

DUNEDIN CITY COUNCIL

RESIDENTS' OPINION SURVEY 2006

Full Results

Prepared by

**J.D. Bell & Associates
Marketing Consultants
PO Box 6233
Dunedin
Ph (03) 479 8165
johnbell@business.otago.ac.nz**

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1 INTRODUCTION

1.1 This Report

This report contains the findings from the 2006 Dunedin Residents' Opinion Survey. Section One contains a summary of the headline results. Section Two provides an overview of the objectives and methodology. Section Three of the report contains frequency results for all questions included in the survey questionnaire as well as analysis of the comments made by respondents. Section Four describes the demographic profile of the respondents, while Sections Five and Six contain an analysis of the results by the respondents' gender and age. Section Seven compares the results of this 2006 survey with the results from the 2003, 2004 and 2005 surveys, and Section Eight contains a copy of the questionnaire.

1.2 Background

The 2006 Residents' Opinion Survey was virtually identical to the surveys carried out in 2003, 2004 and 2005; the sample size and methodology were the same and the questionnaire was substantially the same with the only difference to the 2005 questionnaire being minor changes in wording to 5 questions, the addition of 9 new questions and the deletion of 5 questions no longer considered relevant. The reader should note that the questionnaire used since 2003 is substantially different to that used by the City Council prior to 2003.

1.3 Objectives

The survey was designed to measure residents' satisfaction with Council performance, and Council owned facilities. In addition, the survey sought to measure residents' satisfaction with Dunedin City itself and also measure residents' usage of a number of facilities. Many of the measures will be used to assess the extent to which the Council has met its Annual and other plan objectives.

1.4 Research Method

A total of 2010 households were selected using a "stratified random" technique. These households were given a questionnaire to fill in and return to the Council. The stratification method used was the City's GIS map showing the number of households in each suburb. Suburbs were grouped together so that they contained similar numbers of households, 28 such groupings were made and

each grouping was allocated 60 questionnaires. A total of 1680 questionnaires were hand delivered to households in the main metropolitan area of the city. A further 330 of households were selected at random from the electoral rolls for the Green Island-Saddle Hill, Waikouaiti Coast and Taieri wards, and were sent a questionnaire in the mail. Thus 2010 questionnaires were delivered.

Households approached to take part in the survey were asked to have the person in their household “who had had the most recent birthday and who was aged 15 or older” fill in the questionnaire and post it back in the freepost envelope supplied. The 330 questionnaires posted to outlying areas, asked that the person to whom the questionnaire was addressed, fill in the questionnaire.

1.5 Sample and response rate

Questionnaire distribution began on March 26th and was completed by April 8th. The survey was closed-off on June 1st. A total of 897 completed questionnaires were returned in time to be analysed. This is a 45% response rate and compares favourably the 41% response rate achieved in 2005, 36% in 2004 and 39% in 2003. It is felt that this year’s decision to produce the questionnaire in colour contributed to the increased response rate. 897 returned questionnaires gives a margin of error of + or – 2.7% at the 90% level of confidence.

A comparison of the demographic profile of the sample obtained for the residents’ opinion survey, with that of the city as measured in the 2001 census, is shown below.

	2006 residents’ opinion survey	2001 census of Dunedin city
Percent Male	43	48
Percent Female	56	52
Percent European	90	93
Percent Maori	2	6
Percent employed (either full or part-time)	56	58
Percent aged over 65 years	28	16*

*Census figure adjusted after excluding people aged under 15 years, (People under 15 were not included in the ROS survey)

1.6 The interpretation of results

Where the percentage results for questions do not total 100% exactly, the reason for this is a rounding error.

When interpreting the results the reader must always be aware of the margin of error (approximately + or – 3%); which means that a score of say 55% really represents a range from 52% to 58% and that the “true score” lies somewhere within that range.

In many cases it is more appropriate to look at the “dissatisfaction rating” than the “satisfaction rating”. Some things that the Council does or provides, simply aren’t important to residents on a daily basis. If it isn’t important to someone, then unless they have been particularly annoyed or pleased, then their attitude is going to be one of complete indifference and their answer will be “neither satisfied nor dissatisfied” or “don’t know”. A good example of this is question 144 (see appendix 8.1); The CSA’s satisfaction rating is 25% (table 37), but the vast majority of people answered “neutral or don’t know” (74%). What really matters is that only 2% of respondents were dissatisfied. The simple fact is that 74% of respondents either don’t know, don’t care, have no opinion or are neutral... and there is really nothing CSA can or should do about that.

1.7 Comparing the 2006 results with results from previous years’ surveys

1.7.1 Comparisons with results prior to 2003

It is not really possible to make a valid comparison between the 2006 survey and those surveys conducted prior to 2003 because significant changes were made to the survey design in 2003. Since 2003, surveys have included an extra point on the satisfaction scale. The introduction of the mid-point; “Neither satisfied nor dissatisfied” means that respondents who were in years prior to 2003, forced to answer either “satisfied” or “dissatisfied” were, after 2003, able to more accurately express their true opinion and answer “neither”. The fact that in for example, sections D and E (questions 145 to 158; see appendix 8.1) often more than one quarter of respondents chose the “neither satisfied nor dissatisfied” option demonstrates how important it is to provide this neutral option... clearly it is the preferred answer for a significant number of people.

People who answered either “very satisfied” or “very dissatisfied” are unlikely to be influenced by the introduction of the neutral mid-point because their chosen answer was one point distant from the

newly introduced mid point. Thus it would be possible to make a valid comparison between 2006 and results for the years prior to 2003 **if you were to only look at the** “Very satisfied” and “Very dissatisfied” figures.

1.7.2 Comparisons with 2003, 2004 and 2005

As the 2006 survey questionnaire was almost identical to the ones used in 2003, 2004 and 2005 it is quite possible to make a valid comparison between the two years’ results. With a margin of error of approximately, + or – 3% we would ideally look for differences between the years of at least 6% (two scores x 3%) to be sure that the difference was statistically significant. However, it is reasonable to assume if a score has increased or decreased by at least 3 percentage points, that it is evidence of a genuine change in the satisfaction rating. Thus when interpreting tables 78 to 82 the reader should look for changes greater than 3% (NB. Those measures where the change between 2005 and 2006 has been greater than 3% have been listed in the summary in section 2.2).

1.8 Additional analysis of results

Additional analysis of the survey results is available from either J. D. Bell & Associates (contact details on the front cover of this report) or from the DCCs Business Improvement section (Phone 474 3386). If cross-tabulations are required please refer to the question numbers in the actual questionnaire (appendix 8.1).

2 SUMMARY

2.1 The 2006 results

1. 40% of respondents were either satisfied or very satisfied with the overall performance of the Dunedin City Council, 13% were either dissatisfied or very dissatisfied, while 48% were neutral or didn't know.
2. 34% of respondents were either satisfied or very satisfied with the overall performance of Council staff, 11% were either dissatisfied or very dissatisfied, while 55% were neutral or didn't know.
3. 80% of respondents were either satisfied or very satisfied with the overall look and feel of the city, 5% were either dissatisfied or very dissatisfied, while 15% were neutral or didn't know.
4. 69% of respondents wanted to see Dunedin's population increase by the year 2015. 13% did not want any increase and 18% didn't know. The population increase wanted (weighted average) was an increase of 8350.
5. 88% of respondents (who had used the facility in the past 12 months) were either satisfied or very satisfied with the City's Public Libraries.
6. 84% of respondents (who had used the facility in the past 12 months) were either satisfied or very satisfied with the Dunedin Public Art Gallery.
7. 94% of respondents (who had used the facility in the past 12 months) were either satisfied or very satisfied with the Botanic Garden.
8. 89% of respondents (who had used the facility in the past 12 months) were either satisfied or very satisfied with the city's parks and reserves.
9. 74% of respondents (who had used the facility in the past 12 months) were either satisfied or very satisfied with walking and biking tracks around the city.
10. 90% of respondents (who had used the facility in the past 12 months) were either satisfied or very satisfied with the Otago Museum.
11. 74% of respondents (who had used the facility in the past 12 months) were either satisfied or very satisfied with the Otago Settlers Museum.
12. 80% of respondents (who had used the facility in the past 12 months) were either satisfied or very satisfied with the Moana Pool.
13. 27% of respondents agreed or agreed strongly that they might have to leave Dunedin to pursue their career or lifestyle objectives.

14. 65% of respondents agreed or agreed strongly that they were optimistic about the future of Dunedin.
15. 81% of respondents agreed or agreed strongly that they supported the central city liquor ban.
16. 26% of respondents either agreed or agreed strongly that the DCC delivers good value for its ratepayers money, 26% either disagreed or disagreed strongly, while 49% were neutral or didn't know.

2.2 2006 compared to 2005

The following is a summary of those measures for which the increase or decrease has been at least 4 percent (greater than the margin of error).

1. The percentage of respondents who agreed or agreed strongly that Dunedin recognises and acknowledges residents who work hard for the city and community, increased from 47% in 2005 to 52% in 2006.
2. The percentage of respondents who agreed or agreed strongly that they feel safe in their home at night, increased from 75% in 2005 to 81% in 2006.
3. The percentage of respondents who agreed or agreed strongly that they felt safe walking in their neighbourhood at night increased from 52% in 2005 to 56% in 2006.
4. The percentage of respondents who agreed or agreed strongly that Dunedin's roads are safe for motorists; increased from 43% in 2005 to 51% in 2006.
5. The percentage of respondents who agreed or agreed strongly that the Dunedin Town Hall is a great asset to the city; decreased from 79% in 2005 to 75% in 2006.
6. The percentage of respondents who agreed or agreed strongly that Olveston is a great asset to the city; decreased from 73% in 2005 to 69% in 2006.
7. The percentage of respondents who agreed or agreed strongly that the City's architecture is a great asset to the city; decreased from 84% in 2005 to 80% in 2006.
8. The percentage of respondents who were satisfied or very satisfied with the cleanliness of the streets after rubbish collection, decreased from 58% in 2005 to 53% in 2006.
9. The percentage of respondents who were satisfied or very satisfied with the cleanliness of the streets in general, decreased from 53% in 2005 to 45% in 2006.
10. The percentage of respondents who were satisfied or very satisfied with water pressure, increased from 72% in 2005 to 78% in 2006.

11. The percentage of respondents who were satisfied or very satisfied with water taste, increased from 43% in 2005 to 61% in 2006.
12. The percentage of respondents who were satisfied or very satisfied with water odour, increased from 48% in 2005 to 61% in 2006.
13. The percentage of respondents who were satisfied or very satisfied with the stormwater drainage in their neighbourhood; increased from 52% in 2005 to 59% in 2006.
14. The percentage of respondents who were satisfied or very satisfied with directional signs for traffic throughout the city, increased from 66% in 2005 to 70% in 2006.
15. The percentage of respondents who were satisfied or very satisfied with the flow of traffic around and through the city at peak times of day, increased from 24% in 2005 to 35% in 2006.
16. The percentage of respondents who were satisfied or very satisfied with the flow of traffic around and through the city at off-peak times of day, increased from 65% in 2005 to 71% in 2006.
17. The percentage of respondents who were satisfied or very satisfied with the availability of car parking in the central city, increased from 24% in 2005 to 29% in 2006.
18. The percentage of respondents who were satisfied or very satisfied with the control of roaming dogs, increased from 42% in 2005 to 49% in 2006.
19. The percentage of respondents who were satisfied or very satisfied with the control of dogs fouling the streets, increased from 27% in 2005 to 34% in 2006.
20. The percentage of respondents who were satisfied or very satisfied with the fairness and attitude of parking wardens, decreased from 45% in 2005 to 40% in 2006.
21. The percentage of respondents (users) who were satisfied or very satisfied with The Dunedin Public Art Gallery, increased from 76% in 2005 to 84% in 2006.
22. The percentage of respondents (users) who were satisfied or very satisfied with The City's parks and reserves, increased from 82% in 2005 to 89% in 2006.
23. The percentage of respondents (users) who were satisfied or very satisfied with the Otago Museum, increased from 86% in 2005 to 90% in 2006.
24. The percentage of respondents (users) who were satisfied or very satisfied with The Edgar Sports Centre, decreased from 77% in 2005 to 73% in 2006.
25. The percentage of respondents who were satisfied or very satisfied with the amount of information available explaining why and what the Council is doing, increased from 35% in 2005 to 43% in 2006.

26. The percentage of respondents who were satisfied or very satisfied with the City Council's noticeboard in the ODT, increased from 31% in 2005 to 35% in 2006.
27. The percentage of respondents who were satisfied or very satisfied with the Council's support for the development of existing Dunedin businesses, decreased from 26% in 2005 to 22% in 2006.
28. The percentage of respondents who were satisfied or very satisfied with the Council's effort to retain existing businesses and jobs in Dunedin, decreased from 29% in 2005 to 19% in 2006.
29. The percentage of respondents who were satisfied or very satisfied with the advertising and promotion of the city outside of Dunedin, decreased from 49% in 2005 to 38% in 2006.
30. The percentage of respondents who were satisfied or very satisfied with the media coverage of events run in Dunedin, decreased from 49% in 2005 to 45% in 2006.
31. The percentage of respondents who were satisfied or very satisfied with the Summer Festivals, decreased from 52% in 2005 to 47% in 2006.
32. The percentage of respondents who were satisfied or very satisfied with the overall look and feel of the city, increased from 71% in 2005 to 80% in 2006.

3. RESULTS

3.1 Resident's feelings towards the city

Table 1: Residents feelings towards the city

	Agreed strongly	Agreed	Neither agreed nor disagreed	Disagreed	Disagreed strongly	Didn't know	Total
I love this city	38	45	14	2	1	1	100%
I am proud to be a Dunedinite	38	44	14	2	1	1	100%
I am optimistic about the future of Dunedin	16	49	23	8	1	3	100%
Dunedin cares for its environment	9	50	24	12	2	3	100%
Dunedin is a beautiful city	40	45	10	3	1	2	100%
Dunedin is a fun city	12	40	34	9	2	3	100%
Dunedin is a thriving city	9	38	34	13	2	4	100%
Dunedin is a welcoming city	19	54	19	4	1	3	100%
Dunedin is a creative city	20	48	22	6	1	3	100%
Dunedin as a whole recognises and supports cultural diversity	16	53	22	4	1	4	100%
Dunedin as a whole recognises and acknowledges those residents who succeed	12	42	31	6	1	8	100%
Dunedin as a whole recognises and acknowledges those residents who work hard for the city and community	10	42	30	8	1	8	100%
Dunedin as a whole is very supportive and encouraging of new ideas and initiatives	7	32	39	13	3	6	100%
I feel safe in my home at night	23	58	7	6	1	4	100%
I feel safe walking in my neighbourhood at night	13	43	13	20	5	6	100%
I feel safe walking the main street at night	5	21	20	33	11	10	100%
Dunedin's city centre is safer than it was 5 years ago	2	6	29	27	13	23	100%
Dunedin's footpaths are safe for pedestrians	5	43	20	21	5	6	100%
Dunedin's roads are safe for motorists	3	48	22	17	4	6	100%
Dunedin's roads are safe for cyclists	2	18	26	31	11	12	100%
I support the central city liquor ban	47	34	8	4	2	6	100%
I know what to do in the event of a civil defence emergency	10	48	14	13	3	12	100%

	Agreed strongly	Agreed	Neither agreed nor disagreed	Disagreed	Disagreed strongly	Didn't know	Total
Dunedin is a better place to live than it was five years ago	4	24	43	11	3	16	100%
Dunedin will be a better place to live in five years time	3	18	45	7	2	25	100%
Dunedin will be a better place to live in ten years time	4	16	45	6	2	27	100%
I might have to leave Dunedin to pursue my career and lifestyle objectives	10	17	15	27	13	18	100%
I am currently considering leaving Dunedin to live elsewhere	5	11	13	33	26	12	100%
The Botanic Garden is a great asset to the city	47	41	5	1	0	6	100%
Carisbrook is a great asset to the city	28	38	15	8	5	6	100%
The Dunedin Public Art Gallery is a great asset to the city	34	46	10	3	0	7	100%
The Dunedin Town Hall is a great asset to the city	31	44	14	4	1	6	100%
The Edgar Sports Centre is a great asset to the city	39	44	9	2	1	6	100%
The Moana Pool is a great asset to the city	42	48	5	1	0	4	100%
Olveston is a great asset to the city	27	42	17	3	1	10	100%
The Otago Museum is a great asset to the city	45	45	5	1	0	5	100%
The Otago Settlers Museum is a great asset to the city	36	47	8	2	0	6	100%
The Public Libraries are a great asset to the city	43	43	7	1	1	6	100%
The Town Belt is a great asset to the city	44	38	10	1	0	7	100%
Dunedin's heritage buildings are a great asset to the city	44	41	7	1	1	6	100%
Dunedin's cultural heritage is a great asset to the city	35	42	13	2	0	7	100%
Dunedin's wildlife and natural habitat are great assets to the city	52	37	6	1	0	5	100%
The City's architecture is a great asset to the city	39	41	11	2	1	6	100%
The harbour is a great asset to the city	38	42	11	3	1	5	100%
The visual landscape is a great asset to the city	40	42	9	2	1	6	100%
I have confidence in the Dunedin City Council staff	4	27	40	14	6	9	100%

	Agreed strongly	Agreed	Neither agreed nor disagreed	Disagreed	Disagreed strongly	Didn't know	Total
The Dunedin City Council delivers good value for its ratepayers' money	3	23	37	18	8	12	100%
The Dunedin City Council is constantly seeking innovative solutions to problems.	3	21	40	13	5	18	100%
The Dunedin City Council is constantly striving to improve	4	31	38	8	4	15	100%
The Dunedin City Council listens to Dunedin residents	2	22	34	18	9	15	100%

3.2 Residents' satisfaction with council services

3.2.1 Rubbish collection

Table 2 : Residents' satisfaction with rubbish collection*

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Didn't know	Total
Household rubbish collection	30	47	6	6	3	7	100%
Kerbside recycling	31	47	5	8	3	6	100%
Street litter bins	12	45	16	13	3	11	100%
Reliability of the rubbish collection service	37	46	5	3	2	6	100%
Cleanliness of the streets after rubbish collection	13	40	15	18	7	6	100%
Cleanliness of the streets in general	8	37	19	21	9	6	100%

* This table does not include those respondents who indicated that they do not receive these services (n=44)

Table 3 : Comments about rubbish collection

Comment	Percent of respondents
University area is a mess, needs special attention	6
Not happy with the new system (approved bags etc.)	1
Too much dangerous rubbish (broken glass etc) and litter on City streets	1
Uncollected rubbish (non approved bags etc) creates a mess	3
Kerbside recycling needs to be expanded (areas and products)	2
More street litter bins needed	2
Recycling bins are unsatisfactory (too small, light weight etc)	2
Introduce wheelie bins	2
Rubbish frequently not collected	1

3.2.2 Water, drainage and sewerage

Table 4 : Residents' satisfaction with water, drainage and sewerage*

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Didn't know	Total
Water pressure	24	54	7	7	2	6	100%
Water colour	19	56	11	7	2	5	100%
Water taste	16	45	12	16	6	6	100%
Water odour	16	45	18	11	4	7	100%
Stormwater drainage in your neighbourhood	12	47	14	13	5	9	100%
The City's sewerage system	11	44	19	9	5	12	100%

* This table does not include those respondents who indicated that they do not receive these services (n=40)

Table 5 : Comments about water, drainage and sewerage

Comment	Percent of respondents
Stormwater drains fill with debris and overflow	4
Water quality (especially taste) needs to be improved	3
Sewage should not be disposed of into the sea/new system needed	3
The whole system needs upgrading	2

3.2.3 Roads, footpaths and lighting

Table 6 : Residents' satisfaction with roads, footpaths and lighting

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Didn't know	Total
The condition of the roads in your neighbourhood	12	56	12	12	4	4	100%
The condition of the roads throughout the city	7	54	21	10	3	5	100%
The condition of footpaths in your neighbourhood	10	49	11	17	7	6	100%
The condition of footpaths throughout the city	7	49	22	12	3	7	100%
That there are footpaths where you need them throughout your neighbourhood	15	55	11	7	4	8	100%
That there are footpaths where you need them throughout the city	12	57	16	4	1	10	100%

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Didn't know	Total
Street lighting in your neighbourhood	16	58	10	8	3	5	100%
Street lighting throughout the city	12	62	12	4	2	7	100%
Street name signs throughout the city	15	58	12	8	2	5	100%
Directional signs for traffic throughout the city	12	58	14	8	1	7	100%
The flow of traffic around and through the city at peak times of the day	4	31	22	25	10	8	100%
The flow of traffic around and through the city at off-peak times of day	12	59	14	5	3	7	100%
The efforts made to minimise inconvenience and disruption caused to the public, when work is done on roads, footpaths and drains	7	48	21	12	6	6	100%
The availability of car parking in the central city	3	26	18	28	17	9	100%
The number of parking spaces available in council car parking buildings	3	34	24	16	7	16	100%
The number of parking spaces available in council off-street car parks	2	26	27	20	9	16	100%
The ease of use of Pay and Display car parking	8	46	19	11	5	11	100%
The availability of on-street parking in the central city	2	24	23	30	13	9	100%
The suitability of the road network throughout the city for cyclists	2	15	29	24	10	21	100%

Table 7 : Comments about roads, footpaths and lighting

Comment	Percent of respondents
Pay and display is unreliable, unfair and inconvenient	2
More parking space needed (especially near the University and CBD)	4
Roads and footpaths around the city need upgrading	2
Footpaths need better surfaces	2
More cycle lanes needed	3
Traffic flow needs to be improved	1
More streetscaping needed	1

3.2.4 Regulatory services

Table 8 : Residents' satisfaction with regulatory services

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Didn't know	Total
Control of roaming dogs	6	43	19	17	6	9	100%
Control of dogs fouling the streets	5	29	18	29	12	7	100%
Noise control	5	43	27	10	5	11	100%
Parking enforcement	6	43	27	10	4	11	100%
The fairness and attitude of parking wardens	6	34	24	11	7	18	100%
Skateboarder control	4	25	25	22	10	14	100%
Enforcing City bylaws in general	3	37	32	8	3	17	100%
Enforcing hygiene standards in city food establishments	7	44	23	7	2	18	100%
Enforcing appropriate standards in the city's licensed premises	6	40	24	6	2	22	100%
Planning approval for new buildings and projects	3	24	27	13	8	26	100%
Processing of applications for building consents	2	21	27	11	6	33	100%
Monitoring and inspection of building under construction	3	21	30	6	3	38	100%

Table 9 : Comments about regulatory services

Comment	Percent of respondents
Dogs fouling footpaths is a major problem	1
Parking wardens are over zealous	1
Skateboarders still a problem	2
Dogs roaming still a problem	2
Tougher enforcement of traffic and noise regulations needed	1

3.3 Residents use of and satisfaction with city facilities

3.3.1 Residents use of city libraries

Table 10 : The number of times that respondents had visited the Moray Place Library in the past 12 months.

Number of visits	Percent of respondents
0 times	36
1-5 times	26
6-10 times	12
11-15 times	9
16-20 times	3
21-25 times	2
26-30 times	2
More than 30 times	9
No answer	1
TOTAL	100%

The average number of visits made by respondents was 11.4

Table 11 : The number of times that respondents had visited the Mosgiel Library in the past 12 months.

Number of visits	Percent of respondents
0 times	89
1-5 times	5
6-10 times	2
11-15 times	1
16-20 times	0
21-25 times	0
26-30 times	0
More than 30 times	2
No answer	1
TOTAL	100%

The average number of visits made by respondents was 1.6

Table 12 : The number of times that respondents had visited the Port Chalmers Library in the past 12 months.

Number of visits	Percent of respondents
0 times	94
1-5 times	3
6-10 times	1
11-15 times	1
16-20 times	0
21-25 times	0
26-30 times	0
More than 30 times	0
No answer	1
TOTAL	100%

The average number of visits made by respondents was 0.9

Table 13 : The number of times that respondents had visited the Waikouaiti Library in the past 12 months.

Number of visits	Percent of respondents
0 times	96
1-5 times	1
6-10 times	1
11-15 times	0
16-20 times	0
21-25 times	0
26-30 times	0
More than 30 times	1
No answer	1
TOTAL	100%

The average number of visits made by respondents was 0.6

Table 14 : The number of times that respondents had visited the Blueskin Bay Library in the past 12 months.

Number of visits	Percent of respondents
0 times	98
1-5 times	1
6-10 times	0
11-15 times	0
16-20 times	0
21-25 times	0
26-30 times	0
More than 30 times	0
No answer	1
TOTAL	100%

The average number of visits made by respondents was 0.2

Table 15 : The number of times that respondents had visited the Bookbus in the past 12 months.

Number of visits	Percent of respondents
0 times	86
1-5 times	7
6-10 times	2
11-15 times	0
16-20 times	0
21-25 times	1
26-30 times	0
More than 30 times	2
No answer	1
TOTAL	100%

The average number of visits made by respondents was 2.2

3.3.2 Residents use of swimming pools

Table 16 : The number of times that respondents had visited the Moana Pool in the past 12 months.

Number of visits	Percent of respondents
0 times	54
1-5 times	20
6-10 times	6
11-15 times	4
16-20 times	4
21-25 times	2
26-30 times	2
More than 30 times	8
No answer	0
TOTAL	100%

The average number of visits made by respondents was 10.5

Table 17 : The number of times that respondents had visited the Mosgiel Pool in the past 12 months.

Number of visits	Percent of respondents
0 times	95
1-5 times	3
6-10 times	0
11-15 times	0
16-20 times	0
21-25 times	0
26-30 times	0
More than 30 times	0
No answer	1
TOTAL	100%

The average number of visits made by respondents was 0.8

Table 18 : The number of times that respondents had visited the St Clair Pool in the past 12 months.

Number of visits	Percent of respondents
0 times	77
1-5 times	17
6-10 times	2
11-15 times	0
16-20 times	0
21-25 times	0
26-30 times	0
More than 30 times	1
No answer	2
TOTAL	100%

The average number of visits made by respondents was 1.7

Table 19 : The number of times that respondents had visited the Port Chalmers Pool in the past 12 months.

Number of visits	Percent of respondents
0 times	97
1-5 times	1
6-10 times	0
11-15 times	0
16-20 times	0
21-25 times	0
26-30 times	0
More than 30 times	0
No answer	1
TOTAL	100%

The average number of visits made by respondents was 0.5

3.3.3 Residents use of museums and galleries

Table 20 : The number of times that respondents had visited the Otago Museum in the past 12 months.

Number of visits	Percent of respondents
0 times	30
1-5 times	55
6-10 times	11
11-15 times	2
16-20 times	1
21-25 times	0
26-30 times	0
More than 30 times	1
No answer	1
TOTAL	100%

The average number of visits made by respondents was 3.4

Table 21 : The number of times that respondents had visited the Otago Settlers Museum in the past 12 months.

Number of visits	Percent of respondents
0 times	52
1-5 times	45
6-10 times	2
11-15 times	0
16-20 times	0
21-25 times	0
26-30 times	0
More than 30 times	0
No answer	1
TOTAL	100%

The average number of visits made by respondents was 1.3

Table 22 : The number of times that respondents had visited the Dunedin Public Art Gallery in the past 12 months.

Number of visits	Percent of respondents
0 times	44
1-5 times	45
6-10 times	8
11-15 times	1
16-20 times	1
21-25 times	0
26-30 times	0
More than 30 times	0
No answer	1
TOTAL	100%

The average number of visits made by respondents was 2.3

3.3.4 Residents use of city parks and reserves

Table 23 : The number of times that respondents had visited the Botanic Garden in the past 12 months.

Number of visits	Percent of respondents
0 times	19
1-5 times	44
6-10 times	17
11-15 times	5
16-20 times	5
21-25 times	1
26-30 times	1
More than 30 times	7
No answer	0
TOTAL	100%

The average number of visits made by respondents was 12.1

Table 24 : The number of times that respondents had used winter sports playing fields around the city the past 12 months.

Number of visits	Percent of respondents
0 times	63
1-5 times	14
6-10 times	8
11-15 times	3
16-20 times	5
21-25 times	1
26-30 times	1
More than 30 times	4
No answer	1
TOTAL	100%

The average number of visits made by respondents was 5.9

Table 25 : The number of times that respondents had used summer sports playing fields around the city in the past 12 months.

Number of visits	Percent of respondents
0 times	69
1-5 times	15
6-10 times	6
11-15 times	2
16-20 times	4
21-25 times	0
26-30 times	0
More than 30 times	3
No answer	1
TOTAL	100%

The average number of visits made by respondents was 5.2

Table 26 : The number of times that respondents had used playgrounds in their neighbourhood in the past 12 months.

Number of visits	Percent of respondents
0 times	60
1-5 times	18
6-10 times	8
11-15 times	3
16-20 times	3
21-25 times	0
26-30 times	1
More than 30 times	7
No answer	0
TOTAL	100%

The average number of visits made by respondents was 7.4

Table 27 : The number of times that respondents had used walking and biking tracks around the city in the past 12 months.

Number of visits	Percent of respondents
0 times	51
1-5 times	18
6-10 times	11
11-15 times	3
16-20 times	5
21-25 times	1
26-30 times	2
More than 30 times	10
No answer	0
TOTAL	100%

The average number of visits made by respondents was 14.2

3.3.5 Residents use of other city facilities

Table 28 : The number of times that respondents had visited the Dunedin Stadium in the past 12 months.

Number of visits	Percent of respondents
0 times	82
1-5 times	14
6-10 times	2
11-15 times	0
16-20 times	0
21-25 times	0
26-30 times	0
More than 30 times	1
No answer	1
TOTAL	100%

The average number of visits made by respondents was 1.1

Table 29 : The number of times that respondents had visited the Edgar Sports Centre the past 12 months.

Number of visits	Percent of respondents
0 times	47
1-5 times	37
6-10 times	7
11-15 times	2
16-20 times	3
21-25 times	0
26-30 times	0
More than 30 times	4
No answer	0
TOTAL	100%

The average number of visits made by respondents was 4.4

Table 30 : The number of times that respondents had visited Carisbrook in the past 12 months.

Number of visits	Percent of respondents
0 times	59
1-5 times	31
6-10 times	7
11-15 times	2
16-20 times	1
21-25 times	0
26-30 times	0
More than 30 times	0
No answer	0
TOTAL	100%

The average number of visits made by respondents was 2.0

Table 31 : The number of times that respondents had visited the Visitor Centre in the past 12 months.

Number of visits	Percent of respondents
0 times	63
1-5 times	35
6-10 times	1
11-15 times	0
16-20 times	0
21-25 times	0
26-30 times	0
More than 30 times	0
No answer	1
TOTAL	100%

The average number of visits made by respondents was 1.1

Table 32 : The number of times that respondents had visited the Dunedin Town Hall in the past 12 months.

Number of visits	Percent of respondents
0 times	46
1-5 times	46
6-10 times	5
11-15 times	1
16-20 times	0
21-25 times	0
26-30 times	0
More than 30 times	0
No answer	1
TOTAL	100%

The average number of visits made by respondents was 2.1

Table 33 : The number of times that respondents had visited Dunedin's cemeteries in the past 12 months.

Number of visits	Percent of respondents
0 times	53
1-5 times	35
6-10 times	7
11-15 times	2
16-20 times	0
21-25 times	0
26-30 times	0
More than 30 times	2
No answer	1
TOTAL	100%

The average number of visits made by respondents was 3.4

Table 34 : The number of times that respondents had visited the Crematorium Chapel in the past 12 months.

Number of visits	Percent of respondents
0 times	89
1-5 times	10
6-10 times	0
11-15 times	0
16-20 times	0
21-25 times	0
26-30 times	0
More than 30 times	0
No answer	0
TOTAL	100%

The average number of visits made by respondents was 0.3

3.3.6 Residents' satisfaction with city facilities

Table 35 : Residents' (who had used or visited the facility in the past 12 months) satisfaction with city facilities

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Didn't know/No opinion	Total
The City's Public Libraries	43	45	5	3	1	3	100%
The Dunedin Public Art Gallery	37	47	9	1	0	7	100%
The Botanic Garden	55	39	3	1	0	2	100%
The City's Parks and Reserves	34	55	7	2	1	2	100%
Walking and biking tracks around the city	24	50	12	2	1	11	100%
The Otago Settlers Museum	28	46	12	4	1	9	100%
The Otago Museum	48	42	6	0	0	4	100%
The Moana Pool	35	45	8	3	0	9	100%
The Dunedin Town Hall	26	49	14	2	0	9	100%
The Dunedin Visitor Centre	22	43	17	2	0	16	100%
Dunedin Stadium	9	32	25	1	0	33	100%
The Edgar Sports Centre	25	48	16	1	0	9	100%
Carisbrook	14	37	20	11	5	13	100%
Dunedin's Cemeteries (Physical appearance)	16	47	17	6	2	13	100%
Dunedin's Cemeteries (Service provided)	14	37	20	1	1	27	100%

Table 36 : Comments about city facilities

Comment	Percent of respondents
Moray Place needs to be upgraded	1
Carisbrook needs a major upgrade	3
Cemeteries need better attention	1

3.4 Satisfaction with Council Activities

3.4.1 Residents' satisfaction with Council information and consultation

Table 37 : Residents' satisfaction with Council information and consultation

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Didn't know	Total
The amount of public consultation undertaken	3	28	32	13	3	21	100%
The amount of information available explaining why and what the Council is doing	5	38	29	13	3	13	100%
The notices and information you receive from the Council about activities and matters affecting your household's water supply	6	36	28	10	3	18	100%
The notices and information you receive from the Council about road works and footpath repairs in your neighbourhood	5	31	28	16	6	14	100%
The notices and information you receive from the Council about temporary street closures	4	33	31	11	4	17	100%
City Talk magazine	13	47	15	2	1	23	100%
Factline (hard copy/email/website)	1	7	7	0	0	85	100%
The Council's Noticeboard in the Otago Daily Times	6	29	13	1	0	52	100%
The Council's website www.CityofDunedin.com	6	21	7	2	1	63	100%
The Council's call centre (telephone enquiry service)	7	25	7	2	1	58	100%
The Customer Service Agency in the Civic Centre	6	19	7	1	1	67	100%

Table 38 : Comments about Council information and consultation

Comment	Percent of respondents
Website needs to be expanded	1
Council needs to consult more often	3
City Talk is a waste of money	1

3.4.2 Residents' satisfaction with economic development and promotion

Table 39 : Residents' satisfaction with economic development and promotion

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Didn't know	Total
Attracting new businesses and jobs to Dunedin	3	19	28	10	4	36	100%
Supporting the development of existing Dunedin businesses	2	20	27	10	3	39	100%
Retaining existing businesses and jobs in Dunedin	1	18	26	14	4	37	100%
Advertising and promotion of the city outside of Dunedin	7	31	21	5	2	34	100%
Media coverage of events run in Dunedin	6	39	21	11	3	21	100%
The summer festivals	8	39	20	8	3	22	100%
Other city festivals and events	6	36	24	4	2	27	100%

Table 40 : Comments about economic development and promotion

Comment	Percent of respondents
More promotion of Dunedin needed	1
Summer festival is tired and needs to be revamped	1

3.4.3 Residents' satisfaction with elected representatives

Table 41 : Residents' satisfaction with elected representatives

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Didn't know	Total
Your contact with the Mayor and Councillors	3	14	27	4	3	50	100%
Your contact with Community Board members	1	9	27	4	2	57	100%

Table 42 : Comments about elected representatives

Comment	Percent of respondents
Elected representatives are out of touch	3

3.5 Overall satisfaction with Dunedin and the Dunedin City Council

3.5.1 Satisfaction with the Dunedin and the City Council

Table 43 : Residents' overall satisfaction with Dunedin and the City Council

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Didn't know	Total
The overall look and feel of the city	17	63	12	4	1	3	100%
The overall look and feel of the Central City retail area	12	56	19	9	1	3	100%
The overall look and feel of the South Dunedin retail area	3	17	24	38	10	8	100%
The overall performance of Council staff	3	31	37	9	2	18	100%
The overall performance of the Dunedin City Council	4	36	35	9	4	13	100%

Table 44 : Comments about overall satisfaction with Dunedin and the City Council

Comment	Percent of respondents
The Council should be more proactive and progressive	1
Dunedin needs a good tidy up	3
The University area needs a good clean up	1

3.5.2 Dunedin's target population

Table 45 : The population increase respondents would like to see Dunedin City achieve by 2015

Increase	Percentage of Respondents
Nil increase	13
5 000 increase	18
10 000 increase	25
15 000 increase	9
20 000 increase	15
Over 20 000 increase	2
Didn't know	18
TOTAL	100%

3.5.3 Changes that respondents would like to see made to the City

3.5.3.1 The People of Dunedin

Table 46 : Things that should change about the people of Dunedin

	Percent of respondents
Be more positive and encouraging	7
Take more responsibility for their environment and community	3
Improve their driving behaviour	3
Be less conservative	2
Be more tolerant/ open minded	1
People need to be friendlier	1
Improve the behaviour of students and young people	1

3.5.3.2 Council staff

Table 47 : Things that should change about Council staff

	Percent of respondents
Be more customer focused and improve service	8
Staff should be more accountable	1
Staff should be more accessible	1
Reduce staff numbers	2

3.5.3.3 The appearance of the city

Table 48 : Things that should change about the appearance of the city

	Percent of respondents
Improve the southern approach to the city	3
City centre needs a face lift	2
Maintain and revitalise character buildings	3
More “bright lights”	1
The city needs a good tidy up	14
Develop the Harbour Basin area	1
More “green”	1

3.5.3.4 Council services

Table 49 : Things that should change about Council services

	Percent of respondents
Better recycling service, especially cardboard	1
Better monitoring of service quality needed	3

3.5.3.5 Council Facilities

Table 50 : Things that should change about Council facilities

	Percent of respondents
More and better public toilets needed	3

3.5.3.6 Council Activities

Table 51 : Things that should change about Council activities

	Percent of respondents
Reduce activities and therefore rates	1

3.5.3.7 Arts and Cultural Environment

Table 52 : Things that should change about the arts and cultural environment

	Percent of respondents
Support and encourage more performers/shows to visit Dunedin	1
More funding needed	2
More diversity needed	1
Better promotion of events needed	1

3.5.3.8 The Social Environment

Table 53 : Things that should change about the social environment

	Percent of respondents
More facilities needed for young people	2
More entertainment needed	1
Make the main street safer for ordinary citizens	1
Improved monitoring of licensed premises	2
Too many drunken students	3

3.5.3.9 Economic Environment

Table 54 : Things that should change about the economic environment

	Percent of respondents
Encourage growth	5
More help for small businesses	1
More jobs for young people	1

3.5.3.10 Businesses in Dunedin

Table 55 : Things that should change about businesses in Dunedin

	Percent of respondents
More businesses needed	3
More incentives needed to attract businesses	1
More support for business in general	2

3.5.3.11 Sport and Recreation

Table 56 : Things that should change about sport and recreation

	Percent of respondents
More visiting international teams	1
Promote sport	1
Better maintenance of sports grounds	1
Dunedin needs a covered stadium	1
Council SHOULD NOT contribute funds to the Carisbrook upgrade	3

3.5.3.12 Transport

Table 57 : Things that should change about transport

	Percent of respondents
Improve public transport	24
Improve air services	1
Improve rail services	1
Turn the main street into a mall	1
More cycleways	2

3.5.3.13 Natural Environment

Table 58 : Things that should change about the natural environment

	Percent of respondents
Council should put greater emphasis on the natural environment	1
Plant more trees	1
Better maintenance of parks and reserves	1
Preserve the natural environment	7

4. RESPONDENT DEMOGRAPHICS

Table 59 : Age of respondents

Age	Percent of respondents
Under 20 years	3
20 to 29 years	10
30 to 39 years	14
40 to 49 years	21
50 to 59 years	18
60 to 69 years	13
70 to 79 years	11
80 years and over	6
No Answer	4
TOTAL	100%

Table 60 : Sex of respondents

	Percent of respondents
Male	43
Female	56
No Answer	1
TOTAL	100%

Table 61 : Ethnicity of respondents

	Percent of respondents
NZ Born and of European descent	78
NZ Born and of Maori descent	2
NZ born and of Pacific Island descent	0
NZ born and of Asian descent	1
NZ born and of "other" descent	1
Born overseas and of European descent	12
Born overseas and of Maori descent	0
Born overseas and of Pacific Island descent	0
Born overseas and of Asian descent	2
Born overseas and of "other" descent	1
No Answer	3
TOTAL	100%

Table 62 : Personal income (before tax) of respondents

	Percent of respondents
Under \$15 000	27
\$15 001 to \$30 000	21
\$30 001 to \$45 000	16
\$45 001 to \$60 000	13
\$60 001 to \$75 000	6
Over \$75 000	8
No Answer	10
TOTAL	100%

Table 63 : Percent of respondents who own property in Dunedin

	Percent of respondents
Do own property	77
Do not own property	20
No Answer	3
TOTAL	100%

Table 64 : Employment status of respondents

	Percent of respondents
Full-time paid employment	39
Part-time paid employment	17
Not in paid employment	37
No Answer	7
TOTAL	100%

Table 65 : Number of dependent children respondents have

	Percent of respondents
None	60
One	9
Two	14
Three	5
Four	2
Five	0
More than five	0
No Answer	10
TOTAL	100%

Table 66 : Suburb that the respondent lives in (NB. The number shown is the total number of respondents living in that suburb)

Suburb	Num.	Suburb	Num.	Suburb	Num.
1 Abbotsford	3	33 Harington Point	0	65 Port Chalmers	8
2 Andersons Bay	32	34 Hayward Point	0	66 Roslyn	21
3 Aramoana	0	35 Kaikorai	0	67 Roseneath	4
4 Balmacewen	1	36 Kenmure	0	68 Seacliff	0
5 Brockville	29	37 Kew	26	69 Saddle Hill	1
6 Belleknowes	36	38 Kensington	1	70 Shiel Hill	0
7 Broad Bay	0	39 Kuri Bush	0	71 St Clair	35
8 Bradford	2	40 Karitane	1	72 South Dunedin	27
9 Brighton	12	41 Lookout Point	2	73 St Kilda	46
10 Burkes	0	42 Lower Portobello	0	74 St Leonards	5
11 Berwick	0	43 Leith Valley	1	75 Sunnyvale	0
12 Burnside	0	44 Macandrew Bay	14	76 Sawyers Bay	9
13 Company Bay	1	45 Maia/Ravensbourne	0	77 The Cove	0
14 Concord	21	46 Mornington	25	78 Tainui	0
15 Corstorphine	6	47 Momona	1	79 Taieri Airport	5
16 Careys Bay	0	48 Mosgiel	53	80 Taieri Mouth	1
17 Caversham	19	49 Maori Hill	37	81 Upper Junction	1
18 Dalmore	2	50 Maryhill	5	82 Vauxhall	3
19 Deborah Bay	0	51 Mosgiel Junction	0	83 Wakouaiti	20
20 Dunedin North	45	52 Musselburgh	1	84 Wakari	21
21 Doctors Point	0	53 North East Valley	60	85 Woodhaugh	0
22 Dublin Bay	0	54 Normanby	0	86 Wingatui	0
23 East Taieri	0	55 North Taieri	1	87 Waihola	0
24 Evansdale	0	56 Ocean Grove	0	88 Waipori	0
25 Fairfield	24	57 Ocean View	10	89 Waldronville	13
26 Glenleith	2	58 Opoho	3	90 Waipori Falls	0
27 Green Island	17	59 Osborne	0	91 Warrington	4
28 Harwood	0	60 Otakou	0	92 Waitati	5
29 Helensburgh	4	61 Outram	11	93 Waverley	21
30 Henley	0	62 Pine Hill	0	94 Wyllies Crossing	1
31 Halfway Bush	21	63 Purakanui	0	95 Middlemarch	0
32 Highcliff	0	64 Portobello	1	No Answer	116

Table 67 : Occupation of respondents

	Percent of respondents
Legislator, administrator or manager	13
Professional	8
Technician, associate professional	2
Clerk	4
Service or sales worker	8
Agriculture or fishery worker	1
Trades worker	1
Plant and machine operator, assembler	4
Elementary occupations	7
Homemaker	5
Retired	20
Student	9
Other	10
No Answer	8
TOTAL	100%

5. MALES AND FEMALES COMPARED

Table 68 : Males and females compared: Their feelings toward the City

	Percent of males who agreed or agreed strongly	Percent of females who agreed or agreed strongly
I love this city	79	85
I am proud to be a Dunedinite	79	84
I am optimistic about the future of Dunedin	62	67
Dunedin cares for its environment	58	59
Dunedin is a beautiful city	83	86
Dunedin is a fun city	48	55
Dunedin is a thriving city	43	51
Dunedin is a welcoming city	69	76
Dunedin is a creative city	61	73
Dunedin as a whole recognises and supports cultural diversity	65	72
Dunedin as a whole recognises and acknowledges those residents who succeed	47	60
Dunedin as a whole recognises and acknowledges those residents who work hard for the city and community	47	56
Dunedin as a whole is very supportive and encouraging of new ideas and initiatives	36	41
I feel safe in my home at night	86	77
I feel safe walking in my neighbourhood at night	66	49
I feel safe walking the main street at night	30	23
Dunedin's city centre is safer than it was 5 years ago	7	8
Dunedin's footpaths are safe for pedestrians	56	44
Dunedin's roads are safe for motorists	52	50
Dunedin's roads are safe for cyclists	20	20
I support the central city liquor ban	78	82
I know what to do in the event of a civil defence emergency	56	60
Dunedin is a better place to live than it was five years ago	29	25
Dunedin will be a better place to live in five years time	19	23

	Percent of males who agreed or agreed strongly	Percent of females who agreed or agreed strongly
Dunedin will be a better place to live in ten years time	18	21
I might have to leave Dunedin to pursue my career and lifestyle objectives	29	26
I am currently considering leaving Dunedin to live elsewhere	18	16
The Botanic Garden is a great asset to the city	89	86
Carisbrook is a great asset to the city	64	67
The Dunedin Public Art Gallery is a great asset to the city	77	82
The Dunedin Town Hall is a great asset to the city	74	76
The Edgar Sports Centre is a great asset to the city	84	82
The Moana Pool is a great asset to the city	89	91
Olveston is a great asset to the city	64	73
The Otago Museum is a great asset to the city	89	90
The Otago Settlers Museum is a great asset to the city	83	84
The Public Libraries are a great asset to the city	85	88
The Town Belt is a great asset to the city	83	80
Dunedin's heritage buildings are a great asset to the city	85	86
Dunedin's cultural heritage is a great asset to the city	74	81
Dunedin's wildlife and natural habitat are great assets to the city	82	89
The City's architecture is a great asset to the city	77	83
The harbour is a great asset to the city	80	79
The visual landscape is a great asset to the city	82	82
I have confidence in the Dunedin City Council staff	28	35
The Dunedin City Council delivers good value for its ratepayers' money	22	28
The Dunedin City Council is constantly seeking innovative solutions to problems.	20	28
The Dunedin City Council is constantly striving to improve	34	35

	Percent of males who agreed or agreed strongly	Percent of females who agreed or agreed strongly
The Dunedin City Council listens to Dunedin residents	22	27

Table 69 : Males and females compared: Their satisfaction with Council services

	Percent of males who were satisfied or very satisfied	Percent of females who were satisfied or very satisfied
Household rubbish collection	78	77
Kerbside recycling	77	79
Street litter bins	56	59
Reliability of the rubbish collection service	83	84
Cleanliness of the streets after rubbish collection	52	55
Cleanliness of the streets in general	48	43
Water pressure	81	77
Water colour	78	73
Water taste	64	58
Water odour	63	59
Stormwater drainage in your neighbourhood	63	55
The City's sewerage system	59	51
The condition of the roads in your neighbourhood	69	66
The condition of the roads throughout the city	64	59
The condition of footpaths in your neighbourhood	60	58
The condition of footpaths throughout the city	58	54
That there are footpaths where you need them throughout your neighbourhood	72	69
That there are footpaths where you need them throughout the city	71	67
Street lighting in your neighbourhood	74	73
Street lighting throughout the city	75	75
Street name signs throughout the city	74	72
Directional signs for traffic throughout the city	70	71
The flow of traffic around and through the city at peak times of the day	33	36
The flow of traffic around and through the city at off-peak times of day	72	70

	Percent of males who were satisfied or very satisfied	Percent of females who were satisfied or very satisfied
The efforts made to minimise inconvenience and disruption caused to the public, when work is done on roads, footpaths and drains	56	54
The availability of car parking in the central city	30	27
The number of parking spaces available in council car parking buildings	39	36
The number of parking spaces available in council off-street car parks	32	25
The ease of use of Pay and Display car parking	57	51
The availability of on-street parking in the central city	29	24
The suitability of the road network throughout the city for cyclists	17	17
Control of roaming dogs	47	51
Control of dogs fouling the streets	33	36
Noise control	46	50
Parking enforcement	47	50
The fairness and attitude of parking wardens	40	40
Skateboarder control	28	31
Enforcing City bylaws in general	37	42
Enforcing hygiene standards in city food establishments	48	54
Enforcing appropriate standards in the city's licensed premises	45	47
Planning approval for new buildings and projects	25	27
Processing of applications for buildings consents	23	23
Monitoring and inspection of building under construction	24	22

Table 70 : Males and females compared : Satisfaction with city facilities (If they had visited the facility in the past 12 months)

	Percent of males who were satisfied or very satisfied	Percent of females who were satisfied or very satisfied
The City's Public Libraries	85	89
The Dunedin Public Art Gallery	80	85
The Botanic Garden	93	94
The City's Parks and Reserves	87	90
Walking and biking tracks around the city	70	78
The Otago Settlers Museum	75	74
The Otago Museum	88	92
The Moana Pool	76	83
The Dunedin Town Hall	74	76
The Dunedin Visitor Centre	60	67
Dunedin Stadium	40	42
The Edgar Sports Centre	71	76
Carisbrook	46	57
Dunedin's Cemeteries (physical appearance)	54	70
Dunedin's Cemeteries (services provided)	43	57

Table 71 : Males and females compared : Their satisfaction with Council activities

	Percent of males who were satisfied or very satisfied	Percent of females who were satisfied or very satisfied
The amount of public consultation undertaken	33	30
The amount of information available explaining why and what the Council is doing	43	44
The notices and information you receive from the Council about activities and matters affecting your household's water supply	41	42
The notices and information you receive from the Council about road works and footpath repairs in your neighbourhood	36	36
The notices and information you receive from the Council about temporary street closures	39	35
City Talk magazine	59	60

	Percent of males who were satisfied or very satisfied	Percent of females who were satisfied or very satisfied
Factline (Hard copy/email/website)	7	8
The Council's Noticeboard in the Otago Daily Times	36	33
The Council's website www.CityofDunedin.com	27	26
The Council's call centre (telephone enquiry service)	31	34
The Customer Service Agency in the Civic Centre	21	27
Attracting new businesses and jobs to Dunedin	24	20
Supporting the development of existing Dunedin businesses	22	22
Retaining existing businesses and jobs in Dunedin	21	18
Advertising and promotion of the city outside of Dunedin	36	38
Media coverage of events run in Dunedin	44	45
The summer festivals	42	50
Other City Festivals and Events	39	45

Table 72 : Males and females compared : Their overall satisfaction with Dunedin and the City Council

	Percent of males who were satisfied or very satisfied	Percent of females who were satisfied or very satisfied
Your contact with the Mayor and Councillors	19	15
Your contact with Community Board members	13	8
The overall look and feel of the city	76	83
The overall look and feel of the Central City retail area	64	71
The overall look and feel of the South Dunedin retail area	19	20
The overall performance of Council staff	35	33
The overall performance of the Dunedin City Council	39	39

6. DIFFERENT AGE GROUPS COMPARED

Table 73 : Different age groups compared: Their feelings toward the City

	Percent of respondents UNDER THE AGE OF 30 who agreed or agreed strongly	Percent of respondents BETWEEN THE AGES OF 30 AND 49 who agreed or agreed strongly	Percent of respondents OVER THE AGE OF 49 who agreed or agreed strongly
I love this city	65	81	88
I am proud to be a Dunedinite	60	81	87
I am optimistic about the future of Dunedin	51	67	68
Dunedin cares for its environment	48	54	66
Dunedin is a beautiful city	77	84	88
Dunedin is a fun city	57	60	48
Dunedin is a thriving city	51	47	46
Dunedin is a welcoming city	73	74	73
Dunedin is a creative city	61	71	68
Dunedin as a whole recognises and supports cultural diversity	57	68	74
Dunedin as a whole recognises and acknowledges those residents who succeed	42	48	60
Dunedin as a whole recognises and acknowledges those residents who work hard for the city and community	39	38	59
Dunedin as a whole is very supportive and encouraging of new ideas and initiatives	36	36	42
I feel safe in my home at night	77	86	80
I feel safe walking in my neighbourhood at night	57	67	50
I feel safe walking the main street at night	44	33	18
Dunedin's city centre is safer than it was 5 years ago	7	6	9
Dunedin's footpaths are safe for pedestrians	69	52	41
Dunedin's roads are safe for motorists	51	53	50

	Percent of respondents UNDER THE AGE OF 30 who agreed or agreed strongly	Percent of respondents BETWEEN THE AGES OF 30 AND 49 who agreed or agreed strongly	Percent of respondents OVER THE AGE OF 49 who agreed or agreed strongly
Dunedin's roads are safe for cyclists	23	18	20
I support the central city liquor ban	63	82	84
I know what to do in the event of a civil defence emergency	37	58	65
Dunedin is a better place to live than it was five years ago	17	27	29
Dunedin will be a better place to live in five years time	17	25	18
Dunedin will be a better place to live in ten years time	19	24	16
I might have to leave Dunedin to pursue my career and lifestyle objectives	71	31	13
I am currently considering leaving Dunedin to live elsewhere	39	14	12
The Botanic Garden is a great asset to the city	86	89	87
Carisbrook is a great asset to the city	65	79	64
The Dunedin Public Art Gallery is a great asset to the city	77	83	79
The Dunedin Town Hall is a great asset to the city	62	73	81
The Edgar Sports Centre is a great asset to the city	71	84	84
The Moana Pool is a great asset to the city	84	93	89
Olveston is a great asset to the city	39	88	78
The Otago Museum is a great asset to the city	87	92	89
The Otago Settlers Museum is a great asset to the city	63	86	87
The Public Libraries are a great asset to the city	77	88	78
The Town Belt is a great asset to the city	70	85	81
Dunedin's heritage buildings are a great asset to the city	83	90	84

	Percent of respondents UNDER THE AGE OF 30 who agreed or agreed strongly	Percent of respondents BETWEEN THE AGES OF 30 AND 49 who agreed or agreed strongly	Percent of respondents OVER THE AGE OF 49 who agreed or agreed strongly
Dunedin's cultural heritage is a great asset to the city	79	81	75
Dunedin's wildlife and natural habitat are great assets to the city	89	90	88
The City's architecture is a great asset to the city	74	84	80
The harbour is a great asset to the city	67	84	80
The visual landscape is a great asset to the city	75	85	82
I have confidence in the Dunedin City Council staff	26	28	35
The Dunedin City Council delivers good value for its ratepayers' money	13	25	30
The Dunedin City Council is constantly seeking innovative solutions to problems.	20	20	29
The Dunedin City Council is constantly striving to improve	27	32	38
The Dunedin City Council listens to Dunedin residents	18	22	28

Table 74 : Different age groups compared: Their satisfaction with Council services

	Percent of respondents UNDER THE AGE OF 30 who were satisfied or very satisfied	Percent of respondents BETWEEN THE AGES OF 30 AND 49 who were satisfied or very satisfied	Percent of respondents OVER THE AGE OF 49 who were satisfied or very satisfied
Household rubbish collection	71	76	80
Kerbside recycling	69	76	83
Street litter bins	53	54	62
Reliability of the rubbish collection service	74	86	85
Cleanliness of the streets after rubbish collection	48	58	52
Cleanliness of the streets in general	39	48	45

	Percent of respondents UNDER THE AGE OF 30 who were satisfied or very satisfied	Percent of respondents BETWEEN THE AGES OF 30 AND 49 who were satisfied or very satisfied	Percent of respondents OVER THE AGE OF 49 who were satisfied or very satisfied
Water pressure	67	73	85
Water colour	72	73	78
Water taste	46	59	66
Water odour	50	61	63
Stormwater drainage in your neighbourhood	45	55	66
The City's sewerage system	38	51	63
The condition of the roads in your neighbourhood	65	65	70
The condition of the roads throughout the city	59	62	62
The condition of footpaths in your neighbourhood	69	56	58
The condition of footpaths throughout the city	65	58	52
That there are footpaths where you need them throughout your neighbourhood	72	71	70
That there are footpaths where you need them throughout the city	76	72	65
Street lighting in your neighbourhood	64	70	79
Street lighting throughout the city	71	74	76
Street name signs throughout the city	65	75	74
Directional signs for traffic throughout the city	68	73	69
The flow of traffic around and through the city at peak times of the day	25	40	33
The flow of traffic around and through the city at off-peak times of day	70	73	70
The efforts made to minimise inconvenience and disruption caused to the public, when work is done on roads, footpaths and drains	43	54	59
The availability of car parking in the central city	16	29	31
The number of parking spaces available in council car parking buildings	30	40	37
The number of parking spaces available in council off-street car parks	21	32	27

	Percent of respondents UNDER THE AGE OF 30 who were satisfied or very satisfied	Percent of respondents BETWEEN THE AGES OF 30 AND 49 who were satisfied or very satisfied	Percent of respondents OVER THE AGE OF 49 who were satisfied or very satisfied
The ease of use of Pay and Display car parking	44	58	53
The availability of on-street parking in the central city	17	29	27
The suitability of the road network throughout the city for cyclists	23	18	15
Control of roaming dogs	64	50	45
Control of dogs fouling the streets	51	40	26
Noise control	54	49	47
Parking enforcement	51	47	48
The fairness and attitude of parking wardens	40	43	39
Skateboarder control	48	35	22
Enforcing City bylaws in general	49	42	37
Enforcing hygiene standards in city food establishments	52	53	50
Enforcing appropriate standards in the city's licensed premises	56	50	41
Planning approval for new buildings and projects	31	28	24
Processing of applications for buildings consents	19	28	21
Monitoring and inspection of building under construction	19	27	22

Table 75 : Different age groups compared : Satisfaction with city facilities (If they had visited the facility in the past 12 months)

	Percent of respondents UNDER THE AGE OF 30 who were satisfied or very satisfied	Percent of respondents BETWEEN THE AGES OF 30 AND 49 who were satisfied or very satisfied	Percent of respondents OVER THE AGE OF 49 who were satisfied or very satisfied
The City's Public Libraries	74	91	89
The Dunedin Public Art Gallery	76	86	84
The Botanic Garden	92	96	94
The City's Parks and Reserves	89	89	89
Walking and biking tracks around the city	77	80	68
The Otago Settlers Museum	51	76	78
The Otago Museum	90	92	88
The Moana Pool	73	86	76
The Dunedin Town Hall	59	71	82
The Dunedin Visitor Centre	64	64	65
Dunedin Stadium	28	41	43
The Edgar Sports Centre	70	73	76
Carisbrook	47	51	53
Dunedin's Cemeteries (physical appearance)	57	56	71
Dunedin's Cemeteries (services provided)	35	38	64

Table 76 : Different age groups compared : Their satisfaction with Council activities

	Percent of respondents UNDER THE AGE OF 30 who were satisfied or very satisfied	Percent of respondents BETWEEN THE AGES OF 30 AND 49 who were satisfied or very satisfied	Percent of respondents OVER THE AGE OF 49 who were satisfied or very satisfied
The amount of public consultation undertaken	26	30	34
The amount of information available explaining why and what the Council is doing	27	40	49

	Percent of respondents UNDER THE AGE OF 30 who were satisfied or very satisfied	Percent of respondents BETWEEN THE AGES OF 30 AND 49 who were satisfied or very satisfied	Percent of respondents OVER THE AGE OF 49 who were satisfied or very satisfied
The notices and information you receive from the Council about activities and matters affecting your household's water supply	18	38	51
The notices and information you receive from the Council about road works and footpath repairs in your neighbourhood	22	30	43
The notices and information you receive from the Council about temporary street closures	22	31	44
City Talk magazine	29	57	69
Factline (hard copy/email/website)	10	7	8
The Council's Noticeboard in the Otago Daily Times	16	30	42
The Council's website www.CityofDunedin.com	28	37	21
The Council's call centre (telephone enquiry service)	16	37	34
The Customer Service Agency in the Civic Centre	18	26	25
Attracting new businesses and jobs to Dunedin	21	22	23
Supporting the development of existing Dunedin businesses	37	22	23
Retaining existing businesses and jobs in Dunedin	36	21	18
Advertising and promotion of the city outside of Dunedin	31	41	36
Media coverage of events run in Dunedin	30	41	51
The summer festivals	37	49	47
Other city festivals and events	37	43	43

Table 77 : Different age groups compared : Their overall satisfaction with Dunedin and the City Council

	Percent of respondents UNDER THE AGE OF 30 who were satisfied or very satisfied	Percent of respondents BETWEEN THE AGES OF 30 AND 49 who were satisfied or very satisfied	Percent of respondents OVER THE AGE OF 49 who were satisfied or very satisfied
Your contact with the Mayor and Councillors	11	16	18
Your contact with Community Board members	33	11	11
The overall look and feel of the city	82	82	78
The overall look and feel of the Central City retail area	70	72	64
The overall look and feel of the South Dunedin retail area	43	21	20
The overall performance of Council staff	30	32	36
The overall performance of the Dunedin City Council	35	39	40

7. 2003 TO 2006 RESULTS COMPARED

Table 78 : 2003 to 2006 results compared: People's feelings toward the City

	Percent of respondents in 2003 who agreed or agreed strongly	Percent of respondents in 2004 who agreed or agreed strongly	Percent of respondents in 2005 who agreed or agreed strongly	Percent of respondents in 2006 who agreed or agreed strongly
I love this city	84	83	82	83
I am proud to be a Dunedinite	84	83	83	82
I am optimistic about the future of Dunedin	65	74	65	65
Dunedin cares for its environment	62	68	60	59
Dunedin is a beautiful city	87	89	88	85
Dunedin is a fun city	49	52	49	52
Dunedin is a thriving city	45	55	50	47
Dunedin is a welcoming city	79	77	72	73
Dunedin is a creative city	65	70	66	68
Dunedin as a whole recognises and supports cultural diversity	68	68	68	69
Dunedin as a whole recognises and acknowledges those residents who succeed	54	58	51	54
Dunedin as a whole recognises and acknowledges those residents who work hard for the city and community	48	54	47	52
Dunedin as a whole is very supportive and encouraging of new ideas and initiatives	35	40	39	39
I feel safe in my home at night	78	80	75	81
I feel safe walking in my neighbourhood at night	49	51	52	56
I feel safe walking the main street at night	29	25	24	26
Dunedin's city centre is safer than it was 5 years ago	10	9	7	8
Dunedin's footpaths are safe for pedestrians	45	49	51	48
Dunedin's roads are safe for motorists	50	48	43	51
Dunedin's roads are safe for cyclists	20	23	20	20
I support the central city liquor ban	84	84	81	81
I know what to do in the event of a civil defence emergency	NA	NA	NA	58
Dunedin is a better place to live than it was five years ago	26	30	27	28
Dunedin will be a better place to live in five years time	20	22	20	21

	Percent of respondents in 2003 who agreed or agreed strongly	Percent of respondents in 2004 who agreed or agreed strongly	Percent of respondents in 2005 who agreed or agreed strongly	Percent of respondents in 2006 who agreed or agreed strongly
Dunedin will be a better place to live in ten years time	18	19	18	20
I might have to leave Dunedin to pursue my career and lifestyle objectives	29	27	26	27
I am currently considering leaving Dunedin to live elsewhere	14	15	16	16
The Botanic Garden is a great asset to the city	89	91	88	88
Carisbrook is a great asset to the city	84	83	63	66
The Dunedin Public Art Gallery is a great asset to the city	79	83	79	80
The Dunedin Town Hall is a great asset to the city	81	82	79	75
The Edgar Sports Centre is a great asset to the city	77	77	85	83
The Moana Pool is a great asset to the city	89	88	90	90
Olveston is a great asset to the city	73	75	73	69
The Otago Museum is a great asset to the city	90	90	90	90
The Otago Settlers Museum is a great asset to the city	83	81	83	83
The Public Libraries are a great asset to the city	87	89	89	86
The Town Belt is a great asset to the city	77	79	79	82
Dunedin's heritage buildings are a great asset to the city	NA	NA	NA	85
Dunedin's cultural heritage is a great asset to the city	NA	NA	NA	77
Dunedin's wildlife and natural habitat are great assets to the city	NA	NA	NA	89
The City's architecture is a great asset to the city	86	88	84	80
The harbour is a great asset to the city	82	85	83	80
The visual landscape is a great asset to the city	84	87	85	82
I have confidence in the Dunedin City Council staff	31	32	32	31
The Dunedin City Council delivers good value for its ratepayers' money	23	29	26	26
The Dunedin City Council is constantly seeking innovative solutions to problems.	23	27	26	24

	Percent of respondents in 2003 who agreed or agreed strongly	Percent of respondents in 2004 who agreed or agreed strongly	Percent of respondents in 2005 who agreed or agreed strongly	Percent of respondents in 2006 who agreed or agreed strongly
The Dunedin City Council is constantly striving to improve	35	38	35	35
The Dunedin City Council listens to Dunedin residents	23	25	23	24

Table 79 : 2003 to 2006 results compared: People's satisfaction with Council services

	Percent of respondents in 2003 who were satisfied or very satisfied	Percent of respondents in 2004 who were satisfied or very satisfied	Percent of respondents in 2005 who were satisfied or very satisfied	Percent of respondents in 2006 who were satisfied or very satisfied
Household rubbish collection	84	77	76	77
Kerbside recycling	84	79	78	78
Street litter bins	60	62	59	57
Reliability of the rubbish collection service	87	82	83	83
Cleanliness of the streets after rubbish collection	63	55	58	53
Cleanliness of the streets in general	51	53	53	45
Water pressure	74	75	72	78
Water colour	59	64	62	65
Water taste	37	38	43	61
Water odour	42	45	48	61
Stormwater drainage in your neighbourhood	58	61	52	59
The City's sewerage system	48	52	52	55
The condition of the roads in your neighbourhood	69	74	69	68
The condition of the roads throughout the city	65	66	61	61
The condition of footpaths in your neighbourhood	53	60	59	59
The condition of footpaths throughout the city	54	60	58	56
That there are footpaths where you need them throughout your neighbourhood	NA	NA	NA	70
That there are footpaths where you need them throughout the city	NA	NA	NA	69
Street lighting in your neighbourhood	74	74	73	74

	Percent of respondents in 2003 who were satisfied or very satisfied	Percent of respondents in 2004 who were satisfied or very satisfied	Percent of respondents in 2005 who were satisfied or very satisfied	Percent of respondents in 2006 who were satisfied or very satisfied
Street lighting throughout the city	76	75	74	74
Street name signs throughout the city	75	74	73	73
Directional signs for traffic throughout the city	74	72	66	70
The flow of traffic around and through the city at peak times of the day	39	36	24	35
The flow of traffic around and through the city at off-peak times of day	73	73	65	71
The efforts made to minimise inconvenience and disruption caused to the public, when work is done on roads, footpaths and drains	NA	NA	NA	55
The availability of car parking in the central city	35	29	24	29
The number of parking spaces available in council car parking buildings	NA	NA	NA	37
The number of parking spaces available in council off-street car parking	NA	NA	NA	28
The ease of use of pay and display	NA	NA	NA	54
The availability of on-street parking in the central city	NA	NA	NA	28
The suitability of the road network throughout the city for cyclists	20	21	20	17
Control of roaming dogs	37	46	42	49
Control of dogs fouling the streets	23	31	27	34
Noise control	51	53	48	48
Parking enforcement	NA	NA	NA	49
The fairness and attitude of parking wardens	37	36	45	40
Skateboarder control	28	30	29	29
Enforcing City bylaws in general	39	39	41	40
Enforcing hygiene standards in city food establishments	45	48	48	51
Enforcing appropriate standards in the city's licensed premises	45	41	45	46
Planning approval for new buildings and projects	26	28	26	27
Processing of applications for buildings consents	25	27	21	23
Monitoring and inspection of building under construction	24	25	24	24

Table 80 : 2003 to 2006 results compared : People's Satisfaction with city facilities (If they had visited the facility in the past 12 months)

	Percent of respondents in 2003 who were satisfied or very satisfied	Percent of respondents in 2004 who were satisfied or very satisfied	Percent of respondents in 2005 who were satisfied or very satisfied	Percent of respondents in 2006 who were satisfied or very satisfied
The City's Public Libraries	NA	91	87	88
The Dunedin Public Art Gallery	82	84	76	84
The Botanic Garden	96	95	93	94
The City's Parks and Reserves	NA	88	82	89
Walking and biking tracks around the city	NA	NA	NA	74
The Otago Settlers Museum	80	74	75	74
The Otago Museum	89	88	86	90
The Moana Pool	87	81	79	80
The Dunedin Town Hall	82	77	76	75
The Dunedin Visitor Centre	NA	NA	NA	65
Dunedin Stadium	NA	NA	NA	41
The Edgar Sports Centre	69	71	77	73
Carisbrook	78	70	53	51
Dunedin's Cemeteries (physical appearance)	NA	69	66	63
Dunedin's Cemeteries (services provided)	NA	54	54	51

Table 81 : 2003 to 2006 results compared : People's satisfaction with Council activities

	Percent of respondents in 2003 who were satisfied or very satisfied	Percent of respondents in 2004 who were satisfied or very satisfied	Percent of respondents in 2005 who were satisfied or very satisfied	Percent of respondents in 2006 who were satisfied or very satisfied
The amount of public consultation undertaken	29	30	30	31
The amount of information available explaining why and what the Council is doing	43	46	35	43
The notices and information you receive from the Council about activities and matters affecting your household's water supply	NA	NA	NA	42

	Percent of respondents in 2003 who were satisfied or very satisfied	Percent of respondents in 2004 who were satisfied or very satisfied	Percent of respondents in 2005 who were satisfied or very satisfied	Percent of respondents in 2006 who were satisfied or very satisfied
The notices and information you receive from the Council about road works and footpath repairs in your neighbourhood	NA	NA	NA	36
The notices and information you receive from the Council about temporary street closures	NA	NA	NA	37
City Talk magazine	66	64	58	60
Factline (hard copy/email/website)	16	15	5	8
The Council's Noticeboard in the ODT	44	42	31	35
The Council's website www.CityofDunedin.com	33	31	27	27
The Council's call centre (telephone enquiry service)	41	36	29	32
The Customer Service Agency in the Civic Centre	34	34	24	25
Attracting new businesses and jobs to Dunedin	23	30	28	25
Supporting the development of existing Dunedin businesses	27	27	26	22
Retaining existing businesses and jobs in Dunedin	26	29	29	19
Advertising and promotion of the city outside of Dunedin	42	52	49	38
Media coverage of events run in Dunedin	51	52	49	45
The Summer Festivals	56	54	52	47
Other City Festivals and Events	51	50	44	42

Table 82 : 2003 to 2006 results compared : People's overall satisfaction with Dunedin and the City Council

	Percent of respondents in 2003 who were satisfied or very satisfied	Percent of respondents in 2004 who were satisfied or very satisfied	Percent of respondents in 2005 who were satisfied or very satisfied	Percent of respondents in 2006 who were satisfied or very satisfied
Your contact with the Mayor and Councillors	16	15	16	17
Your contact with Community Board members	11	14	12	10

	Percent of respondents in 2003 who were satisfied or very satisfied	Percent of respondents in 2004 who were satisfied or very satisfied	Percent of respondents in 2005 who were satisfied or very satisfied	Percent of respondents in 2006 who were satisfied or very satisfied
The overall look and feel of the city	75	80	71	80
The overall look and feel of the Central City retail area	NA	68	65	68
The overall look and feel of the South Dunedin retail area	NA	27	21	20
The overall performance of Council staff	39	40	36	34
The overall performance of the Dunedin City Council	38	42	37	40

8. APPENDIX

8.1 The questionnaire