Market Research Report for:

Biannual Survey of Residents
March and September 2007

Part II

Tables of Findings

Prepared for:

Christchurch City Council

Reference: 3588
March/ September 2007
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1. Introduction

1.1 Overview

Each year Christchurch City Council surveys the residents of Christchurch about customer satisfaction and resident’s perceptions of city issues. The Annual Survey of Residents was conducted by Statistics New Zealand from 1991 to 1997, and by the National Research Bureau Ltd from 1998 to 2004. Since 2005 Opinions Market Research Ltd has been the provider of the Annual Survey of Residents.

In 2005 the Annual Survey of Residents methodology was altered from a face to face approach to a telephone methodology.

As a result of changes to the Council’s information needs and changes in the legislated environment, in 2007 the Council moved to a biannual resident’s survey format with surveys run in March and September each year. At the same time the question content was revised. The move to a Biannual format addresses the need for more frequent surveying to better enable the Council to track and respond to emerging issues in the community. It also allows for better coordination of the measurement of resident perceptions of the Council’s performance, as well as the tracking of the city’s progress toward achieving its community outcomes.

1.2 Survey Objective

The objectives of the survey were:

To provide statistically reliable measures of the views of Christchurch residents on a range of services and facilities provided by Christchurch City Council.

The survey has been designed to produce statistical indicators, which provide measures of performance as set down in the Council’s performance indicators for specified service delivery areas.

The statistical indicators combined with additional factors aid Council decision making and policy formulation, and help to determine priorities for resource allocation.

1.3 Scope and Coverage

The 2007 survey has been conducted biannually, in March and September, among a representative sample of 770 Christchurch residents aged 15 years and over, in households with access to a telephone.

Given changes to the methodology and question structures, comparisons cannot be made with surveys conducted prior to 2005.
1.4 Methodology


1.5 Reporting Format

The data has been provided in table format, as specified in the tender document, and comparisons have been made between the March 2007 and September 2007 survey findings.

Where applicable, comparisons have also been made with the 2005 and 2006 surveys. However, since the questionnaire in March 2007 was completely revised from the 2005 and 2006 questionnaire, results in only a few cases can be compared.

Findings from the September 2007 survey (with a sample of $n = 770$) have a margin of error of 3% (at a 90% confidence level). Please note, any subset of the total sample will have a higher margin of error.

Findings from the total sample ($n = 1540$) for 2007, consisting of the combined dataset from the March and September 2007 surveys, have a margin of error of approximately 2% (at a 90% confidence level).
1.6 Summary: Overview of Satisfaction with Council Services

The following graph summarises satisfaction with cultural and learning services and shows the mean score where 5 = very satisfied, 4 = satisfied, 3 = neither/ nor, 2 = dissatisfied, 1 = very dissatisfied).

**Overview of Satisfaction with Cultural and Learning Services**

*Mean Score: 5 = very satisfied, 1 = very dissatisfied*

<table>
<thead>
<tr>
<th>Service</th>
<th>Total-07</th>
<th>Mar-07</th>
<th>Sep-07</th>
</tr>
</thead>
<tbody>
<tr>
<td>overall satisfaction with Council activities</td>
<td>3.77</td>
<td>3.80</td>
<td>3.75</td>
</tr>
<tr>
<td>community libraries</td>
<td>4.36</td>
<td>4.37</td>
<td>4.36</td>
</tr>
<tr>
<td>Central Library</td>
<td>4.23</td>
<td>4.25</td>
<td>4.21</td>
</tr>
<tr>
<td>Christchurch Art Gallery</td>
<td>4.04</td>
<td>4.04</td>
<td>4.04</td>
</tr>
<tr>
<td>mobile library</td>
<td>3.74</td>
<td>3.77</td>
<td>3.70</td>
</tr>
<tr>
<td>Our City O-Tuatahi</td>
<td>3.69</td>
<td>3.59</td>
<td>3.60</td>
</tr>
</tbody>
</table>
The following graph summarises satisfaction with city development.

Overview of Satisfaction with City Development
Mean Score: 5 = very satisfied, 1 = very dissatisfied

<table>
<thead>
<tr>
<th>Category</th>
<th>Total-07</th>
<th>Mar-07</th>
<th>Sep-07</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall satisfaction with Council activities</td>
<td>3.77</td>
<td>3.80</td>
<td>3.75</td>
</tr>
<tr>
<td>Protection and conservation of the city’s heritage</td>
<td>3.47</td>
<td>3.48</td>
<td>3.47</td>
</tr>
<tr>
<td>The look and feel of the central city</td>
<td>3.34</td>
<td>3.35</td>
<td>3.33</td>
</tr>
<tr>
<td>Planning and managing growth of the central city</td>
<td>3.19</td>
<td>3.22</td>
<td>3.17</td>
</tr>
</tbody>
</table>
The following graph summarises satisfaction with recreation and leisure services.

**Overview of Satisfaction with Recreation and Leisure Services**

*Mean Score: 5 = very satisfied, 1 = very dissatisfied*

- **Overall satisfaction with Council activities**: 3.77 (Total-07), 3.80 (Mar-07), 3.75 (Sep-07)
- **Events and festivals**: 4.40 (Total-07), 4.38 (Mar-07), 4.41 (Sep-07)
- **Jade Stadium, Westpack Complex, QEII, Porritt Park**: 4.26 (Total-07), 4.21 (Mar-07), 4.31 (Sep-07)
- **Council leisure centres**: 4.20 (Total-07), 4.17 (Mar-07), 4.24 (Sep-07)
- **Council swimming pools**: 4.28 (Total-07), 4.31 (Mar-07), 4.25 (Sep-07)

Base:
- Total-07: 1527, 955, 829
- Mar-07: 764, 491, 421
- Sep-07: 763, 464, 408
The following graph summarises satisfaction with water and waste services.

Overview of Satisfaction with Water and Waste Services

Mean Score: 5 = very satisfied, 1 = very dissatisfied

- **Overall satisfaction with Council activities**: Total-07: 3.77, Mar-07: 3.80, Sep-07: 3.75
- **The taste of household water**: Total-07: 4.41, Mar-07: 4.40, Sep-07: 4.42
- **The pressure of household water**: Total-07: 4.68, Mar-07: 4.67, Sep-07: 4.67
- **Rubbish collection service**: Total-07: 3.32, Mar-07: 3.42, Sep-07: 3.42
- **Removal of stormwater**: Total-07: 3.75, Mar-07: 3.80, Sep-07: 3.80

Base:
- Total-07: 1527, Mar-07: 764, Sep-07: 763
- Total-07: 1518, Mar-07: 757, Sep-07: 761
- Total-07: 1525, Mar-07: 760, Sep-07: 785
- Total-07: 1525, Mar-07: 763, Sep-07: 762
- Total-07: 1433, Mar-07: 724, Sep-07: 709
The following graph summarises satisfaction with Christchurch parks and open spaces.

**Overview of Satisfaction with Christchurch Parks and Open Spaces**

*Mean Score: 5 = very satisfied, 1 = very dissatisfied*

```
<table>
<thead>
<tr>
<th>Category</th>
<th>Total-07</th>
<th>Mar-07</th>
<th>Sep-07</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall satisfaction with Council activities</td>
<td>3.77</td>
<td>3.80</td>
<td>3.75</td>
</tr>
<tr>
<td>Botanic Gardens</td>
<td>4.55</td>
<td>4.53</td>
<td>4.56</td>
</tr>
<tr>
<td>Larger reserves or open areas</td>
<td>4.38</td>
<td>4.39</td>
<td>4.37</td>
</tr>
<tr>
<td>Local or district park</td>
<td>4.24</td>
<td>4.27</td>
<td>4.20</td>
</tr>
<tr>
<td>Rivers, streams and waterways</td>
<td>3.64</td>
<td>3.58</td>
<td>3.70</td>
</tr>
</tbody>
</table>
```

Base:
- Total-07: 1527
- Mar-07: 1442
- Sep-07: 1479

Base:
- Total-07: 764
- Mar-07: 738
- Sep-07: 748

Base:
- Total-07: 763
- Mar-07: 704
- Sep-07: 743

Base:
- Total-07: 1527
- Mar-07: 764
- Sep-07: 763
The following graph summarises satisfaction with regulatory services.

**Overview of Satisfaction with Regulatory Services**

*Mean Score: 5 = very satisfied, 1 = very dissatisfied*

- **Overall satisfaction with Council activities**: Total-07 = 3.77, Mar-07 = 3.80, Sep-07 = 3.75
- **Enforcing dog control licenses**: Total-07 = 3.48, Mar-07 = 3.51, Sep-07 = 3.44
- **Enforcing noise control bylaws**: Total-07 = 3.46, Mar-07 = 3.46, Sep-07 = 3.46
- **Inspecting and enforcing food safety bylaws**: Total-07 = 3.40, Mar-07 = 3.43, Sep-07 = 3.38
- **Inspecting and enforcing resource consents and building permits**: Total-07 = 3.06, Mar-07 = 3.11, Sep-07 = 3.00
- **Processing applications for resource consents and building permits**: Total-07 = 2.84, Mar-07 = 2.89, Sep-07 = 2.78

**Base:**
- Total-07: 1527, 1261, 1123
- Mar-07: 764, 622, 562
- Sep-07: 763, 639, 561

10 Prepared by: Opinions Market Research Ltd
The following graph summarises satisfaction with streets and transport services.

Overview of Satisfaction with Streets and Transport Services
Mean Score: 5 = very satisfied, 1 = very dissatisfied

- Overall satisfaction with Council activities
  - Total-07: 3.77
  - Mar-07: 3.80
  - Sep-07: 3.75
  - Base: 1527

- Traffic flow at off peak times
  - Total-07: 3.98
  - Mar-07: 3.98
  - Sep-07: 3.97
  - Base: 1526

- Amount of off street parking at shopping malls
  - Total-07: 3.96
  - Mar-07: 4.00
  - Sep-07: 3.92
  - Base: 1507

- Off road cycle ways, including mountain bike trails
  - Total-07: 3.95
  - Mar-07: 3.95
  - Sep-07: 3.96
  - Base: 1241

- Walkways linking streets or suburbs
  - Total-07: 3.75
  - Mar-07: 3.76
  - Sep-07: 3.80
  - Base: 1386

- Pedestrian malls
  - Total-07: 3.75
  - Mar-07: 3.81
  - Sep-07: 3.69
  - Base: 1393

- Lanes for bicycles on the road way
  - Total-07: 3.48
  - Mar-07: 3.46
  - Sep-07: 3.49
  - Base: 1485

- Amount of off street parking in the central city
  - Total-07: 3.05
  - Mar-07: 3.03
  - Sep-07: 3.06
  - Base: 1412

- Traffic flow at peak times
  - Total-07: 2.67
  - Mar-07: 2.63
  - Sep-07: 2.71
  - Base: 1503
2. Recreation and Leisure

2.1 Use of Council Leisure Facilities

Respondents were asked which of the following Council facilities they had used in the last 12 months. (Note: this covers the total sample)

<table>
<thead>
<tr>
<th>Base: Total Sample</th>
<th>Total 2007</th>
<th>March 2007</th>
<th>September 2007</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1540 %</td>
<td>770 %</td>
<td>770 %</td>
</tr>
<tr>
<td>A Council swimming pool, either to swim or as a spectator for aquatic activities</td>
<td>54</td>
<td>55</td>
<td>53</td>
</tr>
<tr>
<td>A Council leisure centre</td>
<td>37</td>
<td>37</td>
<td>37</td>
</tr>
<tr>
<td>Jade stadium, The Westpac Sport and Entertainment Complex, QEII Stadium (excluding the swimming pool)or Porritt Park</td>
<td>63</td>
<td>65</td>
<td>61</td>
</tr>
<tr>
<td>None of the above</td>
<td>23</td>
<td>22</td>
<td>23</td>
</tr>
</tbody>
</table>
2.2 Satisfaction with Council Leisure Facilities

Respondents were asked to think about all aspects of services provided at the above facilities and state how satisfied or dissatisfied they were with them. (Note: this covers users of the facility)

<table>
<thead>
<tr>
<th>Month/ Year</th>
<th>Base: Users of facility</th>
<th>DK</th>
<th>Very satisfied</th>
<th>Dissatisfied</th>
<th>Neither nor</th>
<th>Satisfied</th>
<th>Very satisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tot07</td>
<td>831 %</td>
<td>*</td>
<td>1</td>
<td>5</td>
<td>5</td>
<td>50</td>
<td>39</td>
</tr>
<tr>
<td>Mar07</td>
<td>421 %</td>
<td>-</td>
<td>1</td>
<td>5</td>
<td>6</td>
<td>49</td>
<td>38</td>
</tr>
<tr>
<td>Sep07</td>
<td>410 %</td>
<td>*</td>
<td>*</td>
<td>5</td>
<td>4</td>
<td>50</td>
<td>40</td>
</tr>
<tr>
<td>Tot07</td>
<td>570 %</td>
<td>1</td>
<td>*</td>
<td>3</td>
<td>6</td>
<td>52</td>
<td>38</td>
</tr>
<tr>
<td>Mar07</td>
<td>286 %</td>
<td>1</td>
<td>*</td>
<td>4</td>
<td>8</td>
<td>50</td>
<td>37</td>
</tr>
<tr>
<td>Sep07</td>
<td>284 %</td>
<td>1</td>
<td>-</td>
<td>2</td>
<td>4</td>
<td>54</td>
<td>39</td>
</tr>
<tr>
<td>Tot07</td>
<td>963 %</td>
<td>1</td>
<td>1</td>
<td>2</td>
<td>5</td>
<td>52</td>
<td>39</td>
</tr>
<tr>
<td>Mar07</td>
<td>497 %</td>
<td>1</td>
<td>1</td>
<td>3</td>
<td>5</td>
<td>47</td>
<td>43</td>
</tr>
<tr>
<td>Sep07</td>
<td>466 %</td>
<td>*</td>
<td>*</td>
<td>2</td>
<td>6</td>
<td>56</td>
<td>36</td>
</tr>
</tbody>
</table>

* less than 1%
2.3 Awareness of Council Support

Respondents were asked whether they were aware that the Council:

- provided a range of community recreation programmes, including programmes like ‘Learn to Swim’, school holiday programmes and local festivals.
- supported a range of events and festivals such as Classical Sparks, World Buskers Festival, Christmas in the Park and local community festivals
- provided support for sports activities, including grants and marketing support for sports organisations, bidding and funding to host international and national sports events, training for volunteers and support for participation programmes.

(Note: this covers the total sample)

<table>
<thead>
<tr>
<th>% Aware</th>
<th>Total 2007</th>
<th>March 2007</th>
<th>Sept 2007</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1540</td>
<td>770</td>
<td>770</td>
</tr>
<tr>
<td></td>
<td>%</td>
<td>%</td>
<td>%</td>
</tr>
<tr>
<td>Community recreation programmes</td>
<td>84</td>
<td>85</td>
<td>84</td>
</tr>
<tr>
<td>Support of events and festivals</td>
<td>96</td>
<td>96</td>
<td>96</td>
</tr>
<tr>
<td>Support for sports activities</td>
<td>61</td>
<td>60</td>
<td>62</td>
</tr>
</tbody>
</table>

2.4 Satisfaction with Events and Festivals

Respondents were asked to state how satisfied or dissatisfied they were with the events and festivals the Council supports. (Note: this covers the total sample)

<table>
<thead>
<tr>
<th>Base: Total Sample</th>
<th>Total 2007</th>
<th>March 2007</th>
<th>Sept 2007</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1540</td>
<td>770</td>
<td>770</td>
</tr>
<tr>
<td></td>
<td>%</td>
<td>%</td>
<td>%</td>
</tr>
<tr>
<td>Very satisfied</td>
<td>50</td>
<td>50</td>
<td>50</td>
</tr>
<tr>
<td>Satisfied</td>
<td>39</td>
<td>39</td>
<td>40</td>
</tr>
<tr>
<td>Neither/ nor</td>
<td>6</td>
<td>6</td>
<td>6</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>2</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Very dissatisfied</td>
<td>*</td>
<td>1</td>
<td>*</td>
</tr>
<tr>
<td>Don’t know</td>
<td>3</td>
<td>3</td>
<td>2</td>
</tr>
</tbody>
</table>
3. Cultural and Learning Services

3.1 Incidence of Visiting Art Galleries and Libraries

Respondents were asked whether in the past 12 months, they had visited any of the following art galleries or libraries. (Note: this covers the total sample)

<table>
<thead>
<tr>
<th>Base: Total Sample</th>
<th>2005 750 %</th>
<th>2006 760 %</th>
<th>Total 2007 1540 %</th>
<th>March 2007 770 %</th>
<th>Sept 2007 770 %</th>
</tr>
</thead>
<tbody>
<tr>
<td>Community libraries</td>
<td>-</td>
<td>-</td>
<td>69</td>
<td>66</td>
<td>72</td>
</tr>
<tr>
<td>Christchurch Art Gallery</td>
<td>47*</td>
<td>46*</td>
<td>46</td>
<td>43</td>
<td>49</td>
</tr>
<tr>
<td>The Central Library</td>
<td>-</td>
<td>-</td>
<td>40</td>
<td>37</td>
<td>42</td>
</tr>
<tr>
<td>Our City O-Tautahi</td>
<td>-</td>
<td>-</td>
<td>10</td>
<td>9</td>
<td>11</td>
</tr>
<tr>
<td>The Mobile Library</td>
<td>-</td>
<td>-</td>
<td>3</td>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td>none</td>
<td>-</td>
<td>-</td>
<td>16</td>
<td>19</td>
<td>13</td>
</tr>
</tbody>
</table>

* In 2005 and 2006 respondents were asked how many times they had visited the Christchurch Art Gallery and the proportion that had visited at least once, is reflected above.
### 3.2 Satisfaction with Art Galleries and Libraries

Whether respondents had visited the facility or not, they were asked how satisfied or dissatisfied they were with the following services. (Note: this covers the total sample)

<table>
<thead>
<tr>
<th>Service</th>
<th>Month/Year</th>
<th>Base: Total Sample</th>
<th>DK</th>
<th>Very dissatisfied</th>
<th>Dissatisfied</th>
<th>Neither/nor</th>
<th>Satisfied</th>
<th>Very satisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>Community libraries</td>
<td>Tot07</td>
<td>1540 %</td>
<td>13</td>
<td>*</td>
<td>1</td>
<td>8</td>
<td>37</td>
<td>42</td>
</tr>
<tr>
<td></td>
<td>Mar07</td>
<td>770 %</td>
<td>14</td>
<td>*</td>
<td>1</td>
<td>7</td>
<td>36</td>
<td>41</td>
</tr>
<tr>
<td></td>
<td>Sep07</td>
<td>770 %</td>
<td>11</td>
<td>-</td>
<td>1</td>
<td>8</td>
<td>37</td>
<td>43</td>
</tr>
<tr>
<td>Christchurch Art Gallery</td>
<td>Tot07</td>
<td>1540 %</td>
<td>13</td>
<td>1</td>
<td>3</td>
<td>13</td>
<td>42</td>
<td>27</td>
</tr>
<tr>
<td></td>
<td>Mar07</td>
<td>770 %</td>
<td>15</td>
<td>1</td>
<td>3</td>
<td>13</td>
<td>44</td>
<td>24</td>
</tr>
<tr>
<td></td>
<td>Sep07</td>
<td>770 %</td>
<td>11</td>
<td>1</td>
<td>4</td>
<td>14</td>
<td>41</td>
<td>29</td>
</tr>
<tr>
<td>The Central Library</td>
<td>Tot07</td>
<td>1540 %</td>
<td>22</td>
<td>*</td>
<td>1</td>
<td>9</td>
<td>38</td>
<td>30</td>
</tr>
<tr>
<td></td>
<td>Mar07</td>
<td>770 %</td>
<td>22</td>
<td>*</td>
<td>1</td>
<td>9</td>
<td>37</td>
<td>31</td>
</tr>
<tr>
<td></td>
<td>Sep07</td>
<td>770 %</td>
<td>21</td>
<td>*</td>
<td>1</td>
<td>10</td>
<td>38</td>
<td>29</td>
</tr>
<tr>
<td>Our City O-Tautahi</td>
<td>Tot07</td>
<td>1540 %</td>
<td>69</td>
<td>*</td>
<td>*</td>
<td>14</td>
<td>11</td>
<td>5</td>
</tr>
<tr>
<td></td>
<td>Mar07</td>
<td>770 %</td>
<td>68</td>
<td>*</td>
<td>1</td>
<td>16</td>
<td>11</td>
<td>4</td>
</tr>
<tr>
<td></td>
<td>Sep07</td>
<td>770 %</td>
<td>71</td>
<td>-</td>
<td>*</td>
<td>12</td>
<td>11</td>
<td>6</td>
</tr>
<tr>
<td>The Mobile Library</td>
<td>Tot07</td>
<td>1540 %</td>
<td>69</td>
<td>*</td>
<td>*</td>
<td>12</td>
<td>13</td>
<td>5</td>
</tr>
<tr>
<td></td>
<td>Mar07</td>
<td>770 %</td>
<td>67</td>
<td>-</td>
<td>*</td>
<td>13</td>
<td>15</td>
<td>5</td>
</tr>
<tr>
<td></td>
<td>Sep07</td>
<td>770 %</td>
<td>71</td>
<td>*</td>
<td>*</td>
<td>12</td>
<td>12</td>
<td>5</td>
</tr>
</tbody>
</table>

* less than 1%
4. City Development

4.1 Satisfaction with the Protection and Conservation of the City’s Heritage

Respondents were read out the following statement ‘The Council seeks to protect and conserve the city’s heritage, by protecting old buildings or sites from damage or loss.’ Respondents were then asked to rate how satisfied or dissatisfied they were that the Council adequately recognised and supported the protection and conservation of the City’s heritage. (Note: this covers the total sample)

Results have been compared with 2006.

<table>
<thead>
<tr>
<th>Base: Total Sample</th>
<th>2006 760 %</th>
<th>Total 2007 1540 %</th>
<th>March 2007 770 %</th>
<th>Sept 2007 770 %</th>
</tr>
</thead>
<tbody>
<tr>
<td>very satisfied</td>
<td>17</td>
<td>10</td>
<td>11</td>
<td>10</td>
</tr>
<tr>
<td>satisfied</td>
<td>51</td>
<td>47</td>
<td>46</td>
<td>49</td>
</tr>
<tr>
<td>neither satisfied nor dissatisfied</td>
<td>16</td>
<td>19</td>
<td>19</td>
<td>19</td>
</tr>
<tr>
<td>dissatisfied</td>
<td>10</td>
<td>15</td>
<td>18</td>
<td>12</td>
</tr>
<tr>
<td>very dissatisfied</td>
<td>2</td>
<td>4</td>
<td>2</td>
<td>6</td>
</tr>
<tr>
<td>don’t know</td>
<td>3</td>
<td>5</td>
<td>5</td>
<td>5</td>
</tr>
</tbody>
</table>
4.2 Satisfaction with Council Activities with regard to the Central City

Respondents were read the following statement: ‘In the last 12 months, the Council has been undertaking a number of initiatives to revitalize the central city, which are intended to provide encouragement for people to return to the central city to live and to enjoy and spend time in the heart of the city. These include things like the refurbishment of the City Mall and the development of central city lanes such as Litchfield Lane and Poplar Lane.’ Respondents were then asked to rate how satisfied or dissatisfied they were with the Council’s activities in relation to the central city: (Note: this covers the total sample)

<table>
<thead>
<tr>
<th>Month/ year</th>
<th>Base: Total Sample</th>
<th>DK</th>
<th>Very dissatisfied</th>
<th>Dissatisfied</th>
<th>Neither nor</th>
<th>Satisfied</th>
<th>Very satisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Its look and feel</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tot07</td>
<td>1540</td>
<td>%</td>
<td>4</td>
<td>5</td>
<td>21</td>
<td>17</td>
<td>43</td>
</tr>
<tr>
<td>Mar07</td>
<td>770</td>
<td>%</td>
<td>4</td>
<td>4</td>
<td>22</td>
<td>17</td>
<td>43</td>
</tr>
<tr>
<td>Sep07</td>
<td>770</td>
<td>%</td>
<td>4</td>
<td>5</td>
<td>21</td>
<td>17</td>
<td>42</td>
</tr>
<tr>
<td><strong>Planning and managing of growth</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tot07</td>
<td>1540</td>
<td>%</td>
<td>11</td>
<td>5</td>
<td>20</td>
<td>23</td>
<td>37</td>
</tr>
<tr>
<td>Mar07</td>
<td>770</td>
<td>%</td>
<td>13</td>
<td>4</td>
<td>20</td>
<td>21</td>
<td>36</td>
</tr>
<tr>
<td>Sep07</td>
<td>770</td>
<td>%</td>
<td>9</td>
<td>5</td>
<td>20</td>
<td>24</td>
<td>37</td>
</tr>
</tbody>
</table>
5. Community Support

5.1 Awareness of Community Support Provided by the Council

Respondents were asked which of the following types of community support provided by the Council they were aware of. (Note: this covers the total sample)

<table>
<thead>
<tr>
<th>Base: Total Sample</th>
<th>Total 2007 (%)</th>
<th>March 2007 (%)</th>
<th>Sept 2007 (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Community grants</td>
<td>73</td>
<td>72</td>
<td>74</td>
</tr>
<tr>
<td>Providing and maintaining affordable social housing</td>
<td>68</td>
<td>68</td>
<td>68</td>
</tr>
<tr>
<td>Early learning centres</td>
<td>65</td>
<td>65</td>
<td>65</td>
</tr>
<tr>
<td>None</td>
<td>8</td>
<td>9</td>
<td>7</td>
</tr>
</tbody>
</table>
6 Parks and Open Spaces

6.1 Incidence of visiting Christchurch Parks

Respondents were asked which of the following parks or reserves they had visited in the past 12 months. (Note: this covers the total sample)

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>750 %</td>
<td>760 %</td>
<td>1540 %</td>
<td>770 %</td>
<td>770 %</td>
<td></td>
</tr>
<tr>
<td>A local or district park</td>
<td>89 %</td>
<td>90 %</td>
<td>88 %</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>The Botanic Gardens</td>
<td>75*</td>
<td>75*</td>
<td>74 %</td>
<td>74 %</td>
<td>75 %</td>
<td></td>
</tr>
<tr>
<td>Larger reserves eg. Bottle Lake Forest Park or the Port Hills</td>
<td>-</td>
<td>-</td>
<td>71 %</td>
<td>69 %</td>
<td>73 %</td>
<td></td>
</tr>
<tr>
<td>none</td>
<td>-</td>
<td>-</td>
<td>5 %</td>
<td>5 %</td>
<td>5 %</td>
<td></td>
</tr>
</tbody>
</table>

* In 2005 and 2006 respondents were asked how many times they had visited the Botanic Gardens in the past 12 months and the proportion that had visited at least once, is reflected above.
### 6.2 Satisfaction with Christchurch Parks

Respondents were asked how satisfied or dissatisfied they were with the following parks and reserves. (Note: this covers the total sample)

<table>
<thead>
<tr>
<th>Month/year</th>
<th>Base: Total Sample</th>
<th>DK</th>
<th>Very dissatisfied</th>
<th>Dissatisfied</th>
<th>Neither/nor</th>
<th>Satisfied</th>
<th>Very satisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>A local or district park</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tot07</td>
<td>1540</td>
<td>3</td>
<td>*</td>
<td>4</td>
<td>6</td>
<td>50</td>
<td>37</td>
</tr>
<tr>
<td>Mar07</td>
<td>770</td>
<td>2</td>
<td>*</td>
<td>3</td>
<td>5</td>
<td>51</td>
<td>38</td>
</tr>
<tr>
<td>Sep07</td>
<td>770</td>
<td>4</td>
<td>1</td>
<td>4</td>
<td>7</td>
<td>49</td>
<td>36</td>
</tr>
<tr>
<td><strong>The Botanic Gardens</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tot07</td>
<td>1540</td>
<td>6</td>
<td>*</td>
<td>1</td>
<td>4</td>
<td>31</td>
<td>58</td>
</tr>
<tr>
<td>Mar07</td>
<td>770</td>
<td>4</td>
<td>*</td>
<td>1</td>
<td>5</td>
<td>32</td>
<td>58</td>
</tr>
<tr>
<td>Sep07</td>
<td>770</td>
<td>9</td>
<td>*</td>
<td>*</td>
<td>4</td>
<td>29</td>
<td>57</td>
</tr>
<tr>
<td><strong>Larger reserves eg. Bottle Lake Forest Park or the Port Hills</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tot07</td>
<td>1540</td>
<td>13</td>
<td>*</td>
<td>1</td>
<td>6</td>
<td>39</td>
<td>41</td>
</tr>
<tr>
<td>Mar07</td>
<td>770</td>
<td>13</td>
<td>*</td>
<td>1</td>
<td>6</td>
<td>39</td>
<td>41</td>
</tr>
<tr>
<td>Sep07</td>
<td>770</td>
<td>13</td>
<td>*</td>
<td>1</td>
<td>6</td>
<td>39</td>
<td>41</td>
</tr>
</tbody>
</table>
6.3 Satisfaction with the Maintenance of Christchurch’s Rivers, Streams and Waterways and Stormwater removal

Respondents were asked how satisfied or dissatisfied they were with the maintenance of Christchurch’s rivers, streams and waterways and their banks as well as the removal of stormwater in the city. (Note: this covers the total sample)

<table>
<thead>
<tr>
<th>Month/year</th>
<th>Base: Total Sample</th>
<th>DK</th>
<th>Very dissatisfied</th>
<th>Dissatisfied</th>
<th>Neither/nor</th>
<th>Satisfied</th>
<th>Very satisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Maintenance of rivers, streams, waterways and their banks</strong></td>
<td></td>
<td>4</td>
<td>3</td>
<td>15</td>
<td>13</td>
<td>50</td>
<td>16</td>
</tr>
<tr>
<td>Tot07</td>
<td>1540</td>
<td>3</td>
<td>3</td>
<td>18</td>
<td>12</td>
<td>47</td>
<td>16</td>
</tr>
<tr>
<td>Mar07</td>
<td>770</td>
<td>5</td>
<td>3</td>
<td>11</td>
<td>14</td>
<td>52</td>
<td>15</td>
</tr>
<tr>
<td>Sep07</td>
<td>770</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Removal of stormwater</strong></td>
<td></td>
<td>7</td>
<td>3</td>
<td>20</td>
<td>16</td>
<td>45</td>
<td>8</td>
</tr>
<tr>
<td>Tot07</td>
<td>1540</td>
<td>6</td>
<td>3</td>
<td>24</td>
<td>15</td>
<td>43</td>
<td>9</td>
</tr>
<tr>
<td>Mar07</td>
<td>770</td>
<td>8</td>
<td>3</td>
<td>17</td>
<td>16</td>
<td>47</td>
<td>8</td>
</tr>
<tr>
<td>Sep07</td>
<td>770</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
7. Water Supply

7.1 Satisfaction with Water Pressure and Taste

Respondents were asked how satisfied or dissatisfied they were with the following aspects to do with the city’s water supply:

Results have been compared with 2005 and 2006.

<table>
<thead>
<tr>
<th>Month/Year</th>
<th>Base: %</th>
<th>DK</th>
<th>Very dissatisfied</th>
<th>Dissatisfied</th>
<th>Neither/nor</th>
<th>Satisfied</th>
<th>Very satisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>taste of the water*</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2005</td>
<td>740**</td>
<td></td>
<td></td>
<td>*</td>
<td>3</td>
<td>1</td>
<td>20</td>
</tr>
<tr>
<td>2006</td>
<td>756**</td>
<td></td>
<td>*</td>
<td>*</td>
<td>2</td>
<td>1</td>
<td>13</td>
</tr>
<tr>
<td>Tot07</td>
<td>1540</td>
<td></td>
<td>1</td>
<td>*</td>
<td>1</td>
<td>1</td>
<td>25</td>
</tr>
<tr>
<td>Mar07</td>
<td>770</td>
<td></td>
<td>2</td>
<td>-</td>
<td>2</td>
<td>1</td>
<td>24</td>
</tr>
<tr>
<td>Sep07</td>
<td>770</td>
<td></td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>26</td>
</tr>
<tr>
<td>pressure of the water*</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2005</td>
<td>740**</td>
<td></td>
<td></td>
<td>*</td>
<td>2</td>
<td>5</td>
<td>3</td>
</tr>
<tr>
<td>2006</td>
<td>756**</td>
<td></td>
<td>*</td>
<td>*</td>
<td>1</td>
<td>6</td>
<td>3</td>
</tr>
<tr>
<td>Tot07</td>
<td>1540</td>
<td></td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td>Mar07</td>
<td>770</td>
<td></td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>4</td>
<td>3</td>
</tr>
<tr>
<td>Sep07</td>
<td>770</td>
<td></td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>3</td>
<td>2</td>
</tr>
</tbody>
</table>

** In 2005 and 2006 only those on a town water supply were questioned whereas in 2007 the total sample was questioned.

* The wording of the question was slightly different in 2005 and 2006: ‘water quality and taste’ and ‘water pressure and flow’ were measured.
7.2 Water Use

The Council has been actively encouraging residents to use less water, especially during summer. Respondents were asked whether they were aware of this. (Note: this covers the total sample)

<table>
<thead>
<tr>
<th>% Aware</th>
<th>Total 2007</th>
<th>March 2007</th>
<th>Sept 2007</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Base: Total Sample</strong></td>
<td>1540 %</td>
<td>770 %</td>
<td>770 %</td>
</tr>
<tr>
<td>Awareness of Council’s effort to restrict water use</td>
<td>86</td>
<td>86</td>
<td>86</td>
</tr>
</tbody>
</table>

Respondents were then asked how effective or ineffective they thought the Council has been in actually encouraging residents to use less water during the summer. (Note: this covers the total sample)

<table>
<thead>
<tr>
<th>Base: Total Sample</th>
<th>Total 2007</th>
<th>March 2007</th>
<th>Sept 2007</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very effective</td>
<td>4 %</td>
<td>2 %</td>
<td>5 %</td>
</tr>
<tr>
<td>Effective</td>
<td>29 %</td>
<td>26 %</td>
<td>32 %</td>
</tr>
<tr>
<td>Neither/ nor</td>
<td>23 %</td>
<td>21 %</td>
<td>24 %</td>
</tr>
<tr>
<td>Ineffective</td>
<td>33 %</td>
<td>37 %</td>
<td>28 %</td>
</tr>
<tr>
<td>Very ineffective</td>
<td>6 %</td>
<td>8 %</td>
<td>4 %</td>
</tr>
<tr>
<td>Don’t know</td>
<td>6 %</td>
<td>5 %</td>
<td>7 %</td>
</tr>
</tbody>
</table>
8. Refuse Minimisation and Disposal

8.1 Satisfaction with the rubbish Collection Service

Respondents were asked how satisfied or dissatisfied they were with the rubbish collection service provided by Christchurch City Council. (Note: this covers the total sample)

<table>
<thead>
<tr>
<th>Base: Total Sample</th>
<th>March 2007 1540 %</th>
<th>March 2007 770 %</th>
<th>Sept 2007 770 %</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very satisfied</td>
<td>28</td>
<td>30</td>
<td>26</td>
</tr>
<tr>
<td>Satisfied</td>
<td>48</td>
<td>45</td>
<td>51</td>
</tr>
<tr>
<td>Neither/ nor</td>
<td>8</td>
<td>8</td>
<td>8</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>12</td>
<td>13</td>
<td>11</td>
</tr>
<tr>
<td>Very dissatisfied</td>
<td>4</td>
<td>4</td>
<td>4</td>
</tr>
<tr>
<td>Don't know</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
</tbody>
</table>
8.2 Recycling

Respondents were told that the Council was encouraging recycling to reduce the amount of solid waste material taken to the landfill sites. They were then asked whether they were aware of this. (Note: this covers the total sample)

<table>
<thead>
<tr>
<th>% Aware</th>
<th>Total 2007 1540</th>
<th>March 2007 770</th>
<th>Sept 2007 770</th>
</tr>
</thead>
<tbody>
<tr>
<td>Awareness the Council is encouraging recycling</td>
<td>97</td>
<td>96</td>
<td>97</td>
</tr>
</tbody>
</table>

Respondents were then asked how effective or ineffective were the Council’s efforts in actually encouraging residents to recycle. (Note: this covers the total sample)

<table>
<thead>
<tr>
<th>Base: Total Sample</th>
<th>Total 2007 1540</th>
<th>March 2007 770</th>
<th>Sept 2007 770</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very effective</td>
<td>21 %</td>
<td>21 %</td>
<td>22 %</td>
</tr>
<tr>
<td>Effective</td>
<td>50 %</td>
<td>48 %</td>
<td>51 %</td>
</tr>
<tr>
<td>Neither/ nor</td>
<td>11 %</td>
<td>11 %</td>
<td>11 %</td>
</tr>
<tr>
<td>Ineffective</td>
<td>15 %</td>
<td>17 %</td>
<td>13 %</td>
</tr>
<tr>
<td>Very ineffective</td>
<td>2 %</td>
<td>2 %</td>
<td>2 %</td>
</tr>
<tr>
<td>Don’t know</td>
<td>1 %</td>
<td>1 %</td>
<td>1 %</td>
</tr>
</tbody>
</table>
9. Economic Development

Respondents were informed the Council was involved in a number of programmes designed to foster economic development in Christchurch city, which included programmes designed to increase the number of visitors to Christchurch and to increase business growth and employment. Respondents were asked whether they were aware of this or not. (Note: this covers the total sample)

<table>
<thead>
<tr>
<th>% Aware</th>
<th>Base: Total Sample</th>
<th>Total 2007 1540 %</th>
<th>March 2007 770 %</th>
<th>Sept 2007 770 %</th>
</tr>
</thead>
<tbody>
<tr>
<td>Awareness of Council’s efforts to foster economic development in Christchurch city</td>
<td>58</td>
<td>58</td>
<td>58</td>
<td></td>
</tr>
</tbody>
</table>
## 10. Regulatory Services

Respondents were informed that the Council bylaws used to regulate activities in the community in relation to new buildings, changes to existing buildings, food safety, dog control and noise control. The Council regulates these activities by issuing consents and licenses, undertaking regular inspections, and enforcing bylaws. Respondents were they asked how satisfied or dissatisfied they were with regard to the following: (Note: this covers the total sample)

<table>
<thead>
<tr>
<th>Activity</th>
<th>Month/Year</th>
<th>Base: Total Sample</th>
<th>DK</th>
<th>Very dissatisfied</th>
<th>Dissatisfied</th>
<th>Neither/nor</th>
<th>Satisfied</th>
<th>Very satisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enforcing dog control licences</td>
<td>Tot07</td>
<td>1540 %</td>
<td>18</td>
<td>2</td>
<td>12</td>
<td>17</td>
<td>44</td>
<td>6</td>
</tr>
<tr>
<td></td>
<td>Mar07</td>
<td>770 %</td>
<td>19</td>
<td>2</td>
<td>11</td>
<td>16</td>
<td>45</td>
<td>6</td>
</tr>
<tr>
<td></td>
<td>Sep07</td>
<td>770 %</td>
<td>17</td>
<td>3</td>
<td>13</td>
<td>18</td>
<td>42</td>
<td>6</td>
</tr>
<tr>
<td>Enforcing noise control bylaws</td>
<td>Tot07</td>
<td>1540 %</td>
<td>15</td>
<td>3</td>
<td>12</td>
<td>17</td>
<td>46</td>
<td>6</td>
</tr>
<tr>
<td></td>
<td>Mar07</td>
<td>770 %</td>
<td>15</td>
<td>3</td>
<td>14</td>
<td>16</td>
<td>44</td>
<td>8</td>
</tr>
<tr>
<td></td>
<td>Sep07</td>
<td>770 %</td>
<td>15</td>
<td>3</td>
<td>11</td>
<td>19</td>
<td>47</td>
<td>5</td>
</tr>
<tr>
<td>Inspecting and enforcing food safety bylaws</td>
<td>Tot07</td>
<td>1540 %</td>
<td>27</td>
<td>3</td>
<td>10</td>
<td>19</td>
<td>37</td>
<td>4</td>
</tr>
<tr>
<td></td>
<td>Mar07</td>
<td>770 %</td>
<td>27</td>
<td>3</td>
<td>11</td>
<td>16</td>
<td>38</td>
<td>5</td>
</tr>
<tr>
<td></td>
<td>Sep07</td>
<td>770 %</td>
<td>27</td>
<td>3</td>
<td>9</td>
<td>21</td>
<td>36</td>
<td>4</td>
</tr>
<tr>
<td>Inspecting and enforcing resource consents and building permits</td>
<td>Tot07</td>
<td>1540 %</td>
<td>29</td>
<td>5</td>
<td>18</td>
<td>18</td>
<td>27</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>Mar07</td>
<td>770 %</td>
<td>27</td>
<td>5</td>
<td>18</td>
<td>18</td>
<td>30</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>Sep07</td>
<td>770 %</td>
<td>30</td>
<td>6</td>
<td>18</td>
<td>18</td>
<td>25</td>
<td>2</td>
</tr>
<tr>
<td>Processing applications for resource consents and building permits in a timely manner</td>
<td>Tot07</td>
<td>1540 %</td>
<td>28</td>
<td>9</td>
<td>21</td>
<td>18</td>
<td>22</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>Mar07</td>
<td>770 %</td>
<td>26</td>
<td>7</td>
<td>23</td>
<td>17</td>
<td>24</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>Sep07</td>
<td>770 %</td>
<td>29</td>
<td>10</td>
<td>19</td>
<td>18</td>
<td>21</td>
<td>2</td>
</tr>
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</table>
11. Streets and Transport

Respondents were asked how satisfied or dissatisfied they were with the following aspects to do with traffic and transport. (Note: this covers the total sample)

<table>
<thead>
<tr>
<th>Month/ year</th>
<th>Base: Total Sample</th>
<th>DK</th>
<th>Very dissatisfied</th>
<th>Dissatisfied</th>
<th>Neither/ nor</th>
<th>Satisfied</th>
<th>Very satisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>Off-road cycle ways, including mountain bike trails</td>
<td>Tot07</td>
<td>1540</td>
<td>19</td>
<td>1</td>
<td>4</td>
<td>12</td>
<td>44</td>
</tr>
<tr>
<td>Mar07</td>
<td>770</td>
<td>%</td>
<td>20</td>
<td>1</td>
<td>4</td>
<td>10</td>
<td>46</td>
</tr>
<tr>
<td>Sep07</td>
<td>770</td>
<td>%</td>
<td>19</td>
<td>1</td>
<td>5</td>
<td>14</td>
<td>42</td>
</tr>
<tr>
<td>The amount of off-street parking at shopping malls</td>
<td>Tot07</td>
<td>1540</td>
<td>2</td>
<td>1</td>
<td>6</td>
<td>7</td>
<td>67</td>
</tr>
<tr>
<td>Mar07</td>
<td>770</td>
<td>%</td>
<td>2</td>
<td>1</td>
<td>6</td>
<td>6</td>
<td>65</td>
</tr>
<tr>
<td>Sep07</td>
<td>770</td>
<td>%</td>
<td>3</td>
<td>1</td>
<td>6</td>
<td>7</td>
<td>69</td>
</tr>
<tr>
<td>Traffic flow on the roads at off-peak times</td>
<td>Tot07</td>
<td>1540</td>
<td>1</td>
<td>1</td>
<td>5</td>
<td>6</td>
<td>71</td>
</tr>
<tr>
<td>Mar07</td>
<td>770</td>
<td>%</td>
<td>*</td>
<td>1</td>
<td>6</td>
<td>6</td>
<td>69</td>
</tr>
<tr>
<td>Sep07</td>
<td>770</td>
<td>%</td>
<td>1</td>
<td>1</td>
<td>4</td>
<td>7</td>
<td>73</td>
</tr>
<tr>
<td>Lanes for bicycles on the road way</td>
<td>Tot07</td>
<td>1540</td>
<td>4</td>
<td>4</td>
<td>18</td>
<td>14</td>
<td>50</td>
</tr>
<tr>
<td>Mar07</td>
<td>770</td>
<td>%</td>
<td>4</td>
<td>4</td>
<td>19</td>
<td>13</td>
<td>49</td>
</tr>
<tr>
<td>Sep07</td>
<td>770</td>
<td>%</td>
<td>3</td>
<td>4</td>
<td>17</td>
<td>14</td>
<td>52</td>
</tr>
<tr>
<td>Walkways linking streets or suburbs eg. Access ways and shortcuts</td>
<td>Tot07</td>
<td>1540</td>
<td>10</td>
<td>1</td>
<td>7</td>
<td>15</td>
<td>57</td>
</tr>
<tr>
<td>Mar07</td>
<td>770</td>
<td>%</td>
<td>9</td>
<td>*</td>
<td>8</td>
<td>16</td>
<td>55</td>
</tr>
<tr>
<td>Sep07</td>
<td>770</td>
<td>%</td>
<td>11</td>
<td>1</td>
<td>6</td>
<td>14</td>
<td>59</td>
</tr>
<tr>
<td>Pedestrian malls such as Cashel Street Mall or High Street Mall</td>
<td>Tot07</td>
<td>1540</td>
<td>10</td>
<td>1</td>
<td>9</td>
<td>13</td>
<td>57</td>
</tr>
<tr>
<td>Mar07</td>
<td>770</td>
<td>%</td>
<td>9</td>
<td>1</td>
<td>8</td>
<td>11</td>
<td>57</td>
</tr>
<tr>
<td>Sep07</td>
<td>770</td>
<td>%</td>
<td>10</td>
<td>1</td>
<td>9</td>
<td>14</td>
<td>56</td>
</tr>
</tbody>
</table>
Streets and Transport (continued)

<table>
<thead>
<tr>
<th>Month/ year</th>
<th>Base: Total Sample</th>
<th>DK</th>
<th>Very dissatisfied</th>
<th>Dissatisfied</th>
<th>Neither nor</th>
<th>Satisfied</th>
<th>Very satisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>The amount of off-street parking in the central city</td>
<td>Tot07 1540 %</td>
<td>8</td>
<td>8</td>
<td>28</td>
<td>12</td>
<td>39</td>
<td>4</td>
</tr>
<tr>
<td></td>
<td>Mar07 770 %</td>
<td>7</td>
<td>8</td>
<td>29</td>
<td>12</td>
<td>39</td>
<td>4</td>
</tr>
<tr>
<td></td>
<td>Sep07 770 %</td>
<td>9</td>
<td>8</td>
<td>27</td>
<td>13</td>
<td>38</td>
<td>5</td>
</tr>
<tr>
<td>Traffic flow on the roads at peak times</td>
<td>Tot07 1540 %</td>
<td>2</td>
<td>14</td>
<td>39</td>
<td>13</td>
<td>29</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>Mar07 770 %</td>
<td>2</td>
<td>15</td>
<td>40</td>
<td>13</td>
<td>28</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>Sep07 770 %</td>
<td>3</td>
<td>13</td>
<td>38</td>
<td>14</td>
<td>29</td>
<td>3</td>
</tr>
</tbody>
</table>
12. Overall Satisfaction with Council Services

Respondents were asked to think about all the dealings they had had with Christchurch City Council, all the things it had done over the last 12 months and all the services and facilities that Christchurch City Council provided. They were then asked how satisfied or dissatisfied they were with the performance of Christchurch City Council in delivering these services over the past 12 months. (Note: this covers the total sample)

<table>
<thead>
<tr>
<th>Base: Total Sample</th>
<th>Total 2007 1540</th>
<th>March 2007 770</th>
<th>Sept 2007 770</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very satisfied</td>
<td>12 %</td>
<td>12 %</td>
<td>12 %</td>
</tr>
<tr>
<td>Satisfied</td>
<td>65 %</td>
<td>67 %</td>
<td>63 %</td>
</tr>
<tr>
<td>Neither/ nor</td>
<td>12 %</td>
<td>11 %</td>
<td>14 %</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>7 %</td>
<td>7 %</td>
<td>8 %</td>
</tr>
<tr>
<td>Very dissatisfied</td>
<td>2 %</td>
<td>2 %</td>
<td>2 %</td>
</tr>
<tr>
<td>Don’t know</td>
<td>1 %</td>
<td>1 %</td>
<td>1 %</td>
</tr>
</tbody>
</table>
### 13. Areas where the Council has Performed Well and Opportunities for Improvement

Respondents were asked to think about all the services discussed in the survey, and asked to describe in as much detail, the service they felt the council was performing best in delivering. (Detailed comments have been appended.)

<table>
<thead>
<tr>
<th>Base: Total Sample</th>
<th>Total 2007</th>
<th>March 2007</th>
<th>Sept 2007</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1540</td>
<td>770</td>
<td>770</td>
</tr>
<tr>
<td></td>
<td>%</td>
<td>%</td>
<td>%</td>
</tr>
<tr>
<td>Parks and recreation areas</td>
<td>26</td>
<td>26</td>
<td>25</td>
</tr>
<tr>
<td>Rubbish/ recycling</td>
<td>15</td>
<td>15</td>
<td>15</td>
</tr>
<tr>
<td>Generally do good work/ good provision of amenities/ clean and tidy city/ good staff</td>
<td>14</td>
<td>12</td>
<td>15</td>
</tr>
<tr>
<td>General festivals/ events/ concerts</td>
<td>12</td>
<td>15</td>
<td>8</td>
</tr>
<tr>
<td>Libraries</td>
<td>11</td>
<td>11</td>
<td>11</td>
</tr>
<tr>
<td>Specific festivals e.g. Summertimes festival</td>
<td>8</td>
<td>11</td>
<td>5</td>
</tr>
<tr>
<td>Public transport/ buses</td>
<td>6</td>
<td>5</td>
<td>6</td>
</tr>
<tr>
<td>Swimming pools</td>
<td>5</td>
<td>6</td>
<td>3</td>
</tr>
<tr>
<td>Leisure centres/ facilities</td>
<td>4</td>
<td>5</td>
<td>3</td>
</tr>
<tr>
<td>Botanic Gardens</td>
<td>4</td>
<td>4</td>
<td>3</td>
</tr>
<tr>
<td>Water (supply/ quality)</td>
<td>4</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Roads/ street upgrades</td>
<td>4</td>
<td>3</td>
<td>6</td>
</tr>
<tr>
<td>Activities/ programmes for children</td>
<td>2</td>
<td>3</td>
<td>2</td>
</tr>
<tr>
<td>Encouraging activity and use of city’s resources/ good information and communication</td>
<td>2</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>Cycle lanes</td>
<td>2</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Art gallery</td>
<td>2</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>Central city improvements</td>
<td>2</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>Sewerage/ estuary plan</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Town planning/ building consents</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Housing</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Other</td>
<td>8</td>
<td>10</td>
<td>6</td>
</tr>
<tr>
<td>No answer</td>
<td>14</td>
<td>13</td>
<td>14</td>
</tr>
</tbody>
</table>
Respondents were then asked to think about all the services discussed in the survey, and indicate which service they felt was the most important for the Council to improve on over the next 12 months. Respondents were asked to describe in as much detail, what they thought the Council should be doing to improve its performance in this area. Detailed comments have been appended.)

<table>
<thead>
<tr>
<th>Base: Total Sample</th>
<th>Total 2007</th>
<th>March 2007</th>
<th>Sept 2007</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1540</td>
<td>770</td>
<td>770</td>
</tr>
<tr>
<td>Road congestion/ traffic control</td>
<td>16 18 14</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Rubbish collection</td>
<td>12 14 11</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Recycling collection</td>
<td>10 10 10</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Central city (revitalise, tidy up, increase security)</td>
<td>8 8 8</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Road conditions/ poor footpaths/ street lighting/ trees</td>
<td>8 7 9</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Resource Consents/ building permits</td>
<td>8 7 8</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Development of parks, recreational areas, waterways</td>
<td>8 7 8</td>
<td></td>
<td></td>
</tr>
<tr>
<td>More, safer cycle lanes</td>
<td>7 8 6</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Parking (central city and at the hospital)</td>
<td>7 8 6</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Gutters/ storm drains/ flooding</td>
<td>6 7 5</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Public transport/ buses</td>
<td>5 5 5</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dirty streets/ untidy in general</td>
<td>5 4 6</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Public relations/ bad communication/ not enough information</td>
<td>4 4 4</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Water (quality, supply, fluoridation)</td>
<td>4 3 5</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Spending</td>
<td>4 3 5</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Swimming pools/ gyms</td>
<td>3 4 3</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Town planning (over 60’s flats, highrises, subdivisions)</td>
<td>3 3 3</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Reduce rates/ high rates</td>
<td>3 2 4</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dogs (control, more dog parks, licences)</td>
<td>2 2 3</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Safety/ unwholesome areas (especially central city, bus exchange)</td>
<td>2 2 2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Youth noise/ vandalism/ drunkenness</td>
<td>2 1 2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Heritage buildings</td>
<td>2 1 2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Graffiti</td>
<td>2 1 3</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Noise control (boy racers, parties, traffic, dogs)</td>
<td>1 1 1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sewerage</td>
<td>1 1 1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Boy racers</td>
<td>1 1 2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td>12 16 9</td>
<td></td>
<td></td>
</tr>
<tr>
<td>No answer</td>
<td>11 11 12</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>