

Biannual Survey of Residents Methodology Summary

The Biannual Survey of Residents was conducted from 1-29 March 2007 by Opinions Market Research.

The objective of the survey was:

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 was a representative telephone sample of 770 Christchurch residents aged 15 years and over who had lived in the City for the last 12 months. The random sample was stratified by ward, age and gender.

The survey had an accuracy of 3% at the 90% confidence level.

The response rate was 44%.

Qualitative analysis overview

The qualitative analysis that follows is based on the two open ended questions at the end of the Biannual Residents Survey and cover the best things the Council does and what the Council needs to improve on in the next 12 months.

Comments were analysed and grouped into common themes and within these themes the most frequently occurring topics were identified. A synthesised discussion has been created to present the key messages within topics. While respondents' opinions have been combined, an effort has been made to stay as true as possible to all the comments made.

The value of analysing the open ended questions is that the Council learns what residents think of its performance and where the Council could focus its efforts in relation to service delivery in future. This contextual information supports the statistical data presented in relation to other questions in the survey. This analysis also has the potential to identify emerging issues that may not have been asked within the quantitative question section of the survey.

It should be noted that the comments cannot be considered representative of the opinions of the Christchurch population. However, they do give a strong indication of the issues that are on the minds of residents.

It should be acknowledged that the preceding survey questions influenced at least the response topics. While there may be things important to residents that fall outside the confines of the survey respondents were prompted to talk about things that they have just covered. It is difficult to determine the strength of this influence.

Respondents' opinions about Council services were not exhaustively recorded and generally only one or two issues were discussed. Topics discussed are likely to be the most important individual issues for respondents but they may also have strong opinions on topics that they did not comment on.

Question one: “Thinking about all the services we’ve talked about today, can you describe in as much detail as possible, the service you feel the Council is performing the best in delivering.”

Question one summary

Overall most comments were general references to Council service and did not go into detail about what in particular was good about particular services. The discussions below are an analysis of the specific comments that were made.

The ‘Comments’ number at the right of each title indicate the number of comments made on each topic.

A few areas stood out as services being delivered well:

- Libraris and the range of books, in particular new books
- Library staff
- The Buskers festival
- Water Quality
- Leisure for kids – in particular the good value of pools
- Recycling
- Orbiter and frequency of buses

The sections below are summaries of the comments made on each topic. They are ordered in numeric order based on the number of comments made about each topic.

The black, italicised, indented text is direct quotes from respondents.

Parks and recreation areas

Comments = 214

The high standard of upkeep and maintenance of parks was by far the most common specific comment made about parks. The provision of parks for children and family outings was also commented on.

Spencer and Broad Parks provided specifically for children were considered good.

Parks make Christchurch look good was mentioned.

Recreation parks and mountain biking being done well were also referred to.

Hagley Park and other suburban parks were specifically commented on: Avonhead, new park in Hoon Hay, Spencer Park, Broad Park

The fact that there are lots of parks and all suburbs have access to their own parks was good.

The wide range and choice was also appreciated.

Free access to parks was considered good also.

Bringing the community together in parks was seen as a good thing too.

Parks and reserves are really quite nice, just so tidy and neat and trim. Nice even just to sit there, safe place for children to play off streets. Fendalton/Waimari, Female, 65 years and over.

Parks, I just think they are very well kept for amount of parks we have. The way every community has its own park, way provide sporting areas for youngsters. Plantings – way introduced native plantings around park, way they are kept, general upkeep. Fendalton/Waimari, Female, 50 - 64 years.

Parks and reserves – facilities good and kept in good condition – fields and playgrounds well maintained. Papanui/Shirley, Male, 25 - 49 years.

Parks and recreation. So many to choose from two blocks away or driving along and finding another one and the kids love them. Where I live, situated we have the beach and the Bottle Lake and quite often we use Victoria Park walks for us adults plus the children or the short walks. Burwood/Pegasus, Male, 25 - 49 years.

Rubbish and recycling**Comments = 126**

Rubbish being picked up on time and efficiently was considered good.

The recycling programme is considered a good thing and some people commented that it should be developed further.

A couple wanted a green bin and one wanted a garden waste bin.

Comments were made that recycling is cutting down on the amount of rubbish put out, and the need to go to the dump as frequently.

One comment that the 26 rubbish bags was a good thing as it encourages recycling.

Comment made that the people on trucks do a good job.

Rubbish collection is excellent, tidy, on time. Fendalton/Waimari, Female, 65 years and over.

Recycling, kerbside and at recycling stations is excellent. Reducing the number of rubbish bags is great, encourages people to recycle. Ferrymead/Hagley, Female, 25 - 49 years

Library**Comments = 90**

Providing up to date books and a range of books was considered really good. Service is really appreciated and Libraries were considered efficient - staff were commented on very favourably.

Other things considered good were: book transfers between libraries; facilities in new libraries described as amazing; good to have access to all libraries. Library support for new Mum good.

One comment made that there is a need more computers.

Libraries. Service very good. Range of books available is excellent and the range of new books is excellent too. Ferrymead/Hagley, Female, 25 - 49 years.

Leisure centre facilities**Comments = 73**

Leisure comments were mainly about facilities and the general activities that are provided. Value for money and high facility standards were the main messages that coming through about leisure centres. Community feel to activities and also that they are for children was also commented on.

The other key factor is that they cater for everyone.

Parks leisure and recreation facilities and services are brilliant. Riccarton/Wigram, Female, 25 - 49 years.

Libraries and leisure centres are really great. Gardens and parks kept in good looking condition. Fendalton/Waimari, Female, 25 - 49 years.

Parks and recreation stuff and organising leisure are by far the best I've ever come across. Just real community feel to it. Even on a general week day and weekend there's so much for people to do, it's excellent. Burwood/Pegasus, Male, 25 - 49 years.

Public transport and buses**Comments = 68**

The Orbiter was commented on as a good service a number of times.

The frequency and standard of buses was considered good - especially buses going every 10 or 15 minutes.

There were a couple of comments about the bus exchange and that it is not a good place.

Efforts to extend bus services were also appreciated.

The amount of the city that the service covers was appreciated.

Bus service, price, regular, on time, not far away. More than one option. Papanui/Shirley, Female, 25 - 49 years.

Children activity**Comments = 67**

The programmes provided for children that were specifically mentioned were Summertimes, holiday programmes, festivals and swimming programmes.

Help with the early childhood, the things they do for the children. The school holiday programmes, well thought out, very good. Ferrymead/Hagley, Female, 50 - 64 years

Roads **Comments = 51**

The cleanliness and look of streets was the most common comment. Respondents also appreciated curb and channel and road widening. Road maintenance, fixing pipes and road marking were commented on.

Roading maintenance, they seem to be spending more time upgrading footpaths, resealing etc. Burwood/Pegasus, Male, 50 - 64 years.

Botanic Gardens **Comments = 22**

Positive Botanic Gardens comments were overall mainly quite general and simply listed the Botanic Gardens as a thing done well. The most specific thing referred to was the way the gardens are kept. There was a comment made about the mobility scooters being good because they enable the respondent, male 65+, to get around.

I think they look after our parks and reserves especially the Botanic Gardens. Papanui/Shirley, Female, 25 - 49 years.

Pools **Comments = 41**

Numerous comments said that the pools are good. Particular things commented on were that they are a good place for children to go, they are good value, and people can do more than one thing at them, such as go to the gym.

Maintenance and supervision at pools were considered good.

The new pools and upgrades were commented on as a good thing, but some said that there was a need for more pools and a couple of specific comments that it was a shame that Sockburn Pool was closing.

The leisure side, swimming pools and parks and events. It's doing more things for the community and the kids and people don't have to pay too much to watch. Heaps of children things to do as well as just swimming at the pools – brings the children in and well priced to. Burwood/Pegasus, Male, 25 - 49 years.

Water **Comments = 38**

Comments about water were mainly about its quality. People rate the quality of drinking water very highly. A few other comments were about the good service repairing water problems when they arise.

The water (quality and pressure and taste). Papanui/Shirley, Female, 15 - 24 years.

Planning **Comments = 21**

There were four comments that specifically mentioned planning. These were related to the sewage outfall being a good idea, planning 10-20 years in advance was good, planning of the inner city and recycling.

Planning ahead next 10-20 years, discussing long term plans, roads widening etc. power saving, wrap water cylinders, get involved in power saving. Riccarton/Wigram, Male, 25 - 49 years.

Cycle lanes **Comments = 18**

Most of the comments about cycle lanes were all very similar. They were that the cycle lane developments are great that have been done and generally there should be more of them. Comments were made both about lanes on roads and tracks by rivers, beaches and on hills.

Festivals best in NZ. Cycle lanes have been increased, which is great. Libraries were good. Beautify Christchurch - doing well with this. Fendalton/Waimari, Female, 25 - 49 years.

Housing summary **Comments = 17**

Social housing and in particular housing for the elderly and invalids were considered very worthwhile and well attended to. There were some comments that there was a need for more social housing.

One tenant said that it was good to be able to get a Housing Officer when needed.

City housing – good job. Heathcote/Spreydon, Male, 65 years and over.

Council is second largest tenant after Housing Corp, and they're great to their tenants, I am one of them. Bus service is brilliant. Management of Council funds, doing excellent job. I

**am rapt the Council is using methane gas from landfill at Burwood Hospital and QEII.
Heathcote/Spreydon, Male, 25 - 49 years.**

General festival summary **Comments = 17**

There was a lot of positive comments about festivals. The Buskers Festival stood out as the most commonly commented on festival. Generally the free, high quality, and atmosphere in the City created by festivals were the things commented on.

Buskers Festival does very well. Well advertised and planned. Thought through, incredibly well done, happy to pay rates for this performance, love coming, win win, bring lots to Christchurch, not elitist. Fendalton/Waimari, Female, 50 - 64 years.

The funding for activities and for parks and recreation facilities, it's a great resource, plenty of things to do, kept well, well maintained. Sparks in the Park etc, they are great for Christchurch. Burwood/Pegasus, Male, 25 - 49 years.

Gallery **Comments = 15**

There were a number of comments about the Gallery being an asset for the City. Generally comments were made that it is well done and the upkeep is good. There were some comments that the Gallery is good for tourism

Festivals, gardens, Art Gallery doing a very good job with these. Fendalton/Waimari, Male, 25 - 49 years.

Art Gallery and libraries – great assets well built, designed – good for international exhibitions, wonderful for Christchurch. Papanui/Shirley, Female, 50 - 64 years.

City improvement **Comments = 14**

There were few specific comments about improvement to the city. Some comments were made about roads and one about the City Mall, but no clear themes could be taken out of the comments

Centre city improvements-they are making really good progress. Burwood/Pegasus, Female, 25 - 49 years.

Staff **Comments = 8**

Library staff had the most positive comments made about them.

Other positive comments were made about Building Consent Processing Officers and At Council Offices.

Library, very nice fairly new building, Fendalton library. Nice place to go to, lots of books, staff are always obliging. Fendalton/Waimari, Female, 65 years and over.

Information and communication summary **Comments = 6**

The six people who commented on the positive nature of communication referred to building information, and general information.

The comment was made that the Council should concentrate on improving its communication "in chunks."

Communication with the public is very good. Good procedures that work well, excellent things with community spirit becoming more environmentally friendly. Ferrymead/Hagley, Female, 25 - 49 years.

Question Two: “Of all the services we’ve talked about today, which is the service that you feel is most important for Council to improve over the next 12 months? Please describe in as much detail as possible, what you think Council should be doing to improve its performance in this area.”

Summary

Respondents went into more detail and description when talking about what needs to be improved on in the next 12 months than the first question about what the Council is doing best.

A few areas stood out as areas that need to be improved on in the next 12 months:

- Traffic congestion was a very important issue for many respondents. Respondents want something done about traffic congestion at peak times and they want it done before things get worse. Arterial routes out of the city were consistently mentioned as being a problem.
- Recycling comments were positive and were predominantly about the need to extend the programme by having more materials accepted and more resepticles for collection. More education was also suggested.
- The most common comment about rubbish bags was that some people wanted 52 rather than 26. This comment was in some cases linked to a desire for more bags for large households/families.
- People wanted more maintenance and rubbish bins on some parks.
- The City Centre needs to be upgraded to attract more people into it. People commented that they don’t like the Square’s stark open, grey, hard space and they would like more activity in it.
- Resource/building consent issues were to do with them taking too long to get and too expensive.
- Respondent’s who spoke about buses wanted to improved range and service frequency.
- Respondents wanted more/safer cycle lanes.
- Parking in the central city is too expensive and a major prohibitor for people visiting.
- Stormwater issues were related to cleaning out drains before winter.
- Safety was mainly related to the central city and cycles.
- People wanted more consultation/thought around closing outdoor pools.

The sections below are summaries of the comments made on each topic. They are ordered in numeric order based on the number of comments made about each topic.

The black, italicised, indented text is direct quotes from respondents.

Rubbish

Comments = 107

Of the 107 comments made about rubbish disposal by far the most commonly mentioned (41 comments) topic was the need for more rubbish bags; 52 per year instead of 26. Some made the point that families or large households should get more rubbish bags. Related to this is that some people wanted larger bags.

Fourteen respondents wanted wheelie bins, especially for green waste. Other places were considered to have superior services; Auckland, Sydney and Timaru.

There was 15 comments made that there is a need for a return of rubbish bins in parks. People felt that rubbish is being left in parks and making them messy

Eight people made comments that the central city needs to be cleaned up and there is too much litter.

Eleven comments were made about collection services. Some of these were to do with infrequency of timing of services and the mess that is sometimes left behind (this is more to do with mess from recycling though). Infrequent timing of pick ups means that bags can be broken into by cats or dogs before they are picked up

There was five comments made that the cost of dumping at refuse stations was too high.

Not having at least one rubbish tin in some of the parks and reserves. Warren Park had five and now there are none. Riccarton/Wigram, Male, 25 - 49 years.

I think recycling they have come a long way but we want more for eg a wheelie, for your green waste and as for the 26 rubbish bags with a family counting the four children the rubbish bags don't go far enough. I think the Council should think about the family households, the more in the household the 52 rubbish bags: less in household (one or two) the 26 bags. Why because some families are putting at least two rubbish bags a week. Papanui/Shirley, Female, 25 - 49 years.

Traffic congestion summary

Comments = 92

The majority of traffic congestion comments referred to peak times and tended to be more about evenings than mornings.

Most arterial roads were mentioned as being a problem at peak times. The most commonly referred to routes were heading North on Marhlands Rd, Hills, Riccarton, Blenheim, Papanui, Sumner, Lincoln, QE2, Memorial, Bealy, To Rolleston, Harewood Bishopdale round about, ambulance leaving the hospital.

A significant number of comments were made that something needs to be done before things get worse.

There were some suggestions made about improving public transport options, lights, and generally getting more people out of cars.

Traffic flow, deal with congestion mainly peak hours; somehow provide public transport at cheaper rates to use public transport more often. Provide more regular service at cheaper prices, encourage people to use buses. Keep cost lower fee and people will use bus. We need a system like they have in London, Sydney etc, great public transport system there. Fendalton/Waimari, Male, 25 - 49 years.

Recycling

Comments = 77

All recycling comments were to do with expanding or improving the programme.

There was 26 general comments about the need for the recycling programme to expand. A few comments referred to what has recently happened in Timaru as a good example.

There was 15 comments about the need to have more or bigger bins or wheely bins. Some think that there is a need for seperated bins for each type of material recycled. Suggestion made that spare bins should be carried on the trucks that can be dropped off.

Twenty comments referred to the need to expand the programme to increase the number of things that are collected. 12 comments specifically suggested that there should be collection of organic/green/garden waste. A few people wanted there to be a yearly/three monthly collection of big items.

Seven comments were made about the need to advertise and educate more about recycling.

Seven comments were about collections being at inconsistent times or messy pick ups with things left behind. Suggestion made that when something is put out that can be collected then the whole load should not be left, but instead only the thing that is incorrect should be left. Comment made that the things that are left behind (usually cardboard) makes a mess.

Recycling a bit pedantic about how they collect eg stickers put on for not putting string on cardboard. Better to put sticker on but take the cardboard. Make it more known you can get more bins or carry spare on truck for people who need them. Often people lose bins and are not aware they can get another. If trucks carried spare recycling bins they could leave them for people who attempt to recycle only to have it left behind because not in bin. Heathcote/Spreydon, Female, 25 - 49 years.

Resource/building consent

Comments = 72

Forty two comments were made about building consents and 20 comments made about resource consents.

The overriding comment was that they need to be sped up and simplified. The cost was also commented on, particularly for small jobs.

Building permits, they quote you a cost, find a problem, the cost can double, and cost is fairly expensive. Pickiness of building inspectors, you need to get permits for some things for which I question whether it's necessary to get a permit eg structure in backyard. Lot of people renovating – common complaint – building permits. Do they need permit for

***everything? Is it necessary? Do take long time to process permits but I understand that.
Fendalton/Waimari, Female, 25 - 49 years.***

Parks and waterways

Comments = 72

There was three main topics and issues commented on to do with parks. These were: walkways (their extension); parks (mainly improving maintenance and in particular rubbish); waterways (the need to clean them up and get rid of weeds)

Ten comments were made about walkways - mainly to do with extending the network. Three comments were made about the need for better maps and information. Two specific areas where walkways could be developed were Sumner to Mt Pleasant, Brighton foreshore and around rivers, Avonside Drive to Banks Avenue.

There were 21 comments made about parks. The majority of these comments were to do with the need to improve maintenance of parks, with removing rubbish the most common individual topic. There was one comment made about the need to improve facilities for disabled children at the Botanic Gardens and to get the big yellow swing going at Spencer Park. Need to improve drainage at St Albans Park commented on. One comment made that the fish in Brighton is stupid and cost too much and kids want normal play things.

There were 26 comments made about waterways. The majority of these were to do with cleaning them up and reducing the amount of weeds in the river. Suggestion was made that the regulations need to be enforced. People were concerned about the river banks and the need to better manage them. Some suggested that there should be less cutting down of trees and others said that the banks should not be overgrown; people wanted to be able to see the water in some areas. Specific areas mentioned were: Heathcote (3), Avon (2), Estuary, Fitz/Kilmore, Kerrs Reach, Dudley Creek, Waimak Mouth on Brooklands, Groyne under Bridge.

Parks are not maintained well enough/ gets untidy and scruffy, doesn't look good, not appealing for families and children. Riccarton/Wigram, Female, 25 - 49 years.

Waterways-the quality will never get better unless rules and regulations are enforced-overall waterways. Riccarton/Wigram, Male, 50 - 64 years.

Central City specific

Comments = 63

Nine comments were made that the city centre needs to be cleaned up.

Eighteen comments were made about the need to revitalise the city. Most of these referred to the need to bring more people into the city through rejuvenating it.

The square was commented on 11 times. These comments had a consistent theme: it is too grey (particularly the tiles); the tiles are too slippery; there needs to be more green space and areas for people to more comfortably spend time. One suggestion was made that there needs to be a farmers market on the weekend.

There was 12 comments made about the safety of the city. Most of these were to do with the city at night. They tended to discuss a link with alcohol, young people and lighting.

Nine comments were made that opposed the introduction of a vehicle lane in the City Mall.

There were a few comments specifically about the need for better planning. One was that a plan needs to be created and stuck to and one was that there needs to be more high rise in the central city.

Centre of town. High Street Mall is disgusting, also Cashel Street Mall. All need remodelling and done up. Burwood/Pegasus, Female, 25 - 49 years.

Buses and public transport summary

Comments = 63

Overall there was 63 comments made about public transport and 42 of these were about buses.

There was a few key bus issues:

Promotion: generally promote greater use of buses to reduce traffic congestion. Ideas were free bus service on the weekends to get more people into the city; have sole bus lanes suggested. Buses could carry bikes through the tunnel.

Schedule: comments made that there is a need for more services, especially at peak times and need for loop services rather than all buses heading into the city. Bus finder didn't work. There is no way to get to the Gardens for one person, they have to take a taxi. Three comments made that stopping buses in the middle of Hills Rd didn't work. The time of bus return should be four hours rather than two hours. Buses should run at night for shift workers.

The exchange: There were a few comments made by people unsatisfied with the bus exchange. Some considered it an unsafe place to be.

Shelters: Need to do something about the number being broken - suggested use a different material rather than glass. Also reduce litter and tagging.

Drivers: need to wait for people to sit down and not crash red lights. Buses know flower pots off tram posts.

Suggestion to use electricity rather than diesel to reduce noise.

General comments were made about the need to improve public transport, whether that be bus or train transport.

Traffic flow, deal with congestion mainly peak hours; somehow provide public transport at cheaper rates to use public transport more often. Provide more regular service at cheaper prices, encourage people to use buses. Keep cost lower fee and people will use bus. We need a system like they have in London, Sydney etc, great public transport system there. Fendalton/Waimari, Male, 25 - 49 years.

Cycles **Comments = 58**

Most of the 58 comments made about cycles referred to cycle lanes. The need for more cycle lanes was the most common (23) comment made. There was one specific suggestion of a lane over the Bridal Path to stop traffic congestion created by cars being held up by bikes.

Safety for cyclists was an issue identified by 17 respondents.

General better overall management of cycle lanes was commented on by some respondents. Some suggested that cycle lanes should be separated from the rest of the traffic.

The inconsistency of lanes on some roads (starting and stopping) was commented on by a few respondents.

There was one suggestion to make cycle lanes run the opposite way to traffic so they can see what is coming. There was one suggestion to get cycleways off main routes.

Cyclelanes; could do better, cycle lanes cut off eg over intersections then start again further along. Bus service; they need a loop bus so don't have to go to terminal, I would use the bus if I could go from home to Barrington. Burwood/Pegasus, Male, 65 years and over.

Parking **Comments = 55**

Of the 57 comments made about the need to improve parking, 37 were made about central city parking. The two issues causing the biggest problems were the cost and lack of spaces. Many also made the link between parking costs and people not visiting the central city to shop.

Five comments were made about the problems with parking at the hospital.

A couple of people commented about the need for more parking at Malls.

A few people commented about road narrowing that reduces the amount of parking spaces available.

Parking in central city should be relatively free if Council wants to generate and attract people including visitors to the central city as opposed to the suburbs. Papanui/Shirley, Male, 50 - 64 years.

Road condition **Comments = 50**

Of the 50 comments made about the need to improve road conditions, 35 were generally to do with road surfaces. The majority of these were to do with road cleaning and in particular the clearing of drains/gutters to avoid flooding and the quality of road surfaces. Some comments were also made about the inconsistency of maintenance around the city; some roads are upgraded that don't need it and others that do are not.

Eight comments were about clearing gutters more effectively.

Nine comments were about reducing pot holes.

State of roads, some roads should be resurfaced. Better management of their contractors, very inconsistent. Quality of workmanship, end result is poor. I wonder why they bother. Ferrymead/Hagley, Male, 25 - 49 years.

City planning **Comments = 47**

A need for more consultation was mentioned by 13 respondents; these respondents wanted more involvement by the community in local development.

Eight respondents wanted more high rise development in the city and/or less multi story development in the suburbs.

Seven comments were made about the need for better planning in the central city. Comments were varied including: planning to attract more people, city mall planning, and a need for more greenery.

There was two comments stating there is too many ugly houses being built.

Town planning without consultation and planning approved or consultation with the neighbourhood is worst aspect of this Council. Riccarton/Wigram, Male, 50-64 year

Stormwater and flooding

Comments = 46

Of the 46 comments about the need to better manage surface water, 36 specifically referred to surface water and flooding. These comments commonly referred to keeping drains clear, particularly in autumn from leaves, to reduce flooding. Comments generally referred to flooding in their area or particular areas in the city, rather than the whole city.

Fifteen comments specifically referred to gutters filled with leaves and/or rubbish blocking drains. Clearing gutters to reduce flooding was identified as a need.

Cleaning up streets before the winter period. Lots of streets flood up, our street - water doesn't seem to go away, goes across the street. Drain needs fixing, no runoff. I don't know where water goes, should keep a general watch on everything. Fendalton/Waimari, Male, 50 - 64 years.

Safety

Comments = 43

The two main areas of concern were the city at night and traffic/roads. Most comments about roads were to do with cycles and making cycle lanes safer.

The 15 comments made about the city were generally related to night time. Alcohol and young people were also identified as factors why people consider the city unsafe. The bus exchange was highlighted as an unsafe place by a couple of respondents. A few comments identified the need to light walkways to make them safer.

There was 17 comments made about cycle safety. Most of these were to do with making cycle lanes safer by making them continue further and some suggested separating them from roads. Generally people wanted an improvement to cycle lanes to make cars more aware of bikes.

Other road safety comments covered cutting trees down from signs, not restricting access to streets by reducing corners, and cleaning out under footpath bridges.

Other safety comments were to do with food safety (one comment), rubbish disposal (two comments)

Look at making some parts of Christchurch safer, some areas have reputation of being bad. Look urgently at ways to improve, to make Christchurch safe. Bus stops; glass gets smashed along Harewood Rd. Better material to stop idiots smashing up bus shelters. Fendalton/Waimari, Female, 15 - 24 years.

...Cycle lanes, very rough eg holes, need to be more even, education of cycles riding safely and abiding by the road code and drivers aware of cycles. Better thinking to go for battery operated buses and not diesel and cut down on noise pollution within busy populated areas. Ferrymead/Hagley, Female, 50 - 64 years

Spending

Comments = 40

Fourteen comments were generally about the need to reduce the cost of rates. Suggestions were made to limit what the Council spends money on, which was core council services rather than 'other things'

Seven comments were made that parking needs to reduce in cost in the city centre or hospital.

Four comments were made that building/resource consents were too expensive.

Seven comments suggested that the Council should not be spending a lot of money on a new building.

Two comments were made about too much money being spent on Jade Stadium.

They should stop spending money on matters that are none of their business eg building new Council chambers, not constructing buildings. They need to get back to the core business of providing core services not providing central government services like housing.

Stop empire building, the Councillors have got often different agendas – competing with other Councils. It puts our rates up. Burwood/Pegasus, Female, 65 years and over.

Road control **Comments = 30**

There was 30 comments that referred to issues that can be generally described as traffic control/mangement.

There was five comments made about narrowing of roads or putting pedestrian median passing areas in the middle of roads.

The other main topic discussed was traffic noise and this was often associated with boy racers.

Noise control. They need to do something about the Square, enforcing the bylaws in relevance to boy racers in the Square so they don't go from the Square. Improvement of down town area, in particular the Square. It need up-lifting, it's too grey. Traffic and cycle ways within the city. Transport needs addressing, the way traffic is controlled around intersections doesn't encourage cycling, safe cycling anyway. Burwood/Pegasus, Female, 25 - 49 years.

Negative social behaviour **Comments = 31**

Eleven negative social behaviour comments were made about noise being an issue and five of these were about vehicle noise.

Nine comments were made about graffiti and five of them were about its removal and that it is important to deal to it quickly.

Three comments were made about alcohol, drunkenness and youth.

Seven comments were made about boy racers and this referred to controlling them and mainly referred to their activity in the central city.

Graffiti, atrocious, this problem needs urgent attention. Papanui/Shirley, Male, 25 - 49 years.

Leisure and recreation **Comments = 29**

Twenty two comments were made about the closing of Sockburn, Edgware or Jelly (temporary) Pools. Overall comments on this topic were that: there should have been more consultation, these are places that the community comes to to enjoy common spaces, people like outdoor pools.

The seven pool comments made that were not about pool closures covered: the pricing of visits (especially for children), the need for pools in every suburb, the need for a Toddlers pool at Pioneer, the need for cleaner services specifically at Centennial (one comment), longer opening hours (into the evening), opposition to Muslim women's swimming (one comment), need for warmer water (one comment).

There was two comments made about the need to improve recreation centres/gyms.

Shutting down libraries, swimming pools, closing pools, heating problems so people don't have access to pools, refurbishing Jellie Park creating problems, closing down pools taking some out of action therefore QEII packed all the time. Fendalton/Waimari, Female, 50 - 64 years.

Dogs and cats **Comments = 20**

There was five comments made about the need to control cats and 15 made about dogs being an issue.

The comments about cats were that they can be controlled like dogs to stop them roaming and doing damage in conservation parks and to gardens.

Dog comments were generally that there should be better enforcement of licensing and control of dogs. The issue mainly seemed to be roaming dogs. One comment was made that a complaint made about a dog attack on the respondent's dog was not satisfactorily treated and they had the impression that the Council (person they spoke with on the phone) wasn't interested.

Time to do something about cats. Put in a curfew. Can stop roosters, dogs and pigeons why not stop cats scratching up gardens? Ferrymead/Hagley, Male, 50 - 64 years.

Road lights **Comments = 13**

Thirteen comments were made about the need to improve road lights.

Most of these referred to improving synchronisation of lights and increasing left and right arrow operation so cars can turn without building up long queues.

Traffic lights need to be sorted out so that cars are not left sitting and cannot turn when the road is clear. Heathcote/Spreydon, Male, 25 - 49 years.

Governance summary **Comments = 12**

Specific governance comments (five) were to do with improving management. Other comments had no specific topic, other than just keep improving things.

Too many chiefs not enough indians. Heathcote/Spreydon, Male, 50 - 64 years.

Knowledge. Got rid of their knowledge by letting key people go. Ferrymead/Hagley, Male, 50 - 64 years.

Public relations and information summary **Comments = 12**

The 12 comments made about public relations/information covered a range of topics.

The comments covered the need for better communication around: building consents, complaints, what the council does, recycling and rubbish.

One suggestion was made that all the services that the council is involved in (topics in survey) should be published on a large poster in the square.

Giving ratepayers more information where their money is going. Riccarton/Wigram, Female, 15 - 24 years.

Heritage **Comments = 10**

Comments were mainly to do with preserving heritage buildings but there was one comment made about the need to preserve Maori heritage. A few comments were made that old should not be replaced by new and that old should be restored before new buildings are built.

Council should be concentrating on keeping older buildings. Christchurch seems to have a lot of townhouses which have replaced great old buildings, which should have been kept. Ferrymead/Hagley, Female, 15 - 24 years.

Lighting **Comments = 8**

Comments were mainly to do with the need to improve street lights. Half of the comments were directed at the central city and the rest were general comments about all areas of the city. One comment was the need to improve lighting street names.

Lighting should be better in walkways between streets, people don't use them, it's too dark and not a safe feeling for girls or boys. Riccarton/Wigram, Male, 15 - 24 years.

Sewerage **Comments = 8**

Three of the eight comments about sewerage were from Banks Peninsula residents who wanted sewerage services provided.

Two comments were made about the smell from the estuary, one was about getting it right at the subdivision in Aidenfield. Two comments were about keeping costs down.

I appreciate that living in a rural community I cannot expect all the things that are provided in the city. However, I think that the major area for improvement is sewerage. Banks Peninsula, Female, 65 years and over.

Footpath summary **Comments = 5**

Comments were generally about footpath conditions. Specific things commented on were to do with overhanging branches and the bumpiness of surfaces. One person in a wheel chair commented that they just about throw them out.

Footpaths, if could make them more smooth than they are. I find every hole now I have a scooter, very uneven. Same in other areas, for convenience of people using them that's very obvious. Fendalton/Waimari, Female, 65 years and over.