	4%	0%	28%	48%	17%	4%	3%
66	Public toilets	17%	40%	20%	20%	3%	13%	55%	13%	11%	8%	14%	49%	21%	12%	4%

Q		Mosgiel (n=167)					Northern Suburbs (n=172)					Peninsula (n=104)				
		VS %	S %	N %	D %	VD %	VS %	S %	N %	D %	VD %	VS %	S %	N %	D %	VD %
43	Any or all of the following Libraries (Moray Place, Mosgiel, Port Chalmers, Waikouaiti, Blueskin Bay, Bookbus)	56%	43%	2%	0%	0%	57%	37%	5%	0%	1%	43%	49%	8%	0%	0%
44	Material available at the Libraries	49%	46%	5%	0%	0%	41%	47%	10%	1%	1%	39%	48%	11%	2%	0%
45	Any or all of the following pools (Moana, Mosgiel, St Clair Salt Water Pool, Port Chalmers)	25%	43%	16%	15%	2%	31%	60%	5%	2%	1%	38%	52%	6%	3%	%
46	Otago Museum	43%	47%	9%	0%	1%	54%	43%	3%	0%	0%	55%	44%	1%	0%	0%
47	Toitū Otago Settlers Museum	57%	36%	5%	1%	0%	67%	27%	4%	2%	0%	50%	49%	1%	0%	0%
48	Dunedin Public Art Gallery	34%	49%	14%	3%	0%	57%	38%	5%	0%	0%	36%	57%	5%	2%	0%
49	Dunedin Chinese Garden	29%	29%	23%	15%	3%	27%	36%	27%	7%	2%	38%	44%	19%	0%	0%
50	Dunedin Botanic Garden	53%	44%	3%	0%	0%	69%	30%	1%	0%	1%	59%	40%	0%	1%	0%
51	Winter sports playing fields	14%	69%	15%	1%	0%	15%	59%	21%	3%	2%	11%	66%	17%	6%	0%
52	Summer sports playing fields	13%	70%	13%	3%	0%	25%	55%	18%	0%	2%	20%	60%	20%	0%	0%
53	DCC playgrounds	29%	58%	9%	4%	0%	20%	65%	12%	1%	1%	20%	64%	14%	2%	0%
54	Walking and biking tracks	23%	63%	12%	0%	3%	28%	67%	3%	1%	1%	25%	59%	13%	1%	1%
55	DCC reserves (scenic, bush and coastal)	27%	63%	8%	3%	0%	27%	69%	3%	1%	1%	25%	59%	16%	0%	0%
56	Accessibility of recreational sites and facilities	26%	63%	9%	1%	1%	29%	63%	5%	2%	2%	27%	61%	11%	0%	1%
57	Dunedin Stadium (Ice Stadium)	22%	63%	15%	0%	0%	19%	68%	11%	3%	0%	26%	48%	22%	4%	0%
58	Edgar Sports Centre	21%	62%	12%	5%	0%	22%	67%	9%	1%	1%	26%	55%	15%	3%	0%
59	Forsyth Barr Stadium	38%	49%	8%	3%	3%	36%	44%	11%	4%	4%	37%	40%	12%	7%	4%
60	The Dunedin i-SITE Visitor Centre	29%	61%	10%	0%	0%	21%	60%	14%	2%	2%	17%	54%	21%	8%	0%
61	Dunedin Town Hall – now called the Dunedin Centre	31%	56%	10%	4%	0%	41%	47%	8%	3%	2%	34%	50%	13%	0%	3%
62	Regent Theatre	40%	54%	4%	1%	0%	39%	56%	4%	0%	1%	38%	53%	6%	1%	1%
63	Fortune Theatre	37%	49%	14%	0%	0%	38%	56%	5%	0%	2%	29%	53%	15%	2%	2%
64	Dunedin's cemeteries (services provided to the public)	22%	63%	12%	2%	1%	19%	62%	17%	1%	1%	27%	56%	13%	4%	0%
65	Dunedin's cemeteries (physical appearance)	24%	60%	10%	4%	2%	24%	53%	16%	5%	1%	30%	49%	19%	2%	0%
66	Public toilets	13%	52%	15%	14%	6%	8%	56%	21%	11%	3%	16%	45%	27%	4%	7%

Q		Port Chalmers (n=56)					Rural (n=103)					South Dunedin (n=230)				
		VS %	S %	N %	D %	VD %	VS %	S %	N %	D %	VD %	VS %	S %	N %	D %	VD %
43	Any or all of the following Libraries (Moray Place, Mosgiel, Port Chalmers, Waikouaiti, Blueskin Bay, Bookbus)	67%	29%	4%	0%	0%	70%	27%	3%	0%	0%	52%	42%	4%	1%	1%
44	Material available at the Libraries	53%	34%	9%	4%	0%	53%	42%	3%	2%	0%	41%	50%	6%	3%	1%
45	Any or all of the following pools (Moana, Mosgiel, St Clair Salt Water Pool, Port Chalmers)	44%	50%	3%	3%	%	38%	40%	21%	%	%	37%	51%	9%	3%	1%
46	Otago Museum	65%	33%	2%	0%	0%	52%	43%	3%	2%	0%	49%	48%	1%	1%	1%
47	Toitū Otago Settlers Museum	71%	24%	5%	0%	0%	62%	32%	4%	2%	0%	62%	32%	3%	2%	1%
48	Dunedin Public Art Gallery	50%	47%	3%	0%	0%	45%	43%	10%	2%	0%	45%	46%	4%	4%	2%
49	Dunedin Chinese Garden	25%	50%	15%	5%	5%	25%	42%	25%	8%	0%	27%	41%	16%	9%	7%
50	Dunedin Botanic Garden	64%	36%	0%	0%	0%	66%	33%	1%	0%	0%	57%	40%	2%	0%	0%
51	Winter sports playing fields	29%	61%	7%	4%	0%	18%	62%	18%	3%	0%	12%	64%	16%	4%	3%
52	Summer sports playing fields	29%	57%	10%	5%	0%	12%	60%	28%	0%	0%	13%	67%	17%	4%	0%
53	DCC playgrounds	16%	72%	12%	0%	0%	19%	70%	9%	2%	0%	16%	64%	13%	5%	2%
54	Walking and biking tracks	29%	67%	2%	2%	0%	19%	71%	10%	0%	0%	19%	64%	15%	2%	0%
55	DCC reserves (scenic, bush and coastal)	26%	72%	0%	3%	0%	25%	62%	10%	2%	2%	25%	64%	9%	1%	0%
56	Accessibility of recreational sites and facilities	27%	63%	10%	0%	0%	23%	52%	21%	3%	0%	17%	68%	10%	5%	0%
57	Dunedin Stadium (Ice Stadium)	24%	47%	29%	0%	0%	13%	70%	13%	4%	0%	14%	61%	20%	5%	0%
58	Edgar Sports Centre	26%	58%	16%	0%	0%	17%	67%	11%	6%	0%	22%	64%	11%	3%	1%
59	Forsyth Barr Stadium	40%	32%	21%	2%	4%	25%	52%	18%	1%	3%	34%	39%	15%	5%	6%
60	The Dunedin i-SITE Visitor Centre	36%	55%	9%	0%	0%	26%	63%	5%	0%	5%	31%	44%	20%	2%	4%
61	Dunedin Town Hall – now called the Dunedin Centre	53%	42%	5%	0%	0%	37%	52%	7%	0%	4%	38%	51%	10%	1%	0%
62	Regent Theatre	58%	37%	5%	0%	0%	38%	55%	6%	0%	0%	41%	51%	7%	1%	0%
63	Fortune Theatre	57%	43%	0%	0%	0%	40%	48%	12%	0%	0%	37%	49%	12%	1%	0%
64	Dunedin's cemeteries (services provided to the public)	40%	40%	20%	0%	0%	29%	61%	10%	0%	0%	21%	60%	18%	1%	0%
65	Dunedin's cemeteries (physical appearance)	37%	47%	10%	7%	0%	19%	65%	14%	2%	0%	22%	63%	9%	2%	4%
66	Public toilets	9%	44%	26%	7%	14%	8%	52%	17%	17%	6%	10%	48%	20%	13%	9%

11.3. Satisfaction, DCC Activities, Dunedin, and the City Council by Location

Q		Dunedin City (n=51)					Green Island (n=111)					Kaikorai Valley (n=218)				
		VS %	S %	N %	D %	VD %	VS %	S %	N %	D %	VD %	VS %	S %	N %	D %	VD %
67	The availability of information held by the DCC	3%	50%	31%	11%	6%	15%	50%	30%	3%	2%	11%	47%	36%	5%	2%
68	The quality of information held by the DCC	6%	41%	44%	6%	3%	12%	54%	29%	2%	2%	9%	46%	38%	4%	3%
69	The amount of public consultation undertaken	2%	37%	34%	15%	12%	7%	40%	39%	9%	5%	5%	36%	36%	15%	8%
70	The amount of information available explaining why and what the DCC is doing	2%	37%	26%	16%	19%	7%	44%	35%	11%	3%	6%	44%	32%	14%	5%
71	Notices / information you receive from the DCC about activities and matters affecting your household's water supply	6%	47%	28%	16%	3%	8%	53%	31%	6%	2%	6%	45%	35%	11%	3%
72	Notices / information you receive from the DCC about road works / footpath repairs in your neighbourhood	0%	43%	30%	18%	10%	7%	43%	33%	12%	5%	10%	40%	28%	16%	6%
73	Notices / information you receive from the DCC about temporary street closures	2%	41%	32%	15%	10%	6%	48%	33%	8%	4%	9%	40%	36%	12%	3%
74	Attracting new businesses and jobs to Dunedin	0%	17%	46%	20%	17%	3%	17%	36%	28%	15%	2%	14%	38%	29%	16%
75	Supporting the development of existing Dunedin businesses	0%	27%	24%	34%	15%	4%	16%	35%	31%	13%	2%	23%	43%	25%	8%
76	Retaining existing businesses and jobs in Dunedin	0%	21%	26%	40%	14%	3%	15%	25%	34%	23%	2%	13%	33%	37%	15%
77	Media coverage of events run in Dunedin	5%	41%	32%	18%	5%	6%	45%	26%	17%	6%	5%	48%	34%	10%	3%
78	City festivals and events	22%	50%	26%	2%	0%	12%	54%	25%	6%	3%	13%	58%	25%	4%	1%
79	Your contact with the Mayor and Councillors	22%	17%	39%	13%	9%	2%	24%	59%	9%	7%	9%	22%	54%	9%	5%
80	Your contact with Community Board members	13%	25%	38%	13%	13%	7%	22%	58%	7%	7%	5%	16%	70%	6%	3%
81	Your contact and dealings with DCC staff	29%	42%	13%	8%	8%	23%	40%	27%	7%	2%	28%	42%	23%	6%	2%
82	FYI Magazine	13%	67%	20%	0%	0%	12%	65%	18%	2%	3%	19%	52%	25%	2%	1%
83	The DCC's website www.dunedin.govt.nz	30%	36%	30%	3%	0%	19%	63%	16%	1%	1%	18%	59%	18%	4%	1%
84	The DCC's call centre (telephone enquiry service)	22%	63%	11%	4%	0%	26%	55%	14%	3%	1%	33%	43%	18%	5%	1%
85	The Customer Service Agency in the Civic Centre	26%	59%	15%	0%	0%	29%	55%	15%	0%	2%	34%	42%	20%	2%	3%
86	The overall look and feel of the city	6%	72%	10%	10%	2%	15%	59%	17%	5%	3%	15%	61%	14%	10%	1%
87	The overall look and feel of the central city retail area	8%	65%	19%	8%	0%	11%	65%	18%	4%	3%	12%	58%	17%	11%	1%
88	The overall look and feel of the South Dunedin retail area	2%	28%	13%	48%	9%	7%	29%	26%	29%	8%	3%	28%	31%	32%	7%
89	The overall look and feel of your suburb or township	8%	50%	23%	19%	0%	10%	49%	28%	9%	4%	12%	52%	26%	8%	1%
91	The overall look and feel of your most convenient retail centre (overall)	15%	68%	9%	9%	0%	12%	55%	22%	11%	1%	14%	58%	18%	8%	1%

Q		Mosgiel (n=167)					Northern Suburbs (n=172)					Peninsula (n=104)				
		VS %	S %	N %	D %	VD %	VS %	S %	N %	D %	VD %	VS %	S %	N %	D %	VD %
67	The availability of information held by the DCC	10%	45%	44%	1%	1%	9%	56%	29%	5%	1%	11%	61%	21%	5%	2%
68	The quality of information held by the DCC	12%	43%	43%	1%	1%	7%	54%	34%	4%	1%	10%	51%	31%	7%	1%
69	The amount of public consultation undertaken	3%	29%	41%	21%	6%	7%	34%	39%	16%	4%	4%	38%	29%	20%	9%
70	The amount of information available explaining why and what the DCC is doing	3%	42%	38%	14%	3%	12%	43%	32%	11%	3%	5%	43%	31%	18%	3%
71	Notices / information you receive from the DCC about activities and matters affecting your household's water supply	8%	42%	41%	7%	3%	9%	47%	35%	7%	2%	12%	44%	30%	12%	2%
72	Notices / information you receive from the DCC about road works / footpath repairs in your neighbourhood	5%	45%	34%	12%	3%	6%	45%	36%	8%	5%	10%	36%	35%	15%	4%
73	Notices / information you receive from the DCC about temporary street closures	6%	35%	43%	13%	3%	8%	44%	34%	11%	4%	9%	38%	37%	13%	4%
74	Attracting new businesses and jobs to Dunedin	4%	21%	32%	29%	14%	4%	16%	41%	29%	11%	1%	15%	32%	34%	18%
75	Supporting the development of existing Dunedin businesses	2%	24%	39%	24%	10%	3%	22%	46%	21%	8%	0%	13%	38%	29%	21%
76	Retaining existing businesses and jobs in Dunedin	1%	18%	35%	30%	15%	2%	16%	34%	31%	16%	0%	11%	31%	39%	19%
77	Media coverage of events run in Dunedin	6%	44%	33%	14%	3%	7%	46%	31%	12%	4%	2%	42%	34%	16%	5%
78	City festivals and events	10%	52%	32%	4%	2%	15%	58%	22%	4%	1%	10%	60%	19%	8%	3%
79	Your contact with the Mayor and Councillors	2%	26%	61%	5%	8%	13%	37%	42%	7%	1%	11%	18%	50%	9%	11%
80	Your contact with Community Board members	6%	24%	60%	6%	6%	7%	22%	65%	4%	2%	9%	28%	42%	14%	7%
81	Your contact and dealings with DCC staff	18%	47%	27%	5%	3%	26%	40%	23%	7%	4%	24%	43%	23%	6%	5%
82	FYI Magazine	9%	56%	25%	7%	3%	17%	49%	20%	7%	7%	18%	52%	19%	4%	6%
83	The DCC's website www.dunedin.govt.nz	17%	49%	30%	3%	1%	22%	52%	21%	3%	2%	19%	64%	14%	3%	0%
84	The DCC's call centre (telephone enquiry service)	19%	51%	25%	4%	1%	29%	51%	16%	3%	1%	36%	44%	14%	5%	2%
85	The Customer Service Agency in the Civic Centre	21%	45%	30%	3%	0%	33%	48%	14%	4%	1%	20%	58%	20%	2%	0%
86	The overall look and feel of the city	9%	60%	22%	6%	2%	16%	64%	12%	7%	1%	7%	59%	14%	18%	2%
87	The overall look and feel of the central city retail area	9%	62%	19%	8%	2%	9%	64%	15%	10%	2%	5%	57%	18%	17%	3%
88	The overall look and feel of the South Dunedin retail area	0%	24%	34%	33%	9%	4%	24%	32%	34%	6%	4%	24%	25%	36%	11%
89	The overall look and feel of your suburb or township	14%	57%	19%	9%	1%	12%	55%	21%	10%	2%	12%	65%	12%	10%	1%
91	The overall look and feel of your most convenient retail centre (overall)	16%	61%	16%	5%	2%	16%	60%	13%	11%	1%	6%	61%	22%	9%	1%

Q		Port Chalmers (n=56)					Rural (n=103)					South Dunedin (n=230)				
		VS %	S %	N %	D %	VD %	VS %	S %	N %	D %	VD %	VS %	S %	N %	D %	VD %
67	The availability of information held by the DCC	8%	39%	50%	3%	0%	5%	55%	33%	5%	2%	11%	52%	32%	2%	3%
68	The quality of information held by the DCC	8%	40%	50%	3%	0%	4%	56%	36%	4%	0%	11%	52%	31%	3%	2%
69	The amount of public consultation undertaken	2%	23%	54%	10%	10%	3%	39%	38%	11%	9%	6%	34%	41%	14%	6%
70	The amount of information available explaining why and what the DCC is doing	4%	40%	36%	13%	8%	2%	51%	35%	10%	2%	6%	43%	34%	12%	6%
71	Notices / information you receive from the DCC about activities and matters affecting your household's water supply	6%	30%	48%	12%	4%	4%	48%	38%	10%	0%	9%	49%	31%	7%	4%
72	Notices / information you receive from the DCC about road works / footpath repairs in your neighbourhood	4%	26%	46%	12%	12%	2%	37%	25%	23%	12%	11%	40%	27%	17%	4%
73	Notices / information you receive from the DCC about temporary street closures	10%	33%	39%	10%	8%	5%	44%	33%	11%	8%	10%	39%	31%	15%	5%
74	Attracting new businesses and jobs to Dunedin	4%	7%	39%	26%	24%	1%	15%	41%	28%	15%	2%	20%	33%	26%	19%
75	Supporting the development of existing Dunedin businesses	5%	5%	50%	24%	17%	1%	16%	49%	23%	10%	2%	22%	34%	26%	15%
76	Retaining existing businesses and jobs in Dunedin	4%	4%	31%	40%	21%	1%	12%	46%	25%	16%	1%	15%	32%	32%	21%
77	Media coverage of events run in Dunedin	6%	41%	43%	11%	0%	3%	43%	35%	14%	4%	5%	44%	32%	15%	4%
78	City festivals and events	18%	44%	35%	2%	2%	6%	59%	25%	10%	0%	9%	54%	28%	6%	3%
79	Your contact with the Mayor and Councillors	13%	26%	48%	13%	0%	10%	29%	47%	12%	2%	6%	18%	61%	11%	4%
80	Your contact with Community Board members	20%	32%	32%	12%	4%	8%	44%	38%	7%	3%	2%	17%	71%	8%	3%
82	FYI Magazine	6%	64%	22%	8%	0%	15%	62%	20%	0%	3%	15%	52%	27%	4%	2%
83	The DCC's website www.dunedin.govt.nz	19%	65%	16%	0%	0%	16%	60%	21%	4%	0%	21%	57%	18%	3%	1%
84	The DCC's call centre (telephone enquiry service)	26%	53%	12%	7%	2%	27%	57%	13%	3%	0%	27%	48%	20%	3%	2%
85	The Customer Service Agency in the Civic Centre	13%	71%	17%	0%	0%	20%	64%	14%	0%	2%	33%	47%	17%	2%	1%
81	Your contact and dealings with DCC staff	17%	51%	19%	13%	0%	21%	57%	17%	3%	1%	24%	41%	30%	3%	3%
86	The overall look and feel of the city	7%	60%	22%	11%	0%	8%	64%	22%	6%	0%	12%	53%	23%	10%	2%
87	The overall look and feel of the central city retail area	5%	64%	18%	13%	0%	5%	63%	24%	8%	0%	13%	51%	26%	8%	2%
88	The overall look and feel of the South Dunedin retail area	4%	29%	35%	27%	6%	1%	27%	27%	39%	6%	5%	29%	29%	25%	11%
89	The overall look and feel of your suburb or township	13%	45%	27%	13%	4%	7%	52%	24%	16%	2%	8%	51%	27%	12%	3%
91	The overall look and feel of your most convenient retail centre (overall)	9%	64%	16%	11%	0%	9%	60%	17%	14%	0%	10%	51%	24%	12%	3%

11.4. Satisfaction, City Council by Location

Q		Dunedin City (n=51)					Green Island (n=111)					Kaikorai Valley (n=218)				
		VS %	S %	N %	D %	VD %	VS %	S %	N %	D %	VD %	VS %	S %	N %	D %	VD %
92	The overall performance of the Dunedin City Council	2%	48%	31%	10%	8%	3%	53%	31%	7%	6%	5%	49%	30%	13%	3%
		Mosgiel (n=167)					Northern Suburbs (n=172)					Peninsula (n=104)				
		VS %	S %	N %	D %	VD %	VS %	S %	N %	D %	VD %	VS %	S %	N %	D %	VD %
92	The overall performance of the Dunedin City Council	3%	47%	34%	12%	3%	5%	53%	25%	15%	1%	2%	51%	23%	17%	8%
		Port Chalmers (n=56)					Rural (n=103)					South Dunedin (n=230)				
		VS %	S %	N %	D %	VD %	VS %	S %	N %	D %	VD %	VS %	S %	N %	D %	VD %
92	The overall performance of the Dunedin City Council	4%	49%	32%	13%	2%	0%	53%	41%	6%	0%	5%	46%	34%	12%	3%

Q92 The overall performance of the Dunedin City Council	Percentage satisfied or very satisfied
Dunedin City	50%
Green Island	56%
Kaikorai Valley	54%
Mosgiel	50%
Northern Suburbs	58%
Peninsula	53%
Port Chalmers	53%
Rural	53%
South Dunedin	51%

There were no significant differences in the percentage of respondents who were satisfied with the overall performance of the Dunedin City Council between locations.

11.5. Important Characteristics for the City and Council by Location

	Dunedin City (n=51)		Green Island (n=111)		Kaikorai Valley (n=218)	
	Importance	Perception	Importance	Perception	Importance	Perception
Dunedin is a fun city	3.88	3.50	3.82	3.38	3.77	3.39
Dunedin is a thriving city	4.30	2.86	4.32	2.77	4.33	2.79
Dunedin is a creative city	4.26	3.94	3.99	3.46	4.09	3.60
Dunedin is a safe city	4.74	3.62	4.64	3.48	4.61	3.53
Dunedin is a sustainable city	4.43	3.22	4.23	3.16	4.45	3.15
Dunedin recognises and supports cultural diversity	4.06	3.65	3.95	3.62	4.10	3.78
Dunedin maintains and preserves its architectural heritage	4.38	3.90	4.23	3.88	4.22	3.90
There is a sense of community in my local neighbourhood	4.06	3.27	4.02	3.50	4.10	3.42
The Council is a leader in encouraging the development of a sustainable city	4.12	2.98	4.00	3.08	4.13	2.98

	Mosgiel (n=167)		Northern Suburbs (n=172)		Peninsula (n=104)	
	Importance	Perception	Importance	Perception	Importance	Perception
Dunedin is a fun city	3.68	3.30	3.83	3.48	3.74	3.18
Dunedin is a thriving city	4.15	2.89	4.26	2.97	4.28	2.53
Dunedin is a creative city	4.00	3.45	4.19	3.69	4.05	3.45
Dunedin is a safe city	4.50	3.41	4.67	3.56	4.59	3.49
Dunedin is a sustainable city	4.17	3.18	4.42	3.18	4.22	3.01
Dunedin recognises and supports cultural diversity	3.90	3.62	4.12	3.73	3.88	3.63
Dunedin maintains and preserves its architectural heritage	4.11	3.91	4.37	3.85	4.08	3.64
There is a sense of community in my local neighbourhood	4.03	3.54	4.20	3.63	3.95	3.33
The Council is a leader in encouraging the development of a sustainable city	3.87	2.90	4.09	3.10	3.99	2.75

	Port Chalmers (n=56)		Rural (n=103)		South Dunedin (n=230)	
	Importance	Perception	Importance	Perception	Importance	Perception
Dunedin is a fun city	3.77	3.54	3.65	3.38	3.66	3.27
Dunedin is a thriving city	4.45	2.55	4.35	2.92	4.26	2.83
Dunedin is a creative city	4.20	3.68	3.99	3.64	4.11	3.48
Dunedin is a safe city	4.75	3.55	4.62	3.53	4.61	3.49
Dunedin is a sustainable city	4.65	2.95	4.42	3.14	4.26	3.13
Dunedin recognises and supports cultural diversity	4.07	3.68	3.94	3.60	4.09	3.60
Dunedin maintains and preserves its architectural heritage	4.45	3.85	4.28	3.79	4.17	3.79
There is a sense of community in my local neighbourhood	4.29	3.75	4.31	3.74	3.98	3.23
The Council is a leader in encouraging the development of a sustainable city	4.35	2.88	4.16	3.15	4.02	3.08

11.6. Satisfaction, DCC Services by Age of Respondents

Q		Under 25 Years (n=89)					25 - 34 (n=105)					35 - 44 (n=159)				
		VS %	S %	N %	D %	VD %	VS %	S %	N %	D %	VD %	VS %	S %	N %	D %	VD %
1	Household rubbish collection	39%	45%	9%	4%	3%	43%	40%	11%	4%	1%	42%	44%	9%	2%	3%
2	Kerbside recycling	38%	45%	9%	5%	3%	37%	49%	3%	9%	1%	45%	46%	5%	2%	2%
3	Street litter bins	26%	45%	19%	7%	4%	14%	57%	14%	13%	1%	12%	53%	24%	10%	2%
4	Reliability of the rubbish collection service	43%	41%	9%	3%	4%	47%	43%	7%	2%	0%	47%	42%	8%	2%	1%
5	Cleanliness of the streets immediately after rubbish collection	22%	43%	19%	10%	5%	25%	42%	20%	9%	4%	21%	50%	15%	8%	6%
6	Cleanliness of the streets in general	13%	42%	26%	14%	5%	13%	48%	22%	13%	4%	9%	55%	15%	15%	6%
7	Water pressure	30%	45%	14%	4%	8%	26%	46%	14%	10%	4%	27%	55%	7%	8%	3%
8	Water quality	34%	45%	19%	1%	1%	21%	44%	14%	19%	2%	19%	57%	15%	6%	3%
9	Storm water collection service	12%	32%	38%	13%	5%	19%	40%	28%	10%	3%	16%	53%	22%	8%	1%
10	The city's sewerage system	21%	36%	33%	4%	6%	20%	51%	22%	4%	4%	21%	56%	16%	5%	1%
11	The condition of the roads in your neighbourhood	8%	48%	19%	15%	10%	11%	44%	22%	17%	6%	11%	55%	11%	16%	6%
12	The condition of the roads throughout the city	6%	52%	26%	13%	3%	7%	40%	28%	20%	5%	4%	56%	20%	17%	3%
13	The condition of footpaths in your neighbourhood	11%	57%	14%	14%	3%	13%	44%	24%	15%	5%	14%	47%	16%	18%	5%
14	The condition of footpaths throughout the city	13%	47%	26%	12%	1%	9%	50%	28%	13%	1%	6%	57%	26%	10%	1%
15	That there are footpaths where you need them throughout your neighbourhood	35%	48%	12%	2%	3%	20%	60%	6%	12%	3%	20%	51%	11%	12%	6%
16	That there are footpaths where you need them throughout the city	18%	63%	15%	3%	1%	17%	62%	16%	5%	1%	15%	62%	16%	5%	2%
17	Street lighting in your neighbourhood	25%	44%	15%	11%	5%	13%	52%	13%	18%	3%	11%	59%	11%	12%	6%
18	Street lighting throughout the city	27%	47%	16%	7%	3%	14%	55%	22%	8%	1%	14%	65%	19%	1%	1%
19	Street name signs throughout the city	19%	51%	18%	6%	6%	17%	56%	20%	6%	1%	14%	64%	15%	5%	2%
20	Directional signs for traffic throughout the city	11%	59%	17%	9%	3%	19%	50%	21%	8%	2%	11%	66%	17%	6%	1%
21	The flow of traffic around and through the city at peak times of the day	7%	34%	34%	19%	6%	8%	50%	15%	26%	2%	6%	50%	23%	21%	1%
22	The flow of traffic around and through the city at off-peak times of the day	22%	64%	11%	2%	1%	27%	56%	11%	7%	%	21%	68%	8%	2%	1%

Q		Under 25 Years (n=89)					25 - 34 (n=105)					35 - 44 (n=159)				
		VS %	S %	N %	D %	VD %	VS %	S %	N %	D %	VD %	VS %	S %	N %	D %	VD %
23	The ease of pedestrian access throughout the transport network	16%	61%	16%	6%	1%	16%	57%	16%	8%	4%	8%	62%	21%	8%	2%
24	The efforts made to minimise inconvenience and disruption caused to the public, when work is done on roads, footpaths and drains	14%	49%	23%	10%	5%	11%	50%	18%	18%	3%	4%	61%	22%	11%	3%
25	The availability of car parking in the central city	8%	18%	17%	35%	22%	6%	32%	20%	24%	19%	6%	41%	24%	21%	8%
26	The number of parking spaces available in DCC car parking buildings	13%	31%	34%	13%	10%	8%	41%	39%	8%	4%	6%	47%	36%	6%	5%
27	The number of parking spaces available in DCC off-street car parks	7%	27%	37%	15%	14%	7%	35%	40%	11%	8%	3%	44%	36%	10%	6%
28	The ease of use of Pay and Display car parking	11%	34%	24%	16%	14%	9%	46%	18%	16%	10%	11%	50%	24%	13%	3%
29	The availability of on-street parking in the central city	5%	18%	23%	36%	18%	5%	26%	27%	25%	17%	6%	35%	26%	25%	7%
30	The suitability of the road network for cyclists throughout the city	9%	21%	18%	28%	24%	1%	17%	23%	29%	30%	1%	23%	31%	28%	17%
31	Control of roaming dogs	18%	55%	16%	5%	6%	12%	57%	18%	11%	2%	12%	50%	22%	11%	5%
32	Control of dogs fouling the streets	13%	41%	22%	11%	14%	9%	32%	18%	28%	13%	5%	37%	22%	26%	11%
33	Control of barking dogs	16%	39%	31%	8%	7%	10%	48%	30%	9%	3%	7%	41%	36%	10%	5%
34	Noise control (enforcement)	15%	49%	26%	1%	9%	12%	48%	29%	7%	4%	8%	41%	38%	10%	3%
35	Parking enforcement	17%	40%	22%	11%	10%	9%	38%	29%	15%	8%	7%	43%	32%	11%	6%
36	The fairness and attitude of parking wardens	13%	27%	30%	16%	14%	7%	28%	31%	15%	19%	6%	32%	38%	15%	8%
37	Enforcing hygiene standards in city food establishments	30%	49%	15%	4%	2%	22%	52%	19%	7%	1%	15%	62%	19%	3%	1%
38	Enforcing liquor licensing standards in the city's licensed premises	27%	53%	15%	3%	3%	16%	55%	18%	7%	4%	11%	59%	23%	5%	2%
39	Processing of applications for building consents	9%	30%	40%	14%	7%	12%	25%	40%	12%	11%	3%	30%	47%	14%	6%
40	Monitoring and inspection of buildings under construction	9%	31%	51%	4%	4%	11%	32%	51%	6%	0%	5%	34%	50%	8%	4%
41	The DCC is constantly striving to improve	8%	43%	35%	11%	3%	12%	42%	27%	13%	6%	4%	54%	33%	7%	2%
42	The DCC delivers good value for the ratepayer money	6%	25%	43%	15%	12%	5%	28%	35%	20%	13%	0%	32%	35%	21%	13%

Q		45 - 54 (n=246)					55 - 64 (n=239)					65 + (n=322)				
		VS %	S %	N %	D %	VD %	VS %	S %	N %	D %	VD %	VS %	S %	N %	D %	VD %
1	Household rubbish collection	34%	50%	10%	4%	3%	41%	46%	7%	4%	1%	46%	45%	6%	2%	1%
2	Kerbside recycling	39%	50%	6%	5%	0%	44%	48%	5%	1%	1%	46%	47%	4%	2%	0%
3	Street litter bins	13%	48%	22%	13%	4%	12%	57%	17%	13%	1%	21%	54%	18%	6%	0%
4	Reliability of the rubbish collection service	44%	46%	7%	3%	0%	48%	46%	5%	2%	0%	52%	43%	4%	0%	0%
5	Cleanliness of the streets immediately after rubbish collection	18%	47%	18%	12%	4%	23%	43%	17%	15%	2%	23%	53%	16%	7%	0%
6	Cleanliness of the streets in general	6%	53%	21%	16%	4%	9%	42%	23%	20%	7%	13%	45%	21%	17%	4%
7	Water pressure	30%	49%	12%	9%	1%	35%	53%	4%	6%	2%	39%	51%	5%	4%	1%
8	Water quality	24%	48%	16%	10%	3%	24%	59%	8%	7%	2%	28%	55%	11%	4%	2%
9	Storm water collection service	17%	49%	18%	13%	3%	16%	50%	19%	10%	5%	23%	48%	17%	9%	3%
10	The city's sewerage system	17%	58%	18%	6%	2%	23%	57%	15%	3%	2%	30%	58%	10%	2%	0%
11	The condition of the roads in your neighbourhood	9%	46%	18%	21%	6%	8%	52%	15%	18%	7%	11%	60%	17%	10%	3%
12	The condition of the roads throughout the city	5%	52%	24%	16%	3%	2%	57%	22%	15%	4%	5%	57%	28%	9%	1%
13	The condition of footpaths in your neighbourhood	9%	46%	16%	19%	10%	9%	43%	20%	19%	9%	14%	42%	24%	16%	4%
14	The condition of footpaths throughout the city	6%	54%	26%	13%	1%	3%	48%	25%	19%	4%	6%	53%	31%	8%	1%
15	That there are footpaths where you need them throughout your neighbourhood	13%	60%	12%	9%	6%	13%	58%	14%	8%	7%	16%	65%	11%	5%	3%
16	That there are footpaths where you need them throughout the city	10%	64%	20%	6%	0%	9%	68%	20%	2%	1%	12%	67%	19%	1%	0%
17	Street lighting in your neighbourhood	14%	53%	16%	13%	5%	13%	59%	15%	10%	3%	25%	61%	8%	4%	2%
18	Street lighting throughout the city	13%	61%	18%	8%	0%	11%	69%	16%	4%	0%	17%	68%	13%	2%	0%
19	Street name signs throughout the city	13%	58%	17%	9%	3%	11%	62%	19%	8%	1%	19%	55%	14%	9%	2%
20	Directional signs for traffic throughout the city	10%	60%	20%	7%	3%	9%	68%	16%	6%	2%	15%	59%	17%	7%	1%
21	The flow of traffic around and through the city at peak times of the day	4%	45%	29%	19%	4%	3%	47%	24%	23%	3%	6%	54%	27%	12%	1%
22	The flow of traffic around and through the city at off-peak times of the day	17%	64%	13%	5%	1%	15%	63%	16%	5%	1%	20%	67%	10%	2%	1%

Q		45 - 54 (n=246)					55 - 64 (n=239)					65 + (n=322)				
		VS %	S %	N %	D %	VD %	VS %	S %	N %	D %	VD %	VS %	S %	N %	D %	VD %
23	The ease of pedestrian access throughout the transport network	6%	62%	22%	7%	3%	8%	65%	20%	6%	1%	12%	64%	20%	5%	0%
24	The efforts made to minimise inconvenience and disruption caused to the public, when work is done on roads, footpaths and drains	8%	47%	26%	16%	3%	5%	50%	29%	10%	6%	13%	57%	22%	7%	1%
25	The availability of car parking in the central city	3%	40%	26%	23%	7%	3%	41%	24%	24%	10%	5%	47%	27%	17%	4%
26	The number of parking spaces available in DCC car parking buildings	4%	52%	33%	9%	3%	4%	49%	33%	11%	3%	5%	50%	34%	8%	2%
27	The number of parking spaces available in DCC off-street car parks	3%	43%	37%	13%	3%	3%	44%	35%	14%	4%	4%	47%	34%	13%	2%
28	The ease of use of Pay and Display car parking	6%	54%	22%	13%	5%	7%	56%	20%	13%	3%	10%	54%	28%	7%	1%
29	The availability of on-street parking in the central city	3%	37%	28%	25%	6%	3%	35%	33%	20%	10%	4%	38%	35%	19%	5%
30	The suitability of the road network for cyclists throughout the city	3%	15%	29%	28%	25%	3%	17%	27%	31%	21%	3%	23%	37%	25%	13%
31	Control of roaming dogs	13%	46%	25%	11%	4%	10%	55%	21%	12%	3%	8%	52%	25%	11%	3%
32	Control of dogs fouling the streets	6%	35%	24%	25%	11%	3%	32%	24%	32%	10%	4%	36%	23%	28%	10%
33	Control of barking dogs	10%	38%	40%	7%	5%	2%	45%	35%	13%	4%	5%	44%	31%	15%	6%
34	Noise control (enforcement)	9%	44%	38%	7%	2%	4%	50%	40%	4%	2%	7%	48%	35%	6%	3%
35	Parking enforcement	6%	45%	34%	9%	6%	3%	50%	32%	11%	4%	6%	55%	35%	4%	1%
36	The fairness and attitude of parking wardens	6%	38%	38%	11%	7%	4%	39%	35%	13%	9%	10%	47%	34%	7%	2%
37	Enforcing hygiene standards in city food establishments	18%	55%	22%	4%	1%	15%	62%	17%	4%	0%	15%	59%	21%	4%	1%
38	Enforcing liquor licensing standards in the city's licensed premises	10%	51%	29%	8%	1%	8%	52%	28%	7%	4%	11%	49%	28%	9%	3%
39	Processing of applications for building consents	4%	19%	46%	22%	10%	0%	23%	46%	19%	12%	2%	24%	46%	19%	10%
40	Monitoring and inspection of buildings under construction	4%	27%	53%	12%	5%	1%	31%	54%	11%	2%	2%	34%	54%	7%	4%
41	The DCC is constantly striving to improve	11%	46%	33%	6%	5%	9%	49%	30%	10%	2%	12%	56%	27%	3%	1%
42	The DCC delivers good value for the ratepayer money	7%	28%	38%	18%	10%	5%	36%	33%	17%	10%	5%	38%	36%	16%	5%

11.7. Satisfaction, City Facilities by Age of Respondents

Q		Under 25 Years (n=89)					25 - 34 (n=105)					35 - 44 (n=159)				
		VS %	S %	N %	D %	VD %	VS %	S %	N %	D %	VD %	VS %	S %	N %	D %	VD %
43	Any or all of the following Libraries (Moray Place, Mosgiel, Port Chalmers, Waikouaiti, Blueskin Bay, Bookbus)	49%	44%	5%	2%	0%	54%	39%	6%	0%	1%	45%	50%	3%	1%	2%
44	Material available at the Libraries	40%	51%	8%	2%	0%	45%	48%	6%	1%	0%	39%	47%	10%	3%	1%
45	Any or all of the following pools (Moana, Mosgiel, St Clair Salt Water Pool, Port Chalmers)	44%	44%	7%	4%	0%	35%	52%	9%	4%	0%	35%	49%	9%	7%	1%
46	Otago Museum	47%	47%	3%	2%	2%	57%	42%	1%	0%	0%	56%	43%	1%	0%	0%
47	Toitū Otago Settlers Museum	54%	38%	3%	5%	0%	61%	33%	3%	3%	0%	66%	30%	1%	2%	1%
48	Dunedin Public Art Gallery	45%	36%	15%	3%	0%	45%	38%	15%	3%	0%	34%	52%	9%	4%	1%
49	Dunedin Chinese Garden	26%	16%	32%	26%	0%	30%	39%	13%	17%	0%	30%	50%	7%	7%	7%
50	Dunedin Botanic Garden	48%	51%	1%	0%	0%	54%	43%	3%	0%	0%	60%	38%	2%	1%	0%
51	Winter sports playing fields	19%	53%	14%	14%	0%	24%	51%	22%	3%	0%	17%	60%	17%	3%	4%
52	Summer sports playing fields	25%	69%	6%	0%	0%	31%	55%	14%	0%	0%	22%	55%	19%	1%	1%
53	DCC playgrounds	21%	67%	5%	7%	0%	22%	48%	20%	7%	2%	24%	60%	13%	3%	0%
54	Walking and biking tracks	31%	55%	10%	4%	0%	34%	54%	12%	0%	0%	29%	61%	9%	1%	0%
55	DCC reserves (scenic, bush and coastal)	24%	64%	10%	2%	0%	40%	49%	10%	1%	0%	25%	68%	6%	1%	0%
56	Accessibility of recreational sites and facilities	24%	64%	12%	0%	0%	31%	51%	13%	4%	0%	32%	55%	9%	2%	2%
57	Dunedin Stadium (Ice Stadium)	22%	65%	9%	4%	0%	21%	74%	5%	0%	0%	20%	69%	7%	4%	0%
58	Edgar Sports Centre	22%	61%	12%	6%	0%	25%	49%	21%	6%	0%	23%	61%	10%	5%	1%
59	Forsyth Barr Stadium	35%	48%	10%	5%	3%	42%	43%	9%	5%	1%	33%	47%	12%	3%	5%
60	The Dunedin i-SITE Visitor Centre	31%	46%	23%	0%	0%	44%	44%	13%	0%	0%	23%	60%	14%	0%	3%
61	Dunedin Town Hall – now called the Dunedin Centre	21%	54%	25%	0%	0%	32%	47%	16%	0%	5%	26%	68%	3%	3%	0%
62	Regent Theatre	32%	53%	13%	0%	2%	44%	46%	8%	0%	2%	24%	72%	4%	0%	0%
63	Fortune Theatre	42%	32%	26%	0%	0%	58%	31%	12%	0%	0%	26%	70%	4%	0%	0%
64	Dunedin's cemeteries (services provided to the public)	29%	50%	14%	4%	4%	31%	38%	28%	3%	0%	8%	69%	20%	3%	0%
65	Dunedin's cemeteries (physical appearance)	31%	31%	22%	13%	3%	23%	57%	7%	10%	3%	17%	59%	13%	8%	3%
66	Public toilets	11%	24%	25%	27%	13%	10%	35%	24%	19%	13%	9%	48%	18%	19%	6%

Q		45 - 54 (n=246)					55 - 64 (n=239)					65 + (n=322)				
		VS %	S %	N %	D %	VD %	VS %	S %	N %	D %	VD %	VS %	S %	N %	D %	VD %
43	Any or all of the following Libraries (Moray Place, Mosgiel, Port Chalmers, Waikouaiti, Blueskin Bay, Bookbus)	53%	40%	7%	0%	1%	56%	39%	4%	1%	0%	70%	27%	3%	0%	0%
44	Material available at the Libraries	40%	48%	10%	1%	0%	42%	49%	7%	2%	0%	53%	41%	6%	0%	0%
45	Any or all of the following pools (Moana, Mosgiel, St Clair Salt Water Pool, Port Chalmers)	38%	48%	10%	3%	0%	33%	58%	8%	0%	1%	29%	54%	9%	6%	2%
46	Otago Museum	51%	45%	4%	0%	1%	51%	44%	4%	0%	1%	52%	43%	4%	0%	0%
47	Toitū Otago Settlers Museum	62%	34%	3%	1%	1%	65%	28%	6%	1%	0%	60%	33%	4%	1%	1%
48	Dunedin Public Art Gallery	44%	45%	10%	1%	0%	48%	44%	6%	2%	1%	44%	49%	7%	0%	0%
49	Dunedin Chinese Garden	26%	34%	27%	9%	4%	25%	43%	17%	10%	5%	35%	42%	19%	3%	1%
50	Dunedin Botanic Garden	60%	36%	3%	0%	1%	66%	34%	1%	0%	0%	67%	32%	1%	0%	0%
51	Winter sports playing fields	14%	68%	14%	3%	1%	15%	67%	16%	2%	0%	15%	63%	17%	4%	1%
52	Summer sports playing fields	18%	67%	16%	0%	0%	14%	64%	16%	5%	2%	19%	61%	17%	3%	0%
53	DCC playgrounds	13%	65%	18%	3%	1%	21%	66%	10%	3%	0%	22%	68%	9%	1%	0%
54	Walking and biking tracks	23%	64%	11%	1%	1%	24%	67%	8%	1%	0%	24%	61%	14%	1%	0%
55	DCC reserves (scenic, bush and coastal)	23%	64%	11%	1%	1%	26%	66%	7%	1%	0%	28%	61%	10%	1%	0%
56	Accessibility of recreational sites and facilities	26%	60%	13%	1%	0%	22%	68%	8%	2%	0%	26%	63%	10%	1%	1%
57	Dunedin Stadium (Ice Stadium)	10%	58%	27%	5%	0%	24%	54%	20%	2%	0%	25%	62%	13%	0%	0%
58	Edgar Sports Centre	17%	65%	14%	4%	0%	21%	62%	14%	3%	0%	22%	65%	10%	3%	0%
59	Forsyth Barr Stadium	26%	50%	16%	3%	5%	38%	40%	14%	4%	4%	42%	36%	13%	6%	3%
60	The Dunedin i-SITE Visitor Centre	23%	50%	25%	2%	0%	35%	52%	8%	5%	0%	26%	60%	11%	1%	2%
61	Dunedin Town Hall – now called the Dunedin Centre	32%	58%	9%	1%	0%	32%	53%	11%	3%	1%	46%	44%	7%	1%	2%
62	Regent Theatre	31%	61%	6%	1%	0%	44%	49%	6%	1%	1%	52%	45%	3%	0%	0%
63	Fortune Theatre	29%	56%	13%	0%	2%	38%	50%	10%	2%	0%	42%	48%	10%	1%	0%
64	Dunedin's cemeteries (services provided to the public)	25%	53%	21%	2%	0%	23%	62%	15%	0%	0%	28%	60%	12%	1%	0%
65	Dunedin's cemeteries (physical appearance)	25%	55%	14%	5%	2%	23%	57%	13%	4%	3%	26%	61%	12%	0%	1%
66	Public toilets	12%	48%	24%	11%	5%	11%	55%	19%	8%	7%	14%	61%	17%	5%	3%

11.8. Satisfaction, DCC Activities, Dunedin, and the City Council by Age of Respondents

Q		Under 25 Years (n=89)					25 - 34 (n=105)					35 - 44 (n=159)				
		VS %	S %	N %	D %	VD %	VS %	S %	N %	D %	VD %	VS %	S %	N %	D %	VD %
67	The availability of information held by the DCC	14%	39%	41%	4%	2%	8%	46%	37%	7%	1%	8%	50%	34%	5%	3%
68	The quality of information held by the DCC	11%	36%	49%	2%	2%	9%	41%	45%	6%	0%	9%	46%	37%	6%	2%
69	The amount of public consultation undertaken	8%	20%	44%	19%	8%	4%	30%	41%	15%	11%	2%	37%	37%	18%	6%
70	The amount of information available explaining why and what the DCC is doing	11%	23%	28%	26%	11%	9%	34%	34%	15%	8%	2%	44%	36%	15%	3%
71	Notices / information you receive from the DCC about activities and matters affecting your household's water supply	13%	22%	44%	13%	9%	3%	42%	36%	14%	5%	7%	33%	44%	13%	3%
72	Notices / information you receive from the DCC about road works / footpath repairs in your neighbourhood	9%	28%	31%	19%	13%	5%	34%	34%	20%	7%	5%	35%	34%	20%	6%
73	Notices / information you receive from the DCC about temporary street closures	8%	20%	37%	28%	8%	6%	31%	37%	19%	6%	6%	32%	41%	17%	5%
74	Attracting new businesses and jobs to Dunedin	4%	13%	40%	19%	22%	4%	13%	37%	27%	20%	2%	22%	40%	23%	13%
75	Supporting the development of existing Dunedin businesses	3%	19%	44%	20%	14%	4%	15%	45%	24%	12%	1%	25%	40%	24%	10%
76	Retaining existing businesses and jobs in Dunedin	3%	10%	44%	27%	16%	1%	18%	33%	34%	13%	1%	18%	39%	27%	15%
77	Media coverage of events run in Dunedin	7%	27%	38%	15%	12%	4%	35%	24%	29%	7%	5%	42%	36%	13%	3%
78	City festivals and events	11%	43%	33%	6%	8%	11%	50%	26%	11%	2%	14%	58%	22%	3%	3%
79	Your contact with the Mayor and Councillors	5%	16%	59%	8%	11%	0%	14%	68%	4%	14%	5%	25%	54%	8%	8%
80	Your contact with Community Board members	3%	6%	74%	9%	9%	0%	16%	68%	0%	16%	10%	23%	54%	5%	8%
81	Your contact and dealings with DCC staff	13%	31%	47%	4%	4%	23%	33%	33%	5%	5%	18%	50%	27%	4%	1%
82	FYI Magazine	4%	46%	46%	0%	4%	23%	44%	27%	2%	4%	10%	58%	26%	3%	3%
83	The DCC's website www.dunedin.govt.nz	14%	54%	22%	8%	3%	27%	52%	16%	5%	0%	13%	65%	17%	4%	1%
84	The DCC's call centre (telephone enquiry service)	30%	35%	25%	5%	5%	24%	46%	26%	4%	0%	22%	53%	18%	4%	2%
85	The Customer Service Agency in the Civic Centre	17%	50%	28%	0%	6%	33%	38%	23%	0%	5%	18%	55%	24%	0%	2%
86	The overall look and feel of the city	16%	54%	16%	10%	3%	12%	56%	17%	14%	2%	9%	69%	16%	5%	1%
87	The overall look and feel of the central city retail area	14%	57%	16%	8%	5%	7%	58%	22%	13%	0%	10%	65%	18%	5%	2%
88	The overall look and feel of the South Dunedin retail area	6%	9%	23%	39%	22%	6%	27%	21%	37%	9%	4%	31%	25%	33%	6%
89	The overall look and feel of your suburb or township	16%	44%	21%	15%	4%	12%	50%	26%	12%	1%	9%	56%	23%	10%	1%
91	The overall look and feel of your most convenient retail centre (overall)	14%	56%	17%	10%	2%	13%	51%	18%	17%	1%	9%	58%	18%	12%	3%

Q		45 - 54 (n=246)					55 - 64 (n=239)					65 + (n=322)				
		VS %	S %	N %	D %	VD %	VS %	S %	N %	D %	VD %	VS %	S %	N %	D %	VD %
67	The availability of information held by the DCC	12%	54%	30%	2%	2%	8%	52%	35%	4%	2%	11%	51%	34%	4%	0%
68	The quality of information held by the DCC	10%	51%	34%	3%	2%	7%	52%	36%	3%	2%	11%	52%	33%	4%	0%
69	The amount of public consultation undertaken	5%	33%	37%	19%	7%	5%	38%	38%	12%	7%	5%	38%	38%	14%	5%
70	The amount of information available explaining why and what the DCC is doing	5%	43%	33%	16%	4%	7%	45%	34%	10%	4%	6%	49%	32%	10%	4%
71	Notices / information you receive from the DCC about activities and matters affecting your household's water supply	7%	45%	36%	10%	2%	8%	48%	35%	5%	3%	10%	55%	29%	5%	1%
72	Notices / information you receive from the DCC about road works / footpath repairs in your neighbourhood	6%	41%	33%	15%	6%	8%	40%	31%	16%	5%	9%	47%	30%	10%	4%
73	Notices / information you receive from the DCC about temporary street closures	8%	42%	35%	11%	4%	6%	44%	35%	11%	3%	10%	46%	33%	7%	4%
74	Attracting new businesses and jobs to Dunedin	3%	13%	37%	30%	17%	2%	14%	33%	35%	17%	2%	20%	36%	29%	13%
75	Supporting the development of existing Dunedin businesses	2%	16%	44%	23%	15%	2%	18%	34%	32%	14%	2%	23%	41%	26%	9%
76	Retaining existing businesses and jobs in Dunedin	1%	11%	28%	39%	21%	2%	11%	30%	36%	21%	2%	17%	34%	31%	16%
77	Media coverage of events run in Dunedin	3%	43%	33%	17%	4%	4%	45%	36%	10%	4%	7%	53%	31%	9%	1%
78	City festivals and events	11%	56%	25%	7%	2%	12%	59%	24%	5%	1%	12%	57%	28%	3%	0%
79	Your contact with the Mayor and Councillors	13%	22%	51%	12%	1%	9%	17%	57%	12%	5%	7%	38%	47%	6%	2%
80	Your contact with Community Board members	12%	23%	53%	11%	1%	5%	18%	67%	7%	3%	5%	40%	47%	7%	1%
81	Your contact and dealings with DCC staff	22%	47%	21%	5%	4%	25%	37%	28%	7%	3%	26%	49%	18%	5%	2%
82	FYI Magazine	13%	58%	22%	5%	3%	15%	55%	24%	4%	3%	18%	55%	20%	4%	2%
83	The DCC's website www.dunedin.govt.nz	20%	57%	20%	2%	1%	25%	54%	18%	2%	1%	18%	56%	25%	1%	0%
84	The DCC's call centre (telephone enquiry service)	33%	44%	18%	5%	1%	24%	53%	16%	6%	1%	31%	51%	17%	2%	1%
85	The Customer Service Agency in the Civic Centre	34%	49%	15%	2%	1%	21%	55%	20%	3%	0%	35%	47%	16%	2%	0%
86	The overall look and feel of the city	12%	59%	19%	8%	2%	10%	62%	17%	9%	2%	12%	59%	20%	9%	0%
87	The overall look and feel of the central city retail area	8%	59%	21%	11%	1%	8%	61%	18%	11%	3%	12%	58%	22%	9%	0%
88	The overall look and feel of the South Dunedin retail area	3%	27%	33%	31%	5%	2%	25%	28%	37%	9%	3%	28%	34%	27%	8%
89	The overall look and feel of your suburb or township	9%	53%	26%	10%	2%	10%	55%	19%	14%	3%	10%	56%	25%	8%	1%
91	The overall look and feel of your most convenient retail centre (overall)	8%	62%	20%	9%	1%	10%	60%	18%	10%	1%	18%	55%	18%	8%	1%

11.9. Satisfaction, City Council by Age of Respondents

Q		Under 25 Years (n=89)					25 - 34 (n=105)					35 - 44 (n=159)				
		VS %	S %	N %	D %	VD %	VS %	S %	N %	D %	VD %	VS %	S %	N %	D %	VD %
92	The overall performance of the Dunedin City Council	6%	46%	37%	6%	5%	3%	46%	36%	14%	2%	1%	54%	30%	11%	4%
		45 - 54 (n=246)					55 - 64 (n=239)					65 + (n=322)				
		VS %	S %	N %	D %	VD %	VS %	S %	N %	D %	VD %	VS %	S %	N %	D %	VD %
92	The overall performance of the Dunedin City Council	5%	47%	33%	11%	4%	3%	51%	27%	16%	3%	4%	51%	30%	12%	2%

Q92 The overall performance of the Dunedin City Council	Percentage satisfied or very satisfied
Under 25 Years	52%
25 - 34	49%
35 - 44	55%
45 - 54	52%
55 - 64	54%
65 +	55%

There were no significant differences in the percentage of respondents who were satisfied with the overall performance of the Dunedin City Council between age groups.

11.10. Important Characteristics for the City and Council by Age of Respondents

	Under 25 Years (n=89)		25 - 34 (n=105)		35 - 44 (n=159)	
	Importance	Perception	Importance	Perception	Importance	Perception
Dunedin is a fun city	4.10	3.29	3.93	3.43	3.82	3.47
Dunedin is a thriving city	4.23	2.90	4.40	2.78	4.17	2.92
Dunedin is a creative city	4.05	3.47	3.95	3.59	3.99	3.63
Dunedin is a safe city	4.74	3.45	4.78	3.51	4.65	3.62
Dunedin is a sustainable city	4.32	2.80	4.50	3.00	4.29	3.13
Dunedin recognises and supports cultural diversity	4.08	3.44	4.04	3.55	4.02	3.59
Dunedin maintains and preserves its architectural heritage	4.13	3.74	4.15	3.77	4.18	3.80
There is a sense of community in my local neighbourhood	4.01	3.05	4.01	3.40	4.23	3.43
The Council is a leader in encouraging the development of a sustainable city	3.98	2.68	4.15	2.95	4.03	2.94

	45 - 54 (n=246)		55 - 64 (n=239)		65 + (n=322)	
	Importance	Perception	Importance	Perception	Importance	Perception
Dunedin is a fun city	3.79	3.36	3.74	3.37	3.51	3.31
Dunedin is a thriving city	4.46	2.69	4.34	2.76	4.14	2.89
Dunedin is a creative city	4.14	3.62	4.17	3.60	4.08	3.50
Dunedin is a safe city	4.71	3.52	4.63	3.54	4.46	3.45
Dunedin is a sustainable city	4.40	3.09	4.32	3.17	4.29	3.26
Dunedin recognises and supports cultural diversity	3.97	3.70	4.05	3.67	4.03	3.76
Dunedin maintains and preserves its architectural heritage	4.17	3.82	4.38	3.78	4.22	3.95
There is a sense of community in my local neighbourhood	4.17	3.58	4.09	3.46	4.00	3.55
The Council is a leader in encouraging the development of a sustainable city	4.14	2.94	4.00	3.03	4.03	3.11

12. Secondary Data Set

Responses received from the online option for data collection have been analysed independently from the primary data set, as the risk of self-selection bias and lack of random selection would compromise the statistical validity of the primary analysis. The secondary data set comprises 486 complete surveys provided by respondents not included in the randomised sample, which includes 189 respondents from the general public and 297 respondents from the Peoples Panel.

12.1. Demographic Structure of Sample

Table 12-1 Age

	Total
24 or under	5%
25 - 34	9%
35 - 44	14%
45 - 54	19%
55 - 64	20%
65+	26%
Declined	7%

Table 12-2 Ethnicity

	Total
New Zealand born / European	71%
New Zealand born / Maori	4%
New Zealand born / Pacific Island	0%
New Zealand born / Asian	0%
New Zealand born / Other	1%
Born Overseas / European	16%
Born Overseas / Maori	0%
Born Overseas / Pacific Island	0%
Born Overseas / Asian	1%
Born Overseas / Other	1%
Declined	6%

Table 12-3 Personal Income (before Tax)

	Total
Under \$15,000	15%
\$15,001 - \$30,000	19%
\$30,001 - \$45,000	9%
\$45,001 - \$60,000	14%
\$60,001 - \$75,000	8%
Over \$75,000	14%
Declined	21%

Table 12-4 Property Ownership

	Total
Own property in Dunedin	83%
Don't own property in Dunedin	18%

Table 12-5 Location of Respondent

	Total
Dunedin City	4%
Green Island	6%
Kaikorai Valley	17%
Mosgiel	9%
Northern Suburbs	16%
Peninsula	9%
Port Chalmers	5%
Rural	9%
South Dunedin	18%
Declined	10%

Table 12-6 Employment Status

	Total
Full-Time employment	43%
Part-time employment	28%
Not in paid employment	19%
Declined	9%

Table 12-7 Households with Children

	Total
Average no. of dependent children	2
Households with children	17%

12.2. Satisfaction with DCC Services

12.2.1. Rubbish

Satisfaction levels among the respondents in the secondary data set were highest for household rubbish collection (82%), kerbside recycling (86%) and the reliability of the rubbish service (89%). Responses were less positive for the cleanliness of the streets in general (51%), and for the cleanliness of the streets after rubbish collection (61%) (Table 12.8).

Table 12-8 Rubbish Collection- Satisfaction of Users

Q	Tot	VS(%)	S(%)	N(%)	D(%)	VD(%)
1 Household rubbish collection	410	39%	43%	9%	6%	3%
2 Kerbside recycling	432	41%	45%	7%	5%	3%
3 Street litter bins	393	15%	44%	26%	11%	3%
4 Reliability of the rubbish collection service	429	46%	43%	7%	2%	1%
5 Cleanliness of the streets immediately after rubbish collection	436	17%	44%	16%	18%	5%
6 Cleanliness of the streets in general	438	9%	42%	19%	21%	9%

Unprompted responses included:

Rubbish Collection	
Collectors drop glass / rubbish on roads and don't clean up	32
Rubbish / glass / dog faeces on streets - need to be swept more / gutters and verges need to be cleaned out more	26
Prefer to pay for private collection as it's better / cheaper / tidier	26
Bins not picked up / collection missed	22
Student area (North Dunedin) has rubbish in streets / needs more public bins	17
Need a green recycling option / other recycling options	16
Wheelie bins should be supplied	14
Need more / bigger rubbish bins in public areas / should be emptied more often	13
Recycling has improved	11
Rubbish bags are too expensive / should be free	10
Council need to provide a rubbish and recycling pickup schedule / inform public, better communication when there is a change to scheduling	10
Animals get into bags / Bags not strong enough	9
We don't have recycling in our street / we don't have rubbish collection	8
People dumping rubbish / should prosecute or fine litterers	6
Inorganic collection periodically throughout the year for larger items	5
Blue bins of poor quality / collectors throw and break them / should be free	3
Timing of collection inconvenient	2
Other	39

12.2.2. Water, Drainage and Sewerage

Most respondents in the secondary data set were satisfied with water pressure (81%). There were high levels of satisfaction with water quality (76%) and sewerage services (73%) in the city. Satisfaction with the storm water collection service was lower (67%) (Table 12.9).

Table 12-9 Water Services- Satisfaction of Users

Q	Tot	VS(%)	S(%)	N(%)	D(%)	VD(%)
7 Water pressure	433	34%	47%	8%	8%	3%
8 Water quality	429	27%	49%	14%	7%	3%
9 Storm water collection service	413	17%	50%	18%	13%	3%
10 The city's sewerage system	406	24%	49%	19%	6%	2%

Unprompted responses included:

Water Services	
Storm water drains often blocked / drains need clearing more often / mud traps need clearing more often	26
Storm water causes flooding in some areas / system not coping / no system in place	20
We don't want fluoride	16
Poor water pressure	12
Need regular maintenance / upgrading	12
Stop sewerage to sea / poor quality effluent reaching waterways / we need a better system / build a top rate water treatment plant	11
Good service / no problems / I am happy with system	11
Water tastes bad / smells like chlorine	9
Poor water quality / discoloration	4
Water pressure too high / burst pipes due to water pressure changes	4
Other	37

12.2.3. Roads, Footpaths, Lighting and Parking

Satisfaction was highest with the flow of traffic around and through the city at off-peak times of the day (81%). One factor in which respondents were clearly dissatisfied was the suitability of Dunedin's roads for cyclists (19% satisfied, 56% dissatisfied).

Table 12-10 Roads, Footpaths, Lighting and Parking - Satisfaction

Q		Tot	VS(%)	S(%)	N(%)	D(%)	VD(%)
11	The condition of the roads in your neighbourhood	476	12%	52%	14%	18%	4%
12	The condition of the roads throughout the city	469	6%	53%	23%	15%	2%
13	The condition of footpaths in your neighbourhood	461	11%	43%	23%	16%	8%
14	The condition of footpaths throughout the city	458	7%	52%	25%	13%	3%
15	That there are footpaths where you need them throughout your neighbourhood	457	17%	55%	13%	9%	6%
16	That there are footpaths where you need them throughout the city	453	16%	61%	17%	5%	1%
17	Street lighting in your neighbourhood	465	16%	60%	17%	5%	1%
18	Street lighting throughout the city	458	19%	54%	15%	9%	3%
19	Street name signs throughout the city	471	16%	61%	16%	6%	1%
20	Directional signs for traffic throughout the city	467	14%	53%	21%	10%	2%
21	The flow of traffic around and through the city at peak times of the day	459	7%	43%	28%	18%	4%
22	The flow of traffic around and through the city at off-peak times of the day	459	20%	61%	14%	5%	1%
23	The ease of pedestrian access throughout the transport network	456	11%	52%	24%	10%	4%
24	The efforts made to minimise inconvenience and disruption caused to the public, when work is done on roads, footpaths and drains	471	11%	48%	23%	13%	4%
25	The availability of car parking in the central city	452	5%	43%	23%	20%	9%
26	The number of parking spaces available in DCC car parking buildings	427	8%	52%	28%	9%	4%
27	The number of parking spaces available in DCC off-street car parks	432	6%	47%	28%	14%	6%
28	The ease of use of Pay and Display car parking	444	7%	50%	21%	16%	6%
29	The availability of on-street parking in the central city	444	4%	36%	29%	22%	9%
30	The suitability of the road network for cyclists throughout the city	423	4%	15%	24%	30%	26%

Unprompted responses included:

Roads, Footpaths, Lighting and Parking

Cycle lanes are dangerous / need improving / need more driver awareness	59
Footpaths neglected / inadequate repairs / better access to footpaths for wheelchairs and mobility scooters	48
Roads neglected / poor quality / lack of maintenance / repairs not up to standard	29
More / better street lighting / regular checking and maintenance of street lighting	25
More / better parking / more drop off parking	22
Parking too expensive / should be cheaper / should be free	21
Too much traffic congestion / road layout and intersections dangerous	20
Need more footpaths / we have no footpaths	19
Pay and display meters difficult to use / lack features	19
More cycle lanes needed / cycle lanes are good	16
Parking time limits too short	15
Inadequate road signage / street signs missing / inadequate visibility	15
Lack of safe crossings / lack of pedestrian access	14
Traffic lights have poor timing	12
Cycle lanes taking up too much room / cyclists should be more careful / cyclists should pay a fee	11
Roadworks / timing needs to be sorted to be the least disruptive to traffic	8
Need more disability / specialty parks	3
Free parking permit for elderly is great	1
Other	36

12.2.4. Regulatory, Monitoring and Enforcement

Factors of regulation and enforcement in which the secondary sample were most satisfied with included the enforcement of hygiene standards (73%), control of roaming dogs (59%) and noise control (55%). Areas in which there were lower levels of satisfaction included processing of applications for building consents (30%).

Table 12-11 Council Regulatory and Monitoring Processes - Satisfaction

Q	Tot	VS(%)	S(%)	N(%)	D(%)	VD(%)
31 Control of roaming dogs	431	10%	49%	23%	11%	6%
32 Control of dogs fouling the streets	440	6%	34%	23%	25%	12%
33 Control of barking dogs	427	6%	41%	35%	14%	5%
34 Noise control (enforcement)	396	6%	49%	32%	10%	3%
35 Parking enforcement	434	7%	46%	31%	10%	5%
36 The fairness and attitude of parking wardens	401	8%	41%	32%	10%	9%
37 Enforcing hygiene standards in city food establishments	421	17%	56%	19%	7%	2%
38 Enforcing liquor licensing standards in the city's licensed premises	380	10%	43%	32%	10%	5%
39 Processing of applications for building consents	291	4%	26%	39%	19%	12%
40 Monitoring and inspection of buildings under construction	270	4%	33%	46%	10%	7%

Unprompted responses included:

Council Regulatory and Monitoring Processes

Dog control poor	21
Dog faeces on streets / need more dog bag collection points / more bins	19
Building consents too slow / difficult / not well run / too much time wasted due to mistakes	19
Wardens / enforcement officers' attitudes not good / inconsistent / revenue gathering exercise	15
Building consents too expensive	13
We need better noise control	9
Need stronger enforcement of liquor licensing laws / liquor ban / problems with alcohol related violence / too many liquor outlets	8
Better monitoring of food outlets / safety and health inspections / more could be done	7
Cats should be registered / cat faeces everywhere	7
Crack down on illegal parking / non registration / no warrant / need to get out to the suburbs	5
Some parking wardens do a great job in difficult circumstances / showing more discretion	5
No consistency between building inspectors / too pedantic / poor attitude / need to be more vigorous in inspections	3
Other	19

12.2.5. Customer Service

More respondents were satisfied that the Council was constantly trying to improve (60%) than satisfied that the Council offered good value for ratepayer money (42%).

Table 12-12 Council Customer Service - Satisfaction

Q		Tot	VS(%)	S(%)	N(%)	D(%)	VD(%)
41	The DCC is constantly striving to improve	411	12%	48%	26%	9%	5%
42	The DCC delivers good value for the ratepayer money	438	8%	34%	31%	16%	11%

Unprompted responses included:

Council Customer Service	
Services good / have seen improvement / good new management	45
Stadium / vanity projects a waste of money	34
Minimise spending / prioritise core service spending / we don't get good value for our rates	16
Poor management / too bureaucratic / no transparency / more consultation with public required over spending	16
Service not good / no follow up / need to be friendlier / room for improvement	12
Frustrated at constant rate rises / rating structure / rates too high / stop increasing rates	9
Poor handling of debts	4
Council does not listen to citizens	4
Other	21

12.3. Use of City Facilities

Table 12-13 Use of City Facilities - Usage

Q	No Answer		No Visits		One or More Visits		Avg. Number of Visits
	n	%	n	%	n	%	
43 Any or all of the following Libraries (Moray Place, Mosgiel, Port Chalmers, Waikouaiti, Blueskin Bay, Bookbus)	92	19%	88	18%	306	63%	22
45 Any or all of the following pools (Moana, Mosgiel, St Clair Salt Water Pool, Port Chalmers)	82	17%	209	43%	195	40%	24
46 Otago Museum	94	19%	90	19%	392	81%	4
47 Toitū Otago Settlers Museum	95	20%	106	22%	285	59%	2
48 Dunedin Public Art Gallery	102	21%	138	28%	246	51%	3
49 Dunedin Chinese Garden	107	22%	251	52%	128	26%	2
50 Dunedin Botanic Garden	78	16%	65	13%	343	71%	16
51 Winter sports playing fields	84	17%	261	54%	141	29%	20
52 Summer sports playing fields	85	18%	277	57%	124	26%	20
53 DCC playgrounds	87	18%	221	56%	178	46%	13
54 Walking and biking tracks	83	17%	135	28%	268	55%	23
55 DCC reserves (scenic, bush and coastal)	86	18%	123	25%	277	57%	16
57 Dunedin Stadium (Ice Stadium)	85	18%	338	70%	63	13%	6
58 Edgar Sports Centre	84	17%	177	36%	225	46%	10
59 Forsyth Barr Stadium	80	17%	123	25%	283	58%	5
60 The Dunedin i-SITE Visitor Centre	88	18%	303	62%	95	20%	3
61 Dunedin Town Hall – now called the Dunedin Centre	83	18%	240	49%	163	34%	2
62 Regent Theatre	82	17%	132	27%	272	56%	3
63 Fortune Theatre	83	17%	240	49%	163	34%	2
64 Dunedin's cemeteries	90	19%	209	43%	187	39%	5
66 Public toilets	91	19%	123	25%	272	56%	12

Table 12-14 Use of City Facilities - Satisfaction of Users

Satisfaction was highest amongst the respondents in the secondary data set for the Dunedin Botanical Garden (96%), the Otago Museum (93%) and the Libraries (92%). The lowest level of satisfaction was with Public Toilets (58%) and the Dunedin Chinese Garden (68%).

Q	Tot	VS(%)	S(%)	N(%)	D(%)	VD(%)
43 Any or all of the following Libraries (Moray Place, Mosgiel, Port Chalmers, Waikouaiti, Blueskin Bay, Bookbus)	372	53%	39%	6%	1%	0%
44 Material available at the Libraries	352	45%	45%	5%	4%	1%
45 Any or all of the following pools (Moana, Mosgiel, St Clair Salt Water Pool, Port Chalmers)	246	34%	54%	7%	3%	1%
46 Otago Museum	373	51%	42%	6%	1%	0%
47 Toitū Otago Settlers Museum	350	63%	27%	5%	3%	2%
48 Dunedin Public Art Gallery	312	48%	38%	12%	1%	1%
49 Dunedin Chinese Garden	186	34%	34%	18%	8%	6%
50 Dunedin Botanic Garden	408	67%	29%	2%	1%	0%
51 Winter sports playing fields	191	19%	58%	17%	5%	1%
52 Summer sports playing fields	177	21%	57%	19%	2%	1%
53 DCC playgrounds	228	24%	56%	15%	3%	1%
54 Walking and biking tracks	326	27%	57%	13%	2%	1%
55 DCC reserves (scenic, bush and coastal)	339	32%	58%	10%	1%	0%
56 Accessibility of recreational sites and facilities	397	29%	55%	14%	2%	1%
57 Dunedin Stadium (Ice Stadium)	109	25%	53%	17%	2%	4%
58 Edgar Sports Centre	273	26%	55%	16%	4%	0%
59 Forsyth Barr Stadium	330	39%	36%	12%	8%	6%
60 The Dunedin i-SITE Visitor Centre	147	30%	44%	20%	4%	2%
61 Dunedin Town Hall – now called the Dunedin Centre	170	39%	44%	13%	2%	2%
62 Regent Theatre	326	45%	45%	8%	1%	0%
63 Fortune Theatre	202	38%	51%	8%	2%	0%
64 Dunedin's cemeteries (services provided to the public)	223	24%	55%	18%	2%	1%
65 Dunedin's cemeteries (physical appearance)	247	29%	52%	14%	4%	2%
66 Public toilets	338	12%	46%	25%	11%	7%

Unprompted responses with regard to Dunedin facilities included:

Unprompted responses included:

Specific Facilities	
Chinese Garden expensive / poor use of money	40
Toitū Otago Settlers Museum is good	23
Chinese Garden need improving	11
Otago Museum is good	7
Disagree with consultation / decision over Toitū Otago Settlers Museum name	5
Chinese Garden great	5
Other	78

Libraries	
Provide good service	52
Good / helpful staff	31
Don't use the library	15
Need more books / DVDs	14
Technology has taken over	10
Increase opening hours	4
Other	67

Pools	
Good facilities and well run	17
Mosgiel Pool needs an upgrade	16
Don't use the swimming pools	14
Pools are too expensive	12
Moana is a good facility	10
Open pools for longer / in holidays	7
Pools are too cold	3
Other	53

Council Reserves (scenic, bush and costal)	
Walking tracks / cycling tracks / parks need maintenance and better signage	23
Playgrounds, parks and / or tracks are great	20
Dogs / dog faeces / rubbish / glass a problem	12
Botanic Gardens are great	10
Playgrounds need maintenance / updated equipment	9
Need some / more toilets	6
Need more cycling and / or walking tracks	5
Other	40

Other Facilities	
Toilets have poor hygiene / need maintenance	31
Against new stadium / cost to ratepayers	16
Insufficient public toilets	13
Stadium is excellent	10
Cemeteries need more maintenance	8
Stadium sound is of a poor quality	4
Stadium needs to be better utilised	4
Municipal Lane toilets are excellent	2
Town Hall closed / waiting for completion	2
Other	58

12.4. Satisfaction with DCC Activities

Table 12-15 Consultation and Communication - Satisfaction

Respondents were relatively neutral in their satisfaction with consultation and communication with satisfaction levels ranging from 64% for the availability of information held by the DCC and 42% for the notices and information you receive from the DCC about road works and footpath repairs in your neighbourhood.

Q		Tot	VS(%)	S(%)	N(%)	D(%)	VD(%)
67	The availability of information held by the DCC	375	10%	54%	27%	7%	1%
68	The quality of information held by the DCC	358	11%	52%	31%	6%	1%
69	The amount of public consultation undertaken	400	11%	41%	29%	13%	7%
70	The amount of information available explaining why and what the DCC is doing	438	8%	45%	30%	12%	6%
71	The notices and information you receive from the DCC about activities and matters affecting your household's water supply	400	9%	45%	34%	7%	5%
72	The notices and information you receive from the DCC about road works and footpath repairs in your neighbourhood	416	6%	36%	34%	17%	6%
73	The notices and information you receive from the DCC about temporary street closures	392	8%	40%	38%	11%	4%

Unprompted responses included:

Consultation and Communication

Lack of information sources / free info sources / lack of communication	22
Lack of consultation / need more consultation / need more transparency / could do better	20
Poor notification of public works / not notified when water is going to be turned off	17
Good communication / happy with it / good information	13
Council doesn't listen to public / ignores results of consultation	7
Too much consultation / processes take too long / too much information	2
Other	14

12.4.1. Economic Development and Promotion

In terms of economic development, respondents were more satisfied than dissatisfied with the Council's support of festivals and events (64% satisfied and 11% dissatisfied) and media coverage of events run in Dunedin (51% satisfied and 22% dissatisfied). For the other factors measured, there were more dissatisfied than satisfied respondents regarding the Council's management of the city's economic development.

Table 12-16 Economic Development and Promotion - Satisfaction

Q		Tot	VS(%)	S(%)	N(%)	D(%)	VD(%)
74	Attracting new businesses and jobs to Dunedin	398	4%	14%	34%	28%	20%
75	Supporting the development of existing Dunedin businesses	394	4%	19%	37%	24%	16%
76	Retaining existing businesses and jobs in Dunedin	407	3%	14%	26%	37%	20%
77	Media coverage of events run in Dunedin	441	9%	42%	29%	15%	7%
78	City festivals and events	453	15%	49%	25%	7%	4%

Unprompted responses included:

Economic Development and Promotion

Need to attract new business / need more support / encouragement for business	33
Council needs to support local business	27
Council doesn't do a good job of attracting new development	22
Events need more advertising / be more creative in promoting Dunedin	22
Council does a good job / information and advertising is good	11
Too difficult to establish new business / too much red tape	9
Incentives for businesses to stay / to take on extra employees	8
Need more / improved festivals and events / family friendly festivals	5
Council needs new initiatives / new strategies	5
Need to lobby government more / need to advocate more strongly to retain national services in Dunedin	5
Other	23

12.4.2. Elected Representation and Council Staff

Satisfaction was highest with respondents in the secondary data set in regard to their contact and dealing with DCC staff (57%) and lowest in regard to their contact with Community Board members (17%).

Table 12-17 Elected Representatives and Council Staff - Satisfaction

Q		Tot	VS(%)	S(%)	N(%)	D(%)	VD(%)
79	Your contact with the Mayor and Councillors	398	9%	16%	29%	6%	4%
80	Your contact with Community Board members	359	5%	12%	31%	4%	4%
81	Your contact and dealings with DCC staff	434	25%	32%	21%	5%	3%

Unprompted responses included:

Elected Representatives and Council Staff	
Council staff helpful	24
Hard to get hold of Councillors and other bureaucrats / poor management / don't listen to the public / they could do better	15
Councillors and Mayor helpful	10
Haven't had contact with Council staff	7
Some staff impolite and unhelpful / difficult to get to the correct staff	7
Poor follow up	4
Unnecessary problems with processing / process took too long	3
Other	20

12.4.3. Communication through Media

Across all aspects of communication through media there were more people satisfied than dissatisfied with the Council performance. Satisfaction was highest with regard to the Council's website (70%).

Table 12-18 Types of Communication - Satisfaction

Q		Tot	VS(%)	S(%)	N(%)	D(%)	VD(%)	N/A
82	FYI Magazine	405	20%	43%	17%	4%	2%	13%
83	The DCC's website www.dunedin.govt.nz	406	23%	47%	15%	4%	1%	10%
84	The DCC's call centre (telephone enquiry service)	390	26%	41%	12%	4%	1%	17%
85	The Customer Service Agency in the Civic Centre	364	22%	38%	12%	3%	1%	24%

Unprompted responses included:

Types of Communication	
Staff are great	16
FYI magazine is a waste of money / hard to read / needs to be more interesting	11
Poor service from staff / too many answer phones	10
Website not user friendly / needs to be updated more often	9
Website needs more information / could be improved	9
Website has improved	9
FYI magazine is great / I like the smaller format	3
Other	9

12.5. Overall Satisfaction with Dunedin and the Dunedin City Council

When rating their satisfaction with the look and feel of Dunedin, more respondents were satisfied than dissatisfied with the look and feel of the city, the central city retail area, their local suburb and their most convenient retail centre. However, they were more dissatisfied than satisfied with the look and feel of the South Dunedin retail area.

Table 12-19 Overall Satisfaction Scores of Respondents

Q		Tot	VS(%)	S(%)	N(%)	D(%)	VD(%)
86	The overall look and feel of the city	457	12%	55%	18%	12%	3%
87	The overall look and feel of the central city retail area	459	9%	55%	21%	11%	3%
88	The overall look and feel of the South Dunedin retail area	446	4%	28%	30%	28%	10%
89	The overall look and feel of your suburb or township	461	13%	55%	17%	13%	2%
91	The overall look and feel of your most convenient retail centre (overall)	444	11%	50%	21%	14%	3%

When asked to rate the overall performance of the Dunedin City Council, more respondents in the secondary sample were satisfied (57%) than dissatisfied (20%) with the performance.

Table 12-20 Overall Performance of the Dunedin City Council

Q		Tot	VS(%)	S(%)	N(%)	D(%)	VD(%)
92	The overall performance of the Dunedin City Council	447	6%	51%	24%	13%	7%

Aspects that fall in the top right quadrant are those with both high importance and high perception, this is the strength quadrant. Those that fall in the top left quadrant are those with lower importance but high perceptions, this is the maintenance quadrant. The bottom left quadrant is for aspects with both low importance and low perceptions; this is the room for improvement quadrant. Finally, the bottom right quadrant as where aspects with high importance but low perceptions fall, this is the focus for improvement quadrant.

Chart 12-1 Importance Compared to Perceptions of Dunedin City and Dunedin City Council

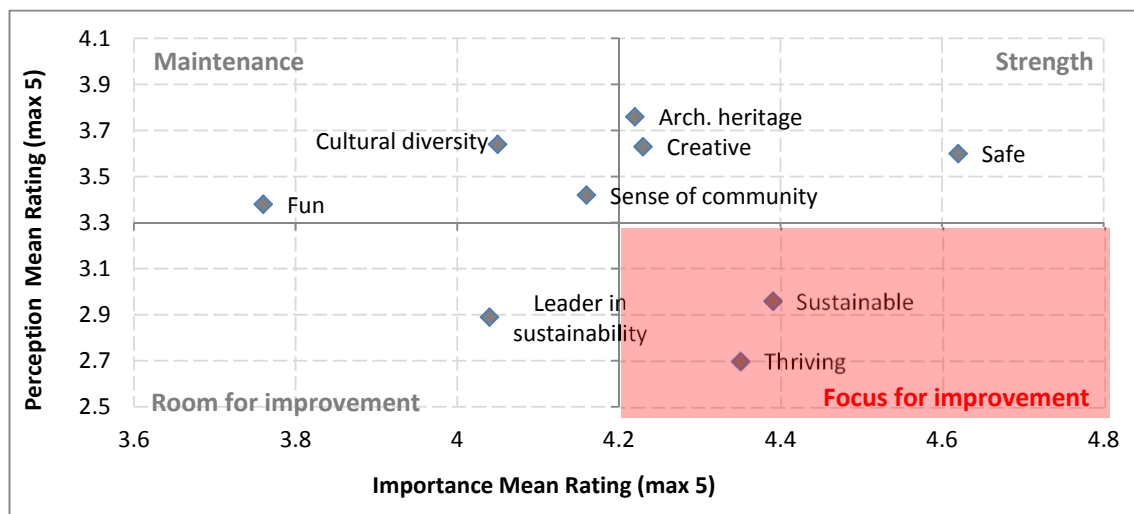


Table 12-21 Mean Scores (Importance, Perception)

	Importance	Perception
Dunedin is a fun city	3.76	3.38
Dunedin is a thriving city	4.35	2.70
Dunedin is a creative city	4.23	3.63
Dunedin is a safe city	4.62	3.60
Dunedin is a sustainable city	4.39	2.96
Dunedin recognises and supports cultural diversity	4.05	3.64
Dunedin maintains and preserves its architectural heritage	4.22	3.76
There is a sense of community in my local neighbourhood	4.16	3.42
The Council is a leader in encouraging the development of a sustainable city	4.04	2.89

12.5.1. Most Convenient Retail Centre

The most convenient retail centres for participants from the secondary sample were Central City, South Dunedin, Gardens NEV and Mosgiel.

Table 12-22 Satisfaction, Most Convenient Retail Centre

	% of Respondents	VS(%)	S(%)	N(%)	D(%)	VD(%)
Central City	24%	8%	60%	20%	11%	1%
South Dunedin	15%	8%	39%	28%	19%	6%
Gardens NEV	11%	10%	51%	24%	14%	2%
Mosgiel	11%	20%	49%	12%	16%	2%
Roslyn	7%	12%	55%	24%	9%	
Mornington	7%	9%	48%	21%	15%	6%
Other	7%	30%	43%	22%		4%
Musselburgh	4%	6%	41%	41%	12%	
Port Chalmers	4%	10%	40%	25%	25%	
Green Island	4%	6%	47%	6%	29%	12%
St Clair	2%		80%	20%		
Maori Hill	1%		80%		20%	
Caversham	1%	20%			40%	40%
Portobello	1%	33%	67%			
Outram	0%		100%			
Waikouaiti	0%			100%		

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

A range of open ended questions were asked with regard to what changes participants would like to see with regard to specific factors about the Council and the City. Responses have been grouped with the Primary Sample.

Appendix - Questionnaire



2013 Residents' Opinion Survey

WORKING WITH YOU FOR DUNEDIN'S FUTURE

Please write your personal code in the box below, you will find it in the accompanying letter.

dunedin

Section A

Your Satisfaction with DCC Services – Please indicate how satisfied you are with each of the following DCC services by ticking the appropriate box.

Very Satisfied	Satisfied	Neither Satisfied Nor Dissatisfied	Dissatisfied	Very Dissatisfied	Don't Know
1	2	3	4	5	6

Rubbish Collection – If you do not receive this service please tick here ☐

1	Household rubbish collection	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2	Kerbside recycling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3	Street litter bins	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4	Reliability of the rubbish collection service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5	Cleanliness of the streets immediately after rubbish collection	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6	Cleanliness of the streets in general	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments:

Water, Drainage and Sewerage – If you do not receive this service please tick here ☐

7	Water pressure	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8	Water quality	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9	Storm water collection service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10	The city's sewerage system	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments:

Roads, Footpaths, Lighting and Parking

11	The condition of the roads in your neighbourhood	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12	The condition of the roads throughout the city	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
13	The condition of footpaths in your neighbourhood	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
14	The condition of footpaths throughout the city	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
15	That there are footpaths where you need them throughout your neighbourhood	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
16	That there are footpaths where you need them throughout the city	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
17	Street lighting in your neighbourhood	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
18	Street lighting throughout the city	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
19	Street name signs throughout the city	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
20	Directional signs for traffic throughout the city	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
21	The flow of traffic around and through the city at peak times of the day	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
22	The flow of traffic around and through the city at off-peak times of the day	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
23	The ease of pedestrian access throughout the transport network	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Section A – Continued

Your Satisfaction with DCC Services – Please indicate how satisfied you are with each of the following DCC services by ticking the appropriate box.

		Very Satisfied 1	Satisfied 2	Neither Satisfied Nor Dissatisfied 3	Dissatisfied 4	Very Dissatisfied 5	Don't Know 6
24	The efforts made to minimise inconvenience and disruption caused to the public, when work is done on roads, footpaths and drains	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
25	The availability of car parking in the central city	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
26	The number of parking spaces available in DCC car parking buildings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
27	The number of parking spaces available in DCC off-street car parks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
28	The ease of use of Pay and Display car parking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
29	The availability of on-street parking in the central city	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
30	The suitability of the road network for cyclists throughout the city	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments:

Regulatory, Monitoring and Enforcement

31	Control of roaming dogs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
32	Control of dogs fouling the streets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
33	Control of barking dogs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
34	Noise control (enforcement)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
35	Parking enforcement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
36	The fairness and attitude of parking wardens	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
37	Enforcing hygiene standards in city food establishments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
38	Enforcing liquor licensing standards in the city's licensed premises	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
39	Processing of applications for building consents	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
40	Monitoring and inspection of buildings under construction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments:

Customer Service

41	The DCC is constantly striving to improve	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
42	The DCC delivers good value for the ratepayer money	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments:

Section B

Your Use of and Satisfaction with City Facilities - Please estimate the actual number of times you have used or visited the following facilities in any capacity in the past 12 months and your level of satisfaction. Write 0 if you have **not used/visited** it.

Number of visits/ times used	Very Satisfied	Satisfied	Neither Satisfied Nor Dissatisfied	Dissatisfied	Very Dissatisfied	Don't Know
1	2	3	4	5	6	

Libraries

43	Any or all of the following Libraries (Moray Place, Mosgiel, Port Chalmers, Waikouaiti, Blueskin Bay, Bookbus)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
44	Material available at the Libraries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments:

Swimming Pools

45	Any or all of the following pools (Moana, Mosgiel, St Clair Salt Water Pool, Port Chalmers)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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Comments:

Museums and Galleries

46	Otago Museum	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
47	Toitū Otago Settlers Museum	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
48	Dunedin Public Art Gallery	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
49	Dunedin Chinese Garden	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments:

Section B

Your Use and Satisfaction with City Facilities – Please estimate the actual number of times you have used or visited the following facilities in any capacity in the past 12 months and your level of satisfaction. Write 0 if you have **not used/visited** it.

		Number of visits/ times used	Very Satisfied 1	Satisfied 2	Neither Satisfied Nor Dissatisfied 3	Dissatisfied 4	Very Dissatisfied 5	Don't Know 6
Parks and Reserves								
50	Dunedin Botanic Garden		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
51	Winter sports playing fields		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
52	Summer sports playing fields		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
53	DCC playgrounds		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
54	Walking and biking tracks		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
55	DCC reserves (scenic, bush and coastal)		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
56	Accessibility of recreational sites and facilities (those referred to in Questions 50 – 55 above)		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Comments:								
Other Facilities								
57	Dunedin Stadium (Ice Stadium)		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
58	Edgar Sports Centre		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
59	Forsyth Barr Stadium		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
60	The Dunedin i-SITE Visitor Centre		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
61	Dunedin Town Hall – now called the Dunedin Centre		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
62	Regent Theatre		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
63	Fortune Theatre		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
64	Dunedin's cemeteries (services provided to the public)		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
65	Dunedin's cemeteries (physical appearance)		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
66	Public toilets		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Comments:								

Section C

Your Satisfaction with DCC Activities – Please indicate how satisfied you are with each of the following DCC activities by ticking the appropriate box.

Consultation and Communication

	No Contact	Very Satisfied	Satisfied	Neither Satisfied Nor Dissatisfied	Dissatisfied	Very Dissatisfied	Don't Know
	1	2	3	4	5	6	
67 The availability of information held by the DCC	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
68 The quality of information held by the DCC	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
69 The amount of public consultation undertaken	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
70 The amount of information available explaining why and what the DCC is doing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
71 The notices and information you receive from the DCC about activities and matters affecting your household's water supply	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
72 The notices and information you receive from the DCC about road works and footpath repairs in your neighbourhood	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
73 The notices and information you receive from the DCC about temporary street closures	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments:

Economic Development and Promotion

74 Attracting new businesses and jobs to Dunedin	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
75 Supporting the development of existing Dunedin businesses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
76 Retaining existing businesses and jobs in Dunedin	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
77 Media coverage of events run in Dunedin	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
78 City festivals and events	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments:

Elected Representatives and DCC Staff

79 Your contact with the Mayor and Councillors	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
80 Your contact with Community Board members	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
81 Your contact and dealings with DCC staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments:

Section C – Continued

Your Satisfaction with DCC Activities – Please indicate how satisfied you are with each of the following DCC activities by ticking the appropriate box.

No Contact	Very Satisfied	Satisfied	Neither Satisfied Nor Dissatisfied	Dissatisfied	Very Dissatisfied	Don't Know
1	2	3	4	5	6	

If you have contacted, used or read any of the following services in the past 12 months, please indicate how satisfied you were with it.

If you have not contacted, used or read the service in the past 12 months, please leave blank.

82	FYI magazine	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
83	The DCC's website www.dunedin.govt.nz	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
84	The DCC's call centre (telephone enquiry service)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
85	The Customer Service Agency in the Civic Centre	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments:

Planning and Urban Design

86	The overall look and feel of the city	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
87	The overall look and feel of the central city retail area	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
88	The overall look and feel of the South Dunedin retail area	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
89	The overall look and feel of your suburb or township	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

What do you consider your most convenient retail centre

- ☐ Gardens NEV ☐ Maori Hill ☐ Roslyn ☐ Morningside ☐ Caversham
☐ St Clair ☐ South Dunedin ☐ Musselburgh ☐ Port Chalmers ☐ Portobello
 90 ☐ Green Island ☐ Mosgiel ☐ Outram ☐ Middlemarch ☐ Waikouaiti
☐ Central City

Other:

91	The overall look and feel of your most convenient retail centre	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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Comments:

Section D

Your Overall Satisfaction with Dunedin and the Dunedin City Council

Please think carefully about all the services, facilities and activities provided by the DCC and covered in this survey. Indicate your overall satisfaction with the Dunedin City Council by ticking the appropriate box.

	Very Satisfied 1	Satisfied 2	Neither Satisfied Nor Dissatisfied 3	Dissatisfied 4	Very Dissatisfied 5	Don't Know 6
92 The overall performance of the Dunedin City Council	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

The characteristics you think are IMPORTANT for the city and the Council

Please indicate the relative level of importance you place on the following characteristics of Dunedin by ticking the appropriate box.

	Very Important 1	Important 2	Neutral 3	Unimportant 4	Very Unimportant 5	Don't Know 6
93 Dunedin is a fun city	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
94 Dunedin is a thriving city	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
95 Dunedin is a creative city	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
96 Dunedin is a safe city	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
97 Dunedin is a sustainable city	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
98 Dunedin recognises and supports cultural diversity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
99 Dunedin maintains and preserves its architectural heritage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
100 There is a sense of community within my local neighbourhood	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
101 The DCC is a leader in encouraging the development of a sustainable city	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Your CURRENT OVERALL PERCEPTION of Dunedin and the Dunedin City Council

Please indicate your overall perception of Dunedin by ticking the appropriate box.

	Strongly Agree 1	Agree 2	Neither Agree Nor Disagree 3	Disagree 4	Strongly Disagree 5	Don't Know 6
102 Dunedin is a fun city	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
103 Dunedin is a thriving city	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
104 Dunedin is a creative city	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
105 Dunedin is a safe city	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
106 Dunedin is a sustainable city	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
107 Dunedin recognises and supports cultural diversity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
108 Dunedin maintains and preserves its architectural heritage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
109 There is a sense of community within my local neighbourhood	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
110 The DCC is a leader in encouraging the development of a sustainable city	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

What would you most like us to change about the following services to better meet your needs...

111 The DCC staff:

112 The appearance of the city:

113 The appearance of your suburb or township:

114 DCC services:

115 The arts and cultural environment in Dunedin:

116 The social environment in Dunedin:

117 The economic environment in Dunedin:

118 **The natural environment in Dunedin:**

119 **Sport and recreation in Dunedin:**

120 **Transport in, around and to and from Dunedin:**

121 **Support for the development of a sustainable Dunedin:**

What are your top two priorities for the DCC this year:

122

123 **Are there any other comments you would like to make about your overall satisfaction with Dunedin and the DCC?**

Section E

Information About You

124	How old are you?	_____ Years		
125	Are you...	¹ <input type="radio"/> Male ² <input type="radio"/> Female		
126	Are you...	¹ <input type="radio"/> New Zealand born and of European descent ² <input type="radio"/> New Zealand born and of Māori descent ³ <input type="radio"/> New Zealand born and of Pacific Island descent ⁴ <input type="radio"/> New Zealand born and of Asian descent ⁵ <input type="radio"/> New Zealand born and of other descent ⁶ <input type="radio"/> Born overseas and of European descent ⁷ <input type="radio"/> Born overseas and of Māori descent ⁸ <input type="radio"/> Born overseas and of Pacific Island descent ⁹ <input type="radio"/> Born overseas and of Asian descent ¹⁰ <input type="radio"/> Born overseas and of other descent		
127	What is your personal income before tax?	¹ <input type="radio"/> Under \$15,000 ² <input type="radio"/> \$15,001 to \$30,000 ³ <input type="radio"/> \$30,001 to \$45,000 ⁴ <input type="radio"/> \$45,001 to \$60,000 ⁵ <input type="radio"/> \$60,001 to \$75,000 ⁶ <input type="radio"/> Over \$75,000		
128	Do you own property in Dunedin?	¹ <input type="radio"/> Yes ² <input type="radio"/> No		
129	What suburb or township do you live in?			
130	Are you...	¹ <input type="radio"/> In full-time paid employment ² <input type="radio"/> Not in paid employment ³ <input type="radio"/> In part-time paid employment		
131	What is your occupation?			
132	How many dependent children do you have?			
133	What is the one main way you usually travel to work (the one you used for the greatest distance).	¹ <input type="radio"/> I work from home (in paid or for profit employment) ² <input type="radio"/> Public bus ³ <input type="radio"/> Drove a car, truck or van with no passengers ⁴ <input type="radio"/> Drove a car, truck or van with passengers ⁵ <input type="radio"/> Passenger in a car, truck or van ⁶ <input type="radio"/> Motorbike ⁷ <input type="radio"/> Bicycle ⁸ <input type="radio"/> Walk or jog ⁹ <input type="radio"/> Other; please specify: _____ ¹⁰ <input type="radio"/> Not applicable		
134	If you travel to work in a car, truck or van is this a company owned vehicle?	¹ <input type="radio"/> Yes ² <input type="radio"/> No		

Thank you for taking the time to let us know your opinions.

Can we contact you again about other matters concerning the city?

Yes ☐ No ☐

Do you wish to enter the prize draw?

Yes ☐ No ☐

If you answered yes to either of the questions above, please enter your contact details below. If you wish to enter the prize draw but are not willing to be contacted about other matters, Key Research will not provide your contact details to the DCC.

Name: _____

Phone number: _____

Address: _____

Email: _____

Please write your personal code on the front of this document, complete the survey and return by Wednesday 10 July 2013

PLEASE FOLD ON DOTTED LINES, SECURE OPEN END BY STAPLE OR TAPE AND RETURN BY WEDNESDAY 10 JULY 2013

Freepost Authority Number 422



Key Research
PO Box 4390
Mount Maunganui South
Mount Maunganui 3149