



# Dunedin City Council 2011 Residents' Opinion Survey

July 2011

Research First. Better Results.

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## Research First: Before You Act, Ask

### **Disclaimer**

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# 1 Introduction and Context

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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 outputs of these surveys enable the Council to assess the extent to which it 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         |
| • 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.



**Research First: Before You Act, Ask**

## 2 Research Objectives

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As noted above, the 2011 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 LTCCP objectives.

The topics covered in the Survey include:

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

## 3 Research Design

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### 3.1 Overview: The Mail Survey Design

The 2011 Residents' Opinion Survey was completed using a mail (i.e., postal) survey. Mail surveys offer a number of advantages as the survey method of choice. In particular:

- Mail surveys are cost-effective; and
- Mail surveys are an efficient use of researcher time.

In addition, mail surveys share the advantages of all self-completed questionnaire designs. In particular:

- The asynchronous nature of the data collection<sup>1</sup> lowers the risk of initial refusal; and
- It is possible to provide reference material with the questionnaire, increasing the complexity of the topics the survey can address.

The 2011 Residents' Opinion Survey deployed a mail survey research design that involved:

1. A probability sample, stratified across Council wards (i.e., clusters of suburbs), drawn from the electoral roll<sup>2</sup>;
2. A questionnaire that enables trends in satisfaction and opinions to be identified (i.e., survey results that can be compared with previous years' surveys), and for specific contemporary issues to be explored;
3. A questionnaire that was pre-tested to ensure it was easily comprehended and did not create a burden for respondents;
4. The inclusion of an on-line version of the questionnaire, to increase the number of ways potential respondents could complete the questionnaire; and
5. The use of a reminder letter to prompt the maximum response rate among the sample.

In fulfilling each of these components, Research First provided the Council with a mail survey which followed the leading practice established by Dillman (2006; 1978)<sup>i</sup>. This involved the following steps:

- Working closely with the Council to understand the detail of the desired sampling matrix, and to develop the best possible survey questionnaire;

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<sup>1</sup> Where participants are able to complete the survey questionnaire at their leisure

<sup>2</sup> Ensuring a representative sample of residents, in contrast to the sample of just ratepayers that would result if the Council's databases were used

- Creating a database from which a sample frame can be derived and the responses managed;
- Pretesting the survey questionnaire on a subset of the target population<sup>3</sup>;
- Mailing out survey questionnaires with an envelope addressed *personally* to the targeted respondents;
- Sending out a reminder letter and duplicate survey to *all* non-responding targets;
- Coding returned surveys as they were received; and
- Using SurveyPro<sup>TM</sup> for data handling and analysis.

### 3.2 Survey Design: Addressing the Limitations of Mail Surveys

There are a number of risks associated with mail surveys that need to be considered when considering this research design. The most significant of these are:

- Response rates tend to be lower than for other survey approaches;
- There is a significant risk of self-selection bias among the achieved sample<sup>4</sup>; and
- Data collection is slower than with other survey approaches<sup>5</sup>.

These limitations are inherent in the nature of mail surveys and, as such, cannot be eliminated. However, they can be diminished through careful survey design and execution. The basis for participation in survey research is often explained with reference to 'Social exchange theory'<sup>ii</sup>. This theory tells us that people engage in an activity because of the rewards they hope to reap (hence the 'exchange'). The theory also tells us that all activities include certain costs and people attempt to keep the costs below the rewards they hope to receive. For survey research, social exchange theory means that the way to increase response rates (and mitigate the systemic weakness of mail survey designs) is to weight the value of the exchange in favour of the participant. This is done through a combination of (i) minimizing the costs of responding; (ii) maximizing the rewards of responding (for most surveys, the largest 'reward' for participants comes from knowing they have been specifically selected to take part in the research, and that their opinions and responses are valued); and (iii) establishing trust that those rewards will be delivered.

It is for these reasons that Research First's design of the 2011 Residents' Opinion Survey:

- Stressed the company's membership of the Market Research Society of New Zealand (and the attendant obligations of the professional code of practice);
- Provided multiple data collection options (one way to increase response rates in survey-based research projects is by increasing the number of ways that participants can complete the survey questionnaire, in 2011 this was achieved by offering potential participants the option of completing the survey on-line at first contact); and
- Followed up with non-respondents (providing a replacement questionnaire) to give the originally selected participants the best chance of participating in the survey.

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<sup>3</sup> This pre-test process ensures the questions in the survey are intelligible to the target population, that the answer options (where provided) are exhaustive, that the question order makes sense, and that the questionnaire is not too long. The results of this pre-test are used to refine the final survey questionnaire and are not to be considered part of the achieved sample.

<sup>4</sup> Where only those motivated to respond will respond, and that if specific issues are relevant to a sub-group within the population, the outcome may be skewed by responses from that sub-group.

<sup>5</sup> The data collection period needs to allow for the time taken to post out the questionnaire; for participants to complete the questionnaire; and to return the questionnaire by return post. Reminder letters (which are essential to effective mail surveys) double the data collection period. The 2011 Residents' Opinion Survey was conducted over a data collection period of five weeks with a reminder letter sent in the third week.

### 3.3 Explanation of Data Tables

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

<b>VS:</b>	<b>Very Satisfied</b>	<b>VI</b>	<b>Very Important</b>
<b>S:</b>	Satisfied	<b>I</b>	Important
<b>N:</b>	Neither Satisfied nor Dissatisfied	<b>N</b>	Neutral
<b>D:</b>	Dissatisfied	<b>U</b>	Unimportant
<b>VD:</b>	Very Dissatisfied	<b>VU</b>	Very Unimportant
<b>DK</b>	Don't Know	<b>NR</b>	No Response
<b>DK/N:</b>	Don't Know/ No Response	<b>Q:</b>	Question Number
<b>Tot:</b>	Total Number of Respondents who answered the question		
<b>SA</b>	Strongly Agree		
<b>A</b>	Agree		
<b>Da</b>	Disagree		
<b>SDa</b>	Strongly Disagree		

### 3.4 The Achieved Sample

#### 3.4.1 The Data Sets

There are two key data sets to keep in mind when reading this report. The first data set ('the primary data set') comprise 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 on-line survey questionnaire available to any residents who were interested in completing it. 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').

#### 3.4.2 The Achieved Samples

The sample for the 2010 Residents' Opinion Survey involved 4,500 names randomly selected from the relevant Electoral Rolls. Of these, 126 were returned to sender, undelivered. The total possible sample was therefore 4,374.

The final achieved samples for the 2011 Residents' Opinion Survey were:

- The initial sample for the 2011 Residents' Opinion Survey involved 4,500 names randomly selected from the relevant Electoral Rolls. Of these, 159 were returned to sender by the time the second mail-out was conducted. An equivalent number of names (159) were added to the sample, maintaining the total sample at 4,500. However, from the second mail-out, and from late returns from the first mail-out, a further 33 items were returned to sender, undeliverable. The total available response was therefore 4467. Of these, 899 responses (20.1%) were received. These responses constitute the primary data set;
- In addition, 67 partial or complete responses were provided via the on-line questionnaire by residents not in the original sample. These 67 responses constitute the secondary data set.

#### 3.4.3 The Primary Sample

The demographic<sup>6</sup> and geographic composition of the primary sample is outlined in Table 3.1 and 3.2, overleaf.

<sup>6</sup> For all demographic data, the percentage "not stated" has been excluded from the analysis. For example, 40% of respondents identified themselves as Male; 57% as Female, and 3% did not complete this question.



**Table 3.1 Age**

	Male	Female	Total	Male	Female	Total
Average Age	55.8	54.1	54.8			
24 or under	10	14	25	3%	3%	3%
25-34	25	42	67	7%	9%	8%
35-44	45	75	121	13%	16%	14%
45-54	69	96	166	19%	20%	20%
55-64	84	100	184	24%	21%	22%
65+	123	147	272	35%	31%	33%
Total Sample	375	493	868	43%	57%	

**Table 3.2 Ethnicity**

	Male	Female	Total	Male	Female	Total
New Zealand born / European	293	394	691	80%	81%	80%
New Zealand born / Maori	11	15	26	3%	3%	3%
New Zealand born / Pacific Island	2	1	3	1%	0%	0%
New Zealand born / Asian	1	2	3	0%	0%	0%
New Zealand born / Other	4	2	6	1%	0%	1%
Born overseas / European	53	63	116	14%	13%	13%
Born overseas / Maori	0	0	0	0%	0%	0%
Born overseas / Pacific Island	1	0	1	0%	0%	0%
Born overseas / Asian	3	4	8	1%	1%	1%
Born overseas / other	0	7	7	0%	1%	1%

**Table 3.3 Personal Income (before Tax)**

	Male	Female	Total	Male	Female	Total
Under \$15,000	0	0	0	0%	0%	0%
\$15,001 - \$30,000	0	0	0	0%	0%	0%
\$30,001 - \$45,000	57	70	127	25%	33%	29%
\$45,001 - \$60,000	61	65	126	27%	30%	29%
\$60,001 - \$75,000	42	39	81	19%	18%	18%
Over \$75,000	64	41	107	29%	19%	24%

**Table 3.4 Property Ownership**

	Male	Female	Total	Male	Female	Total
Own property in Dunedin	322	407	734	87%	84%	85%
Don't own property in Dunedin	50	78	129	13%	16%	15%

**Table 3.5 Location of Respondent**

	Male	Female	Total	Male	Female	Total
Dunedin City	14	18	33	4%	4%	4%
Green Island	41	52	93	12%	11%	11%
Kaikorai Valley	79	95	175	23%	21%	21%
Mosgiel	47	56	103	13%	12%	13%
Northern Suburbs	51	64	117	15%	14%	14%
Peninsula	24	34	59	7%	7%	7%
Port Chalmers	20	26	46	6%	6%	6%
Rural	17	26	43	5%	6%	5%
South Dunedin	56	89	146	16%	19%	18%



**Table 3.6 Employment Status**

	Male	Female	Total	Male	Female	Total
Full-time employment	172	166	340	48%	35%	40%
Part-time employment	39	114	154	11%	24%	18%
Not in paid employment	149	195	346	41%	41%	41%

**Table 3.7 Households with Children**

	Male	Female	Total
Average no. of dependent children	2.0	1.9	1.9
Households with children	111	143	255

**Table 3.8 Geographic Composition of the Primary Sample**

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

### 3.5 Technical Note

The results in this survey are presented in a manner consistent with previous Residents' Opinion Survey reports. That is:

- The central measure used is a 'satisfaction score' (the percentage of respondents identifying themselves as 'very satisfied' or 'satisfied' with a particular service dimension); and
- The counterpoint measure is a 'dissatisfaction score' (the percentage of respondents identifying themselves as 'very dissatisfied' or 'dissatisfied' with a particular service dimension).

The reason for this is that satisfaction is measured on a five point scale, with the answer options being:

## Section A

**Your Satisfaction with Council Services**—Please indicate how satisfied you are with each of the following Council 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
<b>Rubbish Collection</b> —If you do not receive this service please tick here <input type="radio"/>						
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"/>

By tracking both satisfaction *and* dissatisfaction, it is possible to see how residents' opinions change from year to year (for instance, are satisfied residents becoming more ambivalent or is their satisfaction turning into dissatisfaction?).

In addition, the results in this report provide percentages for the total valid responses to each question (that is, based on the number of people answering each question and not including non-responses or those answering 'don't know').

This means that the satisfaction scores for City facilities and a range of services are calculated on the basis of the satisfaction of users rather than residents.

Finally, the report provides both absolute and relative scores for satisfaction and dissatisfaction. That is, the absolute score for 2010/11 is provided and a comparison with scores from previous years is provided. This is important because the measures that *change* from one year to the next may not be as significant as the *absolute* score for measures. This holds for measures that have both improved and deteriorated between 2009/10 and 2010/11, and is highlighted in the following section which reports:

- What residents are *most* satisfied with in 2010/11;
- What residents are *more* satisfied with in 2010/11 than 2009/10;
- What resident are *least* satisfied with in 2010/11; and
- What residents are *less* satisfied with in 2010/11 than 2009/10.

## 4 Key Findings

The key results and messages from the 2011 Dunedin City Council Residents' Opinion Survey<sup>7</sup> are:

### A Generally Positive Population

The results for the 2011 Dunedin Residents' Opinion Survey show that in many areas the perception of the City and the Council's performance has improved compared to 2010.

Naturally, many of the things that residents were very satisfied with in 2010 they continue to be well satisfied with in 2011. While there continue to be areas in which the population is less satisfied, there have been some improvements in the 2011 responses.

### What are Residents Most Satisfied With?

In 2011 the following aspects of the City and the Council's performance had a 'satisfaction' score of 80% or higher:

	2011	2010	
• The Botanic Garden	(94%)	(94%)	
• The City's public libraries	(92%)	(92%)	
• Materials available at the libraries	(91%)	(89%)	
• The Otago Museum	(91%)	(88%)	
• The reliability of rubbish collection services	(88%)	(88%)	
• The Dunedin Public Art Gallery	(85%)	(83%)	
• Water pressure	(84%)	(81%)	
• The Edgar Sports Centre	(83%)	(80%)	
• The Regent Theatre	(83%)	(75%)	↑
• The City's parks and reserves	(83%)	(86%)	↓
• The City's swimming pools	(81%)	(79%)	
• Kerbside Recycling	(81%)	(74%)	↑
• Accessibility of recreational sites and facilities	(80%)	(82%)	
• Household Rubbish Collection	(80%)	(79%)	

And the following aspects of the City and the Council's performance had a 'satisfaction' score of 75% or higher

• The Otago Settlers' Museum	(79%)	(88%)	↓
• The Dunedin Town Hall	(79%)	(75%)	↑
• Water Quality	(78%)	(66%)	↑
• Street lighting in the City	(78%)	(78%)	
• Walking and biking tracks in the City	(77%)	(78%)	
• Off peak traffic flow around the City	(75%)	(76%)	
• The Sewerage System	(75%)	(64%)	↑
• The Council's call centre (telephone enquiry service)	(75%)	(72%)	
• Dunedin Cemeteries (physical appearance)	(75%)	(74%)	
• The Fortune Theatre	(75%)	(72%)	

<sup>7</sup> This section reports the results from the survey (i.e., primary data set) and does not include the 'consultation' data collected from the secondary data set (i.e. those responses to the online survey which were from residents not randomly selected in the original sample).

## What are Residents *More* Satisfied With?

In 2011 residents were more satisfied than in 2010 with:

	2011	2010	Change
• Water quality	(78%)	(66%)	+12%
• The amount of public consultation undertaken	(39%)	(27%)	+12%
• Contact and dealings with Council staff	(63%)	(52%)	+11%
• The sewerage system	(75%)	(64%)	+11%
• DCC delivers good value of ratepayers' money	(35%)	(26%)	+9%
• Cleanliness of streets immediately after rubbish collection	(59%)	(52%)	+7%
• Amount of information about what DCC doing	(43%)	(34%)	+9%
• The Regent Theatre	(83%)	(75%)	+8%
• Availability of car parking in central city	(43%)	(35%)	+8%
• Kerbside Recycling	(81%)	(74%)	+7%
• Ease of use of Pay and Display	(58%)	(51%)	+7%
• Availability of on-street parking	(34%)	(29%)	+5%

## What are Residents *Least* Satisfied With?

In 2011 the following aspects of the City and the Council's performance had a 'satisfaction' score of 30% or below:

	2011	2010
• Look / feel of the South Dunedin retail area	(14%)	(11%)
• Processing of Building Consents	(25%)	(24%)
• Retaining existing business and jobs	(26%)	(27%)
• Attracting new businesses and jobs to the City	(26%)	(28%)
• The suitability of roading network for cyclists	(28%)	(27%)
• Dunedin is a thriving City	(29%)	(29%)

## What are Residents *Less* Satisfied With?

In 2011, the areas where residents' satisfaction had declined the most were:

	2011	2010	Change
• Chinese Gardens	(61%)	(70%)	-9%
• The Otago Settlers' Museum	(79%)	(88%)	-9%

## **What are Residents Most Concerned About?**

The 2011 survey used both an open-ended question to have respondents identify their key areas of concern for the future (for both the Council and the City).

## **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:

- Reduce Council spending/ control debt
- Control rates
- Finish / use stadium
- Encourage businesses / economic development

## **Common open ended responses**

In the open ended questions, the most common responses were:

- A concern with the appearance of the City, town and suburb
- Need to support local businesses
- The need lower bus fares
- The need for a better bus service
- The need to maintain the roads and footpaths to a higher standard
- An emphasis on maintaining and restoring old buildings
- More greenery required, better maintenance

## 5 Overall Satisfaction with Dunedin

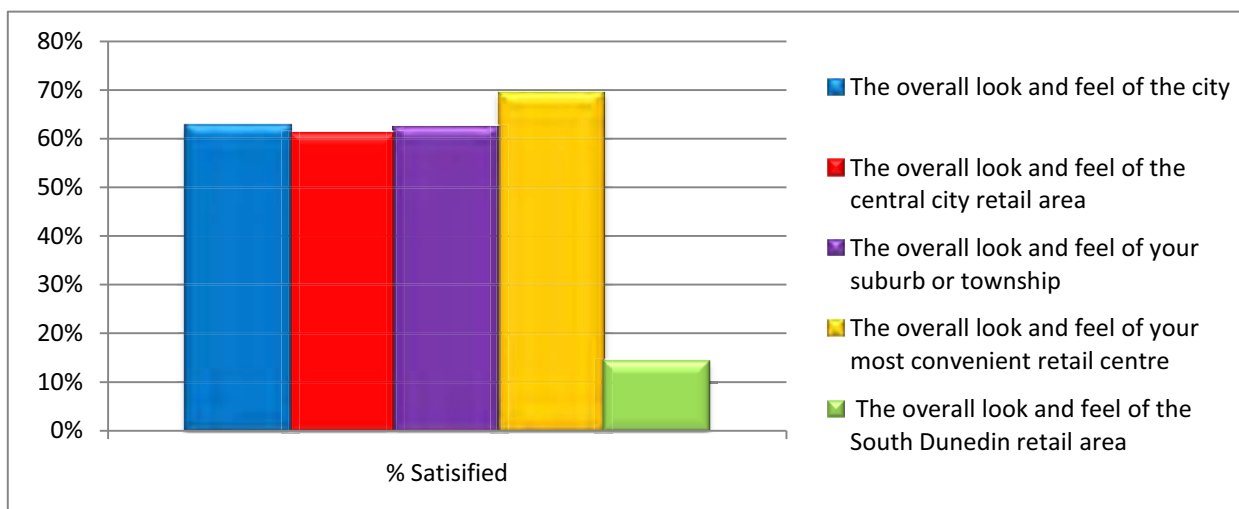
### 5.1 Planning and Urban Design

The tension between absolute and relative measures of performance in the Residents' Opinion Survey data set are well demonstrated in the responses to questions about the 'look and feel' of the City and its suburbs (Table 4.1). If we treat the 2011 results in isolation, as absolute measures, it is evident that residents are generally very satisfied with how the City, 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).

**Table 5.1 Overall Satisfaction Scores of Respondents**

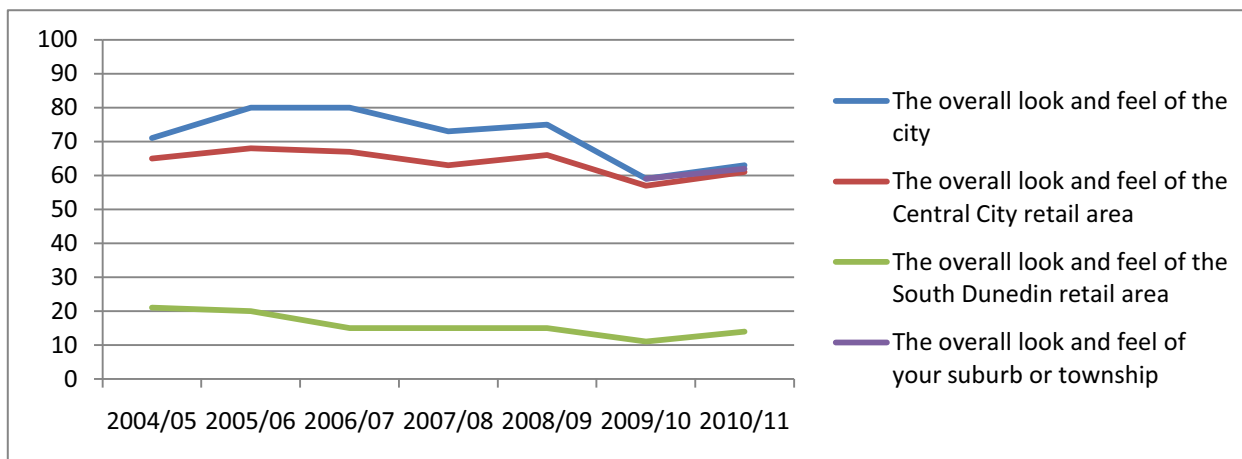
Q		Tot	VS (%)	S (%)	N (%)	D (%)	VD (%)
62	The overall look and feel of the city	820	9%	54%	22%	11%	5%
63	The overall look and feel of the central city retail area	817	7%	54%	26%	10%	3%
64	The overall look and feel of the South Dunedin retail area	806	2%	12%	25%	40%	21%
65	The overall look and feel of your suburb or township	833	8%	54%	22%	12%	4%
66	The overall look and feel of your most convenient retail centre (overall)	841	13%	56%	16%	10%	4%

**Figure 5-1 Satisfaction with 'Look and Feel' of Various Parts of Dunedin, 2011**

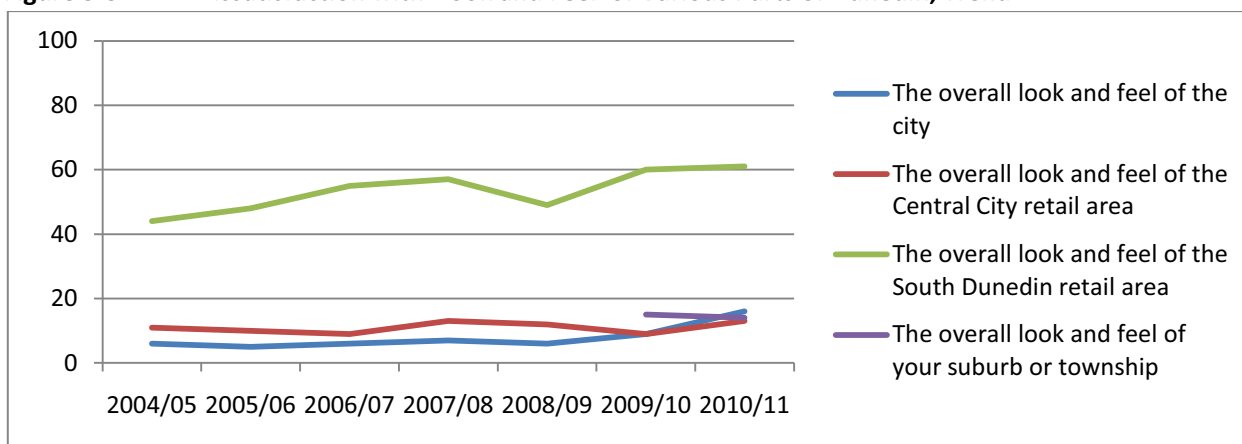


When the data are considered based on a comparison with previous years, it is clear that the results show a small improvement in satisfaction across most measures compared to the results of 2010. However, the responses demonstrate relatively lower levels of satisfaction compared to long term average results. Figure 5-2 shows satisfaction, while Figure 5-3 (both overleaf) show dissatisfaction levels.

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



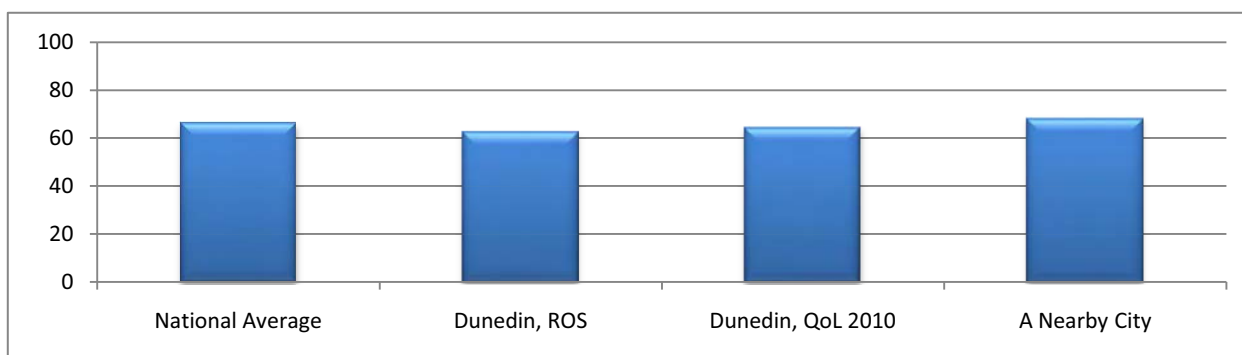
**Figure 5-3 Dissatisfaction with 'Look and Feel' of Various Parts of Dunedin, Trend**





A second 'relative' approach asks how well Dunedin compares to other cities from across New Zealand. The *Quality of Life Survey 2010 National Report*<sup>8</sup> provides one way to do this, as do residents' satisfaction surveys completed elsewhere by Research First Ltd. What these two benchmarks show is that satisfaction with the overall 'look and feel' of Dunedin compares well with scores across the seven other cities participating in The Quality of Life Project (there are eight participant cities in this Project, with Dunedin being one of them), where the average score for 'pride in' the 'look and feel' of the cities across the eight cities was 66%. Compared to these 2010 results, the 2011 Residents' Opinion Survey place Dunedin ahead of three of the other seven cities in the *Quality of Life Survey 2010 National Report*. At the same time, both the *Quality of Life Survey 2010 National Report* and other satisfaction surveys completed by Research First suggest that satisfaction with the 'look and feel' of the City has fallen behind that of Dunedin's closest neighbouring cities (Figure 5-4).

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



Respondents were also asked what they would like done in order to improve their satisfaction with the 'look and feel' of various parts of Dunedin. The unprompted responses, and the number of respondents making those suggestions, were:

- |  |    |
|--|----|
| • South Dunedin needs facelift                         | 53 |
| • City generally run-down, needs upgrade               | 24 |
| • One-off issues, shopping centres                     | 21 |
| • Empty shops in various locations look bad            | 19 |
| • Traffic congestion issues                            | 16 |
| • Recreation area issues                               | 13 |
| • City needs more car parking                          | 13 |
| • Run-down buildings need to be attended to            | 8  |
| • Maintain heritage buildings                          | 8  |
| • Too many businesses closing – e.g. Moray Post Office | 7  |
| • Need street furniture, art                           | 3  |
| • Remove cars from city centre                         | 3  |
| • Other  | 37 |

<sup>8</sup> [http://www.bigcities.govt.nz/pdfs/Quality\\_of\\_Life\\_2008.pdf](http://www.bigcities.govt.nz/pdfs/Quality_of_Life_2008.pdf)

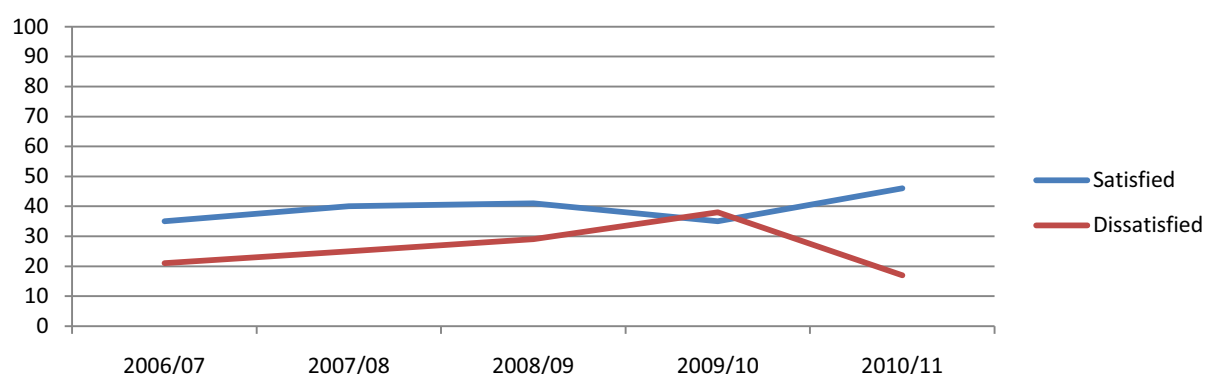
## 5.2 Overall Performance of the Dunedin City Council

Among those that responded to the question (N=799) 46% were satisfied with the overall performance of the Dunedin City Council, while only 17% were dissatisfied. 38% were neutral. This represented both the highest 'satisfaction' with the Council and the lowest 'dissatisfaction' with the Council over the past five data collection periods.

**Table 5.2 Overall Performance of the Dunedin City Council**

Q	Tot	VS (%)	S (%)	N (%)	D (%)	VD (%)
92 The overall performance of the Dunedin City Council	786	4%	42%	38%	12%	5%

**Figure 5-5 Overall Performance of Dunedin City Council**



### 5.3 Overall Perception of Dunedin

An addition in the 2010 data collection, repeated in 2011 has been the use of a 'paired response' question 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 being achieved currently. These were asked on a five point scale (where 1 is the highest score and 5 the lowest), and the mean scores for both perceived importance and perceived achievement are shown in Table 5.3:

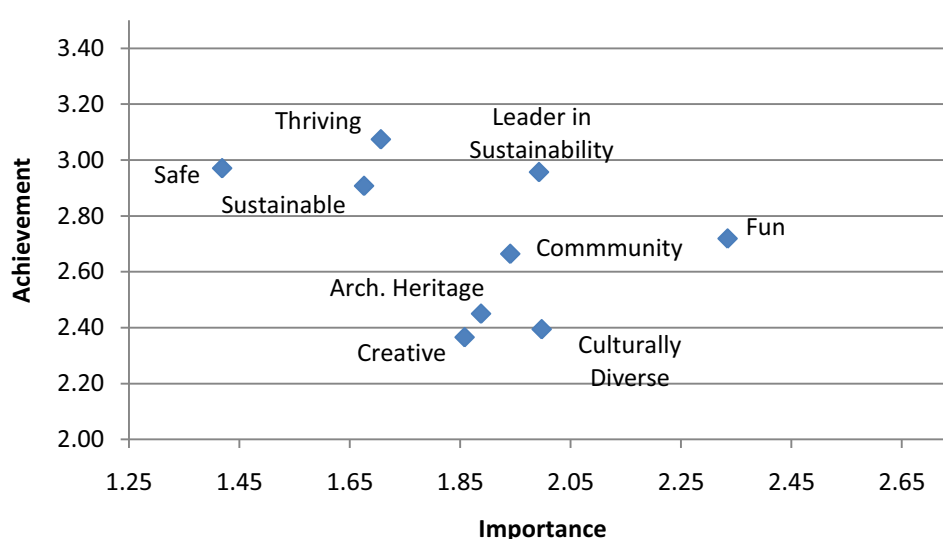
**Table 5.3 Mean Scores for Paired Responses (Importance, Achievement)**

	Importance	Achievement
Dunedin is a fun city	2.33	2.72
Dunedin is a thriving city	1.71	3.07
Dunedin is a creative city	1.86	2.37
Dunedin is a safe city	1.42	2.97
Dunedin is a sustainable city	1.68	2.91
Dunedin recognises and supports cultural diversity	2.00	2.39
Dunedin maintains and preserves its architectural heritage	1.89	2.45
There is a sense of community in my local neighbourhood	1.94	2.66
The Council is a leader in encouraging the development of a sustainable city	1.99	2.96

As paired responses, it is possible to map these attributes to compare them. When this is done (Figure 5-6), it is clear that respondents cluster around perceiving these attributes as 'important'. Similarly, respondents cluster between being 'satisfied' and 'neutral' about how well the City achieves these attributes. Given how 'tightly' responses cluster on this chart, the axes have been adjusted to 'zoom in' on the results to examine the differences in responses to this question. The response shows that respondents perceive that the City:

- Performs best at *being creative* and *culturally diverse*;
- Performs least best in *having a thriving city*;
- Should focus on making Dunedin a *safe* City - the key priority for residents (This is an area where the City does an adequate job); and
- Should spend the least energy making Dunedin a *fun* City (while the city does an adequate job in this area, it is the lowest priority).

**Figure 5-6 Importance Vs Achievement of Dunedin City<sup>9</sup>**



<sup>9</sup> Points in the bottom left quadrant of the table are perceived as the areas of most importance and highest achievement

**Table 5.4 Factors Identified as important to Dunedin Residents**

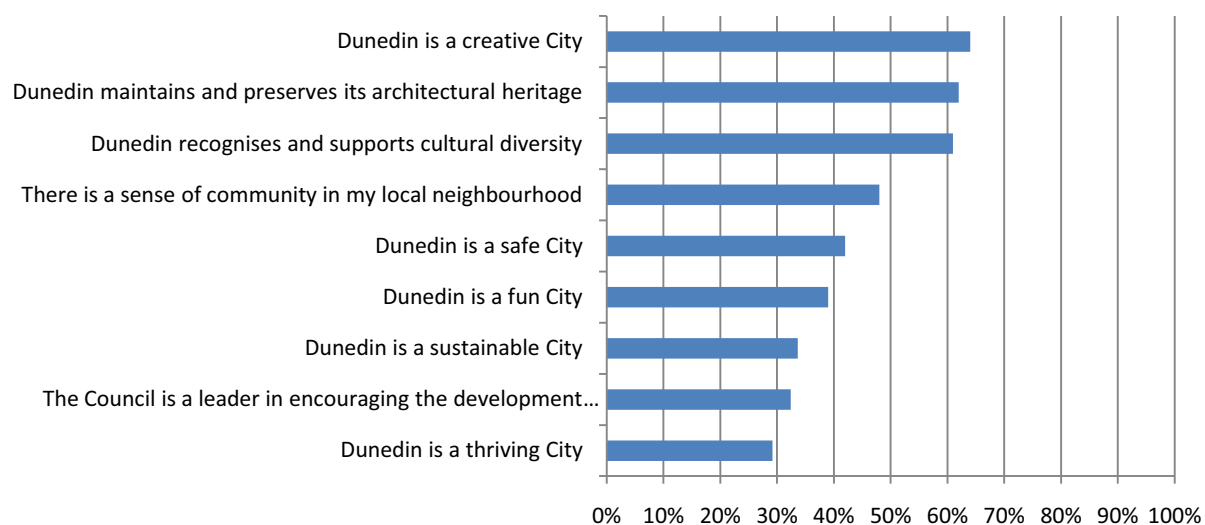
Q		Tot	VI (%)	I (%)	N (%)	U (%)	VU (%)
93	Dunedin is a fun city	843	16%	44%	33%	5%	2%
94	Dunedin is a thriving city	43%	44%	11%	1%	1%	43%
95	Dunedin is a creative city	852	35%	48%	15%	2%	1%
96	Dunedin is a safe city	860	68%	24%	6%	1%	1%
97	Dunedin is a sustainable city	845	51%	34%	13%	1%	1%
98	Dunedin as a whole recognises and supports cultural diversity	850	31%	44%	20%	4%	1%
99	Dunedin maintains and preserves its architectural heritage	855	36%	44%	17%	3%	1%
100	There is a sense of community within my local neighbourhood	843	33%	44%	20%	2%	1%
101	The council is a leader in encouraging the development of a sustainable city	830	36%	37%	22%	4%	2%

**Table 5.5 Perceptions of Dunedin of Respondents**

Q		Tot	SA (%)	A (%)	N (%)	Da (%)	SDa (%)
102	Dunedin is a fun city	822	5%	35%	48%	10%	3%
103	Dunedin is a thriving city	840	3%	26%	36%	30%	5%
104	Dunedin is a creative city	844	10%	54%	27%	7%	2%
105	Dunedin is a safe city	847	5%	36%	24%	26%	9%
106	Dunedin is a sustainable city	809	4%	30%	43%	20%	4%
107	Dunedin as a whole recognises and supports cultural diversity	831	7%	54%	32%	6%	1%
108	Dunedin maintains and preserves its architectural heritage	844	9%	53%	26%	10%	3%
109	There is a sense of community within my local neighbourhood	834	9%	39%	33%	16%	4%
110	The council is a leader in encouraging the development of a sustainable city	784	4%	28%	43%	17%	8%

Figure 5-7 demonstrate the overall rating of the current performance of Dunedin in achieving each of the specified factors. The most highly rated factor was that Dunedin is a creative city, while the factor with the lowest level of agreement was that Dunedin is a thriving city.

**Figure 5-7 Agreement in Performance of Dunedin**



## 5.4 Use of, and Satisfaction with Retail Centres

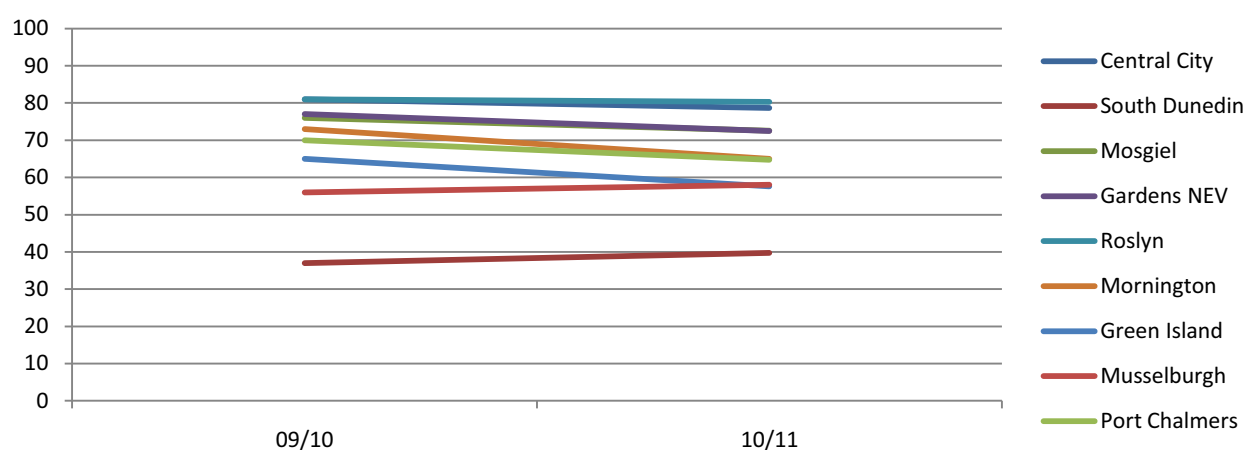
Around one in five respondents in the 2011 Survey considered the Central City as their most convenient retail centre. The next most commonly identified retail area was South Dunedin (15%). The next most popular was Mosgiel, then Gardens North East Valley (Table 5.6):

**Table 5.6 Satisfaction, Most Convenient Retail Centre**

	% of Respondents	VS (%)	S (%)	N (%)	D (%)	VD (%)
Central City	21.4%	14%	66%	13%	4%	2%
South Dunedin	15.1%	10%	32%	17%	25%	16%
Mosgiel	11.4%	11%	66%	13%	6%	4%
Gardens NE Valley	9.2%	18%	57%	9%	12%	4%
Roslyn	8.4%	15%	70%	13%	1%	0%
Mornington	7.0%	8%	58%	22%	12%	0%
Green Island	6.7%	14%	46%	32%	7%	0%
Musselburgh	3.1%	0%	58%	31%	12%	0%
Port Chalmers	3.8%	19%	50%	22%	9%	0%
St Clair	1.9%	19%	56%	6%	13%	6%
Caversham	1.4%	8%	50%	8%	25%	8%
Maori Hill	0.6%	0%	80%	20%	0%	0%
Waikouaiti	0.0%	0%	0%	0%	0%	0%
Outram	1.4%	8%	67%	17%	8%	0%
Portobello	1.1%	0%	33%	22%	33%	11%
Middlemarch	0.2%	0%	50%	0%	50%	0%
Other	1.1%	22%	44%	22%	11%	0%

For clarity and confidence in the data, only shopping areas with more than fifty (50) respondents have been included in the graphs of satisfaction. For many areas, there was a decline in satisfaction in the period since the previous data collection. Satisfaction with the poorest performing area, South Dunedin, increased over the same period.

**Figure 5-8 Satisfaction, Local Shopping Area**



## 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**

	<b>No. of Respondents, 2010</b>	<b>No. of Respondents, 2011</b>
Reduce Council spending/ control debt	61	59
Control rates	30	57
Finish / use stadium	49	53
Encourage businesses / economic development	50	51
Increase safety / reduce drunkenness in streets	17	34
Continue to upgrade water system	27	32
Improve / lower cost of public transport	21	31
Improve roads	10	25
Improve look and feel of city	16	22
Provide cycle ways	8	19
Make most of World Cup		19
Increase transparency / community consultation	8	18
Improve / expand rubbish services	14	18
Develop sustainable practices		16
Ensure maintenance of architectural heritage	21	16
Improve/ tidy South Dunedin	7	15
Address John Wilson Drive		13
Improve and maintain walkways	7	12
Maintain parks, reserves and beaches		8
Provide additional car parking	10	7
Maintain pools		7
Other	164	94



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 58
- Staff attitude and performance needs improving 34
- Too many staff, overpaid 34
- Council staff need to be more accessible, need better communication 16
- Other 60

**Q112 The Appearance of the City**

- Currently untidy, City 60
- More emphasis on maintaining and restoring old buildings 47
- Too much rubbish / broken glass in streets 29
- City, suburbs look good 26
- Maintain trees and gardens 21
- Octagon needs revamp 17
- Closed shops/ unused buildings look bad 17
- Need to maintain footpaths and roads 13
- Close City Centre to vehicles 3
- Do up harbour area/ improve assets to City 6
- Other 87

**Q113 The Appearance of Your Town/ Suburb**

- Footpath / road maintenance required 53
- Good, Satisfied 52
- More greenery required, better maintenance 45
- Issues, North Dunedin 36
- Issues, South Dunedin 35
- Rubbish on streets 33
- Generally dirty / untidy 33
- Dog Fouling 17
- Gutter/ drain maintenance 14
- Other 34

**Q114 Council services**

- Satisfied with Council services 38
- Need better / less expensive rubbish and recycling service 28
- Services in general need improvement, faster response 20
- Bus service inefficient and / or expensive 15
- Maintain roads and footpaths / street lighting 13
- More parking/ improve pay parking 12
- Drains blocked and overflowing 7
- Improve sewerage 6
- Clean streets more 5
- Other 60

**Q115 The Arts and Cultural Environment of Dunedin**

- Satisfied / Good 65
- Need more art and cultural activities / encourage them 22
- Improve facilities 13
- Need more events 11
- Council should continue to develop 10
- Need more advertising/ awareness of events 10
- Other 16

**Q116 The Social Environment of Dunedin**

- Need to create safer environment 36
- There is too much drunken behaviour 32
- The social environment is good 31
- Bars/ pubs need to close earlier 17
- Need more events / family activities 16
- Need more control of students 8
- Other 45

**Q117 The Economic Environment of Dunedin**

- Need to support local businesses 75
- Need to attract more businesses 30
- Encourage / develop more jobs and migration 19
- Needs improvement 14
- Good / satisfactory 12
- Other 63

**Q118 The Natural Environment**

- Dunedin's environment is good 62
- Enhance and maintain it better 34
- More maintenance 14
- More trees and parks 10
- Stop beach and other pollution 8
- More walkways and bike tracks 7
- Other 37

**Q119 Sport and recreation in Dunedin**

- Well Managed 46
- Enhance / continue to improve facilities 22
- Need more facilities 17
- More cycle lanes / cycleways unsafe / upgrade 15
- City needs better sports grounds/ maintain grounds/ playgrounds 12
- Against stadium 7
- Other 40

**Q120 Transport in and around; and to and from Dunedin**

• Need lower bus fares	68
• Need better bus service	57
• Improve timetables/ frequency	37
• Service is good	30
• Use mini buses	29
• Provide more cycle ways	26
• Public transport service poor (general)	23
• Bring back train services	19
• Need more car park	6
• Other	29

**Q121 Support for the Development for Sustainable Dunedin**

• Important to prioritise sustainability	25
• Currently not being provided effectively	22
• Better waste management	21
• Develop renewable energy resources	12
• Not important/ don't waste Council finances on this	11
• Encourage use of public transport	7
• Develop sustainability awareness programmes	6
• Currently being provided effectively	6
• Other	32

**Q123 General Comments**

• Good / Satisfied	53
• Dissatisfied with council	24
• Council debt too high	11
• Rates too high	10
• Consultation/ listen to ratepayers	8
• Against stadium	6
• For stadium	4
• Other	55

## 7 Satisfaction with Council Activities

### 7.1 Consultation and Communication

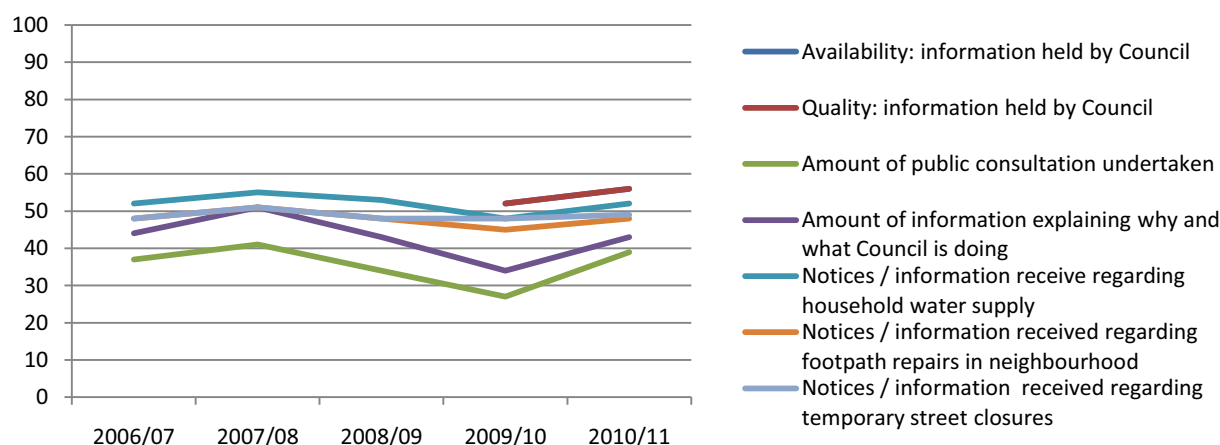
Historically, resident satisfaction with consultation and communication has been relatively low (with most measures showing satisfaction levels between 39% and 59%). For all measures in 2011 a larger proportion of the respondents were satisfied with the Council's role in consultation than were dissatisfied (Table 7.1).

**Table 7.1 Consultation and Communication - Satisfaction of Users**

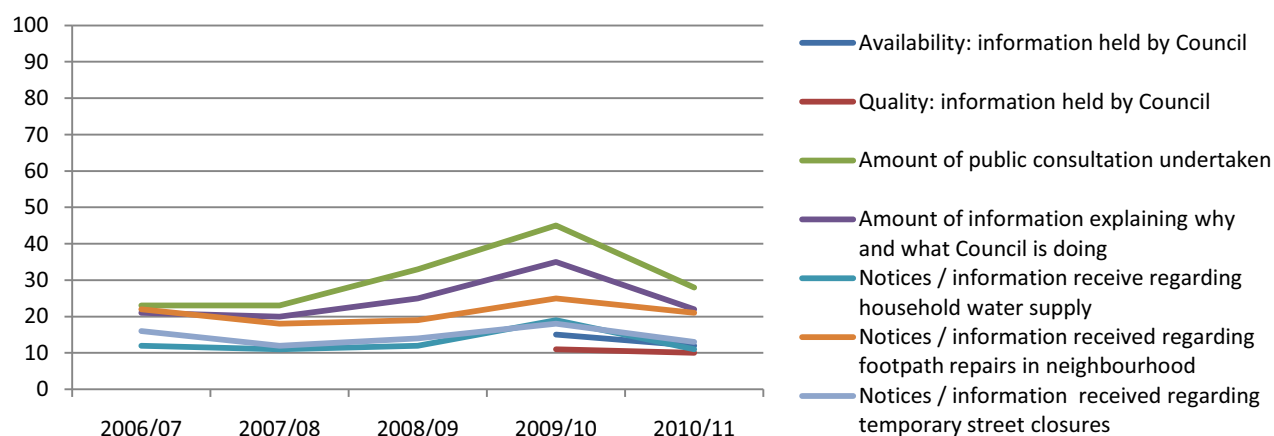
Q		Tot	VS (%)	S (%)	N (%)	D (%)	VD (%)
43	The availability of information held by the Council	641	8%	48%	32%	10%	2%
44	The quality of information held by the Council	607	7%	49%	34%	8%	2%
45	The amount of public consultation undertaken	732	3%	36%	33%	17%	11%
46	The amount of information available explaining why and what the Council is doing	772	5%	38%	32%	17%	7%
47	The notices and information you receive from the Council about activities and matters affecting your household's water supply	711	7%	45%	34%	8%	6%
48	The notices and information you receive from the Council about road works and footpath repairs in your neighbourhood	754	6%	42%	29%	16%	8%
49	The notices and information you receive from the Council about temporary street closures	739	6%	43%	35%	10%	5%

When data were compared to results from previous years, several factors showed an improvement, including the availability and quality of the information held by the Council, the amount of information explaining why and what the Council is doing, and the amount of public consultation undertaken. Issues concerning notices to households regarding service interruption declined from the 2009/10 results (Figure 7-1). Figure 7-2, overleaf, demonstrates that dissatisfaction has fallen across all measures in the current data collection.

**Figure 7-1 Consultation and Communication - Satisfaction of Users, Trend**



**Figure 7-2 Consultation and Communication - Dissatisfaction of Users, Trend**



Unprompted comments with regard to public consultation included:

- |   |    |
|---|----|
| • Council staff are unhelpful or uninformed | 10 |
| • Staff effective                           | 7  |
| • Poor notifications / public works         | 5  |
| • Council doesn't listen to public          | 3  |
| • Council needs more openness               | 3  |
| • Other                                     | 8  |

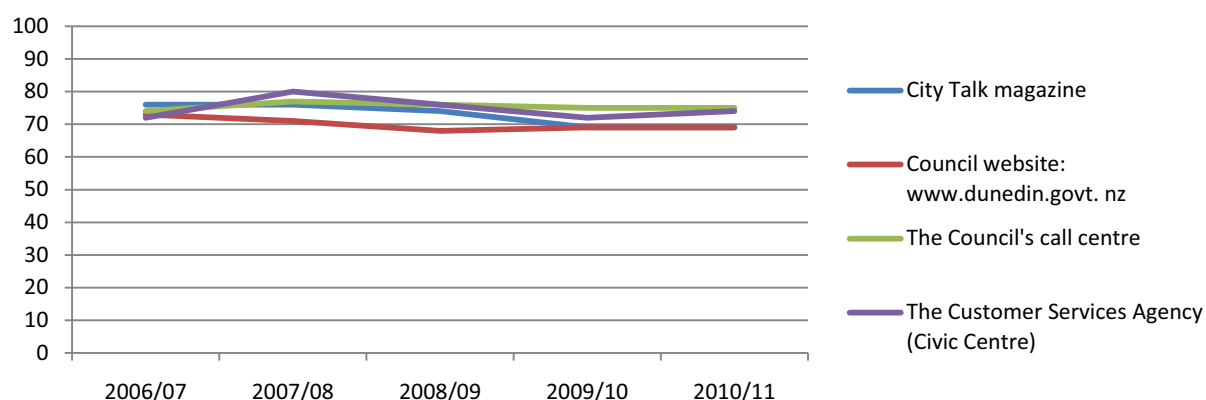
## 7.2 Communication through Media

The four forms of Council Communication measured continue to have high levels of satisfaction among residents, with satisfaction scores ranging from 70% to 75% (Table 7.2). However, the 2009/10 survey shows a general decrease in satisfaction with Council communications (Figure 7-3). The exception to this is the Council's website, which has seen a small increase in satisfaction. In contrast, dissatisfaction with Council Communication remains low, and stable (Figure 7-4).

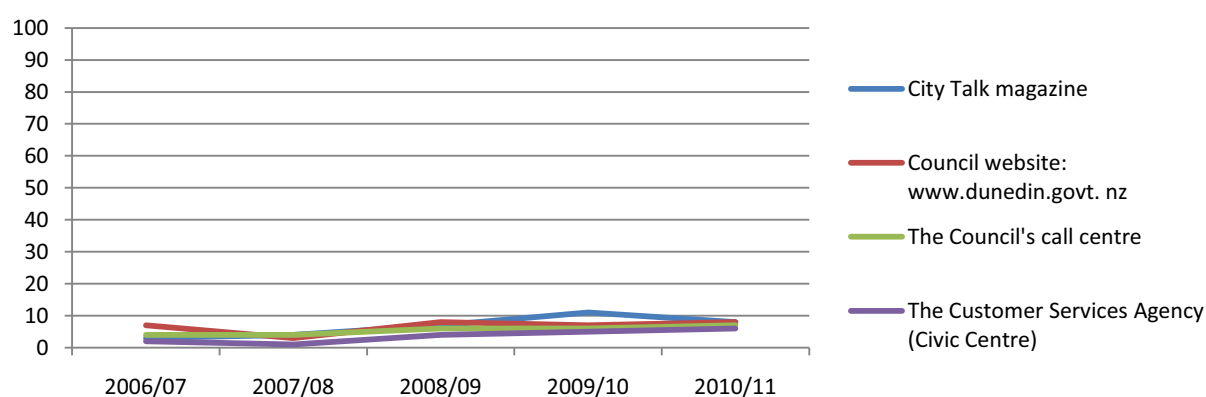
**Table 7.2 Types of Communication – Satisfaction of Users**

Q		Tot	VS (%)	S (%)	N (%)	D (%)	VD (%)
58	City Talk Magazine	719	15%	55%	23%	4%	4%
59	The Council's website www.dunedin.govt.nz	498	16%	53%	23%	6%	2%
60	The Council's call centre (telephone enquiry service)	582	23%	52%	18%	4%	3%
61	The Customer Services Agency in the Civic Centre	515	23%	51%	21%	3%	3%

**Figure 7-3 Satisfaction with Council Communication**



**Figure 7-4 Dissatisfaction with Council Communication**



Unprompted responses included:

- City Talk is a waste of money /time 11
- Not enough notice of events 10
- Website difficult to navigate, changes haven't helped 8
- Do not get City Talk / not delivered 6
- Other 4

### 7.3 Economic Development and Promotion

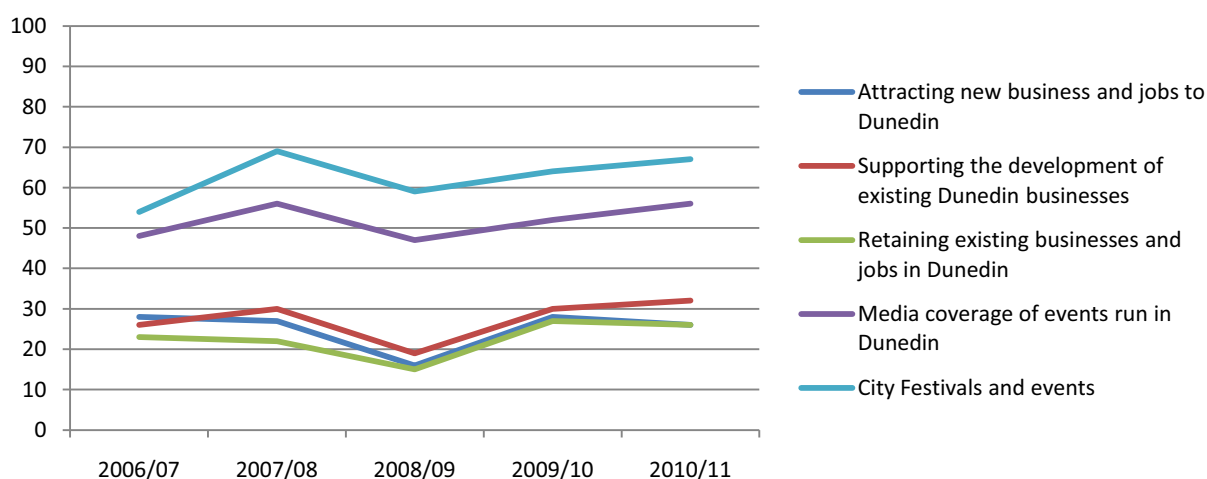
Residents' satisfaction with economic development and promotion follows the trend of previous years. That is, residents are most satisfied with City festivals and events, moderately satisfied with media coverage of events run in Dunedin, and least satisfied with economic development activities (such as attracting and retaining businesses and jobs) (Table 7.3).

Satisfaction with events and with media coverage has increased steadily over the past three years (Figure 7-5). For the other three factors, dissatisfaction continues to exceed satisfaction. While there has been a minor increase in satisfaction with the support for existing Dunedin businesses, satisfaction with both retaining existing businesses and attracting new businesses has declined marginally over the past year.

**Table 7.3 Economic Development and Promotion – Satisfaction of Users**

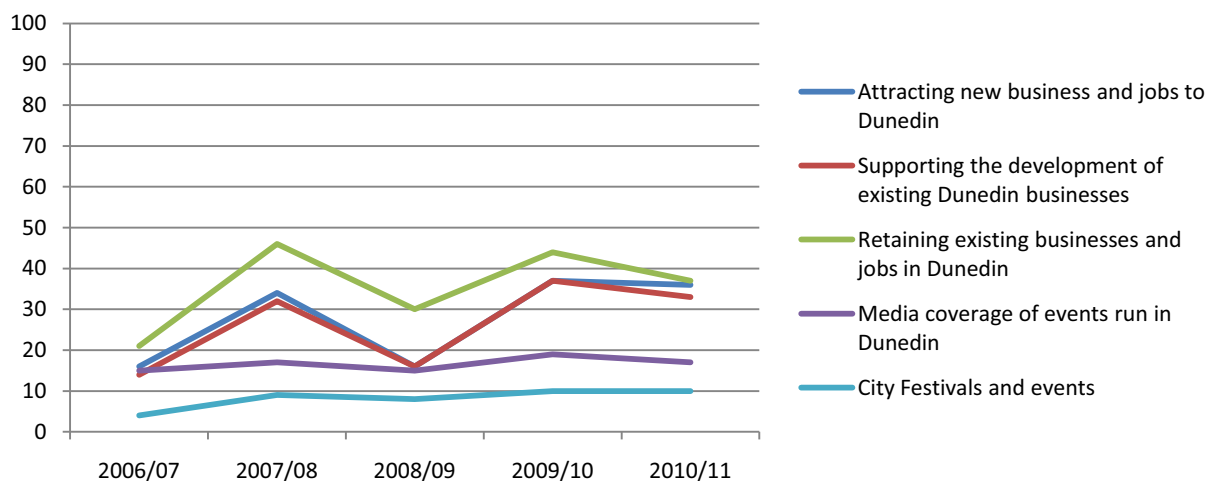
Q		Tot	VS (%)	S (%)	N (%)	D (%)	VD (%)
50	Attracting new businesses and jobs to Dunedin	661	2%	24%	37%	24%	12%
51	Supporting the development of existing Dunedin businesses	662	3%	29%	36%	22%	11%
52	Retaining existing businesses and jobs in Dunedin	683	3%	23%	36%	25%	12%
53	Media coverage of events run in Dunedin	810	7%	49%	26%	12%	5%
54	City festivals and events	825	12%	55%	22%	6%	4%

**Figure 7-5 Economic Development and Promotion – Satisfaction Trend**





**Figure 7-6 Economic Development and Promotion – Dissatisfaction Trend**



Unprompted responses included:

- Incentivise new businesses, attract more people 18
- Needs to support / provide contracts to local businesses 9
- Need more/ better festivals and events 4
- Events need more advertising 8
- Other 25

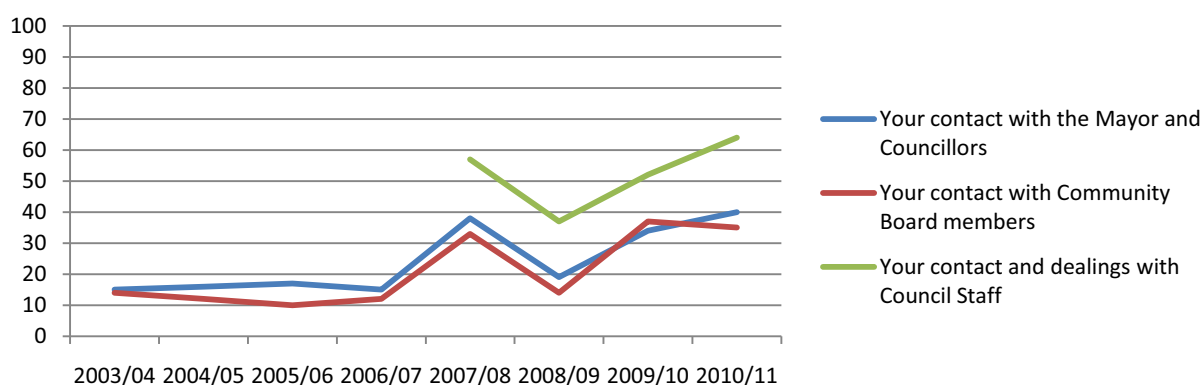
## 7.4 Elected Representatives and Council Staff

As has been the trend over previous data collection periods, residents are more satisfied with their contact with Dunedin Council staff than they are with the contact they have with elected representatives. Satisfaction with the Councillors and Mayor has increased over the period since 2009/10. However, there has been a slight decline in satisfaction with the Community Board members over that period (Figure 7-7). Correspondingly (Figure 7-8), there has been a decline in dissatisfaction for all three groups.

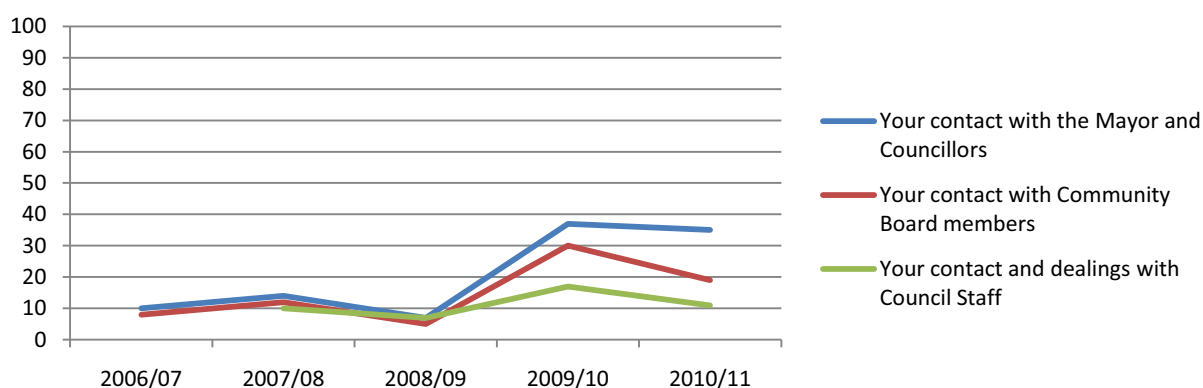
**Table 7.4 Elected Representative and Council Staff – Satisfaction (those who made contact)**

Q		Tot	VS (%)	S (%)	N (%)	D (%)	VD (%)
55	Your contact with the Mayor and Councillors	387	13%	27%	41%	9%	10%
56	Your contact with Community Board members	361	9%	26%	43%	10%	12%
57	Your contact and dealings with Council staff	598	21%	42%	25%	6%	5%

**Figure 7-7 Satisfaction: Elected Representatives and Council Staff<sup>10</sup>**



**Figure 7-8 Dissatisfaction: Elected Representatives and Council Staff**



<sup>10</sup> Satisfaction for contact in dealing with Council staff first measured in 2007/08. Dissatisfaction data not available prior to 2006/07

## 8 Satisfaction with Council Services

### 8.1 Rubbish Collection

The 2011 Residents' Opinion Survey shows a high level of satisfaction with household rubbish collection services. 80% of respondents were 'very satisfied' or 'satisfied' with household rubbish collection (Table 8.1). Satisfaction levels were also high for the kerbside recycling services (81%), and for the 'reliability of the rubbish collection service' (88%).

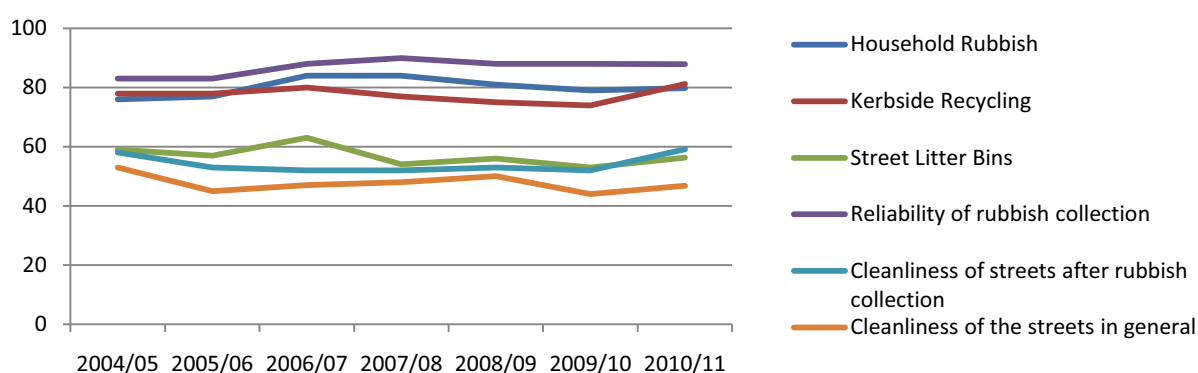
For most rubbish services, there was either minimal change or a slight improvement in satisfaction compared to 2009/10. Factors in which the improvement in satisfaction was most clearly identifiable included Kerbside Recycling (81%, up from 74%), cleanliness of streets after rubbish collection (59%) and cleanliness of the streets in general (47%), (Figure 8-1).

**Table 8.1 Satisfaction of Users with Rubbish Collection**

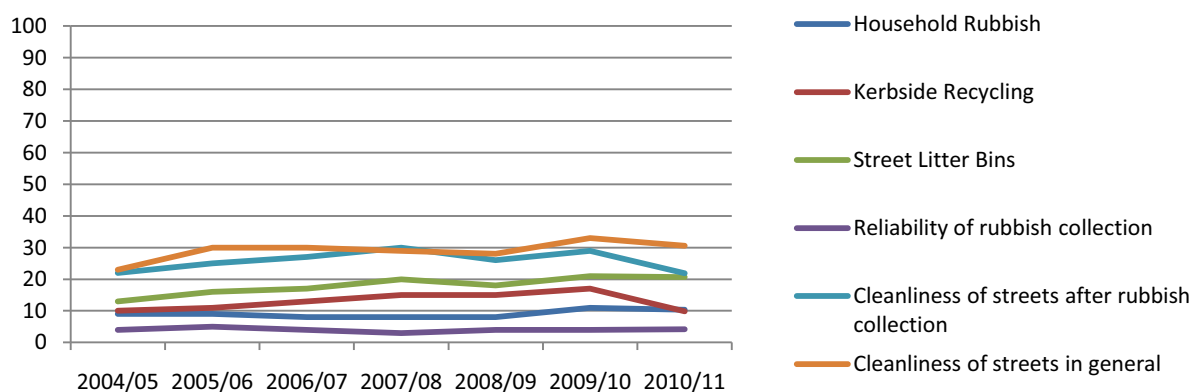
Q		Tot	VS (%)	S (%)	N (%)	D (%)	VD (%)
1	Household Rubbish Collection	795	30%	50%	10%	6%	4%
2	Kerbside Recycling	819	33%	48%	9%	7%	3%
3	Street Litter Bins	765	12%	45%	23%	16%	5%
4	Reliability of rubbish collection service	817	34%	54%	8%	3%	1%
5	Cleanliness of the streets immediately after rubbish collection	815	13%	46%	19%	17%	5%
6	Cleanliness of the streets in general	822	7%	40%	23%	22%	8%

Satisfaction for most areas related to rubbish collection demonstrated a marginal improvement when compared to 2009/10 survey (Figure 8.1), with a corresponding decline in dissatisfaction (Figure 8-2, overleaf).

**Figure 8-1 Satisfaction with Rubbish Services 2003/04 - 2010/11**



**Figure 8-2 Dissatisfaction with Rubbish Services 2003/04 - 2010/11**



In addition to the responses to specific closed questions, the survey sought to determine other issues the population perceived to be an issue with regard to rubbish collection. Without prompting the following responses (including the number of times participants nominated them) were as follows:

- |   |    |
|---|----|
| • Need more rubbish bins in public areas              | 23 |
| • Rubbish on street                                   | 22 |
| • General calls for more recycling services           | 18 |
| • Wheelie bins should be supplied                     | 17 |
| • Need a green recycling option                       | 12 |
| • Student area (North Dunedin) has rubbish in streets | 12 |
| • Collectors drop glass on roads and don't clean up   | 10 |
| • Rubbish bags are too expensive                      | 6  |
| • Recycling bins too small                            | 4  |
| • Blue bins of poor quality                           | 4  |
| • Other   | 20 |

## 8.2 Water, Drainage and Sewerage

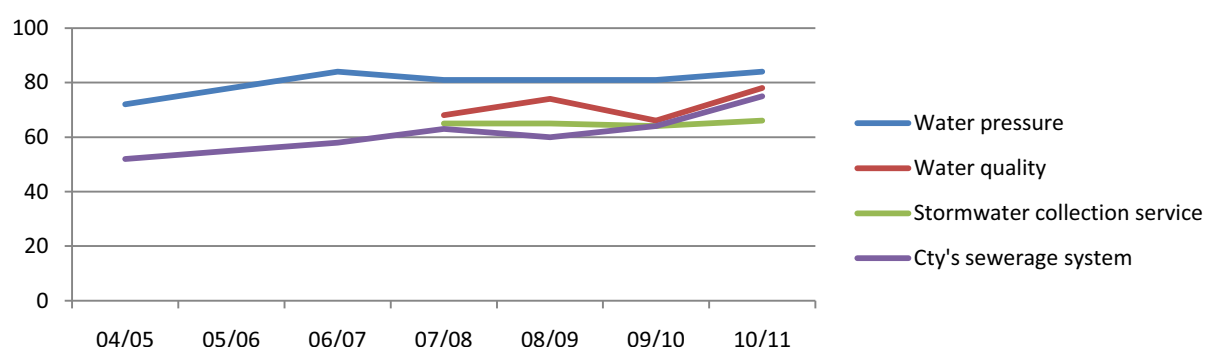
The 2011 Residents' Opinion Survey shows residents are highly satisfied with water pressure (84% of respondents were either 'very satisfied' or 'satisfied'). Satisfaction levels are similarly high for water quality (78%), and city's sewerage system (75%). While still high, satisfaction was clearly lower for stormwater collection service (66%), (Table 8.2). This reflected a notable increase in satisfaction for both water quality and the sewerage system over previous data collection periods.

**Table 8.2 Satisfaction of Users with Water Services**

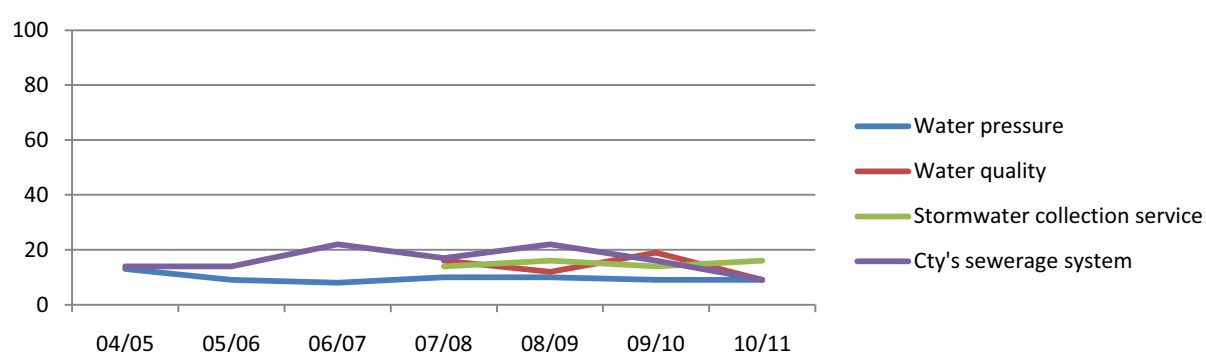
Q		Tot	VS (%)	S (%)	N (%)	D (%)	VD (%)
7	Water Pressure	799	28%	56%	7%	6%	3%
8	Water Quality	800	21%	57%	13%	7%	2%
9	Stormwater collection service	734	15%	51%	18%	11%	5%
10	The city's sewerage system	746	17%	58%	16%	6%	3%

Each of the four factors measured showed some level of improvement over the results of 2009/10. There was considerable improvement in the perceptions of the water quality and the sewerage system. The stormwater collection service now has the lowest level of satisfaction of the various water services (Figure 8-3). Data regarding dissatisfaction changed in line with the satisfaction changes (Figure 8-4).

**Figure 8-3 Satisfaction, Water Services**



**Figure 8-4 Dissatisfaction, Water Services**



There were a number of areas of general comment among the open-ended comments provided. These were:

• Stormwater drains often blocked	19
• Sewerage system needs upgrade	11
• Storm water cause flooding in some areas	9
• Stop sewerage to sea	5
• Poor water quality	4
• Low water pressure	3
• Review Mosgiel water upgrade	3
• Other	3

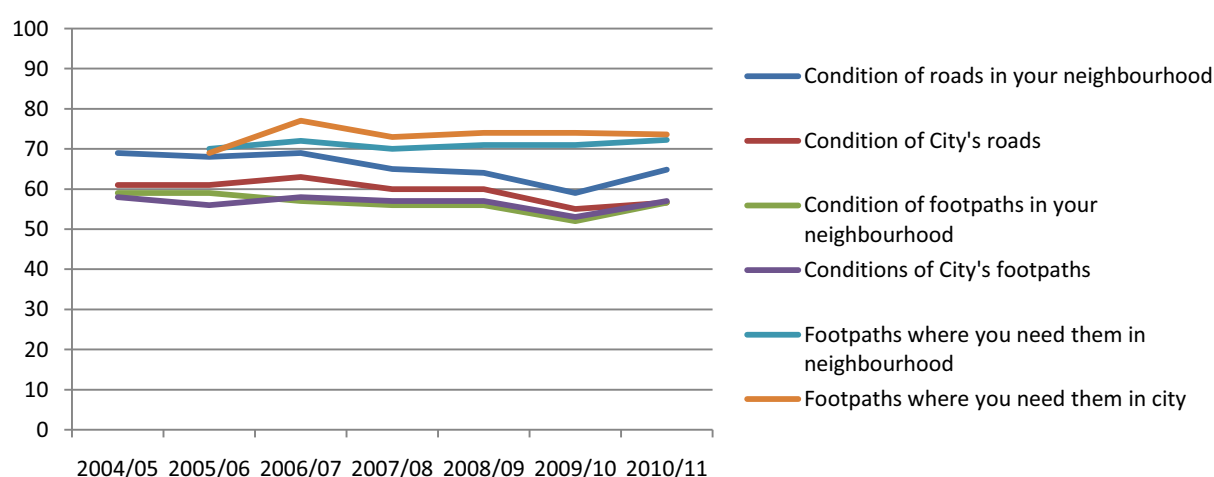
## 8.3 Roads, Footpaths, Lighting and Parking

For all factors measured, more than half of all residents are relatively satisfied with the roads and footpaths. Satisfaction levels were highest (with over 72% of respondents being either very satisfied or satisfied) for the footpaths being where they were needed (Table 8.3). While there were slightly lower levels of satisfaction with the condition of the roads and footpaths, all four of these measures showed an improvement over the 2010/11 year (Figure 8-5).

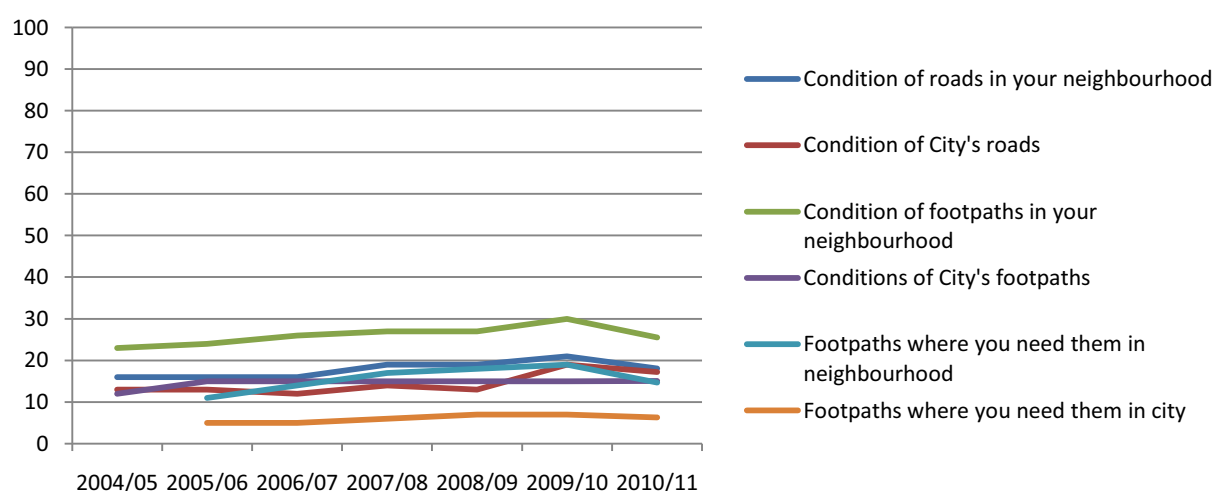
**Table 8.3 Satisfaction of Users with Roads and Footpaths**

Q		Tot	VS (%)	S (%)	N (%)	D (%)	VD (%)
11	Condition: roads in your neighbourhood	858	11%	54%	17%	13%	5%
12	Condition: roads throughout the city	842	5%	51%	26%	14%	3%
13	Condition: footpaths in neighbourhood	848	11%	45%	18%	17%	8%
14	Condition: footpaths throughout city	831	6%	51%	28%	13%	3%
15	Footpaths where needed in neighbourhood	832	14%	58%	13%	8%	6%
16	Footpaths where needed throughout city	810	11%	62%	20%	6%	1%

**Figure 8-5 Satisfaction with Roads and Footpaths 2004/5 - 2010/11**



**Figure 8-6 Dissatisfaction with Roads and Footpaths 2004/5 - 2010/11**



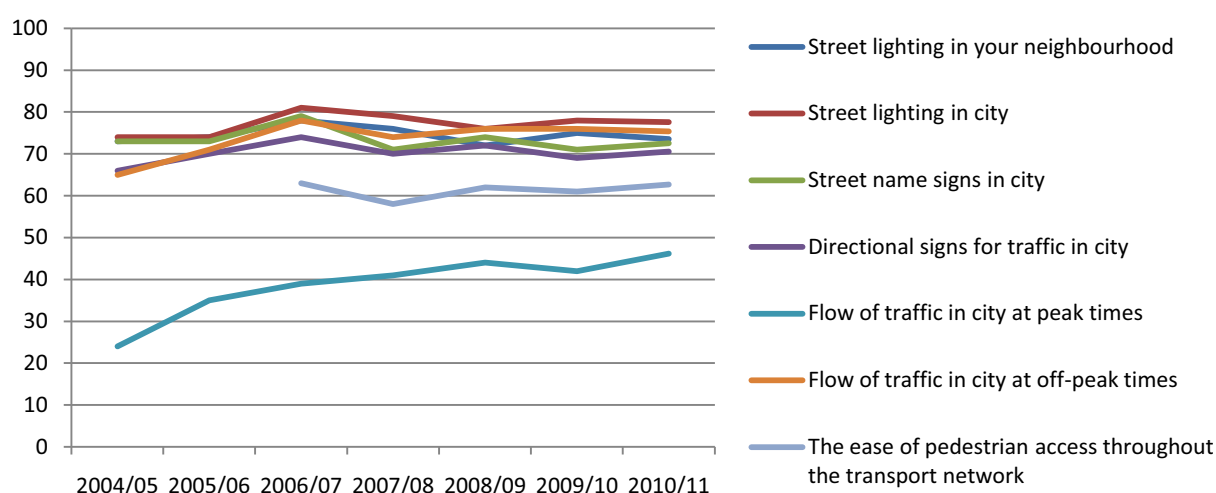


For most of the measures regarding street lighting and traffic flow management there has been minimal change compared to the results from previous years. In 2011 there has been an improvement in the result for the two factors for which satisfaction was lowest, the peak time traffic flow and the ease of pedestrian access. Nearly 50% of respondents are now satisfied with peak traffic flow and only 26% dissatisfied compared to 42% and 31% respectively in 2010 (Figures 8-7, 8-8).

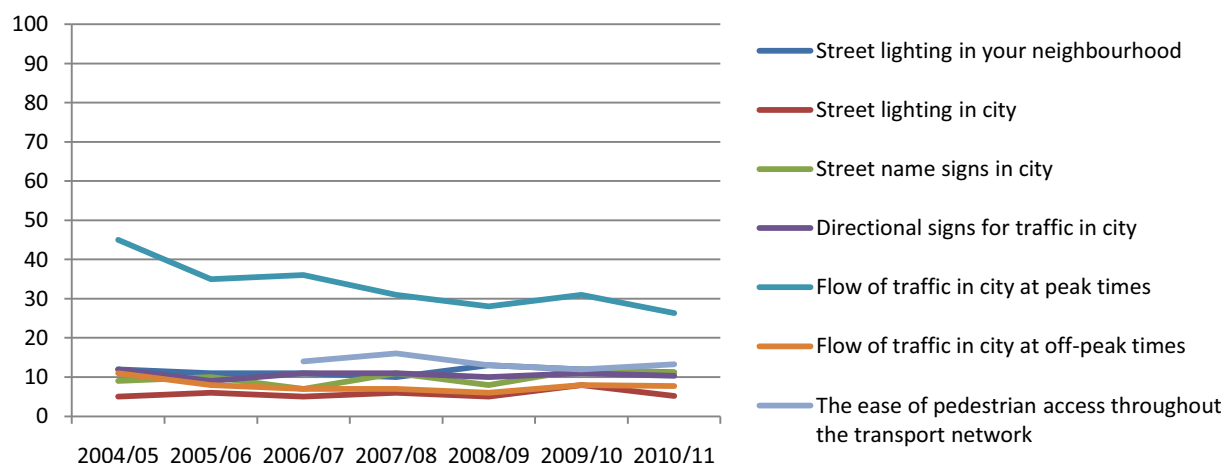
**Table 8.4 Satisfaction of Users with Lighting, Signage and Traffic Flow**

Q		Tot	VS (%)	S (%)	N (%)	D (%)	VD (%)
17	Street lighting in neighbourhood	855	16%	58%	15%	8%	3%
18	Street lighting in city	825	13%	65%	17%	4%	1%
19	Street names signs throughout city	851	14%	59%	16%	9%	2%
20	Directional signs for traffic throughout city	843	13%	58%	19%	9%	1%
21	Flow of traffic around and through the city at peak times of the day	814	6%	41%	28%	20%	6%
22	Flow of traffic around and through the city at off-peak times of the day	827	14%	61%	17%	6%	1%
23	Ease of pedestrian access throughout the transport network	806	10%	53%	24%	10%	3%

**Figure 8-7 Satisfaction with Lighting, Signage and Traffic Flow**



**Figure 8-8 Dissatisfaction with Lighting, Signage and Traffic Flow**

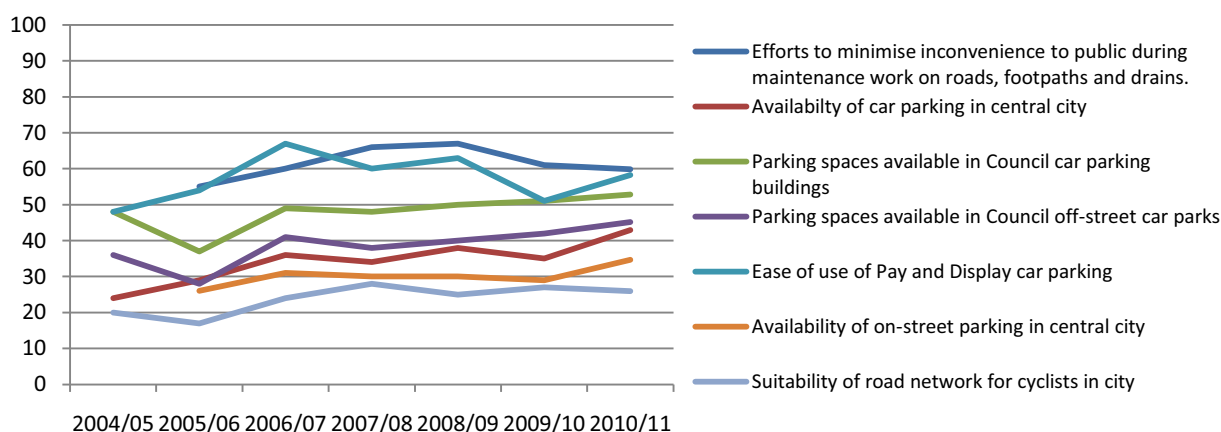


When parking and cycling issues were evaluated, there were significant variations in satisfaction levels. While most were satisfied with efforts to minimise inconvenience during road works, the use of Pay and Display car parking and the availability of car parking in parking buildings, less than half were satisfied with other factors evaluated. The factor with the lowest level of satisfaction was the suitability of the road network for cyclists (26%). There had been no change in this factor over the previous year, and there remained more respondents dissatisfied (37%) than satisfied, (Table 8.5). Other than the highest rated factor (minimising inconvenience when working on roads etc) and the lowest rated factor (road suitability for cyclists), satisfaction with all other factors improved over the previous year.

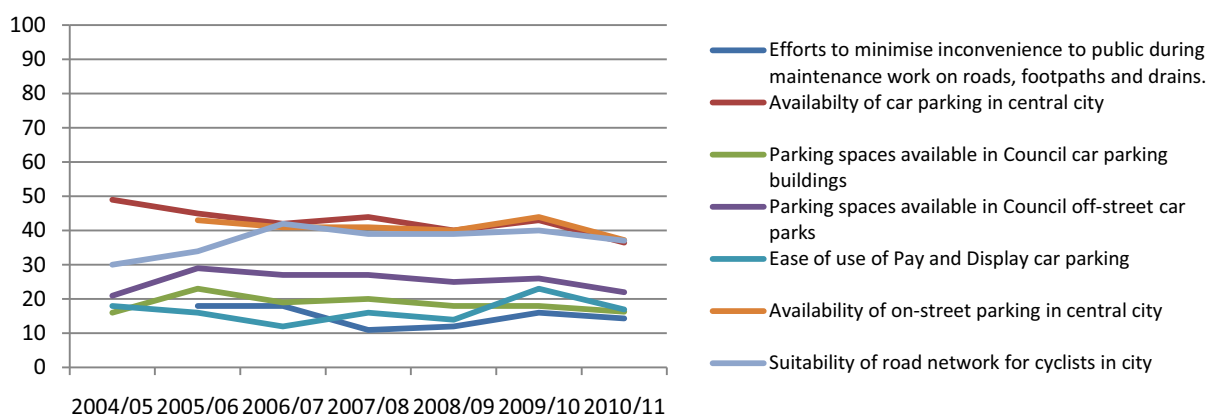
**Table 8.5 Satisfaction of Users with Parking and Network for Cyclists**

Q		Tot	VS (%)	S (%)	N (%)	D (%)	VD (%)
24	Efforts made to minimise inconvenience / disruption when working on roads / footpaths / drains	835	9%	51%	26%	10%	4%
25	Availability of car parking: central city	824	5%	38%	21%	21%	15%
26	Number of parking spaces available in Council car parking buildings	738	6%	46%	31%	10%	6%
27	Number of parking spaces available in off-street car parks	746	6%	39%	33%	15%	7%
28	Ease of use of Pay n Display car parking	810	7%	51%	25%	10%	7%
29	Availability: on-street parking in central city	801	3%	31%	28%	22%	15%
30	Suitability of road network for cyclists throughout the city	710	3%	23%	37%	22%	15%

**Figure 8-9 Satisfaction with Parking and Network for Cyclists 2004/05 – 2010/11**



**Figure 8-10 Dissatisfaction with Parking and Network for Cyclists 2004/05 – 2010/11**



The open-ended comments about roads, footpaths, lighting and parking provided by the respondents included:

• Roads neglected	57
• More parking	56
• Footpaths neglected	43
• Cycle track	39
• Parking too expensive	29
• Need more footpaths	20
• Peak traffic conditions are appalling	15
• More street lighting	15
• Inadequate road signage	11
• Crossing difficult	8
• Better public transport	7

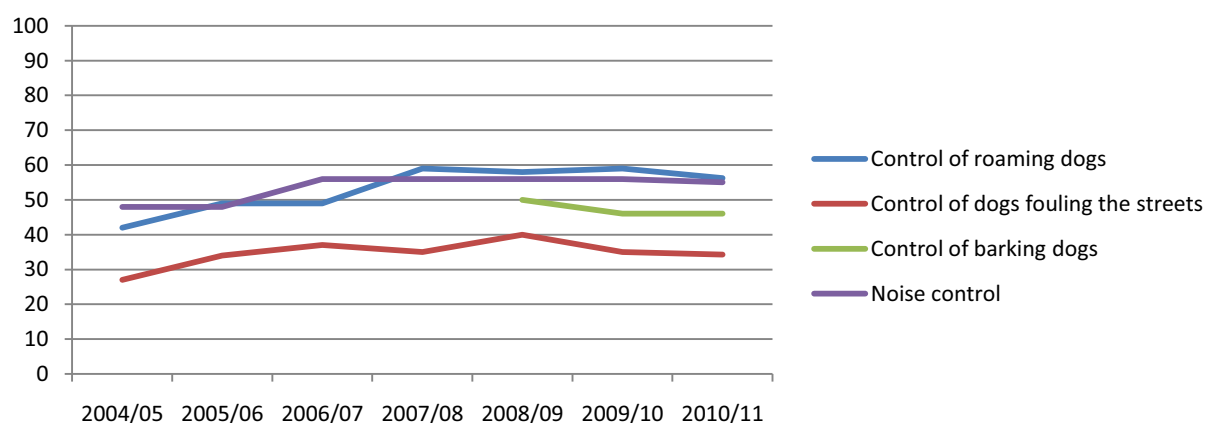
## 8.4 Regulatory, Monitoring and Environment

For most of the factors measured there was minimal change from the results of previous years. Slightly over half the population were satisfied with noise and dog control, while barking fouling dogs remained more of an issue. More were dissatisfied with control of dog fouling (45%) than were satisfied (35%), Table 8.6 and Figure 8-11/12.

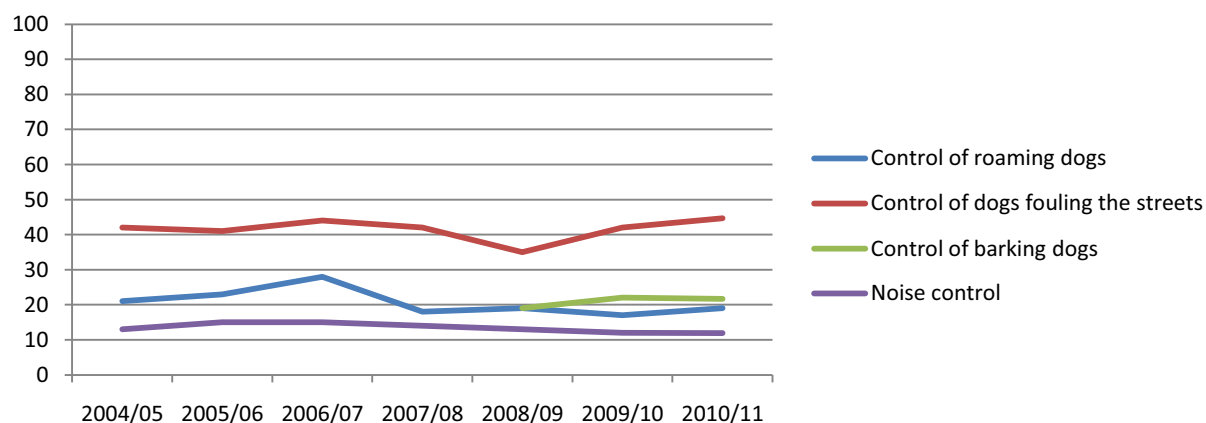
**Table 8.6 Satisfaction with Council Regulatory and Monitoring Processes**

Q		Tot	VS (%)	S (%)	N (%)	D (%)	VD (%)
31	Control of roaming dogs	777	9%	48%	25%	14%	5%
32	Control of dogs fouling the street	806	6%	29%	21%	32%	13%
33	Control of barking dogs	774	5%	41%	32%	15%	6%
34	Noise control	690	6%	49%	33%	8%	4%
35	Parking enforcement	795	6%	45%	35%	8%	7%
36	The fairness and attitude of parking wardens	738	8%	39%	33%	11%	9%
37	Enforcing hygiene standards in city food establishments	766	15%	56%	21%	6%	3%
38	Enforcing appropriate standards in city's licensed premises	681	9%	46%	30%	11%	4%
39	Processing of applications: building consents	528	5%	20%	39%	20%	15%
40	Monitoring and inspection of buildings under construction	463	7%	27%	45%	15%	6%

**Figure 8-11 Satisfaction with Dog Control and Noise Control**

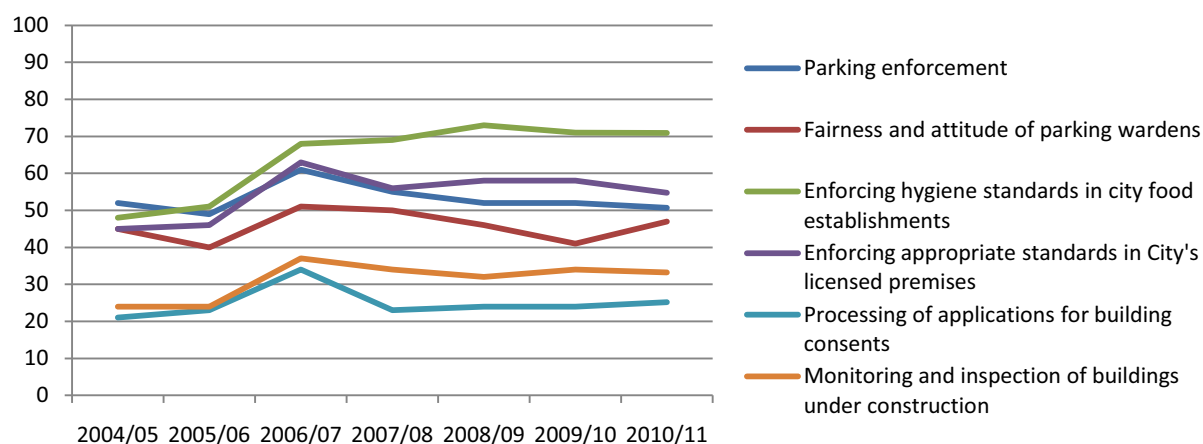


**Figure 8-12 Dissatisfaction with Dog Control and Noise Control**

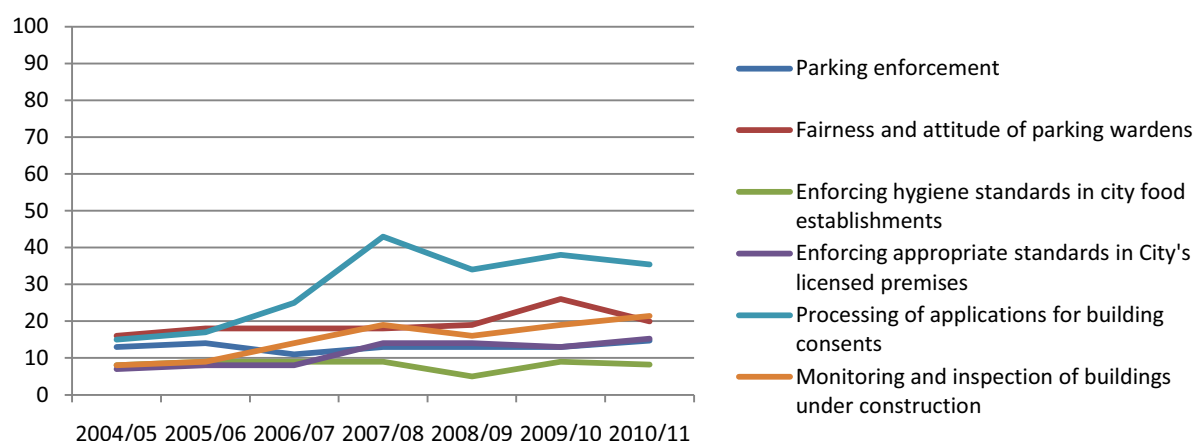


As with dog and noise control there was minimal variation in the 2011 data with that of previous years with regard to monitoring, consents and by-law enforcement. The only significant change was an increase in satisfaction with parking wardens, returning to 47% satisfaction compared to 41% in 2010.

**Figure 8-13 Satisfaction with Parking and By-law Enforcement**



**Figure 8-14 Dissatisfaction with Parking and By-law Enforcement**



Unprompted responses were sought, and the groupings of responses were as follows:

• Dog control poor	31
• Wardens attitudes not good	23
• Dog faeces on streets	18
• Building consents too slow	11
• Building consents too expensive	10
• Noise control poor	7
• Licensed premises should close earlier	6
• Good ratings for food outlets	5
• A lot of alcohol related problems	4
• Other	16

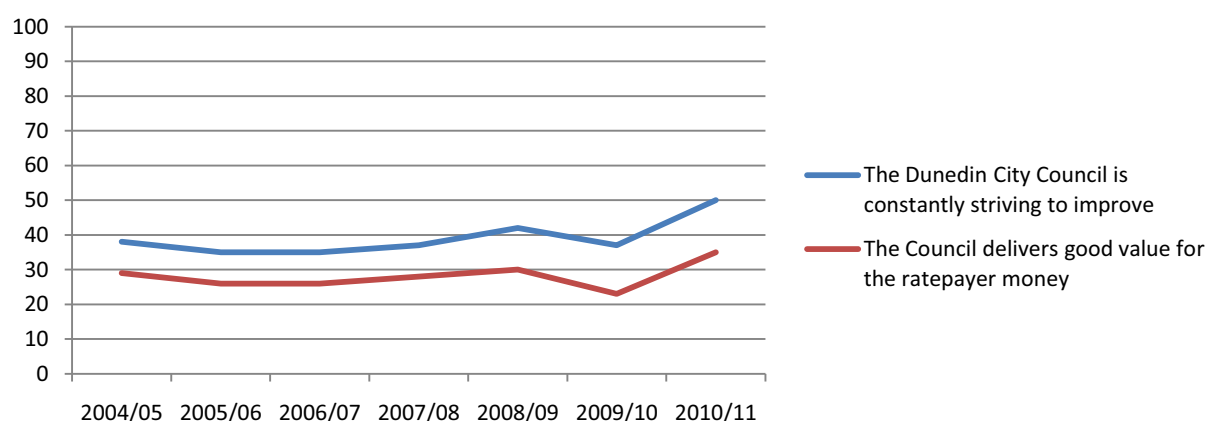
## 8.5 Customer Service

50% of the respondents were satisfied that the Council 'strives to improve', however only one third felt the Council 'delivered good value for money' (Table 8.7). This represented an increase in perceptions of customer service over the levels identified in previous years. There was a clear corresponding decline in the number of respondents who were dissatisfied (Figures 8-15 / 16).

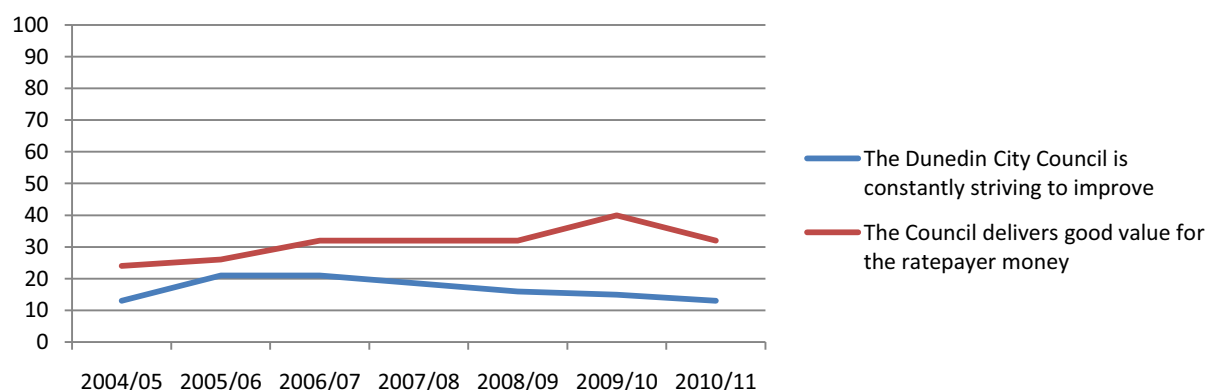
**Table 8.7 Satisfaction with Council Customer Service**

Q		Tot	VS (%)	S (%)	N (%)	D (%)	VD (%)
41	The Council is constantly striving to improve	735	8%	43%	36%	9%	5%
42	The Council delivers good value for the ratepayer money	782	5%	30%	32%	18%	14%

**Figure 8-15 Agreement with Council Focus on Delivering Service**



**Figure 8-16 Disagreement with Council Focus on Delivering Service**



Unprompted comments regarding customer services included:

- Minimise spending 11
- Frustrated re constant rate rises 10
- Services good 9
- Council does not listen to citizens 5
- Too many staff 3
- Other 3

## 9 Satisfaction and Use of Council Facilities

### 9.1 Use of Council Facilities

Table 9.1 shows both (i) how many individuals utilised various council facilities, and (ii) how frequently on average those facilities were utilised. These data should be cross-referenced with the responses with regard to satisfaction of the facilities (Table 9.2, overleaf) to provide an indication of how well each of the facilities is meeting the residents' expectations.

**Table 9.1 Use of Council Facilities - Usage<sup>11</sup>**

Q		No visits	One or more visits	Av. number of visits
68	Any library (Moray Place, Mosgiel, Port Chalmers, Waikouaiti, Blueskin Bay, Bookbus)	46 (5%)	290 (32%)	19.0
70	Any swimming pool (Moana, Mosgiel, St Clair Salt Water, Port Chalmers)	80 (9%)	202 (22%)	21.1
71	Otago Museum	41 (5%)	295 (33%)	4.3
72	Otago Settlers Museum	88 (10%)	207 (23%)	1.8
73	Dunedin Public Art Gallery	78 (9%)	231 (26%)	2.8
74	Dunedin Chinese Garden	111 (12%)	142 (16%)	0.9
75	Botanic Gardens	29 (3%)	301 (34%)	12.1
76	Winter Sports playing fields	108 (12%)	143 (16%)	9.3
77	Summer Sports playing fields	114 (13%)	109 (12%)	7.5
78	Council playgrounds	91 (10%)	160 (18%)	10.2
79	Walking and Biking tracks around the city	60 (7%)	236 (26%)	22.6
80	Parks and Reserves	60 (7%)	240 (27%)	16.9
82	Dunedin Stadium (Ice Stadium)	129(14%)	83 (9%)	13.7
83	Edgar Sports Centre	69 (8%)	223 (25%)	3.8
84	Carisbrook	95 (11%)	150 (17%)	8.1
85	The Dunedin Visitors Centre (Octagon)	95 (13%)	120 (13%)	3.2
86	Dunedin Town Hall	75 (8%)	200 (22%)	1.4
87	Regent Theatre	66 (7%)	212 (24%)	2.3
88	Fortune Theatre	107 (12%)	148 (16%)	2.4
89	Dunedin's cemeteries (services provided to public)	95 (11%)	143 (16%)	1.5
91	Public toilets	40 (4%)	194 (22%)	2.7

<sup>11</sup> Commonly, when analysing quantitative data, the measure for each index will be a percentage of the number of individuals responding to that question. Historically, some analyses undertaken for Dunedin City ROS calculated the percentage for some indices based on the total sample, irrespective of whether the question was answered by the respondent. For trend analyses, the alternate calculation has been maintained. This does not necessarily match the data in the related table.

**Table 9.2 Use of Council Facilities - Satisfaction of Users**

Q	Tot	VS (%)	S (%)	N (%)	D (%)	VD (%)
68 Any library <sup>12</sup>	668	50%	42%	4%	2%	1%
69 Material available at the libraries	651	43%	48%	6%	2%	1%
70 Any swimming pool <sup>13</sup>	540	35%	46%	10%	6%	3%
71 The Otago Museum	712	40%	51%	7%	1%	1%
72 Otago Settlers Museum	583	30%	49%	13%	3%	4%
73 Dunedin Public Art Gallery	596	36%	49%	11%	2%	3%
74 Dunedin Chinese Garden	506	22%	39%	20%	8%	12%
75 Botanic Garden	763	50%	44%	4%	0%	1%
76 Winter sports playing fields	471	14%	53%	22%	5%	6%
77 Summer sports playing fields	447	14%	56%	21%	3%	5%
78 Council playgrounds	545	19%	52%	18%	7%	4%
79 Walking and biking tracks around the city	591	22%	55%	15%	4%	3%
80 Parks and Reserves	622	25%	58%	12%	2%	3%
81 Accessibility of recreational sites and facilities	639	24%	56%	16%	2%	1%
82 Dunedin Stadium (Ice Stadium)	390	13%	48%	25%	3%	11%
83 Edgar Sports Centre	593	23%	60%	13%	2%	2%
84 Carisbrook	517	14%	51%	22%	7%	7%
85 The Dunedin Visitor Centre	458	16%	54%	21%	3%	6%
86 The Dunedin Town Hall	585	22%	57%	17%	2%	2%
87 Regent Theatre	624	25%	58%	13%	2%	2%
88 Fortune Theatre	507	23%	52%	18%	3%	4%
89 Dunedin's Cemeteries (services provided to public)	517	21%	53%	21%	2%	3%
90 Dunedin's Cemeteries (physical appearance)	618	17%	58%	18%	5%	2%
91 Public Toilets	694	9%	40%	24%	19%	9%

For most facilities respondents report a high level of satisfaction. Notable exceptions (i.e., facilities regarded as marginal or somewhat unsatisfactory) include public toilets (28% dissatisfied) and, to a lesser extent the Chinese Garden (20% dissatisfied) and Carisbrook (14% dissatisfied). The most common comments about Council facilities were:

Issues with public toilets

- Poor hygiene 34
- Insufficient 23
- Other issues 16

Stadium Issues

- For new stadium 5
- Against new stadium 2

Tracks

- Need more cycling tracks 21
- Need to maintain walking tracks 7
- Need more walking tracks 6
- Walking tracks good 6
- Support cycle track through tunnel 4
- Other track comments 5

Pools

- Moana needs cleaning 11
- Pools too expensive 11

<sup>12</sup> Moray Place, Mosgiel, Port Chalmers, Waikouaiti, Blueskin Bay, Bookbus

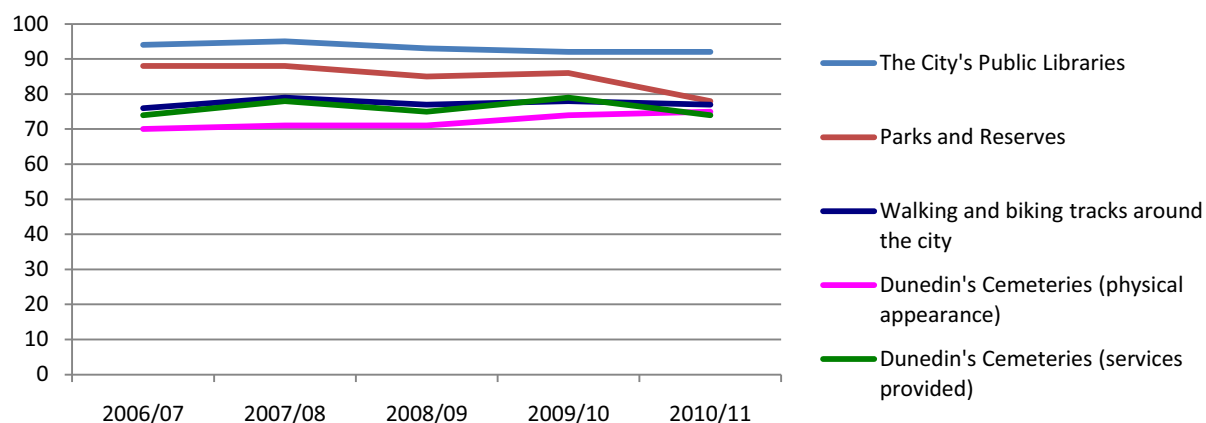
<sup>13</sup> Moana, Mosgiel, St Clair Salt Water, Port Chalmers



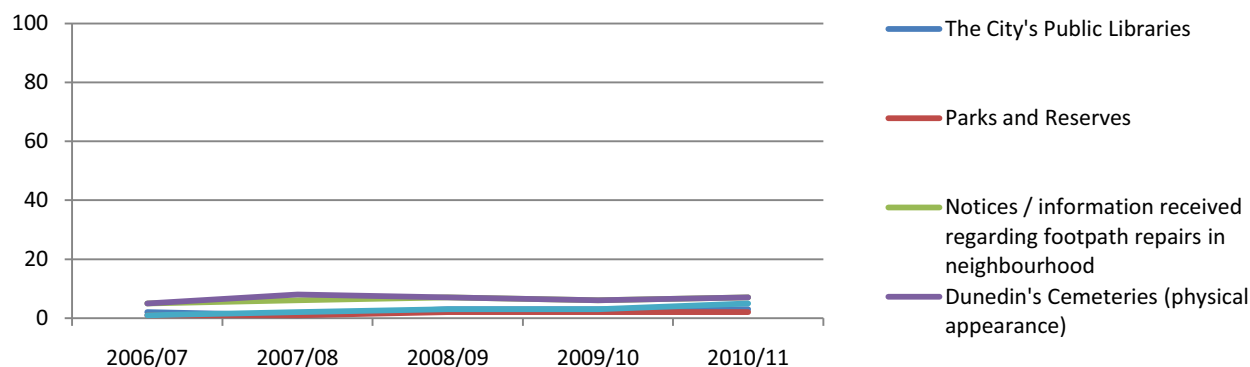
• Need more pools in Dunedin / open St Clair longer	10
• Moana is a good facility	6
• Other pools need cleaning/ maintenance	6
<b>Libraries</b>	
• Provide good service	10
• Longer open hours	6
• Need more books, DVDs	5
• Need better facilities	4
• Need additional/ South Dunedin library service	4
<b>Parks and Playgrounds</b>	
• Winter playing fields need better drainage	17
• Need more maintenance	14
• Well maintained	12
• Other	14
<b>Chinese Gardens</b>	
• Negative comments	8
• Positive comments	7
• Issues with cost	15
<b>General</b>	
• Positive comments	10
• Cemeteries need more maintenance	9
• Settlers Museum needs to be reopened	8
• Museum good	7
• Negative comments	6
• Fortune Theatre needs upgrade	6
• Ice Stadium expensive, needs upgrade	6
• Town Hall doesn't need upgrade	4
• Botanic Gardens Great	4
• Art Gallery great, needs more New Zealand content	4
• Need more wheelchair/ disabled access	4
• Other	24

During 2011 for most measures there was minimal change in satisfaction with these general Council facilities. Of note, there was a decline in perceptions of satisfaction with parks and reserves, (Figure 9.1).

**Figure 9-1 Satisfaction –General Facilities**

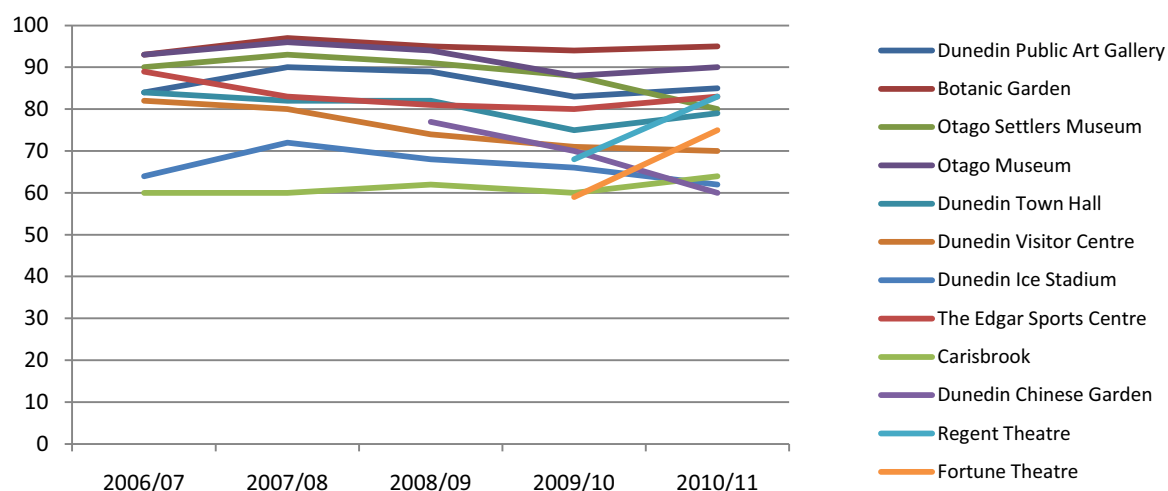


**Figure 9-2 Dissatisfaction – General Facilities**

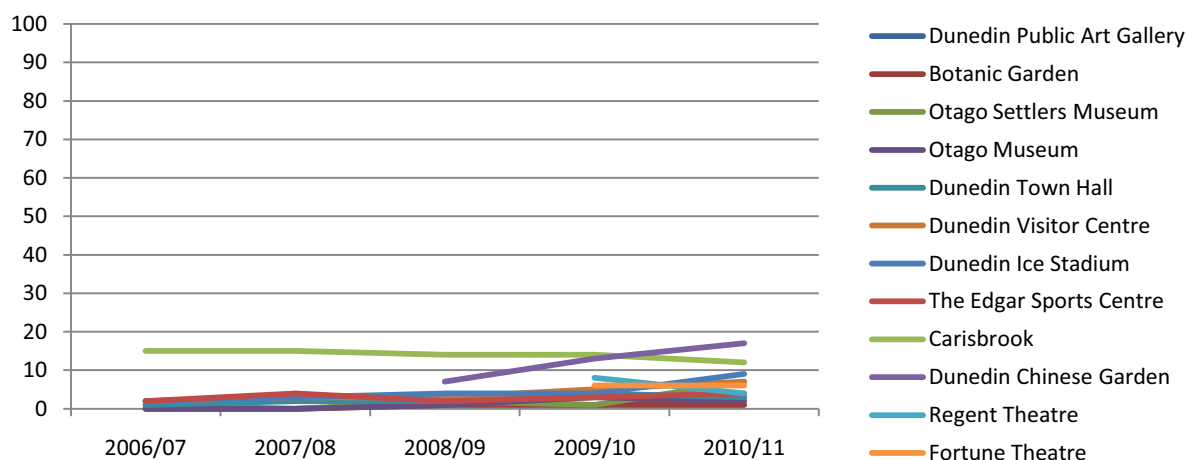


Satisfaction in the 2010/11 survey showed minimal change or a slight increase for all facilities other than the two theatres. Satisfaction levels for the Regent and Fortune Theatres was initially measured in 2010. Satisfaction for both facilities has increased significantly over the last year (Figure 9.3). The only facility that showed a significant decrease in satisfaction levels was the Chinese Garden.

**Figure 9-3 Satisfaction – Specific Facilities**

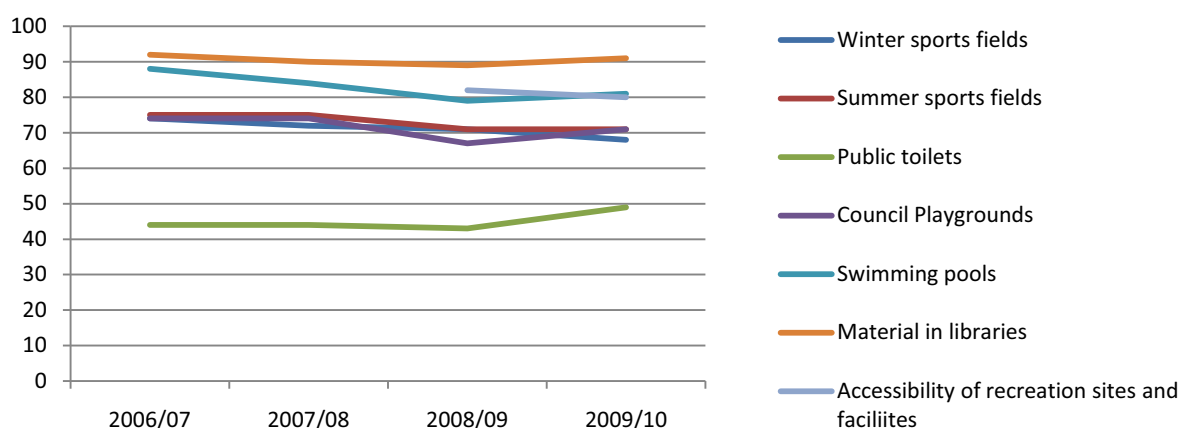


**Figure 9-4 Dissatisfaction – Specific Facilities**

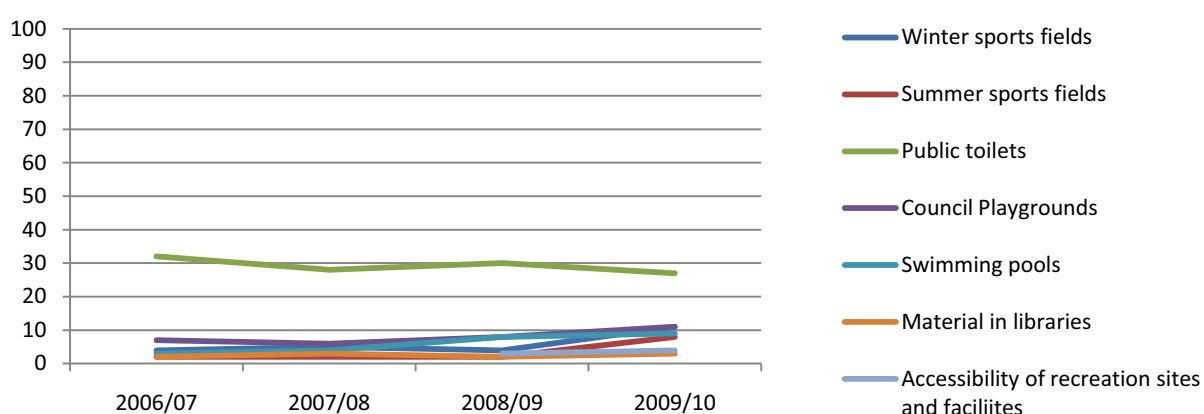


A range of 'other' facilities are measured for satisfaction. The 2011 data collection provided results showing satisfaction with public toilets had increased to nearly 50%. For other measures in this category there were no significant changes compared to 2010 (Figure 9-4)

**Figure 9-5 Satisfaction, Other General Facilities**



**Figure 9-6 Dissatisfaction – Other General Facilities**



## 10 Data Cross Tabulations

Cross tabulations have been included 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.

### 10.1 Satisfaction of Users with Council Services by Geographic Location

	Dunedin City					Green Island					Kaikorai Valley				
	VS %	S %	N %	D %	VD %	VS %	S %	N %	D %	VD %	VS %	S %	N %	D %	VD %
Household Rubbish Collection	44	31	9	9	3	28	52	6	7	6	30	47	10	5	4
Kerbside Recycling	38	38	3	16	6	32	46	8	10	2	32	51	8	7	2
Street Litter Bins	24	30	24	9	0	13	45	20	13	3	9	47	26	10	4
Reliability of the rubbish collection service	48	39	6	6	0	32	53	8	7	1	28	59	8	3	1
Cleanliness of the streets immediately after collection	21	36	12	24	6	9	53	20	15	1	11	50	20	14	4
Cleanliness of the streets in general	12	33	30	18	6	7	44	24	22	3	6	40	27	17	9
Water Pressure	33	45	3	15	3	22	58	7	8	5	30	58	6	5	1
Water Quality	30	36	15	12	3	18	65	10	7	0	21	57	15	4	1
Stormwater collection service	24	36	27	3	0	13	57	14	8	4	15	49	21	7	3
The city's sewerage system	31	47	16	0	0	19	64	10	1	2	19	52	17	7	2
The condition of the roads in your neighbourhood	19	55	16	3	3	5	51	22	16	5	15	57	19	7	3

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	Dunedin City					Green Island					Kaikorai Valley				
	VS %	S %	N %	D %	VD %	VS %	S %	N %	D %	VD %	VS %	S %	N %	D %	VD %
The condition of the roads throughout the city	16	56	9	13	3	2	43	27	25	2	6	51	28	11	3
The condition of footpaths in your neighbourhood	19	56	3	19	3	11	45	17	17	10	15	47	23	13	2
The condition of footpaths throughout the city	19	59	13	9	0	4	46	35	11	0	6	44	33	12	2
There are footpaths where you need in your neighbourhood	28	53	13	3	0	12	61	15	5	7	15	60	14	5	4
That there are footpaths where you need them in the city	28	53	9	6	0	10	59	23	4	1	11	57	21	7	1
Street lighting in your neighbourhood	27	55	3	12	3	13	61	14	9	3	22	55	14	8	2
Street lighting in the city	24	45	9	9	6	8	73	12	3	0	16	62	13	5	1
Street names signs throughout the city	30	33	12	18	6	12	67	15	5	1	18	56	16	8	1
Directional signs for traffic throughout the city	31	34	19	9	3	11	65	16	8	0	16	56	19	6	1
The flow of traffic around and through the city at peak times of the day	15	27	24	21	6	4	38	25	23	9	5	36	32	17	7
The flow of traffic around and through the city at off-peak times of the day	32	45	13	3	3	8	68	15	7	1	14	63	12	7	2
The ease of pedestrian access throughout the transport network	23	29	23	10	6	11	52	26	5	1	8	52	20	14	1
Efforts made to minimise disruption when work on roads, footpaths and drains	22	47	16	6	6	7	59	20	10	2	10	48	28	9	4
The availability of car parking in the central city	13	35	13	16	13	2	38	27	11	16	5	34	23	19	17
The number of parking spaces available in Council car parking buildings	13	35	29	3	6	4	48	25	9	4	5	41	26	6	6

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	Dunedin City					Green Island					Kaikorai Valley				
	VS %	S %	N %	D %	VD %	VS %	S %	N %	D %	VD %	VS %	S %	N %	D %	VD %
The number of parking spaces available in off-street car parks	13	16	23	6	10	3	44	26	16	4	5	34	27	12	7
The ease of use of Pay and Display car parking	16	28	22	6	9	7	62	19	5	7	7	49	23	9	8
The availability of on-street parking in the central city	10	29	10	23	16	2	38	29	17	10	2	27	31	17	17
Suitability of road network for cyclists throughout city	7	10	20	20	13	8	21	32	14	13	2	18	29	18	14
Control of roaming dogs	16	39	29	0	3	5	48	20	13	7	5	39	27	18	2
Control of dogs fouling the street	7	23	27	27	7	3	22	26	34	12	7	29	20	29	9
Control of barking dogs	10	23	37	20	0	5	37	27	15	4	5	37	28	13	5
Noise control	6	34	16	22	0	5	53	23	2	2	7	29	32	4	4
Parking enforcement	7	37	20	13	13	7	55	26	2	7	7	35	40	7	5
The fairness and attitude of parking wardens	12	27	24	12	3	7	38	31	7	8	9	30	26	11	10
Enforcing hygiene standards in city food establishments	13	63	19	0	0	10	53	25	3	1	14	50	21	2	2
Enforcing appropriate standards in the city's licensed premises	6	30	21	12	0	5	36	26	9	2	9	36	25	8	4
Processing of applications for building consents	3	20	23	3	3	4	10	29	10	15	1	11	26	11	8
Monitoring and inspection of buildings under construction	3	20	20	0	7	3	17	30	8	5	4	13	22	7	4
The Council is constantly striving to improve	6	41	28	6	0	5	45	35	3	4	7	28	37	7	2
The Council delivers good value for the ratepayer money	6	25	25	16	9	4	29	33	16	14	4	28	32	17	10

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	Mosgiel					Northern Suburbs					Peninsula				
	VS %	S %	N %	D %	VD %	VS %	S %	N %	D %	VD %	VS %	S %	N %	D %	VD %
Household Rubbish Collection	30	51	11	5	3	26	47	13	7	6	41	39	6	6	6
Kerbside Recycling	34	47	12	4	3	29	50	7	8	5	44	37	8	10	2
Street Litter Bins	12	40	22	18	5	11	45	17	23	3	11	43	25	9	8
Reliability of the rubbish collection service	37	47	12	2	2	35	53	7	2	3	30	61	5	3	0
Cleanliness of the streets immediately after collection	15	47	17	18	4	12	40	19	20	9	15	56	18	9	2
Cleanliness of the streets in general	7	42	23	18	10	8	31	19	34	9	7	45	22	24	3
Water Pressure	24	58	10	5	2	27	55	9	4	4	25	62	8	4	1
Water Quality	20	56	15	8	2	21	59	13	7	1	23	57	7	13	1
Stormwater collection service	12	49	15	13	3	17	45	19	9	3	16	44	15	8	9
The city's sewerage system	15	50	17	8	3	14	65	11	3	4	14	56	15	4	2
The condition of the roads in your neighbourhood	14	53	15	15	2	14	53	15	15	3	6	59	17	9	8
The condition of the roads throughout the city	4	57	27	8	3	6	50	23	20	1	5	47	25	15	3
The condition of footpaths in your neighbourhood	15	46	14	19	6	9	50	13	20	7	5	41	23	18	12
The condition of footpaths throughout the city	6	49	25	12	4	7	46	24	19	3	3	48	32	10	2
There are footpaths where you need in your neighbourhood	22	64	9	4	1	17	57	9	10	5	8	59	18	6	9

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	Mosgiel					Northern Suburbs					Peninsula				
	VS %	S %	N %	D %	VD %	VS %	S %	N %	D %	VD %	VS %	S %	N %	D %	VD %
That there are footpaths where you need them in the city	13	64	15	4	0	12	61	14	10	1	7	66	20	2	1
Street lighting in your neighbourhood	20	54	15	9	1	13	60	14	8	3	7	64	16	9	3
Street lighting in the city	17	57	18	5	1	9	66	19	2	3	5	70	14	5	0
Street names signs throughout the city	14	59	15	10	0	14	59	19	5	4	11	60	17	7	1
Directional signs for traffic throughout the city	14	60	15	8	1	10	61	17	10	2	11	56	15	13	0
The flow of traffic around and through the city at peak times of the day	5	44	22	22	5	5	46	22	15	6	4	25	29	24	6
The flow of traffic around and through the city at off-peak times of the day	17	59	14	6	2	13	57	20	4	2	8	63	17	6	0
The ease of pedestrian access throughout the transport network	10	50	25	9	4	9	58	16	13	2	8	47	28	3	1
Efforts made to minimise disruption when work on roads, footpaths and drains	7	49	25	12	4	5	51	34	6	3	10	51	23	10	3
The availability of car parking in the central city	5	36	14	26	14	5	36	25	24	9	4	38	21	22	10
The number of parking spaces available in Council car parking buildings	6	39	24	10	8	5	45	28	8	5	4	41	31	12	1
The number of parking spaces available in off-street car parks	7	29	28	17	10	5	38	35	8	4	5	36	28	17	2
The ease of use of Pay and Display car parking	9	44	27	10	2	5	52	25	7	8	7	45	25	8	5

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	Mosgiel					Northern Suburbs					Peninsula				
	VS %	S %	N %	D %	VD %	VS %	S %	N %	D %	VD %	VS %	S %	N %	D %	VD %
The availability of on-street parking in the central city	4	29	22	24	15	3	35	28	19	13	4	19	35	21	9
Suitability of road network for cyclists throughout city	2	21	39	14	10	2	21	26	23	18	2	15	35	23	3
Control of roaming dogs	5	55	16	9	5	6	47	22	13	3	11	33	31	9	7
Control of dogs fouling the street	4	25	18	32	14	4	37	13	28	15	4	27	19	34	6
Control of barking dogs	1	33	36	17	7	4	50	24	10	4	3	38	26	15	5
Noise control	7	40	29	6	3	4	47	22	5	5	3	43	26	7	2
Parking enforcement	7	44	25	14	3	5	44	35	5	10	3	45	33	7	3
The fairness and attitude of parking wardens	10	31	31	7	9	6	36	31	7	10	3	38	25	14	3
Enforcing hygiene standards in city food establishments	18	51	12	7	1	12	54	14	9	4	10	47	25	6	2
Enforcing appropriate standards in the city's licensed premises	13	37	21	9	4	5	34	26	10	5	3	42	26	9	0
Processing of applications for building consents	6	12	26	12	8	4	16	21	16	8	1	13	27	17	10
Monitoring and inspection of buildings under construction	5	13	26	12	2	5	13	25	10	3	2	17	33	5	3
The Council is constantly striving to improve	9	36	30	7	5	5	41	27	8	4	7	45	28	7	5
The Council delivers good value for the ratepayer money	7	28	28	13	13	5	34	28	20	9	5	32	28	18	11

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	Port Chalmers					Rural					South Dunedin				
	VS %	S %	N %	D %	VD %	VS %	S %	N %	D %	VD %	VS %	S %	N %	D %	VD %
Household Rubbish Collection	21	53	9	12	2	28	56	11	6	0	29	52	7	7	2
Kerbside Recycling	29	53	9	9	0	31	51	11	3	0	35	49	7	8	2
Street Litter Bins	9	43	26	9	13	5	52	19	21	2	9	38	19	16	3
Reliability of the rubbish collection service	57	35	8	0	0	36	52	9	0	2	31	66	0	0	0
Cleanliness of the streets immediately after collection	20	41	12	22	6	11	43	16	20	7	14	40	14	20	9
Cleanliness of the streets in general	10	47	16	22	6	9	42	11	22	16	6	38	24	26	6
Water Pressure	36	54	0	8	2	38	49	3	3	5	30	40	7	13	10
Water Quality	30	58	8	4	0	18	56	15	3	8	16	48	19	6	10
Stormwater collection service	8	42	15	21	6	10	45	8	23	5	13	37	17	17	13
The city's sewerage system	18	51	16	6	4	10	49	5	21	8	13	40	17	10	3
The condition of the roads in your neighbourhood	11	50	13	21	5	2	47	21	21	9	5	58	10	13	15
The condition of the roads throughout the city	9	55	21	11	4	0	52	29	17	2	3	56	21	8	5
The condition of footpaths in your neighbourhood	15	37	19	7	20	5	48	14	20	14	3	16	27	22	30
The condition of footpaths throughout the city	13	52	23	9	2	2	62	21	10	2	5	54	18	8	8
There are footpaths where you need in your neighbourhood	9	45	13	18	15	7	51	12	16	14	5	19	19	24	30

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	Port Chalmers					Rural					South Dunedin				
	VS %	S %	N %	D %	VD %	VS %	S %	N %	D %	VD %	VS %	S %	N %	D %	VD %
That there are footpaths where you need them in the city	11	53	25	4	0	5	63	24	5	2	5	53	26	3	3
Street lighting in your neighbourhood	16	44	27	9	2	9	65	16	5	5	14	59	14	5	8
Street lighting in the city	13	61	23	0	0	7	68	25	0	0	13	53	18	5	3
Street names signs throughout the city	16	58	19	7	0	5	70	7	12	7	10	62	10	10	5
Directional signs for traffic throughout the city	16	48	27	7	2	2	67	21	7	2	10	51	18	13	3
The flow of traffic around and through the city at peak times of the day	5	39	32	14	2	2	46	32	12	5	8	41	18	18	8
The flow of traffic around and through the city at off-peak times of the day	18	58	20	4	0	12	62	21	5	0	13	63	16	0	0
The ease of pedestrian access throughout the transport network	9	44	20	18	7	5	49	27	12	0	10	51	26	0	5
Efforts made to minimise disruption when work on roads, footpaths and drains	13	46	27	11	4	5	48	29	10	7	5	56	13	10	15
The availability of car parking in the central city	5	40	12	26	16	2	35	9	26	26	3	45	15	18	15
The number of parking spaces available in Council car parking buildings	7	36	25	11	4	5	39	29	12	2	3	35	35	13	0
The number of parking spaces available in off-street car parks	7	34	32	11	2	0	37	28	21	7	0	33	38	15	3
The ease of use of Pay and Display car parking	4	48	30	9	7	2	48	18	18	14	8	55	18	15	0

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	Port Chalmers					Rural					South Dunedin				
	VS %	S %	N %	D %	VD %	VS %	S %	N %	D %	VD %	VS %	S %	N %	D %	VD %
The availability of on-street parking in the central city	2	30	25	26	16	0	32	18	32	14	2	24	24	27	15
Suitability of road network for cyclists throughout city	2	20	30	22	19	2	22	27	22	20	5	26	31	15	10
Control of roaming dogs	7	31	29	19	5	8	35	23	13	13	0	0	0	0	0
Control of dogs fouling the street	9	21	21	32	13	0	26	19	31	19	2	24	22	24	17
Control of barking dogs	7	28	32	11	11	7	33	28	12	12	7	29	24	20	10
Noise control	4	36	32	7	0	5	43	21	7	5	5	32	24	12	5
Parking enforcement	2	52	38	4	2	10	32	41	0	12	5	38	35	13	8
The fairness and attitude of parking wardens	4	39	33	9	4	9	37	26	7	9	5	38	33	8	10
Enforcing hygiene standards in city food establishments	16	48	16	7	0	17	50	19	0	5	18	44	13	3	3
Enforcing appropriate standards in the city's licensed premises	5	40	23	11	2	7	43	21	2	5	10	35	20	5	3
Processing of applications for building consents	4	11	25	21	7	5	12	19	9	7	3	23	21	13	13
Monitoring and inspection of buildings under construction	5	9	32	9	0	5	16	19	7	2	3	25	15	18	5
The Council is constantly striving to improve	9	38	34	9	2	2	31	29	12	7	5	48	21	14	5
The Council delivers good value for the ratepayer money	2	21	40	23	4	2	24	29	12	24	0	24	39	17	17

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## 10.2 Satisfaction of Users with Council Activities, Dunedin, and the City Council by Location

	Dunedin City					Green Island					Kaikorai Valley				
	VS %	S %	N %	D %	VD %	VS %	S %	N %	D %	VD %	VS %	S %	N %	D %	VD %
The overall performance of the Dunedin City Council	7	50	33	10	0	2	44	33	19	1	6	40	40	10	4
The availability of information held by the Council	12	33	12	6	0	6	43	29	1	0	7	37	25	5	2
The quality of information held by the Council	6	34	13	6	0	4	44	28	2	0	7	32	28	4	1
The amount of public consultation undertaken	6	28	31	9	6	2	28	30	18	8	4	35	28	13	8
The amount of information available explaining why and what Council is doing	6	34	16	3	9	4	32	37	12	4	8	29	33	13	10
Notices / information regarding household water supply	6	15	30	3	0	4	39	36	8	3	9	33	34	3	3
Notices / information regarding road / footpath repairs in neighbourhood	18	30	18	6	0	2	41	20	13	10	7	35	31	10	5
Notices & information regarding temporary road closures	16	34	31	3	0	2	42	28	6	7	6	32	36	7	2
Attracting new businesses and jobs to Dunedin	6	10	32	16	6	2	23	32	20	12	2	19	34	15	8
Supporting development of existing Dunedin businesses	6	10	42	19	3	3	22	30	19	11	3	22	31	12	9
Retaining existing businesses and jobs in Dunedin	6	10	35	23	3	3	17	37	19	12	2	20	32	15	10
Media coverage of events run in Dunedin	9	45	24	12	6	10	45	24	16	4	8	49	24	10	4
City festivals and events	19	56	13	9	3	10	52	21	7	8	16	52	21	8	1
Your contact with the Mayor and Councillors	0	3	15	15	9	0	6	10	21	3	0	5	10	21	2
Your contact with Community Board members	0	6	15	9	0	3	12	25	2	3	4	6	19	3	4
Your contact and dealings with Council staff	0	3	30	15	9	0	15	26	22	7	0	22	27	18	1
City Talk Magazine	15	35	35	4	4	6	58	31	1	2	19	51	21	3	3
Council's www.Dunedin.govt. nz	10	52	24	0	10	16	44	24	3	0	15	45	20	3	1
Councils' call centre	24	52	10	5	0	21	51	20	0	0	19	46	18	2	1
Customer Service Agency in the Civic Centre	39	22	28	0	0	15	49	19	0	0	23	39	16	4	0
The overall look and feel of the city	19	53	16	6	3	8	58	19	8	6	4	59	25	10	1
The overall look and feel of the central city retail area	6	53	28	6	0	8	55	23	8	5	4	57	28	8	2
The overall look and feel of the South Dunedin retail area	3	9	28	38	16	2	10	24	46	18	0	12	27	38	19
The overall look and feel of your suburb or township	7	60	13	17	0	9	50	23	13	6	6	68	20	5	1

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	Mosgiel					Northern Suburbs					Peninsula				
	VS %	S %	N %	D %	VD %	VS %	S %	N %	D %	VD %	VS %	S %	N %	D %	VD %
The overall performance of the Dunedin City Council	3	44	33	12	4	3	48	30	11	6	4	32	46	14	2
The availability of information held by the Council	7	38	29	7	1	4	41	19	7	3	5	46	21	5	0
The quality of information held by the Council	5	40	29	5	1	2	41	19	5	4	5	38	20	7	2
The amount of public consultation undertaken	2	35	29	14	5	1	36	32	10	10	5	32	34	16	5
The amount of information available explaining why and what Council is doing	2	41	32	15	3	2	45	23	20	6	5	42	32	12	2
Notices / information regarding household water supply	5	48	26	9	2	2	46	25	5	6	11	35	26	7	4
Notices / information regarding road / footpath repairs in neighbourhood	5	29	32	18	4	0	47	28	8	5	7	33	21	16	14
Notices & information regarding temporary road closures	7	35	31	14	3	1	50	27	5	6	7	33	35	7	5
Attracting new businesses and jobs to Dunedin	1	21	29	22	8	1	22	27	18	11	0	13	36	20	5
Supporting development of existing Dunedin businesses	1	28	31	15	6	0	29	25	20	8	0	16	44	12	7
Retaining existing businesses and jobs in Dunedin	1	22	30	22	6	0	22	33	23	10	0	18	34	21	9
Media coverage of events run in Dunedin	5	52	19	13	4	2	48	30	8	6	9	39	25	11	7
City festivals and events	10	49	24	3	6	8	56	25	6	4	7	55	18	13	4
Your contact with the Mayor and Councillors	0	4	10	11	4	0	7	10	20	3	0	4	16	23	4
Your contact with Community Board members	3	8	14	5	6	2	6	19	3	8	4	19	18	2	4
Your contact and dealings with Council staff	0	12	29	13	3	0	9	27	20	3	0	11	39	14	2
City Talk Magazine	10	62	20	2	2	23	46	19	2	6	12	51	24	4	4
Council's www.Dunedin.govt. nz	15	39	12	3	5	16	51	21	1	2	13	47	16	13	0
Councils' call centre	25	44	15	1	3	20	48	14	6	6	28	49	14	2	5
Customer Service Agency in the Civic Centre	19	35	19	0	1	9	50	17	3	8	26	38	15	3	3
The overall look and feel of the city	11	53	22	4	7	10	54	23	9	5	5	50	21	19	5
The overall look and feel of the central city retail area	9	54	25	5	4	10	49	26	11	4	7	50	24	17	0
The overall look and feel of the South Dunedin retail area	2	11	30	35	13	2	13	23	43	15	2	9	19	43	28
The overall look and feel of your suburb or township	10	62	11	11	3	11	51	21	12	5	11	53	21	16	0

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	Port Chalmers					Rural					South Dunedin				
	VS %	S %	N %	D %	VD %	VS %	S %	N %	D %	VD %	VS %	S %	N %	D %	VD %
The overall performance of the Dunedin City Council	0	42	36	17	6	3	43	38	11	5	7	38	39	8	5
The availability of information held by the Council	7	32	25	9	2	5	38	23	10	0	5	35	27	11	1
The quality of information held by the Council	2	33	29	5	0	5	40	18	8	0	7	31	27	9	1
The amount of public consultation undertaken	2	35	21	12	14	2	29	27	15	7	4	27	28	19	10
The amount of information available explaining why and what Council is doing	2	37	21	21	7	7	34	24	17	5	6	33	31	16	6
Notices / information regarding household water supply	7	40	21	5	9	8	38	20	10	13	7	38	31	7	4
Notices / information regarding road / footpath repairs in neighbourhood	2	37	16	23	7	8	25	18	25	15	6	36	28	15	6
Notices & information regarding temporary road closures	7	33	24	14	5	5	33	28	10	13	5	37	31	12	4
Attracting new businesses and jobs to Dunedin	0	20	25	18	11	3	18	23	26	13	2	19	26	21	10
Supporting development of existing Dunedin businesses	0	27	23	16	9	3	24	32	16	5	4	20	20	24	9
Retaining existing businesses and jobs in Dunedin	0	20	27	18	14	3	24	24	24	5	4	18	22	29	7
Media coverage of events run in Dunedin	2	48	23	11	9	10	59	13	10	3	8	43	29	12	4
City festivals and events	18	55	18	7	2	13	60	18	8	0	11	61	17	4	5
Your contact with the Mayor and Councillors	0	12	16	12	7	0	10	17	17	2	0	7	13	19	4
Your contact with Community Board members	12	23	12	5	5	7	24	12	5	2	4	10	20	4	7
Your contact and dealings with Council staff	0	23	34	16	9	0	19	36	12	7	0	13	30	18	5
City Talk Magazine	11	49	22	3	5	14	53	19	11	3	14	59	18	5	3
Council's www.Dunedin.govt. nz	3	57	23	7	0	19	33	22	11	0	11	38	18	8	3
Councils' call centre	17	47	20	3	3	10	43	10	17	7	22	42	13	6	2
Customer Service Agency in the Civic Centre	16	50	22	3	0	11	54	11	7	0	23	37	19	3	2
The overall look and feel of the city	8	45	26	13	5	13	53	13	18	5	7	55	20	13	3
The overall look and feel of the central city retail area	7	39	34	15	2	10	60	15	8	8	6	54	21	13	4
The overall look and feel of the South Dunedin retail area	0	15	20	37	24	3	13	18	38	20	4	11	22	32	30
The overall look and feel of your suburb or township	10	38	29	17	5	8	56	15	13	8	4	43	29	17	6

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### 10.3 Satisfaction of Users with City Facilities by Geographic Location

	Dunedin City						Green Island						Kaikorai Valley					
	(N)	VS %	S %	N %	D %	VD %	(N)	VS %	S %	N %	D %	VD %	(N)	VS %	S %	N %	D %	VD %
Libraries	30	50	23	0	7	0	73	41	41	10	0	1	143	46	41	3	1	2
Material available at libraries	28	29	43	0	7	0	76	34	47	7	0	1	134	51	37	3	1	0
Swimming pools	25	28	36	0	8	0	69	22	41	12	9	0	126	41	33	8	2	5
Otago Museum	29	41	41	7	0	0	79	33	54	8	0	0	148	45	46	3	1	1
Otago Settlers Museum	26	35	27	4	8	4	68	24	50	13	3	1	131	35	39	8	2	3
Dunedin Public Art Gallery	24	33	42	13	0	0	64	19	52	11	0	2	135	41	42	4	1	2
Dunedin Chinese Garden	20	25	20	15	15	5	64	25	31	23	5	5	123	22	29	12	7	12
Botanic Garden	30	57	33	7	0	0	81	42	48	5	0	1	151	58	36	4	1	1
Winter sports playing fields	24	13	13	17	4	0	70	11	51	16	4	1	115	11	38	12	4	9
Summer sports playing fields	24	13	8	21	4	0	69	10	52	19	0	1	110	11	38	13	2	9
Council playgrounds	23	13	26	26	4	0	72	14	49	19	10	1	125	17	41	17	2	6
Walking and biking tracks	24	8	38	17	4	0	69	14	48	14	4	4	140	24	47	11	3	4
Parks and Reserves	22	14	32	23	0	0	71	21	52	13	1	4	141	28	50	11	2	3
Accessibility of facilities	24	17	33	33	0	0	78	23	47	15	0	3	135	24	55	14	1	0
Dunedin Stadium	21	5	5	24	5	0	58	10	36	24	3	2	111	12	31	17	0	11
Edgar Sports Centre	23	13	35	13	4	0	72	18	61	10	0	1	129	19	50	13	0	3
Carisbrook	24	13	25	21	4	4	68	10	46	22	9	4	118	13	37	18	5	12
The Dunedin Visitor Centre	23	4	39	22	4	0	58	10	48	19	2	2	122	14	36	16	0	7
Dunedin Town Hall	27	33	26	19	0	0	65	14	62	14	0	2	137	23	44	15	0	4
Regent Theatre	25	32	44	4	0	0	74	19	53	18	0	3	131	24	50	15	1	4
Fortune Theatre	25	24	40	12	4	0	65	22	45	20	0	2	117	16	40	14	1	7
Dunedin's cemeteries (services)	22	9	18	18	0	0	75	17	48	19	0	1	124	18	44	13	1	5
Dunedin's cemeteries (physical)	28	4	46	11	4	0	78	14	53	15	1	3	133	17	53	11	5	2
Public toilets	27	4	41	22	19	4	82	9	34	24	17	7	150	9	39	22	13	9

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	Mosgiel							Northern Suburbs							Peninsula				
	VS %	S %	N %	D %	VD %	VS %	S %	N %	D %	VD %	VS %	S %	N %	D %	VD %	VS %	S %	N %	
Libraries	81	43	49	4	1	0	100	45	40	4	3	3	54	46	30	4	4	4	
Material available at libraries	86	29	55	8	0	1	97	40	38	6	7	2	49	33	43	10	0	0	
Swimming pools	67	15	48	6	7	4	91	27	35	10	4	5	47	34	28	11	11	2	
Otago Museum	81	31	51	6	1	0	97	43	37	9	4	3	54	39	46	2	4	2	
Otago Settlers Museum	77	21	44	17	1	1	86	27	43	12	5	5	53	21	42	15	6	6	
Dunedin Public Art Gallery	75	20	47	11	0	1	89	36	38	13	1	3	52	31	44	10	4	6	
Dunedin Chinese Garden	76	13	33	17	7	9	84	20	23	19	8	11	45	16	27	16	7	13	
Botanic Garden	89	45	45	3	0	0	106	57	35	2	1	2	55	47	44	2	0	4	
Winter sports playing fields	72	8	47	18	1	0	81	14	30	21	4	7	45	4	42	13	2	9	
Summer sports playing fields	67	7	46	16	0	1	82	12	37	16	4	6	46	2	52	11	2	4	
Council playgrounds	81	20	43	12	6	1	87	20	39	8	11	6	48	17	50	13	2	4	
Walking and biking tracks	77	17	36	19	5	1	97	24	49	7	3	3	52	8	63	13	2	6	
Parks and Reserves	80	16	58	10	3	1	98	27	48	11	1	3	53	11	66	6	4	6	
Accessibility of Facilities	84	19	54	12	2	1	99	25	51	12	5	1	45	20	58	11	4	0	
Dunedin Stadium	64	6	38	19	2	2	79	14	25	14	1	14	41	7	44	7	2	10	
Edgar Sports Centre	79	18	61	9	3	0	90	28	44	9	1	6	47	17	55	13	4	2	
Carisbrook	70	9	50	17	4	1	79	10	41	18	8	8	43	9	44	19	9	7	
The Dunedin Visitor Centre	66	8	44	20	3	0	81	15	43	12	4	7	45	11	29	16	2	13	
Dunedin Town Hall	70	13	53	11	0	1	92	25	48	11	0	2	50	18	48	16	4	2	
Regent Theatre	75	16	55	8	3	1	87	26	46	8	3	5	54	19	50	7	2	4	
Fortune Theatre	71	8	51	13	6	1	83	19	40	16	1	5	46	15	43	7	4	4	
Dunedin's cemeteries (services)	73	14	53	14	5	1	83	23	31	19	0	6	44	18	25	18	0	5	
Dunedin's cemeteries (physical)	89	13	53	19	4	0	90	17	47	16	4	2	47	15	40	19	2	2	
Public toilets	89	4	40	24	11	7	96	13	27	27	18	10	53	2	40	19	25	9	

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	Port Chalmers						Rural						South Dunedin					
	(N)	VS %	S %	N %	D %	VD %	(N)	VS %	S %	N %	D %	VD %	(N)	VS %	S %	N %	D %	VD %
Libraries	41	71	20	2	0	0	35	40	43	9	3	0	116	41	41	3	2	0
Material available at libraries	40	45	38	3	0	0	36	39	44	6	0	0	122	35	43	5	2	1
Swimming pools	33	27	45	15	3	0	28	18	39	11	4	7	107	33	47	5	3	1
Otago Museum	40	43	40	8	3	0	38	32	58	5	0	3	127	37	49	11	0	1
Otago Settlers Museum	31	29	48	3	0	6	27	37	41	11	0	0	113	26	43	14	2	4
Dunedin Public Art Gallery	37	46	41	5	0	0	30	23	50	13	0	3	114	31	46	12	3	1
Dunedin Chinese Garden	31	10	29	13	10	10	30	13	27	17	3	20	100	13	43	15	6	6
Botanic Garden	41	41	54	2	0	2	36	39	50	8	0	0	133	47	48	3	1	0
Winter sports playing fields	30	7	30	27	0	3	27	7	48	11	11	0	109	16	46	16	3	6
Summer sports playing fields	27	15	22	26	0	0	26	12	54	8	4	0	102	17	46	16	2	5
Council playgrounds	36	11	36	22	3	3	25	12	40	24	0	4	105	18	50	10	6	4
Walking and biking tracks	36	25	42	11	6	0	34	26	38	15	0	3	110	17	52	10	5	2
Parks and Reserves	34	24	50	15	0	3	35	23	40	9	3	6	111	23	55	9	2	1
Accessibility of facilities	33	27	42	15	6	0	31	10	55	26	3	0	114	26	49	13	1	2
Dunedin Stadium	25	8	24	24	0	0	23	0	39	13	4	13	89	9	44	20	2	3
Edgar Sports Centre	35	14	34	23	3	0	31	6	81	6	3	0	120	28	52	8	3	2
Carisbrook	31	19	39	6	10	0	29	10	48	24	3	3	101	14	45	20	4	2
The Dunedin Visitor Centre	31	16	42	13	3	0	31	10	42	13	6	0	95	11	47	14	2	4
Dunedin Town Hall	36	22	50	19	0	0	31	16	58	13	3	0	109	12	55	16	5	2
Regent Theatre	39	21	72	5	0	0	36	17	56	8	3	0	119	23	55	13	2	1
Fortune Theatre	31	23	55	13	3	0	32	19	41	13	3	6	98	19	47	15	2	4
Dunedin's cemeteries (services)	33	9	45	24	0	0	28	18	46	14	0	0	106	15	52	16	2	3
Dunedin's cemeteries (physical)	33	9	45	24	6	0	32	16	53	13	0	3	117	14	56	19	5	3
Public toilets	40	3	55	18	15	3	39	8	51	13	21	3	122	9	30	21	21	11

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#### 10.4 Satisfaction with the City Council, by Location

	Dunedin City						Green Island						Kaikorai Valley					
	(N)	AS	A	N	Da	SDa	(N)	AS	A	N	Da	SDa	(N)	AS	A	N	Da	SDa
Overall performance, City Council	30	7%	50%	33%	10%	0%	88	2%	44%	33%	19%	1%	162	6%	40%	40%	10%	4%
	Mosgiel						Northern Suburbs						Peninsula					
Overall performance, City Council	90	3%	44%	33%	12%	4%	102	3%	48%	30%	11%	6%	56	4%	32%	46%	14%	2%
	Port Chalmers						Rural						South Dunedin					
Overall performance, City Council	36	0%	42%	36%	17%	6%	37	3%	43%	38%	11%	5%	130	7%	38%	39%	8%	5%

#### 10.5 Important Characteristics for the City and Council, by Location

	Dunedin City		Green Island		Kaikorai Valley	
	Importance	Achievement	Importance	Achievement	Importance	Achievement
Dunedin is a safe City	2.43	2.42	2.22	2.73	2.32	2.61
Dunedin maintains and preserves its architectural heritage	1.75	3.06	1.71	3.13	1.65	3.01
Dunedin is a sustainable City	1.68	1.91	2.09	2.45	1.79	2.27
Dunedin is a thriving City	1.48	2.75	1.43	3.13	1.36	2.95
Dunedin is a creative City	1.72	2.47	1.71	2.70	1.63	2.76
There is a sense of community in my local neighbourhood	1.88	2.21	2.18	2.30	1.89	2.25
Dunedin recognises and supports cultural diversity	1.81	2.45	2.04	2.43	1.74	2.32
The Council is a leader in encouraging the development of a sustainable City	2.13	2.79	2.02	2.83	2.01	2.69
Dunedin is a fun City	1.97	2.50	2.11	2.59	2.02	2.77

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	Mosgiel		Northern Suburbs		Peninsula	
	Importance	Achievement	Importance	Achievement	Importance	Achievement
Dunedin is a safe City	2.43	2.69	2.57	2.60	2.16	2.44
Dunedin maintains and preserves its architectural heritage	1.79	2.96	1.68	3.02	1.67	2.96
Dunedin is a sustainable City	2.09	2.58	1.77	2.26	1.91	2.28
Dunedin is a thriving City	1.56	3.12	1.41	2.79	1.22	2.77
Dunedin is a creative City	1.88	2.61	1.68	2.63	1.53	3.13
There is a sense of community in my local neighbourhood	2.18	2.37	2.04	2.31	1.98	2.44
Dunedin recognises and supports cultural diversity	2.03	2.34	1.93	2.40	1.76	2.64
The Council is a leader in encouraging the development of a sustainable City	1.97	2.46	1.77	2.44	1.66	2.30
Dunedin is a fun City	2.07	2.73	1.91	2.57	1.76	3.05

	Port Chalmers		Rural		South Dunedin	
	Importance	Achievement	Importance	Achievement	Importance	Achievement
Dunedin is a safe City	2.47	2.58	2.32	2.78	2.13	2.65
Dunedin maintains and preserves its architectural heritage	1.64	2.98	1.59	2.98	1.74	3.01
Dunedin is a sustainable City	1.73	2.17	1.78	2.44	1.75	2.28
Dunedin is a thriving City	1.36	2.84	1.22	3.07	1.44	2.82
Dunedin is a creative City	1.52	3.07	1.56	2.93	1.70	2.82
There is a sense of community in my local neighbourhood	2.07	2.27	1.90	2.45	1.92	2.31
Dunedin recognises and supports cultural diversity	1.95	2.64	2.00	2.45	1.84	2.36
The Council is a leader in encouraging the development of a sustainable City	1.93	2.36	1.85	2.52	1.99	2.64
Dunedin is a fun City	1.79	3.05	1.88	2.68	2.01	2.72

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## 10.6 Satisfaction of Users with Council Services and City Facilities by Age of Respondent

	Under 25 years					25-34					35-44				
	VS %	S %	N %	D %	VD %	VS %	S %	N %	D %	VD %	VS %	S %	N %	D %	VD %
Household Rubbish Collection	21	58	11	5	5	27	41	14	7	3	34	38	6	13	6
Kerbside Recycling	35	45	10	5	5	39	40	5	13	3	39	42	6	10	3
Street Litter Bins	16	26	37	21	0	15	40	29	11	3	11	46	18	18	4
Reliability of the rubbish collection service	30	65	5	0	0	40	53	3	2	2	46	43	4	5	2
Cleanliness of the streets immediately after collection	25	45	20	10	0	21	45	15	18	2	19	51	16	12	2
Cleanliness of the streets in general	15	25	40	20	0	10	45	27	15	3	11	47	25	14	3
Water Pressure	22	48	9	0	9	28	48	10	11	3	29	54	11	5	1
Water Quality	26	43	17	9	0	25	44	16	10	5	17	58	14	9	2
Stormwater collection service	17	30	22	9	0	20	33	23	7	0	13	53	14	14	4
The city's sewerage system	22	52	13	0	0	22	38	15	12	5	17	54	17	6	6
The condition of the roads in your neighbourhood	20	48	20	12	0	17	48	20	12	3	9	53	18	14	7
The condition of the roads throughout the city	8	44	28	12	8	8	50	28	14	0	7	47	24	19	3
The condition of footpaths in your neighbourhood	20	36	24	16	4	15	45	14	15	11	9	45	20	19	6
The condition of footpaths throughout the city	16	44	28	8	4	6	57	22	14	2	9	47	27	14	1
There are footpaths where you need in your neighbourhood	32	44	12	4	4	26	51	6	9	8	12	59	10	11	8
There are footpaths where you need them in the city	16	60	12	4	4	17	54	15	12	0	10	62	19	9	0
Street lighting in your neighbourhood	16	56	16	8	4	17	41	20	18	3	13	49	22	13	3
Street lighting in the city	12	60	20	4	0	11	58	17	9	0	10	62	22	4	0
Street names signs throughout the city	4	48	36	8	0	18	54	18	9	0	15	61	20	3	1
Directional signs for traffic throughout the city	0	36	32	24	8	8	34	25	23	8	8	41	25	19	6
The flow of traffic around and through the city at peak times of the day	20	52	28	0	0	20	60	14	3	0	15	62	18	5	0
The flow of traffic around and through the city at off-peak times of the day	4	52	28	12	4	12	51	15	14	5	10	52	20	12	2

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	Under 25 years					25-34					35-44				
	VS %	S %	N %	D %	VD %	VS %	S %	N %	D %	VD %	VS %	S %	N %	D %	VD %
The ease of pedestrian access throughout the transport network	4	36	44	12	0	11	42	30	11	5	7	53	25	12	2
Efforts made to minimise disruption when work on roads, footpaths and drains	4	36	44	12	0	11	42	30	11	5	7	53	25	12	2
The availability of car parking in the central city	0	8	33	29	29	3	23	18	23	27	5	32	16	29	16
The number of parking spaces available in Council car parking buildings	4	25	33	4	17	6	26	39	8	8	7	36	34	9	3
The number of parking spaces available in Council off-street car parks	0	22	43	22	13	5	20	39	9	6	6	31	31	14	8
The ease of use of Pay and Display car parking	0	33	38	17	13	11	41	23	14	5	9	48	21	11	10
The availability of on-street parking in the central city	0	8	25	38	25	3	20	21	29	20	3	29	25	28	15
Suitability of road network for cyclists throughout city	0	8	42	25	8	6	23	26	23	12	2	15	33	23	15
Control of roaming dogs	16	40	8	4	8	8	43	25	6	6	5	47	22	14	6
Control of dogs fouling the street	16	32	4	16	12	5	34	20	26	9	3	33	14	30	15
Control of barking dogs	8	40	16	8	4	6	46	17	12	8	3	41	33	9	6
Noise control	8	20	32	8	0	6	48	18	6	3	5	36	31	5	4
Parking enforcement	4	24	36	16	16	11	40	34	6	2	7	41	33	6	12
The fairness and attitude of parking wardens	8	28	24	8	24	8	26	31	14	6	5	30	34	6	14
Enforcing hygiene standards in city food establishments	16	36	32	0	0	15	58	11	5	2	10	56	21	2	2
Enforcing appropriate standards in the city's licensed premises	12	28	28	8	0	13	44	13	6	2	8	41	26	4	3
Processing of applications for building consents	4	25	17	0	8	3	11	22	9	9	5	12	29	17	5
Monitoring and inspection of buildings under construction	4	13	26	0	4	5	12	18	5	5	3	16	28	7	3
The Council is constantly striving to improve	4	28	32	0	0	6	44	25	6	2	6	37	38	7	2
The Council delivers good value for the ratepayer money	0	28	20	20	4	5	28	30	17	8	6	26	29	21	13

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	45 – 54					55 – 64					65 +				
	VS %	S %	N %	D %	VD %	VS %	S %	N %	D %	VD %	VS %	S %	N %	D %	VD %
Household Rubbish Collection	32	50	11	4	1	28	51	8	6	5	26	55	11	5	3
Kerbside Recycling	36	44	12	6	1	29	47	8	9	5	27	56	9	5	2
Street Litter Bins	11	39	27	15	5	8	48	17	18	8	12	44	22	11	3
Reliability of the rubbish collection service	35	49	12	3	1	33	55	6	5	1	27	59	9	1	1
Cleanliness of the streets immediately after collection	10	44	20	19	7	11	45	14	21	7	11	46	24	14	4
Cleanliness of the streets in general	6	43	22	24	6	6	38	16	26	13	8	37	22	24	9
Water Pressure	21	62	9	6	2	24	54	7	10	6	34	57	4	3	2
Water Quality	18	55	13	11	3	18	55	18	7	3	26	63	7	3	1
Stormwater collection service	12	43	20	12	8	10	48	17	14	7	17	53	16	6	3
The city's sewerage system	10	51	21	7	4	16	53	16	7	4	18	63	9	3	0
The condition of the roads in your neighbourhood	10	52	16	16	7	6	51	20	15	8	13	59	16	10	2
The condition of the roads throughout the city	6	46	32	11	5	3	54	22	18	2	6	53	25	12	1
The condition of footpaths in your neighbourhood	8	46	19	16	11	9	44	18	18	11	14	44	19	17	6
The condition of footpaths throughout the city	4	47	33	11	4	5	53	24	12	3	6	45	29	12	2
There are footpaths where you need in your neighbourhood	11	55	14	12	7	10	57	16	8	9	13	62	14	5	3
There are footpaths where you need them in the city	8	58	26	3	1	10	63	20	3	1	11	62	16	4	0
Street lighting in your neighbourhood	13	60	18	5	4	12	58	16	10	3	21	65	9	4	2
Street lighting in the city	10	68	14	4	3	10	63	20	5	1	18	61	13	2	1
Street names signs throughout the city	10	53	22	12	3	11	56	17	13	2	14	59	14	8	0
Directional signs for traffic throughout the city	3	34	24	26	12	5	37	26	23	6	6	42	29	10	2
The flow of traffic around and through the city at peak times of the day	15	58	14	7	4	13	57	18	10	1	12	62	16	4	1
The flow of traffic around and through the city at off-peak times of the day	11	45	20	13	3	10	53	22	9	2	8	51	27	6	1
The ease of pedestrian access throughout the transport network	6	51	24	10	9	11	49	25	9	5	10	54	22	9	3

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

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## 10.7 Satisfaction of Users with Council Activities, Dunedin, and the City Council by Age of Respondent

	Under 25 years					25-34					35-44				
	VS %	S %	N %	D %	VD %	VS %	S %	N %	D %	VD %	VS %	S %	N %	D %	VD %
The availability of information held by the Council	4	28	36	4	0	8	41	22	6	0	3	36	31	8	2
quality of information held by the Council	8	21	42	0	0	8	35	24	6	2	2	39	28	9	1
The amount of public consultation undertaken	4	12	44	16	8	6	32	31	14	5	4	34	32	14	8
The amount of information available explaining why and what the Council is doing	0	12	40	8	8	8	29	34	2	5	4	37	33	7	3
The notices and information you receive from the Council about your household's water supply	0	20	36	16	16	8	29	18	20	9	5	26	27	22	7
The notices and information you receive from the Council about road works and footpath repairs	0	21	38	21	4	6	27	34	11	5	5	30	37	8	4
The notices and information you receive from the Council about temporary street closures	0	16	24	24	8	2	23	29	21	9	2	14	40	23	9
Attracting new businesses and jobs to Dunedin	0	16	24	24	8	2	23	29	21	9	2	14	40	23	9
Supporting development of existing Dunedin businesses	0	16	36	12	4	2	21	26	27	9	3	13	41	24	9
Retaining existing businesses and jobs in Dunedin	0	16	28	20	8	0	20	26	35	9	3	11	40	29	6
The availability of information held by the Council	4	28	36	4	0	8	41	22	6	0	3	36	31	8	2
Media coverage of events run in Dunedin	0	16	52	12	8	2	36	36	17	6	8	31	36	17	4
City festivals and events	0	44	24	12	8	11	52	22	9	6	9	49	28	7	4
Your contact with the Mayor and Councillors	0	4	20	8	4	2	14	14	6	3	3	5	22	3	4
Your contact with Community Board members	0	4	16	4	4	2	8	17	6	3	3	4	23	3	3
Your contact and dealings with Council staff	4	12	20	4	4	14	25	23	6	2	7	25	26	2	1
City Talk magazine	5	32	53	0	5	9	61	15	2	7	9	50	30	5	1
The Council's website	5	43	38	14	0	22	56	11	7	4	10	55	22	4	0
The Council's call centre (telephone enquiry service)	6	25	63	0	0	26	43	12	5	0	24	44	17	0	4
The Customer Service Agency in the Civic Centre	7	33	53	0	7	18	43	15	5	3	19	42	20	0	1
The overall look and feel of the city	0	61	26	9	4	9	59	18	14	0	8	56	20	11	5

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	Under 25 years					25-34					35-44				
	VS %	S %	N %	D %	VD %	VS %	S %	N %	D %	VD %	VS %	S %	N %	D %	VD %
The overall look and feel of the central city retail area	0	52	39	9	0	5	67	21	8	0	10	57	23	8	1
The overall look and feel of the South Dunedin retail area	0	9	35	26	30	0	11	21	42	24	4	9	26	34	25
The overall look and feel of your suburb or township	9	52	26	4	9	3	58	17	21	2	11	54	18	15	3
The overall look and feel of your most convenient retail centre	8	67	25	0	0	17	52	11	15	6	9	51	22	13	4

	45 – 54					55 – 64					65 +				
	VS %	S %	N %	D %	VD %	VS %	S %	N %	D %	VD %	VS %	S %	N %	D %	VD %
The availability of information held by the Council	7	34	25	9	1	7	40	25	6	3	5	39	20	7	0
quality of information held by the Council	5	36	24	7	1	7	41	26	3	2	5	33	23	5	0
The amount of public consultation undertaken	5	33	29	18	8	7	40	23	15	7	4	38	31	13	4
The amount of information available explaining why and what the Council is doing	4	35	30	9	6	8	41	28	6	4	8	42	26	5	4
The notices and information you receive from the Council about your household's water supply	4	31	27	17	8	6	42	26	9	6	5	42	26	10	5
The notices and information you receive from the Council about road works and footpath repairs	4	33	32	10	9	6	42	28	9	3	6	44	28	7	3
The notices and information you receive from the Council about temporary street closures	1	17	25	21	14	3	18	29	20	14	2	26	27	14	5
Attracting new businesses and jobs to Dunedin	1	17	25	21	14	3	18	29	20	14	2	26	27	14	5
Supporting development of existing Dunedin businesses	2	21	27	17	11	3	24	27	16	14	2	31	24	13	4
Retaining existing businesses and jobs in Dunedin	2	16	28	20	14	3	21	28	18	14	2	26	29	15	5
The availability of information held by the Council	7	34	25	9	1	7	40	25	6	3	5	39	20	7	0
Media coverage of events run in Dunedin	7	43	26	9	7	8	52	20	13	6	9	58	17	7	3
City festivals and events	13	55	19	5	5	17	55	17	6	5	11	54	22	6	2
Your contact with the Mayor and Councillors	4	14	20	4	6	7	16	19	2	5	9	14	17	4	3

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	45 – 54					55 – 64					65 +				
	VS %	S %	N %	D %	VD %	VS %	S %	N %	D %	VD %	VS %	S %	N %	D %	VD %
Your contact with Community Board members	2	9	20	5	7	6	14	16	4	5	6	15	17	3	4
Your contact and dealings with Council staff	16	30	16	8	5	15	32	14	5	6	20	32	16	3	3
City Talk magazine	11	46	25	7	5	13	60	19	4	4	21	53	20	1	3
The Council's website	12	50	17	7	4	17	42	22	5	2	11	30	18	1	0
The Council's call centre (telephone enquiry service)	20	42	19	6	4	21	51	14	3	3	19	48	13	4	2
The Customer Service Agency in the Civic Centre	17	46	12	5	2	16	43	21	2	1	22	42	15	1	3
The overall look and feel of the city	10	51	20	13	6	9	52	19	15	5	8	56	24	6	4
The overall look and feel of the central city retail area	6	50	25	13	4	9	49	23	13	5	7	51	27	9	3
The overall look and feel of the South Dunedin retail area	1	16	15	42	23	4	13	22	39	20	2	11	31	35	15
The overall look and feel of your suburb or township	6	63	15	12	4	9	50	20	12	8	9	51	29	9	2
The overall look and feel of your most convenient retail centre	13	57	15	11	4	13	55	18	10	5	14	61	14	8	2

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## 10.8 Satisfaction of Users with Council Facilities

	Under 25 years					25-34					35-44				
	VS %	S %	N %	D %	VD %	VS %	S %	N %	D %	VD %	VS %	S %	N %	D %	VD %
Libraries	9	64	18	0	0	44	45	4	2	4	50	38	3	1	1
Material available at libraries	6	61	17	6	0	27	51	6	8	0	38	47	5	0	0
Swimming pools	13	39	17	4	4	33	39	7	11	5	42	40	7	8	1
Otago Museum	26	48	22	0	4	37	51	5	0	2	46	39	9	4	0
Otago Settlers Museum	16	42	21	5	5	32	47	2	2	6	37	37	15	1	2
Dunedin Public Art Gallery	7	13	7	13	40	22	17	15	12	20	10	27	21	8	8
Dunedin Chinese Garden	43	43	13	0	0	51	44	2	0	2	48	45	4	0	1
Botanic Garden	0	29	47	0	12	16	18	16	2	11	9	51	12	7	5
Winter sports playing fields	0	33	27	7	13	16	25	11	5	7	9	47	17	4	2
Summer sports playing fields	0	33	27	7	13	16	25	11	5	7	9	47	17	4	2
Council playgrounds	6	33	22	11	11	22	35	13	9	4	20	51	13	8	5
Walking and biking tracks	5	50	25	0	10	25	45	14	7	5	14	63	7	1	3
Parks and Reserves	11	47	21	0	11	21	51	14	2	9	19	61	7	1	1
Accessibility of recreational sites and facilities	11	47	21	0	11	21	51	14	2	9	19	61	7	1	1
Dunedin Stadium (Ice Stadium)	19	19	31	0	13	9	20	24	2	13	7	37	18	4	7
Edgar Sports Centre	11	53	21	0	5	21	51	11	2	4	24	52	11	3	2
Carisbrook	5	42	42	5	5	6	53	12	6	8	12	39	22	11	5
The Dunedin Visitor Centre/i-SITE	0	39	33	0	11	7	31	17	5	14	10	27	22	2	5
Dunedin Town Hall	15	30	30	0	10	16	44	22	0	2	15	47	17	2	3
Regent Theatre	6	53	18	0	6	11	57	15	0	8	13	54	16	1	1
Fortune Theatre	6	35	24	0	6	15	34	17	0	15	18	42	15	3	2
Dunedin's cemeteries (services)	0	29	29	0	7	15	33	15	2	10	13	34	23	1	3
Dunedin's cemeteries (physical appearance)	0	50	19	6	0	14	41	14	8	4	12	37	20	8	2
Public Toilets	5	27	23	18	14	3	32	18	30	10	5	28	28	22	11
Accessibility of recreational facilities and sites	6	59	29	0	0	28	53	15	2	0	23	56	14	1	1

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	45 – 54					55 – 64					65 +				
	VS %	S %	N %	D %	VD %	VS %	S %	N %	D %	VD %	VS %	S %	N %	D %	VD %
Libraries	41	39	6	3	1	43	44	4	1	1	53	33	2	2	1
Material available at libraries	36	40	8	2	1	39	45	5	1	1	44	40	3	2	1
Swimming pools	31	45	9	4	5	24	41	9	4	4	25	31	9	3	1
Otago Museum	37	50	4	1	1	36	48	8	1	1	37	48	6	0	0
Otago Settlers Museum	34	48	9	2	2	35	45	9	1	1	27	48	8	2	2
Dunedin Public Art Gallery	17	27	15	9	11	18	37	14	5	10	21	36	17	6	5
Dunedin Chinese Garden	49	43	4	1	1	51	41	2	1	1	48	43	4	0	1
Botanic Garden	13	42	17	3	8	13	43	17	3	1	10	40	16	2	2
Winter sports playing fields	11	47	15	1	8	13	41	18	1	2	11	43	14	1	2
Summer sports playing fields	11	47	15	1	8	13	41	18	1	2	11	43	14	1	2
Council playgrounds	15	40	19	6	4	18	41	19	2	2	14	46	11	5	2
Walking and biking tracks	24	47	12	5	3	20	46	13	5	3	18	39	15	2	1
Parks and Reserves	29	46	13	3	1	22	53	9	4	4	21	47	12	1	2
Accessibility of recreational sites and facilities	29	46	13	3	1	22	53	9	4	4	21	47	12	1	2
Dunedin Stadium (Ice Stadium)	11	34	21	0	7	7	34	20	3	4	11	37	11	1	7
Edgar Sports Centre	21	49	16	2	2	14	58	11	4	1	23	52	8	2	1
Carisbrook	11	41	22	6	7	14	39	23	8	5	14	46	12	2	4
The Dunedin Visitor Centre/i-SITE	11	49	14	0	5	14	49	14	4	4	15	38	17	2	1
Dunedin Town Hall	18	49	17	2	1	19	54	14	1	1	23	54	10	1	1
Regent Theatre	21	54	14	2	2	28	49	12	3	2	27	52	6	1	1
Fortune Theatre	15	48	14	2	5	21	45	15	5	2	21	41	16	1	1
Dunedin's cemeteries (services)	20	36	17	1	3	18	49	18	1	1	18	51	13	1	2
Dunedin's cemeteries (physical appearance)	18	48	13	5	1	15	59	14	4	1	14	54	17	1	2
Public Toilets	11	33	23	18	9	8	47	19	14	6	8	39	22	13	6

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### 10.9 Satisfaction with the City Council, by Age of Respondents

	Under 24						25 – 34						35 – 44					
	(N)	AS	A	N	Da	SDa	(N)	AS	A	N	Da	SDa	(N)	AS	A	N	Da	SDa
Overall performance, City Council	24	0%	33%	42%	13%	4%	64	3%	47%	39%	8%	3%	112	4%	39%	38%	16%	4%
	45 – 54						55 – 64						65 +					
	(N)	AS	A	N	Da	SDa	(N)	AS	A	N	Da	SDa	(N)	AS	A	N	Da	SDa
Overall performance, City Council	156	6%	38%	34%	12%	6%	168	5%	41%	34%	13%	6%	232	4%	45%	38%	9%	3%

### 10.10 Important Characteristics for the City and Council, by Age of Respondents

	Under 24		25 – 34		35 – 44	
	Importance	Achievement	Importance	Achievement	Importance	Achievement
Dunedin is a safe City	2.20	2.96	2.18	2.65	2.09	2.45
Dunedin maintains and preserves its architectural heritage	1.60	2.96	1.57	3.14	1.63	3.12
Dunedin is a sustainable City	1.75	2.40	1.99	2.30	1.92	2.28
Dunedin is a thriving City	1.28	2.64	1.18	2.64	1.28	2.86
Dunedin is a creative City	1.52	2.88	1.51	2.82	1.65	2.90
There is a sense of community in my local neighbourhood	1.88	2.56	1.94	2.29	2.02	2.42
Dunedin recognises and supports cultural diversity	1.80	2.80	1.90	2.32	2.04	2.54
The Council is a leader in encouraging the development of a sustainable City	1.88	3.04	1.75	2.64	1.83	2.66
Dunedin is a fun City	1.96	2.71	1.77	2.59	1.97	2.88

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	45 – 54		55 – 64		65 +	
	Importance	Achievement	Importance	Achievement	Importance	Achievement
Dunedin is a safe City	2.24	2.70	2.37	2.76	2.53	2.58
Dunedin maintains and preserves its architectural heritage	1.58	3.15	1.63	3.10	1.90	2.78
Dunedin is a sustainable City	1.77	2.29	1.76	2.41	1.92	2.32
Dunedin is a thriving City	1.27	2.93	1.32	3.15	1.69	2.84
Dunedin is a creative City	1.66	2.84	1.57	2.83	1.82	2.55
There is a sense of community in my local neighbourhood	2.09	2.44	1.95	2.34	2.00	2.16
Dunedin recognises and supports cultural diversity	1.80	2.44	1.77	2.45	1.98	2.29
The Council is a leader in encouraging the development of a sustainable City	1.81	2.59	1.93	2.69	2.13	2.39
Dunedin is a fun City	1.98	2.79	1.97	2.92	2.05	2.54

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## 11 Secondary Data Set

Responses received from the on-line 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. (See Section 14 – Technical Appendix)

The secondary data set comprises 67 partial or complete surveys provided by respondents not included in the original sample. These responses have been analysed independently from the primary data set as there is good evidence that the secondary data set includes a measure of self-selection bias, with this bias being towards respondents more likely to be dissatisfied with the Council's performance.

### 11.1 Demographic Structure of Sample

**Table 11.1 Age**

	Total
Average Age	45.2

**Table 11.2 Ethnicity**

	Total
New Zealand born / European	82%
New Zealand born / Maori	3%
Born overseas / European	11%
Born overseas / other	3%

**Table 11.3 Personal Income (before Tax)**

	Total
Under \$15,000	11%
\$15,001 - \$30,000	12%
\$30,001 - \$45,000	18%
\$45,001 - \$60,000	26%
\$60,001 - \$75,000	11%
Over \$75,000	14%

**Table 11.4 Property Ownership**

	Total
Own property in Dunedin	82%
Don't own property in Dunedin	16%

**Table 11.5 Location of Respondent**

	Total		Total
Dunedin City	10%	Peninsula	12%
Green Island	12%	Port Chalmers	5%
Kaikorai Valley	22%	Rural	5%
Mosgiel	9%	South Dunedin	9%
Northern Suburbs	7%		



**Table 11.6 Employment Status**

	Total
Full-time employment	52%
Part-time employment	22%
Not in paid employment	22%

**Table 11.7 Households with Children**

	Total
Average no. of dependent children	1.7
Households with children	38%

## 11.2 Satisfaction with Council Services

### 11.2.1 Rubbish

Satisfaction levels among the respondents in the secondary data set were highest for household rubbish collection, kerbside recycling and the reliability of the rubbish service. Responses were less positive for street litter bins and for the cleanliness of the streets (Table 11.1).

**Table 11-1 Satisfaction of Users with Rubbish Collection**

Q		Tot	VS (%)	S (%)	N (%)	D (%)	VD (%)
1	Household Rubbish Collection	58	31%	40%	14%	5%	10%
2	Kerbside Recycling	58	33%	41%	9%	12%	5%
3	Street Litter Bins	57	18%	32%	14%	30%	7%
4	Reliability of rubbish collection service	57	32%	44%	23%	0%	2%
5	Cleanliness of the streets immediately after rubbish collection	57	16%	26%	14%	30%	14%
6	Cleanliness of the streets in general	58	7%	26%	22%	21%	24%

Unprompted responses regarding garbage collection included:

- Rubbish on street

5

### 11.2.2 Water, Drainage and Sewerage

All (100%) of respondents in the secondary data set were satisfied with water pressure. There were high levels of satisfaction with water quality and stormwater collection service in the city. Satisfaction with the sewerage system was lower (Table 11.2)

**Table 11.8 Satisfaction of Users with Water Services**

Q		Tot	VS (%)	S (%)	N (%)	D (%)	VD (%)
7	Water Pressure	63	94%	6%	0%	0%	0%
8	Water Quality	60	33%	48%	12%	7%	0%
9	Stormwater collection service	61	26%	59%	13%	2%	0%
10	The city's sewerage system	58	24%	36%	21%	10%	9%

Unprompted responses with regard to Water, Drainage and Sewerage

- Stormwater drains often blocked

2

### 11.2.3 Roads, Footpaths, Lighting and Parking

Overall, most of the respondents in the secondary data set were relatively satisfied with the road and footpath network. The areas where satisfaction was highest included street lighting and traffic flow. Satisfaction was the lowest concerning were the suitability of the road network for cyclists throughout the city, the availability of car parking in the central city and on-street parking in the central city, (Table 11.9).

**Table 11.9 Satisfaction of Users with Roads and Footpaths**

Q		Tot	VS (%)	S (%)	N (%)	D (%)	VD (%)
11	Condition: roads in your neighbourhood	66	8%	45%	20%	20%	8%
12	Condition: roads throughout the city	65	5%	40%	28%	22%	6%
13	Condition: footpaths in neighbourhood	66	9%	36%	21%	20%	14%
14	Condition: footpaths throughout city	65	5%	48%	23%	20%	5%
15	Footpaths where needed in neighbourhood	65	9%	46%	22%	15%	8%
16	Footpaths where needed throughout city	65	8%	52%	26%	11%	3%
17	Street lighting in neighbourhood	65	8%	63%	22%	6%	2%
18	Street lighting in city	65	14%	55%	23%	6%	2%
19	Street names signs throughout city	64	8%	52%	31%	6%	3%
20	Directional signs for traffic throughout city	66	8%	52%	30%	8%	3%
21	Flow of traffic around and through the city at peak times of the day	66	5%	36%	27%	30%	2%
22	Flow of traffic around and through the city at off-peak times of the day	65	11%	52%	25%	12%	0%
23	Ease of pedestrian access throughout the transport network	65	9%	31%	31%	28%	2%
24	Efforts made to minimise inconvenience / disruption when working on roads / footpaths / drains	63	10%	35%	27%	25%	3%
25	Availability of car parking: central city	63	5%	32%	16%	30%	17%
26	Number of parking spaces available in Council car parking buildings	58	7%	40%	38%	14%	2%
27	Number of parking spaces available in off-street car parks	59	5%	34%	36%	22%	3%
28	Ease of use of Pay n Display car parking	64	8%	39%	22%	20%	11%
29	Availability: on-street parking in central city	64	3%	34%	22%	28%	13%
30	Suitability of road network for cyclists throughout the city	60	3%	17%	25%	30%	25%

#### Unprompted responses with regard to Roads, Footpaths, Lighting and Parking

- Footpaths are neglected 4
- Parking too expensive, wardens to strict 3
- Inadequate road maintenance 2
- Need more street lights 1

#### 11.2.4 Regulatory, Monitoring and Enforcement

Over half the respondents in the secondary sample were satisfied with enforcing hygiene standards in city food establishments, enforcing liquor licensing standards in the city's licensed premises, control of roaming dogs, and the fairness and attitude of parking wardens. There was least satisfaction with control of dogs fouling the streets, monitoring and inspection of buildings under construction and processing of applications for building consents.

**Table 11.10 Satisfaction with Council Regulatory and Monitoring Processes**

Q	Tot	VS (%)	S (%)	N (%)	D (%)	VD (%)
31 Control of roaming dogs	64	8%	45%	22%	16%	9%
32 Control of dogs fouling the street	64	5%	28%	28%	19%	20%
33 Control of barking dogs	60	7%	32%	42%	15%	5%
34 Noise control	56	7%	41%	41%	5%	5%
35 Parking enforcement	64	5%	33%	39%	13%	11%
36 The fairness and attitude of parking wardens	61	5%	46%	21%	15%	13%
37 Enforcing hygiene standards in city food establishments	62	13%	55%	29%	3%	0%
38 Enforcing appropriate standards in city's licensed premises	58	9%	47%	22%	14%	9%
39 Processing of applications: building consents	44	2%	23%	34%	11%	30%
40 Monitoring and inspection of buildings under construction	44	2%	30%	45%	5%	18%

Unprompted responses with regard to regulatory, monitoring and enforcement included:

- Dog faeces on streets 2
- Dog control poor 2
- Parking wardens too strict 1

#### 11.2.5 Customer Service

Most respondents were neutral in their response to whether the Council was striving to improve. Of those who responded, more were satisfied than dissatisfied. More respondents were satisfied than dissatisfied with the Council's delivery of good value for ratepayer money.

**Table 11.11 Satisfaction with Council Customer Service**

Q	Tot	VS (%)	S (%)	N (%)	D (%)	VD (%)
41 The Council is constantly striving to improve	63	6%	29%	44%	13%	8%
42 The Council delivers good value for the ratepayer money	65	3%	25%	28%	25%	20%

## 11.3 Use of Council Facilities

**Table 11.12 Use of Council Facilities - Usage**

Q		No visits	One or more visits	Av. number of visits
68	Any library (Moray Place, Mosgiel, Port Chalmers, Waikouaiti, Blueskin Bay, Bookbus)	23 (34%)	44 (66%)	24.2
70	Any swimming pool (Moana, Mosgiel, St Clair Salt Water, Port Chalmers)	31 (46%)	36 (54%)	30.3
71	Otago Museum	25 (37%)	42 (63%)	4.5
72	Otago Settlers Museum	35 (52%)	32 (48%)	2.5
73	Dunedin Public Art Gallery	28 (42%)	39 (58%)	4.0
74	Dunedin Chinese Garden	43 (64%)	24 (36%)	0.9
75	Botanic Gardens	19 (28%)	48 (72%)	11.1
76	Winter Sports playing fields	40 (60%)	27 (40%)	20.6
77	Summer Sports playing fields	42 (63%)	25 (37%)	15.2
78	Council playgrounds	39 (58%)	28 (42%)	18.9
79	Walking and Biking tracks around the city	24 (36%)	43 (64%)	47.5
80	Parks and Reserves	28 (42%)	39 (58%)	17.5
82	Dunedin Stadium (Ice Stadium)	50 (75%)	17 (25%)	1.2
83	Edgar Sports Centre	32 (48%)	35 (52%)	10.6
84	Carisbrook	49 (73%)	18 (27%)	3.0
85	The Dunedin Visitors Centre (Octagon)	44 (66%)	23 (34%)	1.4
86	Dunedin Town Hall	33 (49%)	34 (51%)	4.5
87	Regent Theatre	33 (49%)	34 (51%)	2.5
88	Fortune Theatre	38 (57%)	29 (43%)	2.0
89	Dunedin's cemeteries (services provided to public)	47 (70%)	29 (30%)	3.4
91	Public toilets	24 (36%)	43 (64%)	14.8

**Table 11.13 Use of Council Facilities - Satisfaction of Users**

Q	Tot	VS (%)	S (%)	N (%)	D (%)	VD (%)
68 Any library <sup>14</sup>	42	42%	39%	11%	4%	5%
69 Material available at the libraries	36	30%	35%	12%	7%	16%
70 Any swimming pool <sup>15</sup>	41	27%	46%	9%	7%	11%
71 The Otago Museum	31	9%	45%	16%	11%	20%
72 Otago Settlers Museum	38	21%	47%	16%	2%	14%
73 Dunedin Public Art Gallery	23	18%	18%	20%	16%	27%
74 Dunedin Chinese Garden	47	46%	37%	7%	2%	9%
75 Botanic Garden	27	16%	31%	15%	7%	31%
76 Winter sports playing fields	25	15%	30%	21%	0%	34%
77 Summer sports playing fields	28	13%	33%	20%	4%	30%
78 Council playgrounds	41	16%	60%	14%	2%	9%
79 Walking and biking tracks around the city	39	14%	54%	18%	2%	13%
80 Parks and Reserves	17	13%	27%	20%	2%	38%
81 Accessibility of recreational sites and facilities	34	13%	44%	20%	6%	17%
82 Dunedin Stadium (Ice Stadium)	18	13%	21%	23%	8%	36%
83 Edgar Sports Centre	22	9%	30%	25%	4%	32%
84 Carisbrook	33	14%	33%	25%	7%	21%
85 The Dunedin Visitor Centre	33	21%	39%	19%	5%	16%
86 The Dunedin Town Hall	29	20%	34%	18%	2%	27%
87 Regent Theatre	20	11%	24%	26%	2%	37%
88 Fortune Theatre	43	11%	37%	25%	16%	12%
89 Dunedin's Cemeteries (services provided to public)	42	42%	39%	11%	4%	5%
90 Dunedin's Cemeteries (physical appearance)	36	30%	35%	12%	7%	16%
91 Public Toilets	41	27%	46%	9%	7%	11%

Usage of Council facilities showed similar trends from the secondary data set to that of the primary data set. Satisfaction levels were high for most facilities. Of note, the satisfaction for the Chinese Garden was relatively high in the secondary data set (83%). Other facilities that were highly rated (over 75% satisfaction) included the libraries, cemeteries, and playgrounds.

Unprompted responses with regard to Dunedin facilities included:

- Public Toilets disgraceful 4
- Poor quality pools 3
- Cost too much to use facilities 3
- Great facilities 2
- Botanic Garden Maintenance required 1
- Libraries overly good, too costly 1
- Stadium negative 1
- Promote walking tracks 1
- Playground equipment damaged 1
- Chinese Gardens nice, expensive 1
- Too much on sport, not on arts 1

<sup>14</sup> Moray Place, Mosgiel, Port Chalmers, Waikouaiti, Blueskin Bay, Bookbus

<sup>15</sup> Moana, Mosgiel, St Clair Salt Water, Port Chalmers

## 11.4 Satisfaction with Council Activities

For most measures regarding Council activities, there were more respondents who were neutral than either positive or negative regarding Council activities. Two factors in which the respondents were more highly satisfied were the availability and quality of information held by the Council. The highest level of dissatisfaction was regarding the amount of information available explaining why and what the Council is doing.

**Table 11.14 Consultation and Communication - Satisfaction of Users**

Q		Tot	VS (%)	S (%)	N (%)	D (%)	VD (%)
43	The availability of information held by the Council	58	7%	36%	34%	14%	9%
44	The quality of information held by the Council	56	7%	36%	36%	18%	4%
45	The amount of public consultation undertaken	58	7%	24%	31%	26%	12%
46	The amount of information available explaining why and what the Council is doing	58	5%	29%	26%	24%	16%
47	The notices and information you receive from the Council about activities and matters affecting your household's water supply	54	7%	20%	46%	19%	7%
48	The notices and information you receive from the Council about road works and footpath repairs in your neighbourhood	57	5%	25%	37%	21%	12%
49	The notices and information you receive from the Council about temporary street closures	56	4%	29%	45%	9%	14%

Unprompted comments with regard to Council Consultation and Communication included:

- More / effective public consultation 5
- Inadequate notices received 2
- City Talk extravagant 1
- Other 1

### 11.4.1 Publications and Information

Across all aspects of publication and information there was a high level of satisfaction in the Council's provision of communications services, with satisfaction levels between 43% and 61%.

**Table 11.15 Types of Communication – Satisfaction of Users**

Q		Tot	VS (%)	S (%)	N (%)	D (%)	VD (%)
58	City Talk Magazine	52	8%	35%	42%	2%	13%
59	The Council's website www.dunedin.govt.nz	56	9%	50%	29%	9%	4%
60	The Council's call centre (telephone enquiry service)	49	16%	41%	29%	8%	6%
61	The Customer Services Agency in the Civic Centre	49	20%	41%	27%	6%	6%

Unprompted comments with regard to publications and information included:

- City Talk is propaganda / expensive/ wasteful 1
- Website difficult to navigate / slow 1

### 11.4.2 Economic Development and Promotion

In terms of economic development a high proportion of responses were neutral. More respondents were negative than positive about the Council's support for developing and retaining existing businesses in Dunedin. Responses were much more positive about events and festivals.

**Table 11.16 Economic Development and Promotion – Satisfaction of Users**

Q		Tot	VS (%)	S (%)	N (%)	D (%)	VD (%)
50	Attracting new businesses and jobs to Dunedin	661	2%	24%	37%	24%	12%
51	Supporting the development of existing Dunedin businesses	662	3%	29%	36%	22%	11%
52	Retaining existing businesses and jobs in Dunedin	683	3%	23%	36%	25%	12%
53	Media coverage of events run in Dunedin	810	7%	49%	26%	12%	5%
54	City festivals and events	825	12%	55%	22%	6%	4%

Unprompted responses with regard to Economic Development and Promotion included:

- Large store retailers destroying local retail 5
- Economic Development unit ineffective 2
- Events are not a Council concern / waste money 2

### 11.4.3 Elected Representatives and Council Staff

More respondents were satisfied with regard to their contact with all aspects of the Council contact, with highly positive responses concerning the Mayor and Councillors, while responses were least positive regarding contact and dealings with Council staff.

**Table 11.17 Elected Representative and Council Staff – Satisfaction (those who made contact)**

Q		Tot	VS (%)	S (%)	N (%)	D (%)	VD (%)
55	Your contact with the Mayor and Councillors	50	52%	10%	14%	20%	4%
56	Your contact with Community Board members	50	48%	2%	20%	28%	2%
57	Your contact and dealings with Council staff	55	22%	15%	27%	27%	9%

There were no unprompted comments regarding contact with Council staff or elected officials.



## 11.5 Overall Satisfaction with Dunedin and the City Council

Satisfaction levels were reasonably high for both the city as a whole, the central retail area and the respondent's suburb or township. 60% of respondents were dissatisfied with the overall look and feel of the South Dunedin retail area.

**Table 11.18 Overall Satisfaction Scores of Respondents**

Q		Tot	VS (%)	S (%)	N (%)	D (%)	VD (%)
62	The overall look and feel of the city	59	12%	39%	29%	14%	7%
63	The overall look and feel of the central city retail area	59	8%	37%	27%	20%	7%
64	The overall look and feel of the South Dunedin retail area	57	4%	12%	25%	37%	23%
65	The overall look and feel of your suburb or township	59	8%	36%	32%	22%	2%
66	The overall look and feel of your most convenient retail centre	59	12%	39%	29%	14%	7%

Unprompted comments regarding perceptions of the City and the Council included:

- Consultation is a waste of time 3
- Consents are too costly 2

**Table 11.19 Overall Performance of the Dunedin City Council**

Q		Tot	VS (%)	S (%)	N (%)	D (%)	VD (%)
92	The overall performance of the Dunedin City Council	55	0%	36%	33%	20%	11%

An addition in the 2010 data collection, repeated in 2011 has been the use of a 'paired response' question 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 being achieved currently.



### 11.5.1 Most Convenient Retail Centre

The most common retail locations for participants from the online survey were Central City, Gardens/ North East Valley, Mosgiel and South Dunedin. This was in line with the responses from the primary survey.

Location	% of Responses	VS (%)	S (%)	N (%)	D (%)	VD (%)
Central City	19%	3.45%	75.9%	17.2%	0.0%	3.5%
Gardens NEV	17%	14.29%	35.7%	21.4%	28.6%	0.0%
Mosgiel	14%	0%	50.0%	30.0%	10.0%	10.0%
South Dunedin	12%	6.25%	12.5%	25.0%	37.5%	18.8%
Roslyn	9%	7.69%	76.9%	15.4%	0.0%	0.0%
Green Island	8%	0%	42.9%	42.9%	14.3%	0.0%
Mornington	7%	0%	25.0%	25.0%	33.3%	16.7%
Musselburgh	5%	0%	50.0%	0.0%	50.0%	0.0%
Port Chalmers	5%	0%	66.7%	33.3%	0.0%	0.0%
Caversham	5%	0%	20.0%	40.0%	40.0%	0.0%
Other	5%	0%	25.0%	75.0%	0.0%	0.0%
St Clair	2%	100%	0.0%	0.0%	0.0%	0.0%

### 11.5.2 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 were coded and grouped, and details are shown as follows. The number shown indicates the number of responses (n) for each comment received.

#### Q92. The Council Staff

- Empower staff 5
- Staff impolite, don't listen 4

- Reduce staff numbers 3
- Control expenses 2
- Don't let staff lead policy 2
- Staff are great 2
- Secrecy 1
- Allow access to information 1
- Focus on core services 1
- Increase community consultation 1
- Obstruct development 1

**Q93 The Appearance of the City**

- Cleaner streets 12
- Run down 8
- Issue with empty shops 6
- Retain architectural heritage 4
- Park maintenance 4
- Reduce liquor outlets 3
- Road maintenance 3
- Need more bus shelters 2
- Dog fouling 2
- Open John Wilson Drive 1
- Reduce cars, city 1
- Signs 1
- Bike racks in city 1

**Q94 Council services**

- Good 5
- Clean streets 5
- Reduce spending 4
- Need wheelie bins 3
- More footpaths, maintain footpaths 3
- Need local stores 3
- Plant trees 2
- Improve maintenance 2
- Educate community - sustainability 2
- Need more information available 2
- Maintain roads verges 2
- Blocked drains - flooding 2
- Dog control 2
- Building consent times 1
- Engage community 1
- Concentrate on core services 1
- Parking on footpath 1
- Water quality/ pressure 1
- Car noise issues 1
- Stormwater/ drainage 1
- Dog fouling 1

	• Satisfied	2
<b>Q95</b>	<b>The Arts and Cultural Environment of Dunedin</b>	
	• Needs improvement	4
	• Good	4
	• Support local artists	2
	• More advertising of events	2
	• More Māori art	1
	• Town Hall underutilised	1
	• Not enough grass-roots activities in city	1
<b>Q96</b>	<b>The Social Environment in Dunedin</b>	
	• Earlier closing hours, fewer drunk students	8
	• Reduce liquor outlets	3
	• Make people-friendly precincts	2
	• Provide youth activities	2
	• Needs better communication	1
	• Doesn't account for disabled /elderly	1
	• Good	1
<b>Q97</b>	<b>The Economic Environment of Dunedin</b>	
	• Attract businesses	8
	• Drive population growth	3
	• Education needs to perform more effectively	2
	• Support local businesses	1
	• Support 'green initiatives'	1
	• Let businesses support themselves	1
<b>Q98</b>	<b>The Natural Environment</b>	
	• Beautiful	8
	• Need to keep maintaining it well	6
	• Rubbish in parks	3
	• Ban coal fire heating	1
	• Don't privatise water	1
	• Harbour neglected	1
	• Not a Council function	1

**Q99 Sport and recreation in Dunedin**

- Stadium a poor investment, impacts on other sport 4
- Pools too expensive 3
- Promote participation 3
- Stadium great 3
- Poor drainage, sports grounds 2
- Focus on 'other' sports 1
- Not a Council function 1

**Q100 Transport in and around; and to and from Dunedin**

- Bus service unreliable, infrequent 10
- Encourage cycling 5
- Bus too expensive 3
- timetables at bus stops 2
- Don't sell bus company 1
- DCC should take over from ORC 1
- Public Transport run well 1
- Reduce speed limits where appropriate 1
- Not a Council function 1
- Improve traffic control 1

**Q110 Support for Sustainable Development**

- Don't waste time promoting 5
- Educate on long term impacts 4
- Biofuel buses 3
- Initiate composting, continue recycling services 2
- show leadership 2
- Encourage people out of their cars 2
- Ensure sustainability in consents 2


**Q110 Priorities, 2012**

- Spend less, reduce council debt 13
- Make the most of stadium 8
- Control rates 6
- Provide economic impetus 5
- Develop cycleways 5
- Increase community consultation 4
- Make the most of world cup 4
- Maintain heritage buildings 3
- Notify of service disruptions 2
- Develop sustainability 2
- Allow ratepayer input into expenditure 2
- Focus on infrastructure 2
- Safety at night 2
- Dog control 2
- Address senior DCC staff problems 2
- Support community events 1
- Respond to contact with residents 1

- |                              |   |
|------------------------------|---|
| • Improve consent process    | 1 |
| • Finish sewerage works      | 1 |
| • Car parking issues         | 1 |
| • Focus on population growth | 1 |
| • Need public transport      | 1 |

Research First  
Friday, 15 July 2011

## Appendix - Questionnaire



# 2011 Residents' Opinion Survey

### WORKING WITH YOU FOR DUNEDIN'S FUTURE

Hello

Please let us know what you think of the services we provide using your rates. This allows us to measure our performance against your expectations.

This annual survey allows Councillors and Council staff to identify where we're doing well and, more importantly, where you think we need to do better.

Last year's results revealed that people were unhappy with the 'amount of public consultation undertaken'. In 2011, the Council is involving the whole community in a discussion about our shared vision for our city. This discussion will build on work that the Council is already undertaking with representatives from different sectors of Dunedin's community. You can expect to hear more about this exercise in the coming months.

In the meantime your name has been randomly selected to complete this survey which should take approximately 20 minutes to complete. Mostly it involves no more than ticking boxes but there's plenty of room for you to add comments. Participation in this survey is voluntary. You're free to stop completing the survey at any point, or to skip any questions you do not wish to answer. The results of this survey will be anonymous. No-one will be able to identify you once the data has been collected.

When you've finished the survey please post it back to us by **Friday 20 May 2011**.

If you have any questions call us on 477 4000 for assistance. The results will be available for you to see in early July at all our customer service agencies, libraries and on our website: [www.dunedin.govt.nz](http://www.dunedin.govt.nz)


Thank you for your time.

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**You can also complete the 2011 Residents' Opinion Survey online at [www.dunedin.govt.nz/ros](http://www.dunedin.govt.nz/ros)**

**Note:** If you choose this option you will be asked to include the unique identifier number contained in the top right hand corner of this questionnaire. This is an important step in ensuring that the survey results are random.

The Council also wishes to hear from other Dunedin residents so please encourage your family and friends to complete the online survey. They do not need to enter an identifier number because they have not been randomly selected to participate in the survey.



*Dave Cull*  
**Dave Cull**  
Mayor of Dunedin



*Athol Stephens*  
**Athol Stephens**  
Acting Chief Executive



## Section A

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

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

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

**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 Stormwater 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"/>

**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"/>
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 Council 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 Council 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"/>



## Section A – Continued

**Your Satisfaction with Council Services** – Please indicate how satisfied you are with each of the following Council 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
<b>Regulatory, Monitoring and Enforcement</b>						
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"/>
<b>Customer Service</b>						
41 The Council 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 Council 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"/>

**Do you have any additional comments on the services referred to in Section A above:**

## Section B

**Your Satisfaction with Council Activities** – Please indicate how satisfied you are with each of the following Council 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	

### Consultation and Communication

43	The availability of information held by the Council	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
44	The quality of information held by the Council	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
45	The amount of public consultation undertaken	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
46	The amount of information available explaining why and what the Council is doing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
47	The notices and information you receive from the Council 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"/>
48	The notices and information you receive from the Council 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"/>
49	The notices and information you receive from the Council about temporary street closures	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### Economic Development and Promotion

50	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"/>
51	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"/>
52	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"/>
53	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"/>
54	City festivals and events	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### Elected Representatives and Council Staff

55	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"/>
56	Your contact with Community Board members	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
57	Your contact and dealings with Council staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**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.**

58	City Talk magazine	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
59	The Council's website <a href="http://www.dunedin.govt.nz">www.dunedin.govt.nz</a>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
60	The Council's call centre (telephone enquiry service)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
61	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"/>

### Planning and Urban Design

62	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"/>
63	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"/>
64	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"/>
65	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"/>

## Section B – Continued

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

What do you consider your most convenient retail centre					Very Satisfied	Satisfied	Neither Satisfied Nor Dissatisfied	Dissatisfied	Very Dissatisfied	Don't Know
					1	2	3	4	5	6
	Gardens NEV	<input type="radio"/>	Maori Hill	<input type="radio"/>	Roslyn	<input type="radio"/>	Morningside	<input type="radio"/>		
	Caversham	<input type="radio"/>	St Clair	<input type="radio"/>	South Dunedin	<input type="radio"/>	Musselburgh	<input type="radio"/>		
66	Port Chalmers	<input type="radio"/>	Portobello	<input type="radio"/>	Green Island	<input type="radio"/>	Mosgiel	<input type="radio"/>		
	Outram	<input type="radio"/>	Middlemarch	<input type="radio"/>	Waikouaiti	<input type="radio"/>	Central City	<input type="radio"/>		
	Other: <input type="text"/>									
67	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"/>

**Do you have any additional comments on the activities referred to in Section B above:**



## Section C

**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
<b>Libraries</b>							
68	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"/>
69	Material available at the libraries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Swimming Pools</b>							
70	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"/>
<b>Museums and Galleries</b>							
71	Otago Museum	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
72	Otago Settlers Museum	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
73	Dunedin Public Art Gallery	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
74	Dunedin Chinese Garden	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Parks and Reserves</b>							
75	Botanic Garden	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
76	Winter sports playing fields	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
77	Summer sports playing fields	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
78	Council playgrounds	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
79	Walking and biking tracks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
80	Council reserves (scenic, bush and coastal)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
81	Accessibility of recreational sites and facilities (those referred to in Questions 75–80 above)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Other Facilities</b>							
82	Dunedin Stadium (Ice Stadium)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
83	Edgar Sports Centre	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
84	Carisbrook	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
85	The Dunedin Visitor Centre/i-SITE	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
86	Dunedin Town Hall	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
87	Regent Theatre	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
88	Fortune Theatre	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
89	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"/>
90	Dunedin's cemeteries (physical appearance)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
91	Public Toilets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## Section C – Continued

Do you have any additional comments on the facilities referred to in Section C above:

## Section D

**Your Overall Satisfaction with Dunedin and the City Council** – Please indicate your overall satisfaction with Dunedin and the 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 Council 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 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 Council 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 Council staff:

112 The Appearance of the City:

113 The appearance of your suburb or township:

114 Council 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 and around, and, to and from Dunedin:

121 Support for the development of a sustainable Dunedin:

**What are your top two priorities for the Council this year:**

122

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



## Section E

### Information About You

124	How old are you?	_____ Years	
125	Are you...	<input type="radio"/> Male <input type="radio"/> Female	
126	Are you...	<input type="radio"/> New Zealand born and of European descent <input type="radio"/> New Zealand born and of Maori descent <input type="radio"/> New Zealand born and of Pacific Island descent <input type="radio"/> New Zealand born and of Asian descent <input type="radio"/> New Zealand born and of Other descent <input type="radio"/> Born overseas and of European descent <input type="radio"/> Born overseas and of Maori descent <input type="radio"/> Born overseas and of Pacific Island descent <input type="radio"/> Born overseas and of Asian descent <input type="radio"/> Born overseas and of Other descent	
127	What is your personal income before tax?	<input type="radio"/> Under \$15,000 <input type="radio"/> \$45,001 to \$60,000 <input type="radio"/> \$15,001 to \$30,000 <input type="radio"/> \$60,001 to \$75,000 <input type="radio"/> \$30,001 to \$45,000 <input type="radio"/> Over \$75,000	
128	Do you own property in Dunedin?	<input type="radio"/> Yes <input type="radio"/> No	
129	What suburb or township do you live in?	_____ Suburb or Town	
130	Are you...	<input type="radio"/> In full-time paid employment <input type="radio"/> In part-time paid employment <input type="radio"/> Not in paid employment	
131	What is your occupation?	_____ Occupation	
132	How many dependent children do you have?	_____ Dependent Children	

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

If you are willing to have us contact you again for your opinion on other matters about the city, please write your name and contact details below.


Name:	_____
Phone Number:	_____
Address:	_____ _____ _____
E-mail:	_____

**PLEASE COMPLETE & RETURN BY FRIDAY 20 MAY 2011**

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**PLEASE FOLD ON DOTTED LINES, SECURE OPEN END BY STAPLE OR TAPE AND RETURN BY FRIDAY 20 MAY 2011**  
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Freepost Authority Number 422



Dunedin City Council  
Residents' Opinion Survey  
PO Box 5045  
Moray Place  
Dunedin 9058



## Endnotes

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- i Dillman, D (2006) *Mail and Internet Surveys: The Tailored Design Method 2007 Update with New Internet, Visual, and Mixed-Mode Guide*. Wiley, New York; and Dillman, D. A. (1978) *Mail and Telephone Surveys: The Total Design Method*, John Wiley and Sons, New York.
- ii Cook, K. (ed.) (1987) *Social Exchange Theory*. Sage Publications, Newbury Park, Ca. See also Dillman, D. A. (2000) *Mail and Telephone Surveys: The Tailored Design Method*, John Wiley and Sons, New York.