

# **Residents' Opinion Survey**

**Prepared for:**



**Dunedin City Council**

**August 2008**

**Prepared by:**



# Dunedin City Council: Residents Opinion Survey, 2008

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# Dunedin City Council: Residents Opinion Survey, 2008

## 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 Council owned facilities. 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 Council Community Plan (LTCCP). Under the Local Government Act 2002 (LGA) all local councils are required to have a LTCCP which provides:

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

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

- Wealthy Community;
- Accessible City;
- Sustainable City and Environment;
- Safe and Healthy People;
- Culture and Learning;
- Supportive City; and
- 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.



## 2 Research Objectives

The 2008 Residents' Opinion Survey (the Survey) is designed to measure residents' satisfaction with the Council's performance and with Council owned facilities. In addition the Survey is required to measure residents' satisfaction with Dunedin itself. The Council will use the results of the Survey to assess the extent to which it has met (or is progressing towards meeting) its Annual Plan and LTCCP objectives.

The topics covered in the Survey include:

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

## 3 Research Design

For the 2008 survey, Research First used a mail-out and response methodology. This methodology had been utilised in some wards in previous years, due to the isolation nature of the wards and the relative distance between houses. In other wards, in previous years, a door-to-door intercept methodology was used (as is used in the New Zealand Census data collection). However, low contribution rates from this distribution method lead to a change in data collection design in 2008.

From an initial mail-out of 4,500 items, 922 were returned, completed; and 186 were returned to sender as undeliverable. A second mail-out was then sent to all households from the primary data set, after the data set had been cleaned of (i) those who had already responded *if they had provided contact information*; and (ii) undeliverable responses. From this subsequent mail-out, a further 639 responses were received, providing a complete data set for the 2008 analysis of 1,561 responses.

In 2007 a relatively low response rate was achieved. In part this was perceived to be a factor of the depth and complexity of the survey. Research has clearly demonstrated that completion levels for surveys decrease in proportion to the length and complexity of the survey. As a result, in 2008, the overall survey length was reduced from 178 questions to 99.

The responses were entered into SurveyPro, a data analysis programme, and detailed analysis was conducted on the results, providing an overall data set of the population, and cross-tabulations by (i) geographic location within the city and (ii) age group.

Response data has been analysed secondly by presenting a percentage of the total responses in terms of "positive response" and "negative response" groupings, ignoring those who responded with "neither satisfied nor unsatisfied". From an analysis of this nature, any score of 3 is considered neutral. Any score below three represents overall satisfaction, and scores over 3 represent dissatisfaction.

## 4 Research Results

### Section A

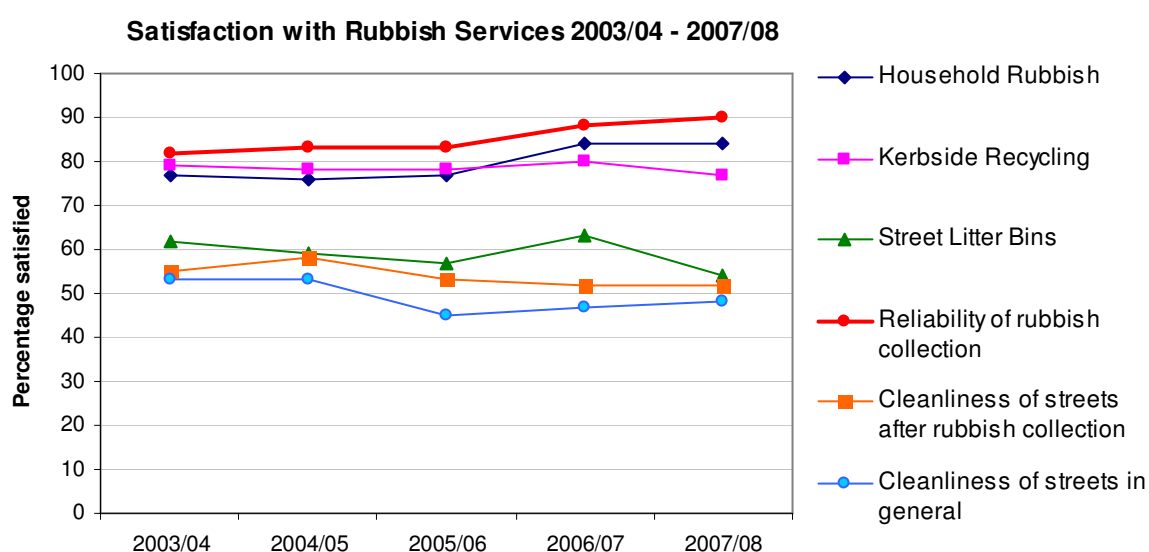
#### 4.1 Rubbish Collection

		Number of responses	Very Satisfied (%)	Satisfied (%)	Neither Satisfied nor Dissatisfied (%)	Dissatisfied (%)	Very Dissatisfied (%)
1	Household Rubbish Collection	1396	29	55	8	4	3
2	Kerbside Recycling	1400	24	52	8	11	4
3	Street Litter Bins	1235	10	44	26	14	5
4	Reliability of the rubbish collection service	1391	34	56	7	2	1
5	Cleanliness of the streets immediately after rubbish collection	1414	11	41	17	21	9
6	Cleanliness of the streets in general	1418	7	41	23	21	8

There is an overall level of satisfaction with the household rubbish collection services, with over 80% satisfied or very satisfied. Similar levels of satisfaction were achieved for kerbside recycling, while levels of satisfaction were lower for street litter bins and rubbish remaining on the streets.

Satisfaction in most areas was similar to the 2006/07 survey. There was a decline in satisfaction with regards to street litter bins (54% satisfied compared with 63% in 2006/07). Satisfaction trends are shown in figure 4.1.1

Figure 4.1.1



The following unprompted comments were provided with regard to rubbish:

- Rubbish left on streets after collection (90)
- Need to be able to recycle more / more plastics (56)
- Bins flimsy / blow over / get broken / damaged by collectors / spill contents / need lids (53)
- Rubbish bags too expensive (44)
- Student area needs clean up (36)
- Need more street litter bins (33)
- Litter on streets / in gutters / looks bad (32)
- Recycling bins not large enough (25)
- Broken glass / bottles (23)
- Need to issue wheelie bins (23)
- Empty street bins more often (15).

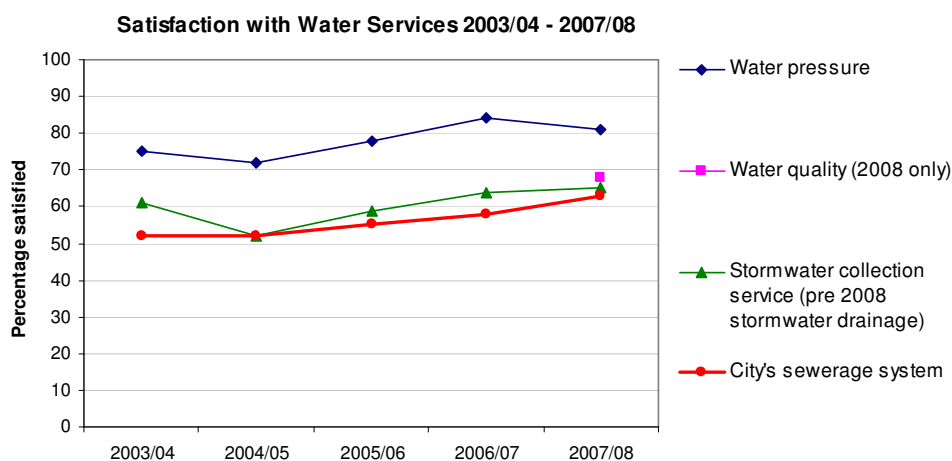
## 4.2 Water, Drainage and Sewerage

		Number of responses	Very Satisfied (%)	Satisfied (%)	Neither Satisfied nor Dissatisfied (%)	Dissatisfied (%)	Very Dissatisfied (%)
7	Water Pressure	1461	28	52	9	7	3
8	Water Quality	1458	18	50	16	12	5
9	Stormwater collection service	1335	14	51	21	10	5
10	The city's sewerage system	1354	14	49	20	9	7

The population in general is highly satisfied with water pressure (80%); and satisfied with the stormwater (65%); sewerage systems (63%) and water quality (68%). The trends show a general improvement in the perception of the city's water services. However, satisfaction with water pressure has declined marginally from the 2006/07 survey. Water quality on its own was asked for the first time in 2007/08. There were four areas of general dissatisfaction among the comments:

- Sewerage into the sea fouling beaches / should find a better system (97 responses);
- Stormwater drains / gutters cause flooding (85)
- Poor drinking water quality / taste / colour (44);
- Poor pressure (19).

**Figure 4.2.1 Trends Analysis – Water Services**



### 4.3 Roads, Footpaths, Lighting and Parking

		Number of responses	Very Satisfied (%)	Satisfied (%)	Neither Satisfied nor Dissatisfied (%)	Dissatisfied (%)	Very Dissatisfied (%)
11	The condition of the roads in your neighbourhood	1515	10	54	17	12	6
12	The condition of the roads throughout the city	1476	5	55	26	11	3
13	The condition of the footpaths in your neighbourhood	1475	8	48	17	18	9
14	The condition of the footpaths throughout the city	1439	5	52	28	11	3
15	That there are footpaths where you need them in your neighbourhood	1439	10	60	13	10	7
16	That there are footpaths where you need them throughout the city	1403	9	64	21	5	1
17	Street lighting in your neighbourhood	1490	15	61	14	7	3
18	Street lighting in the city	1442	11	68	15	4	1
19	Street names signs throughout the city	1484	12	59	17	9	2
20	Directional signs for traffic throughout the city	1468	10	60	19	9	2
21	The flow of traffic around and through the city at peak times of the day	1423	4	37	29	23	8
22	The flow of traffic around and through the city at off-peak times of the day	1453	12	62	18	5	2
23	The ease of pedestrian access throughout the transport network	1418	6	52	26	12	4
24	The efforts made to minimise inconvenience and disruption caused to the public when work is done on the roads, footpaths and drains	1485	10	57	23	9	2
25	The availability of car parking in the central city	1455	2	31	23	30	14
26	The number of parking spaces available in Council car parking buildings	1320	3	44	33	15	5

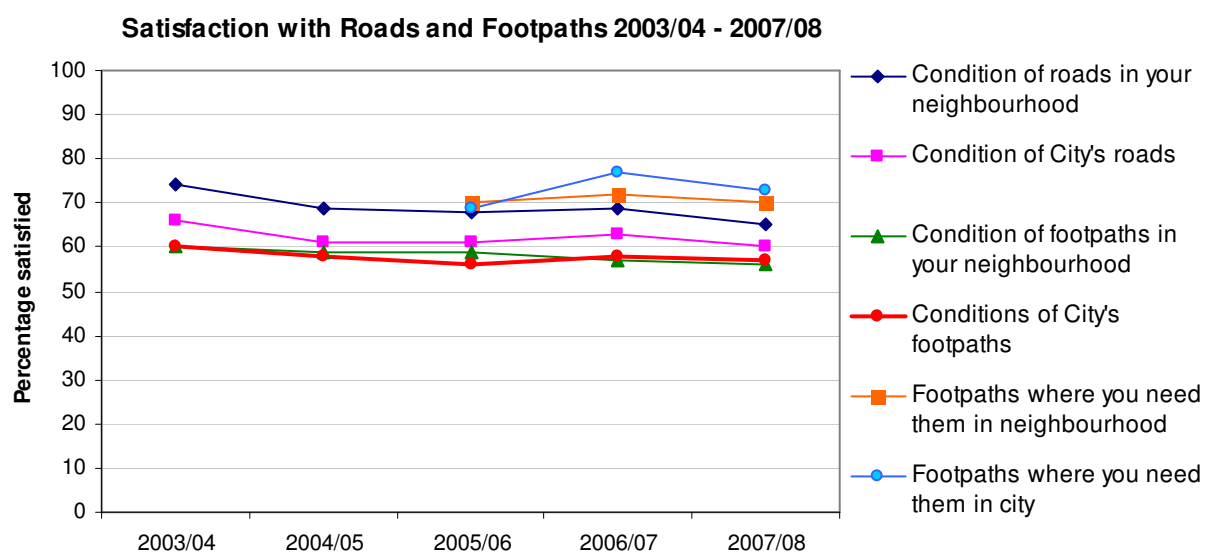
		Number of responses	Very Satisfied (%)	Satisfied (%)	Neither Satisfied nor Dissatisfied (%)	Dissatisfied (%)	Very Dissatisfied (%)
27	The number of parking spaces available in off-street car parks	1304	3	35	35	20	7
28	The ease of use of Pay and Display car parking	1418	6	54	24	11	5
29	The availability of on-street parking in the central city	1406	2	27	29	28	13
30	The suitability of the road network for cyclists throughout the city	1159	3	26	33	22	17

The responses show that overall; the population is relatively satisfied with the Dunedin road and footpath network. Specific exceptions, where a quarter or more were dissatisfied were: the condition of the footpaths in the neighbourhood; the flow of traffic around and through the city at peak times of the day; the availability of car parking in the central city; the number of both on-street and off-street car parks; and the suitability of the road network for cyclists.

Comments about roads, footpaths, lighting and parking included:

- Need more cycle paths / need to be upgraded / not safe / widened / continuous (94 responses)
- Need better footpaths / more / uneven (68)
- Insufficient City Parking (65)
- Parking in city is too expensive (43)
- Pay and display issues (difficult to read/ need to accept different payment types / out of order) (36)
- Parking at hospital expensive / short / 30 minutes insufficient (30)
- Traffic lights don't flow / need upgrading (18)
- Street lights need upgrading (15)
- Street signs need upgrading (9).

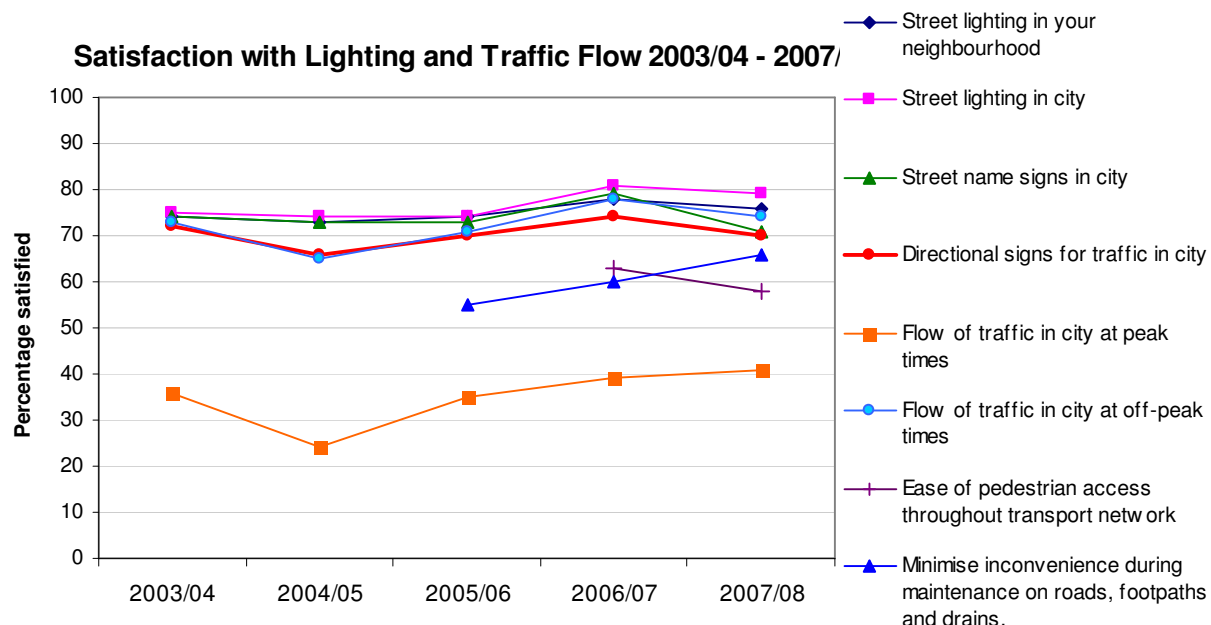
**Figure 4.3.1 Satisfaction with Roads and Footpaths**



Overall, responses were similar to the 2006/07 survey, although 2008 did see a small decline in satisfaction with footpaths being 'where you need them' in the city, and the condition of roads in the neighbourhoods.



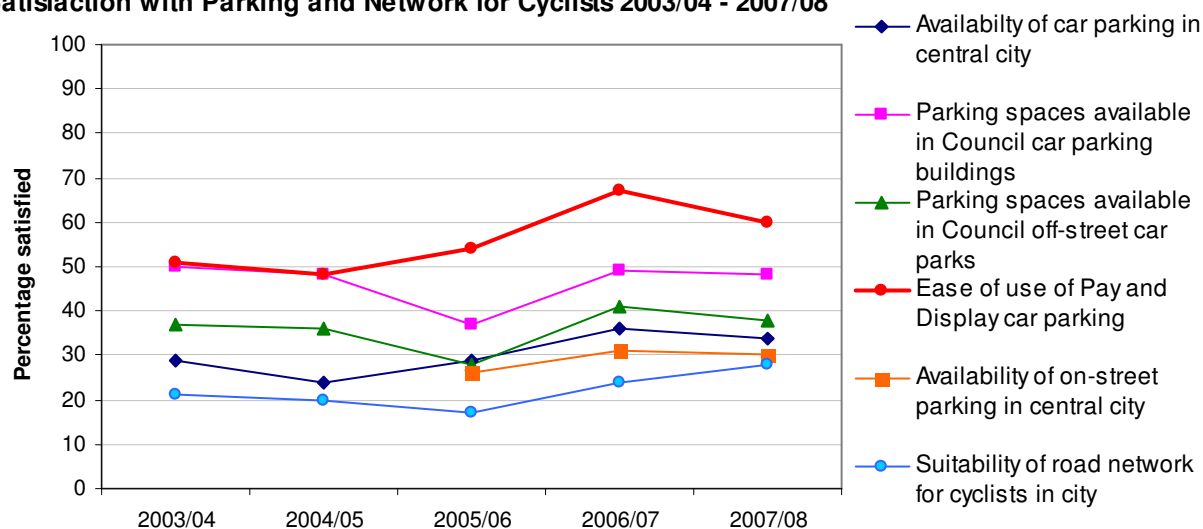
**Figure 4.3.2 Satisfaction with Lighting and Traffic Flow management**



The area that recorded an increase in satisfaction in the 2007/08 survey was the efforts made to minimise inconvenience caused during maintenance. The areas that recorded a decline were street name signs in the city, directional signs for traffic in the city, the flow of traffic at off-peak times, and the ease of pedestrian access throughout the network.

**Figure 4.3.3 Satisfaction with Parking Facilities and Network for Cyclists**

**Satisfaction with Parking and Network for Cyclists 2003/04 - 2007/08**



Most measures were similar to the 2006/ 07 survey, although there was an increased satisfaction in the suitability of the road network for cyclists throughout the city, and a decline in satisfaction for ease of use of pay and display council parking.

#### 4.4 Regulatory, Monitoring and Environment

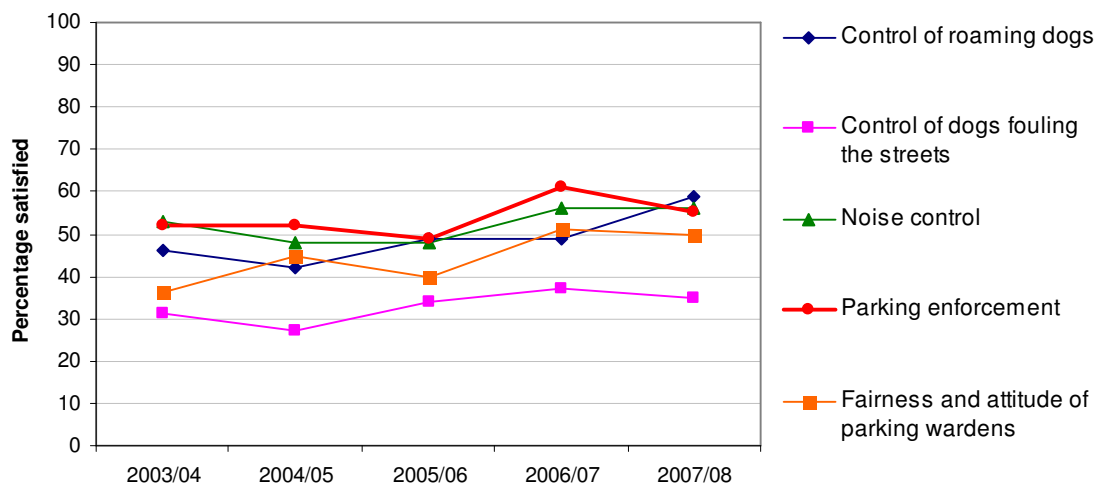
		Number of responses	Very Satisfied (%)	Satisfied (%)	Neither Satisfied nor Dissatisfied (%)	Dissatisfied (%)	Very Dissatisfied (%)
31	Control of roaming dogs	1377	9	50	23	13	5
32	Control of dogs fouling the street	1424	5	30	23	28	14
33	Noise control	1364	5	51	30	10	3
34	Parking enforcement	1401	5	50	32	7	5
35	The fairness and attitude of parking wardens	1242	7	43	32	10	7
36	Enforcing hygiene standards in city food establishments	1291	12	57	21	6	3
37	Enforcing appropriate standards in the city's licensed premises	1135	8	48	30	9	5
38	Processing of applications for building consents	963	3	20	34	21	21
39	Monitoring and inspection of buildings under construction	861	4	30	47	10	8

Most responses were, positive, with the majority of respondents either satisfied or neutral. Issues that the public are dissatisfied with were dog fouling; and processing of applications for building consents. Unprompted responses were sought, and the groupings of responses were as follows:

- Dogs roaming and fouling / dog control (102 responses)
- Building consents take too long / too much red tape (74)
- Negative parking warden issues (21)
- Noise control (17)
- Bars continuing to serving drunks (11)
- Boy racers (9)
- Control of dog improved (9)
- Parking expensive (8).

**Figure 4.4.1 Satisfaction with Street, Noise and Parking Enforcement**

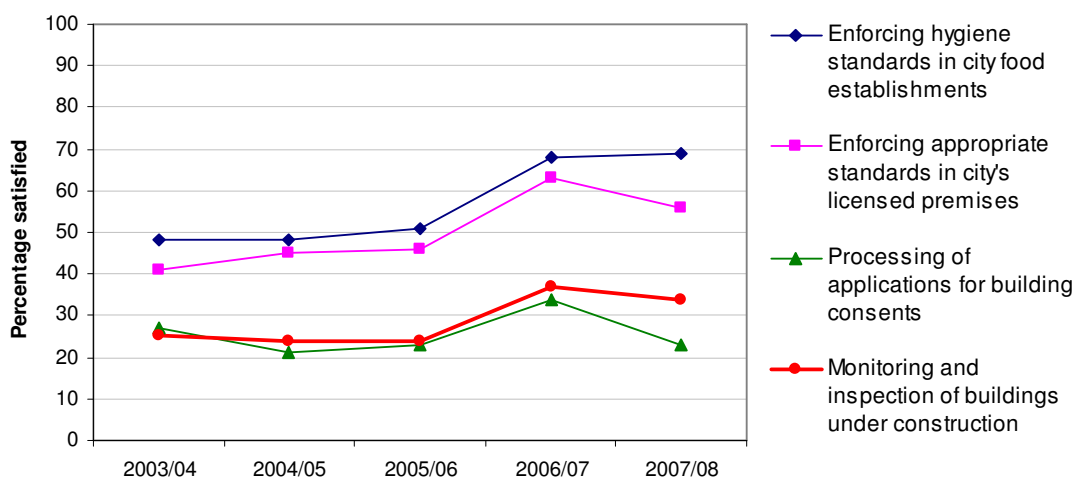
**Satisfaction with Street, Noise and Parking Enforcement 2003/04 - 2007/08**



Satisfaction was considerably higher in 2007/08 for control of roaming dogs, and was lower for parking enforcement

**Figure 4.4.2 Satisfaction with Monitoring and Enforcement**

**Satisfaction with Monitoring and Enforcement 2003/04 - 2007/08**



Satisfaction with enforcing appropriate standards in city's licensed premises, and the processing of applications for building consents were considerably lower in the 2007/08 survey.

## Section B – Use of Council Facilities

### 4.5 Use of Council Facilities

**Table 4.5.1 – Use of Council Facilities - Usage**

		Based on Total sample			
		No visits	1 or more visits	Average number of visits	Mean number of visits
40	Any library (Moray Place, Mosgiel, Port Chalmers, Waikouaiti, Blueskin Bay, Bookbus)	57%	43%	21.4	12
42	Any swimming pool (Moana, Mosgiel, St Clair Salt Water, Port Chalmers)	73%	27%	23.8	10
43	Otago Museum	55%	45%	4.3	3
44	Otago Settlers Museum	68%	32%	3.1	2
45	Dunedin Public Art Gallery	68%	32%	4.1	2
46	Botanic Gardens	57%	43%	13.3	4
47	Winter Sports playing fields	84%	16%	17.9	10
48	Summer Sports playing fields	87%	13%	17.0	10
49	Council playgrounds	80%	20%	13.0	6
50	Walking and Biking tracks around the city	70%	30%	28.9	10
51	Parks and Reserves	68%	32%	16.6	7
52	Dunedin Stadium (Ice Stadium)	88%	12%	4.9	1
53	Edgar Sports Centre	73%	27%	9.0	3
54	Carisbrook	83%	17%	4.2	3
55	The Dunedin Visitors Centre (Octagon)	79%	21%	2.7	2
56	Dunedin Town Hall	69%	31%	3.9	2
57	Dunedin's cemeteries (services provided to public)	82%	18%	5.7	2
59	Public toilets	72%	28%	12.1	5

The analysis shows both (1) how many individuals utilised various council facilities, and (2) how frequently on average those facilities were utilised. This data should be cross-referenced with the responses with regard to satisfaction of the facilities (Table 4.5.2) to provide an indication of how well each of the facilities meets its anticipated requirements.

**Table 4.5.2 – Use of Council Facilities - Satisfaction**

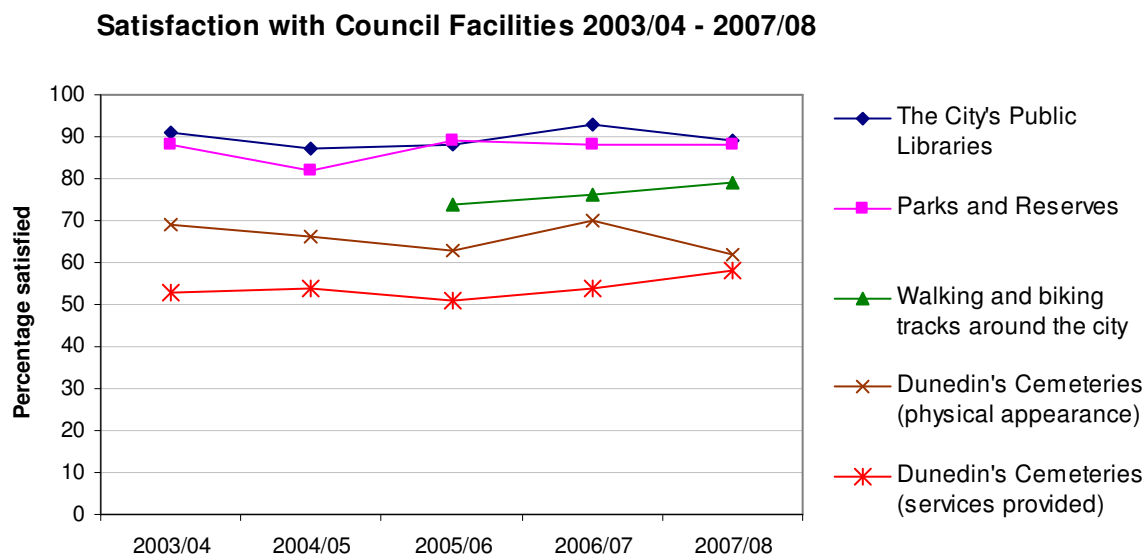
		Number of responses	Very Satisfied (%)	Satisfied (%)	Neither Satisfied nor Dissatisfied (%)	Dissatisfied (%)	Very Dissatisfied (%)
40	Any library (Moray Place, Mosgiel, Port Chalmers, Waikouaiti, Blueskin Bay, Bookbus	1231	55	40	4	1	0
41	Material available at the libraries	1212	42	50	5	2	0
42	Any swimming pool (Moana, Mosgiel, St Clair Salt Water, Port Chalmers)	943	35	53	9	2	1
43	The Otago Museum	1338	54	42	3	0	0
44	Otago Settlers Museum	1116	46	47	7	0	0
45	Dunedin Public Art Gallery	1114	44	46	8	1	1
46	Botanic Garden	1338	52	45	3	0	0
47	Winter sports playing fields	785	16	58	22	3	1
48	Summer sports playing fields	740	18	57	23	2	0
49	Council playgrounds	851	17	57	20	5	2
50	Walking and biking tracks around the city	1051	20	59	15	4	2
51	Parks and Reserves	1168	25	63	11	1	1
52	Dunedin Stadium (Ice Stadium)	594	21	51	26	2	1
53	Edgar Sports Centre	946	25	58	14	3	1
54	Carisbrook	812	18	42	25	9	6
55	The Dunedin Visitor Centre	909	24	56	17	2	1
56	The Dunedin Town Hall	1143	24	58	15	3	0
57	Dunedin's Cemeteries (services provided to public)	866	20	58	20	1	1
58	Dunedin's Cemeteries (physical appearance)	1147	15	56	21	6	2
59	Public Toilets	1241	9	35	24	19	13

For the vast majority of facilities, the response showed a high level of satisfaction. A few of the facilities listed were regarded as marginal or somewhat unsatisfactory. These were public toilets, cemeteries (physical appearance); council playgrounds and Carisbrook. There were a wide range of comments about existing facilities. The most common comments were:

- Need to have more public toilets (105 responses)
- Public toilets need to be cleaned / a disgrace (79)

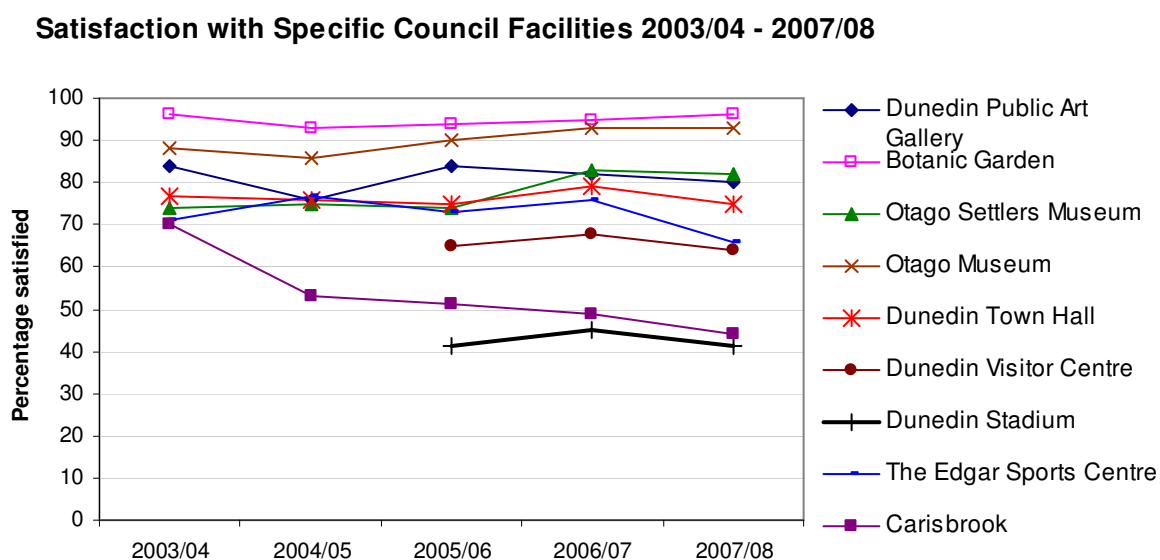
- Carisbrook is adequate / do up / don't need new stadium (38)
- Need more walking / biking tracks (20)
- Need a new stadium (17)

**Figure 4.5.1 Satisfaction – Facilities in General**



The satisfaction in most facilities rated similarly to, or slightly above, the level achieved in previous years. However there was a marked decline in satisfaction with the physical appearance of Dunedin's cemeteries in the 2007/08 survey.

**Figure 4.5.2 Satisfaction – Specific Facilities**



Satisfaction in the 2007/08 survey was lower than in previous years in regard to the Edgar Sports Centre and Carisbrook.

## Section C

### 4.6 Consultation and Communication

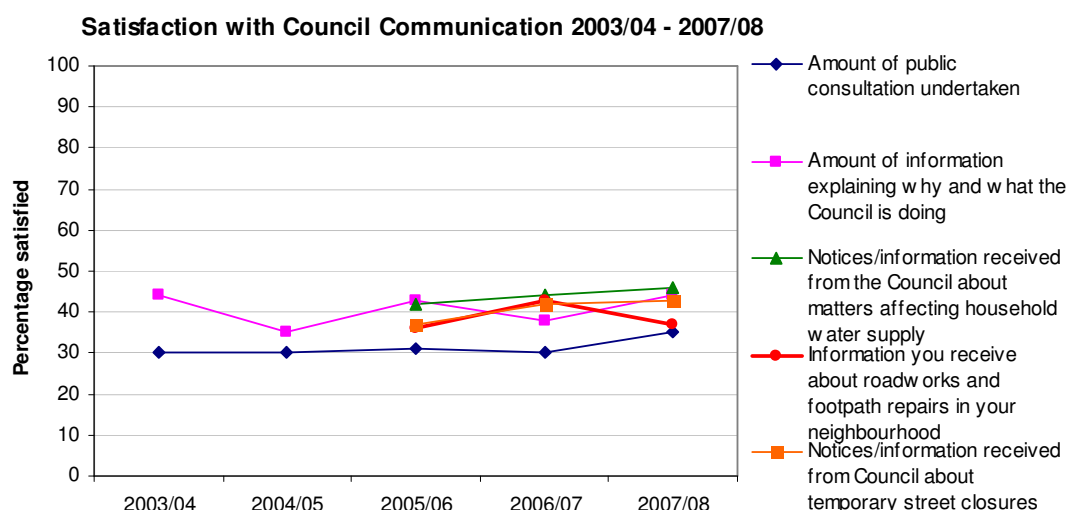
**Table 4.6.1 – Consultation and Communication - Satisfaction**

		Number of responses	Very Satisfied (%)	Satisfied (%)	Neither Satisfied nor Dissatisfied (%)	Dissatisfied (%)	Very Dissatisfied (%)
60	The amount of public consultation undertaken	1334	4	37	32	17	10
61	The amount of information available explaining why and what the Council is doing	1412	5	44	29	15	8
62	The notices and information you receive from the Council about activities and matters affecting your household's water supply	1315	6	49	32	9	4
63	The notices and information you receive from the Council about roadworks and footpath repairs in your neighbourhood	1370	6	44	30	15	6
64	The notices and information you receive from the Council about temporary street closures	1290	6	45	33	11	4

In all indices, a larger proportion of the respondents are satisfied about the Council's role in consultation than are dissatisfied. On the subject of 'amount of consultation undertaken with the public', the response was lower, with the combined neutral and dissatisfied responses outnumbering the satisfied. Comments made about consultation included:

- The Council takes no notice of consultation / don't listen / consultation is ignored (50 responses)
- Lack of notification / consultation / receive none (43)
- Never get information on road works / closures (13)
- Consultation a joke / only lip service / a token (9).

**Figure 4.6.1 Satisfaction – Council Communication (based on total sample)**



In 2007/08 there was an increase in satisfaction with the amount of public consultation undertaken and, similarly the amount of information explaining why and what the council is doing. There was, however, a decline in level of satisfaction about the information received about roadworks and footpath repairs in the neighbourhood.

**Table 4.6.2 – Types of Communication - Satisfaction**

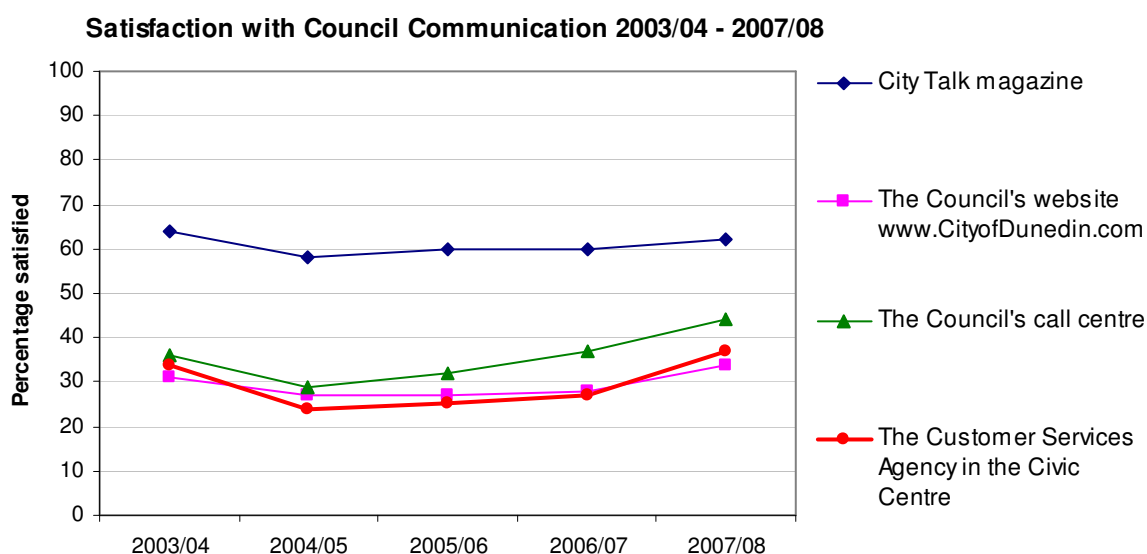
		Number of responses	Very Satisfied (%)	Satisfied (%)	Neither Satisfied nor Dissatisfied (%)	Dissatisfied (%)	Very Dissatisfied (%)
65	City Talk Magazine	1253	17	60	18	2	3
66	The Council's website <a href="http://www.cityofdunedin.com">www.cityofdunedin.com</a>	734	15	57	21	4	3
67	The Council's call centre (telephone enquiry service)	886	25	53	14	6	2
68	The Customer Services Agency in the Civic Centre	725	24	56	17	3	0

The respondents in general showed a positive response to the various forms of communication from the Council. Several points were raised in the unprompted responses. Among these were:

- Call Centre staff good / friendly / helpful (38 responses)
- Website poorly designed / hard to navigate / not up to date (25)
- City Talk waste of ratepayers money (18)
- Call Centre staff too long waiting / incorrect info / rude (13)
- City Talk biased / a marketing exercise / outdated (10).



**Figure 4.6.2 Satisfaction – Council Communication Media (based on Total Sample)**



In the 2007/08 survey, there was a higher level of satisfaction with all aspects of Council communication. The area showing the greatest improvement was the Customer Services Agency in the Civic Centre, recording an increase of 10%.

## 4.7 Economic Development and Promotion

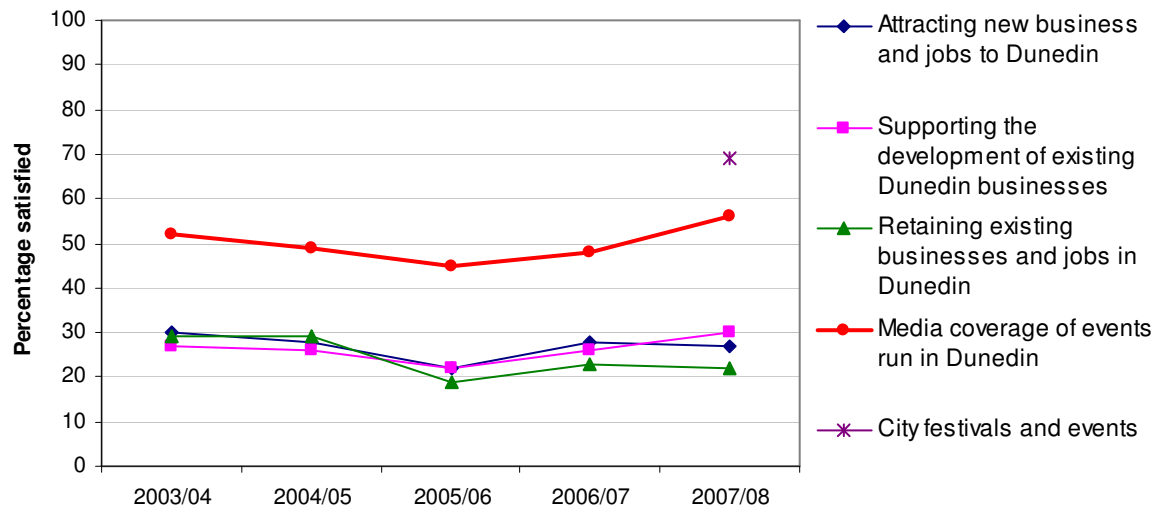
		Number of responses	Very Satisfied (%)	Satisfied (%)	Neither Satisfied nor Dissatisfied (%)	Dissatisfied (%)	Very Dissatisfied (%)
69	Attracting new businesses and jobs to Dunedin	990	3	24	39	21	13
70	Supporting the development of existing Dunedin businesses	989	3	26	38	20	12
71	Retaining existing businesses and jobs in Dunedin	1050	2	20	32	28	17
72	Media coverage of events run in Dunedin	1315	7	49	27	13	5
73	City festivals and events	1340	12	57	22	6	3

In terms of economic development, the overall response is weighted towards dissatisfaction. For example, 'attracting new jobs to Dunedin – Satisfied total is 27%, Dissatisfied total is 34%. The Council is perceived to be doing reasonably poorly with regard to attracting more business, retaining and supporting existing business. The results show the population are more positive about the media coverage of festivals and events, and the festivals and events themselves. Unprompted responses included:

- A lot of job losses recently / assist finding jobs (40 responses)
- Need to support small / local businesses ( 20)
- Need to advertise more / be proactive (16)
- Need to attract new businesses / more people (12)
- Festival week too long (13)
- Bring back festival week (8).

**Figure 4.7.1 Satisfaction with Economic Development and Promotion**

**Satisfaction with Economic Development and Promotion 2003/04 - 2007/08**



Satisfaction levels in 2007/08 are higher for media coverage of events and supporting the development of existing Dunedin businesses. Levels are similar to the previous year for attracting new businesses and retaining existing businesses and jobs in Dunedin.

In 2007/08 City festivals and Events was asked as a combined question for the first time (previously, 'summer festivals' and 'other festivals and events').

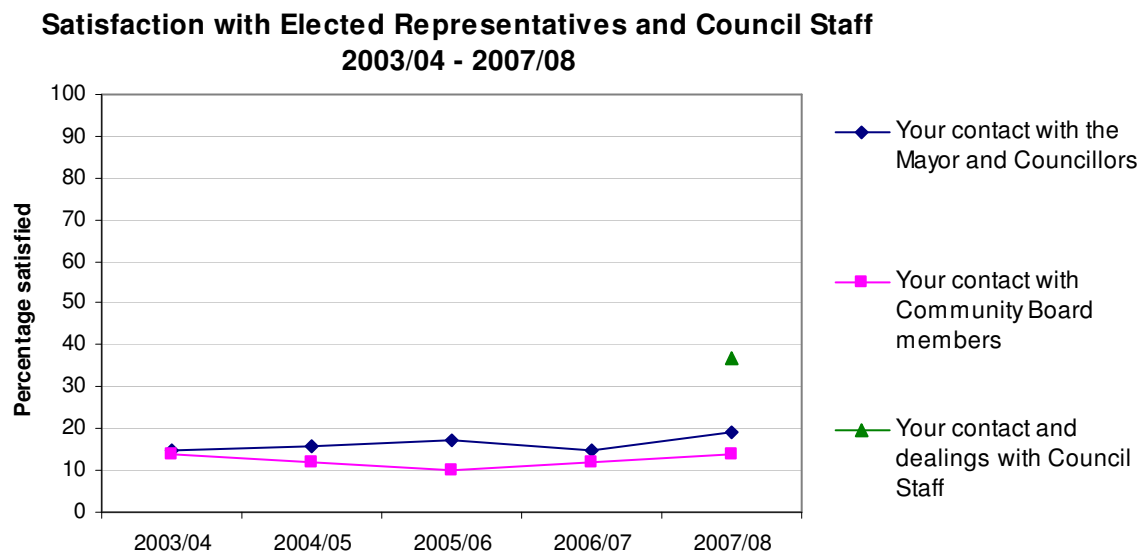
## 4.8 Elected Representatives and Council Staff

		Number of responses	Very Satisfied (%)	Satisfied (%)	Neither Satisfied nor Dissatisfied (%)	Dissatisfied (%)	Very Dissatisfied (%)
74	Your contact with the Mayor and Councillors	792	6	31	48	8	6
75	Your contact with Community Board members	688	8	25	55	7	5
76	Your contact and dealings with Council staff	1015	11	46	33	6	4

The responses from all parties show that there is in general a neutral response to the satisfaction levels in terms of contact with elected officials. Responses were slightly more positive for contact with the Council staff. A range of unprompted responses was received, with the key issues being:

- That there wasn't contact with the community (26 responses)
- Various expressions of dissatisfaction (30 responses)
- Staff helpful/ good / efficient (16 responses).

**Figure 4.8.1** Satisfaction with Elected Representatives and Council Staff (Based on total sample)



Satisfaction levels of contact with Mayor and Councillors, and Community Board members are marginally improved in the 2007/08 survey. Contact and dealings with Council staff was asked for the first time in this survey.

## Section D

### 4.9 Overall Satisfaction with Dunedin City Council

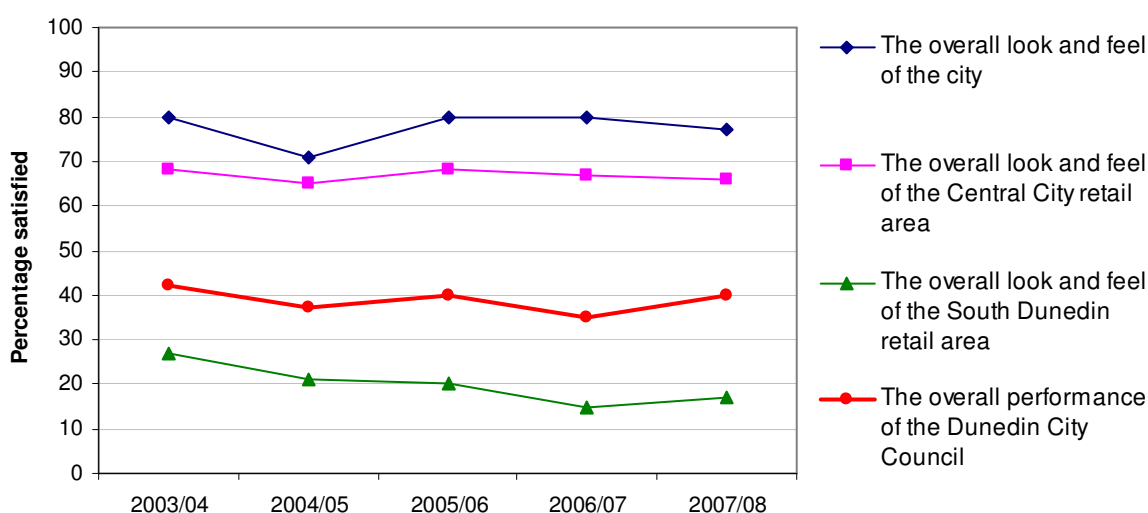
		Number of responses	Very Satisfied (%)	Satisfied (%)	Neither Satisfied nor Dissatisfied (%)	Dissatisfied (%)	Very Dissatisfied (%)
77	The overall look and feel of the city	1484	15	62	16	6	1
78	The overall look and feel of the central city retail area	1481	10	56	22	11	2
79	The overall look and feel of the South Dunedin retail area	1401	2	14	26	40	16
80	The overall performance of the Dunedin City Council	1415	4	36	35	16	9

Satisfaction levels were high for both the city and the central retail area. The performance of the DCC demonstrated a moderate satisfaction. The strongest area of concern was the South Dunedin retail area, where there was general dissatisfaction. The unprompted responses included:

- South Dunedin looks tired / shabby, and needing a facelift (87 responses)
- Not keen on expensive projects / better use of money (34)
- Dunedin city looking run-down / dirty, and needing a tidy-up / paint / spruce up (32)
- Listen to ratepayers / listen to your people (19)
- Clean up the streets (16)
- Stop cars in the Octagon (11).

Figure 4.9.1

Overall Satisfaction with Dunedin and the City Council 2003/04 - 2007/08



Satisfaction with the City and the Central City retail area are both relatively high, and are similar to the past year. Satisfaction with regard to South Dunedin remains low. Performance of the Dunedin City Council has returned to level of 2005/06 after showing a decline in 2006/07.

## 4.10 What would you like to change about ...?

### Q81. The Council staff

- Too many of them / reduce staff (49)
- Helpful / friendly (37)
- Listen to us / listen to ratepayers (33)
- Nothing – they're OK and doing a good job (23)
- Be more open about what doing / accountable (20)
- Need better management (general) (20)
- Poor attitude/ not helpful / not approachable (17)
- Managers arrogant (13)
- Spend less / monitor spending (13)
- Too much bureaucracy (11)
- Be more visible / available (11)
- Need to respond faster / follow through (10)

### Q82 The appearance of the city

- Clean it up / litter / dirty (127)
- Love it / great city / all good (60)
- Buildings need doing up / restore / cleanup / don't leave empty (55)
- Clean up South Dunedin (40)
- Develop harbour / waterfront (37)
- More trees / greenery / flowers / baskets (22)
- Clean up student area (21)
- No traffic in central city (20)
- Need more colour / brightening up (20)
- Reseal / upgrade footpaths (19)
- Central area could be done up (18)
- Clean up glass / broken bottles (12)
- Catch taggers / graffitists (10)
- More art work (10)

### Q83. Council services

- Good / satisfied / doing a good job (34)
- Rubbish removal/ recycling need more / better (34)
- Clean up streets / litter / glass (15)
- Consents take too long (15)
- Focus on essential services (sewerage etc) (12)
- More and better toilets needed (11).

### Q84 The arts and cultural environment of Dunedin

- Current art and cultural environment is good, change nothing (98)
- More concerts / more festivals / more activities (50)
- More support / subsidies / funding (25)
- Promote / advertises activities more (20)
- More art from different ethnic origins (14)
- More public art work / outdoor / permanent art work (12)
- Make cheaper (12).

### Q85 The social environment of Dunedin

- A lot of violence in the streets / unsafe / unpleasant late at night (55)
- The current social environment is good, nothing needs to change (48)

- Develop more activities for youth (25)
- Close pubs and bottle-stores earlier / at a reasonable time (23)
- Need a liquor ban / stricter controls in central city (22)
- More police needed at weekends (18)
- Students always drunk and disorderly (18)
- Make fewer pubs / restrict places to buy liquor (16)
- Develop / support more activities for families and older people (16)
- More assistance for poorer families / disadvantaged / handicapped (13)
- Clamp down on gangs / boy racer culture (13)
- Students are good/ create atmosphere / good mix (8).

**Q86 The economic environment of Dunedin**

- Attract / encourage new businesses (83)
- In a poor state at the moment / on a downturn (49)
- Support / retain small / local businesses (34)
- Create employment opportunities (18)
- Too many job losses at present (13)
- Spend money wisely / monitor expenditure (13)
- Attract / encourage tourism (12)
- Don't spend money on stadium (12).

**Q87 The Natural Environment**

- Doing a good job / satisfied / this is our strength (123)
- Needs to be nurtured / safeguarded / maintenance / worked on (38)
- Enhance harbour / walkway / tracks (31)
- Stop polluting sea with sewerage (29)
- More trees / plantings (22)
- Take care of beaches / endangered / protect (9)
- Watch litter / clean up (9).

**Q88 Sport and recreation in Dunedin**

- No new stadium / not needed / wanted / too expensive (97)
- Build the new stadium / good / encourage growth / people to area (59)
- Upgrade Carisbrook instead of a new one (49)
- Good / generally ok (41)
- Well catered for / great facilities (31)
- Would like other specific (29)
- More cycle tracks / cycle lanes (26)
- Broaden interest not only rugby (8).

**Q89. Transport in and around; and to and from Dunedin**

- Improves existing service / unreliable (111)
- Make bus service more frequent / more buses (92)
- Re-establish train service (45)
- Free bus through town / free buses for elderly (40)
- More cycling lanes / improve (42)
- Install tram (23)
- Buses too loud / noisy / polluting (23)
- More buses for outskirts / wider afield (23)
- Adequate / fair (14)
- Promote transport more / encourage people to use (13)
- Transport good (18)
- Cheaper fares (18)

- More competitive prices on flights (8)
- Bring back cable car (7)
- Bus drivers grumpy / rude (7).

#### 4.11 Demographic Data<sup>1</sup>

		All Responses	Male	Female
90	How old are you? (average age)	Age 56.7	Age 55.6	Age 57.8
	24 or under	41 (3%)	21 (3%)	20 (3%)
	25-34	99 (6%)	32 (4%)	67 (8%)
	35-44	225 (14%)	95 (13%)	129 (16%)
	45-54	297 (19%)	146 (20%)	149 (19%)
	55-64	297 (19%)	158 (22%)	139 (17%)
	65+	503 (32%)	249 (34%)	253 (32%)
91	Are you male or female	1524 (100%)	727 (47%)	797 (51%)
92	New Zealand born of European descent	1200 (77%)	550 (76%)	645 (81%)
	New Zealand born of Maori descent	39 (3%)	16 (2%)	23 (3%)
	New Zealand born of Pacific Island descent	5 (0%)	3 (0%)	2 (0%)
	New Zealand born of Asian descent	8 (1%)	3 (0%)	5 (1%)
	New Zealand born of Other descent	8 (1%)	4 (1%)	4 (1%)
	Born overseas and of European descent	249 (16%)	134 (18%)	111 (14%)
	Born overseas and of Maori descent	0 (0%)	0 (0%)	0 (0%)
	Born overseas and of Pacific Island descent	2 (0%)	1 (0%)	1 (0%)
	Born overseas and of Asian descent	7 (0%)	3 (0%)	3 (0%)
	Born overseas and of other descent	7 (0%)	6 (1%)	1 (0%)
93	What is your personal income before tax?			
	Under \$15,000	265 (17%)	104 (14%)	158 (20%)
	\$15,001 - \$30,000	374 (24%)	142 (20%)	230 (29%)
	\$30,001 - \$45,000	239 (15%)	114 (16%)	125 (16%)
	\$45,001 - \$60,000	211 (14%)	106 (15%)	104 (13%)
	\$60,001 - \$75,000	122 (8%)	72 (10%)	50 (6%)
	Over \$75,000	174 (11%)	122 (17%)	51 (6%)
94	Do you own property in Dunedin (yes)	1354 (87%)	651 (90%)	692 (81%)
	Do you own property in Dunedin (no)	162 (10%)	71 (10%)	91 (19%)
95	Location			
	Dunedin City	55 (4%)	27 (4%)	28 (4%)
	South Dunedin	191 (12%)	95 (13%)	95 (12%)
	Green Island	30 (2%)	20 (3%)	10 (1%)
	Kaikorai Valley	393 (25%)	154 (21%)	237 (30%)
	Northern Suburbs	334 (21%)	157 (22%)	175 (22%)
	Port Chalmers	190 (12%)	87 (12%)	91 (11%)
	Peninsula	143 (9%)	64 (9%)	77 (10%)
	Mosgiel	44 (3%)	26 (4%)	18 (2%)
	Rural	87 (6%)	48 (7%)	39 (5%)
96	Employment Status			
	Full Time employed	603 (39%)	360 (50%)	241 (30%)
	Part Time employed	289 (19%)	83 (11%)	205 (26%)
	Not in paid employment	560 (36%)	248 (34%)	308 (39%)
98	How many dependent children do you have?			
	Average	2.1	2.0	2.1
	No. of households with children	30%	30%	31%

<sup>1</sup> For all demographic data, the percentage "not stated" has been excluded from the analysis. For example, 44% of respondents identified themselves as Male; 51% as Female, and 4% did not complete this question.

## 4.12 Geographic groupings

The questionnaire asked for respondents to nominate their suburb or town. The following arbitrary groupings have been used:

Group Name	Includes:
Dunedin City (N= 55)	Central; City Rise; Dunedin; Fern Hill, North Dunedin;
South Dunedin (N=191)	Andersons Bay; Caversham; Musselburgh; South Dunedin; St Clair; St Kilda;
Green Island (N=30)	Abbotstord; Concord; Corstophine; Fairfield; Green Island;
Kaikorai Valley (N=393)	Balmacewen; Brockville; Belleknowles; Halfway Bush; Kaikorai; Kenmure; Mornington; Roslyn; Shiel Hill; Wakari
Northern Suburbs (N=334)	Dalmore; Glenleith; Leith Valley; Maori Hill; North Dunedin; North East Valley; Opoho; Pine Hill; Upper Junction; Woodhaugh
Port Chalmers (N=190)	Deborah Bay; Port Chalmers; Ravensbourne; Roseneath; Sawyers Bay; St Leonards
Peninsula (N=143)	Broad Bay; Company Bay; Highcliff; Macandrew Bay; Ocean Grove; Portobello; The Cover; Vauxhall; Waverley
Mosgiel (N=44)	East Taieri; Mosgiel; Outram
Rural (N=87)	Brighton; Karitane; Long Beach; Middlemarch; Ocean View; Taieri Plains; Waikouaiti; Waitati; Waldronville



## 5 Data Cross Tabulations

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

### 5.1 Data Analysed by Geographic Location

#### Section A

	Dunedin City					Green Island					Kaikorai Valley				
	Very Satisfied	Satisfied	Neither / Nor	Dissatisfied	Very Dissatisfied	Very Satisfied	Satisfied	Neither / Nor	Dissatisfied	Very Dissatisfied	Very Satisfied	Satisfied	Neither / Nor	Dissatisfied	Very Dissatisfied
Household Rubbish Collection	32	52	8	8	0	42	42	4	8	4	31	52	9	5	3
Kerbside Recycling	32	49	4	9	6	33	44	4	7	11	25	53	9	9	4
Street Litter Bins	9	44	19	19	9	33	33	14	14	5	11	47	26	11	6
Reliability of the rubbish collection service	20	60	12	4	4	43	50	7	0	0	38	55	5	2	0
Cleanliness of the streets immediately after collection	8	47	4	27	14	23	50	19	4	4	11	40	19	22	8
Cleanliness of the streets in general	4	42	18	22	13	8	52	20	16	4	7	40	26	19	8
Water Pressure	33	52	8	6	2	37	44	7	7	4	23	58	9	7	4
Water Quality	19	47	15	15	4	29	36	18	14	4	18	52	15	11	4
Stormwater collection service	15	47	28	4	6	24	52	8	8	8	14	54	19	9	4
The city's sewerage system	11	43	24	11	11	26	52	15	7	0	13	51	23	7	7
The condition of the roads in your neighbourhood	14	55	20	10	2	17	62	14	3	3	12	56	18	10	5

	Dunedin City					Green Island					Kaikorai Valley				
	Very Satisfied	Satisfied	Neither / Nor	Dissatisfied	Very Dissatisfied	Very Satisfied	Satisfied	Neither / Nor	Dissatisfied	Very Dissatisfied	Very Satisfied	Satisfied	Neither / Nor	Dissatisfied	Very Dissatisfied
The condition of the roads throughout the city	6	61	20	14	0	14	41	28	14	3	6	55	25	10	4
The condition of footpaths in your neighbourhood	13	56	12	15	4	19	48	22	4	7	10	50	19	13	6
The condition of footpaths throughout the city	10	56	22	12	0	8	50	27	12	4	7	50	29	11	3
There are footpaths where you need in your neighbourhood	14	62	16	6	2	16	60	12	12	0	14	69	9	5	2
That there are footpaths where you need them in the city	13	69	15	4	0	9	70	22	0	0	13	68	13	6	1
Street lighting in your neighbourhood	17	60	9	6	8	29	54	14	4	0	17	62	12	6	2
Street lighting in the city	14	67	14	6	0	19	63	11	7	0	13	65	14	6	2
Street names signs throughout the city	14	59	16	12	0	23	54	15	8	0	11	63	14	9	3
Directional signs for traffic throughout the city	12	54	13	17	4	19	62	15	0	4	11	61	16	10	2
The flow of traffic around and through the city at peak times of the day	8	31	22	31	8	4	35	27	15	19	4	39	26	23	9
The flow of traffic around and through the city at off-peak times of the day	19	50	25	4	2	15	67	11	4	4	11	64	14	8	2
The ease of pedestrian access throughout the transport network	6	53	24	16	2	8	68	16	8	0	7	51	24	15	3
Efforts made to minimise disruption when work on roads, footpaths and drains	13	56	21	8	2	14	57	25	4	0	11	53	23	10	3
The availability of car parking in the central city	4	29	25	29	13	7	32	14	14	32	4	37	18	28	14

	Dunedin City					Green Island					Kaikorai Valley				
	Very Satisfied	Satisfied	Neither / Nor	Dissatisfied	Very Dissatisfied	Very Satisfied	Satisfied	Neither / Nor	Dissatisfied	Very Dissatisfied	Very Satisfied	Satisfied	Neither / Nor	Dissatisfied	Very Dissatisfied
The number of parking spaces available in Council car parking buildings	4	35	31	25	4	4	46	23	12	15	5	43	33	13	6
The number of parking spaces available in off-street car parks	4	32	34	23	6	4	38	25	17	17	4	36	37	16	7
The ease of use of Pay and Display car parking	12	49	29	6	4	15	50	12	12	12	9	52	22	12	5
The availability of on-street parking in the central city	9	30	20	24	17	4	36	24	16	20	3	29	27	29	14
Suitability of road network for cyclists throughout city	0	19	38	17	26	0	32	32	32	5	4	27	33	21	15
Control of roaming dogs	14	57	14	14	2	4	54	15	27	0	8	54	23	10	5
Control of dogs fouling the street	8	47	8	29	8	11	33	19	33	4	4	32	21	29	13
Noise control	6	56	25	10	4	8	69	12	12	0	6	53	27	11	4
Parking enforcement	4	58	15	17	6	8	56	16	16	4	5	54	29	7	6
The fairness and attitude of parking wardens	4	53	20	11	11	8	38	21	21	13	9	40	33	11	7
Enforcing hygiene standards in city food establishments	15	56	23	2	4	10	59	24	7	0	13	58	20	6	3
Enforcing appropriate standards in the city's licensed premises	15	44	32	5	5	8	52	24	12	4	9	45	30	13	3
Processing of applications for building consents	6	27	18	30	18	17	33	28	11	11	3	22	36	18	21
Monitoring and inspection of buildings under construction	7	27	37	27	3	24	41	35	0	0	5	32	48	7	7

	Mosgiel					Northern Suburbs					Peninsula				
	Very Satisfied	Satisfied	Neither / Nor	Dissatisfied	Very Dissatisfied	Very Satisfied	Satisfied	Neither / Nor	Dissatisfied	Very Dissatisfied	Very Satisfied	Satisfied	Neither / Nor	Dissatisfied	Very Dissatisfied
Household Rubbish Collection	40	49	11	0	0	29	56	8	4	4	26	61	10	3	0
Kerbside Recycling	36	47	3	6	8	24	55	8	11	3	21	57	9	9	4
Street Litter Bins	3	53	20	23	0	11	42	28	15	3	6	49	32	11	2
Reliability of the rubbish collection service	34	60	3	3	0	34	56	8	1	0	33	58	5	3	1
Cleanliness of the streets immediately after collection	18	56	12	12	3	10	35	20	24	11	11	49	17	17	6
Cleanliness of the streets in general	9	49	17	20	6	7	37	23	25	8	6	53	21	18	2
Water Pressure	33	49	10	5	3	31	51	9	7	1	30	54	8	8	0
Water Quality	21	63	11	0	5	20	52	18	8	2	15	55	17	10	2
Stormwater collection service	18	50	15	12	6	15	51	20	11	3	10	53	24	8	5
The city's sewerage system	26	59	15	0	0	16	51	18	9	5	13	52	19	11	6
The condition of the roads in your neighbourhood	14	47	23	14	2	13	58	16	11	3	5	57	19	12	7
The condition of the roads throughout the city	7	55	31	5	2	6	55	23	12	3	3	62	24	9	2
The condition of footpaths in your neighbourhood	10	41	15	23	10	10	51	14	20	5	2	38	20	24	16
The condition of footpaths throughout the city	8	35	40	15	3	6	54	25	14	1	3	56	32	7	3
There are footpaths where you need in your neighbourhood	5	58	29	3	5	15	62	14	7	2	1	38	19	22	20

	Mosgiel					Northern Suburbs					Peninsula				
	Very Satisfied	Satisfied	Neither / Nor	Dissatisfied	Very Dissatisfied	Very Satisfied	Satisfied	Neither / Nor	Dissatisfied	Very Dissatisfied	Very Satisfied	Satisfied	Neither / Nor	Dissatisfied	Very Dissatisfied
That there are footpaths where you need them in the city	3	63	30	3	3	11	62	23	4	0	2	57	33	4	4
Street lighting in your neighbourhood	24	46	15	12	2	17	62	12	7	2	7	62	18	10	3
Street lighting in the city	10	66	22	2	0	14	66	15	4	1	6	75	18	1	0
Street names signs throughout the city	7	67	21	2	2	18	56	18	8	1	9	60	23	8	1
Directional signs for traffic throughout the city	7	67	23	2	0	13	59	18	9	1	5	71	17	8	0
The flow of traffic around and through the city at peak times of the day	3	38	38	18	5	5	37	30	22	6	1	41	36	18	5
The flow of traffic around and through the city at off-peak times of the day	12	66	20	2	0	14	60	21	3	2	12	68	16	2	1
The ease of pedestrian access throughout the transport network	3	56	36	3	3	8	50	26	11	4	3	50	32	12	4
Efforts made to minimise disruption when work on roads, footpaths and drains	7	70	16	7	0	11	61	19	7	2	7	57	23	11	1
The availability of car parking in the central city	2	36	10	36	17	2	34	25	28	11	1	25	30	31	13
The number of parking spaces available in Council car parking buildings	0	48	29	24	0	6	45	33	13	4	2	48	33	14	4
The number of parking spaces available in off-street car parks	3	38	40	20	0	4	39	34	19	4	2	33	39	22	5
The ease of use of Pay and Display car parking	5	65	23	7	0	5	56	24	12	4	5	54	28	11	1

	Mosgiel					Northern Suburbs					Peninsula				
	Very Satisfied	Satisfied	Neither / Nor	Dissatisfied	Very Dissatisfied	Very Satisfied	Satisfied	Neither / Nor	Dissatisfied	Very Dissatisfied	Very Satisfied	Satisfied	Neither / Nor	Dissatisfied	Very Dissatisfied
The availability of on-street parking in the central city	2	22	32	29	15	3	30	30	27	10	1	24	32	32	11
Suitability of road network for cyclists throughout city	3	28	50	13	6	2	29	34	20	15	3	26	32	24	15
Control of roaming dogs	10	54	18	18	0	13	49	23	12	4	9	52	26	8	5
Control of dogs fouling the street	5	36	33	19	7	4	30	22	29	15	4	38	29	23	7
Noise control	2	50	33	14	0	7	49	33	9	2	2	56	33	8	1
Parking enforcement	5	67	24	5	0	6	49	35	7	3	4	51	35	6	4
The fairness and attitude of parking wardens	8	50	39	0	3	6	47	31	10	5	5	43	35	12	4
Enforcing hygiene standards in city food establishments	5	58	30	5	3	16	58	19	4	3	12	54	26	7	1
Enforcing appropriate standards in the city's licensed premises	3	68	21	6	3	6	49	29	8	8	7	49	32	6	6
Processing of applications for building consents	0	27	35	15	23	3	20	34	18	25	0	16	31	31	22
Monitoring and inspection of buildings under construction	5	45	36	5	9	2	30	48	13	7	3	31	46	10	9

	Port Chalmers					Rural					South Dunedin				
	Very Satisfied	Satisfied	Neither / Nor	Dissatisfied	Very Dissatisfied	Very Satisfied	Satisfied	Neither / Nor	Dissatisfied	Very Dissatisfied	Very Satisfied	Satisfied	Neither / Nor	Dissatisfied	Very Dissatisfied
Household Rubbish Collection	24	64	5	4	4	34	48	11	3	4	29	55	7	5	4
Kerbside Recycling	18	54	9	15	4	29	44	11	11	4	22	51	8	16	4
Street Litter Bins	8	52	23	14	3	10	44	21	15	10	8	34	31	21	6
Reliability of the rubbish collection service	32	54	8	2	4	43	50	7	0	0	30	60	6	4	1
Cleanliness of the streets immediately after collection	9	49	17	17	8	21	48	10	15	6	9	33	19	29	10
Cleanliness of the streets in general	5	48	17	21	10	9	54	20	11	6	6	30	30	26	9
Water Pressure	28	52	8	9	3	22	48	8	5	17	30	49	13	5	3
Water Quality	15	58	14	9	5	5	14	15	40	26	18	52	17	10	2
Stormwater collection service	13	51	21	11	4	8	49	20	14	9	16	47	25	9	4
The city's sewerage system	11	45	22	10	12	15	54	19	8	3	12	44	24	10	9
The condition of the roads in your neighbourhood	6	45	16	20	13	5	45	23	18	10	9	61	12	14	4
The condition of the roads throughout the city	4	51	28	11	7	3	58	32	7	1	3	54	29	13	1
The condition of footpaths in your neighbourhood	3	42	22	15	17	3	24	19	31	23	5	57	16	16	5
The condition of footpaths throughout the city	3	59	26	9	4	3	38	39	17	3	2	48	33	13	5
There are footpaths where you need in your neighbourhood	4	55	12	15	14	3	37	13	25	23	9	71	13	4	2

	Port Chalmers					Rural					South Dunedin				
	Very Satisfied	Satisfied	Neither / Nor	Dissatisfied	Very Dissatisfied	Very Satisfied	Satisfied	Neither / Nor	Dissatisfied	Very Dissatisfied	Very Satisfied	Satisfied	Neither / Nor	Dissatisfied	Very Dissatisfied
That there are footpaths where you need them in the city	5	69	19	7	1	6	48	32	11	3	9	63	25	2	1
Street lighting in your neighbourhood	13	64	15	5	3	13	53	21	10	3	11	66	11	9	3
Street lighting in the city	8	72	16	3	1	11	57	26	3	2	9	72	14	4	1
Street names signs throughout the city	11	60	16	11	3	15	53	18	11	4	8	59	19	12	3
Directional signs for traffic throughout the city	7	56	22	12	3	8	59	22	5	5	6	61	21	9	2
The flow of traffic around and through the city at peak times of the day	3	36	25	27	8	4	37	22	28	7	3	35	31	22	8
The flow of traffic around and through the city at off-peak times of the day	9	68	18	5	1	9	50	31	7	3	11	63	18	5	3
The ease of pedestrian access throughout the transport network	4	58	25	9	4	4	47	32	12	5	3	52	29	12	4
Efforts made to minimise disruption when work on roads, footpaths and drains	7	58	26	6	2	4	61	23	9	4	9	52	27	9	2
The availability of car parking in the central city	1	28	24	34	13	1	32	23	28	15	2	22	32	32	13
The number of parking spaces available in Council car parking buildings	1	47	33	18	3	3	49	23	19	6	1	41	42	11	5
The number of parking spaces available in off-street car parks	0	31	37	21	10	1	37	27	27	8	2	32	35	25	6
The ease of use of Pay and Display car parking	4	63	23	7	3	6	54	24	10	7	7	43	28	17	5



	Port Chalmers					Rural					South Dunedin				
	Very Satisfied	Satisfied	Neither / Nor	Dissatisfied	Very Dissatisfied	Very Satisfied	Satisfied	Neither / Nor	Dissatisfied	Very Dissatisfied	Very Satisfied	Satisfied	Neither / Nor	Dissatisfied	Very Dissatisfied
The availability of on-street parking in the central city	1	32	31	24	13	1	22	28	36	13	1	25	30	32	13
Suitability of road network for cyclists throughout city	3	23	25	25	24	2	23	30	28	17	0	23	37	26	15
Control of roaming dogs	8	45	27	15	6	5	39	28	17	11	10	51	20	16	3
Control of dogs fouling the street	5	31	21	24	19	4	18	34	28	16	5	25	25	32	14
Noise control	7	49	30	10	5	6	49	35	6	4	2	49	34	12	2
Parking enforcement	6	48	33	4	9	7	40	42	8	3	2	52	33	9	4
The fairness and attitude of parking wardens	3	45	31	12	10	6	38	37	10	10	7	43	35	8	7
Enforcing hygiene standards in city food establishments	11	58	25	5	1	13	63	17	5	3	8	56	21	11	4
Enforcing appropriate standards in the city's licensed premises	9	48	33	5	4	6	55	28	6	6	8	48	30	10	4
Processing of applications for building consents	3	18	38	23	19	2	16	30	24	28	2	16	38	26	18
Monitoring and inspection of buildings under construction	1	28	49	14	8	5	24	46	10	15	3	25	56	9	7

## Section B

	Dunedin City					Green Island					Kaikorai Valley				
	Very Satisfied	Satisfied	Neither / Nor	Dissatisfied	Very Dissatisfied	Very Satisfied	Satisfied	Neither / Nor	Dissatisfied	Very Dissatisfied	Very Satisfied	Satisfied	Neither / Nor	Dissatisfied	Very Dissatisfied
Libraries	60	38	0	0	2	43	52	5	0	0	55	39	5	1	0
Material available at libraries	44	49	5	2	0	40	50	5	5	0	44	47	6	2	0
Swimming pools	37	54	3	3	3	44	44	6	6	0	41	50	8	1	0
Otago Museum	45	49	6	0	0	64	36	0	0	0	63	35	1	0	0
Otago Settlers Museum	51	38	11	0	0	48	43	10	0	0	56	37	7	0	0
Dunedin Public Art Gallery	54	35	11	0	0	33	56	11	0	0	49	42	8	0	0
Botanic Garden	58	35	4	2	0	56	44	0	0	0	54	42	4	0	0
Winter sports playing fields	19	50	31	0	0	14	76	10	0	0	17	57	22	4	0
Summer sports playing fields	21	46	29	4	0	22	67	11	0	0	19	57	21	2	0
Council playgrounds	23	42	27	8	0	12	71	12	0	6	15	57	21	5	1
Walking and biking tracks	23	58	12	5	2	11	68	16	5	0	21	60	15	3	1
Parks and Reserves	38	49	11	0	2	32	55	9	5	0	26	65	9	0	0
Dunedin Stadium	23	38	38	0	0	23	54	23	0	0	22	49	26	2	1
Edgar Sports Centre	24	59	10	7	0	23	55	23	0	0	25	58	13	2	1
Carisbrook	8	40	40	4	8	35	35	15	5	10	17	41	26	10	5

	Dunedin City					Green Island					Kaikorai Valley				
	Very Satisfied	Satisfied	Neither / Nor	Dissatisfied	Very Dissatisfied	Very Satisfied	Satisfied	Neither / Nor	Dissatisfied	Very Dissatisfied	Very Satisfied	Satisfied	Neither / Nor	Dissatisfied	Very Dissatisfied
The Dunedin Visitor Centre	18	64	12	0	6	44	39	17	0	0	25	60	14	2	0
Dunedin Town Hall	27	62	4	4	2	35	55	10	0	0	28	56	14	1	0
Dunedin's cemeteries (services)	29	38	33	0	0	36	50	14	0	0	26	55	17	1	1
Dunedin's cemeteries (physical)	16	41	31	13	0	19	59	19	4	0	15	58	17	6	4
Public toilets	5	27	32	25	11	13	29	21	29	8	10	39	21	20	11

	Mosgiel					Northern Suburbs					Peninsula				
	Very Satisfied	Satisfied	Neither / Nor	Dissatisfied	Very Dissatisfied	Very Satisfied	Satisfied	Neither / Nor	Dissatisfied	Very Dissatisfied	Very Satisfied	Satisfied	Neither / Nor	Dissatisfied	Very Dissatisfied
Libraries	61	39	0	0	0	58	38	4	1	0	50	40	8	3	0
Material available at libraries	31	59	10	0	0	47	48	5	1	0	37	54	5	4	0
Swimming pools	11	48	30	11	0	35	53	11	1	0	31	57	9	2	0
Otago Museum	46	51	3	0	0	54	42	4	0	0	51	43	5	1	0
Otago Settlers Museum	38	53	9	0	0	47	44	8	1	0	39	53	7	1	0
Dunedin Public Art Gallery	25	64	11	0	0	49	41	8	1	0	39	50	8	1	1
Botanic Garden	26	69	6	0	0	60	38	0	1	1	49	48	2	0	0
Winter sports playing fields	8	58	33	0	0	21	48	28	2	1	12	61	26	2	0
Summer sports playing fields	13	58	29	0	0	21	51	27	1	1	17	58	25	0	0
Council playgrounds	15	62	19	4	0	21	51	22	4	2	21	59	15	5	0
Walking and biking tracks	11	59	30	0	0	25	58	11	5	2	14	64	18	5	0
Parks and Reserves	13	65	23	0	0	29	59	11	1	0	21	65	11	2	2
Dunedin Stadium	10	67	24	0	0	19	44	36	0	1	10	72	18	0	0
Edgar Sports Centre	19	59	13	2	1	22	62	13	3	1	22	62	14	2	0
Carisbrook	14	52	14	17	3	16	38	29	10	6	8	48	26	12	6

	Mosgiel					Northern Suburbs					Peninsula				
	Very Satisfied	Satisfied	Neither / Nor	Dissatisfied	Very Dissatisfied	Very Satisfied	Satisfied	Neither / Nor	Dissatisfied	Very Dissatisfied	Very Satisfied	Satisfied	Neither / Nor	Dissatisfied	Very Dissatisfied
The Dunedin Visitor Centre	32	45	23	0	0	26	50	21	3	0	22	63	13	3	0
Dunedin Town Hall	21	55	17	7	0	26	56	16	2	0	16	72	10	2	0
Dunedin's cemeteries (services)	25	64	11	0	0	16	56	25	2	1	17	66	17	0	0
Dunedin's cemeteries (physical)	11	73	14	0	3	12	53	27	5	2	15	58	24	3	0
Public toilets	8	34	32	11	16	9	38	25	16	11	8	37	23	20	13

	Port Chalmers					Rural					South Dunedin				
	Very Satisfied	Satisfied	Neither / Nor	Dissatisfied	Very Dissatisfied	Very Satisfied	Satisfied	Neither / Nor	Dissatisfied	Very Dissatisfied	Very Satisfied	Satisfied	Neither / Nor	Dissatisfied	Very Dissatisfied
Libraries	61	36	2	1	0	69	26	3	1	0	47	49	5	0	0
Material available at libraries	46	48	3	2	1	53	41	5	2	0	29	61	8	2	0
Swimming pools	35	53	9	3	0	19	63	16	3	0	29	60	9	2	0
Otago Museum	54	44	1	1	1	41	50	9	0	0	47	49	3	1	0
Otago Settlers Museum	44	53	3	0	0	30	60	9	0	0	40	53	8	0	0
Dunedin Public Art Gallery	43	51	5	1	0	29	62	4	2	2	39	51	9	1	0
Botanic Garden	52	45	3	0	0	37	58	3	2	0	40	54	4	1	0
Winter sports playing fields	18	58	18	3	2	7	73	18	2	0	13	63	19	5	0
Summer sports playing fields	14	64	23	0	0	12	67	19	2	0	13	60	24	2	0
Council playgrounds	13	65	19	1	1	11	58	19	8	3	15	59	17	7	2
Walking and biking tracks	22	56	14	5	4	15	60	20	3	3	13	63	18	5	1
Parks and Reserves	22	63	14	1	0	18	70	12	0	0	18	69	10	1	1
Dunedin Stadium	21	52	21	4	1	22	56	22	0	0	22	49	28	1	0
Edgar Sports Centre	30	51	12	5	1	26	65	9	0	0	27	55	14	3	1
Carisbrook	22	46	21	5	5	16	43	18	11	11	20	39	29	7	5

	Port Chalmers					Rural					South Dunedin				
	Very Satisfied	Satisfied	Neither / Nor	Dissatisfied	Very Dissatisfied	Very Satisfied	Satisfied	Neither / Nor	Dissatisfied	Very Dissatisfied	Very Satisfied	Satisfied	Neither / Nor	Dissatisfied	Very Dissatisfied
The Dunedin Visitor Centre	18	62	19	1	1	25	61	14	0	0	20	55	20	3	2
Dunedin Town Hall	20	62	14	4	0	25	54	17	2	2	19	59	19	3	0
Dunedin's cemeteries (services)	18	63	18	0	2	13	69	16	0	2	15	61	21	2	2
Dunedin's cemeteries (physical)	15	59	18	8	0	11	64	16	4	5	16	54	23	6	1
Public toilets	7	37	24	19	14	14	29	19	19	18	3	34	31	21	12

	< 25					25-34					35-44					45-54					55-64					65+				
	Very satisfied	Satisfied	Neither/ nor	Dissatisfied	Very dissatisfied	Very satisfied	Satisfied	Neither/ nor	Dissatisfied	Very dissatisfied	Very satisfied	Satisfied	Neither/ nor	Dissatisfied	Very dissatisfied	Very satisfied	Satisfied	Neither/ nor	Dissatisfied	Very dissatisfied	Very satisfied	Satisfied	Neither/ nor	Dissatisfied	Very dissatisfied	Very satisfied	Satisfied	Neither/ nor	Dissatisfied	Very dissatisfied
Libraries	42	45	6	0	6	50	40	10	0	0	46	48	6	1	0	46	47	5	2	0	59	36	5	0	0	65	32	2	1	0
Material available at libraries	38	44	9	9	0	37	55	7	1	0	38	53	8	1	0	38	53	7	3	0	44	49	6	0	0	46	48	3	2	1
Swimming pools	27	55	9	6	3	37	56	5	3	0	39	52	5	3	1	33	54	9	4	0	27	62	10	1	0	38	49	1	0	0
Otago Museum	33	56	11	0	0	55	41	5	0	0	56	42	2	0	0	50	45	4	1	0	56	40	4	0	0	56	42	2	1	0
Otago Settlers Museum	28	48	24	0	0	42	46	12	0	0	42	49	8	1	0	44	48	7	0	0	47	45	8	0	0	50	46	4	1	0
Dunedin Public Art Gallery	30	48	22	0	0	41	48	7	0	0	42	48	8	0	0	42	48	9	0	0	46	45	8	0	0	46	45	7	0	1
Botanic Garden	47	42	9	0	0	52	40	7	0	0	52	46	2	0	0	48	46	5	0	0	52	45	2	0	0	52	45	0	0	0
Winter sports playing fields	19	44	26	7	4	16	52	29	4	0	14	52	28	6	1	17	58	21	3	0	17	58	23	2	0	14	68	17	1	1
Summer sports playing fields	25	46	25	4	0	23	43	32	2	0	16	54	29	1	0	17	60	20	3	0	16	56	26	2	0	16	66	17	1	1
Council playgrounds	1	4	3	7	0	2	4	1	1	3	1	5	2	1	2	1	5	2	3	3	1	5	2	3	1	1	7	1	0	0



	< 25					25-34					35-44					45-54					55-64					65+				
	8	3	2			5	5	4	3		4	1	2	0		5	9	0			9	6	2			4	0	5		
Walking and biking tracks	3 4	4 6	1 1	6	3	2 8	5 8	1 3	1	0	1 9	5 8	1 5	8	1	1 8	5 9	1 5	5	3	1 9	6 1	1 3	5	2	1 9	6 1	1 8	2	0
Parks and Reserves	3 4	4 4	1 9	0	3	3 1	5 6	8	5	0	2 0	6 7	1 1	2	1	2 4	6 2	1 2	1	1										
	Very satisfied	Satisfied	Neither/ nor	Dissatisfied	Very dissatisfied	Very satisfied	Satisfied	Neither/ nor	Dissatisfied	Very dissatisfied	Very satisfied	Satisfied	Neither/ nor	Dissatisfied	Very dissatisfied	Very satisfied	Satisfied	Neither/ nor	Dissatisfied	Very dissatisfied	Very satisfied	Satisfied	Neither/ nor	Dissatisfied	Very dissatisfied	Very satisfied	Satisfied	Neither/ nor	Dissatisfied	Very dissatisfied
Dunedin Stadium	1 6	4 7	3 7	0	0	2 3	3 8	3 8	3	0	1 3	5 3	3 2	2	0	1 5	5 4	3 1	1	0	2 5	5 1	2 0	3	1	2 9	5 4	1 5	1	2
Edgar Sports Centre	2 0	4 4	2 4	1 2	0	2 3	5 8	1 2	8	0	2 0	5 7	1 9	2	1	2 0	6 0	1 8	2	0	2 6	6 3	8	3	0	3 3	5 7	1 0	0	0
Carisbrook	1 1	3 2	3 2	1 8	7	1 2	3 2	2 8	2 3	5	1 3	3 8	3 3	1 0	7	1 5	4 1	2 4	7	1 2	2 3	4 5	2 1	9	2	2 0	4 9	2 1	6	4
The Dunedin Visitor Centre	9	3 2	4 1	9	9	2 5	4 0	2 8	6	2	1 4	5 8	2 7	1	0	2 3	5 3	2 1	2	1	2 8	5 6	1 3	3	0	2 6	6 3	1 0	1	0
Dunedin Town Hall	2 0	5 3	2 0	3	3	2 5	5 4	1 9	2	0	1 5	6 1	2 2	2	1	2 0	5 8	1 6	6	0	2 6	5 8	1 2	3	0	2 8	5 9	1 1	1	0
Dunedin's cemeteries (services)	2 0	2 5	5 5	0	0	2 4	4 0	3 6	0	0	1 3	4 8	3 7	1	2	2 1	5 6	1 9	2	2	2 3	5 8	1 6	1	2	2 0	6 7	1 1	1	1
Dunedin's cemeteries (physical)	2 1	3 8	2 6	1 2	3	1 5	2 0	2 6	9	0	9	5 4	2 8	6	3	1 4	5 2	2 3	7	5	1 5	5 7	2 2	5	1	1 6	6 3	1 6	5	1
Public toilets	9	1	2	3	2	1	3	2	1	1	3	2	2	2	1	8	2	2	1	1	1	3	2	1	1	1	4	2	1	5

	< 25					25-34					35-44					45-54					55-64					65+				
		5	1	5	1	1	1	1	8	9		9	8	5	6		9	7	8	8	1	4	4	8	2	0	5	2	8	

## Section C and D

	Dunedin City					Green Island					Kaikorai Valley				
	Very Satisfied	Satisfied	Neither / Nor	Dissatisfied	Very Dissatisfied	Very Satisfied	Satisfied	Neither / Nor	Dissatisfied	Very Dissatisfied	Very Satisfied	Satisfied	Neither / Nor	Dissatisfied	Very Dissatisfied
The amount of public consultation undertaken	7	30	24	28	11	4	43	32	14	7	4	39	32	14	11
The amount of information available explaining why and what Council is doing	6	35	27	24	8	3	47	33	13	3	4	47	29	10	9
Notices & information received about activities and matters affecting household water	4	56	31	4	4	7	64	18	4	7	6	51	34	6	3
Notices & information received about road works and footpath repairs in neighbourhood	4	41	27	18	10	12	54	19	8	8	7	45	30	12	6
Notices & information received about temporary road closures	6	36	26	26	6	17	67	13	0	4	7	45	35	8	4
City Talk Magazine	24	42	24	8	3	30	65	4	0	0	17	62	16	2	2
Council's website <a href="http://www.CityofDunedin.com">www.CityofDunedin.com</a>	13	58	23	3	3	35	59	6	0	0	14	58	19	6	3
Councils' call centre	38	35	18	9	0	40	30	20	5	5	25	57	13	4	2
Customer Service Agency in the Civic Centre	35	45	13	6	0	54	31	15	0	0	31	49	17	2	0
Attracting new businesses and jobs to Dunedin	8	28	38	13	13	11	39	28	11	11	2	23	38	22	15

	Dunedin City					Green Island					Kaikorai Valley				
	Very Satisfied	Satisfied	Neither / Nor	Dissatisfied	Very Dissatisfied	Very Satisfied	Satisfied	Neither / Nor	Dissatisfied	Very Dissatisfied	Very Satisfied	Satisfied	Neither / Nor	Dissatisfied	Very Dissatisfied
Supporting the development of existing Dunedin businesses	5	21	44	21	10	11	39	28	11	11	2	28	35	21	14
Retaining existing businesses and jobs in Dunedin	3	18	38	30	13	11	28	39	17	6	1	22	27	28	22
Media coverage of events run in Dunedin	9	47	28	14	2	13	43	26	13	4	7	51	23	12	6
City festivals and events	15	49	30	6	0	9	43	22	17	9	14	57	22	5	5
Your contact with the Mayor and Councillors	3	23	63	0	10	12	47	41	0	0	6	29	50	10	5
Your contact with Community Board members	4	19	69	4	4	15	38	46	0	0	4	17	66	8	5
Your contact and dealings with Council staff	14	27	41	8	11	24	33	33	5	5	11	43	35	6	4
The overall look and feel of the city	23	53	17	8	0	19	67	11	4	0	16	60	17	5	1
The overall look and feel of the central city retail area	8	58	13	21	0	18	46	21	11	4	12	55	21	11	2
The overall look and feel of the South Dunedin retail area	2	18	27	39	14	7	25	21	29	18	2	15	24	42	17
The overall performance of the Dunedin City Council	6	37	31	20	6	4	50	15	27	4	6	34	38	12	10

	Mosgiel					Northern Suburbs					Peninsula				
	Very Satisfied	Satisfied	Neither / Nor	Dissatisfied	Very Dissatisfied	Very Satisfied	Satisfied	Neither / Nor	Dissatisfied	Very Dissatisfied	Very Satisfied	Satisfied	Neither / Nor	Dissatisfied	Very Dissatisfied
The amount of public consultation undertaken	5	57	22	14	3	6	36	32	17	9	5	41	38	14	3
The amount of information available explaining why and what Council is doing	5	55	23	13	5	6	46	27	15	7	5	48	29	15	3
Notices & information received about activities and matters affecting household water	13	48	20	18	3	8	48	33	7	3	8	51	34	6	1
Notices & information received about road works and footpath repairs in neighbourhood	10	49	17	22	2	7	45	34	9	4	5	45	31	13	6
Notices & information received about temporary road closures	10	45	30	15	0	6	50	33	7	4	7	48	37	6	2
City Talk Magazine	12	71	15	3	0	19	60	17	2	2	12	61	22	2	3
Council's website <a href="http://www.CityofDunedin.com">www.CityofDunedin.com</a>	32	59	5	0	5	16	60	21	2	2	12	55	30	1	1
Councils' call centre	27	64	9	0	0	26	51	16	5	1	30	53	12	2	2
Customer Service Agency in the Civic Centre	18	64	18	0	0	25	56	18	2	0	32	55	10	3	0
Attracting new businesses and jobs to Dunedin	0	23	31	38	8	2	25	42	21	10	4	21	45	23	6

	Mosgiel					Northern Suburbs					Peninsula				
	Very Satisfied	Satisfied	Neither / Nor	Dissatisfied	Very Dissatisfied	Very Satisfied	Satisfied	Neither / Nor	Dissatisfied	Very Dissatisfied	Very Satisfied	Satisfied	Neither / Nor	Dissatisfied	Very Dissatisfied
Supporting the development of existing Dunedin businesses	0	15	41	37	7	4	27	38	23	9	5	21	46	18	10
Retaining existing businesses and jobs in Dunedin	0	7	37	47	10	1	21	36	26	16	3	12	39	32	13
Media coverage of events run in Dunedin	6	45	33	15	0	8	49	31	11	1	5	48	33	12	2
City festivals and events	11	54	29	6	0	13	57	23	6	1	12	60	22	5	2
Your contact with the Mayor and Councillors	8	52	28	8	4	10	30	49	7	5	5	28	51	11	5
Your contact with Community Board members	9	39	39	4	9	7	20	66	4	3	15	24	45	13	3
Your contact and dealings with Council staff	16	59	13	13	0	9	49	34	6	2	10	48	31	6	4
The overall look and feel of the city	16	61	14	7	2	16	61	15	7	1	13	65	15	6	1
The overall look and feel of the central city retail area	5	68	20	7	0	11	59	17	12	2	9	54	24	12	1
The overall look and feel of the South Dunedin retail area	0	17	19	45	19	2	14	32	38	14	0	7	28	49	16
The overall performance of the Dunedin City Council	7	45	24	7	17	3	38	34	18	7	4	32	41	20	4

	Port Chalmers					Rural					South Dunedin				
	Very Satisfied	Satisfied	Neither / Nor	Dissatisfied	Very Dissatisfied	Very Satisfied	Satisfied	Neither / Nor	Dissatisfied	Very Dissatisfied	Very Satisfied	Satisfied	Neither / Nor	Dissatisfied	Very Dissatisfied
The amount of public consultation undertaken	1	32	31	20	16	3	38	33	14	12	2	39	36	17	6
The amount of information available explaining why and what Council is doing	2	42	27	18	11	5	34	36	20	4	3	38	36	16	6
Notices & information received about activities and matters affecting household water	2	46	31	17	5	6	47	21	16	10	7	46	36	10	2
Notices & information received about road works and footpath repairs in neighbourhood	1	40	27	25	6	4	32	33	22	8	7	42	31	16	4
Notices & information received about temporary road closures	3	43	35	14	6	6	36	33	15	9	6	43	34	14	2
City Talk Magazine	15	58	18	3	5	17	59	19	3	2	16	63	19	1	1
Council's website <a href="http://www.CityofDunedin.com">www.CityofDunedin.com</a>	13	59	17	8	3	14	57	14	14	0	19	51	24	1	5
Councils' call centre	23	54	11	9	4	19	57	11	11	3	17	50	21	10	2
Customer Service Agency in the Civic Centre	16	65	16	4	0	11	68	18	4	0	14	60	24	2	0
Attracting new businesses and jobs to Dunedin	1	28	37	24	10	2	30	46	9	13	1	20	41	24	14

	Port Chalmers					Rural					South Dunedin				
	Very Satisfied	Satisfied	Neither / Nor	Dissatisfied	Very Dissatisfied	Very Satisfied	Satisfied	Neither / Nor	Dissatisfied	Very Dissatisfied	Very Satisfied	Satisfied	Neither / Nor	Dissatisfied	Very Dissatisfied
Supporting the development of existing Dunedin businesses	1	31	39	20	10	2	33	40	12	13	3	23	41	23	10
Retaining existing businesses and jobs in Dunedin	1	26	29	30	14	0	25	37	22	16	3	18	31	31	16
Media coverage of events run in Dunedin	2	49	25	15	9	9	59	17	12	3	7	46	29	13	5
City festivals and events	7	62	20	8	4	13	61	19	5	3	11	55	22	10	2
Your contact with the Mayor and Councillors	3	32	52	8	5	10	47	33	6	4	2	33	52	8	5
Your contact with Community Board members	8	35	46	7	5	17	41	39	4	0	1	26	62	7	4
Your contact and dealings with Council staff	7	52	30	7	3	16	43	36	5	0	8	45	36	3	7
The overall look and feel of the city	13	69	12	7	1	12	61	22	5	0	12	61	16	8	3
The overall look and feel of the central city retail area	7	62	21	8	2	6	62	22	9	1	8	51	29	10	2
The overall look and feel of the South Dunedin retail area	2	20	27	38	13	6	17	29	36	13	4	10	23	43	20
The overall performance of the Dunedin City Council	2	38	32	18	11	3	38	36	18	5	2	34	38	17	9



## 5.2 Data Analysed by Age Group

### Section A and B

	< 25					25-34					35-44					45-54					55-64					65+				
	Very satisfied	Satisfied	Neither/ nor	Dissatisfied	Very dissatisfied	Very satisfied	Satisfied	Neither/ nor	Dissatisfied	Very dissatisfied	Very satisfied	Satisfied	Neither/ nor	Dissatisfied	Very dissatisfied	Very satisfied	Satisfied	Neither/ nor	Dissatisfied	Very dissatisfied	Very satisfied	Satisfied	Neither/ nor	Dissatisfied	Very dissatisfied	Very satisfied	Satisfied	Neither/ nor	Dissatisfied	Very dissatisfied
Household Rubbish Collection	17	63	11	9	0	42	46	9	1	3	25	53	9	8	5	21	56	9	8	6	28	52	12	4	4	34	58	5	2	1
Kerbside Recycling	15	49	13	13	10	30	44	9	12	4	17	48	12	19	4	17	49	12	16	6	23	53	9	10	6	31	60	3	5	1
Street Litter Bins	9	31	38	19	3	17	42	21	15	5	8	41	28	18	5	7	39	29	19	7	12	43	26	13	6	10	52	24	10	4
Reliability of the rubbish collection service	22	59	8	5	5	38	48	10	2	1	29	60	7	3	1	28	59	9	2	2	37	50	9	2	2	38	56	4	2	0
Cleanliness of the streets immediately after collection	13	39	13	13	21	22	43	16	16	3	12	36	18	23	11	8	37	18	26	10	9	35	21	23	11	12	48	15	20	5
Cleanliness of the streets in general	8	40	25	18	10	14	43	26	13	5	7	43	23	21	6	4	35	24	28	9	6	40	23	20	11	6	43	23	20	7
Water Pressure	20	33	33	8	8	24	51	12	10	4	21	51	15	9	3	26	51	12	9	3	26	55	7	9	3	34	55	4	3	3
Water Quality	20	50	15	10	5	19	33	24	18	5	13	52	20	11	4	15	44	18	17	6	19	54	15	9	4	21	53	13	9	4
Stormwater collection service	16	51	22	8	3	14	38	27	13	8	10	46	28	12	4	11	47	24	11	7	14	52	22	8	4	17	57	14	8	3
The city's sewerage system	22	39	22	11	6	16	36	28	10	9	8	41	29	11	1	11	39	26	11	2	10	53	20	10	7	19	59	13	6	3

The condition of the roads in your neighbourhood	7	6 3	1 5	7	7	1 0	5 8	1 5	1 1	5	6	5 4	1 8	1 4	8	7	4 8	2 1	1 6	8	1 1	5 0	1 5	1 6	7	1 3	5 8	1 7	9	3
The condition of the roads throughout the city	5	5 4	2 9	1 2	0	7	5 2	2 6	1 1	4	4	5 1	2 9	1 3	4	4	5 0	2 9	1 3	4	7	5 4	2 2	1 2	4	5	6 2	2 4	7	2

	< 25					25-34					35-44					45-54					55-64					65+				
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The condition of footpaths in your neighbourhood	5	5 1	3 2	7	5	9	5 3	1 6	1 6	5	6	4 7	1 6	2 1	1 0	5	4 7	2 0	1 7	1 1	9	4 4	1 8	1 9	1 0	9	4 9	1 5	1 8	9
The condition of footpaths throughout the city	5	4 9	4 1	5	0	8	5 6	2 3	1 0	2	5	5 5	2 5	1 2	3	3	4 9	3 2	1 1	5	5	5 5	2 5	1 1	3	6	5 0	3 1	1 2	2
There are footpaths where you need in your neighbourhood	2 0	6 6	2	7	5	8	5 8	1 9	9	5	7	5 8	1 2	1 3	1 1	7	5 8	1 6	1 0	9	1 1	6 0	1 4	1 0	7	1 3	6 2	1 2	9	4
That there are footpaths where you need them in the city	1 8	7 0	1 3	0	0	1 1	6 1	2 2	4	1	6	6 1	2 4	7	2	4	6 2	2 6	7	1	1 0	6 4	2 1	4	1	1 1	6 6	1 8	4	1
Street lighting in your neighbourhood	1 5	5 6	1 7	1 2	0	1 3	4 8	2 3	1 1	5	6	6 0	1 8	1 3	4	9	6 4	1 5	9	3	1 5	5 9	1 5	7	3	2 3	6 5	8	3	1
Street lighting in the city	1 0	7 3	1 2	5	0	1 2	5 3	2 9	4	2	6	6 7	1 9	7	1	8	6 8	1 7	6	1	1 2	7 0	1 3	4	2	1 6	6 9	1 2	3	0
Street names signs throughout the city	1 0	6 8	1 5	8	0	1 3	5 7	1 8	7	4	8	5 9	2 0	1 1	2	8	5 7	1 8	1 4	2	1 4	6 2	1 5	7	2	1 5	6 0	1 7	7	1
Directional signs for traffic throughout the city	1 3	5 5	2 0	1 3	0	1 4	4 8	2 2	1 1	4	7	6 0	2 2	9	2	6	5 7	2 1	1 3	3	1 1	6 1	1 8	7	3	1 1	6 5	1 6	8	0
The flow of traffic around and through the city at peak times of the day	5	2 1	3 2	3 2	1 1	6	4 0	2 8	2 0	6	3	3 4	2 7	2 6	1 0	2	3 0	3 0	2 7	1 1	4	3 5	2 9	2 4	8	4	4 3	2 9	1 9	4

The flow of traffic around and through the city at off-peak times of the day	1 5	5 6	2 6	3	0	1 6	5 5	1 9	6	3	1 2	5 7	2 0	8	3	9	6 0	2 1	7	3	1 1	6 5	1 8	4	2	1 3	6 8	1 6	3	1
The ease of pedestrian access throughout the transport network	8	5 8	2 3	3	1 0	9	4 8	2 4	1 4	4	5	4 9	2 9	1 5	2	5	4 5	2 9	1 5	5	6	5 5	2 6	8	5	6	5 5	2 5	1 2	2
Efforts made to minimise disruption when work on roads, footpaths and drains	1 5	4 6	2 9	7	2	1 1	4 5	3 1	1 0	2	7	5 4	3 0	8	2	5	5 5	2 6	1 1	3	1 0	5 2	2 3	1 3	2	1 2	6 5	1 6	6	1
The availability of car parking in the central city	3	1 1	3 7	2 6	2 4	5	2 5	2 2	3 4	1 4	3	3 5	2 1	2 8	1 3	1	2 4	2 4	3 3	1 9	2	3 4	2 2	2 6	1 6	2	3 6	2 4	3 0	8

	< 25					25-34					35-44					45-54					55-64					65+				
	Very satisfied	Satisfied	Neither/ nor	Dissatisfied	Very dissatisfied	Very satisfied	Satisfied	Neither/ nor	Dissatisfied	Very dissatisfied	Very satisfied	Satisfied	Neither/ nor	Dissatisfied	Very dissatisfied	Very satisfied	Satisfied	Neither/ nor	Dissatisfied	Very dissatisfied	Very satisfied	Satisfied	Neither/ nor	Dissatisfied	Very dissatisfied	Very satisfied	Satisfied	Neither/ nor	Dissatisfied	Very dissatisfied
The number of parking spaces available in Council car parking buildings	7	3 3	4 3	1 0	7	4	4 1	3 8	1 2	4	3	4 6	3 3	1 3	4	1	3 9	3 6	1 7	8	2	4 5	3 1	1 7	5	5	4 8	3 0	1 3	3
The number of parking spaces available in off-street car parks	3	1 7	5 7	1 3	1 0	3	3 0	4 3	1 8	6	3	3 2	3 8	2 0	6	1	3 3	3 7	2 0	9	2	3 6	3 4	2 0	8	4	4 1	3 0	2 0	4
The ease of use of Pay and Display car parking	8	3 0	5 4	5	3	9	4 9	2 8	8	5	5	5 5	2 3	1 3	4	3	5 1	2 3	1 5	9	6	5 2	2 4	1 3	5	9	5 8	2 3	8	2
The availability of on-street parking in the central city	5	2 1	3 4	2 9	1 1	4	2 6	2 7	3 2	1 0	2	3 0	2 3	3 3	1 2	2	2 4	2 8	2 9	1 8	2	2 9	3 2	2 4	1 3	2	2 9	3 1	2 9	9
Suitability of road network for cyclists throughout city	6	3 6	3 6	9	1 2	2	1 9	3 2	3 1	1 6	2	2 3	3 3	2 2	2 1	2	2 3	2 6	2 4	2 5	4	2 4	3 6	2 2	1 5	2	3 1	3 5	2 0	1 1
Control of roaming dogs	1 5	5 6	1 5	1 5	0	1 0	5 3	2 0	1 6	1	9	5 4	2 5	9	3	7	4 9	2 4	1 3	7	1 1	5 5	1 8	1 2	5	9	4 6	2 4	1 5	5
Control of dogs fouling the street	1 6	3 2	1 8	2 4	1 1	5	3 0	2 1	3 7	6	5	3 4	2 4	2 3	1 4	4	2 7	2 4	2 8	1 8	5	3 6	1 9	2 5	1 4	4	2 9	2 6	3 0	1 2

Noise control	8	5	3	5	3	8	4	2	1	2	6	4	3	8	1	4	5	3	8	4	5	4	2	1	5	5	5	2	1	3
Parking enforcement	8	3	3	1	8	9	4	3	8	3	6	4	3	7	5	2	4	3	9	9	7	4	3	7	7	4	6	2	5	1
The fairness and attitude of parking wardens	6	3	3	1	9	7	4	3	1	4	6	4	3	9	5	5	3	3	1	1	7	3	3	1	1	8	5	2	7	3
Enforcing hygiene standards in city food establishments	2	4	2	0	5	1	5	2	1	1	1	6	1	5	1	9	5	2	8	5	1	5	2	4	3	1	6	2	7	3
Enforcing appropriate standards in the city's licensed premises	2	4	2	6	3	1	5	2	1	2	7	5	2	9	2	5	4	3	1	5	9	4	3	5	9	8	4	2	8	7
Processing of applications for building consents	1	2	4	8	1	1	1	4	1	1	2	2	3	2	2	2	2	2	2	2	3	2	2	1	2	3	1	3	2	2
Monitoring and inspection of buildings under construction	1	3	3	4	8	3	2	5	1	4	3	3	4	8	8	3	3	4	8	1	6	2	4	1	1	3	3	5	1	6

**Section C and D**

	< 25					25-34					35-44					45-54					55-64					65+					
	Very satisfied	Satisfied	Neither/ nor	Dissatisfied	Very dissatisfied	Very satisfied	Satisfied	Neither/ nor	Dissatisfied	Very dissatisfied	Very satisfied	Satisfied	Neither/ nor	Dissatisfied	Very dissatisfied	Very satisfied	Satisfied	Neither/ nor	Dissatisfied	Very dissatisfied	Very satisfied	Satisfied	Neither/ nor	Dissatisfied	Very dissatisfied	Very satisfied	Satisfied	Neither/ nor	Dissatisfied	Very dissatisfied	
The amount of public consultation undertaken	6	19	4	1	1	4	3	2	2	1	2	3	3	1	1	3	3	3	0	1	2	4	4	3	1	0	4	4	3	1	7
The amount of information available explaining why and what Council is doing	1	2	3	1	1	4	3	3	2	6	2	4	3	1	4	3	4	2	1	1	0	6	4	2	1	8	4	5	2	1	6
Notices & information received about activities and matters affecting household water	1	3	3	1	6	7	3	4	1	5	4	3	4	1	4	3	4	3	1	0	6	8	4	3	9	4	8	5	2	6	2
Notices & information received about road works and footpath repairs in neighbourhood	9	2	3	1	1	5	3	3	2	8	3	3	3	2	5	3	4	3	1	4	7	9	4	3	1	7	7	5	2	1	3
Notices & information received about temporary road closures	1	2	3	1	1	5	3	3	2	1	3	3	4	1	4	3	4	3	1	2	5	8	4	3	7	5	8	5	2	9	2
City Talk Magazine	1	5	3	0	0	1	5	2	3	1	5	5	2	6	3	1	5	2	2	3		1	6	1	3	2	2	6	1	1	3
Council's website <a href="http://www.CityofDunedin.com">www.CityofDunedin.com</a>	4	5	2	1	0	1	4	3	1	4	8	6	2	5	4	1	5	1	4	2		1	5	1	3	3	2	5	1	2	1
Councils' call centre	1	4	1	2	0	2	4	2	4	4	2	4	1	8	2	2	5	2	1	5	1	3	4	1	7	3	2	5	1	4	2
Customer Service Agency in the Civic Centre	1	4	3	6	0	2	5	2	4	0	1	5	2	1	0	1	5	2	3	0		2	5	1	6	0	3	5	9	2	0
Attracting new businesses and jobs to Dunedin	8	2	3	2	1	4	1	3	2	1	2	1	4	2	1	1	1	3	2	1	3		2	3	1	1	1	3	4	1	6

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Supporting the development of existing Dunedin businesses	7	2 1	3 6	2 9	7	1	2 7	3 7	2 4	1 0	3	1 5	4 4	2 5	1 3	3	1 5	3 9	2 8	1 5	4	3 0	3 8	1 4	1 3	2	4 0	3 6	1 5	7
Retaining existing businesses and jobs in Dunedin	7	2 4	2 8	2 4	1 7	0	2 0	3 0	2 7	2 3	1	1 0	3 5	3 6	1 9	1	1 3	3 0	3 1	2 4	3	2 2	3 1	2 6	1 7	1	3 1	3 5	2 5	8
Media coverage of events run in Dunedin	1 2	3 9	2 1	2 1	6	2	3 3	3 6	2 0	8	4	3 9	3 6	1 8	5	4	4 0	3 4	1 5	6	7	5 2	2 3	1 2	6	9	6 2	2 1	7	1
City festivals and events	1 7	4 3	2 9	1 1	0	1 3	5 3	1 9	9	6	8	5 5	2 7	8	2	1 0	5 6	2 2	8	4	1 3	5 4	2 3	6	3	1 3	6 3	2 0	3	1
Your contact with the Mayor and Councillors	0	1 4	6 4	7	1 4	2	2 5	5 9	6	8	0	1 9	6 8	1 1	2	5	2 8	5 0	1 1	6	8	3 6	4 0	7	9	1 2	4 1	3 7	6	4
Your contact with Community Board members	0	1 4	5 7	1 4	1 4	2	1 9	6 4	5	1 0	6	1 6	6 9	7	2	5	2 3	5 8	9	5	7	3 1	4 9	8	4	1 4	3 1	4 8	5	3
Your contact and dealings with Council staff	6	1 8	5 3	1 2	1 2	3	3 1	4 9	8	8	8	3 9	4 3	4	5	8	4 6	3 5	8	4	1 3	4 7	3 0	6	5	1 5	5 4	2 4	5	2
The overall look and feel of the city	1 7	5 4	2 4	5	0	1 4	6 6	1 1	8	0	9	6 2	2 0	8	1	1 1	6 3	1 8	7	1	1 3	6 4	1 4	7	1	2 0	5 9	1 5	4	1
The overall look and feel of the central city retail area	1 2	5 1	2 0	1 7	0	9	5 7	1 6	1 7	0	7	5 4	2 4	1 4	0	7	5 3	2 7	1 2	2	9	5 8	2 0	1 0	3	1 3	5 9	2 0	7	2
The overall look and feel of the South Dunedin retail area	5	1 3	3 1	3 3	1 8	4	9	2 6	4 4	1 8	1	1 3	2 0	5 3	1 3	1	1 4	3 0	3 5	2 0	1	1 7	2 5	4 2	1 4	3	1 5	2 8	3 9	1 5
The overall performance of the Dunedin City Council	5	4 3	3 5	1 0	8	3	3 4	4 9	1 1	2	3	3 6	3 4	1 6	1 1	3	3 2	4 0	1 7	9	4	3 6	3 0	1 9	1 1	5	3 7	3 4	1 5	8



