

Dunedin City Council

2014 Residents' Opinion Survey

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1. Introduction and Context

The Dunedin City Council has been running an annual Residents' Opinion Survey since 1994. These surveys measure residents' satisfaction with the Council's performance and with city facilities in which it has a significant interest. The output of these surveys enables 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 Plan (LTP).¹

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

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

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

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

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

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

2. Research Objectives

The 2014 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 measures residents' satisfaction with Dunedin itself. The Council uses the results of the survey to assess the extent to which it has met (or is progressing towards meeting) its Annual Plan and LTP objectives across its ten groups of activities.

The topics covered in the Survey include:

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

3. Research Design

3.1. Overview: The Sequential-mixed Mode Methodology

The 2014 Residents' Opinion Survey utilised a sequential-mixed mode methodology. This involved a self-completion survey, with individual residents selected at random as sampling units sent a postal invitation encouraging them to complete the survey online initially. Non responding individuals were provided a postal survey pack including a self-complete paper questionnaire.

The motivation for the sequential-mixed mode methodology is to improve the way the survey is administered from that of the pre-2013 surveys (that is, a postal survey with an online completion option). The advantages of the sequential-mixed mode methodology include:

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

The survey was conducted in the following stages:

- 4,500 Dunedin City residents were selected from a database of the Dunedin Electoral Roll, which is taken from the New Zealand Electoral Roll. The Dunedin Electoral Roll contained 83,908 voters, which compares with 93,286 residents aged 18 years and older residing in Dunedin City from 2013 census data. Non-residents of Dunedin City were removed from the database used to select residents as sampling units for the survey.
- The 4,500 Dunedin City residents were selected using a stratified random sampling process. This involved stratifying residents from the Dunedin Electoral Roll into nine strata based upon their area of residence within Dunedin City. The areas and the size of the population within each area as found in the Dunedin Electoral Roll are outlined in the table below:

Area	Dunedin Electoral Roll		Sampling Frame		Primary (Random) Sample	
	Number of residents	% of total	Sampling units	% of total	Sample size	% of total
Dunedin City	3706	4%	199	4%	40	3%
Green Island	8915	11%	478	11%	111	9%
Kaikorai Valley	15684	19%	841	19%	254	20%
Mosgiel	12502	15%	671	15%	189	15%
Northern Suburbs	12136	14%	651	14%	158	13%
Peninsula	6137	7%	329	7%	114	9%
Port Chalmers	4032	5%	216	5%	65	5%
Rural	4919	6%	264	6%	76	6%
South Dunedin	15877	19%	851	19%	241	19%
Total	83,908		4,500		1,248	

- The size of each strata was proportional to that of the Dunedin Electoral Roll, which each sampling unit selected using a random selection process within each strata. This process resulted in a sampling frame of 4,500 Dunedin City residents proportionally representative of the spatial distribution of the population across the nine areas.
- Also presented in the table above is the total sample size of 1,248 that was achieved and the sample sizes achieved within each area. The sample composition by area is similar to that obtained in the 2013 Residents' Opinion Survey.
- Invitation cover letters were personally addressed and sent to 4,500 residents on the 20th of May 2014 introducing the research and inviting them to complete the questionnaire online. The cover letter noted that residents could call a toll free telephone number to request a paper version of the questionnaire. There were 49 letters returned to sender and these were replaced in the sampling frame by residents in the same area who were sent a survey pack containing a paper questionnaire.
- The online response to the invitation cover letter was 744 completed surveys. These residents were removed from the database and a survey pack containing a paper questionnaire form with freepost return address were sent to non-respondents on the 5th of June 2014. The survey pack also included a cover letter with a reminder that the survey could be completed online.
- Along with 235 additional online responses, there were 269 paper questionnaires returned by the 20th of June 2014 contributing to a total primary (random) sample of 1,248 responses. The maximum margin of error for a sample size of 1,248 is +/- 2.8% at the 95% confidence level.
- The initial sample for the 2014 Residents' Opinion Survey involved 4,500 names randomly selected from the relevant Electoral Rolls. There were 49 items returned as being undeliverable. In line with a policy of maximising response rate, all of these had been returned within a suitable time frame for a replacement survey to be mailed, meaning the total 'valid' potential sample was 4,500. Of these, 1,248 responses (27.7%) were received. This is a slight increase from the 1,212 (26.9%) responses received in 2013 and significant increase from the 780 (17.5%) responses received in 2012. These 1,248 responses constitute the primary data set.

The design of the 2014 Residents' Opinion Survey sought to maximise the response rate by:

- Emphasising the objectives of the survey in the invitation cover letter, personally addressing the individual in the cover letter and having the cover letter sent from the Dunedin City Council to show that the Council values the opinion of residents.
- The cover letter also stated the involvement of an independent market research company to reduce any perceived bias from the Council collating responses to the survey, as well as indicating that respondents would remain anonymous to the Council.
- An 0800 number was available to residents to lodge any queries about the survey or the survey process and residents could also contact the Dunedin City Council directly.
- The survey was notified through press releases and the Dunedin City Council website.
- An incentive prize draw was provided to encourage participation and completion.
- The online survey was designed with a simple layout with all of the questions made non-mandatory so as to avoid any frustration that can occur when respondents cannot move through the survey easily. This design is also consistent with the self-completion design of a paper questionnaire.
- The clean and simple design of the questionnaire also encourages completion.
- Following the sequential-mixed mode methodology of sending a paper questionnaire to non-respondents ensured an additional 269 responses were obtained. The online response to the postal survey was 979 completed surveys.

3.2. Explanation of Data Tables

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

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

3.3. The Achieved Sample

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

The final achieved samples for the 2014 Residents' Opinion Survey were:

- 1,248 responses were obtained, analysed and reported in the primary data set. These represent the results that the Dunedin City Council reports in its Annual Reports and LTPs.
- 705 responses were obtained, analysed and reported in the secondary data set.

3.3.1. The Primary Sample

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

Table 3-1 Age

	Male	Female	Total	Male	Female	Total
24 or under	6%	8%	7%	30	49	79
25 - 34	9%	10%	10%	44	61	107
35 - 44	13%	14%	13%	64	83	148
45 - 54	17%	22%	20%	87	139	226
55 - 64	24%	19%	22%	127	114	243
65+	31%	27%	29%	158	164	324

The above sample composition by age and gender is similar to that obtained in the 2013 Residents' Opinion Survey. Compared with the Dunedin City Census 2013 population the 2014 Residents' Opinion Survey is underrepresented in residents aged 34 years and under and overrepresented in residents aged 45 years and older, particularly residents aged 65 years and older.

Table 3-2 Ethnicity

	Male	Female	Total	Male	Female	Total
New Zealand born/European	73%	80%	76%	403	533	940
New Zealand born/Maori	2%	4%	3%	13	27	41
New Zealand born/Pacific Island	1%	0%	1%	7	2	9
New Zealand born/Asian	1%	0%	1%	4	3	8
New Zealand born/Other	1%	0%	1%	5	2	7
Born Overseas/European	15%	10%	12%	81	70	152
Born Overseas/Maori	0%	0%	0%	1	1	2
Born Overseas/Pacific Island	0%	0%	0%	0	1	1
Born Overseas/Asian	3%	2%	3%	19	11	32
Born Overseas/Other	1%	1%	1%	6	6	12
Declined	2%	2%	2%	11	12	28

The above sample composition by ethnicity is similar to that obtained in the 2013 Residents' Opinion Survey with the exception of marginally more residents of New Zealand born Pacific Island and Asian ethnicity in the 2014 sample. Compared with the Dunedin City Census 2013 population the 2014 Residents' Opinion Survey is slightly overrepresented in European residents, underrepresented in Maori residents and slightly underrepresented in Pacific Island and Asian residents.

² For all demographic data, missing data has been excluded from the analysis. For example, 44% of respondents identified themselves as Male; 54% as Female, 1% did not wish to provide this information and 1% did not complete this question.

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

Table 3-3 Personal Income (before Tax)

	Male	Female	Total	Male	Female	Total
Under \$15,000	12%	17%	15%	65	110	176
\$15,001 - \$30,000	18%	24%	21%	95	156	251
\$30,001 - \$45,000	13%	14%	13%	69	90	159
\$45,001 - \$60,000	17%	11%	14%	93	69	164
\$60,001 - \$75,000	11%	9%	10%	61	55	116
Over \$75,000	17%	9%	12%	89	55	145
Declined	11%	17%	15%	61	107	179

The above sample composition by personal income (before tax) is similar to that obtained in the 2013 Residents' Opinion Survey. Compared with the Dunedin City Census 2013 population the 2014 Residents' Opinion Survey is underrepresented in residents with personal income \$30,000 or less and overrepresented in residents with personal income \$60,000 or greater.

Table 3-4 Property Ownership

	Male	Female	Total	Male	Female	Total
Own property in Dunedin	78%	77%	78%	427	513	950
Don't own property in Dunedin	22%	23%	22%	118	149	271

The above sample composition by property ownership is similar to that obtained in the 2013 Residents' Opinion Survey. Compared with the Dunedin City Census 2013 population the 2014 Residents' Opinion Survey is underrepresented in residents who don't own property in Dunedin.

Table 3-5 Location of Respondent

	Male	Female	Total	Male	Female	Total
Dunedin City	4%	2%	3%	23	16	40
Green Island	10%	8%	9%	53	56	109
Kaikorai Valley	20%	21%	20%	109	143	253
Mosgiel	16%	14%	15%	89	95	187
Northern Suburbs	14%	11%	13%	76	77	156
Peninsula	8%	11%	9%	43	71	114
Port Chalmers	4%	6%	5%	23	39	64
Rural	6%	7%	6%	31	44	75
South Dunedin	19%	19%	19%	105	130	240

Table 3-6 Employment Status

	Male	Female	Total	Male	Female	Total
Full-time employment	53%	38%	44%	280	241	525
Part-time employment	30%	31%	31%	160	201	362
Not in paid employment	12%	25%	19%	63	159	222
Declined	6%	6%	7%	30	41	79

The above sample composition by employment status is similar to that obtained in the 2013 Residents' Opinion Survey. Compared with the Dunedin City Census 2013 population the Residents' Opinion Survey is overrepresented in residents in part-time employment and underrepresented in residents not in paid employment.

Table 3-7 Households with Children

	Male	Female	Total	Male	Female	Total
Average no. of dependent children	2	2	2			
Households with children	29%	29%	29%	162	193	361

The above sample composition by households with children is greater than that of the proportion obtained in the 2013 Residents' Opinion Survey (20%).

Table 3-8 Geographic Composition of the Primary Sample

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

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

The 2014 Dunedin Residents' Opinion Survey has been conducted using standard analytical methods. Where the number of responses received to a specific question is less than the total number of responses, those who have not responded are considered to either not know, or not have a relevant response to the question. As such, the analysis of responses, and of satisfaction levels, is generated based on the number of valid responses to that question.

Satisfaction of users of facilities does not include those who stated that they do not use the facility but does include those who did not answer number of times used.

4. Key Findings

The key results and messages from the 2014 Dunedin City Council Residents' Opinion Survey⁴ are:

Overall, the survey results for 2014 were positive, with 85 of the 91 measures recording greater proportions of satisfied respondents than dissatisfied respondents. Satisfaction has increased since the 2013 survey with 40 of the aspects measured, stayed the same for 12 aspects and has decreased with 39 aspects (decreasing significantly by 3 percentage points or more for 16 aspects).

Satisfaction with the Overall performance of the Dunedin City Council (DCC) increased from 54% in 2013 to 58% in 2014, which continues an increasing trend in satisfaction since the 2007 Residents' Opinion Survey. When analysing satisfaction by area, residents living in the Northern suburbs had the highest proportion satisfied (69%) and those in the Peninsula area had the lowest proportion satisfied (48%) in regard to Overall performance of the DCC.

Satisfaction remained extremely high (80% or higher) for a number of City facilities and rubbish and recycling collection services. The service aspects of Dunedin City Council activities increased significantly in 2014 compared with 2013. These were The Customer Service Agency in the Civic Centre and The DCC's call centre.

Aspects of DCC communication and consultation recorded increased satisfaction in 2014 compared with 2013. These aspects include the FYI Magazine, availability and quality of information held by DCC, amount of information about why and what DCC is doing, and notices and information received from DCC. The overall look and feel of the South Dunedin retail area continued to be one of the lowest rated aspects and satisfaction decreased in 2014 when compared with the 2013 Survey.

While economic development aspects continued to record low satisfaction scores in 2014 there has been significant improvements in satisfaction with Retaining existing businesses and jobs in Dunedin and Supporting the development of existing Dunedin businesses when compared with the 2013 Survey.

Satisfaction with The city's sewerage system and Storm water collection service have decreased in 2014 when compared with the 2013 Survey.

Satisfaction Summary⁵

In 2014 the following aspects of the City and the Council's performance had a 'satisfaction' score of 90% or higher:

	2013	2014	
Dunedin Botanic Garden	98%	97%	
Otago Museum	97%	96%	
Toitū Otago Settlers Museum	93%	94%	
Any or all of the following Libraries (Moray Place, Mosgiel, Port Chalmers, Waikouaiti, Blueskin Bay, Bookbus)	95%	93%	
Reliability of the rubbish collection service	92%	92%	
Regent Theatre	93%	92%	
Material available at the Libraries	91%	91%	

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

⁵ Results that have varied by 3% or more have been highlighted with an arrow demonstrating an increase or decrease in satisfaction compared to 2013.

In 2014 the following aspects of the City and the Council's performance had a 'satisfaction' score between 80% and 89%:

	2013	2014	
Kerbside recycling	90%	89%	
Dunedin Town Hall – now called the Dunedin Centre	88%	89%	
DCC reserves (scenic, bush and coastal)	90%	89%	
The Customer Service Agency in the Civic Centre	79%	88%	↑
Dunedin Public Art Gallery	90%	88%	
Walking and biking tracks	87%	88%	
Fortune Theatre	88%	88%	
Household rubbish collection	87%	87%	
Accessibility of recreational sites and facilities	87%	86%	
The DCC's call centre (telephone enquiry service)	78%	85%	↑
Edgar Sports Centre	83%	84%	
Water pressure	84%	83%	
Any or all of the following pools (Moana, Mosgiel, St Clair Salt Water Pool, Port Chalmers)	86%	83%	↓
The flow of traffic around and through the city at off-peak times of the day	83%	82%	
DCC playgrounds	83%	82%	
Summer sports playing fields	82%	81%	
The Dunedin i-SITE Visitor Centre	84%	81%	↓
That there are footpaths where you need them throughout the city	78%	80%	
Dunedin's cemeteries (services provided to the public)	83%	80%	↓

In 2014 the following aspects of the City and the Council's performance had a 'satisfaction' score between 70% and 79%:

	2013	2014	
Street lighting throughout the city	78%	79%	
Water quality	78%	78%	
Forsyth Barr Stadium	78%	78%	
Dunedin's cemeteries (physical appearance)	81%	78%	↓
The DCC's website www.dunedin.govt.nz	76%	78%	
Street lighting in your neighbourhood	74%	77%	↑
Enforcing hygiene standards in city food establishments	76%	77%	
FYI Magazine	70%	77%	↑
That there are footpaths where you need them throughout your neighbourhood	75%	76%	
The overall look and feel of the city	72%	75%	↑
The overall look and feel of your most convenient retail centre	70%	75%	↑
Winter sports playing fields	79%	74%	↓
The city's sewerage system	78%	73%	↓

Street name signs throughout the city	74%	73%	
Directional signs for traffic throughout the city	74%	72%	
Dunedin Stadium (Ice Stadium)	81%	71%	↓
Cleanliness of the streets immediately after rubbish collection	70%	70%	
The ease of pedestrian access throughout the transport network	72%	70%	

In 2014 the following aspects of the City and the Council's performance had a 'satisfaction' score between 50% and 69%:

	2013	2014	
Dunedin Chinese Garden	69%	69%	
Your contact and dealings with DCC staff	67%	69%	
The overall look and feel of your suburb or township	64%	68%	↑
The availability of information held by the DCC	61%	67%	↑
City festivals and events	67%	66%	
The ease of use of Pay and Display car parking	61%	65%	↑
The overall look and feel of the central city retail area	69%	65%	↓
Street litter bins	69%	65%	↓
Enforcing liquor licensing standards in the city's licensed premises	65%	63%	
The quality of information held by the DCC	58%	63%	↑
The condition of the roads in your neighbourhood	62%	62%	
Control of roaming dogs	63%	62%	
The condition of the roads throughout the city	59%	61%	
The condition of footpaths throughout the city	58%	60%	
The efforts made to minimise inconvenience and disruption caused to the public, when work is done on roads, footpaths and drains	62%	60%	
Storm water collection service	66%	59%	↓
Overall Performance of the Dunedin City Council	54%	58%	↑
The condition of footpaths in your neighbourhood	57%	58%	
Noise control (enforcement)	55%	58%	↑
Public toilets	62%	57%	↓
The notices and information you receive from the DCC about activities and matters affecting your household's water supply	54%	56%	
Cleanliness of the streets in general	58%	55%	↓
The DCC is constantly striving to improve	60%	55%	↓
The number of parking spaces available in DCC car parking buildings	54%	54%	
Parking enforcement	54%	54%	
The amount of information available explaining why and what the DCC is doing	49%	53%	↑

The notices and information you receive from the DCC about temporary street closures	48%	53%	↑
Control of barking dogs	50%	52%	
Media coverage of events run in Dunedin	50%	52%	
The notices and information you receive from the DCC about road works and footpath repairs in your neighbourhood	48%	51%	↑

In 2014 the following aspects of the City and the Council's performance had a 'satisfaction' score below 50%:

	2013	2014	
The fairness and attitude of parking wardens	46%	49%	↑
The number of parking spaces available in DCC off-street car parks	47%	48%	
The flow of traffic around and through the city at peak times of the day	53%	47%	↓
The overall performance of Community Board members *		47%	
The overall performance of the Mayor and Councillors **		44%	
The availability of car parking in the central city	45%	42%	↓
The amount of public consultation undertaken	40%	42%	
Control of dogs fouling the streets	40%	39%	
Monitoring and inspection of buildings under construction	35%	39%	↑
The availability of on-street parking in the central city	38%	39%	
The DCC delivers good value for the ratepayer money	38%	38%	
The suitability of the road network for cyclists throughout the city	22%	29%	↑
Processing of applications for building consents	27%	28%	
Supporting the development of existing Dunedin businesses	22%	27%	↑
The overall look and feel of the South Dunedin retail area	31%	25%	↓
Retaining existing businesses and jobs in Dunedin	16%	22%	↑
Attracting new businesses and jobs to Dunedin	19%	21%	

* The wording for this question prior to 2014 was 'Your contact with Community Board members'.

** The wording for this question prior to 2014 was 'Your contact with the Mayor and Councillors'.

Priorities for the Council for the coming year

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

- Encourage businesses/economic development;
- Reduce Council spending/control debt;
- Control rates;
- Provide cycle ways; and
- Improve the look and feel of the city.

5. Overall Satisfaction with Dunedin

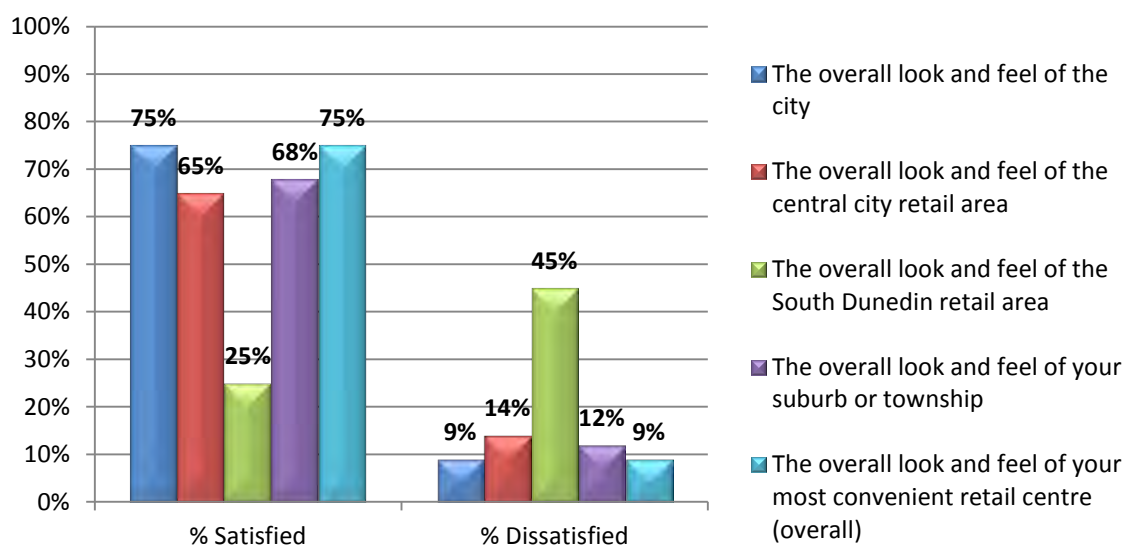
5.1. Planning and Urban Design

Residents are generally satisfied with how the City (overall), the Central City retail area, and their suburbs 'look and feel', with the exception of the overall look and feel of the South Dunedin retail area (25% satisfied). Respondents are most satisfied with the overall look and feel of the city and of their most convenient retail centre (both 75% satisfied).

Table 5-1 Overall Satisfaction Scores of Respondents

Q		Tot	VS(%)	S(%)	N(%)	D(%)	VD(%)	DK/N
86	The overall look and feel of the city	1217	13%	62%	16%	8%	1%	9
87	The overall look and feel of the central city retail area	1213	10%	55%	21%	12%	2%	11
88	The overall look and feel of the South Dunedin retail area	1164	3%	22%	31%	34%	11%	52
89	The overall look and feel of your suburb or township	1210	12%	56%	20%	10%	2%	4
91	The overall look and feel of your most convenient retail centre (overall)	1164	13%	62%	16%	8%	1%	6

Chart 5-1 Satisfaction with the 'Look and Feel' of Various Parts of Dunedin, 2014



Satisfaction has increased across three out of five aspects of planning and urban design. South Dunedin retail area has consistently rated poorly with regard to satisfaction but has decreased by 6 percentage points in 2014 after an increase of 15 percentage points in the 2013 study.

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

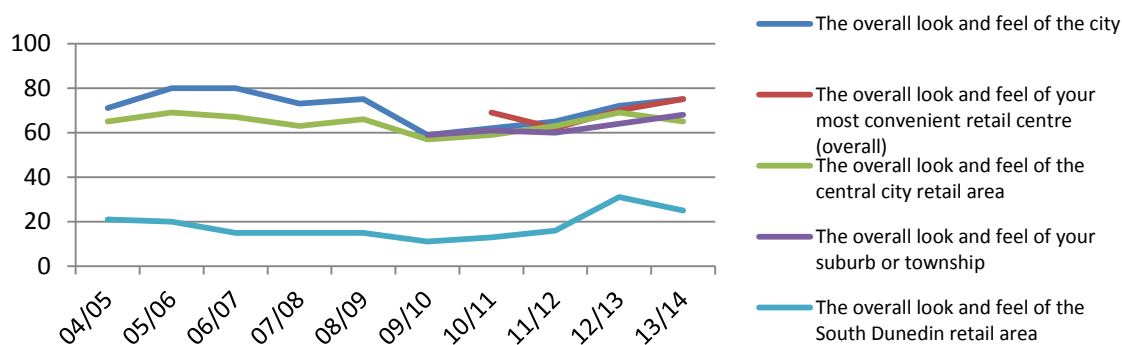
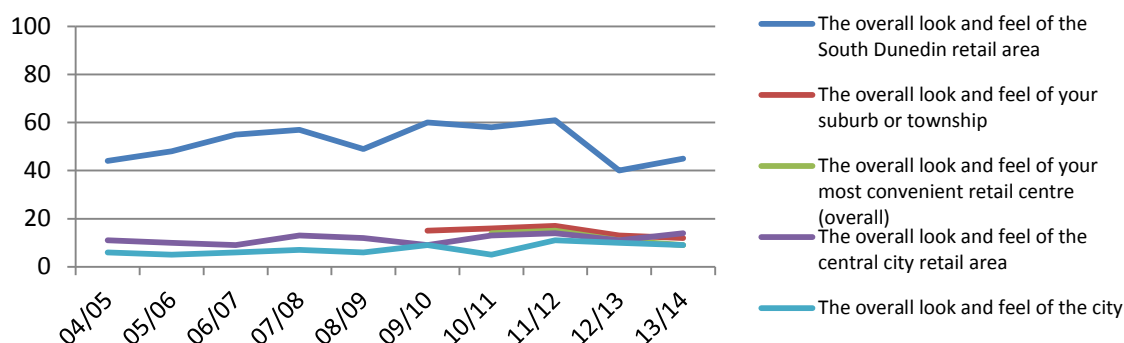
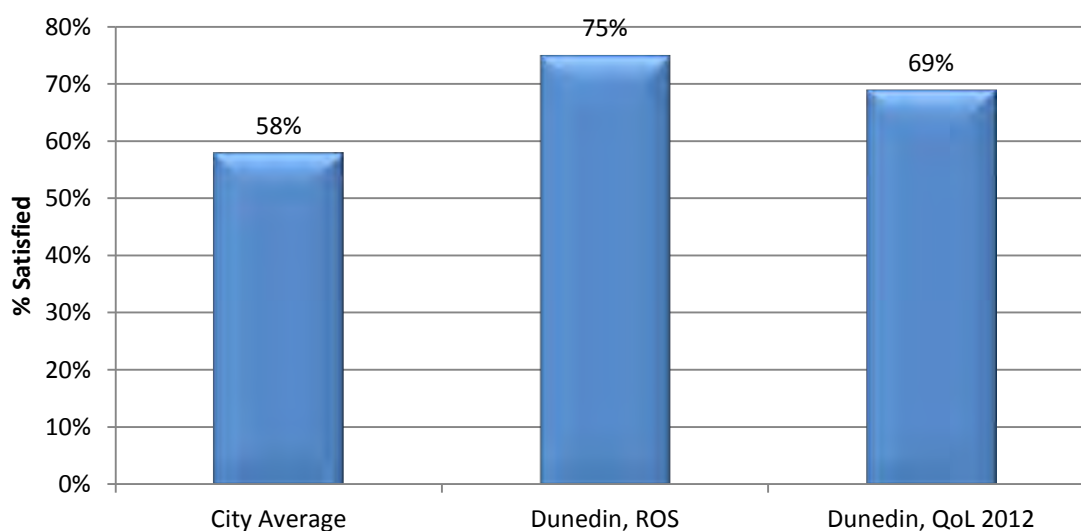


Chart 5-3 Dissatisfaction with 'Look and Feel' of Various Parts of Dunedin, Trend



Dunedin compares well to other cities from across New Zealand. The Quality of Life Survey 2012 National Report⁶ provides a benchmark for satisfaction with the overall 'look and feel' of a city. The 2014 Residents' Opinion Survey places Dunedin ahead of four of the other five cities in the Quality of Life Survey 2012 National Report and 17 percentage points above the City Average (Chart 5-4).

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



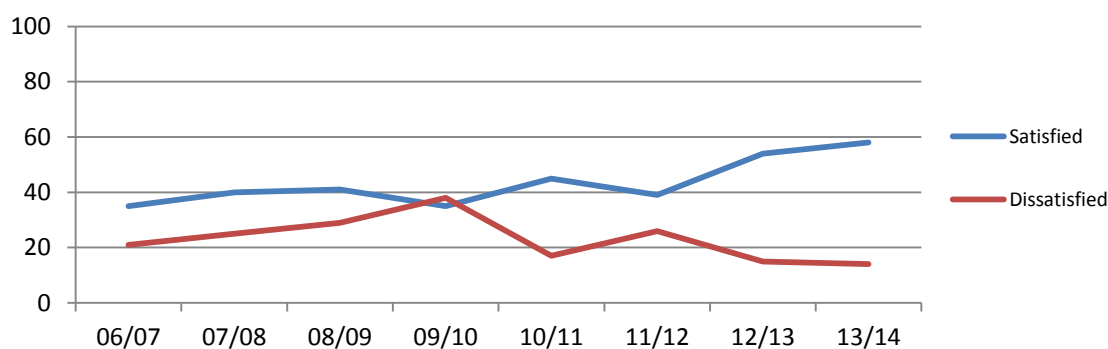
⁶http://www.qualityoflifeproject.govt.nz/pdfs/Quality_of_Life_2012.pdf

5.2. Overall Performance of the Dunedin City Council

Among those who responded to the question (n=1,189) 58% were satisfied with the overall performance of the Dunedin City Council while only 14% were dissatisfied. The satisfaction level has continued to increase since the 2012 study and is now at the highest level recorded since the question was first asked this way in 2003.

Table 5-2 Overall Performance of the Dunedin City Council

Q		Tot	VS(%)	S(%)	N(%)	D(%)	VD(%)	DK/N
92	The overall performance of the Dunedin City Council	1189	6%	52%	28%	11%	3%	23



5.3. Overall Perception of Dunedin and the Dunedin City Council

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

Table 5-3 Mean Scores (Importance, Perception)

	Importance	Perception
Dunedin is a safe city	4.60	3.50
Dunedin is a sustainable city	4.31	3.21
Dunedin is a thriving city	4.28	2.88
Dunedin maintains and preserves its architectural heritage	4.18	3.85
Dunedin is a creative city	4.11	3.69
The Council is a leader in encouraging the development of a sustainable city	4.09	3.11
There is a sense of community in my local neighbourhood	4.07	3.47
Dunedin recognises and supports cultural diversity	3.99	3.71
Dunedin is a fun city	3.74	3.45

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

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

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

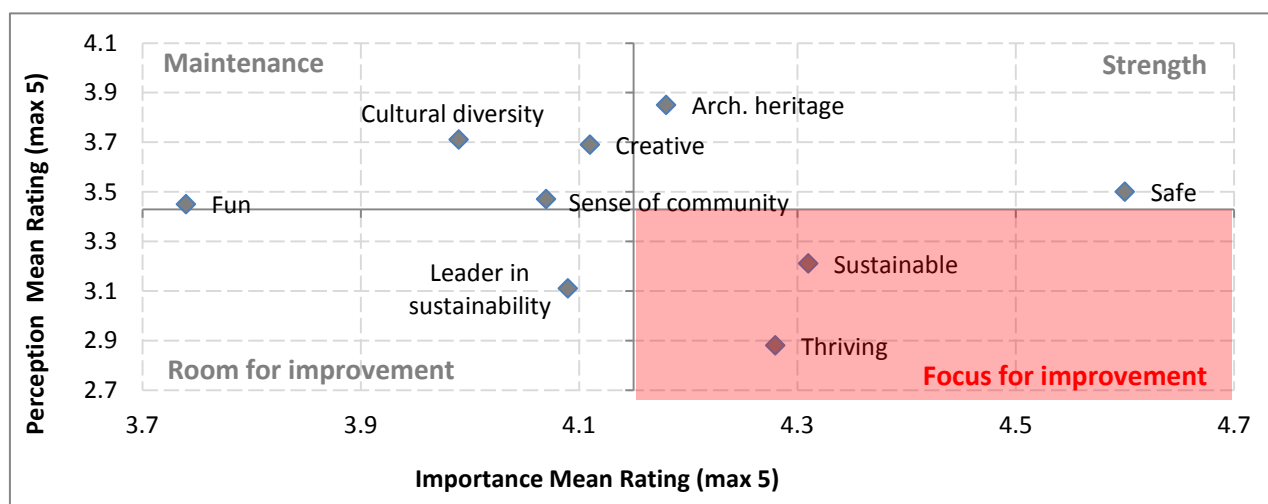


Table 5-4 Factors Identified as Important Characteristics of Dunedin City and Dunedin City Council

		Tot	VI(%)	I(%)	N(%)	U(%)	VU(%)	NR
93	Dunedin is a fun city	1206	16%	49%	29%	5%	1%	16
94	Dunedin is a thriving city	1215	44%	42%	12%	1%	0%	9
95	Dunedin is a creative city	1215	33%	48%	16%	2%	1%	8
96	Dunedin is a safe city	1224	67%	26%	6%	0%	0%	5
97	Dunedin is a sustainable city	1212	49%	36%	13%	1%	1%	10
98	Dunedin recognises and supports cultural diversity	1210	32%	43%	19%	5%	2%	14
99	Dunedin maintains and preserves its architectural heritage	1221	43%	38%	13%	4%	1%	6
100	There is a sense of community in my local neighbourhood	1209	34%	43%	21%	2%	1%	14
101	The Council is a leader in encouraging the development of a sustainable city	1189	39%	37%	19%	3%	2%	30

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

Q		Tot	SA(%)	A(%)	N(%)	Da(%)	SDa(%)	DK
102	Dunedin is a fun city	1172	7%	45%	37%	10%	2%	37
103	Dunedin is a thriving city	1189	5%	26%	30%	33%	7%	23
104	Dunedin is a creative city	1192	13%	55%	24%	7%	2%	20
105	Dunedin is a safe city	1210	10%	48%	25%	14%	2%	7
106	Dunedin is a sustainable city	1160	5%	35%	39%	18%	3%	50
107	Dunedin recognises and supports cultural diversity	1153	9%	60%	27%	4%	1%	59
108	Dunedin maintains and preserves its architectural heritage	1195	15%	61%	18%	5%	1%	21
109	There is a sense of community in my local neighbourhood	1186	11%	43%	31%	13%	2%	25
110	The Council is a leader in encouraging the development of a sustainable city	1104	6%	30%	39%	18%	7%	103

Chart 5-7 demonstrates the overall rating of the current performance of Dunedin. The most highly rated factor was that Dunedin maintains and preserves its architectural heritage (76%), while the lowest rated factor was that Dunedin is a thriving city (31% which is an increase of 6 percentage points since 2013).

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

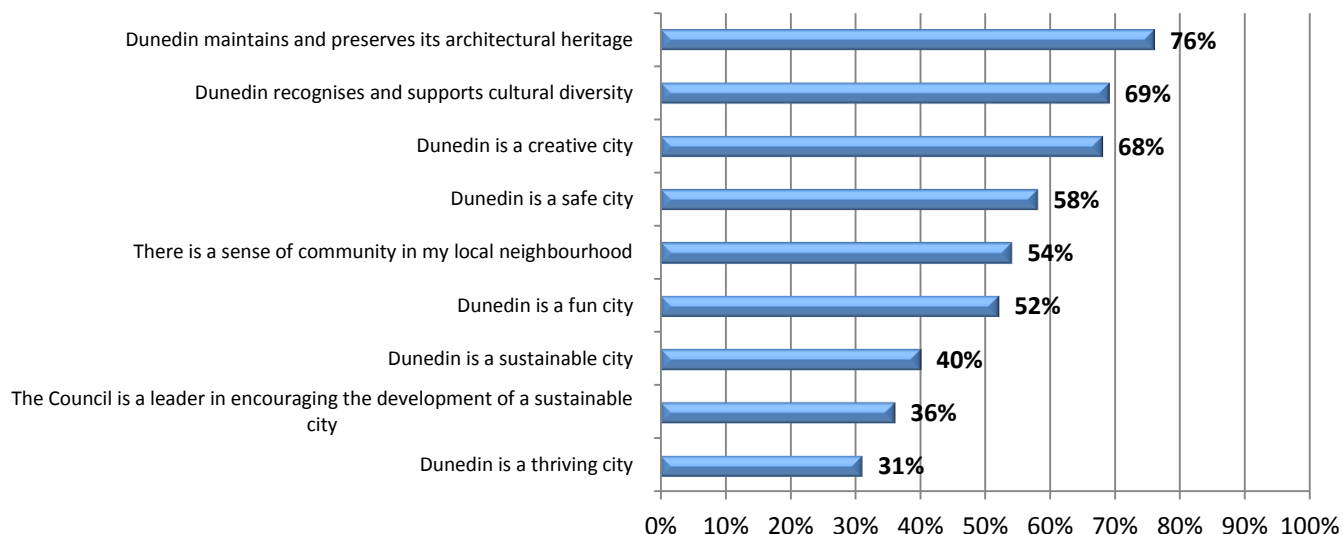


Chart 5-8 Trends in Importance of Characteristics Concerning Dunedin City and Dunedin City Council

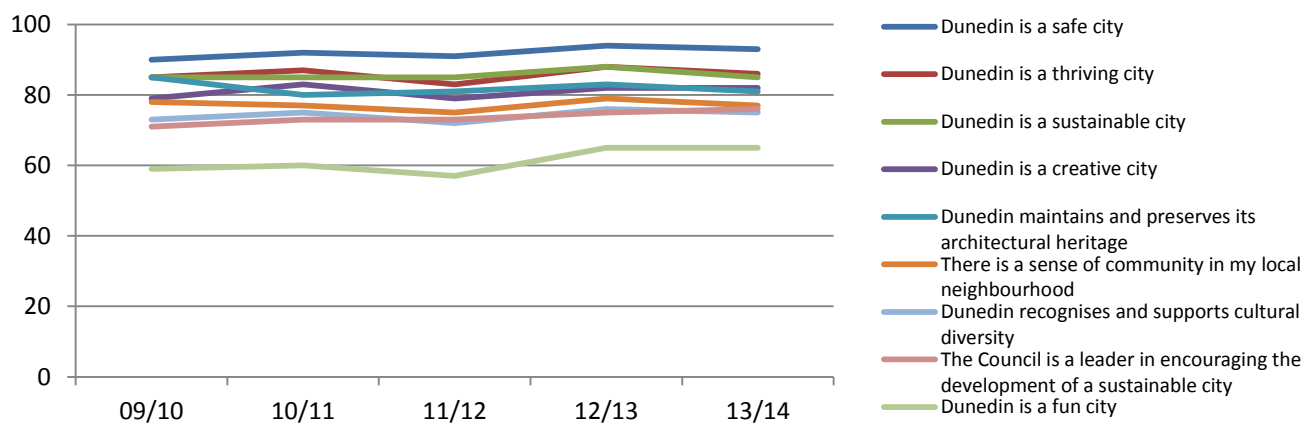
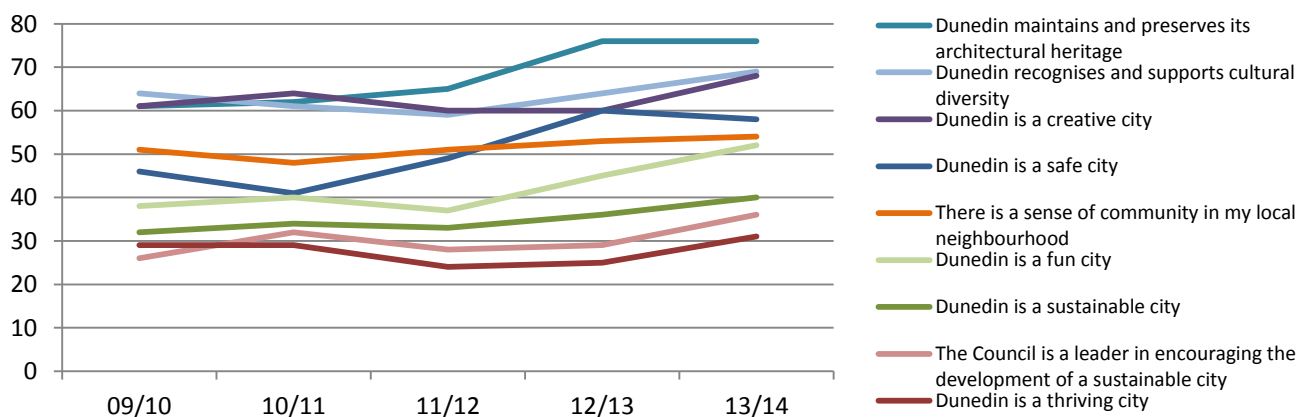


Chart 5-9 Trends in Perceptions of Characteristics Concerning Dunedin City and Dunedin City Council



5.4. Use of and Satisfaction with Retail Centres

Almost one third (30%) of respondents in the 2014 survey considered the Central City as their most convenient retail centre. The next most commonly identified retail area was South Dunedin (17%) followed by Mosgiel (14%).

Table 5-6 Satisfaction, Most Convenient Retail Centre⁷

	% of Respondents	Tot	VS(%)	S(%)	N(%)	D(%)	VD(%)	DK
Central City	30%	351	18%	60%	17%	5%	1%	2
South Dunedin	17%	195	8%	41%	25%	24%	4%	1
Mosgiel	14%	161	14%	57%	19%	9%	2%	0
Roslyn/ Mornington	12%	135	10%	49%	20%	19%	2%	1
Gardens NEV	9%	103	17%	63%	11%	8%	2%	0
Green Island	6%	65	11%	66%	14%	9%	0%	1
Musselburgh	3%	34	9%	53%	29%	9%	0%	0
Port Chalmers	3%	30	0%	80%	7%	10%	3%	0
Maori Hill	1%	17	18%	65%	0%	18%	0%	0
St Clair	1%	12	8%	42%	33%	17%	0%	0
Caversham	1%	8	13%	38%	38%	0%	13%	0
Portobello	1%	7	14%	43%	43%	0%	0%	0
Waikouaiti	1%	6	0%	33%	33%	33%	0%	0
Outram	0%	2	0%	100%	0%	0%	0%	0
Other	3%	37	11%	57%	19%	14%	0%	0

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

6. Open Feedback, Priorities

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

Table 6-1 Priorities for Coming Year

	No. of Respondents 2010	No. of Respondents 2011	No. of Respondents 2012	No. of Respondents 2013	No. of Respondents 2014
Encourage businesses/economic development	50	51	52	312	393
Reduce Council spending/control debt	61	59	136	195	217
Control rates	30	57	53	141	141
Provide cycle ways	8	19	22	76	115
Improve look and feel of city	16	22	24	52	113
Improve roads	10	25	17	89	107
Finish/use stadium	49	53	50	52	101
Stronger city infrastructure/ Improve council services, consent times	-	-	-	-	91
Develop sustainable practices	-	16	13	46	85
Increase safety/reduce drunkenness in streets	17	34	26	56	82
Sell/close Stadium	-	-	5	5	70
Improve/lower cost of public transport	21	31	13	33	64
Increase transparency/community consultation	8	18	20	39	62
Promote City/bring events/concerts	-	-	30	62	61
Improve and maintain walkways/footpaths	7	12	19	61	48
Improve/ tidy South Dunedin	7	15	11	13	47
Provide additional car parking	10	7	4	26	34
Improve/expand rubbish services	14	18	11	31	33
No more big spending	-	-	36	48	29
Maintain parks, reserves and beaches	-	8	8	48	29
Ensure maintenance of architectural heritage	21	16	15	27	24
Stop Council in-fighting	-	-	26	5	21
Continue to upgrade water system	27	32	13	45	20
Address John Wilson Drive	-	13	3	6	1
Other	164	101	111	374	85
Total no. of priorities identified	520	607	718	1,842	2,073

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	
Staff attitude and performance needs improving	226
Satisfied with Council staff	122
Council staff need to be more accessible/need better communication	59
Too many staff/overpaid	26
Slow consent process should be addressed	17
Need more staff	12
Other	35
Q112 The Appearance of the City	
City/suburbs untidy or tired looking	205
Too much rubbish/broken glass in streets/need more rubbish bins	164
More emphasis on maintaining and restoring old buildings	117
City/suburbs look good	79
Maintain trees and gardens/green spaces/more tree planting	79
Pedestrian only areas/less traffic in city centre	71
Closed shops/unused buildings look bad	67
Need to maintain footpaths and roads	66
Do up harbour area/improve assets to City	64
Too much traffic in city/city centre needs to be more pedestrian friendly	60
Demolish the old buildings that are decaying/design new buildings	36
Octagon needs revamp	24
More public art	17
More bicycle pathways	13
Other	74
Q113 The Appearance of Your Suburb or Township	
Footpath/road maintenance required	151
Good/satisfied	111
Generally dirty/untidy	96
More greenery required/better maintenance	83
Rubbish on streets	59
Owners need to be responsible for making properties presentable	38
Gutter/drain maintenance	36
Issues in South Dunedin	28
Closed shops/unused buildings look bad	17
Less road traffic/lower speed	17
Dog fouling	13
Issues in North Dunedin	11
Other	100

Q114 Council Services	
Satisfied with Council services	123
Services in general need improvement/faster response	81
Need better/less expensive rubbish and recycling service	54
Bus service inefficient and/or expensive	30
Lower costs for services/provide rebate for those who don't get service	23
Maintain roads and footpaths/street lighting	18
Slow consent process should be addressed	12
Drains blocked and overflowing	10
More parking/improve pay parking	8
Clean streets more	7
Other	67

Q115 The Arts and Cultural Environment of Dunedin	
Satisfied/good	188
Council should continue to develop/provide more support/provide funding	104
Need more art and cultural activities/encourage them	76
Need more events	40
Need more advertising/awareness of events	17
Too much funding/emphasis by Council	15
Not Council responsibility/it is not important	10
Cheaper/free admission fees for the community	9
Use Forsyth Barr Stadium to host events/recover costs	8
Other	54

Q116 The Social Environment of Dunedin	
The social environment is good	119
Need to create safer environment/more police patrol	97
Need more/need more advertising of events/family activities/community activities	71
There is too much drunken behaviour	63
Bars/pubs need to close earlier/too many bars	36
Need more events/activities for youth	25
Need more control of students	22
More cafés/restaurants/shops needed/areas to socialise	18
Poor social environment overall/need improving	15
Not a Council responsibility	11
More support/housing for low income residents	9
Other	31

Q117 The Economic Environment of Dunedin

Need to support local businesses/new business support	188
Need to attract/help businesses come to Dunedin/don't turn away opportunity from investors	181
Encourage/develop more jobs and migration/students to stay	124
Poor economy	80
Average performance from the Council/needs improving	62
Good/satisfactory	44
Prioritise/plan better where money is invested	23
Wages are too low/it is hard to survive/a lot of poverty	22
Council needs to lobby/work with Government more	21
Council is in debt means higher rates/less money for the economy	21
Invest in the University	17
Support tourism/airline industry	13
Other	52

Q118 The Natural Environment

Dunedin's environment is good/beautiful	219
Enhance/maintain it better/keep it protected	118
More trees and parks/more native vegetation/protect wildlife	37
Stop beach and other pollution	36
Need to promote it/advertise it/educate people	28
More walkways and bike tracks	24
Pest and weed control	18
Other	26

Q119 Sport and Recreation in Dunedin

Well Managed/I am happy with our facilities	154
DCC shouldn't spend so much on rugby/need to support all sports not just rugby	45
Get more events for the stadium/stadium is great	41
Enhance/continue to improve/upgrade facilities	39
Against stadium	27
More cycle lanes/cycleways are unsafe/upgrade/build mountain bike tracks	26
City needs better sports grounds/maintain grounds/playgrounds	24
Venue prices are a barrier	13
Lack of dog defecation control on sports fields	8
Need more facilities	7
Need better information or guides to sports/sport facilities in Dunedin/better communication regarding cancellations/more promotion of minority sports	3
Other	13

Q120 Transport in and around; and to and from Dunedin	
Need better bus service	204
Need lower bus fares/more ticket options	124
Public transport service is poor in general	109
Service is good	104
Provide more cycleways/Make cycleways safe	92
Improve timetables/frequency	91
Use mini buses	43
Bring back train services	27
We need a tram/cable car	24
Air services need improving	19
Against cycle lanes/move cycle lanes/improve pedestrian access	19
Roading network is dangerous/bypass trucks from the city	17
Need more car parks/car parks need to be cheaper	12
Other	27
Q121 Support for the Development for Sustainable Dunedin	
Currently not being provided effectively	125
Encourage economic growth before a sustainable Dunedin	84
Develop sustainability awareness programmes	43
Don't spend Council finances on this	43
Important to prioritise sustainability	39
Better waste management	38
Currently being provided effectively	37
Encourage use of public transport	27
Develop renewable energy resources	24
Reward those living in a sustainable way	11
Other	16
Q123 General Comments	
Good/satisfied	205
Dissatisfied with council	177
Against stadium	24
Consultation/listen to ratepayers	20
Other	102

7. Satisfaction with DCC Services

7.1. Rubbish Collection

The 2014 Residents' Opinion Survey shows a high level of satisfaction with household rubbish collection services. Though no aspects of rubbish collection have recorded an increase in satisfaction since the 2013 study, only three out of the six have recorded a decrease. Respondents are most satisfied with the reliability of the rubbish collection service (92%). The aspect with the lowest satisfaction level is cleanliness of the streets in general (55%).

Table 7-1 Rubbish Collection- Satisfaction of Users

Q	Tot	VS(%)	S(%)	N(%)	D(%)	VD(%)	DK
1 Household rubbish collection	1072	42%	45%	7%	5%	2%	8
2 Kerbside recycling	1157	40%	49%	6%	5%	1%	7
3 Street litter bins	1110	18%	47%	23%	10%	2%	33
4 Reliability of the rubbish collection service	1142	46%	46%	6%	2%	1%	9
5 Cleanliness of the streets immediately after rubbish collection	1186	21%	49%	18%	10%	2%	14
6 Cleanliness of the streets in general	1194	11%	44%	20%	19%	5%	5

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

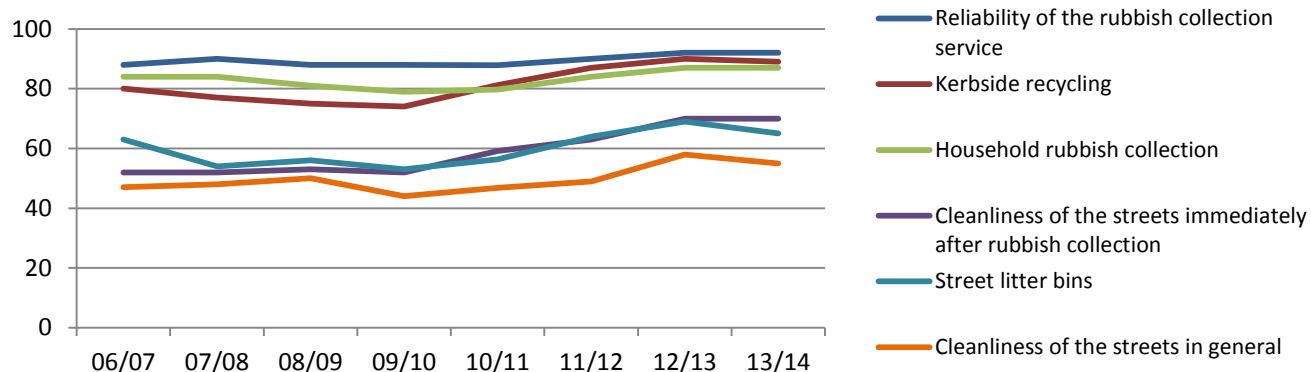
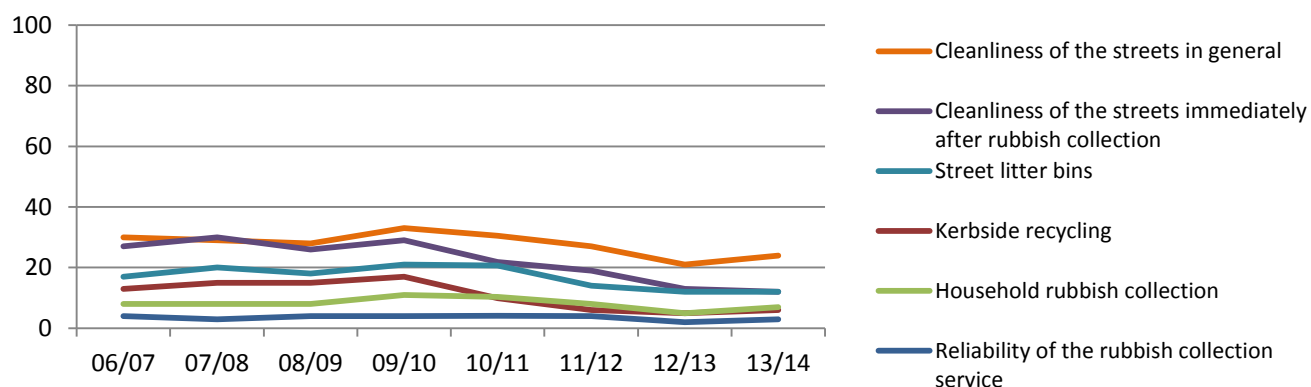


Chart 7-2 Rubbish Collection - Dissatisfaction of Users, Trend



Unprompted responses included:

Rubbish Collection	
Rubbish/glass/dog faeces on streets - need to be swept more/gutters and verges need to be cleaned out more	165
Need a green recycling option/other recycling options	55
Need more/bigger rubbish bins in public areas/should be emptied more often	55
Generally satisfied	51
Student area (North Dunedin) has rubbish in streets/needs more public bins	49
Collectors drop glass/rubbish on roads and don't clean up	36
Animals get into bags/bags not strong enough	29
Rubbish bags are too expensive/should be free	23
People dumping rubbish/should prosecute or fine litterers	23
Prefer to pay for private collection as it's better/cheaper/tidier	21
Blue bins of poor quality/collectors throw and break them	21
Weather/wind knocking over bins/spreading rubbish	20
Bins not picked up/collection missed	14
Council need to provide a rubbish and recycling pickup schedule/inform public, better communication when there is a change to scheduling	14
Inorganic collection periodically throughout the year for larger items	13
Dump fees need to be lower/too expensive	13
Timing of collection inconvenient	11
Recycling has improved	10
Wheelie bins should be supplied	8
Parked cars preventing rubbish collection/street cleaning	5
We don't have recycling in our street/we don't have rubbish collection	4
Other	42

7.2. Water, Drainage and Sewerage

The 2014 Residents' Opinion Survey shows residents are highly satisfied with water, drainage and sewerage services. The factor with the lowest rating of satisfaction was storm water, where 59% of respondents were satisfied, a decrease of 7 percentage points since the 2013 study. Satisfaction with other services was between 73% (sewerage system) and 83% (water pressure), as shown in Table 7.2.

Table 7-2 Water Services- Satisfaction of Users

Q	Tot	VS(%)	S(%)	N(%)	D(%)	VD(%)	DK
7 Water pressure	1168	31%	52%	8%	6%	3%	4
8 Water quality	1166	25%	53%	12%	8%	2%	4
9 Storm water collection service	1080	14%	45%	23%	14%	4%	64
10 The city's sewerage system	1102	21%	52%	20%	5%	1%	48

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

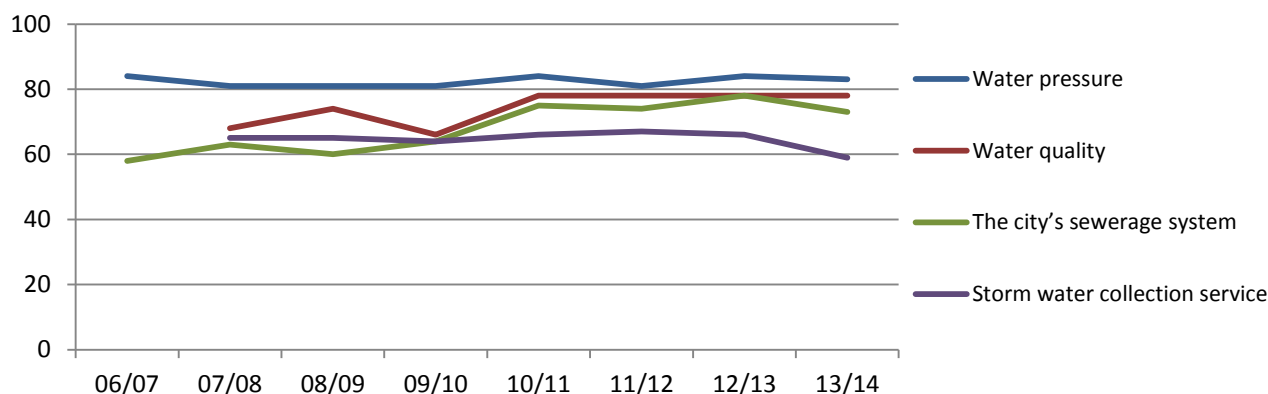
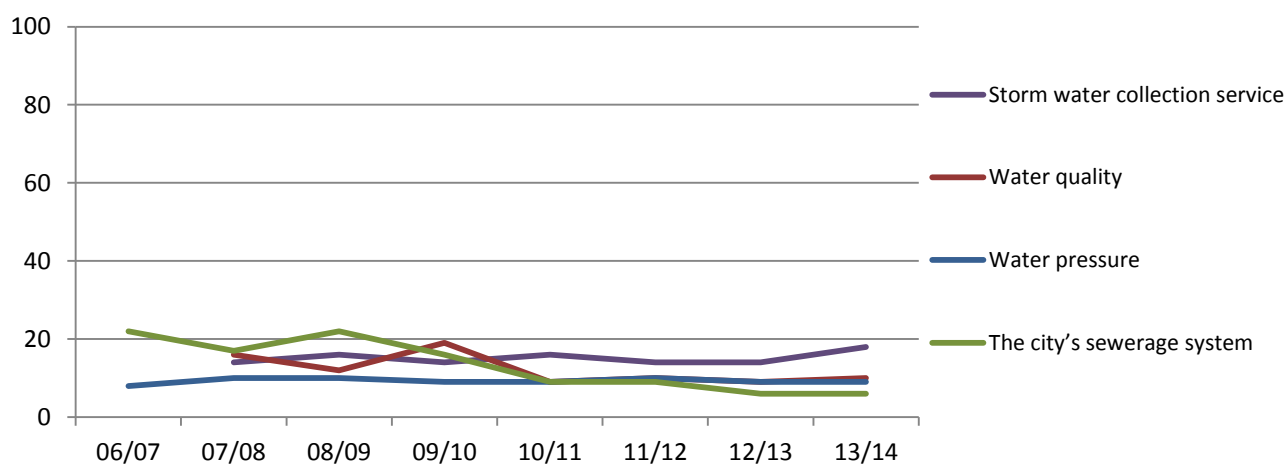


Chart 7-4 Water Services - Dissatisfaction of Users, Trend



Unprompted responses included:

Water Services	
Stormwater cause flooding in some areas/system not coping/no system in place	165
Stormwater drains often blocked/drains need clearing more often/mud traps need clearing more often	55
Poor water pressure	55
Water tastes bad/ smells like chlorine	51
Stop sewerage to sea /poor quality effluent reaching waterways /we need a better system/build a top rate water treatment plant	49
We don't want fluoride	36
Need regular maintenance/upgrading	29
Good service/no problems /I am happy with system	23
Poor water quality/discoloration	23
We use a water filter	21
Water pressure too high/burst pipes due to water pressure changes	21
Other	20

7.3. Roads, Footpaths, Lighting and Parking

For all factors measured regarding roads and footpaths, more than one half of all residents are satisfied with the delivery of service. Satisfaction levels were highest (with 80% of respondents being either very satisfied or satisfied) for the footpaths being where they were needed throughout the city (Table 7.3). There were lower levels of satisfaction with the condition of the roads and footpaths.

Table 7-3 Roads and Footpaths - Satisfaction

Q		Tot	VS(%)	S(%)	N(%)	D(%)	VD(%)	DK
11	The condition of the roads in your neighbourhood	1231	11%	51%	17%	16%	5%	3
12	The condition of the roads throughout the city	1221	6%	55%	24%	16%	2%	13
13	The condition of footpaths in your neighbourhood	1199	11%	47%	17%	17%	8%	32
14	The condition of footpaths throughout the city	1209	8%	52%	27%	11%	2%	22
15	That there are footpaths where you need them throughout your neighbourhood	1187	18%	58%	11%	7%	5%	36
16	That there are footpaths where you need them throughout the city	1181	15%	65%	17%	3%	1%	40

Chart 7-5 Roads and Footpaths - Satisfaction, Trend

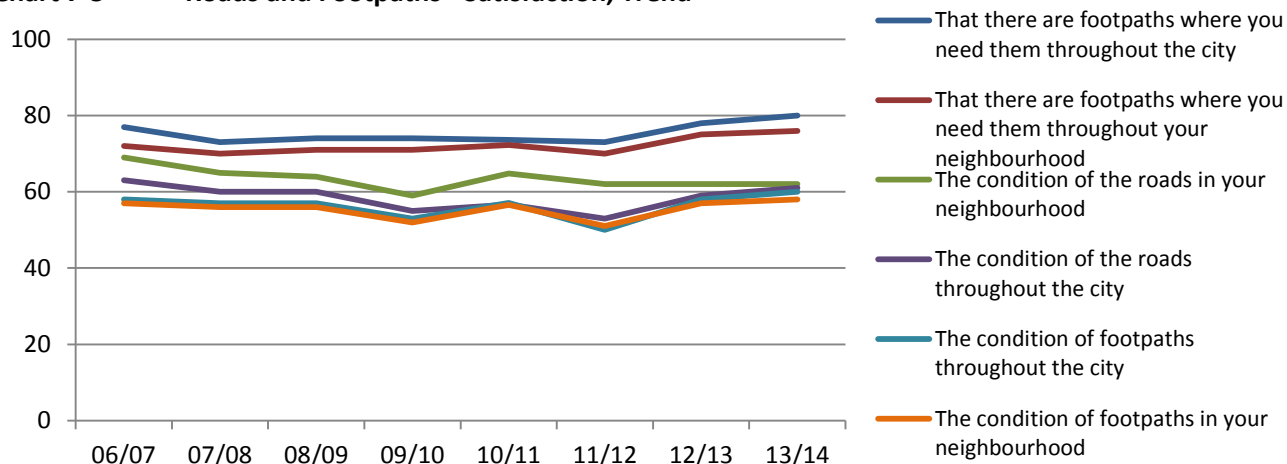
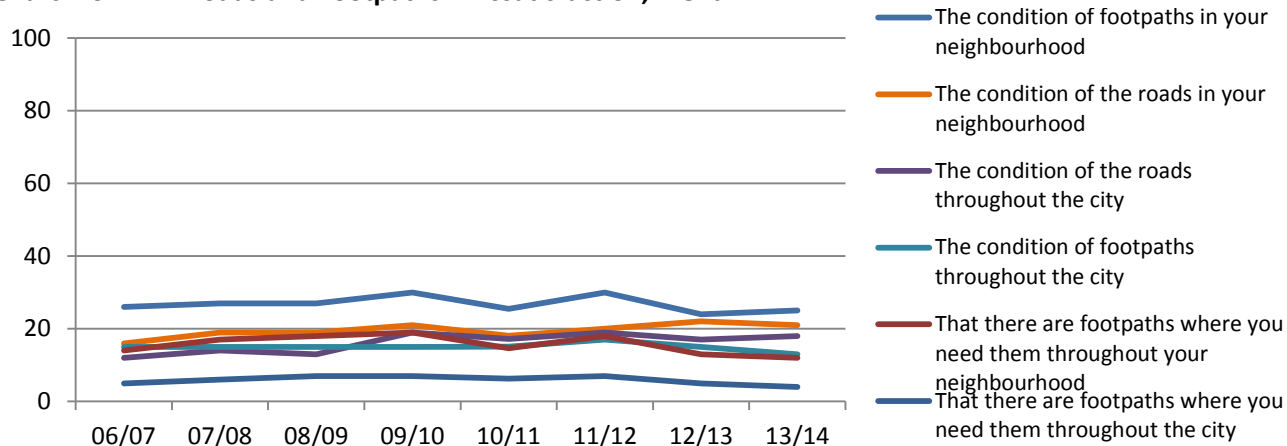


Chart 7-6 Roads and Footpaths - Dissatisfaction, Trend



For all of the aspects regarding street lighting and traffic flow management, results have remained reasonably steady compared to the results from 2013. The largest decrease in satisfaction was for the flow of traffic around and through the city at peak times of the day with a decrease in satisfaction of 6 percentage points.

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

Q		Tot	VS(%)	S(%)	N(%)	D(%)	VD(%)	DK
17	Street lighting in your neighbourhood	1201	19%	58%	13%	8%	2%	28
18	Street lighting throughout the city	1192	16%	63%	16%	4%	1%	35
19	Street name signs throughout the city	1208	15%	58%	17%	8%	1%	17
20	Directional signs for traffic throughout the city	1208	13%	59%	19%	7%	1%	20
21	The flow of traffic around and through the city at peak times of the day	1179	4%	43%	27%	21%	4%	51
22	The flow of traffic around and through the city at off-peak times of the day	1206	19%	63%	12%	4%	1%	27
23	The ease of pedestrian access throughout the transport network	1182	9%	61%	19%	8%	2%	47

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

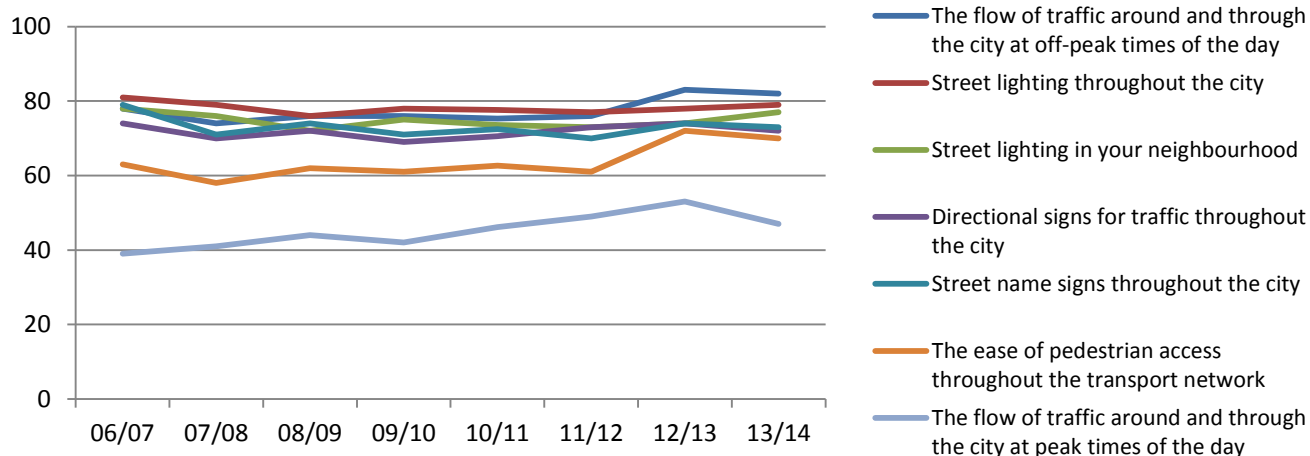
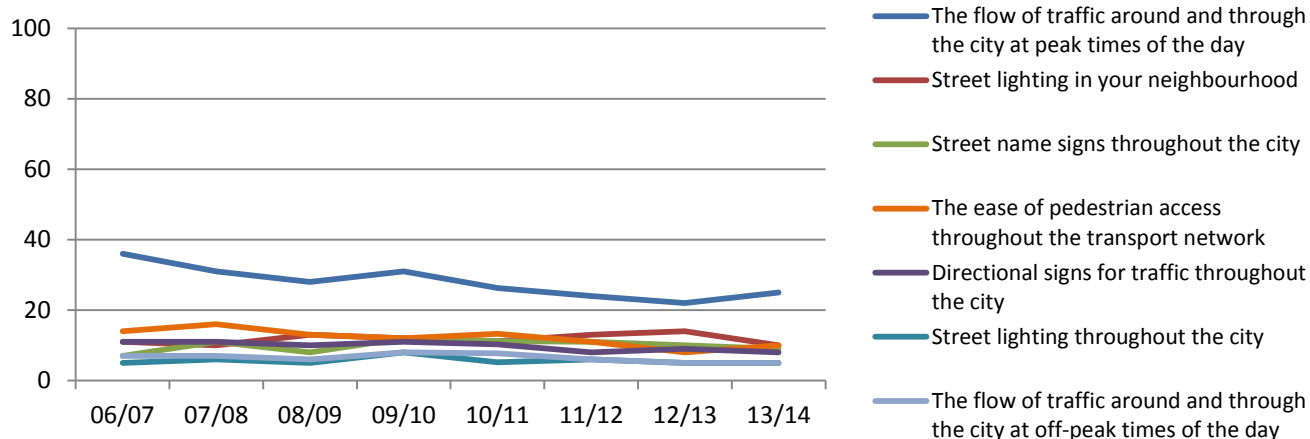


Chart 7-8 Lighting, Signage and Traffic Flow - Dissatisfaction, Trend



Respondents are most satisfied with the ease of use of Pay and Display car parking (65%) and least satisfied with the suitability of the road network for cyclists throughout the city (29%) though this aspect has increased by 7 percentage points since 2013.

Table 7-5 Parking and Network for Cyclists - Satisfaction

Q		Tot	VS(%)	S(%)	N(%)	D(%)	VD(%)	DK
24	The efforts made to minimise inconvenience and disruption caused to the public, when work is done on roads, footpaths and drains	1216	9%	51%	22%	14%	5%	11
25	The availability of car parking in the central city	1187	5%	37%	24%	24%	10%	36
26	The number of parking spaces available in DCC car parking buildings	1086	7%	47%	32%	10%	3%	137
27	The number of parking spaces available in DCC off-street car parks	1082	6%	42%	33%	17%	3%	139
28	The ease of use of Pay and Display car parking	1165	9%	56%	21%	9%	4%	53
29	The availability of on-street parking in the central city	1161	4%	35%	27%	25%	9%	57
30	The suitability of the road network for cyclists throughout the city	1054	6%	23%	33%	23%	14%	162

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

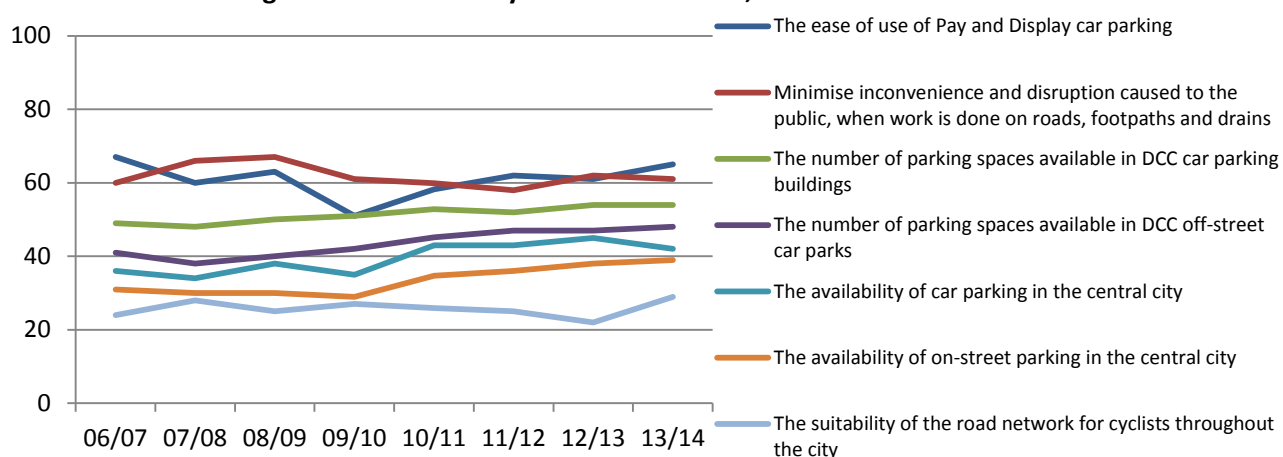
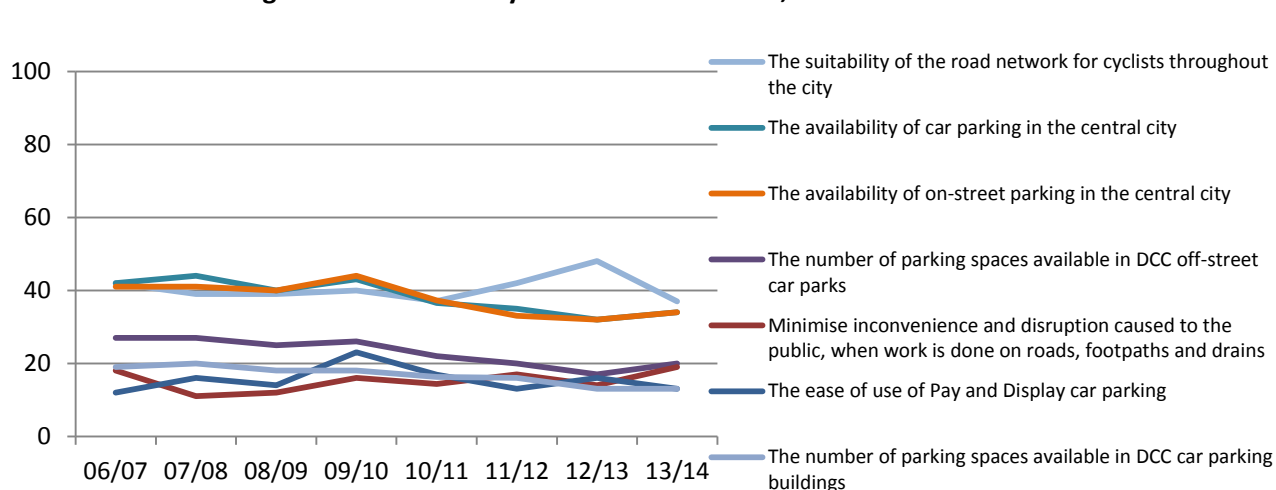


Chart 7-10 Parking and Network for Cyclists - Dissatisfaction, Trend



Unprompted responses included:

Roads, Footpaths, Lighting and Parking

Cycle lanes are dangerous/need improving/need more driver awareness	153
More/better parking/more drop off parking	79
Roads neglected/poor quality/lack of maintenance/repairs not up to standard	75
Footpaths neglected/inadequate repairs/better access to footpaths for wheelchairs and mobility scooters	68
Too much traffic congestion/road layout and intersections dangerous	56
Parking too expensive/should be cheaper/should be free	48
Cycle lanes taking up too much room/cyclists should be more careful/cyclists should pay a fee	41
Too much money/attention on cyclists at expense of motorists	36
More/ better street lighting/regular checking and maintenance of street lighting	35
Inadequate road signage/street signs missing/inadequate visibility	33
Traffic lights have poor timing	31
More cycle lanes needed /cycle lanes are good	26
Roadworks/timing needs to be sorted to be the least disruptive to traffic	24
Lack of safe crossings/lack of pedestrian access	18
Parking time limits too short	16
Generally satisfied	16
Pay and display machines often don't work	16
Pay and display meters difficult to use/lack features	10
Need more disability/specialty parks	8
Free parking permit for elderly is great.	4
Other	48

7.4. Regulatory, Monitoring and Environment

Satisfaction with control of roaming dogs, barking dogs and dogs fouling in the street have all remained reasonably steady since the 2013 study. Satisfaction with noise control has increased by 3 percentage points and satisfaction with control of barking dogs has increased by 2 percentage points.

Table 7-6 Council Regulatory and Monitoring Processes - Satisfaction

Q		Tot	VS(%)	S(%)	N(%)	D(%)	VD(%)	DK
31	Control of roaming dogs	1139	14%	48%	23%	12%	4%	96
32	Control of dogs fouling the streets	1157	7%	32%	23%	28%	10%	76
33	Control of barking dogs	1112	8%	44%	31%	12%	5%	119
34	Noise control (enforcement)	1029	10%	48%	35%	6%	2%	201
35	Parking enforcement	1152	6%	48%	32%	8%	5%	78
36	The fairness and attitude of parking wardens	1071	9%	40%	33%	10%	8%	153
37	Enforcing hygiene standards in city food establishments	1106	18%	59%	17%	4%	1%	124
38	Enforcing liquor licensing standards in the city's licensed premises	1003	11%	52%	25%	9%	3%	222
39	Processing of applications for building consents	766	5%	23%	36%	21%	15%	454
40	Monitoring and inspection of buildings under construction	716	6%	33%	45%	11%	6%	511

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

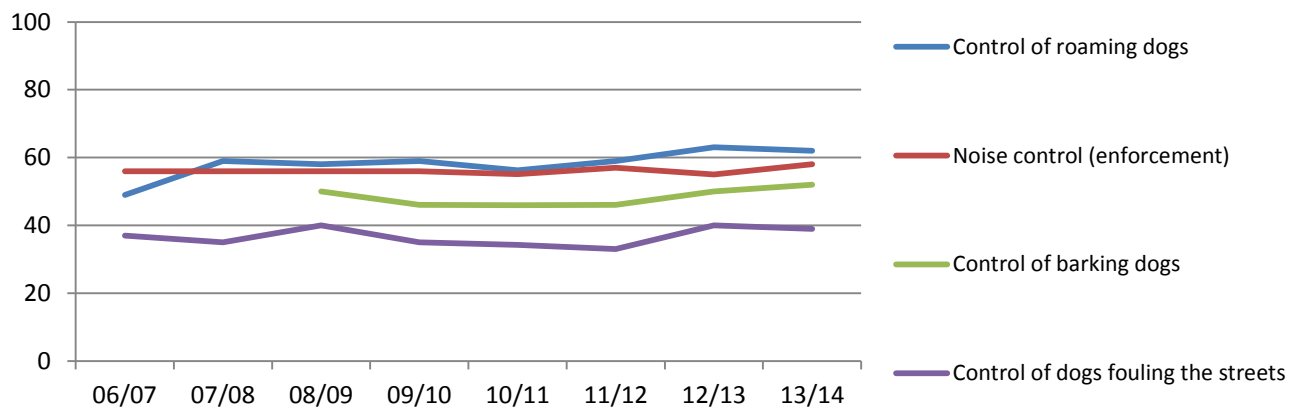
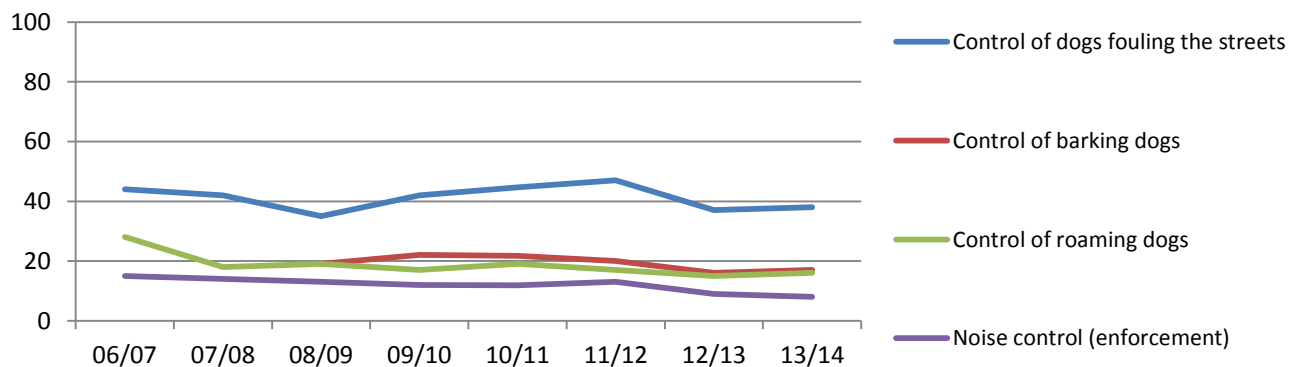


Chart 7-12 Dog Control and Noise Control - Dissatisfaction, Trend



Satisfaction with monitoring and inspection of buildings under construction and the fairness and attitude of parking wardens has increased slightly since 2013 (4 and 3 percentage points respectively). The aspect with the lowest level of satisfaction is processing of applications for building consents (28%) which has increased slightly since 2013 (1 percentage point) though dissatisfaction with this aspect has increase by 8 percentage points.

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

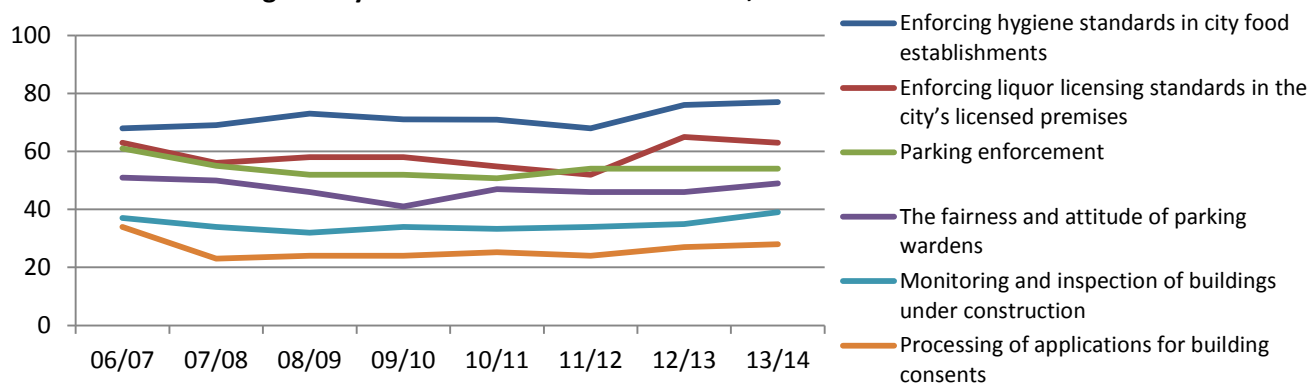
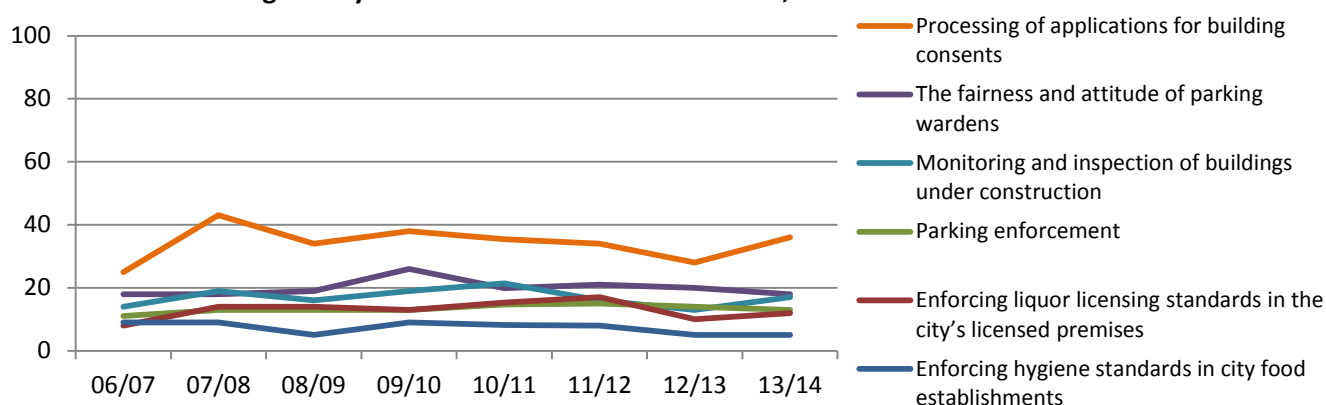


Chart 7-14 Parking and By-law Enforcement - Dissatisfaction, Trend



Unprompted responses included:

Council Regulatory and Monitoring Processes	
Dog faeces on streets/need more dog bag collection points/more bins	76
Building consents too slow/difficult/not well run/too much time wasted due to mistakes	61
Wardens/enforcement officers attitudes not good/inconsistent/revenue gathering exercise	42
Too many dogs roaming/off leash/needs to be policed	28
Building consents too expensive	26
Dog control poor	23
Need stronger enforcement of liquor licensing laws/liquor ban/problems with alcohol related violence/too many liquor outlets	22
Generally satisfied	18
We need better noise control	13
Better monitoring of food outlets/safety and health inspections/more could be done	13
No consistency between building inspectors/too pedantic/poor attitude/need to be more vigorous in inspections	12
Crack down on illegal parking/non registration/no warrant/need to get out to the suburbs	9
Excessive dog barking/noise control doesn't do anything	8
Cats should be registered/cat faeces everywhere	6
Some parking wardens do a great job in difficult circumstances/showing more discretion	5
Other	27

7.5. Customer Service

When asked to rate their satisfaction with the statement that the Council strives to improve, 55% of respondents were satisfied that this was the case. This was a decrease of 5 percentage points since the 2013 study.

Table 7-7 Council Customer Service - Satisfaction

		Tot	VS(%)	S(%)	N(%)	D(%)	VD(%)	DK
41	The DCC is constantly striving to improve	1140	8%	47%	32%	10%	4%	90
42	The DCC delivers good value for the ratepayer money	1144	6%	32%	32%	20%	10%	85

Chart 7-15 Council Customer Service - Satisfaction, Trend

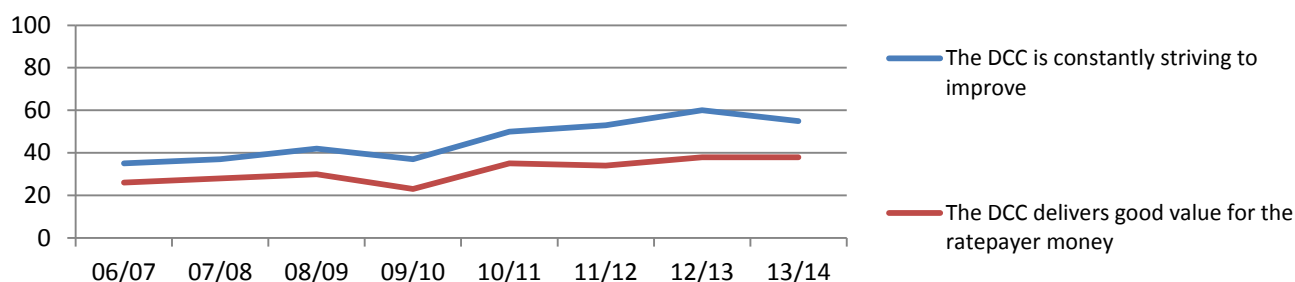
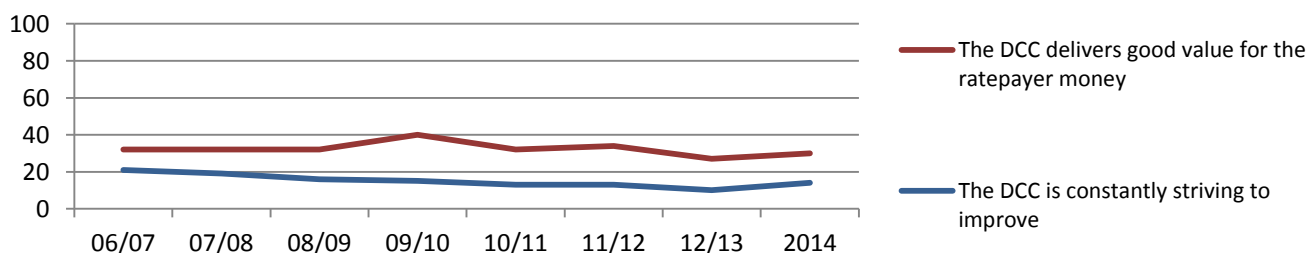


Chart 7-16 Council Customer Service - Dissatisfaction, Trend



Unprompted responses included:

Council Customer Service	
Stadium and other facilities are a waste of money	80
Minimise spending/prioritise core service spending/we don't get good value for our rates	54
Services good/have seen improvement/good new management	37
Poor management/too bureaucratic/no transparency/more consultation with public required over spending	27
Frustrated at constant rate rises/rating structure/rates too high/stop increasing rates	24
Service not good/no follow up/need to be friendlier/room for improvement	18
Council does not listen to citizens	14
Poor handling of debts	11
More focus on developing the city/bringing in business, creating jobs, events	4
Other	44

8. Satisfaction and Use of City Facilities

8.1. Use of City Facilities

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

Table 8-1 Use of City Facilities - Usage

Q	No Answer		No Visits		One or More Visits		Avg. Number of Visits ⁸
	n	%	n	%	n	%	
43 Any or all of the following Libraries (Moray Place, Mosgiel, Port Chalmers, Waikouaiti, Blueskin Bay, Bookbus)	525	42%	262	21%	461	37%	20.3
45 Any or all of the following pools (Moana, Mosgiel, St Clair Salt Water Pool, Port Chalmers)	473	38%	390	31%	385	31%	20.9
46 Otago Museum	188	15%	293	23%	767	61%	4.1
47 Toitū Otago Settlers Museum	192	15%	303	24%	753	60%	2.9
48 Dunedin Public Art Gallery	192	15%	505	40%	551	44%	3.2
49 Dunedin Chinese Garden	204	16%	805	64%	239	19%	1.5
50 Dunedin Botanic Garden	166	16%	255	18%	827	66%	12.7
51 Winter sports playing fields	172	14%	653	52%	423	34%	18.4
52 Summer sports playing fields	181	15%	716	57%	351	28%	15.2
53 DCC playgrounds	179	14%	578	46%	491	39%	12.1
54 Walking and biking tracks	197	16%	419	34%	632	51%	21.1
55 DCC reserves (scenic, bush and coastal)	195	16%	355	28%	698	56%	16.9
57 Dunedin Stadium (Ice Stadium)	166	13%	899	72%	183	15%	3.1
58 Edgar Sports Centre	170	14%	439	35%	639	51%	8.8
59 Forsyth Barr Stadium	172	14%	313	25%	763	61%	4.6
60 The Dunedin i-SITE Visitor Centre	180	14%	869	70%	199	16%	2.5
61 Dunedin Town Hall – now called the Dunedin Centre	184	15%	597	48%	467	37%	3.5
62 Regent Theatre	186	15%	447	36%	615	49%	3.3
63 Fortune Theatre	182	15%	717	57%	349	28%	2.5
64 Dunedin's cemeteries	183	15%	593	48%	472	38%	5.1
66 Public toilets	227	18%	350	28%	671	54%	8.3

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

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

Q	Tot	VS(%)	S(%)	N(%)	D(%)	VD(%)	DK
43 Any or all of the following Libraries (Moray Place, Mosgiel, Port Chalmers, Waikouaiti, Blueskin Bay, Bookbus)	849	49%	44%	6%	1%	0%	24
44 Material available at the Libraries	850	43%	48%	7%	2%	0%	27
45 Any or all of the following pools (Moana, Mosgiel, St Clair Salt Water Pool, Port Chalmers)	720	33%	50%	9%	5%	2%	34
46 Otago Museum	919	54%	42%	3%	1%	0%	7
47 Toitū Otago Settlers Museum	897	62%	32%	5%	1%	1%	10
48 Dunedin Public Art Gallery	672	44%	44%	9%	2%	0%	24
49 Dunedin Chinese Garden	366	32%	37%	17%	8%	6%	28
50 Dunedin Botanic Garden	963	59%	38%	2%	1%	0%	4
51 Winter sports playing fields	514	15%	59%	18%	7%	1%	34
52 Summer sports playing fields	443	19%	62%	16%	2%	1%	36
53 DCC playgrounds	581	25%	57%	13%	3%	1%	25
54 Walking and biking tracks	754	25%	63%	9%	2%	1%	22
55 DCC reserves (scenic, bush and coastal)	812	29%	60%	9%	1%	0%	21
56 Accessibility of recreational sites and facilities	803	26%	60%	12%	2%	0%	23
57 Dunedin Stadium (Ice Stadium)	261	18%	53%	25%	3%	1%	43
58 Edgar Sports Centre	727	24%	60%	12%	3%	0%	24
59 Forsyth Barr Stadium	872	38%	40%	11%	6%	5%	16
60 The Dunedin i-SITE Visitor Centre	292	26%	55%	15%	3%	0%	34
61 Dunedin Town Hall – now called the Dunedin Centre	581	38%	51%	9%	1%	0%	19
62 Regent Theatre	734	45%	47%	7%	1%	0%	9
63 Fortune Theatre	441	36%	52%	11%	1%	0%	28
64 Dunedin's cemeteries (services provided to the public)	542	22%	58%	18%	2%	1%	38
65 Dunedin's cemeteries (physical appearance)	591	22%	56%	15%	5%	1%	21
66 Public toilets	842	11%	46%	25%	11%	7%	22

For most facilities respondents report a high level of satisfaction. Notable exceptions (i.e. facilities regarded as marginal or somewhat unsatisfactory) include public toilets (18% dissatisfied), Chinese Garden (14% dissatisfied) and the Forsyth Barr Stadium (11% dissatisfied). Almost all of respondents (97%) were satisfied with the Dunedin Botanical Gardens and the Otago Museum (96% satisfied).

⁹ Satisfaction of users of facilities does not include those who stated that they do not use the facility but does include those who did not answer number of times used.

Unprompted responses regarding facilities were as follows:

Libraries	
Provide good service/good facility	123
Good/helpful staff	49
Don't use the library	32
Need more books/DVDs	26
Technology has taken over	14
Technology services need upgrading	10
University libraries used instead	9
Libraries need maintenance	9
New library branches will be useful	8
Fees are too expensive	7
Increase opening hours	6
Lack of parking	6
Need more staff	3
Other	46

Pools	
Mosgiel pool needs an upgrade	59
Don't use the swimming pools	54
Pool services need improving	53
Moana pool is a good facility	51
Good facilities and well run	47
Moana Pool needs an upgrade	32
Pools are too expensive	29
St Clair pool is a good facility	19
Open pools for longer/in holidays	17
More funding should be directed to pools	12
Hygiene is a concern	11
Cafe facilities will be useful	6
Other	59

Specific Facilities	
Chinese Garden expensive/waste of money	65
All facilities are great	46
Toitū Otago Settlers Museum is good	44
Chinese Garden needs improving	31
Otago Museum is good	28
Chinese Garden is great	19
Include more relevant art exhibitions	15
The Toitū Otago Settlers Museum needs improvement	14
Don't visit the gardens	13
Disagree with consultation/decision over Toitū Otago Settlers Museum name	11
One visit is enough	10
An additional source of funding is needed	8
Other	51

Council Reserves (scenic, bush and coastal)	
Walking tracks/cycling tracks/parks need maintenance and better signage /access/parking	86
Playgrounds, parks and/or tracks are great	78
Playgrounds need maintenance/updated equipment	30
Dogs/dog faeces/rubbish/glass a problem	22
Botanic Gardens are great	16
Need more cycling and/or walking tracks	13
Need more areas where we can walk our dogs	8
Need some/more toilets	3
Other	40
Other Facilities	
Toilets have poor hygiene/need maintenance	76
Satisfied with the level of services	42
Against new stadium/cost to ratepayers	35
Insufficient public toilets	34
Cemeteries need more maintenance	24
Stadium needs to be better utilised	21
Stadium is excellent	19
Stadium sound is of a poor quality	8
Other	66

Satisfaction with General Facilities remained reasonably steady in 2014 compared to 2013. The greatest decrease in satisfaction was with the swimming pools which decreased by 3 percentage points.

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

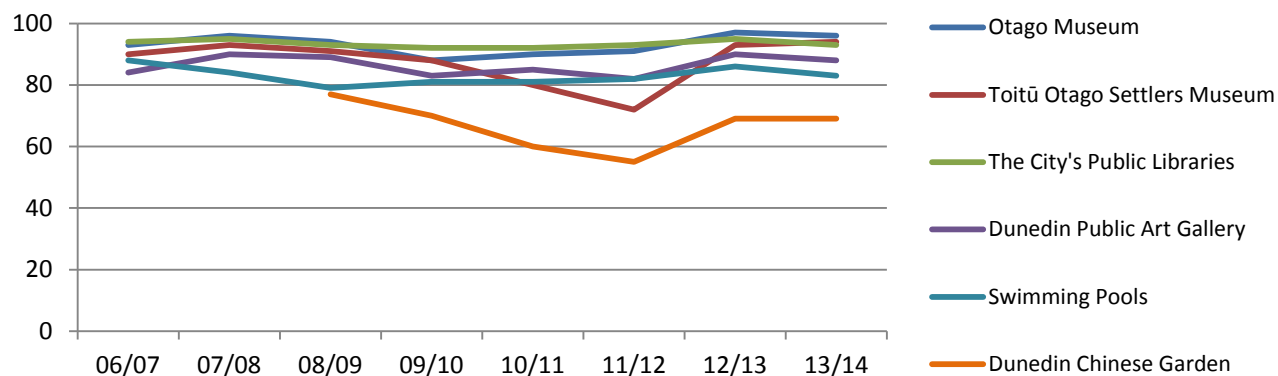
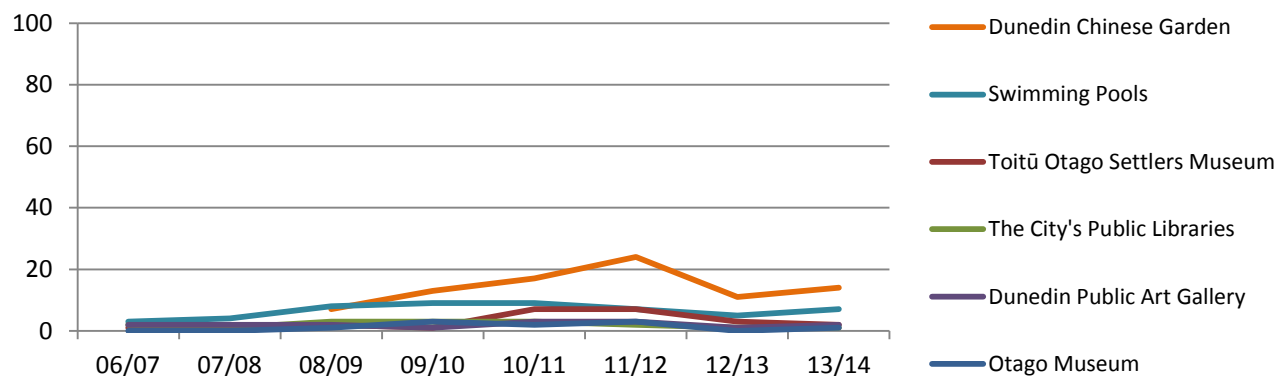


Chart 8-2 General Facilities - Dissatisfaction of Users, Trend



Satisfaction with Recreational Facilities also remained reasonably steady in 2014 compared to 2013 with the exception of winter sports playing fields which decreased in satisfaction by 5 percentage points.

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

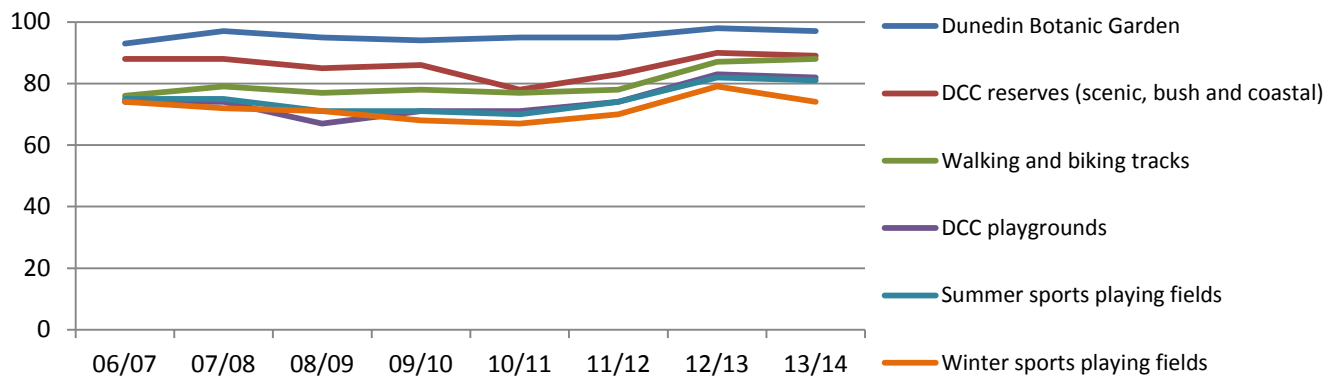
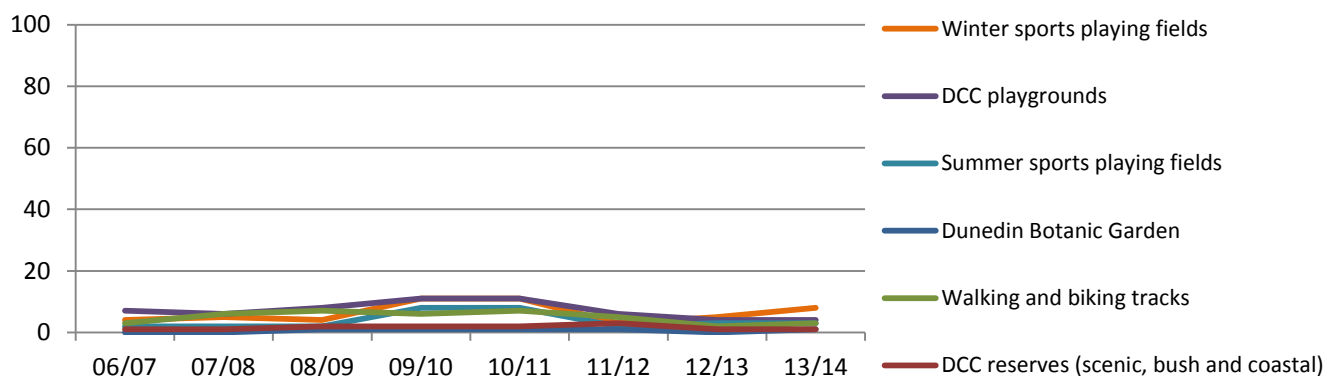


Chart 8-4 Recreational Facilities - Dissatisfaction of Users, Trend



Satisfaction significantly decreased regarding the Dunedin Stadium (Ice Stadium) (by 10 percentage points to 71%) but the level of satisfaction is still greater than it was in the 2012 study (64%).

Chart 8-5 Venues - Satisfaction of Users, Trend

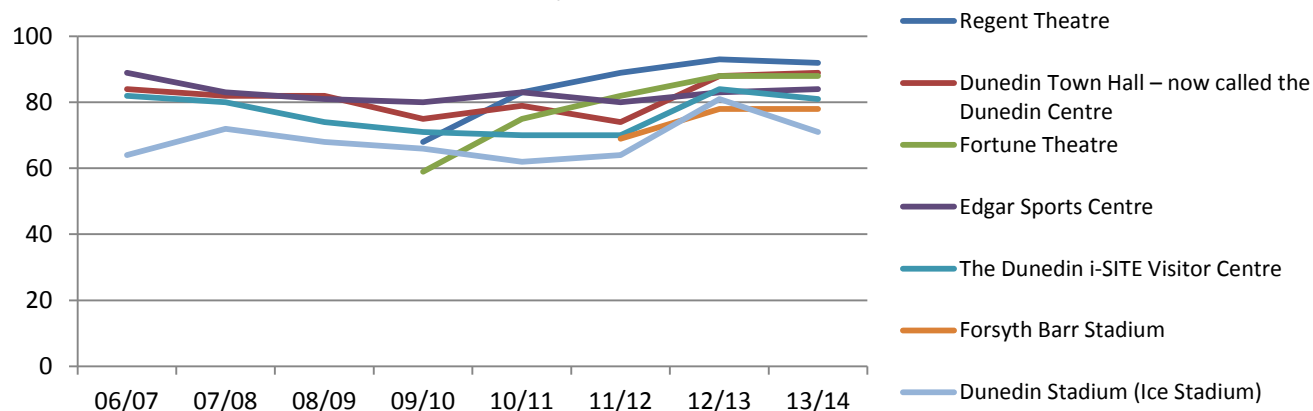
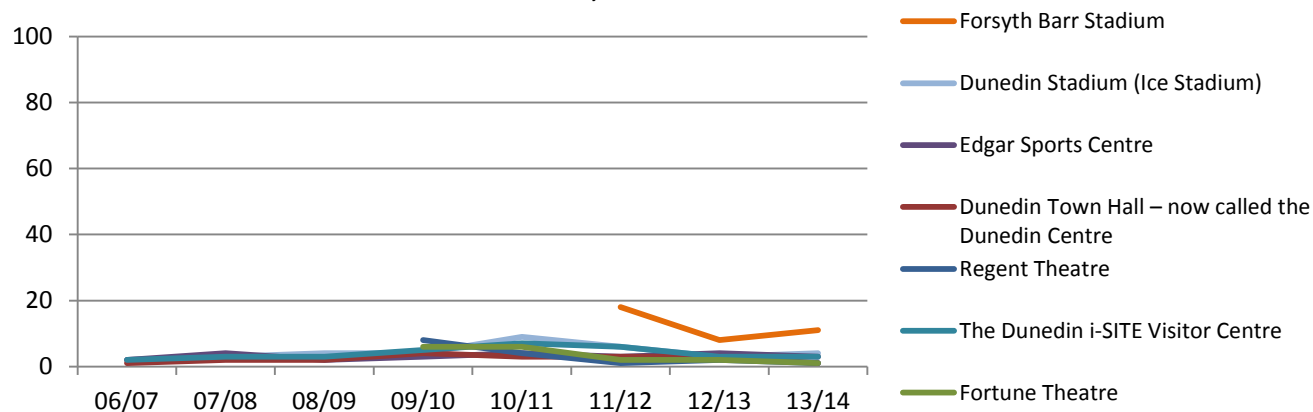


Chart 8-6 Venues - Dissatisfaction of Users, Trend



Satisfaction decreased by 5 percentage points for public toilets in 2014 when compared to the 2013 study though it is still 6 percentage points higher than it was in the 2012 study.

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

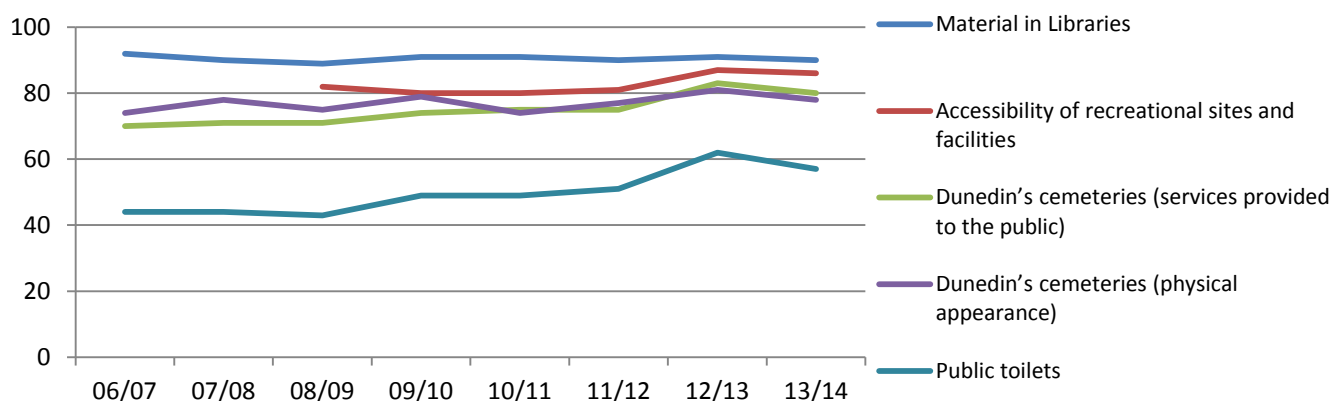
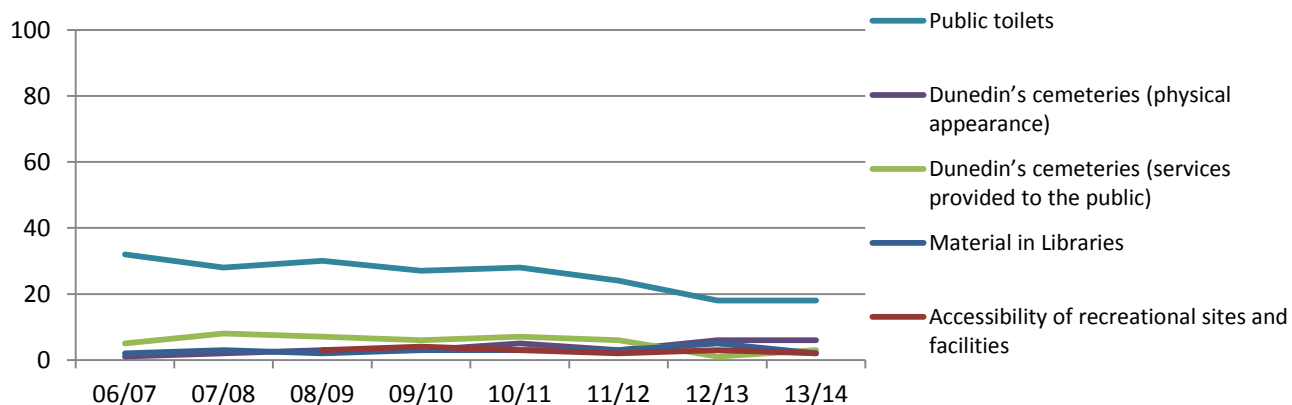


Chart 8-8 Other General Facilities - Dissatisfaction of Users, Trend



9. Satisfaction with DCC Activities

9.1. Consultation and Communication

Satisfaction amongst respondents has increased for all aspects of consultation and communication. The aspect with the highest level of satisfaction is the availability of information held by the DCC which has increased by 6 percentage points since 2013 followed by the quality of information held by the DCC which has increased by 5 percentage points since the 2013 study.

Table 9-1 Consultation and Communication - Satisfaction

Q		Tot	VS(%)	S(%)	N(%)	D(%)	VD(%)	DK
67	The availability of information held by the DCC	952	12%	55%	28%	4%	2%	271
68	The quality of information held by the DCC	916	10%	53%	31%	5%	1%	300
69	The amount of public consultation undertaken	1018	6%	36%	39%	14%	6%	203
70	The amount of information available explaining why and what the DCC is doing	1103	8%	45%	33%	11%	4%	116
71	The notices and information you receive from the DCC about activities and matters affecting your household's water supply	994	8%	48%	34%	7%	2%	225
72	The notices and information you receive from the DCC about road works and footpath repairs in your neighbourhood	1071	7%	44%	28%	15%	6%	156
73	The notices and information you receive from the DCC about temporary street closures	1023	9%	44%	32%	12%	4%	198

Chart 9-1 Consultation and Communication - Satisfaction, Trend

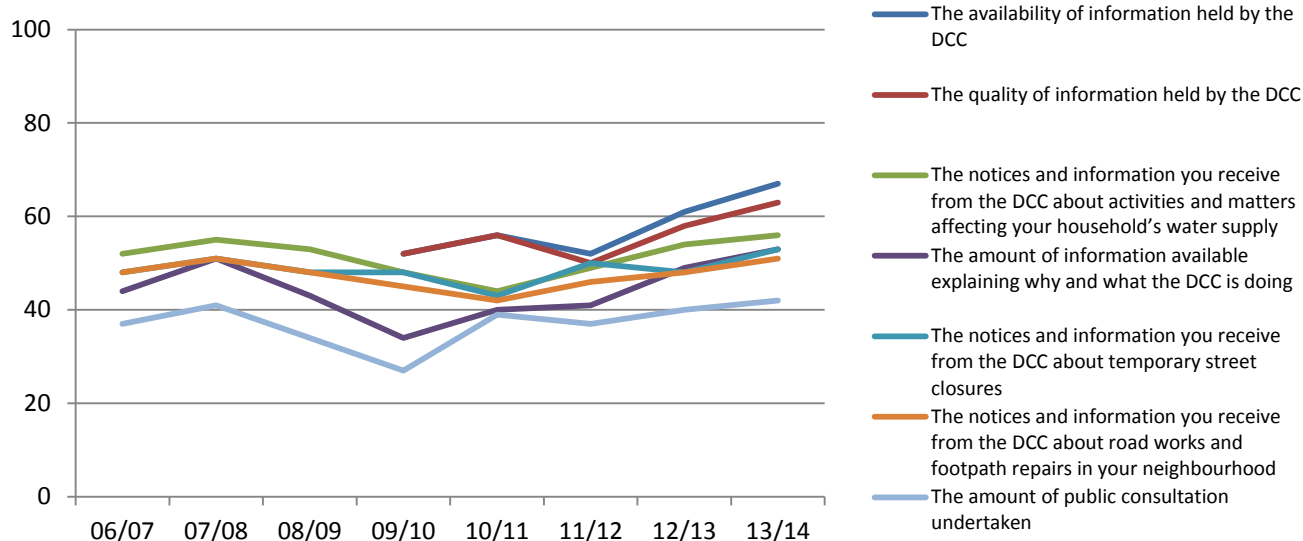
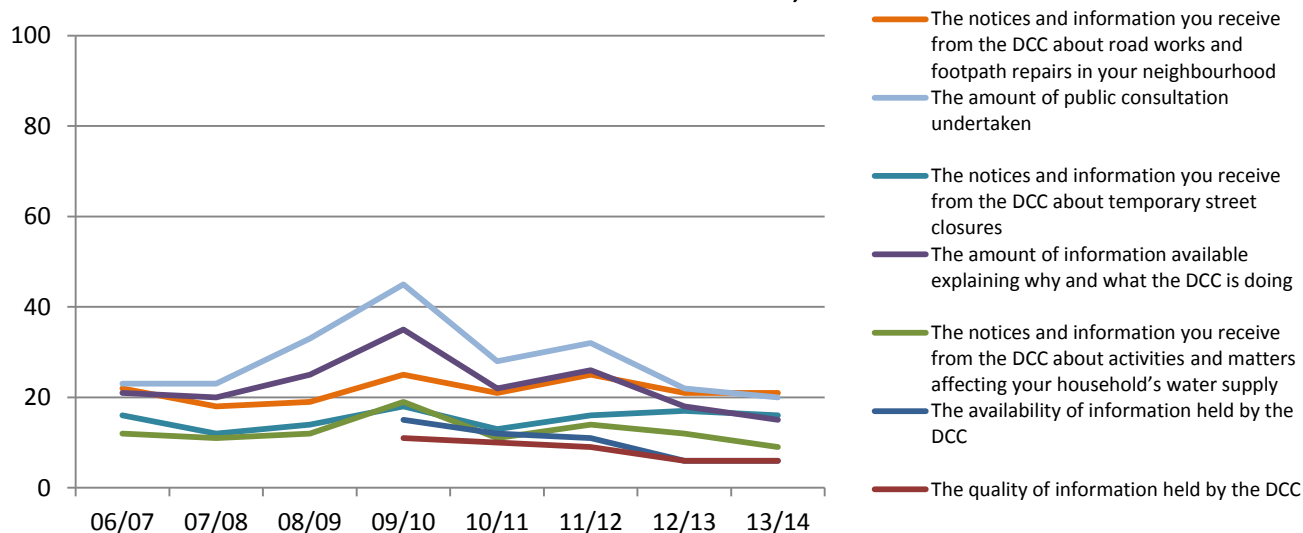


Chart 9-2 Consultation and Communication - Dissatisfaction, Trend



Unprompted responses included:

Consultation and Communication

Lack of information sources/lack of communication	62
Poor notification of public works/not notified when water is going to be turned off	34
Lack of consultation/need more consultation/seek public involvement /need more transparency/could do better	18
Council doesn't listen to public/ignores results of consultation	16
Good communication/happy with it/good information	11
Too much consultation/processes take too long/too much information/they are a waste of money/resources	8
Other	25

9.2. Economic Development and Promotion

Satisfaction has increased for most aspects of economic development and promotion excluding city festivals and events. The greatest increases were for retaining existing businesses and jobs in Dunedin (6 percentage points) and supporting the development of existing Dunedin businesses (5 percentage points).

Table 9-2 Economic Development and Promotion - Satisfaction

Q		Tot	VS(%)	S(%)	N(%)	D(%)	VD(%)	DK
74	Attracting new businesses and jobs to Dunedin	1026	2%	19%	34%	30%	14%	198
75	Supporting the development of existing Dunedin businesses	1012	3%	24%	37%	25%	10%	207
76	Retaining existing businesses and jobs in Dunedin	1059	2%	20%	32%	32%	14%	163
77	Media coverage of events run in Dunedin	1153	6%	46%	28%	15%	5%	74
78	City festivals and events	1175	13%	53%	24%	8%	3%	50

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

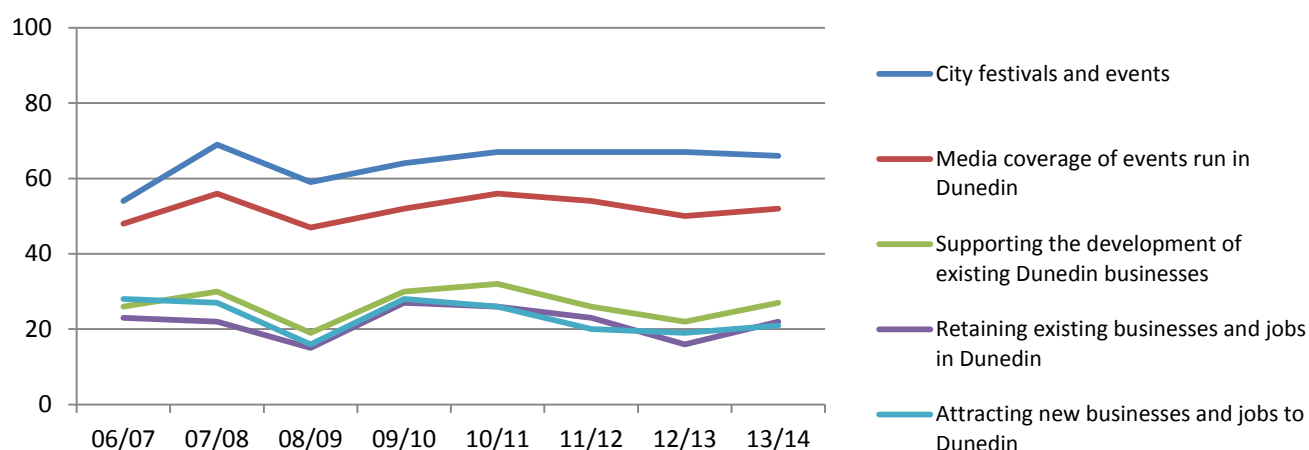
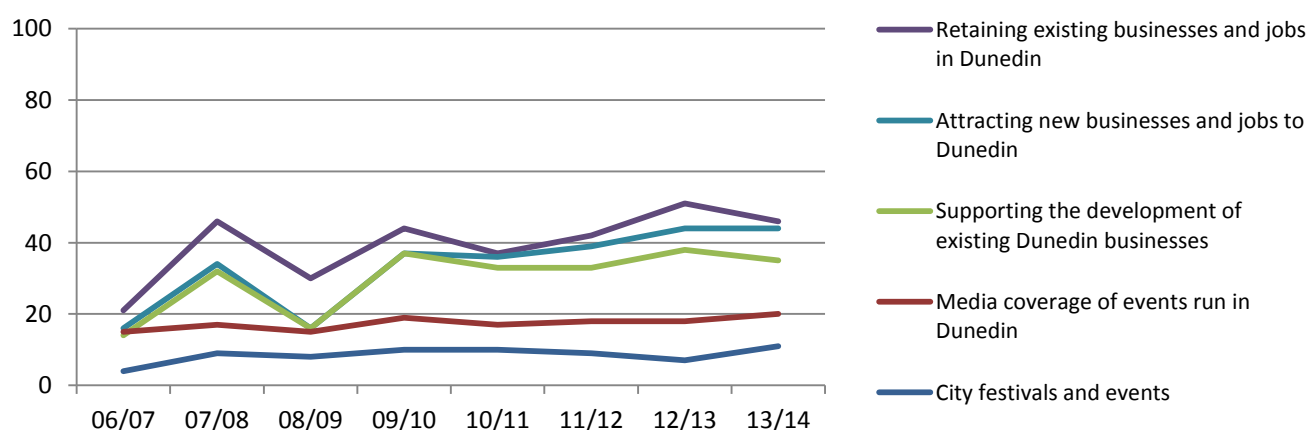


Chart 9-4 Economic Development and Promotion - Dissatisfaction, Trend



Unprompted responses included:

Economic Development and Promotion

Council needs to support local business	45
Need to attract new business/need more support/encouragement for business	35
Events need more advertising/be more creative in promoting Dunedin	33
Too difficult to establish new business/too much red tape	27
Need more/improved festivals and events/family friendly festivals	24
Council doesn't do a good job of attracting new development	23
Incentives for businesses to stay/to take on extra employees	21
Waterfront Development/ Waterfront Hotel Development issues	16
Council does a good job/information and advertising is good	15
Need to lobby government more/need to advocate more strongly to retain national services in Dunedin	15
Council needs new initiatives/new strategies	15
Job shortage	15
Loss of forestry and milling jobs is troublesome	9
Media coverage	5
Future of Dunedin is in trouble/unhappy with ratepayer money going to businesses/shouldn't be Council's job	4
Against oil and gas developments	3
Other	28

9.3. Elected Representatives and Council Staff

Wording has changed for the overall performance of the Mayor and Councillors (*which was previously your contact with the Mayor and Councillors) and for the overall performance of Community Board members (**which was previously your contact with Community Board members).

Table 9-3 Elected Representatives and Council Staff - Satisfaction

Q		Tot	VS(%)	S(%)	N(%)	D(%)	VD(%)	DK	No Contact
79	The overall performance of the Mayor and Councillors*	1146	6%	38%	36%	14%	5%	90	-
80	The overall performance of Community Board members**	941	6%	41%	42%	7%	4%	228	-
81	Your contact and dealings with DCC staff	992	19%	50%	22%	6%	3%	31	201

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

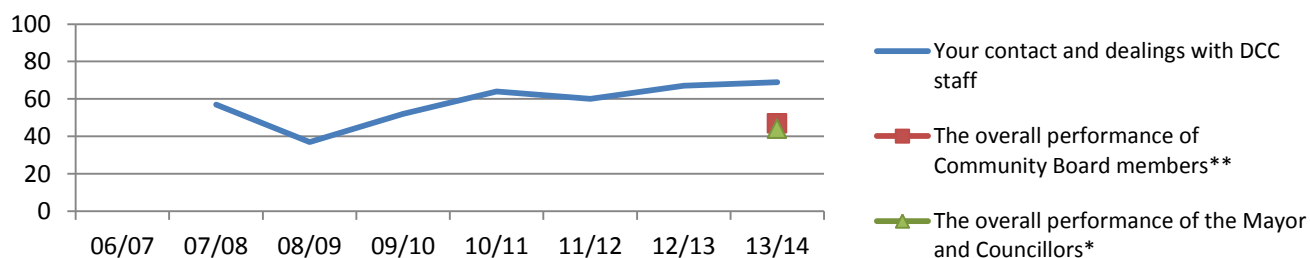
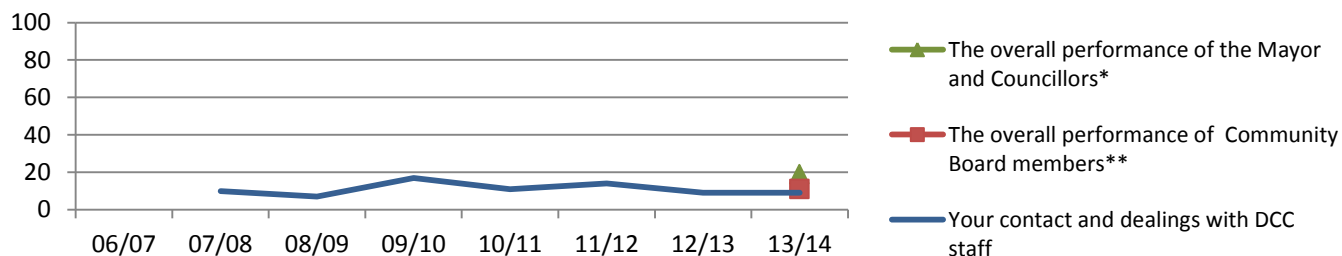


Chart 9-6 Elected Representatives and Council Staff - Dissatisfaction, Trend



Unprompted responses included:

Elected Representatives and Council Staff

Council staff are helpful	81
General dissatisfaction with Mayor and Councillors/forcing own agendas/bickering	39
Poor follow up	33
Some staff impolite and unhelpful/difficult to get to the correct staff	25
Councillors and Mayor helpful	22
Not open to growth/short sighted/more economic development needed	13
Hard to get hold of Councillors and other staff/communication problems	7
Haven't had contact with Council staff	4
Don't listen to the public	2
Unnecessary problems with processing/process took too long	2
Other	38

9.4. Communication through Media

The four forms of Council Communication measured continue to have high levels of satisfaction among residents, with satisfaction scores ranging from 77% to 88%. Satisfaction increased in 2014 across all four forms of communication with the greatest increase being for the Customer Service Agency in the Civic Centre (increased by 9 percentage points) and the FYI Magazine (increased by 7 percentage points) compared to the 2013 study.

Table 9-4 Types of Communication - Satisfaction

Q		Tot	VS(%)	S(%)	N(%)	D(%)	VD(%)	DK
82	FYI Magazine	749	19%	58%	18%	4%	0%	19
83	The DCC's website www.dunedin.govt.nz	774	20%	58%	17%	4%	1%	27
84	The DCC's call centre (telephone enquiry service)	590	29%	56%	10%	4%	1%	22
85	The Customer Service Agency in the Civic Centre	466	34%	54%	10%	2%	1%	26

Chart 9-7 Types of Communication - Satisfaction, Trend

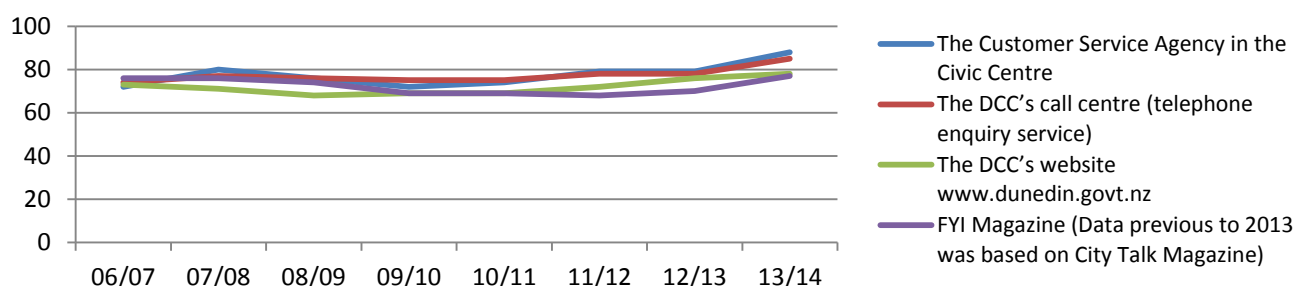
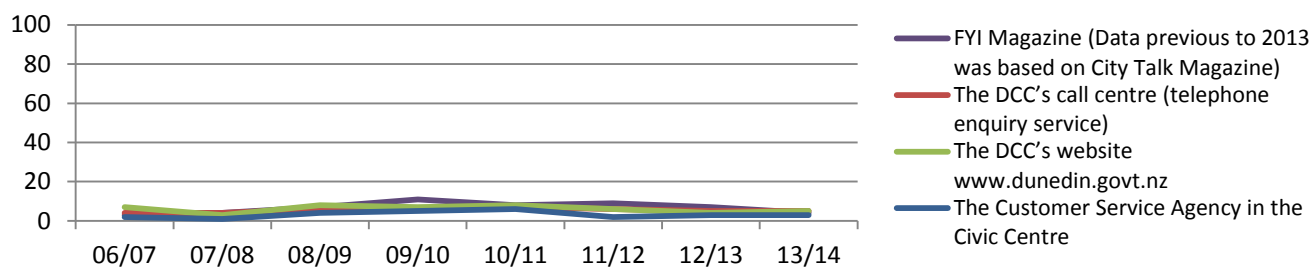


Chart 9-8 Types of Communication - Dissatisfaction, Trend



Unprompted responses included:

Types of Communication	
Staff are great	27
Website not user friendly/needs to be updated more often	16
FYI magazine is a waste of money/hard to read/needs to be more interesting	15
FYI magazine is great/I like the smaller format	15
Poor service from staff/too many answer phones	10
Website needs more information/could be improved	9
Unaware of what or how to get hold of FYI magazine	4
Website has improved	2
I prefer City Talk	1

10. Mode of Transport for Commuting

In the 2014 Resident's Opinion Survey, responses were obtained from residents with regard to their mode of transport used in their daily commute. Of those who answered, 40% stated that their most common form of transit was 'drove a car, truck or van with no passengers'. The next most common method of travel was 'drove a car, truck or van with passengers' (12%). When asked to identify the ownership of the vehicle used, the vast majority (84%) of travel was in privately owned vehicles. 13% of respondents used an active mode of transport to work (i.e. walked, jogged or cycled to work), while 5% used public transport and 5% worked from home.

Table 10-1 Mode of Transport

Mode	%	%
Drove a car, truck or van with no passengers		40%
Drove a car, truck or van with passengers		12%
<i>Drove a car, truck or van of which:</i>		
Privately owned vehicle	84%	
Company vehicle	16%	
Walk or jog		7%
I work from home		5%
Passenger in a car, truck or van		3%
Public bus		5%
Bicycle		1%
Motorbike		0%
Other		2%
Not applicable		24%

Table 10.2 provides detail regarding use of transport based on the location of the respondent. When analysed by location, the highest use of cars, trucks or vans was from residents in Port Chalmers (69%) and Rural (65%). The highest levels of individuals who ‘walked or jogged’ were from Dunedin City (38%) and the Northern Suburbs (17%).

Table 10-2 Mode of Transport by Location

Mode	Dn City	Gn Is.	Kai V	Mos	Nth Sub	Pen	Pt Ch	Rural	Sth Dn
Drove a car, truck or van with no passengers	13%	49%	42%	37%	32%	42%	52%	49%	41%
Drove a car, truck or van with passengers	3%	13%	11%	13%	11%	9%	15%	15%	14%
Walk or jog	38%	2%	9%	2%	17%	2%	2%	1%	6%
I work from home	10%	3%	7%	8%	6%	8%	3%	5%	2%
Passenger in a car, truck or van	0%	2%	3%	6%	1%	8%	2%	1%	2%
Public bus	10%	3%	4%	1%	5%	4%	2%	1%	9%
Bicycle	5%	0%	0%	0%	4%	2%	3%	0%	2%
Motorbike	0%	0%	0%	2%	0%	1%	0%	0%	0%
Other	8%	3%	1%	2%	1%	2%	5%	4%	1%
Not applicable	15%	26%	22%	31%	22%	22%	18%	23%	24%

11. Data Cross Tabulations

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

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

11.1. Satisfaction, DCC Services by Location

Q		Dunedin City (n=40)					Green Island (n=111)					Kaikorai Valley (n=254)				
		VS %	S %	N %	D %	VD %	VS %	S %	N %	D %	VD %	VS %	S %	N %	D %	VD %
1	Household rubbish collection	38%	35%	11%	14%	3%	39%	42%	9%	3%	7%	46%	40%	9%	4%	2%
2	Kerbside recycling	36%	44%	8%	10%	3%	39%	51%	4%	4%	2%	46%	45%	5%	3%	1%
3	Street litter bins	18%	55%	25%	3%	0%	18%	47%	23%	8%	3%	21%	46%	21%	9%	2%
4	Reliability of the rubbish collection service	41%	46%	8%	0%	5%	45%	45%	9%	1%	0%	49%	43%	5%	2%	0%
5	Cleanliness of the streets immediately after rubbish collection	21%	38%	21%	15%	5%	22%	53%	12%	10%	3%	23%	49%	16%	9%	3%
6	Cleanliness of the streets in general	8%	43%	15%	30%	5%	10%	37%	21%	23%	10%	11%	44%	21%	20%	4%
7	Water pressure	28%	53%	15%	5%	0%	24%	52%	7%	10%	6%	30%	53%	7%	7%	3%
8	Water quality	23%	50%	25%	3%	0%	21%	56%	13%	9%	1%	26%	54%	13%	5%	2%
9	Storm water collection service	11%	47%	34%	5%	3%	14%	46%	24%	13%	4%	10%	48%	21%	15%	6%
10	The city's sewerage system	32%	34%	26%	8%	0%	21%	56%	21%	2%	1%	21%	52%	22%	5%	0%
11	The condition of the roads in your neighbourhood	15%	55%	20%	10%	0%	7%	51%	22%	17%	2%	14%	52%	17%	13%	4%
12	The condition of the roads throughout the city	10%	64%	15%	10%	0%	2%	54%	25%	19%	1%	7%	57%	21%	14%	2%
13	The condition of footpaths in your neighbourhood	13%	50%	20%	10%	8%	7%	51%	21%	16%	5%	13%	51%	17%	13%	6%
14	The condition of footpaths throughout the city	10%	55%	25%	8%	3%	2%	57%	30%	8%	3%	10%	49%	28%	11%	2%
15	That there are footpaths where you need them throughout your neighbourhood	23%	63%	8%	3%	5%	9%	69%	14%	6%	2%	21%	65%	7%	4%	2%
16	That there are footpaths where you need them throughout the city	18%	70%	10%	0%	3%	9%	67%	21%	2%	0%	15%	70%	12%	2%	1%
17	Street lighting in your neighbourhood	20%	43%	28%	10%	0%	19%	60%	15%	6%	1%	19%	62%	11%	7%	1%
18	Street lighting throughout the city	18%	53%	25%	5%	0%	13%	69%	15%	3%	0%	17%	62%	17%	3%	1%
19	Street name signs throughout the city	20%	50%	25%	5%	0%	14%	62%	15%	8%	1%	15%	61%	15%	6%	2%
20	Directional signs for traffic throughout the city	15%	46%	28%	8%	3%	15%	61%	17%	7%	0%	15%	58%	18%	7%	1%
21	The flow of traffic around and through the city at peak times of the day	6%	39%	36%	14%	6%	6%	36%	25%	27%	6%	4%	45%	32%	17%	2%
22	The flow of traffic around and through the city at off-peak times of the day	24%	55%	18%	0%	3%	22%	62%	12%	4%	0%	18%	65%	14%	3%	1%

Q		Dunedin City (n=40)					Green Island (n=111)					Kaikorai Valley (n=254)				
		VS %	S %	N %	D %	VD %	VS %	S %	N %	D %	VD %	VS %	S %	N %	D %	VD %
23	The ease of pedestrian access throughout the transport network	10%	64%	18%	5%	3%	10%	60%	21%	8%	2%	9%	68%	15%	7%	2%
24	The efforts made to minimise inconvenience and disruption caused to the public, when work is done on roads, footpaths and drains	11%	47%	29%	11%	3%	7%	45%	24%	15%	9%	9%	54%	22%	12%	3%
25	The availability of car parking in the central city	6%	26%	32%	21%	15%	5%	29%	19%	41%	7%	5%	42%	27%	19%	8%
26	The number of parking spaces available in DCC car parking buildings	3%	30%	53%	3%	10%	4%	55%	32%	8%	1%	5%	49%	35%	9%	2%
27	The number of parking spaces available in DCC off-street car parks	7%	23%	43%	20%	7%	4%	42%	32%	20%	2%	3%	47%	37%	11%	2%
28	The ease of use of Pay and Display car parking	6%	53%	29%	12%	0%	8%	61%	19%	9%	2%	8%	60%	24%	5%	3%
29	The availability of on-street parking in the central city	6%	22%	36%	22%	14%	2%	31%	28%	34%	6%	3%	41%	29%	20%	7%
30	The suitability of the road network for cyclists throughout the city	9%	21%	24%	27%	18%	8%	30%	31%	19%	11%	5%	22%	39%	23%	12%
31	Control of roaming dogs	17%	60%	20%	0%	3%	13%	42%	26%	16%	4%	12%	49%	21%	15%	3%
32	Control of dogs fouling the streets	11%	43%	27%	16%	3%	4%	32%	17%	34%	13%	5%	26%	25%	32%	11%
33	Control of barking dogs	9%	53%	29%	9%	0%	7%	39%	28%	21%	5%	8%	38%	31%	16%	7%
34	Noise control (enforcement)	6%	60%	23%	6%	6%	10%	49%	31%	8%	2%	10%	46%	34%	9%	1%
35	Parking enforcement	8%	47%	28%	8%	8%	7%	46%	28%	11%	8%	9%	48%	32%	8%	3%
36	The fairness and attitude of parking wardens	9%	30%	33%	12%	15%	11%	32%	38%	11%	9%	9%	44%	27%	11%	9%
37	Enforcing hygiene standards in city food establishments	20%	66%	9%	6%	0%	16%	57%	18%	7%	2%	23%	57%	17%	2%	2%
38	Enforcing liquor licensing standards in the city's licensed premises	18%	61%	12%	6%	3%	11%	55%	19%	10%	5%	10%	54%	26%	6%	4%
39	Processing of applications for building consents	5%	33%	29%	29%	5%	5%	21%	26%	34%	14%	6%	22%	38%	17%	16%
40	Monitoring and inspection of buildings under construction	10%	35%	35%	15%	5%	4%	36%	48%	4%	7%	7%	31%	43%	12%	6%
41	The DCC is constantly striving to improve	3%	53%	31%	11%	3%	7%	43%	34%	9%	7%	9%	52%	29%	9%	2%
42	The DCC delivers good value for the ratepayer money	3%	33%	33%	22%	8%	6%	28%	30%	21%	15%	4%	40%	29%	20%	7%

Q		Mosgiel (n=189)					Northern Suburbs (n=158)					Peninsula (n=114)				
		VS %	S %	N %	D %	VD %	VS %	S %	N %	D %	VD %	VS %	S %	N %	D %	VD %
1	Household rubbish collection	44%	47%	5%	2%	1%	32%	52%	8%	6%	2%	42%	47%	7%	3%	1%
2	Kerbside recycling	41%	47%	5%	4%	3%	34%	55%	5%	6%	0%	34%	53%	8%	5%	0%
3	Street litter bins	14%	46%	26%	12%	1%	13%	52%	22%	11%	1%	20%	38%	28%	13%	1%
4	Reliability of the rubbish collection service	43%	49%	5%	1%	1%	42%	44%	6%	5%	2%	43%	49%	8%	1%	0%
5	Cleanliness of the streets immediately after rubbish collection	19%	56%	17%	7%	1%	15%	48%	20%	12%	5%	21%	42%	25%	10%	2%
6	Cleanliness of the streets in general	11%	44%	24%	16%	5%	9%	41%	23%	21%	6%	14%	42%	24%	15%	6%
7	Water pressure	39%	49%	6%	4%	2%	31%	51%	8%	8%	1%	25%	53%	13%	8%	2%
8	Water quality	31%	49%	12%	6%	2%	26%	53%	11%	8%	3%	23%	51%	15%	10%	1%
9	Storm water collection service	15%	42%	29%	10%	4%	14%	43%	23%	17%	3%	21%	34%	23%	20%	2%
10	The city's sewerage system	20%	56%	19%	5%	1%	22%	51%	18%	6%	4%	18%	45%	27%	8%	2%
11	The condition of the roads in your neighbourhood	7%	51%	14%	18%	10%	15%	51%	18%	13%	4%	9%	47%	21%	18%	4%
12	The condition of the roads throughout the city	4%	50%	28%	15%	3%	9%	53%	25%	12%	1%	10%	41%	27%	20%	3%
13	The condition of footpaths in your neighbourhood	10%	38%	17%	23%	12%	16%	55%	11%	15%	4%	8%	39%	25%	20%	8%
14	The condition of footpaths throughout the city	5%	49%	28%	16%	2%	12%	55%	24%	8%	2%	9%	42%	29%	15%	5%
15	That there are footpaths where you need them throughout your neighbourhood	16%	57%	11%	10%	6%	26%	58%	11%	5%	0%	17%	45%	17%	12%	9%
16	That there are footpaths where you need them throughout the city	13%	65%	16%	5%	0%	20%	61%	15%	3%	1%	15%	46%	32%	5%	2%
17	Street lighting in your neighbourhood	17%	56%	16%	7%	4%	22%	55%	15%	7%	1%	20%	55%	15%	9%	1%
18	Street lighting throughout the city	13%	63%	19%	5%	1%	19%	59%	18%	2%	1%	25%	47%	22%	6%	0%
19	Street name signs throughout the city	10%	60%	19%	9%	2%	19%	54%	19%	6%	1%	21%	51%	19%	6%	3%
20	Directional signs for traffic throughout the city	9%	63%	20%	7%	1%	15%	58%	18%	6%	2%	19%	52%	23%	4%	2%
21	The flow of traffic around and through the city at peak times of the day	2%	49%	22%	21%	6%	5%	48%	27%	17%	3%	4%	38%	31%	27%	0%
22	The flow of traffic around and through the city at off-peak times of the day	9%	71%	13%	6%	1%	22%	64%	6%	4%	4%	21%	65%	11%	3%	0%

Q		Mosgiel (n=189)					Northern Suburbs (n=158)					Peninsula (n=114)				
		VS %	S %	N %	D %	VD %	VS %	S %	N %	D %	VD %	VS %	S %	N %	D %	VD %
23	The ease of pedestrian access throughout the transport network	6%	68%	22%	3%	1%	14%	58%	18%	8%	3%	12%	49%	24%	12%	4%
24	The efforts made to minimise inconvenience and disruption caused to the public, when work is done on roads, footpaths and drains	6%	55%	20%	12%	7%	14%	51%	20%	12%	3%	10%	44%	26%	17%	4%
25	The availability of car parking in the central city	5%	38%	25%	18%	15%	8%	40%	17%	27%	8%	7%	31%	23%	29%	10%
26	The number of parking spaces available in DCC car parking buildings	6%	49%	29%	9%	6%	12%	50%	28%	7%	3%	8%	39%	33%	14%	6%
27	The number of parking spaces available in DCC off-street car parks	6%	43%	32%	12%	7%	12%	45%	23%	18%	2%	6%	34%	33%	21%	6%
28	The ease of use of Pay and Display car parking	9%	56%	20%	9%	6%	14%	53%	17%	11%	5%	11%	47%	23%	14%	6%
29	The availability of on-street parking in the central city	3%	33%	30%	19%	14%	7%	39%	23%	22%	10%	6%	32%	21%	36%	6%
30	The suitability of the road network for cyclists throughout the city	5%	19%	41%	21%	14%	5%	24%	30%	24%	17%	4%	21%	26%	32%	17%
31	Control of roaming dogs	12%	54%	24%	9%	2%	20%	48%	20%	10%	3%	13%	48%	26%	11%	2%
32	Control of dogs fouling the streets	7%	38%	22%	24%	9%	9%	31%	28%	26%	6%	13%	28%	30%	26%	3%
33	Control of barking dogs	7%	49%	29%	10%	4%	10%	46%	33%	9%	1%	11%	43%	36%	10%	1%
34	Noise control (enforcement)	9%	49%	35%	5%	1%	9%	54%	30%	5%	1%	15%	40%	41%	3%	1%
35	Parking enforcement	5%	50%	35%	5%	5%	7%	52%	30%	6%	5%	4%	43%	38%	9%	7%
36	The fairness and attitude of parking wardens	7%	37%	39%	8%	9%	9%	45%	26%	11%	9%	8%	30%	40%	11%	10%
37	Enforcing hygiene standards in city food establishments	13%	63%	18%	5%	1%	18%	59%	20%	3%	1%	19%	54%	21%	5%	1%
38	Enforcing liquor licensing standards in the city's licensed premises	9%	52%	25%	12%	2%	16%	48%	28%	6%	2%	10%	39%	31%	13%	6%
39	Processing of applications for building consents	2%	15%	33%	29%	20%	5%	26%	34%	17%	18%	6%	26%	35%	18%	14%
40	Monitoring and inspection of buildings under construction	5%	30%	43%	17%	6%	7%	36%	45%	6%	6%	5%	32%	47%	13%	3%
41	The DCC is constantly striving to improve	6%	40%	35%	13%	6%	9%	50%	28%	8%	6%	9%	36%	41%	12%	2%
42	The DCC delivers good value for the ratepayer money	5%	24%	36%	23%	12%	10%	37%	30%	15%	8%	7%	23%	43%	22%	6%

Q		Port Chalmers (n=65)					Rural (n=76)					South Dunedin (n=241)				
		VS %	S %	N %	D %	VD %	VS %	S %	N %	D %	VD %	VS %	S %	N %	D %	VD %
1	Household rubbish collection	40%	48%	8%	2%	2%	37%	51%	0%	7%	5%	46%	43%	4%	7%	0%
2	Kerbside recycling	36%	51%	7%	5%	2%	34%	51%	3%	11%	0%	43%	46%	7%	3%	1%
3	Street litter bins	18%	48%	21%	11%	2%	11%	58%	16%	11%	5%	21%	44%	23%	10%	3%
4	Reliability of the rubbish collection service	50%	39%	8%	2%	2%	43%	51%	3%	2%	2%	47%	45%	5%	2%	0%
5	Cleanliness of the streets immediately after rubbish collection	19%	46%	27%	8%	0%	20%	58%	12%	8%	2%	26%	47%	16%	10%	1%
6	Cleanliness of the streets in general	8%	46%	24%	14%	8%	12%	57%	12%	16%	3%	14%	48%	14%	21%	3%
7	Water pressure	31%	56%	5%	4%	4%	18%	52%	12%	7%	12%	35%	51%	8%	4%	2%
8	Water quality	24%	55%	13%	7%	2%	15%	45%	11%	15%	15%	24%	56%	9%	9%	2%
9	Storm water collection service	13%	51%	13%	20%	4%	4%	47%	21%	17%	11%	17%	48%	20%	12%	4%
10	The city's sewerage system	21%	51%	17%	6%	6%	12%	58%	22%	6%	2%	22%	55%	18%	4%	0%
11	The condition of the roads in your neighbourhood	5%	49%	17%	25%	5%	3%	47%	16%	17%	17%	14%	51%	17%	15%	3%
12	The condition of the roads throughout the city	6%	52%	22%	19%	2%	3%	54%	27%	13%	3%	7%	46%	23%	19%	4%
13	The condition of footpaths in your neighbourhood	5%	42%	10%	25%	18%	6%	30%	14%	23%	27%	12%	53%	17%	16%	2%
14	The condition of footpaths throughout the city	11%	51%	27%	11%	0%	6%	64%	21%	6%	3%	7%	52%	27%	13%	2%
15	That there are footpaths where you need them throughout your neighbourhood	11%	40%	13%	16%	21%	5%	35%	10%	22%	29%	21%	66%	12%	2%	0%
16	That there are footpaths where you need them throughout the city	16%	52%	24%	8%	0%	8%	75%	14%	2%	2%	17%	68%	12%	3%	0%
17	Street lighting in your neighbourhood	15%	56%	8%	15%	7%	9%	56%	11%	13%	11%	19%	61%	11%	8%	0%
18	Street lighting throughout the city	18%	60%	18%	5%	0%	6%	84%	6%	4%	0%	14%	69%	13%	5%	0%
19	Street name signs throughout the city	15%	61%	10%	11%	3%	13%	68%	13%	6%	0%	15%	56%	16%	12%	1%
20	Directional signs for traffic throughout the city	13%	64%	11%	11%	2%	6%	73%	14%	6%	1%	12%	57%	21%	9%	1%
21	The flow of traffic around and through the city at peak times of the day	3%	48%	34%	12%	2%	4%	45%	22%	24%	4%	4%	38%	25%	26%	6%
22	The flow of traffic around and through the city at off-peak times of the day	30%	46%	15%	7%	3%	14%	72%	7%	6%	0%	21%	58%	13%	7%	1%

Q		Port Chalmers (n=65)					Rural (n=76)					South Dunedin (n=241)				
		VS %	S %	N %	D %	VD %	VS %	S %	N %	D %	VD %	VS %	S %	N %	D %	VD %
23	The ease of pedestrian access throughout the transport network	13%	52%	17%	17%	2%	6%	75%	12%	6%	0%	9%	56%	24%	11%	1%
24	The efforts made to minimise inconvenience and disruption caused to the public, when work is done on roads, footpaths and drains	9%	42%	23%	22%	3%	6%	54%	17%	14%	9%	10%	51%	20%	15%	5%
25	The availability of car parking in the central city	10%	44%	21%	19%	6%	4%	33%	24%	26%	13%	4%	37%	28%	21%	10%
26	The number of parking spaces available in DCC car parking buildings	12%	41%	32%	14%	2%	4%	46%	35%	13%	1%	7%	46%	31%	13%	3%
27	The number of parking spaces available in DCC off-street car parks	11%	40%	30%	18%	2%	5%	37%	36%	20%	2%	4%	40%	34%	20%	2%
28	The ease of use of Pay and Display car parking	13%	56%	19%	6%	5%	5%	63%	16%	12%	3%	8%	56%	23%	9%	4%
29	The availability of on-street parking in the central city	10%	35%	27%	23%	5%	3%	32%	21%	27%	17%	3%	33%	27%	29%	7%
30	The suitability of the road network for cyclists throughout the city	5%	16%	36%	25%	18%	10%	34%	17%	26%	12%	8%	25%	33%	22%	12%
31	Control of roaming dogs	15%	39%	29%	11%	6%	16%	50%	17%	11%	6%	13%	44%	25%	11%	6%
32	Control of dogs fouling the streets	11%	21%	31%	26%	11%	8%	42%	19%	21%	10%	4%	33%	15%	33%	16%
33	Control of barking dogs	12%	37%	36%	8%	7%	8%	46%	30%	8%	8%	5%	46%	32%	11%	6%
34	Noise control (enforcement)	14%	44%	32%	2%	8%	6%	50%	33%	6%	6%	7%	47%	40%	4%	1%
35	Parking enforcement	7%	51%	33%	8%	2%	5%	41%	38%	12%	5%	6%	48%	32%	10%	4%
36	The fairness and attitude of parking wardens	9%	40%	41%	7%	3%	3%	37%	37%	15%	8%	9%	44%	32%	8%	6%
37	Enforcing hygiene standards in city food establishments	25%	54%	13%	5%	3%	14%	62%	20%	2%	3%	18%	61%	14%	6%	0%
38	Enforcing liquor licensing standards in the city's licensed premises	13%	48%	30%	4%	6%	7%	52%	20%	18%	4%	12%	54%	25%	7%	2%
39	Processing of applications for building consents	4%	16%	42%	24%	14%	3%	31%	28%	15%	23%	5%	27%	41%	17%	10%
40	Monitoring and inspection of buildings under construction	7%	27%	48%	9%	9%	0%	43%	32%	22%	3%	6%	32%	51%	7%	4%
41	The DCC is constantly striving to improve	8%	43%	36%	8%	5%	6%	40%	37%	13%	3%	10%	54%	27%	8%	1%
42	The DCC delivers good value for the ratepayer money	6%	33%	29%	19%	13%	1%	22%	35%	21%	21%	8%	35%	29%	18%	10%

11.2. Satisfaction, City Facilities by Location

Q		Dunedin City (n=40)					Green Island (n=111)					Kaikorai Valley (n=254)				
		VS %	S %	N %	D %	VD %	VS %	S %	N %	D %	VD %	VS %	S %	N %	D %	VD %
43	Any or all of the following Libraries (Moray Place, Mosgiel, Port Chalmers, Waikouaiti, Blueskin Bay, Bookbus)	35%	54%	12%	0%	0%	38%	51%	11%	0%	0%	53%	42%	4%	1%	0%
44	Material available at the Libraries	38%	50%	12%	0%	0%	33%	53%	11%	3%	0%	44%	48%	6%	1%	0%
45	Any or all of the following pools (Moana, Mosgiel, St Clair Salt Water Pool, Port Chalmers)	24%	71%	5%	0%	0%	36%	47%	15%	2%	0%	40%	55%	3%	1%	1%
46	Otago Museum	48%	52%	0%	0%	0%	53%	39%	6%	1%	1%	57%	40%	2%	1%	1%
47	Toitū Otago Settlers Museum	74%	22%	4%	0%	0%	64%	33%	1%	1%	0%	63%	34%	3%	0%	0%
48	Dunedin Public Art Gallery	50%	31%	12%	8%	0%	51%	41%	5%	0%	2%	41%	47%	12%	1%	0%
49	Dunedin Chinese Garden	23%	46%	15%	8%	8%	27%	36%	23%	0%	14%	35%	38%	19%	8%	1%
50	Dunedin Botanic Garden	76%	24%	0%	0%	0%	61%	34%	3%	1%	1%	57%	42%	1%	1%	0%
51	Winter sports playing fields	25%	58%	17%	0%	0%	18%	63%	15%	5%	0%	20%	53%	21%	4%	1%
52	Summer sports playing fields	31%	54%	15%	0%	0%	26%	56%	15%	3%	0%	20%	66%	12%	1%	0%
53	DCC playgrounds	33%	50%	17%	0%	0%	27%	56%	13%	4%	0%	21%	62%	15%	2%	1%
54	Walking and biking tracks	26%	63%	11%	0%	0%	24%	60%	16%	0%	0%	27%	63%	7%	2%	2%
55	DCC reserves (scenic, bush and coastal)	30%	63%	7%	0%	0%	22%	65%	11%	0%	2%	28%	64%	5%	2%	1%
56	Accessibility of recreational sites and facilities	21%	68%	11%	0%	0%	16%	67%	14%	3%	0%	26%	63%	8%	3%	0%
57	Dunedin Stadium (Ice Stadium)	25%	25%	50%	0%	0%	13%	61%	26%	0%	0%	16%	54%	25%	4%	2%
58	Edgar Sports Centre	35%	30%	35%	0%	0%	18%	71%	9%	0%	2%	25%	57%	16%	2%	0%
59	Forsyth Barr Stadium	41%	30%	22%	7%	0%	34%	44%	10%	6%	6%	41%	41%	8%	7%	4%
60	The Dunedin i-SITE Visitor Centre	20%	53%	20%	7%	0%	20%	60%	15%	5%	0%	33%	49%	14%	3%	1%
61	Dunedin Town Hall – now called the Dunedin Centre	33%	48%	19%	0%	0%	29%	66%	5%	0%	0%	42%	47%	10%	2%	0%
62	Regent Theatre	43%	39%	17%	0%	0%	38%	58%	3%	0%	0%	44%	47%	9%	1%	0%
63	Fortune Theatre	54%	31%	15%	0%	0%	32%	61%	7%	0%	0%	34%	51%	13%	1%	0%
64	Dunedin's cemeteries (services provided to the public)	14%	57%	29%	0%	0%	24%	57%	14%	2%	2%	24%	55%	21%	0%	0%
65	Dunedin's cemeteries (physical appearance)	19%	63%	19%	0%	0%	27%	55%	9%	7%	2%	21%	54%	18%	6%	2%
66	Public toilets	12%	31%	38%	4%	15%	7%	48%	21%	10%	13%	13%	45%	27%	11%	5%

Q		Mosgiel (n=189)					Northern Suburbs (n=158)					Peninsula (n=114)				
		VS %	S %	N %	D %	VD %	VS %	S %	N %	D %	VD %	VS %	S %	N %	D %	VD %
43	Any or all of the following Libraries (Moray Place, Mosgiel, Port Chalmers, Waikouaiti, Blueskin Bay, Bookbus)	53%	44%	3%	0%	0%	43%	48%	6%	2%	1%	44%	53%	3%	0%	0%
44	Material available at the Libraries	43%	49%	8%	0%	0%	42%	46%	9%	3%	1%	44%	50%	4%	1%	0%
45	Any or all of the following pools (Moana, Mosgiel, St Clair Salt Water Pool, Port Chalmers)	19%	34%	13%	25%	9%	41%	46%	11%	2%	1%	31%	61%	7%	2%	0%
46	Otago Museum	51%	47%	2%	0%	1%	57%	38%	5%	0%	0%	54%	40%	5%	1%	0%
47	Toitū Otago Settlers Museum	56%	36%	7%	0%	1%	64%	28%	6%	1%	1%	60%	32%	6%	2%	0%
48	Dunedin Public Art Gallery	43%	51%	4%	0%	1%	45%	44%	10%	1%	0%	42%	39%	15%	4%	0%
49	Dunedin Chinese Garden	26%	47%	14%	3%	10%	31%	29%	22%	13%	5%	19%	42%	17%	14%	8%
50	Dunedin Botanic Garden	52%	46%	2%	1%	0%	68%	29%	2%	1%	0%	44%	51%	5%	0%	0%
51	Winter sports playing fields	15%	64%	20%	1%	0%	13%	53%	26%	8%	0%	17%	43%	29%	11%	0%
52	Summer sports playing fields	19%	60%	20%	0%	1%	14%	58%	27%	2%	0%	25%	56%	13%	6%	0%
53	DCC playgrounds	35%	55%	6%	2%	1%	26%	53%	15%	4%	1%	24%	49%	22%	2%	2%
54	Walking and biking tracks	21%	62%	14%	3%	0%	33%	59%	6%	2%	1%	19%	66%	13%	1%	0%
55	DCC reserves (scenic, bush and coastal)	26%	60%	13%	1%	0%	34%	59%	7%	0%	0%	25%	60%	14%	1%	0%
56	Accessibility of recreational sites and facilities	22%	62%	13%	3%	0%	35%	54%	9%	1%	2%	25%	55%	16%	4%	0%
57	Dunedin Stadium (Ice Stadium)	20%	49%	22%	5%	5%	31%	37%	26%	6%	0%	13%	46%	38%	4%	0%
58	Edgar Sports Centre	20%	65%	11%	4%	0%	31%	56%	8%	4%	1%	25%	62%	7%	7%	0%
59	Forsyth Barr Stadium	31%	44%	12%	4%	10%	41%	37%	12%	3%	7%	45%	34%	13%	7%	1%
60	The Dunedin i-SITE Visitor Centre	22%	49%	27%	3%	0%	23%	63%	9%	5%	0%	19%	62%	19%	0%	0%
61	Dunedin Town Hall – now called the Dunedin Centre	33%	51%	13%	3%	0%	40%	52%	7%	0%	1%	37%	48%	15%	0%	0%
62	Regent Theatre	42%	51%	5%	2%	0%	52%	41%	7%	0%	1%	51%	40%	7%	2%	0%
63	Fortune Theatre	27%	62%	8%	1%	1%	39%	47%	12%	0%	2%	34%	45%	20%	0%	0%
64	Dunedin's cemeteries (services provided to the public)	14%	63%	19%	3%	1%	25%	53%	18%	4%	0%	23%	53%	21%	2%	0%
65	Dunedin's cemeteries (physical appearance)	19%	57%	22%	1%	1%	27%	56%	13%	3%	0%	27%	40%	23%	8%	2%
66	Public toilets	5%	50%	24%	7%	14%	7%	39%	30%	17%	7%	14%	38%	33%	12%	3%

Q		Port Chalmers (n=65)					Rural (n=76)					South Dunedin (n=241)				
		VS %	S %	N %	D %	VD %	VS %	S %	N %	D %	VD %	VS %	S %	N %	D %	VD %
43	Any or all of the following Libraries (Moray Place, Mosgiel, Port Chalmers, Waikouaiti, Blueskin Bay, Bookbus)	62%	33%	4%	0%	0%	57%	35%	6%	0%	2%	51%	38%	9%	1%	0%
44	Material available at the Libraries	45%	49%	4%	2%	0%	43%	50%	5%	2%	0%	46%	43%	6%	5%	0%
45	Any or all of the following pools (Moana, Mosgiel, St Clair Salt Water Pool, Port Chalmers)	39%	50%	5%	3%	3%	34%	54%	11%	0%	0%	33%	49%	13%	4%	1%
46	Otago Museum	53%	42%	4%	0%	0%	44%	50%	6%	0%	0%	51%	43%	4%	1%	0%
47	Toitū Otago Settlers Museum	68%	21%	11%	0%	0%	55%	35%	6%	0%	4%	58%	37%	4%	1%	0%
48	Dunedin Public Art Gallery	54%	32%	11%	0%	3%	41%	50%	6%	3%	0%	40%	48%	7%	4%	0%
49	Dunedin Chinese Garden	27%	33%	20%	13%	7%	39%	17%	30%	9%	4%	42%	42%	10%	3%	3%
50	Dunedin Botanic Garden	67%	28%	2%	2%	0%	48%	42%	8%	0%	2%	63%	34%	4%	0%	0%
51	Winter sports playing fields	7%	59%	22%	11%	0%	14%	54%	11%	14%	7%	13%	65%	9%	9%	4%
52	Summer sports playing fields	13%	65%	22%	0%	0%	17%	65%	4%	9%	4%	16%	66%	13%	4%	1%
53	DCC playgrounds	24%	71%	5%	0%	0%	32%	48%	16%	3%	0%	16%	63%	12%	8%	1%
54	Walking and biking tracks	33%	64%	3%	0%	0%	21%	64%	15%	0%	0%	21%	65%	10%	3%	1%
55	DCC reserves (scenic, bush and coastal)	35%	62%	3%	0%	0%	28%	65%	7%	0%	0%	28%	60%	10%	1%	1%
56	Accessibility of recreational sites and facilities	31%	51%	15%	3%	0%	19%	72%	7%	2%	0%	22%	61%	15%	2%	0%
57	Dunedin Stadium (Ice Stadium)	8%	58%	33%	0%	0%	21%	64%	7%	7%	0%	15%	67%	17%	0%	0%
58	Edgar Sports Centre	21%	65%	6%	9%	0%	23%	64%	13%	0%	0%	23%	60%	14%	3%	0%
59	Forsyth Barr Stadium	34%	40%	14%	6%	6%	34%	43%	7%	11%	5%	32%	43%	13%	8%	4%
60	The Dunedin i-SITE Visitor Centre	23%	69%	0%	8%	0%	15%	70%	15%	0%	0%	29%	52%	17%	2%	0%
61	Dunedin Town Hall – now called the Dunedin Centre	35%	65%	0%	0%	0%	18%	68%	14%	0%	0%	43%	48%	8%	1%	0%
62	Regent Theatre	39%	52%	6%	3%	0%	38%	53%	6%	3%	0%	45%	47%	6%	1%	0%
63	Fortune Theatre	50%	44%	0%	6%	0%	40%	45%	15%	0%	0%	30%	61%	9%	0%	0%
64	Dunedin's cemeteries (services provided to the public)	14%	73%	14%	0%	0%	28%	56%	13%	0%	3%	24%	57%	18%	1%	0%
65	Dunedin's cemeteries (physical appearance)	16%	64%	8%	8%	4%	21%	70%	9%	0%	0%	21%	58%	14%	5%	1%
66	Public toilets	5%	54%	26%	10%	5%	9%	51%	20%	15%	5%	12%	51%	20%	12%	5%

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

Q		Dunedin City (n=40)					Green Island (n=111)					Kaikorai Valley (n=254)				
		VS %	S %	N %	D %	VD %	VS %	S %	N %	D %	VD %	VS %	S %	N %	D %	VD %
67	The availability of information held by the DCC	19%	42%	29%	6%	3%	7%	53%	35%	4%	1%	12%	60%	22%	4%	2%
68	The quality of information held by the DCC	17%	52%	24%	7%	0%	5%	54%	36%	2%	2%	10%	60%	25%	4%	1%
69	The amount of public consultation undertaken	6%	45%	36%	12%	0%	3%	31%	40%	18%	8%	6%	40%	39%	10%	6%
70	The amount of information available explaining why and what the DCC is doing	8%	50%	28%	11%	3%	6%	45%	31%	13%	4%	7%	48%	34%	8%	3%
71	Notices/information you receive from the DCC about activities and matters affecting your household's water supply	6%	50%	28%	9%	6%	4%	51%	33%	10%	1%	10%	51%	30%	6%	2%
72	Notices/information you receive from the DCC about road works/footpath repairs in your neighbourhood	9%	42%	30%	12%	6%	2%	51%	19%	22%	6%	10%	45%	29%	11%	4%
73	Notices/information you receive from the DCC about temporary street closures	10%	45%	26%	13%	6%	6%	47%	27%	16%	4%	11%	43%	31%	11%	3%
74	Attracting new businesses and jobs to Dunedin	7%	17%	37%	27%	13%	0%	18%	30%	40%	12%	2%	23%	31%	31%	13%
75	Supporting the development of existing Dunedin businesses	10%	21%	48%	14%	7%	1%	24%	36%	29%	10%	3%	25%	37%	26%	8%
76	Retaining existing businesses and jobs in Dunedin	6%	19%	26%	42%	6%	0%	14%	33%	38%	14%	3%	24%	28%	32%	13%
77	Media coverage of events run in Dunedin	3%	38%	35%	22%	3%	4%	48%	27%	15%	7%	6%	49%	26%	14%	5%
78	City festivals and events	18%	55%	8%	16%	3%	9%	53%	25%	10%	4%	14%	58%	21%	5%	2%
79	The overall performance of the Mayor and Councillors	11%	29%	40%	11%	9%	6%	33%	34%	20%	7%	6%	43%	34%	11%	5%
80	The overall performance of Community Board members	4%	22%	70%	0%	4%	5%	40%	41%	10%	4%	6%	45%	39%	6%	2%
81	Your contact and dealings with DCC staff	17%	45%	31%	0%	7%	17%	51%	21%	8%	3%	19%	48%	24%	6%	3%
82	FYI Magazine	19%	52%	26%	4%	0%	16%	55%	23%	6%	0%	26%	60%	12%	3%	0%
83	The DCC's website www.dunedin.govt.nz	14%	57%	29%	0%	0%	23%	60%	14%	2%	2%	23%	57%	16%	3%	1%
84	The DCC's call centre (telephone enquiry service)	21%	42%	26%	11%	0%	25%	58%	7%	9%	0%	32%	57%	5%	6%	1%
85	The Customer Service Agency in the Civic Centre	13%	56%	25%	6%	0%	35%	65%	0%	0%	0%	31%	58%	6%	4%	1%
86	The overall look and feel of the city	10%	59%	15%	15%	0%	10%	60%	18%	10%	2%	15%	62%	14%	8%	1%
87	The overall look and feel of the central city retail area	8%	64%	10%	18%	0%	10%	52%	20%	16%	2%	10%	55%	22%	12%	2%
88	The overall look and feel of the South Dunedin retail area	3%	25%	25%	42%	6%	0%	22%	30%	33%	15%	4%	24%	33%	26%	12%
89	The overall look and feel of your suburb or township	5%	58%	13%	24%	0%	7%	55%	21%	14%	3%	10%	59%	20%	10%	2%
91	The overall look and feel of your most convenient retail centre (overall)	22%	57%	3%	19%	0%	11%	54%	19%	13%	3%	13%	58%	18%	11%	1%

Q		Mosgiel (n=189)					Northern Suburbs (n=158)					Peninsula (n=114)				
		VS %	S %	N %	D %	VD %	VS %	S %	N %	D %	VD %	VS %	S %	N %	D %	VD %
67	The availability of information held by the DCC	11%	54%	30%	4%	2%	13%	57%	22%	7%	2%	12%	45%	40%	2%	0%
68	The quality of information held by the DCC	11%	53%	31%	5%	1%	14%	50%	28%	7%	2%	13%	39%	46%	1%	1%
69	The amount of public consultation undertaken	5%	30%	46%	12%	6%	13%	37%	38%	9%	4%	5%	32%	44%	20%	0%
70	The amount of information available explaining why and what the DCC is doing	7%	45%	36%	11%	2%	17%	39%	31%	11%	2%	10%	44%	36%	8%	2%
71	Notices/information you receive from the DCC about activities and matters affecting your household's water supply	6%	48%	37%	3%	6%	15%	39%	36%	9%	1%	10%	39%	43%	7%	1%
72	Notices/information you receive from the DCC about road works/footpath repairs in your neighbourhood	3%	44%	34%	11%	8%	9%	37%	32%	18%	4%	7%	40%	30%	20%	3%
73	Notices/information you receive from the DCC about temporary street closures	5%	47%	36%	7%	5%	13%	40%	32%	15%	1%	8%	34%	38%	18%	2%
74	Attracting new businesses and jobs to Dunedin	3%	16%	36%	27%	17%	2%	23%	29%	29%	17%	3%	16%	33%	34%	13%
75	Supporting the development of existing Dunedin businesses	1%	20%	43%	23%	14%	5%	27%	34%	25%	10%	7%	17%	36%	29%	12%
76	Retaining existing businesses and jobs in Dunedin	1%	17%	33%	33%	15%	4%	25%	26%	27%	18%	3%	11%	32%	42%	13%
77	Media coverage of events run in Dunedin	5%	45%	27%	18%	5%	10%	43%	27%	16%	4%	6%	39%	31%	19%	4%
78	City festivals and events	10%	50%	30%	9%	2%	19%	50%	23%	8%	1%	13%	49%	29%	8%	2%
79	The overall performance of the Mayor and Councillors	3%	35%	39%	15%	7%	11%	43%	30%	12%	4%	8%	24%	50%	13%	6%
80	The overall performance of Community Board members	3%	41%	41%	10%	5%	8%	44%	42%	4%	2%	7%	34%	49%	7%	3%
81	Your contact and dealings with DCC staff	19%	51%	21%	5%	3%	20%	52%	16%	9%	3%	17%	40%	34%	7%	2%
82	FYI Magazine	12%	67%	17%	4%	1%	21%	57%	15%	6%	1%	23%	52%	22%	3%	0%
83	The DCC's website www.dunedin.govt.nz	20%	60%	15%	5%	0%	19%	57%	15%	7%	2%	24%	50%	21%	5%	0%
84	The DCC's call centre (telephone enquiry service)	28%	58%	12%	2%	0%	30%	50%	12%	6%	2%	25%	58%	13%	2%	2%
85	The Customer Service Agency in the Civic Centre	36%	53%	11%	0%	0%	43%	47%	10%	0%	0%	19%	50%	31%	0%	0%
86	The overall look and feel of the city	9%	65%	18%	7%	2%	18%	60%	13%	6%	3%	12%	59%	21%	7%	0%
87	The overall look and feel of the central city retail area	7%	58%	22%	11%	2%	15%	57%	14%	11%	3%	12%	45%	29%	13%	0%
88	The overall look and feel of the South Dunedin retail area	2%	20%	27%	40%	11%	3%	15%	37%	37%	8%	3%	16%	35%	36%	10%
89	The overall look and feel of your suburb or township	12%	50%	22%	12%	4%	20%	59%	15%	4%	3%	17%	56%	18%	9%	0%
91	The overall look and feel of your most convenient retail centre (overall)	12%	58%	18%	10%	2%	19%	58%	11%	9%	2%	11%	43%	30%	11%	4%

Q		Port Chalmers (n=65)					Rural (n=76)					South Dunedin (n=241)				
		VS %	S %	N %	D %	VD %	VS %	S %	N %	D %	VD %	VS %	S %	N %	D %	VD %
67	The availability of information held by the DCC	15%	49%	29%	5%	2%	10%	59%	24%	2%	4%	12%	55%	27%	5%	1%
68	The quality of information held by the DCC	10%	43%	31%	12%	4%	9%	64%	26%	2%	0%	10%	55%	31%	4%	1%
69	The amount of public consultation undertaken	5%	41%	37%	10%	7%	4%	32%	34%	23%	8%	5%	38%	33%	17%	7%
70	The amount of information available explaining why and what the DCC is doing	8%	52%	22%	12%	7%	4%	35%	35%	19%	7%	7%	45%	33%	10%	5%
71	Notices/information you receive from the DCC about activities and matters affecting your household's water supply	4%	50%	27%	15%	4%	4%	43%	41%	11%	2%	8%	53%	31%	6%	1%
72	Notices/information you receive from the DCC about road works/footpath repairs in your neighbourhood	2%	43%	25%	20%	11%	8%	25%	29%	21%	17%	11%	50%	24%	12%	4%
73	Notices/information you receive from the DCC about temporary street closures	5%	52%	25%	13%	5%	4%	34%	42%	6%	14%	11%	47%	28%	12%	2%
74	Attracting new businesses and jobs to Dunedin	2%	11%	45%	28%	13%	3%	19%	28%	29%	21%	1%	20%	40%	29%	11%
75	Supporting the development of existing Dunedin businesses	2%	22%	42%	22%	12%	4%	25%	33%	25%	14%	2%	31%	36%	24%	7%
76	Retaining existing businesses and jobs in Dunedin	2%	13%	43%	28%	15%	3%	19%	34%	29%	15%	1%	23%	35%	29%	11%
77	Media coverage of events run in Dunedin	6%	45%	29%	10%	10%	4%	52%	23%	13%	7%	6%	48%	29%	13%	5%
78	City festivals and events	15%	51%	23%	8%	3%	10%	55%	21%	7%	6%	11%	56%	23%	7%	3%
79	The overall performance of the Mayor and Councillors	7%	37%	38%	13%	5%	2%	41%	33%	17%	8%	6%	42%	36%	12%	4%
80	The overall performance of Community Board members	9%	39%	41%	9%	2%	10%	44%	34%	6%	6%	5%	43%	43%	6%	4%
81	Your contact and dealings with DCC staff	18%	51%	22%	7%	2%	18%	43%	28%	5%	5%	20%	55%	18%	5%	2%
82	FYI Magazine	26%	54%	14%	6%	0%	9%	59%	29%	0%	3%	18%	57%	20%	5%	0%
83	The DCC's website www.dunedin.govt.nz	17%	61%	17%	2%	2%	10%	73%	13%	5%	0%	19%	57%	20%	4%	0%
84	The DCC's call centre (telephone enquiry service)	27%	67%	3%	0%	3%	28%	56%	6%	6%	3%	32%	52%	14%	1%	2%
85	The Customer Service Agency in the Civic Centre	23%	65%	12%	0%	0%	30%	58%	3%	6%	3%	42%	47%	10%	0%	1%
81	Your contact and dealings with DCC staff	9%	63%	14%	14%	0%	7%	67%	17%	7%	3%	14%	63%	15%	8%	1%
86	The overall look and feel of the city	11%	49%	22%	17%	0%	3%	63%	22%	10%	3%	13%	57%	20%	9%	2%
87	The overall look and feel of the central city retail area	2%	21%	34%	30%	13%	1%	24%	30%	30%	14%	3%	26%	27%	34%	9%
88	The overall look and feel of the South Dunedin retail area	5%	62%	19%	11%	3%	10%	59%	21%	6%	4%	12%	52%	23%	10%	3%
89	The overall look and feel of your suburb or township	9%	63%	14%	14%	0%	7%	67%	17%	7%	3%	14%	63%	15%	8%	1%
91	The overall look and feel of your most convenient retail centre (overall)	18%	59%	13%	8%	2%	7%	70%	15%	7%	1%	10%	49%	23%	16%	1%

11.4. Satisfaction, City Council by Location

Q		Dunedin City (n=40)					Green Island (n=111)					Kaikorai Valley (n=254)				
		VS %	S %	N %	D %	VD %	VS %	S %	N %	D %	VD %	VS %	S %	N %	D %	VD %
92	The overall performance of the Dunedin City Council	5%	54%	30%	11%	0%	7%	47%	31%	9%	5%	7%	55%	27%	8%	3%
		Mosgiel (n=189)					Northern Suburbs (n=158)					Peninsula (n=114)				
		VS %	S %	N %	D %	VD %	VS %	S %	N %	D %	VD %	VS %	S %	N %	D %	VD %
92	The overall performance of the Dunedin City Council	3%	48%	36%	10%	2%	9%	60%	20%	9%	3%	6%	44%	36%	12%	1%
		Port Chalmers (n=65)					Rural (n=76)					South Dunedin (n=241)				
		VS %	S %	N %	D %	VD %	VS %	S %	N %	D %	VD %	VS %	S %	N %	D %	VD %
92	The overall performance of the Dunedin City Council	5%	53%	27%	16%	0%	4%	44%	34%	11%	6%	5%	56%	24%	13%	2%

Q92 The overall performance of the Dunedin City Council	Percentage satisfied or very satisfied
Dunedin City	59%
Green Island	51%
Kaikorai Valley	58%
Mosgiel	54%
Northern Suburbs	69%
Peninsula	48%
Port Chalmers	62%
Rural	50%
South Dunedin	61%

11.5. Important Characteristics for the City and Council by Location

	Dunedin City (n=40)		Green Island (n=111)		Kaikorai Valley (n=254)	
	Importance	Perception	Importance	Perception	Importance	Perception
Dunedin is a fun city	3.89	3.56	3.64	3.25	3.78	3.49
Dunedin is a thriving city	4.18	2.88	4.20	2.83	4.29	2.92
Dunedin is a creative city	4.15	3.88	3.85	3.35	4.16	3.80
Dunedin is a safe city	4.50	3.48	4.54	3.40	4.64	3.62
Dunedin is a sustainable city	4.15	3.18	4.24	3.19	4.29	3.27
Dunedin recognises and supports cultural diversity	3.98	3.54	3.79	3.63	4.07	3.75
Dunedin maintains and preserves its architectural heritage	4.28	3.73	3.95	3.85	4.31	3.92
There is a sense of community in my local neighbourhood	3.87	3.23	3.90	3.33	4.06	3.39
The Council is a leader in encouraging the development of a sustainable city	3.92	3.22	3.83	3.03	4.17	3.18

	Mosgiel (n=189)		Northern Suburbs (n=158)		Peninsula (n=114)	
	Importance	Perception	Importance	Perception	Importance	Perception
Dunedin is a fun city	3.72	3.37	3.78	3.54	3.80	3.51
Dunedin is a thriving city	4.25	2.81	4.42	2.94	4.32	2.84
Dunedin is a creative city	4.06	3.55	4.22	3.82	4.19	3.76
Dunedin is a safe city	4.60	3.36	4.76	3.53	4.50	3.55
Dunedin is a sustainable city	4.28	3.09	4.44	3.24	4.36	3.21
Dunedin recognises and supports cultural diversity	3.73	3.70	4.21	3.87	4.15	3.82
Dunedin maintains and preserves its architectural heritage	4.04	3.79	4.34	3.86	4.15	3.74
There is a sense of community in my local neighbourhood	4.19	3.60	4.14	3.64	4.14	3.59
The Council is a leader in encouraging the development of a sustainable city	4.02	3.01	4.26	3.13	4.15	3.06

	Port Chalmers (n=65)		Rural (n=76)		South Dunedin (n=241)	
	Importance	Perception	Importance	Perception	Importance	Perception
Dunedin is a fun city	3.65	3.57	3.65	3.41	3.75	3.45
Dunedin is a thriving city	4.37	2.80	4.22	2.73	4.22	2.99
Dunedin is a creative city	4.31	3.84	4.10	3.47	4.04	3.73
Dunedin is a safe city	4.66	3.44	4.59	3.36	4.52	3.53
Dunedin is a sustainable city	4.31	3.24	4.33	3.09	4.27	3.30
Dunedin recognises and supports cultural diversity	4.22	3.55	3.84	3.51	3.96	3.70
Dunedin maintains and preserves its architectural heritage	4.31	3.81	4.24	3.85	4.09	3.88
There is a sense of community in my local neighbourhood	4.24	3.65	4.24	3.61	3.92	3.32
The Council is a leader in encouraging the development of a sustainable city	4.21	3.12	4.06	2.98	4.02	3.18

11.6. Satisfaction, DCC Services by Age of Respondents

Q		Under 25 Years (n=79)					25 - 34 (n=107)					35 - 44 (n=148)				
		VS %	S %	N %	D %	VD %	VS %	S %	N %	D %	VD %	VS %	S %	N %	D %	VD %
1	Household rubbish collection	35%	54%	7%	4%	0%	45%	45%	2%	6%	1%	33%	48%	12%	5%	2%
2	Kerbside recycling	38%	53%	8%	1%	0%	43%	47%	1%	6%	3%	32%	49%	11%	6%	1%
3	Street litter bins	25%	45%	24%	5%	1%	21%	45%	21%	11%	2%	12%	50%	28%	7%	3%
4	Reliability of the rubbish collection service	38%	44%	13%	6%	0%	49%	44%	6%	1%	0%	37%	51%	9%	3%	1%
5	Cleanliness of the streets immediately after rubbish collection	24%	36%	32%	9%	0%	30%	54%	9%	7%	1%	18%	54%	17%	11%	1%
6	Cleanliness of the streets in general	14%	41%	22%	19%	4%	14%	53%	12%	17%	3%	8%	53%	20%	16%	3%
7	Water pressure	31%	51%	13%	5%	0%	21%	45%	14%	15%	5%	17%	59%	14%	9%	1%
8	Water quality	37%	45%	12%	5%	1%	23%	54%	14%	6%	3%	14%	55%	21%	9%	2%
9	Storm water collection service	21%	33%	38%	6%	2%	13%	46%	21%	15%	5%	11%	38%	30%	17%	4%
10	The city's sewerage system	24%	49%	23%	3%	1%	23%	46%	21%	8%	2%	15%	51%	26%	7%	1%
11	The condition of the roads in your neighbourhood	15%	58%	15%	9%	3%	18%	53%	8%	17%	4%	7%	43%	25%	16%	9%
12	The condition of the roads throughout the city	13%	59%	13%	15%	0%	13%	45%	20%	20%	3%	4%	53%	21%	16%	5%
13	The condition of footpaths in your neighbourhood	21%	50%	19%	8%	3%	17%	53%	10%	15%	5%	9%	46%	20%	18%	7%
14	The condition of footpaths throughout the city	17%	58%	15%	9%	1%	14%	57%	19%	6%	5%	6%	53%	28%	11%	3%
15	That there are footpaths where you need them throughout your neighbourhood	34%	51%	10%	3%	3%	30%	55%	8%	6%	2%	14%	58%	12%	12%	4%
16	That there are footpaths where you need them throughout the city	29%	59%	8%	3%	1%	23%	64%	6%	6%	2%	10%	67%	18%	4%	1%
17	Street lighting in your neighbourhood	27%	45%	18%	9%	1%	21%	58%	11%	10%	0%	10%	57%	18%	13%	2%
18	Street lighting throughout the city	29%	49%	17%	5%	0%	20%	62%	14%	5%	0%	10%	62%	20%	6%	3%
19	Street name signs throughout the city	19%	58%	18%	5%	0%	22%	55%	15%	5%	3%	9%	59%	19%	8%	4%
20	Directional signs for traffic throughout the city	13%	59%	23%	5%	0%	21%	59%	13%	6%	1%	8%	54%	24%	12%	2%
21	The flow of traffic around and through the city at peak times of the day	4%	37%	33%	22%	4%	8%	41%	28%	20%	4%	2%	42%	30%	23%	3%
22	The flow of traffic around and through the city at off-peak times of the day	30%	58%	9%	0%	3%	22%	65%	9%	2%	2%	16%	65%	15%	3%	1%

Q		Under 25 Years (n=79)					25 - 34 (n=107)					35 - 44 (n=148)				
		VS %	S %	N %	D %	VD %	VS %	S %	N %	D %	VD %	VS %	S %	N %	D %	VD %
23	The ease of pedestrian access throughout the transport network	22%	55%	14%	9%	0%	15%	54%	23%	6%	3%	5%	53%	25%	15%	2%
24	The efforts made to minimise inconvenience and disruption caused to the public, when work is done on roads, footpaths and drains	13%	49%	21%	16%	1%	13%	44%	30%	9%	3%	6%	48%	24%	14%	7%
25	The availability of car parking in the central city	6%	22%	33%	29%	10%	6%	31%	27%	26%	11%	3%	40%	22%	23%	11%
26	The number of parking spaces available in DCC car parking buildings	6%	38%	41%	9%	6%	10%	49%	32%	6%	3%	2%	47%	37%	9%	5%
27	The number of parking spaces available in DCC off-street car parks	6%	27%	37%	25%	5%	8%	41%	36%	13%	1%	4%	43%	31%	18%	5%
28	The ease of use of Pay and Display car parking	10%	46%	26%	14%	4%	12%	47%	22%	13%	6%	7%	52%	25%	10%	6%
29	The availability of on-street parking in the central city	5%	27%	27%	28%	12%	7%	33%	22%	28%	10%	3%	36%	24%	25%	12%
30	The suitability of the road network for cyclists throughout the city	11%	14%	26%	31%	18%	7%	29%	24%	23%	18%	2%	21%	31%	32%	14%
31	Control of roaming dogs	32%	43%	17%	6%	3%	21%	50%	18%	9%	2%	14%	44%	27%	10%	4%
32	Control of dogs fouling the streets	21%	42%	14%	19%	4%	9%	33%	17%	31%	10%	5%	30%	32%	23%	9%
33	Control of barking dogs	17%	49%	26%	3%	6%	15%	46%	27%	11%	1%	6%	40%	42%	9%	3%
34	Noise control (enforcement)	17%	38%	34%	10%	1%	14%	43%	33%	6%	4%	10%	42%	43%	4%	1%
35	Parking enforcement	8%	37%	29%	18%	8%	13%	48%	28%	6%	6%	4%	43%	40%	9%	3%
36	The fairness and attitude of parking wardens	14%	29%	25%	16%	16%	13%	38%	25%	11%	12%	5%	35%	39%	14%	7%
37	Enforcing hygiene standards in city food establishments	25%	50%	21%	3%	1%	23%	58%	15%	4%	0%	16%	57%	23%	3%	1%
38	Enforcing liquor licensing standards in the city's licensed premises	28%	43%	24%	6%	0%	21%	54%	16%	6%	2%	10%	52%	25%	9%	4%
39	Processing of applications for building consents	20%	31%	46%	3%	0%	11%	23%	35%	16%	15%	2%	24%	38%	13%	24%
40	Monitoring and inspection of buildings under construction	15%	28%	49%	8%	0%	13%	27%	49%	9%	2%	6%	30%	47%	11%	6%
41	The DCC is constantly striving to improve	13%	48%	33%	3%	3%	13%	44%	29%	9%	5%	4%	39%	45%	8%	4%
42	The DCC delivers good value for the ratepayer money	9%	37%	33%	14%	7%	10%	35%	26%	19%	10%	4%	26%	33%	24%	14%

Q		45 - 54 (n=226)					55 - 64 (n=243)					65 + (n=324)				
		VS %	S %	N %	D %	VD %	VS %	S %	N %	D %	VD %	VS %	S %	N %	D %	VD %
1	Household rubbish collection	43%	42%	7%	5%	3%	43%	44%	5%	4%	3%	46%	44%	5%	3%	2%
2	Kerbside recycling	44%	45%	6%	3%	1%	41%	47%	5%	7%	1%	43%	51%	4%	2%	0%
3	Street litter bins	18%	44%	19%	16%	2%	20%	46%	22%	8%	4%	18%	50%	24%	8%	1%
4	Reliability of the rubbish collection service	44%	46%	9%	2%	0%	46%	42%	6%	3%	3%	50%	46%	3%	1%	0%
5	Cleanliness of the streets immediately after rubbish collection	18%	47%	16%	15%	4%	22%	50%	18%	8%	3%	22%	49%	20%	8%	2%
6	Cleanliness of the streets in general	7%	48%	18%	19%	8%	14%	39%	23%	19%	5%	11%	42%	22%	21%	5%
7	Water pressure	27%	57%	6%	6%	4%	33%	48%	9%	6%	4%	41%	49%	5%	3%	2%
8	Water quality	21%	53%	12%	12%	3%	21%	58%	11%	8%	2%	31%	52%	10%	5%	2%
9	Storm water collection service	9%	47%	20%	19%	5%	13%	53%	17%	13%	4%	19%	45%	19%	13%	4%
10	The city's sewerage system	15%	48%	26%	9%	3%	21%	57%	18%	3%	1%	26%	57%	12%	3%	1%
11	The condition of the roads in your neighbourhood	5%	51%	17%	21%	6%	10%	49%	19%	17%	5%	15%	53%	16%	13%	3%
12	The condition of the roads throughout the city	2%	53%	23%	21%	1%	4%	52%	27%	14%	2%	8%	53%	28%	10%	2%
13	The condition of footpaths in your neighbourhood	6%	48%	16%	21%	8%	9%	49%	17%	16%	10%	13%	46%	17%	16%	8%
14	The condition of footpaths throughout the city	5%	53%	26%	16%	1%	6%	51%	27%	13%	2%	8%	47%	32%	10%	3%
15	That there are footpaths where you need them throughout your neighbourhood	13%	58%	16%	8%	6%	15%	59%	12%	6%	7%	19%	62%	7%	6%	6%
16	That there are footpaths where you need them throughout the city	9%	64%	25%	1%	0%	14%	64%	18%	5%	0%	17%	64%	16%	2%	0%
17	Street lighting in your neighbourhood	9%	59%	17%	12%	4%	15%	58%	15%	8%	3%	29%	58%	7%	3%	2%
18	Street lighting throughout the city	7%	66%	19%	8%	0%	14%	67%	16%	3%	1%	22%	62%	14%	2%	0%
19	Street name signs throughout the city	12%	57%	21%	9%	1%	14%	62%	14%	8%	2%	18%	58%	14%	9%	0%
20	Directional signs for traffic throughout the city	8%	62%	22%	7%	0%	9%	68%	14%	7%	2%	18%	57%	19%	5%	1%
21	The flow of traffic around and through the city at peak times of the day	3%	37%	25%	30%	5%	3%	49%	27%	17%	5%	6%	49%	26%	17%	2%
22	The flow of traffic around and through the city at off-peak times of the day	15%	63%	13%	8%	1%	20%	64%	11%	5%	1%	20%	65%	10%	4%	1%

Q		45 - 54 (n=226)					55 - 64 (n=243)					65 + (n=324)				
		VS %	S %	N %	D %	VD %	VS %	S %	N %	D %	VD %	VS %	S %	N %	D %	VD %
23	The ease of pedestrian access throughout the transport network	6%	63%	18%	11%	3%	6%	68%	19%	6%	1%	12%	65%	18%	5%	1%
24	The efforts made to minimise inconvenience and disruption caused to the public, when work is done on roads, footpaths and drains	6%	47%	22%	18%	7%	5%	56%	22%	11%	5%	13%	55%	17%	11%	4%
25	The availability of car parking in the central city	5%	37%	22%	23%	12%	3%	38%	24%	25%	9%	7%	43%	24%	20%	7%
26	The number of parking spaces available in DCC car parking buildings	5%	44%	35%	10%	6%	6%	49%	32%	11%	2%	9%	51%	28%	10%	1%
27	The number of parking spaces available in DCC off-street car parks	5%	41%	35%	13%	7%	4%	39%	36%	18%	3%	7%	49%	28%	14%	1%
28	The ease of use of Pay and Display car parking	8%	57%	21%	9%	5%	7%	63%	19%	8%	3%	11%	63%	18%	6%	2%
29	The availability of on-street parking in the central city	4%	33%	32%	22%	10%	2%	35%	25%	30%	7%	4%	40%	28%	21%	7%
30	The suitability of the road network for cyclists throughout the city	4%	23%	35%	22%	17%	8%	25%	33%	21%	14%	6%	24%	39%	21%	9%
31	Control of roaming dogs	11%	48%	27%	11%	2%	12%	49%	21%	13%	5%	10%	50%	23%	12%	4%
32	Control of dogs fouling the streets	4%	33%	24%	29%	10%	6%	35%	17%	29%	14%	6%	28%	26%	30%	10%
33	Control of barking dogs	6%	47%	35%	11%	2%	5%	46%	27%	15%	8%	7%	41%	31%	15%	6%
34	Noise control (enforcement)	5%	51%	37%	5%	2%	9%	54%	30%	5%	1%	9%	51%	34%	5%	1%
35	Parking enforcement	4%	48%	30%	10%	9%	6%	49%	32%	9%	4%	7%	54%	32%	5%	2%
36	The fairness and attitude of parking wardens	7%	37%	32%	10%	13%	6%	40%	36%	9%	9%	9%	48%	32%	6%	4%
37	Enforcing hygiene standards in city food establishments	16%	56%	20%	5%	2%	19%	62%	15%	4%	1%	18%	62%	15%	5%	1%
38	Enforcing liquor licensing standards in the city's licensed premises	9%	52%	27%	9%	3%	9%	53%	27%	7%	4%	8%	53%	27%	9%	3%
39	Processing of applications for building consents	1%	23%	37%	26%	13%	3%	21%	33%	24%	18%	2%	26%	33%	26%	14%
40	Monitoring and inspection of buildings under construction	1%	30%	49%	12%	7%	5%	38%	40%	10%	8%	4%	37%	42%	12%	5%
41	The DCC is constantly striving to improve	3%	45%	32%	15%	4%	7%	50%	30%	9%	4%	13%	51%	28%	7%	2%
42	The DCC delivers good value for the ratepayer money	4%	29%	33%	22%	13%	5%	32%	34%	21%	8%	7%	36%	33%	14%	9%

11.7. Satisfaction, City Facilities by Age of Respondents

Q		Under 25 Years (n=79)					25 - 34 (n=107)					35 - 44 (n=148)				
		VS %	S %	N %	D %	VD %	VS %	S %	N %	D %	VD %	VS %	S %	N %	D %	VD %
43	Any or all of the following Libraries (Moray Place, Mosgiel, Port Chalmers, Waikouaiti, Blueskin Bay, Bookbus)	44%	52%	2%	2%	0%	39%	57%	3%	1%	0%	38%	51%	11%	0%	0%
44	Material available at the Libraries	41%	50%	7%	2%	0%	34%	52%	8%	6%	0%	30%	62%	8%	0%	0%
45	Any or all of the following pools (Moana, Mosgiel, St Clair Salt Water Pool, Port Chalmers)	37%	57%	6%	0%	0%	38%	44%	10%	6%	1%	27%	53%	12%	7%	3%
46	Otago Museum	50%	43%	5%	2%	0%	55%	38%	7%	0%	0%	42%	53%	3%	1%	1%
47	Toitū Otago Settlers Museum	54%	33%	13%	0%	0%	65%	31%	3%	0%	1%	50%	45%	5%	0%	0%
48	Dunedin Public Art Gallery	43%	40%	18%	0%	0%	41%	46%	11%	2%	0%	35%	55%	8%	2%	0%
49	Dunedin Chinese Garden	42%	25%	8%	25%	0%	24%	36%	12%	24%	4%	18%	44%	24%	9%	6%
50	Dunedin Botanic Garden	61%	35%	1%	3%	0%	58%	40%	1%	0%	0%	49%	47%	4%	0%	0%
51	Winter sports playing fields	23%	50%	17%	10%	0%	22%	54%	15%	5%	5%	6%	56%	19%	16%	3%
52	Summer sports playing fields	14%	64%	18%	4%	0%	34%	45%	13%	8%	0%	10%	72%	16%	2%	0%
53	DCC playgrounds	33%	52%	11%	0%	4%	29%	52%	11%	6%	3%	14%	66%	10%	7%	2%
54	Walking and biking tracks	33%	54%	13%	0%	0%	32%	52%	13%	1%	1%	20%	67%	10%	1%	2%
55	DCC reserves (scenic, bush and coastal)	44%	40%	16%	0%	0%	31%	58%	9%	1%	0%	21%	67%	11%	1%	0%
56	Accessibility of recreational sites and facilities	28%	60%	10%	0%	2%	31%	55%	9%	5%	0%	19%	66%	12%	3%	0%
57	Dunedin Stadium (Ice Stadium)	45%	55%	0%	0%	0%	23%	54%	23%	0%	0%	7%	60%	28%	5%	0%
58	Edgar Sports Centre	24%	54%	17%	2%	2%	21%	66%	10%	3%	0%	18%	62%	14%	6%	0%
59	Forsyth Barr Stadium	41%	43%	8%	3%	5%	33%	46%	13%	7%	1%	25%	52%	11%	7%	5%
60	The Dunedin i-SITE Visitor Centre	29%	50%	14%	7%	0%	21%	64%	14%	0%	0%	16%	55%	16%	13%	0%
61	Dunedin Town Hall – now called the Dunedin Centre	46%	37%	14%	3%	0%	39%	43%	16%	2%	0%	19%	66%	13%	0%	2%
62	Regent Theatre	55%	27%	16%	2%	0%	43%	49%	6%	2%	0%	23%	64%	9%	2%	1%
63	Fortune Theatre	47%	26%	21%	5%	0%	54%	38%	8%	0%	0%	20%	67%	11%	0%	2%
64	Dunedin's cemeteries (services provided to the public)	29%	46%	25%	0%	0%	19%	56%	22%	3%	0%	12%	67%	21%	0%	0%
65	Dunedin's cemeteries (physical appearance)	31%	54%	12%	4%	0%	26%	53%	19%	2%	0%	18%	64%	16%	2%	0%
66	Public toilets	11%	28%	23%	19%	19%	4%	37%	28%	15%	16%	4%	35%	33%	18%	9%

Q		45 - 54 (n=226)					55 - 64 (n=243)					65 + (n=324)				
		VS %	S %	N %	D %	VD %	VS %	S %	N %	D %	VD %	VS %	S %	N %	D %	VD %
43	Any or all of the following Libraries (Moray Place, Mosgiel, Port Chalmers, Waikouaiti, Blueskin Bay, Bookbus)	47%	43%	8%	1%	1%	54%	39%	5%	1%	1%	59%	38%	3%	0%	0%
44	Material available at the Libraries	39%	49%	8%	4%	1%	46%	46%	7%	1%	0%	54%	41%	4%	1%	0%
45	Any or all of the following pools (Moana, Mosgiel, St Clair Salt Water Pool, Port Chalmers)	36%	50%	5%	8%	0%	34%	48%	11%	4%	2%	33%	46%	13%	4%	5%
46	Otago Museum	53%	39%	6%	1%	0%	49%	47%	2%	0%	1%	61%	37%	2%	0%	0%
47	Toitū Otago Settlers Museum	64%	27%	6%	2%	0%	62%	32%	5%	1%	1%	62%	34%	4%	0%	1%
48	Dunedin Public Art Gallery	40%	49%	8%	2%	0%	44%	44%	8%	3%	2%	49%	41%	7%	2%	1%
49	Dunedin Chinese Garden	22%	37%	25%	7%	10%	26%	43%	20%	4%	6%	42%	37%	13%	3%	6%
50	Dunedin Botanic Garden	54%	41%	4%	1%	0%	58%	38%	4%	0%	1%	65%	33%	2%	0%	0%
51	Winter sports playing fields	12%	61%	18%	7%	1%	16%	60%	18%	6%	0%	21%	56%	22%	0%	1%
52	Summer sports playing fields	19%	62%	16%	2%	1%	14%	65%	16%	3%	3%	25%	57%	17%	1%	0%
53	DCC playgrounds	23%	58%	15%	4%	0%	29%	55%	14%	2%	0%	29%	55%	15%	2%	0%
54	Walking and biking tracks	18%	70%	7%	4%	1%	27%	62%	9%	2%	1%	30%	56%	12%	1%	0%
55	DCC reserves (scenic, bush and coastal)	27%	63%	9%	1%	0%	25%	65%	8%	1%	1%	33%	58%	9%	0%	0%
56	Accessibility of recreational sites and facilities	23%	60%	13%	3%	0%	23%	63%	11%	2%	1%	30%	55%	13%	3%	0%
57	Dunedin Stadium (Ice Stadium)	13%	49%	30%	3%	5%	15%	57%	23%	4%	0%	26%	51%	23%	0%	0%
58	Edgar Sports Centre	22%	63%	10%	4%	1%	20%	66%	11%	2%	0%	33%	54%	12%	1%	0%
59	Forsyth Barr Stadium	34%	39%	12%	9%	6%	35%	44%	13%	4%	4%	46%	30%	10%	6%	8%
60	The Dunedin i-SITE Visitor Centre	18%	57%	24%	0%	0%	26%	55%	18%	0%	2%	30%	56%	11%	3%	0%
61	Dunedin Town Hall – now called the Dunedin Centre	31%	57%	11%	2%	0%	37%	55%	7%	0%	0%	46%	47%	7%	1%	0%
62	Regent Theatre	38%	52%	10%	1%	0%	45%	50%	4%	1%	0%	56%	40%	3%	0%	0%
63	Fortune Theatre	36%	50%	13%	1%	0%	27%	59%	14%	0%	0%	37%	53%	9%	1%	1%
64	Dunedin's cemeteries (services provided to the public)	12%	53%	28%	6%	1%	19%	66%	14%	0%	2%	31%	54%	15%	0%	0%
65	Dunedin's cemeteries (physical appearance)	14%	54%	21%	11%	1%	19%	60%	15%	3%	3%	28%	53%	13%	4%	1%
66	Public toilets	6%	41%	33%	12%	9%	9%	55%	25%	8%	4%	18%	52%	19%	9%	3%

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

Q		Under 25 Years (n=79)					25 - 34 (n=107)					35 - 44 (n=148)				
		VS %	S %	N %	D %	VD %	VS %	S %	N %	D %	VD %	VS %	S %	N %	D %	VD %
67	The availability of information held by the DCC	18%	54%	22%	4%	2%	9%	57%	23%	9%	1%	9%	51%	32%	4%	4%
68	The quality of information held by the DCC	16%	47%	29%	6%	2%	10%	51%	31%	6%	2%	8%	52%	34%	4%	3%
69	The amount of public consultation undertaken	9%	38%	35%	15%	4%	10%	33%	31%	21%	5%	2%	35%	45%	12%	7%
70	The amount of information available explaining why and what the DCC is doing	6%	40%	35%	15%	3%	13%	41%	31%	10%	5%	5%	39%	42%	10%	5%
71	Notices/information you receive from the DCC about activities and matters affecting your household's water supply	12%	40%	34%	10%	4%	13%	41%	33%	10%	2%	3%	43%	40%	8%	5%
72	Notices/information you receive from the DCC about road works/footpath repairs in your neighbourhood	12%	29%	40%	12%	7%	9%	43%	23%	15%	10%	5%	37%	34%	16%	8%
73	Notices/information you receive from the DCC about temporary street closures	12%	33%	33%	16%	5%	10%	37%	32%	14%	7%	5%	31%	43%	14%	7%
74	Attracting new businesses and jobs to Dunedin	7%	27%	36%	20%	9%	3%	20%	26%	31%	20%	1%	12%	34%	37%	17%
75	Supporting the development of existing Dunedin businesses	13%	28%	48%	4%	7%	4%	28%	29%	26%	13%	2%	15%	36%	37%	9%
76	Retaining existing businesses and jobs in Dunedin	9%	26%	38%	21%	6%	2%	20%	27%	34%	16%	2%	16%	32%	37%	13%
77	Media coverage of events run in Dunedin	9%	46%	26%	16%	3%	6%	34%	29%	26%	5%	3%	35%	29%	24%	10%
78	City festivals and events	15%	55%	21%	7%	3%	12%	48%	26%	10%	5%	9%	54%	24%	8%	5%
79	The overall performance of the Mayor and Councillors	11%	41%	43%	4%	2%	5%	33%	40%	17%	4%	2%	35%	44%	14%	6%
80	The overall performance of Community Board members	8%	39%	47%	4%	2%	5%	41%	46%	5%	3%	4%	35%	46%	10%	6%
81	Your contact and dealings with DCC staff	24%	30%	41%	3%	3%	19%	45%	30%	5%	1%	10%	57%	23%	5%	4%
82	FYI Magazine	26%	65%	0%	9%	0%	31%	54%	13%	2%	0%	16%	54%	26%	4%	0%
83	The DCC's website www.dunedin.govt.nz	24%	50%	15%	9%	2%	24%	55%	17%	3%	1%	13%	58%	21%	7%	1%
84	The DCC's call centre (telephone enquiry service)	33%	22%	22%	0%	22%	32%	51%	11%	4%	2%	23%	55%	15%	6%	2%
85	The Customer Service Agency in the Civic Centre	29%	57%	14%	0%	0%	36%	59%	5%	0%	0%	30%	54%	16%	0%	0%
86	The overall look and feel of the city	27%	52%	15%	5%	1%	14%	58%	12%	12%	4%	10%	63%	14%	10%	3%
87	The overall look and feel of the central city retail area	25%	53%	14%	8%	0%	14%	52%	16%	15%	3%	6%	57%	20%	13%	4%
88	The overall look and feel of the South Dunedin retail area	6%	13%	37%	34%	11%	5%	23%	26%	35%	12%	1%	21%	35%	29%	14%
89	The overall look and feel of your suburb or township	30%	46%	18%	6%	0%	12%	53%	24%	8%	2%	9%	60%	13%	14%	3%
91	The overall look and feel of your most convenient retail centre (overall)	31%	46%	15%	8%	0%	15%	49%	25%	8%	2%	8%	55%	22%	13%	1%

Q		45 - 54 (n=226)					55 - 64 (n=243)					65 + (n=324)				
		VS %	S %	N %	D %	VD %	VS %	S %	N %	D %	VD %	VS %	S %	N %	D %	VD %
67	The availability of information held by the DCC	10%	57%	28%	3%	2%	11%	53%	32%	4%	1%	14%	57%	24%	3%	1%
68	The quality of information held by the DCC	7%	56%	31%	5%	1%	8%	53%	33%	5%	1%	14%	54%	27%	4%	0%
69	The amount of public consultation undertaken	4%	37%	42%	13%	4%	5%	36%	37%	17%	5%	6%	40%	37%	10%	7%
70	The amount of information available explaining why and what the DCC is doing	4%	44%	38%	11%	3%	8%	46%	31%	12%	3%	11%	52%	25%	7%	4%
71	Notices/information you receive from the DCC about activities and matters affecting your household's water supply	6%	45%	38%	9%	3%	8%	48%	33%	9%	2%	11%	57%	28%	3%	1%
72	Notices/information you receive from the DCC about road works/footpath repairs in your neighbourhood	6%	38%	32%	18%	6%	7%	44%	29%	15%	5%	8%	54%	24%	11%	3%
73	Notices/information you receive from the DCC about temporary street closures	5%	43%	36%	11%	5%	11%	44%	29%	13%	2%	10%	55%	26%	8%	1%
74	Attracting new businesses and jobs to Dunedin	1%	16%	34%	33%	16%	1%	16%	32%	34%	17%	3%	26%	41%	23%	7%
75	Supporting the development of existing Dunedin businesses	2%	20%	36%	28%	15%	2%	20%	39%	27%	11%	2%	35%	38%	20%	4%
76	Retaining existing businesses and jobs in Dunedin	1%	15%	32%	34%	18%	2%	15%	31%	36%	16%	2%	27%	35%	30%	7%
77	Media coverage of events run in Dunedin	4%	40%	31%	17%	8%	6%	47%	33%	11%	3%	8%	58%	22%	11%	2%
78	City festivals and events	13%	51%	22%	11%	3%	12%	53%	27%	7%	2%	15%	60%	21%	5%	0%
79	The overall performance of the Mayor and Councillors	6%	35%	35%	17%	7%	6%	37%	34%	17%	7%	9%	43%	36%	7%	4%
80	The overall performance of Community Board members	4%	40%	41%	11%	4%	6%	42%	41%	7%	4%	10%	46%	40%	2%	3%
81	Your contact and dealings with DCC staff	16%	48%	21%	8%	7%	18%	46%	26%	7%	3%	24%	56%	14%	5%	1%
82	FYI Magazine	16%	56%	23%	3%	2%	16%	62%	18%	4%	0%	22%	59%	14%	4%	0%
83	The DCC's website www.dunedin.govt.nz	14%	62%	20%	4%	0%	18%	62%	15%	4%	1%	32%	55%	12%	0%	1%
84	The DCC's call centre (telephone enquiry service)	29%	54%	10%	6%	1%	28%	55%	10%	6%	1%	33%	58%	6%	2%	1%
85	The Customer Service Agency in the Civic Centre	28%	51%	17%	5%	0%	29%	60%	7%	2%	2%	46%	48%	5%	0%	1%
86	The overall look and feel of the city	8%	66%	18%	7%	1%	10%	66%	15%	9%	0%	14%	61%	17%	6%	1%
87	The overall look and feel of the central city retail area	7%	57%	21%	13%	2%	8%	56%	23%	12%	0%	12%	57%	21%	9%	1%
88	The overall look and feel of the South Dunedin retail area	2%	23%	31%	31%	13%	1%	23%	30%	38%	8%	4%	23%	32%	32%	9%
89	The overall look and feel of your suburb or township	8%	56%	21%	13%	3%	10%	62%	19%	8%	2%	13%	53%	23%	9%	3%
91	The overall look and feel of your most convenient retail centre (overall)	11%	54%	20%	13%	3%	10%	64%	17%	7%	1%	15%	55%	16%	12%	2%

11.9. Satisfaction, City Council by Age of Respondents

Q		Under 25 Years (n=79)					25 - 34 (n=107)					35 - 44 (n=148)				
		VS %	S %	N %	D %	VD %	VS %	S %	N %	D %	VD %	VS %	S %	N %	D %	VD %
92	The overall performance of the Dunedin City Council	10%	60%	21%	10%	%	8%	47%	33%	10%	3%	1%	51%	30%	12%	6%
		45 - 54 (n=226)					55 - 64 (n=243)					65 + (n=324)				
		VS %	S %	N %	D %	VD %	VS %	S %	N %	D %	VD %	VS %	S %	N %	D %	VD %
92	The overall performance of the Dunedin City Council	4%	53%	30%	10%	3%	6%	53%	27%	12%	3%	8%	55%	27%	8%	1%

Q92 The overall performance of the Dunedin City Council	Percentage satisfied or very satisfied
Under 25 Years	70%
25 - 34	55%
35 - 44	52%
45 - 54	57%
55 - 64	59%
65 +	63%

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

	Under 25 Years (n=79)		25 - 34 (n=107)		35 - 44 (n=148)	
	Importance	Perception	Importance	Perception	Importance	Perception
Dunedin is a fun city	4.05	3.72	4.10	3.44	3.81	3.44
Dunedin is a thriving city	4.28	3.38	4.49	2.78	4.34	2.71
Dunedin is a creative city	4.22	3.81	4.09	3.62	4.08	3.66
Dunedin is a safe city	4.80	3.77	4.75	3.53	4.65	3.60
Dunedin is a sustainable city	4.54	3.50	4.42	3.11	4.20	2.99
Dunedin recognises and supports cultural diversity	4.37	4.00	3.99	3.72	3.84	3.51
Dunedin maintains and preserves its architectural heritage	4.43	4.12	4.09	3.88	4.01	3.69
There is a sense of community in my local neighbourhood	3.92	3.34	4.04	3.40	4.10	3.38
The Council is a leader in encouraging the development of a sustainable city	4.27	3.48	4.07	3.11	3.99	2.97

	45 - 54 (n=226)		55 - 64 (n=243)		65 + (n=324)	
	Importance	Perception	Importance	Perception	Importance	Perception
Dunedin is a fun city	3.76	3.48	3.74	3.46	3.47	3.35
Dunedin is a thriving city	4.40	2.77	4.34	2.74	4.05	3.12
Dunedin is a creative city	4.13	3.69	4.15	3.64	4.04	3.72
Dunedin is a safe city	4.67	3.38	4.64	3.44	4.45	3.54
Dunedin is a sustainable city	4.36	3.09	4.41	3.19	4.21	3.43
Dunedin recognises and supports cultural diversity	3.95	3.62	3.97	3.70	4.02	3.83
Dunedin maintains and preserves its architectural heritage	4.13	3.76	4.25	3.86	4.24	3.94
There is a sense of community in my local neighbourhood	4.08	3.52	4.16	3.48	4.03	3.57
The Council is a leader in encouraging the development of a sustainable city	4.13	2.95	4.18	2.97	4.06	3.35

12. Secondary Data Set

Responses received from the online option for data collection have been analysed independently from the primary data set, as the risk of self-selection bias and lack of random selection would compromise the statistical validity of including this data with the primary analysis. The secondary data set comprises 705 complete surveys provided by respondents not included in the randomised sample, which includes 364 respondents from the general public and 341 respondents from the Peoples Panel.

12.1. Demographic Structure of Sample

Table 12-1 Age

	Total
24 or under	7%
25 - 34	14%
35 - 44	18%
45 - 54	18%
55 - 64	18%
65+	24%

Table 12-2 Ethnicity

	Total
New Zealand born/European	74%
New Zealand born/Maori	4%
New Zealand born/Pacific Island	1%
New Zealand born/Asian	0%
New Zealand born/Other	1%
Born Overseas/European	15%
Born Overseas/Maori	0%
Born Overseas/Pacific Island	0%
Born Overseas/Asian	0%
Born Overseas/Other	1%
Declined	3%

Table 12-3 Personal Income (before Tax)

	Total
Under \$15,000	13%
\$15,001 - \$30,000	20%
\$30,001 - \$45,000	14%
\$45,001 - \$60,000	14%
\$60,001 - \$75,000	9%
Over \$75,000	16%
Declined	15%

Table 12-4 Property Ownership

	Total
Own property in Dunedin	81%
Don't own property in Dunedin	19%

Table 12-5 Location of Respondent

	Total
Dunedin City	6%
Green Island	8%
Kaikorai Valley	21%
Mosgiel	12%
Northern Suburbs	14%
Peninsula	4%
Port Chalmers	10%
Rural	6%
South Dunedin	19%

Table 12-6 Employment Status

	Total
Full-Time employment	46%
Part-time employment	24%
Not in paid employment	21%
Declined	9%

Table 12-7 Households with Children

	Total
Average no. of dependent children	2
Households with children	30%

12.2. Satisfaction with DCC Services

12.2.1. Rubbish

Satisfaction levels among the respondents in the secondary data set were highest for reliability of the rubbish service (88%), household rubbish collection (82%) and kerbside recycling (80%). Responses were less positive about the cleanliness of the streets in general (44%), cleanliness of the streets after rubbish collection (60%) and for the street litter bins (57%) (Table 12.8).

Table 12-8 Rubbish Collection- Satisfaction of Users

Q	Tot	VS(%)	S(%)	N(%)	D(%)	VD(%)
1 Household rubbish collection	604	36%	46%	10%	6%	2%
2 Kerbside recycling	665	34%	46%	11%	6%	2%
3 Street litter bins	655	12%	45%	24%	15%	4%
4 Reliability of the rubbish collection service	647	43%	45%	9%	2%	1%
5 Cleanliness of the streets immediately after rubbish collection	671	17%	43%	21%	15%	4%
6 Cleanliness of the streets in general	684	8%	36%	23%	23%	10%

Unprompted responses included:

Rubbish Collection

Rubbish/glass/dog faeces on streets - need to be swept more/gutters and verges need to be cleaned out more	97
Need more/bigger rubbish bins in public areas/should be emptied more often	49
Student area (North Dunedin) has rubbish in streets/needs more public bins	42
Need a green recycling option/other recycling options	39
Collectors drop glass/rubbish on roads and don't clean up	26
Generally satisfied	25
Animals get into bags/bags not strong enough	20
People dumping rubbish/should prosecute or fine litterers.	16
Wheelie bins should be supplied	13
Rubbish bags are too expensive/should be free	13
Blue bins of poor quality/collectors throw and break them	12
Weather/wind knocking over bins/spreading rubbish	12
Prefer to pay for private collection as it's better/cheaper/tidier	11
Dump fees need to be lower/too expensive	10
Council need to provide a rubbish and recycling pickup schedule/inform public, better communication when there is a change to scheduling	8
Inorganic collections periodically throughout the year for larger items	7
Recycling has improved	4
Timing of collection inconvenient	4
Bins not picked up/collection missed	2
Parked cars preventing rubbish collection/street cleaning	1
Other	26

12.2.2. Water, Drainage and Sewerage

Most respondents in the secondary data set were satisfied with water pressure (77%). There were also high levels of satisfaction with water quality (74%) (Table 12.9).

Table 12-9 Water Services- Satisfaction of Users

Q	Tot	VS(%)	S(%)	N(%)	D(%)	VD(%)
7 Water pressure	654	31%	46%	13%	8%	1%
8 Water quality	656	25%	49%	15%	7%	3%
9 Storm water collection service	614	12%	39%	25%	19%	5%
10 The city's sewerage system	616	18%	50%	22%	7%	3%

Unprompted responses included:

Water Services

Stormwater drains often blocked/drains need clearing more often/mud traps need clearing more often	54
Stormwater cause flooding in some areas/system not coping/no system in place	52
Stop sewerage to sea/poor quality effluent reaching waterways/we need a better system/build a top rate water treatment plant	30
We don't want fluoride	15
Good service/no problems/I am happy with system	15
Poor water pressure	12
Water tastes bad/smells like chlorine	12
Need regular maintenance/upgrading	9
Poor water quality/discoloration	9
We use a water filter	5
Water pressure too high/burst pipes due to water pressure changes	2
Other	15

12.2.3. Roads, Footpaths, Lighting and Parking

Satisfaction was highest with the flow of traffic around and through the city at off-peak times of the day (74%). One factor in which respondents were clearly dissatisfied was the suitability of Dunedin's roads for cyclists (30% satisfied, 44% dissatisfied).

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

Q	Tot	VS(%)	S(%)	N(%)	D(%)	VD(%)
11 The condition of the roads in your neighbourhood	699	12%	51%	17%	17%	4%
12 The condition of the roads throughout the city	689	5%	46%	28%	18%	3%
13 The condition of footpaths in your neighbourhood	679	11%	47%	17%	19%	7%
14 The condition of footpaths throughout the city	678	7%	45%	31%	14%	2%
15 That there are footpaths where you need them throughout your neighbourhood	667	18%	52%	14%	11%	5%
16 That there are footpaths where you need them throughout the city	673	15%	58%	18%	7%	1%
17 Street lighting in your neighbourhood	680	18%	55%	15%	9%	3%
18 Street lighting throughout the city	682	17%	55%	20%	7%	1%
19 Street name signs throughout the city	691	13%	51%	20%	13%	2%
20 Directional signs for traffic throughout the city	682	12%	52%	22%	11%	3%
21 The flow of traffic around and through the city at peak times of the day	672	5%	35%	28%	25%	8%
22 The flow of traffic around and through the city at off-peak times of the day	684	19%	55%	17%	6%	4%
23 The ease of pedestrian access throughout the transport network	668	9%	50%	24%	12%	5%
24 The efforts made to minimise inconvenience and disruption caused to the public, when work is done on roads, footpaths and drains	686	8%	44%	27%	13%	8%
25 The availability of car parking in the central city	672	8%	32%	24%	23%	13%
26 The number of parking spaces available in DCC car parking buildings	611	11%	45%	29%	11%	4%
27 The number of parking spaces available in DCC off-street car parks	620	8%	39%	33%	14%	5%
28 The ease of use of Pay and Display car parking	659	10%	46%	23%	16%	6%
29 The availability of on-street parking in the central city	658	6%	29%	28%	25%	12%
30 The suitability of the road network for cyclists throughout the city	627	8%	22%	25%	25%	19%

Unprompted responses included:

Roads, Footpaths, Lighting and Parking

Cycle lanes are dangerous/need improving/need more driver awareness	116
More/better parking/more drop off parking	59
Footpaths neglected/inadequate repairs/better access to footpaths for wheelchairs and mobility scooters	48
Roads neglected/poor quality/lack of maintenance/repairs not up to standard	40
More cycle lanes needed/cycle lanes are good	37
Inadequate road signage/street signs missing/inadequate visibility	33
Too much money/attention on cyclists at expense of motorists	33
Too much traffic congestion/road layout and intersections dangerous	29
More/ better street lighting/regular checking and maintenance of street lighting	28
Pay and display meters difficult to use/lack features	28
Lack of safe crossings/lack of pedestrian access	26
Cycle lanes taking up too much room/cyclists should be more careful/cyclists should pay a fee	25
Parking too expensive/should be cheaper/should be free	24
Traffic lights have poor timing	23
Roadworks/timing needs to be sorted to be the least disruptive to traffic	16
Pay and display machines often don't work	15
Generally satisfied	14
Parking time limits too short	7
Need more disability/specialty parks	3
Need more footpaths/we have no footpaths	2
Free parking permit for elderly is great.	1
Other	37

12.2.4. Regulatory, Monitoring and Enforcement

Factors of regulation and enforcement in which the secondary sample were most satisfied with included the enforcement of hygiene standards (71%), control of roaming dogs (59%) and noise control (52%). Areas in which there were lower levels of satisfaction included processing of applications for building consents (18%).

Table 12-11 Council Regulatory and Monitoring Processes - Satisfaction

Q	Tot	VS(%)	S(%)	N(%)	D(%)	VD(%)
31 Control of roaming dogs	652	13%	46%	23%	13%	4%
32 Control of dogs fouling the streets	659	7%	31%	23%	28%	10%
33 Control of barking dogs	631	8%	41%	34%	13%	4%
34 Noise control (enforcement)	587	11%	41%	38%	7%	3%
35 Parking enforcement	660	9%	39%	34%	11%	6%
36 The fairness and attitude of parking wardens	605	9%	38%	31%	13%	9%
37 Enforcing hygiene standards in city food establishments	631	18%	53%	23%	4%	1%
38 Enforcing liquor licensing standards in the city's licensed premises	586	10%	40%	33%	11%	6%
39 Processing of applications for building consents	446	3%	15%	37%	24%	21%
40 Monitoring and inspection of buildings under construction	410	4%	22%	51%	12%	10%

Unprompted responses included:

Council Regulatory and Monitoring Processes

Building consents too slow/difficult/not well run/too much time wasted due to mistakes	43
Dog faeces on streets/need more dog bag collection points/more bins	41
Wardens/enforcement officers attitudes not good/inconsistent/revenue gathering exercise	32
Need stronger enforcement of liquor licensing laws/liquor ban/problems with alcohol related violence/too many liquor outlets	29
Building consents too expensive	17
We need better noise control	17
Dog control poor	16
Too many dogs roaming/off leash/needs to be policed	14
Better monitoring of food outlets/health and safety inspections/more could be done	12
Crack down on illegal parking/non registration/no warrant/need to get out to the suburbs	10
Generally satisfied	9
Cats should be registered/cat faeces everywhere	6
Excessive dog barking/noise control doesn't do anything	6
Some parking wardens do a great job in difficult circumstances/showing more discretion	5
No consistency between building inspectors/too pedantic/poor attitude/need to be more vigorous in inspections	4
Other	25

12.2.5. Customer Service

More respondents were satisfied that the Council was constantly striving to improve (51%) than satisfied that the Council offered good value for ratepayer money (32%).

Table 12-12 Council Customer Service - Satisfaction

Q	Tot	VS(%)	S(%)	N(%)	D(%)	VD(%)
41 The DCC is constantly striving to improve	650	9%	42%	25%	13%	12%
42 The DCC delivers good value for the ratepayer money	659	7%	25%	30%	20%	18%

Unprompted responses included:

Council Customer Service	
Stadium and other facilities a waste of money	71
Poor management/too bureaucratic/no transparency/more consultation with public required over spending	43
Services good/have seen improvement/good new management	39
Minimise spending/prioritise core service spending/we don't get good value for our rates	37
Frustrated at constant rate rises/rating structure/rates too high/stop increasing rates	22
Service not good/no follow up/need to be friendlier/room for improvement	15
More focus on developing the city/bringing in business, creating jobs, events	13
Council does not listen to citizens	12
Poor handling of debts	9
Other	27

12.3. Use of City Facilities

Table 12-13 Use of City Facilities - Usage

Q	No Answer		No Visits		One or More Visits		Avg. Number of Visits
	n	%	n	%	n	%	
43 Any or all of the following Libraries (Moray Place, Mosgiel, Port Chalmers, Waikouaiti, Blueskin Bay, Bookbus)	278	39%	106	15%	321	46%	20.9
45 Any or all of the following pools (Moana, Mosgiel, St Clair Salt Water Pool, Port Chalmers)	256	36%	217	31%	232	33%	25.3
46 Otago Museum	102	14%	127	18%	476	68%	4.8
47 Toitū Otago Settlers Museum	104	15%	125	18%	476	68%	3
48 Dunedin Public Art Gallery	107	15%	203	29%	395	56%	5.4
49 Dunedin Chinese Garden	109	15%	431	61%	165	23%	1.9
50 Dunedin Botanic Garden	92	13%	114	16%	499	71%	15.6
51 Winter sports playing fields	101	14%	358	51%	246	35%	27.2
52 Summer sports playing fields	105	15%	392	56%	208	30%	22.7
53 DCC playgrounds	107	15%	310	44%	288	41%	12.1
54 Walking and biking tracks	117	17%	170	24%	418	59%	27.4
55 DCC reserves (scenic, bush and coastal)	119	17%	153	22%	433	61%	19.1
57 Dunedin Stadium (Ice Stadium)	86	12%	512	73%	107	15%	6.0
58 Edgar Sports Centre	86	12%	285	40%	334	47%	7.4
59 Forsyth Barr Stadium	93	13%	202	29%	410	58%	5.1
60 The Dunedin i-SITE Visitor Centre	93	13%	470	67%	142	20%	2.0
61 Dunedin Town Hall – now called the Dunedin Centre	92	13%	299	42%	314	45%	3.0
62 Regent Theatre	92	13%	204	29%	409	58%	3.0
63 Fortune Theatre	98	14%	378	54%	229	32%	2.5
64 Dunedin's cemeteries	97	14%	313	44%	295	42%	4.5
66 Public toilets	122	17%	149	21%	434	62%	12.5

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

Satisfaction was highest amongst the respondents in the secondary data set for the Dunedin Botanical Garden (95%), the Otago Museum (92%), the Regent Theatre (89%) and the Libraries (89%). The lowest level of satisfaction was with Public Toilets (52%) and the Dunedin Chinese Garden (53%).

Q		Tot	VS(%)	S(%)	N(%)	D(%)	VD(%)
43	Any or all of the following Libraries (Moray Place, Mosgiel, Port Chalmers, Waikouaiti, Blueskin Bay, Bookbus)	549	52%	37%	9%	1%	1%
44	Material available at the Libraries	552	43%	43%	10%	2%	1%
45	Any or all of the following pools (Moana, Mosgiel, St Clair Salt Water Pool, Port Chalmers)	477	27%	48%	17%	5%	3%
46	Otago Museum	602	46%	46%	6%	2%	0%
47	Toitū Otago Settlers Museum	573	54%	34%	8%	3%	2%
48	Dunedin Public Art Gallery	528	41%	42%	14%	2%	1%
49	Dunedin Chinese Garden	402	22%	31%	27%	10%	10%
50	Dunedin Botanic Garden	615	54%	41%	4%	1%	0%
51	Winter sports playing fields	387	12%	47%	33%	7%	2%
52	Summer sports playing fields	350	13%	49%	35%	2%	0%
53	DCC playgrounds	427	17%	57%	23%	3%	0%
54	Walking and biking tracks	534	24%	57%	15%	3%	1%
55	DCC reserves (scenic, bush and coastal)	537	27%	56%	13%	3%	1%
56	Accessibility of recreational sites and facilities	583	23%	55%	15%	5%	1%
57	Dunedin Stadium (Ice Stadium)	257	10%	46%	39%	4%	1%
58	Edgar Sports Centre	453	19%	53%	23%	3%	1%
59	Forsyth Barr Stadium	535	30%	33%	18%	6%	13%
60	The Dunedin i-SITE Visitor Centre	303	14%	43%	38%	4%	1%
61	Dunedin Town Hall – now called the Dunedin Centre	447	29%	48%	21%	2%	1%
62	Regent Theatre	518	36%	53%	9%	2%	0%
63	Fortune Theatre	381	29%	47%	21%	2%	1%
64	Dunedin's cemeteries (services provided to the public)	384	16%	52%	29%	3%	1%
65	Dunedin's cemeteries (physical appearance)	468	16%	52%	23%	8%	1%
66	Public toilets	566	10%	42%	27%	13%	9%

Unprompted responses with regard to Dunedin facilities included:

Libraries	
Provide good service	108
Good/helpful staff	46
Need more books/DVDs	20
Don't use the library	16
New library branches will be useful	15
Technology has taken over	10
Libraries need maintenance	9
Fees are too expensive	8
Need more funding for library	8
Technology services need upgrading	7
Increase opening hours	5
University libraries used instead	4
Need more staff	4
Lack of parking	2
Other	54
Pools	
Pool services need improving	38
Mosgiel pool needs an upgrade	35
Don't use the swimming pools	32
Good facilities and well run	27
Moana pool is a good facility	22
Pools are too expensive	21
Moana pool needs an upgrade	16
Hygiene is a concern	14
Open pools for longer/in holidays	12
St Clair pool is a good facility	9
Cafe facilities will be useful	7
More funding should be directed to pools	4
Other	45
Specific Facilities	
Chinese Garden expensive/waste of money	62
Toitū Otago Settlers Museum is good	30
All facilities are great	30
Chinese Garden needs improving	23
Otago Museum is good	23
Include more relevant art exhibitions	23
The Toitū Otago Settlers Museum needs improvement	19
Disagree with consultation/decision over Toitū Otago Settlers Museum name	9
Don't visit the gardens	9
An additional source of funding is needed	7
Chinese Garden is great	6
One visit is enough	5
Other	32

Council Reserves (scenic, bush and costal)

Walking tracks/cycling tracks/parks need maintenance and better signage /access/parking	69
Playgrounds, parks and/or tracks are great	51
Playgrounds need maintenance/updated equipment	16
Dogs/dog faeces/rubbish/glass a problem	14
Botanic Gardens are great	12
Need more cycling and/or walking tracks	12
Need some/more toilets	7
Need more areas where we can walk our dogs	5
Other	61

Other Facilities

Toilets have poor hygiene/need maintenance	62
Insufficient public toilets	28
Satisfied with the level of services	28
Against new stadium/cost to ratepayers	27
Cemeteries need more maintenance	14
Stadium is excellent	12
Stadium needs to be better utilised	11
Stadium sound is of a poor quality	8
Municipal Lane toilets are excellent	5
Other	51

12.4. Satisfaction with DCC Activities

Table 12-15 Consultation and Communication - Satisfaction

Respondents were relatively neutral in their satisfaction with consultation and communication with satisfaction levels ranging from 58% for the availability of information held by the DCC and 40% for the amount of public consultation undertaken.

Q	Tot	VS(%)	S(%)	N(%)	D(%)	VD(%)
67 The availability of information held by the DCC	567	8%	50%	30%	10%	2%
68 The quality of information held by the DCC	552	7%	49%	34%	8%	3%
69 The amount of public consultation undertaken	619	6%	34%	28%	21%	11%
70 The amount of information available explaining why and what the DCC is doing	654	7%	38%	29%	17%	9%
71 The notices and information you receive from the DCC about activities and matters affecting your household's water supply	555	8%	42%	34%	10%	6%
72 The notices and information you receive from the DCC about road works and footpath repairs in your neighbourhood	589	7%	37%	31%	17%	8%
73 The notices and information you receive from the DCC about temporary street closures	586	6%	37%	37%	13%	7%

Unprompted responses included:

Consultation and Communication

Lack of information sources/lack of communication	57
Poor notification of public works/not notified when water is going to be turned off	36
Lack of consultation/need more consultation/seek public involvement /need more transparency/could do better	28
Council doesn't listen to public/ignores results of consultation	22
Good communication/happy with it/good information	16
Too much consultation/processes take too long/too much information/they are a waste of money/resources	7
Other	22

12.4.1. Economic Development and Promotion

In terms of economic development, respondents were more satisfied than dissatisfied with the Council's support of festivals and events (59% satisfied and 15% dissatisfied) and media coverage of events run in Dunedin (45% satisfied and 27% dissatisfied). For the other factors measured, there were more dissatisfied than satisfied respondents regarding the Council's management of the city's economic development.

Table 12-16 Economic Development and Promotion - Satisfaction

Q	Tot	VS(%)	S(%)	N(%)	D(%)	VD(%)
74 Attracting new businesses and jobs to Dunedin	595	2%	16%	28%	30%	25%
75 Supporting the development of existing Dunedin businesses	569	3%	19%	32%	27%	19%
76 Retaining existing businesses and jobs in Dunedin	601	3%	13%	27%	34%	23%
77 Media coverage of events run in Dunedin	649	6%	39%	29%	18%	9%
78 City festivals and events	667	10%	49%	26%	9%	6%

Unprompted responses included:

Economic Development and Promotion

Council needs to support local business	33
Need to attract new business/need more support/encouragement for business	32
Council doesn't do a good job of attracting new development	27
Events need more advertising/be more creative in promoting Dunedin	23
Need more/improved festivals and events/family friendly festivals	23
Too difficult to establish new business/too much red tape	22
Council needs new initiatives/new strategies	14
Need to lobby government more/need to advocate more strongly to retain national services in Dunedin	13
Future of Dunedin is in trouble/unhappy with ratepayer money going to businesses/shouldn't be Council's job	13
Incentives for businesses to stay/to take on extra employees	12
Council does a good job/information and advertising is good	10
Waterfront Development/ Waterfront Hotel Development issues	8
Job shortage	5
Against oil and gas developments	5
Media coverage	4
Loss of forestry and milling jobs is troublesome	1
Other	31

12.4.2. Elected Representation and Council Staff

Satisfaction was highest with respondents in the secondary data set in regard to their contact and dealing with DCC staff (65%) and lowest in regard to the overall performance of the Community Board members (39%).

Table 12-17 Elected Representatives and Council Staff - Satisfaction

Q		Tot	VS(%)	S(%)	N(%)	D(%)	VD(%)
79	The overall performance of the Mayor and Councillors	667	8%	33%	27%	17%	14%
80	The overall performance of the Community Board members	510	7%	32%	42%	10%	9%
81	Your contact and dealings with DCC staff	610	20%	45%	23%	7%	6%

Unprompted responses included:

Elected Representatives and Council Staff

Council staff are helpful	58
Councillors and Mayor helpful	26
Not open to growth/short sighted/more economic development needed	26
General dissatisfaction with Mayor and Councillors/forcing own agendas/bickering	25
Some staff impolite and unhelpful/difficult to get to the correct staff	20
Poor follow up	16
Hard to get hold of Councillors and other staff/communication problems	9
Don't listen to the public	3
Haven't had contact with Council staff	3
Unnecessary problems with processing/process took too long	1
Other	35

12.4.3. Communication through Media

Across all aspects of communication through media there were more people satisfied than dissatisfied with the Council performance. Satisfaction was highest with regard to the Customer Service Agency in the Civic Centre (78%) and lowest for the Council's website (77%).

Table 12-18 Types of Communication - Satisfaction

Q		Tot	VS(%)	S(%)	N(%)	D(%)	VD(%)
82	FYI Magazine	480	19%	50%	21%	7%	2%
83	The DCC's website www.dunedin.govt.nz	562	15%	56%	21%	6%	2%
84	The DCC's call centre (telephone enquiry service)	406	26%	51%	16%	5%	2%
85	The Customer Service Agency in the Civic Centre	275	28%	50%	16%	4%	3%

Unprompted responses included:

Types of Communication	
Website not user friendly/needs to be updated more often	24
FYI magazine is a waste of money/hard to read/needs to be more interesting	21
Website needs more information/could be improved	20
Staff are great	17
Poor service from staff/too many answer phones	11
FYI magazine is great/I like the smaller format	9
Website has improved	6
Unaware of what or how to get hold of FYI magazine	2
Other	16

12.5. Overall Satisfaction with Dunedin and the Dunedin City Council

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

Table 12-19 Overall Satisfaction Scores of Respondents

Q		Tot	VS(%)	S(%)	N(%)	D(%)	VD(%)
86	The overall look and feel of the city	690	10%	51%	20%	14%	4%
87	The overall look and feel of the central city retail area	684	6%	50%	23%	17%	4%
88	The overall look and feel of the South Dunedin retail area	657	2%	21%	28%	35%	14%
89	The overall look and feel of your suburb or township	679	9%	51%	23%	13%	5%
91	The overall look and feel of your most convenient retail centre (overall)	655	10%	47%	22%	17%	4%

When asked to rate the overall performance of the Dunedin City Council, more respondents in the secondary sample were satisfied (49%) than dissatisfied (26%) with the performance.

Table 12-20 Overall Performance of the Dunedin City Council

Q		Tot	VS(%)	S(%)	N(%)	D(%)	VD(%)
92	The overall performance of the Dunedin City Council	671	6%	43%	25%	18%	8%

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

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

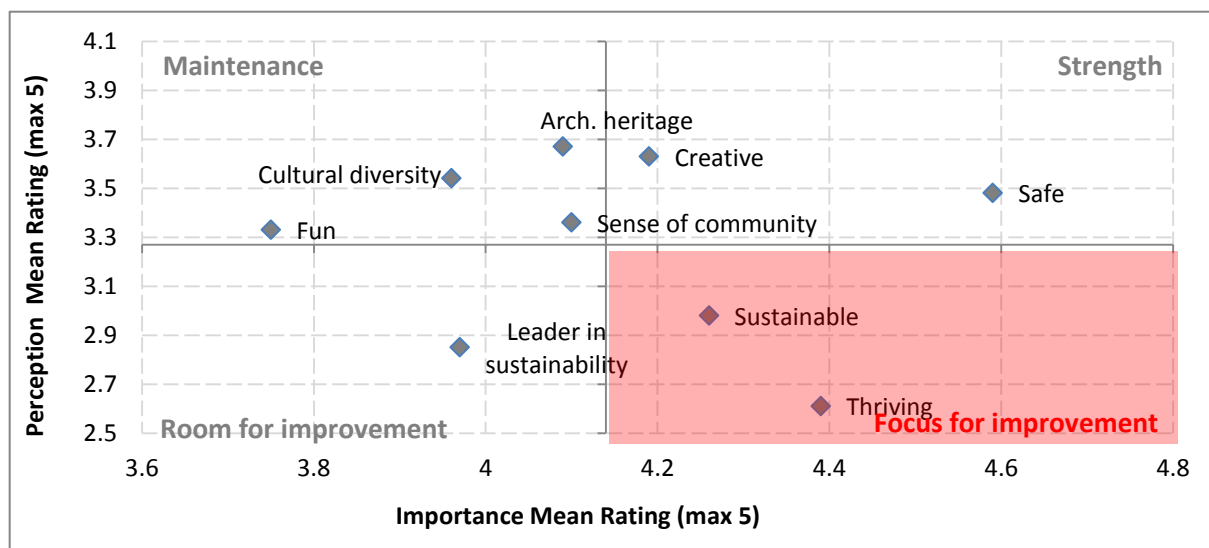


Table 12-21 Mean Scores (Importance, Perception)

	Importance	Perception
Dunedin is a safe city	4.59	3.48
Dunedin is a thriving city	4.39	2.61
Dunedin is a sustainable city	4.26	2.98
Dunedin is a creative city	4.19	3.63
There is a sense of community in my local neighbourhood	4.1	3.36
Dunedin maintains and preserves its architectural heritage	4.09	3.67
The Council is a leader in encouraging the development of a sustainable city	3.97	2.85
Dunedin recognises and supports cultural diversity	3.96	3.54
Dunedin is a fun city	3.75	3.33

12.5.1. Most Convenient Retail Centre

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

Table 12-22 Satisfaction, Most Convenient Retail Centre

	% of Respondents	VS(%)	S(%)	N(%)	D(%)	VD(%)
Central City	29%	12%	51%	23%	11%	4%
South Dunedin	15%	6%	37%	26%	26%	5%
Roslyn/ Mornington	13%	8%	43%	17%	25%	6%
Mosgiel	12%	11%	59%	14%	12%	4%
Gardens NEV	11%	12%	52%	19%	17%	0%
Port Chalmers	5%	24%	29%	32%	15%	0%
Green Island	4%	4%	43%	32%	21%	0%
Musselburgh	3%	5%	45%	40%	10%	0%
Caversham	2%	0%	20%	20%	33%	27%
St Clair	2%	27%	45%	18%	9%	0%
Portobello	1%	33%	33%	0%	17%	17%
Maori Hill	1%	17%	17%	50%	0%	17%
Outram	1%	0%	83%	0%	17%	0%
Waikouaiti	0%	0%	67%	0%	33%	0%
Middlemarch	0%	0%	0%	0%	100%	0%

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

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

Appendix - Questionnaire



2014 Residents' Opinion Survey

WORKING WITH YOU FOR DUNEDIN'S FUTURE

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

dunedin

Section A

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

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

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

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

Comments:

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

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

Comments:

Roads, Footpaths, Lighting and Parking

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

Section A – Continued

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

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

Comments:

Regulatory, Monitoring and Enforcement

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

Comments:

Customer Service

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

Comments:

Section B

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

Libraries

	Number of visits / times used	1 Very Satisfied	2 Satisfied	3 Neither Satisfied Nor Dissatisfied	4 Dissatisfied	5 Very Dissatisfied	6 Don't Know
43 Any or all of the following Libraries (Moray Place, Mosgiel, Port Chalmers, Waikouaiti, Blueskin Bay, Bookbus)		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
44 Material available at the Libraries		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments:

Swimming Pools

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

Comments:

Museums and Galleries

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

Comments:

Section B

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

	Number of visits/ times used	Very Satisfied 1	Satisfied 2	Neither Satisfied Nor Dissatisfied 3	Dissatisfied 4	Very Dissatisfied 5	Don't Know 6
Parks and Reserves							
50 Dunedin Botanic Garden		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
51 Winter sports playing fields		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
52 Summer sports playing fields		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
53 DCC playgrounds		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
54 Walking and biking tracks		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
55 DCC reserves (scenic, bush and coastal)		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
56 Accessibility of recreational sites and facilities (those referred to in Questions 50 - 55 above)		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments:

Other Facilities

57 Dunedin Stadium (Ice Stadium)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
58 Edgar Sports Centre	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
59 Forsyth Barr Stadium	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
60 The Dunedin i-SITE Visitor Centre	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
61 Dunedin Town Hall - now called the Dunedin Centre	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
62 Regent Theatre	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
63 Fortune Theatre	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
64 Dunedin's cemeteries (services provided to the public)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
65 Dunedin's cemeteries (physical appearance)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
66 Public toilets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments:

Section C

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

	No Contact	Very Satisfied 1	Satisfied 2	Neither Satisfied Nor Dissatisfied 3	Dissatisfied 4	Very Dissatisfied 5	Don't Know 6
Elected Representatives and DCC Staff							
79 The overall performance of the Mayor and Councillors	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
80 The overall performance of Community Board members	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
81 Your contact and dealings with DCC staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Comments:		Very Satisfied 1	Satisfied 2	Neither Satisfied Nor Dissatisfied 3	Dissatisfied 4	Very Dissatisfied 5	Don't Know 6
Consultation and Communication							
67 The availability of information held by the DCC	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
68 The quality of information held by the DCC	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
69 The amount of public consultation undertaken	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
70 The amount of information available explaining why and what the DCC is doing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
71 The notices and information you receive from the DCC about activities and matters affecting your household's water supply	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
72 The notices and information you receive from the DCC about road works and footpath repairs in your neighbourhood	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
73 The notices and information you receive from the DCC about temporary street closures	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Comments:		Very Satisfied 1	Satisfied 2	Neither Satisfied Nor Dissatisfied 3	Dissatisfied 4	Very Dissatisfied 5	Don't Know 6
Economic Development and Promotion							
74 Attracting new businesses and jobs to Dunedin	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
75 Supporting the development of existing Dunedin businesses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
76 Retaining existing businesses and jobs in Dunedin	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
77 Media coverage of events run in Dunedin	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
78 City festivals and events	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Comments:							

Section C – Continued

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

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

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

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

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

Comments:

Planning and Urban Design

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

What do you consider your most convenient retail centre

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

Other:

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

Section D

Your Overall Satisfaction with Dunedin and the Dunedin City Council

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

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

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

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

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

Your CURRENT OVERALL PERCEPTION of Dunedin and the Dunedin City Council

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

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

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

111 The DCC staff:

112 The appearance of the city:

113 The appearance of your suburb or township:

114 DCC services:

115 The arts and cultural environment in Dunedin:

116 The social environment in Dunedin:

117 The economic environment in Dunedin:

118 **The natural environment in Dunedin:**

119 **Sport and recreation in Dunedin:**

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

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

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

122

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

Section E

Information About You

124	How old are you?	_____ Years
125	Are you...	<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 Māori 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 Māori 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"/> \$15,001 to \$30,000 <input type="radio"/> \$30,001 to \$45,000 <input type="radio"/> \$45,001 to \$60,000 <input type="radio"/> \$60,001 to \$75,000 <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?	
130	Are you...	<input type="radio"/> In full-time paid employment <input type="radio"/> Not in paid employment <input type="radio"/> In part-time paid employment
131	What is your occupation?	
132	How many dependent children do you have?	
133	What is the one main way you usually travel to work (the one you used for the greatest distance).	<input type="radio"/> I work from home (in paid or for profit employment) <input type="radio"/> Public bus <input type="radio"/> Drove a car, truck or van with no passengers <input type="radio"/> Drove a car, truck or van with passengers <input type="radio"/> Passenger in a car, truck or van <input type="radio"/> Motorbike <input type="radio"/> Bicycle <input type="radio"/> Walk or jog <input type="radio"/> Other: please specify: _____ <input type="radio"/> Not applicable
134	If you travel to work in a car, truck or van is this a company owned vehicle?	<input type="radio"/> Yes <input type="radio"/> No

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

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

Yes ☐ No ☐

Do you wish to enter the prize draw?

Yes ☐ No ☐

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

Name: _____

Phone number: _____

Address: _____

Email: _____

Please write your personal code on the front of this document, complete the survey and return by Wednesday 18 June 2014

PLEASE FOLD ON DOTTED LINES, SECURE OPEN END BY STAPLE OR TAPE AND RETURN BY WEDNESDAY 18 JUNE 2014

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