

**Biannual Survey of Residents
March 2009**

**Part II
Tables and Findings**

Prepared for:

Christchurch
City Council 

April 2009
Reference: 3726

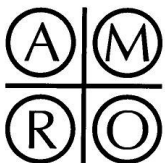


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1. Introduction

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 objective of the survey is:

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 2009 survey is to be 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

The methodology for the March 2009 Annual Survey of Residents is described in detail in the companion report, *Biannual Survey of Residents 2008 Part I: Methodology and Questionnaire* (prepared for the Christchurch City Council by Opinions Market Research Ltd, Christchurch, March 2009). The same methodology and questionnaire format has been employed biannually since March 2007.

1.5 Reporting Format

The data has been provided in table format, as specified in the tender document, and comparisons have been made between 2007, 2008 and 2009. The data has been provided in total for each year (2007 – 2009) and individually for March and September each year.

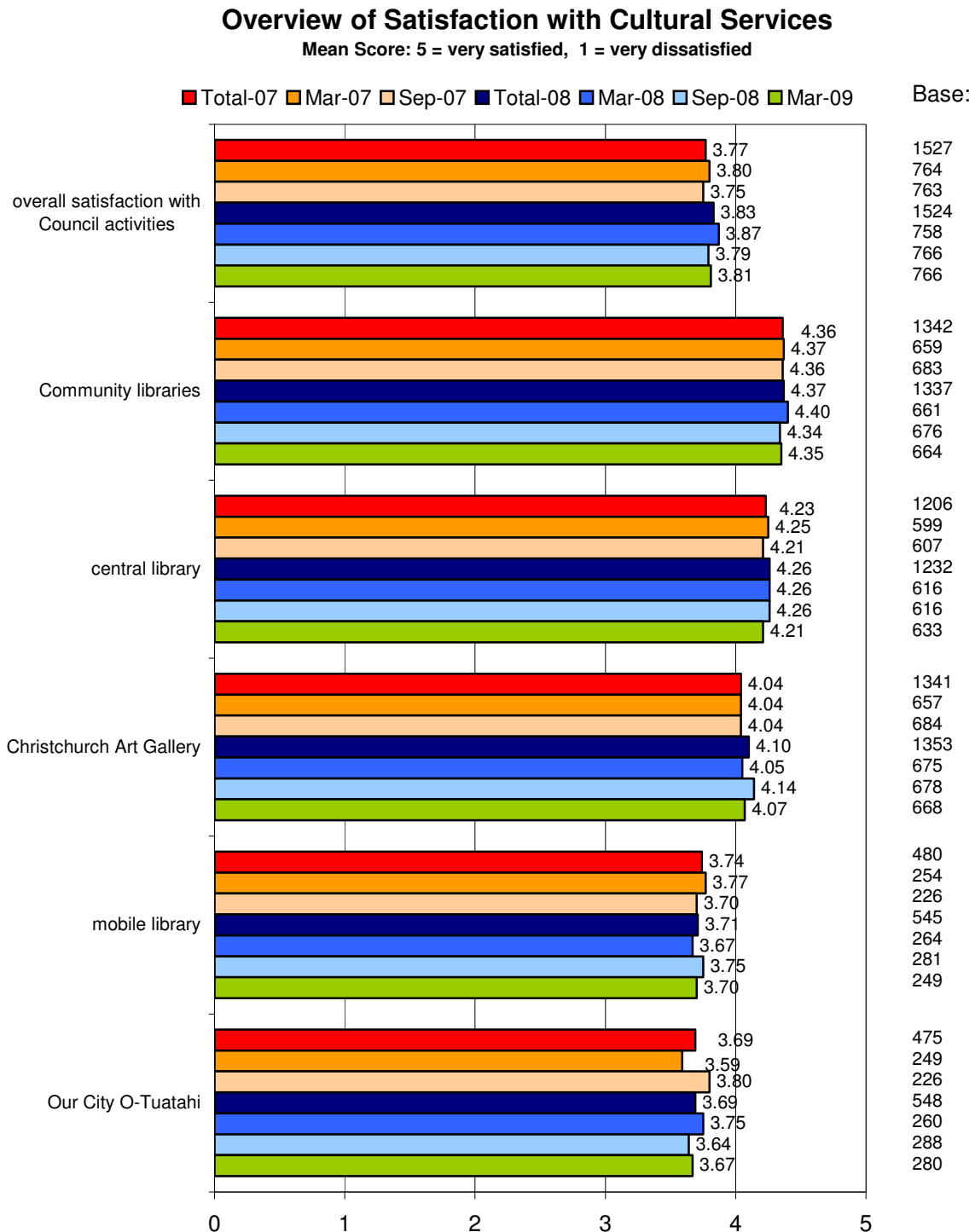
Where applicable, comparisons have also been made with the 2005 and 2006 surveys. However, since the questionnaire in March 2007 was completely revised from the 2005 and 2006 questionnaire, results can be compared in only a few cases.

Findings from each of the surveys since March 2007 (with a sample of 770 each) have a margin of error of $\pm 3\%$ (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 ($n = 1540$ per year) for 2007 and 2008, consisting of the combined dataset from the March and September surveys for each year, have a margin of error of approximately $\pm 2\%$ (at a 90% confidence level).

1.6 Overview of Satisfaction with Council Services

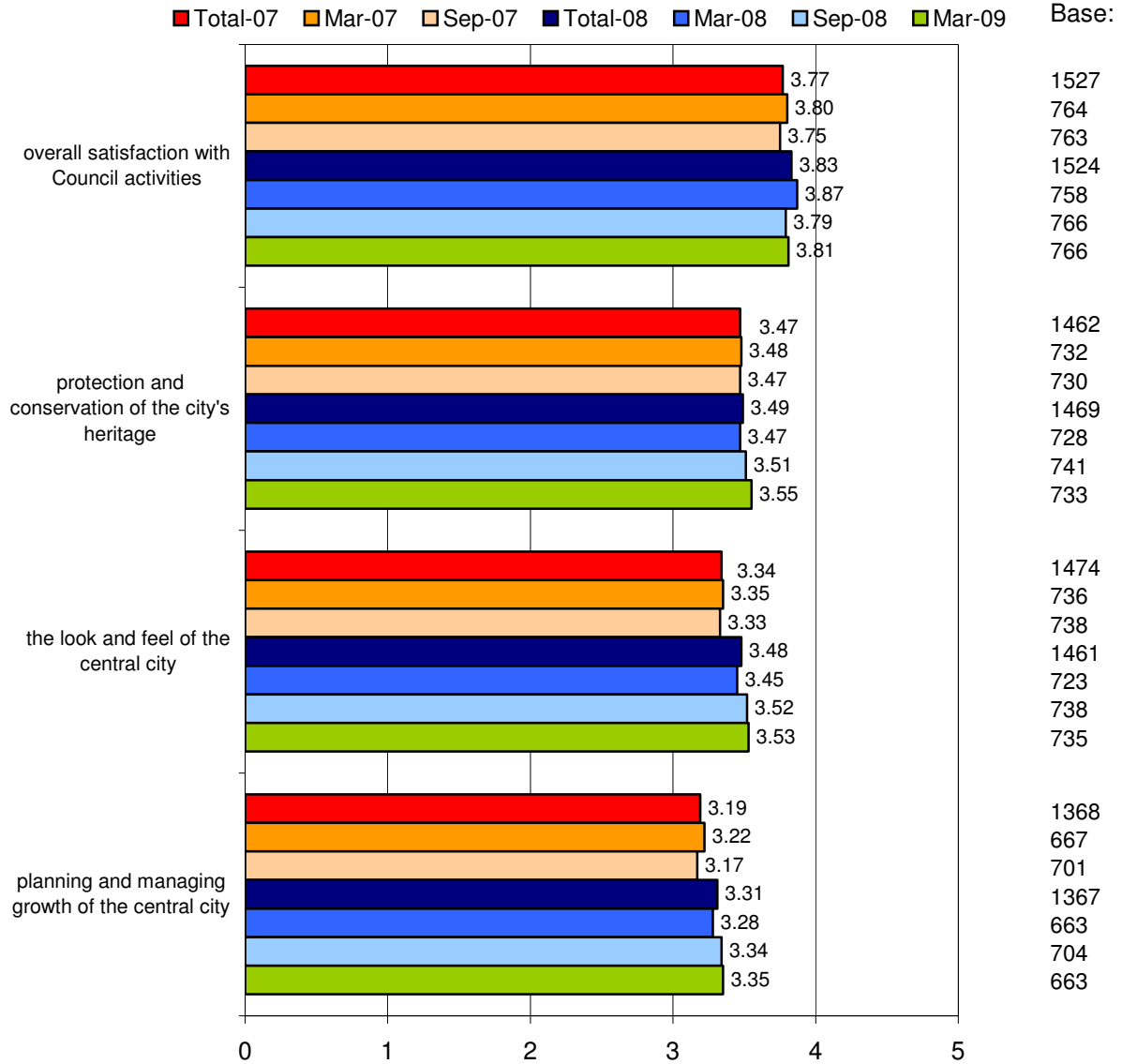
The following graph summarises satisfaction with cultural and learning services. Overall satisfaction with Council activities has been included as a point of reference. Mean scores are shown for each service. The scale used to calculate mean scores is 5 = very satisfied, 4 = satisfied, 3 = neither/ nor, 2 = dissatisfied, 1 = very dissatisfied.



The following graph summarises satisfaction with city development. Overall satisfaction with Council activities has been included as a point of reference.

Overview of Satisfaction with City Development

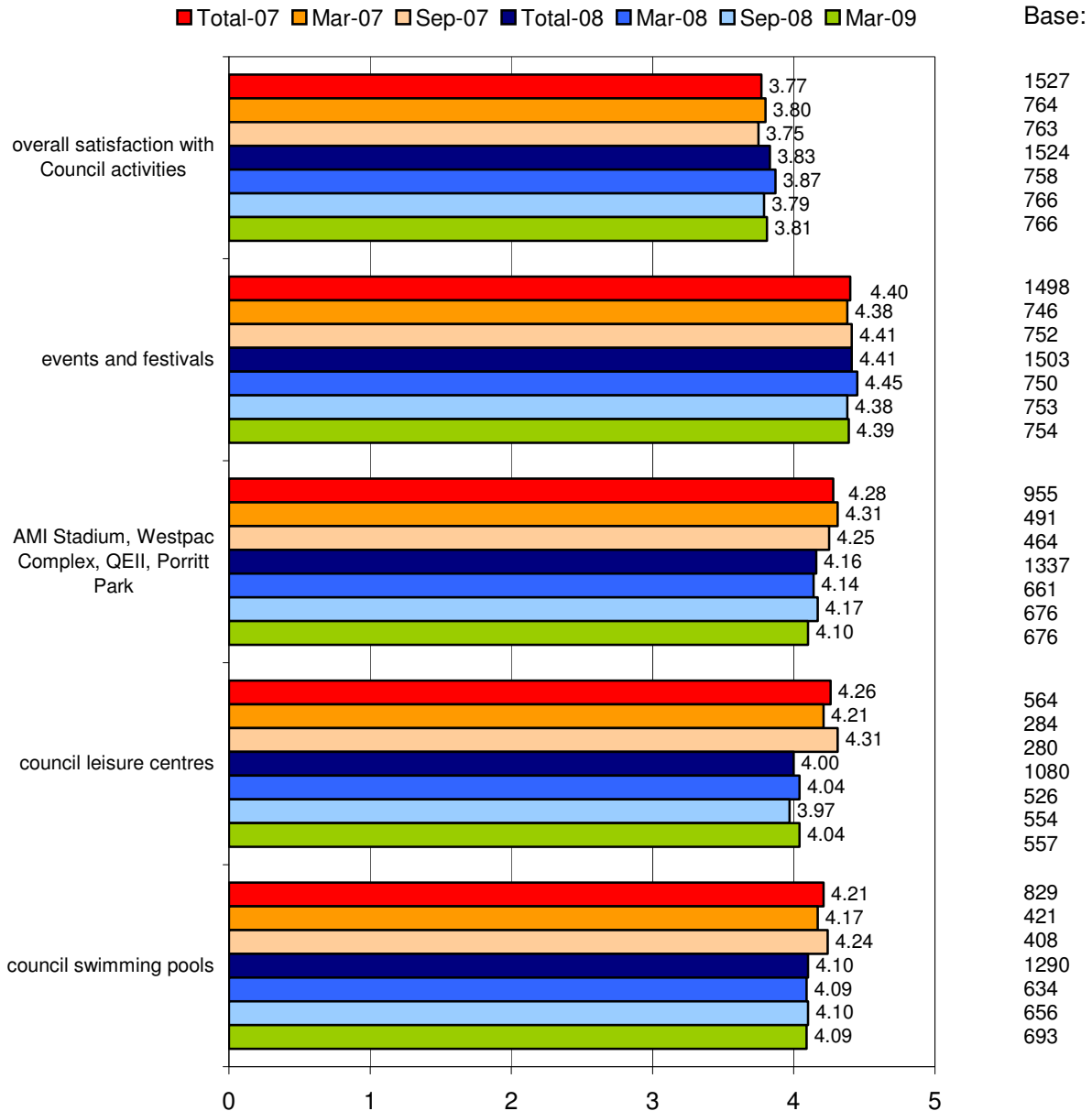
Mean Score: 5 = very satisfied, 1 = very dissatisfied



The following graph summarises satisfaction with recreation and leisure services. Overall satisfaction with Council activities has been included as a point of reference.

Overview of Satisfaction with Recreation Services

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

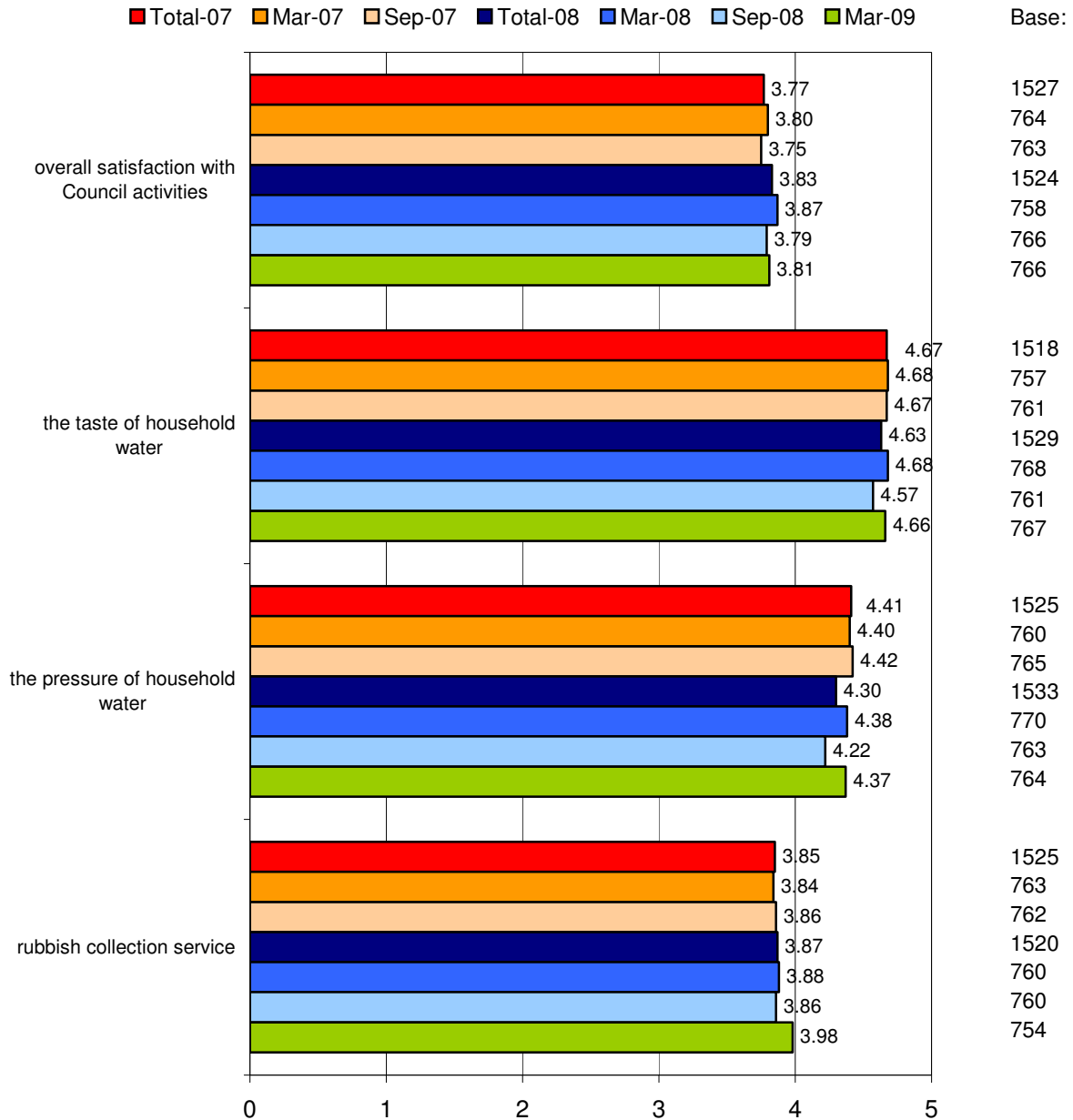


Please note: Satisfaction with services provided at Council Stadiums, Council leisure centres and Council swimming pools was asked of the total sample in 2008 and 2009 whereas in 2007 it was asked only of users of the facility. The 2008 and 2009 ratings therefore measure general perception of the facilities as opposed to satisfaction ratings based on experience.

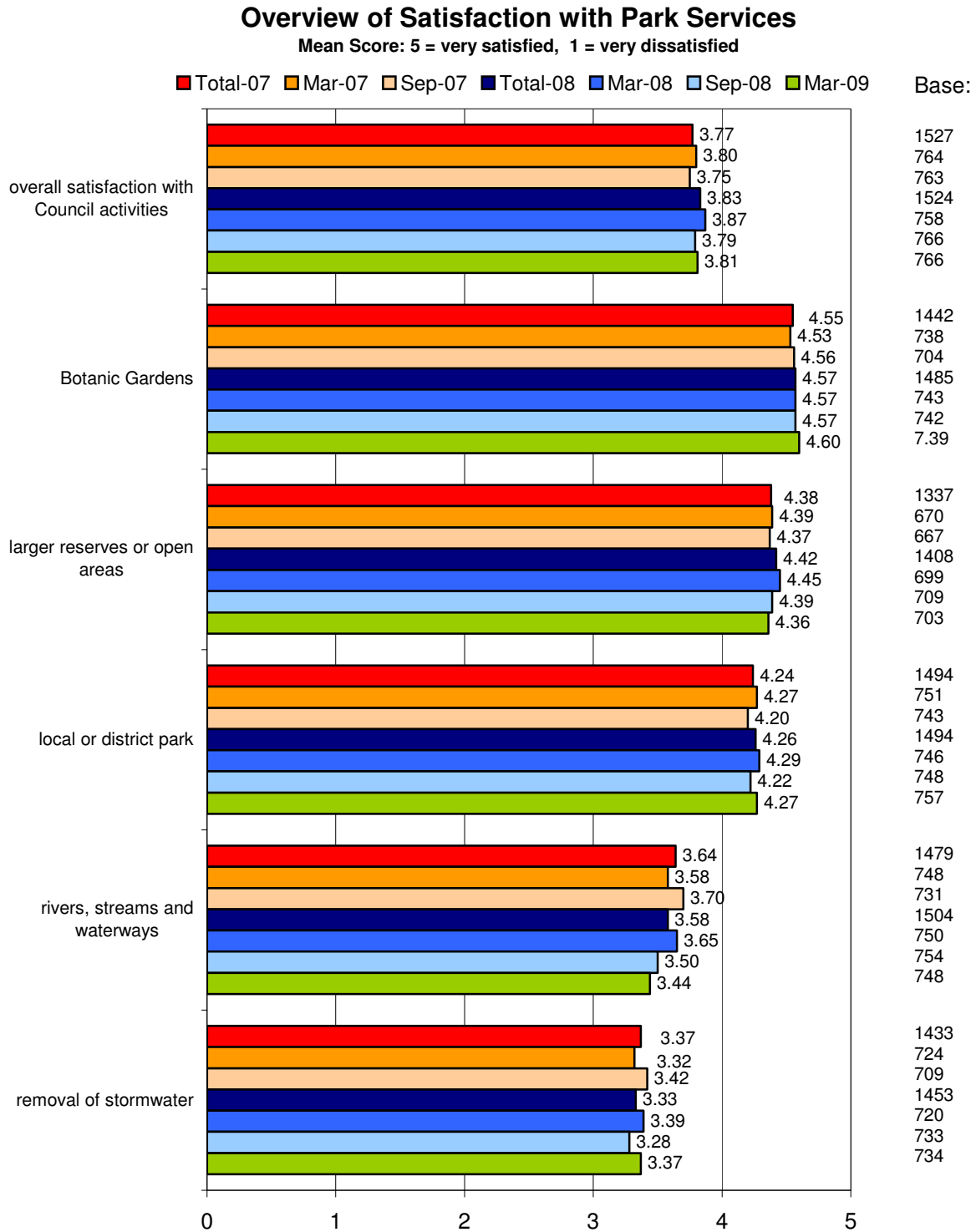
The following graph summarises satisfaction with water and waste services. Overall satisfaction with Council activities has been included as a point of reference.

Overview of Satisfaction with Water and Waste Services

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



The following graph summarises satisfaction with Christchurch parks and open spaces. Overall satisfaction with Council activities has been included as a point of reference.



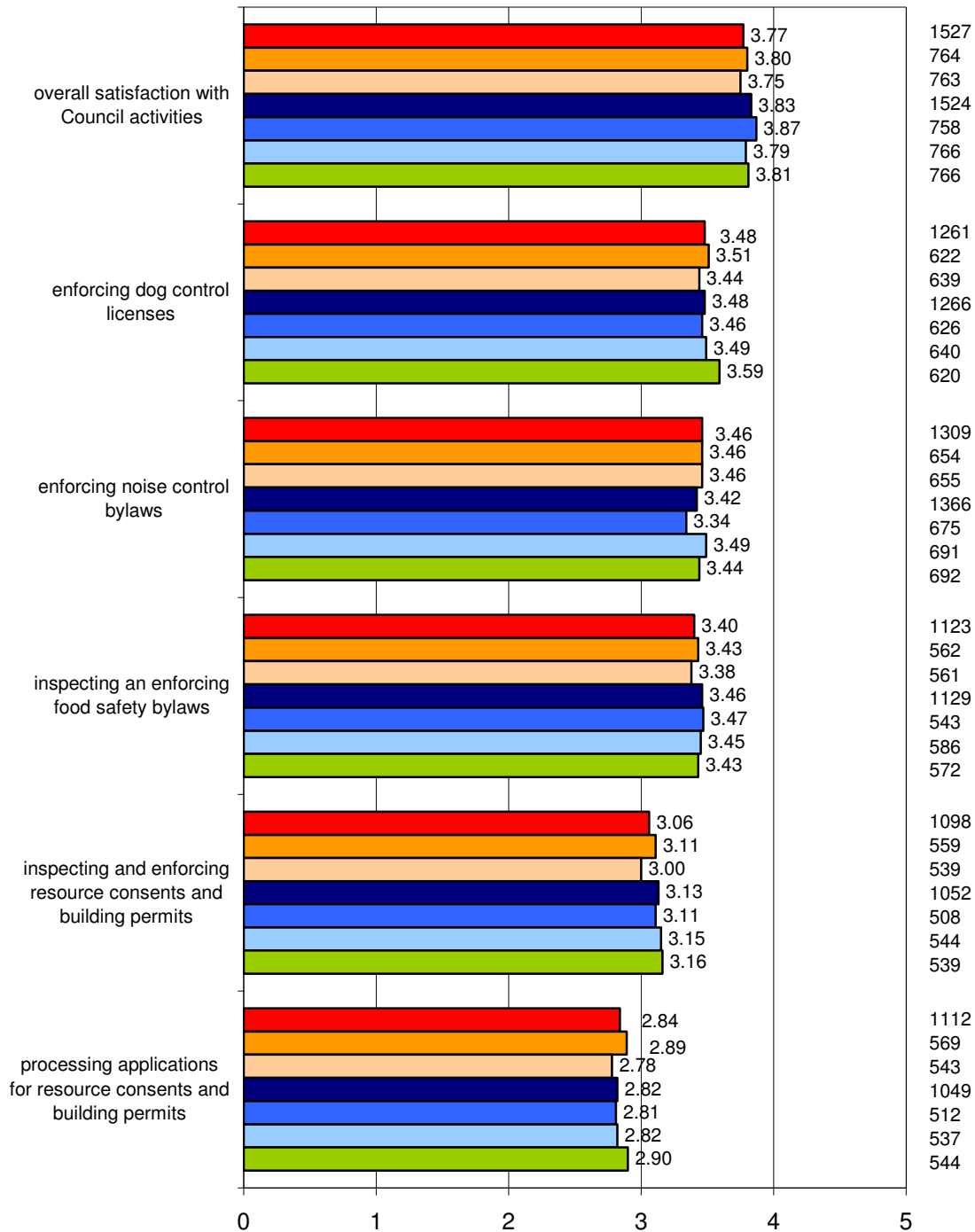
The following graph summarises satisfaction with regulatory services. Overall satisfaction with Council activities has been included as a point of reference.

Overview of Satisfaction with Regulatory Services

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

■ Total-07 ■ Mar-07 ■ Sep-07 ■ Total-08 ■ Mar-08 ■ Sep-08 ■ Mar-09

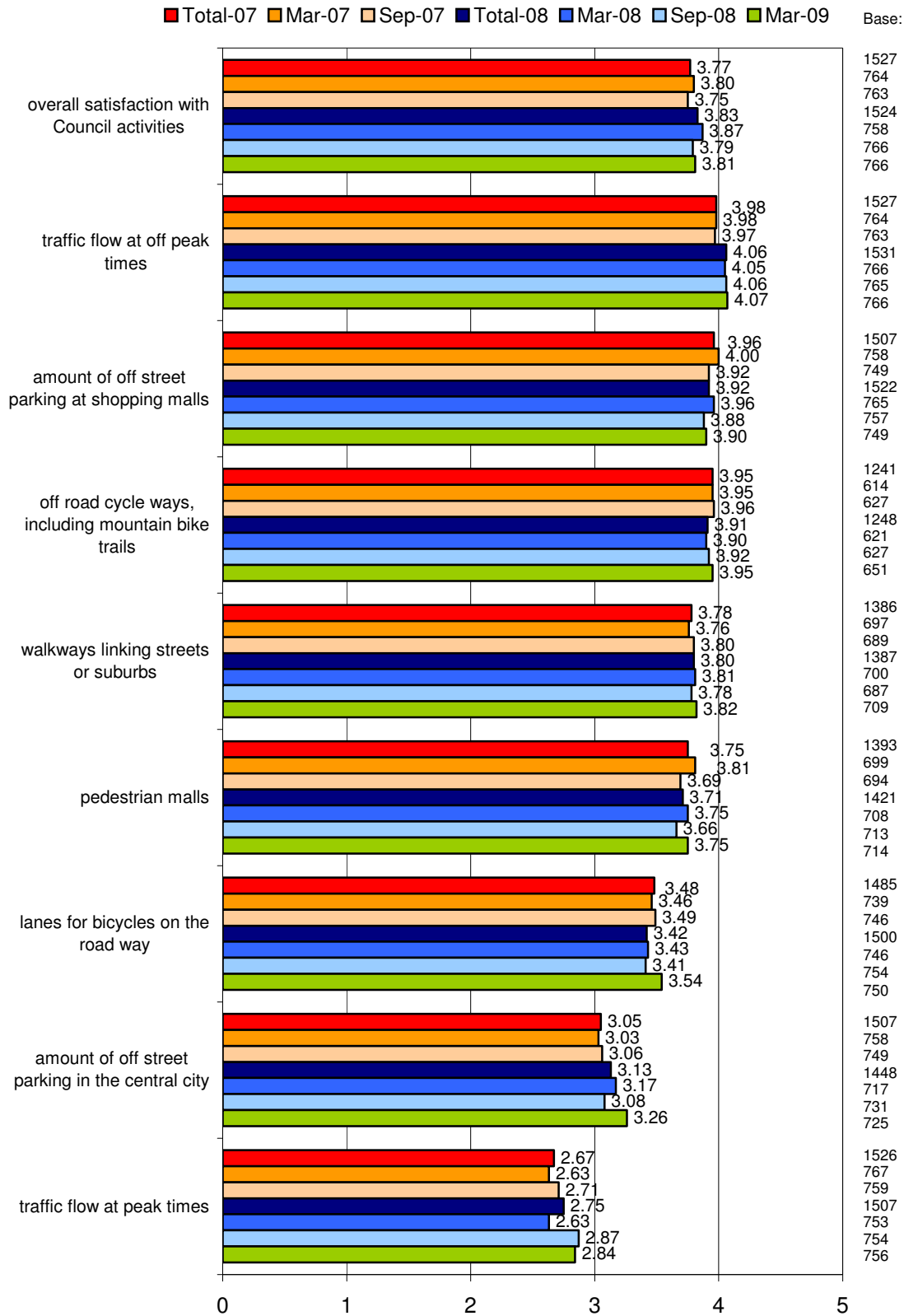
Base:



The following graph summarises satisfaction with streets and transport services. Overall satisfaction with Council activities has been included as a point of reference.

Overview of Satisfaction with Streets and Transport Services

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



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: these findings are based on the total sample.

Base: Sample	Total	Total 2007 1540 %	March 2007 770 %	Sept 2007 770 %	Total 2008 1540 %	March 2008 770 %	Sept 2008 770 %	March 2009 770 %
A Council swimming pool, either to swim or as a spectator for aquatic activities		54	55	53	54	53	55	56
A Council leisure centre		37	37	37	37	38	36	38
AMI stadium, The Westpac Sport and Entertainment Complex, QEII Stadium (excluding the swimming pool) or Porritt Park		63	65	61	64	62	65	63
None of the above		23	22	23	21	22	21	20

2.2 Satisfaction with Council Leisure Facilities

Respondents were asked to think about all aspects of services provided at Council Leisure facilities and state how satisfied or dissatisfied they were with them. Note: these findings are based on the total sample.

	Month /Year	Base: Total Sample (Mar & Sept 2007: users of the facility)		DK	Very dissatisfied	Dissatisfied	Neither/ nor	Satisfied	Very satisfied
Council swimming pools	Tot07	831 %	*	1	5	5	50	39	
	Mar07	421 %	-	1	5	6	49	38	
	Sep07	410 %	*	*	5	4	50	40	
	Tot08	1540** %	16	1	4	10	41	28	
	Mar08	770** %	18	1	5	9	37	30	
	Sep08	770** %	15	1	2	10	46	26	
	Mar09	770** %	10	1	5	9	45	30	
Council leisure centres	Tot07	570 %	1	*	3	6	52	38	
	Mar07	286 %	1	*	4	8	50	37	
	Sep07	284 %	1	-	2	4	54	39	
	Tot08	1540** %	30	*	1	13	39	17	
	Mar08	770** %	32	*	2	12	36	19	
	Sep08	770** %	28	*	1	15	41	15	
	Mar09	770** %	28	1	1	12	39	19	
AMI stadium, The Westpac Complex, QEII Stadium or Porritt Park	Tot07	963 %	1	1	2	5	52	39	
	Mar07	497 %	1	1	3	5	47	43	
	Sep07	466 %	*	*	2	6	56	36	
	Tot08	1540** %	13	*	3	8	48	28	
	Mar08	770** %	14	1	3	8	47	27	
	Sep08	770** %	12	*	3	8	48	29	
	Mar09	770** %	12	1	4	9	46	28	

* less than 1%

** Note: Additional analysis after the September 2007 survey found users of the facility more positive in their rating of satisfaction. To ensure all facilities were measured consistently, this question has been asked of all participants since March 2008. This accounts for the higher proportion of 'don't know' responses.

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: these findings are based on the total sample.

% Aware							
Base: Total Sample	Total 2007	March 2007	Sept 2007	Total 2008	March 2008	Sept 2008	March 2009
	1540	770	770	1540	770	770	770
	%	%	%	%	%	%	%
Community recreation programmes	84	85	84	87	89	86	85
Support of events and festivals	96	96	96	96	97	95	97
Support for sports activities	61	60	62	63	64	62	65

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: these findings are based on the total sample.

Base: Total Sample	Total 2007	March 2007	Sept 2007	Total 2008	March 2008	Sept 2008	March 2009
	1540	770	770	1540	770	770	770
	%	%	%	%	%	%	%
Very satisfied	50	50	50	51	54	49	51
Satisfied	39	39	40	39	37	40	39
Neither/ nor	6	6	6	5	5	6	5
Dissatisfied	2	2	2	2	2	2	2
Very dissatisfied	*	1	*	*	*	*	1
Don't know	3	3	2	2	3	2	2

* less than 1%

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: these findings are based on the total sample.

	Total 2005	Total 2006	Total 2007	Mar 2007	Sept 2007	Total 2008	Mar 2008	Sept 2008	Mar 2009
Base: Total Sample	750	760	1540	770	770	1540	770	770	770
	%	%	%	%	%	%	%	%	%
Community libraries	-	-	69	66	72	68	68	68	70
Christchurch Art Gallery	47*	46*	46	43	49	42	41	43	40
The Central Library	-	-	40	37	42	41	42	41	39
Our City O-Tautahi	-	-	10	9	11	10	11	9	12
The Mobile Library	-	-	3	3	3	3	3	3	4
none	-	-	16	19	13	18	19	17	17

* 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: these findings are based on the total sample.

	Month/ Year	Base: Total Sample		DK	Very dis- satisfied	Dis- satisfied	Neither/ nor	Satisfied	Very satisfied
Community libraries	Tot07	1540	%	13	*	1	8	37	42
	Mar07	770	%	14	*	1	7	36	41
	Sep07	770	%	11	-	1	8	37	43
	Tot08	1540	%	13	*	1	6	37	42
	Mar08	770	%	14	*	1	5	37	42
	Sep08	770	%	12	*	1	8	38	41
	Mar09	770	%	14	*	2	7	35	42
Christchurch Art Gallery	Tot07	1540	%	13	1	3	13	42	27
	Mar07	770	%	15	1	3	13	44	24
	Sep07	770	%	11	1	4	14	41	29
	Tot08	1540	%	12	1	2	14	41	29
	Mar08	770	%	12	1	3	15	40	29
	Sep08	770	%	12	1	2	13	42	30
	Mar09	770	%	13	1	3	14	39	30
The Central Library	Tot07	1540	%	22	*	1	9	38	30
	Mar07	770	%	22	*	1	9	37	31
	Sep07	770	%	21	*	1	10	38	29
	Tot08	1540	%	20	*	1	8	39	32
	Mar08	770	%	20	-	1	8	39	32
	Sep08	770	%	20	*	1	9	38	32
	Mar09	770	%	18	*	1	11	39	31

Satisfaction with Art Galleries and Libraries (continued)

	Month/ Year	Base: Total Sample		DK	Very dis- satisfied	Dis- satisfied	Neither/ nor	Satisfied	Very satisfied
Our City O- Tautahi	Tot07	1540	%	69	*	*	14	11	5
	Mar07	770	%	68	*	1	16	11	4
	Sep07	770	%	71	-	*	12	11	6
	Tot08	1540	%	64	*	1	14	15	5
	Mar08	770	%	66	*	1	12	15	6
	Sep07	770	%	63	1	1	16	15	5
	Mar09	770	%	64	1	1	14	16	5
The Mobile Library	Tot07	1540	%	69	*	*	12	13	5
	Mar07	770	%	67	-	*	13	15	5
	Sep07	770	%	71	*	*	12	12	5
	Tot08	1540	%	65	*	1	14	16	5
	Mar08	770	%	66	*	1	14	15	4
	Sep08	770	%	64	*	*	13	16	6
	Mar09	770	%	68	*	1	13	13	6

* 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: these findings are based on the total sample.

Results have been compared with 2006.

Base: Total Sample	Total 2006 760 %	Total 2007 1540 %	March 2007 770 %	Sept 2007 770 %	Total 2008 1540 %	March 2008 770 %	Sept 2008 770 %	March 2009 770 %
very satisfied	17	10	11	10	13	13	13	13
satisfied	51	47	46	49	44	43	45	48
neither satisfied nor dissatisfied	16	19	19	19	19	19	18	15
dissatisfied	10	15	18	12	15	15	16	14
very dissatisfied	2	4	2	6	4	5	4	4
don't know	3	5	5	5	5	5	4	5

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 revitalise 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 Lichfield 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: these findings are based on the total sample.

	Month/ year	Base: Total Sample		DK	Very dissatisfied	Dissatisfied	Neither/ nor	Satisfied	Very satisfied
Its look and feel	Tot07	1540	%	4	5	21	17	43	10
	Mar07	770	%	4	4	22	17	43	10
	Sep07	770	%	4	5	21	17	42	10
	Tot08	1540	%	5	4	16	18	45	12
	Mar08	770	%	6	3	17	19	43	12
	Sep08	770	%	4	4	15	17	46	13
	Mar09	770	%	5	4	16	16	47	14
Planning and managing of growth	Tot07	1540	%	11	5	20	23	37	5
	Mar07	770	%	13	4	20	21	36	5
	Sep07	770	%	9	5	20	24	37	4
	Tot08	1540	%	11	4	15	26	38	6
	Mar08	770	%	14	3	17	24	36	6
	Sep08	770	%	9	4	13	28	39	7
	Mar09	770	%	14	4	15	21	40	7

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: these findings are based on the total sample.

	% Aware						
	Total 2007 1540 %	March 2007 770 %	Sept 2007 770 %	Total 2008 1540 %	March 2008 770 %	Sept 2008 770 %	March 2009 770 %
Community grants	73	72	74	73	71	74	72
Providing and maintaining affordable social housing	68	68	68	73	68	77	76
Early learning centres	65	65	65	66	67	65	60
none	8	9	7	8	8	7	8

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: these findings are based on the total sample.

Base: Total Sample	Total 2005	Total 2006	Total 2007	Mar 2007	Sept 2007	Total 2008	Mar 2008	Sept 2008	Mar 2009
	750	760	1540	770	770	1540	770	770	770
	%	%	%	%	%	%	%	%	%
A local or district park	-	-	89	90	88	87	86	88	88
The Botanic Gardens	75*	75*	74	74	75	77	77	77	77
Larger reserves eg. Bottle Lake, Forest Park or the Port Hills	-	-	71	69	73	73	73	74	70
none	-	-	5	5	5	5	5	5	4

* 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: these findings are based on the total sample.

	Month/ year	Base: Total Sample		DK	Very dissatisfied	Dissatisfied	Neither/ nor	Satisfied	Very satisfied
A local or district park	Tot07	1540	%	3	*	4	6	50	37
	Mar07	770	%	2	*	3	5	51	38
	Sep07	770	%	4	1	4	7	49	36
	Tot08	1540	%	3	*	2	7	51	37
	Mar08	770	%	3	*	2	6	48	40
	Sep08	770	%	3	*	2	7	53	34
	Mar09	770	%	2	1	4	6	46	42
The Botanic Gardens	Tot07	1540	%	6	*	1	4	31	58
	Mar07	770	%	4	*	1	5	32	58
	Sep07	770	%	9	*	*	4	29	57
	Tot08	1540	%	4	*	1	3	31	61
	Mar08	770	%	4	*	1	3	30	62
	Sep08	770	%	4	-	2	3	32	60
	Mar09	770	%	4	*	1	3	28	64
Larger reserves eg. Bottle Lake, Forest Park or the Port Hills	Tot07	1540	%	13	*	1	6	39	41
	Mar07	770	%	13	*	1	6	39	41
	Sep07	770	%	13	*	1	6	39	41
	Tot08	1540	%	9	*	1	5	40	45
	Mar08	770	%	9	*	1	5	38	47
	Sep08	770	%	8	*	1	6	42	44
	Mar09	770	%	9	*	2	7	39	44

* less than 1%

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: these findings are based on the total sample.

	Month/ year	Base: Total Sample		DK	Very dissatisfied	Dissatisfied	Neither/ nor	Satisfied	Very satisfied
Maintenance of rivers, streams, waterways and their banks	Tot07	1540	%	4	3	15	13	50	16
	Mar07	770	%	3	3	18	12	47	16
	Sep07	770	%	5	3	11	14	52	15
	Tot08	1540	%	2	3	16	17	45	16
	Mar08	770	%	3	3	14	16	46	19
	Sep08	770	%	2	4	17	18	45	14
	Mar09	770	%	3	6	18	14	46	13
Removal of stormwater	Tot07	1540	%	7	3	20	16	45	8
	Mar07	770	%	6	3	24	15	43	9
	Sep07	770	%	8	3	17	16	47	8
	Tot08	1540	%	6	4	21	19	43	8
	Mar08	770	%	6	4	19	17	44	9
	Sep08	770	%	5	3	23	21	41	7
	Mar09	770	%	5	5	19	16	46	9

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.

	Month/ Year	Base:	%	DK	Very dissatisfied	Dissatisfied	Neither/ nor	Satisfied	Very satisfied
taste of the water+	Tot05	740**	%	-	*	3	1	20	75
	Tot06	756**	%	*	*	2	1	13	83
	Tot07	1540	%	1	*	1	1	25	71
	Mar07	770	%	2	-	2	1	24	72
	Sep07	770	%	1	1	1	1	26	70
	Tot08	1540	%	1	*	2	2	25	70
	Mar08	770	%	*	*	2	2	21	75
	Sep08	770	%	1	*	2	2	29	65
	Mar09	770	%	*	1	2	2	22	73
pressure of the water+	Tot05	740**	%	*	2	5	3	22	68
	Tot06	756**	%	*	1	6	3	20	70
	Tot07	1540	%	1	1	3	3	39	53
	Mar07	770	%	1	1	4	3	37	54
	Sep07	770	%	1	1	3	2	41	53
	Tot08	1540	%	*	1	5	5	38	50
	Mar08	770	%	-	1	5	4	34	55
	Sep08	770	%	1	1	6	6	42	44
	Mar09	770	%	1	1	4	4	38	52

* less than 1%

** 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: these findings are based on the total sample.

		% Aware						
Base:	Total	Total	March	Sept	Total	March	Sept	March
Sample		2007	2007	2007	2008	2008	2008	2009
		1540	770	770	1540	770	770	770
		%	%	%	%	%	%	%
Awareness of Council's efforts to encourage residents to use less water		86	86	86	84	83	85	82

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: these findings are based on the total sample.

Base:	Total	Total	March	Sept	Total	March	Sept	March
Sample		2007	2007	2007	2008	2008	2008	2009
		1540	770	770	1540	770	770	770
		%	%	%	%	%	%	%
Very effective		4	2	5	5	4	6	4
Effective		29	26	32	29	25	32	30
Neither/ nor		23	21	24	23	21	24	21
Ineffective		33	37	28	33	35	30	32
Very ineffective		6	8	4	7	10	5	6
Don't know		6	5	7	4	5	4	6

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: these findings are based on the total sample.

Base: Sample	Total	Total	March	Sept	Total	March	Sept	March
		2007	2007	2007	2008	2008	2008	2009
		1540	770	770	1540	770	770	770
		%	%	%	%	%	%	%
Very satisfied		28	30	26	29	30	29	35
Satisfied		48	45	51	45	46	45	42
Neither/ nor		8	8	8	8	7	9	9
Dissatisfied		12	13	11	13	13	13	8
Very dissatisfied		4	4	4	3	3	3	4
Don't know		1	1	1	1	1	1	2

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: these findings are based on the total sample.

		% Aware						
Base:	Total	Total	March	Sept	Total	March	Sept	March
Sample		2007	2007	2007	2008	2008	2008	2009
		1540	770	770	1540	770	770	770
		%	%	%	%	%	%	%
Awareness the Council is encouraging recycling		97	96	97	97	97	97	98

Respondents were then asked how effective or ineffective the Council's efforts were in actually encouraging residents to recycle. Note: these findings are based on the total sample.

Base:	Total	Total	March	Sept	Total	March	Sept	March
Sample		2007	2007	2007	2008	2008	2008	2009
		1540	770	770	1540	770	770	770
		%	%	%	%	%	%	%
Very effective		21	21	22	22	21	24	38
Effective		50	48	51	49	50	49	48
Neither/ nor		11	11	11	12	12	12	6
Ineffective		15	17	13	13	13	13	4
Very ineffective		2	2	2	2	3	1	2
Don't know		1	1	1	1	1	1	2

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: these findings are based on the total sample.

		% Aware						
Base:	Total	Total	March	Sept	Total	March	Sept	March
Sample		2007	2007	2007	2008	2008	2008	2009
		1540	770	770	1540	770	770	770
		%	%	%	%	%	%	%
Awareness of Council's efforts to foster economic development in Christchurch city		58	58	58	60	60	61	63

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 then asked how satisfied or dissatisfied they were with regard to the following: Note: these findings are based on the total sample.

	Month/ year	Base: Total Sample		DK	Very dissatisfied	Dissatisfied	Neither/ nor	Satisfied	Very satisfied
Enforcing dog control licences	Tot07	1540	%	18	2	12	17	44	6
	Mar07	770	%	19	2	11	16	45	6
	Sep07	770	%	17	3	13	18	42	6
	Tot08	1540	%	18	3	13	16	44	7
	Mar08	770	%	19	4	13	13	45	7
	Sep08	770	%	17	2	12	19	43	7
	Mar09	770	%	19	2	10	15	44	9
Enforcing noise control bylaws	Tot07	1540	%	15	3	12	17	46	6
	Mar07	770	%	15	3	14	16	44	8
	Sep07	770	%	15	3	11	19	47	5
	Tot08	1540	%	11	5	14	18	45	7
	Mar08	770	%	12	5	17	16	41	8
	Sep08	770	%	10	4	11	19	49	6
	Mar09	770	%	10	5	14	14	49	8
Inspecting and enforcing food safety bylaws	Tot07	1540	%	27	3	10	19	37	4
	Mar07	770	%	27	3	11	16	38	5
	Sep07	770	%	27	3	9	21	36	4
	Tot08	1540	%	27	2	9	20	37	5
	Mar08	770	%	29	3	8	18	37	5
	Sep08	770	%	24	2	9	23	37	6
	Mar09	770	%	26	3	11	17	39	5

Regulatory Services (continued)

	Month/ year	Base: Total Sample		DK	Very dissatisfied	Dissatisfied	Neither/ nor	Satisfied	Very satisfied
Inspecting and enforcing resource consents and building permits	Tot07	1540	%	29	5	18	18	27	3
	Mar07	770	%	27	5	18	18	30	3
	Sep07	770	%	30	6	18	18	25	2
	Tot08	1540	%	32	5	14	19	26	4
	Mar08	770	%	34	5	15	18	25	4
	Sep08	770	%	29	5	14	20	28	3
	Mar09	770	%	30	6	12	20	28	4
Processing applications for resource consents and building permits in a timely manner	Tot07	1540	%	28	9	21	18	22	2
	Mar07	770	%	26	7	23	17	24	3
	Sep07	770	%	29	10	19	18	21	2
	Tot08	1540	%	32	10	19	16	21	2
	Mar08	770	%	34	10	18	15	21	2
	Sep08	770	%	30	10	19	17	22	2
	Mar09	770	%	29	10	16	18	23	3

11. Streets and Transport

Respondents were asked how satisfied or dissatisfied they were with the following aspects to do with traffic and transport. Note: these findings are based on the total sample.

	Month/ year	Base: Total Sample		DK	Very dissatisfied	Dissatisfied	Neither/ nor	Satisfied	Very satisfied
Off-road cycle ways, including mountain bike trails	Tot07	1540	%	19	1	4	12	44	19
	Mar07	770	%	20	1	4	10	46	18
	Sep07	770	%	19	1	5	14	42	21
	Tot08	1540	%	19	1	4	12	46	17
	Mar08	770	%	19	1	5	12	46	16
	Sep08	770	%	19	1	4	12	46	18
	Mar09	770	%	15	1	6	11	45	22
The amount of off-street parking at shopping malls	Tot07	1540	%	2	1	6	7	67	17
	Mar07	770	%	2	1	6	6	65	20
	Sep07	770	%	3	1	6	7	69	14
	Tot08	1540	%	1	1	7	7	67	17
	Mar08	770	%	1	2	7	5	67	19
	Sep08	770	%	2	1	7	10	67	14
	Mar09	770	%	3	1	8	9	58	21
Traffic flow on the roads at off-peak times	Tot07	1540	%	1	1	5	6	71	16
	Mar07	770	%	*	1	6	6	69	18
	Sep07	770	%	1	1	4	7	73	14
	Tot08	1540	%	1	*	4	7	68	21
	Mar08	770	%	1	1	4	6	69	20
	Sep08	770	%	1	*	4	7	67	22
	Mar09	770	%	1	1	4	6	65	24

Streets and Transport (continued)

	Month/ year	Base: Total Sample		DK	Very dissatisfied	Dissatisfied	Neither/ nor	Satisfied	Very satisfied
Lanes for bicycles on the road way	Tot07	1540	%	4	4	18	14	50	11
	Mar07	770	%	4	4	19	13	49	11
	Sep07	770	%	3	4	17	14	52	10
	Tot08	1540	%	3	4	19	15	50	9
	Mar08	770	%	3	4	20	13	50	10
	Sep08	770	%	2	5	18	16	50	9
	Mar09	770	%	3	5	17	11	51	14
Walkways linking streets or suburbs eg. Access ways and shortcuts	Tot07	1540	%	10	1	7	15	57	11
	Mar07	770	%	9	*	8	16	55	11
	Sep07	770	%	11	1	6	14	59	10
	Tot08	1540	%	10	1	6	16	57	11
	Mar08	770	%	9	1	6	15	58	11
	Sep08	770	%	11	*	6	16	55	11
	Mar09	770	%	8	1	6	13	58	13
Pedestrian malls such as Cashel Street Mall or High Street Mall	Tot07	1540	%	10	1	9	13	57	11
	Mar07	770	%	9	1	8	11	57	13
	Sep07	770	%	10	1	9	14	56	9
	Tot08	1540	%	8	2	9	14	56	11
	Mar08	770	%	8	2	7	14	57	12
	Sep08	770	%	7	2	10	15	55	10
	Mar09	770	%	7	2	8	14	56	13

Streets and Transport (continued)

	Month/ year	Base: Total Sample		DK	Very dissatisfied	Dissatisfied	Neither/ nor	Satisfied	Very satisfied
The amount of off-street parking in the central city	Tot07	1540	%	8	8	28	12	39	4
	Mar07	770	%	7	8	29	12	39	4
	Sep07	770	%	9	8	27	13	38	5
	Tot08	1540	%	6	7	26	14	43	5
	Mar08	770	%	7	8	24	12	44	5
	Sep08	770	%	5	7	28	15	41	4
	Mar09	770	%	6	5	23	15	44	7
Traffic flow on the roads at peak times	Tot07	1540	%	2	14	39	13	29	3
	Mar07	770	%	2	15	40	13	28	3
	Sep07	770	%	3	13	38	14	29	3
	Tot08	1540	%	2	13	35	17	31	3
	Mar08	770	%	2	15	37	16	27	2
	Sep08	770	%	2	10	33	17	34	3
	Mar09	770	%	2	11	34	16	35	2

* less than 1%

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: these findings are based on the total sample.

Base: Sample	Total	Total	March	Sept	Total	March	Sept	March
		2007	2007	2007	2008	2008	2008	2009
		1540	770	770	1540	770	770	770
		%	%	%	%	%	%	%
Very satisfied		12	12	12	16	18	15	17
Satisfied		65	67	63	61	61	61	60
Neither/ nor		12	11	14	14	13	15	12
Dissatisfied		7	7	8	6	5	7	8
Very dissatisfied		2	2	2	2	2	2	2
Don't know		1	1	1	1	2	1	1

13. Areas where the Council has Performed Well

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 included in the companion report, Biannual Survey of Residents Part III: Verbatim Comments.)

	Total 2007	March 2007	Sept 2007	Total 2008	March 2008	Sept 2008	March 2009
Base: Total Sample	1540	770	770	1540	770	770	770
	%	%	%	%	%	%	%
Parks and recreation areas	26	26	25	26	28	25	24
Generally do good work/ good provision of amenities/ clean and tidy city/ good staff	14	12	15	19	19	20	18
General festivals/ events/ concerts	12	15	8	10	12	9	14
Rubbish/ recycling	15	15	15	14	15	14	12
Libraries	11	11	11	12	11	12	9
Leisure centres/ facilities	4	5	3	7	5	9	8
Specific festivals e.g. Summertimes festival	8	11	5	6	8	3	8
Encouraging activity and use of city's resources/ good information and communication	2	2	3	3	5	2	8
Public transport/ buses	6	5	6	5	5	5	6
Swimming pools	5	6	3	6	6	5	5
Roads/ street upgrades	4	3	6	6	6	5	5
Water (supply/ quality)	4	4	5	4	5	3	4
Botanic Gardens	4	4	3	4	4	3	4
Central city improvements	2	2	1	4	3	5	3

Areas where the Council has Performed Well (continued)

	Total 2007	March 2007	Sept 2007	Total 2008	March 2008	Sept 2008	March 2009
Base: Total Sample	1540	770	770	1540	770	770	770
	%	%	%	%	%	%	%
Cycle lanes	2	2	2	2	2	3	3
Art Gallery	2	2	3	3	1	4	2
Activities/ programmes for children	2	3	2	3	3	3	1
Sewerage/ estuary plan	1	1	1	1	1	*	1
Town planning/ building consents	1	1	1	1	1	1	1
Housing	1	1	1	1	1	1	1
Other	8	10	6	1	1	1	*
No answer	14	13	14	16	14	18	13

* less than 1%

14. Opportunities for Improving Services

Respondents were finally 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 included in the companion report, Biannual Survey of Residents Part III: Verbatim Comments.)

Base: Total Sample	Total 2007 1540 %	Mar 2007 770 %	Sept 2007 770 %	Total 2008 1540 %	Mar 2008 770 %	Sept 2008 770 %	Mar 2009 770 %
Development of parks, recreational areas, waterways	8	7	8	12	11	12	22
Road congestion/ traffic control	16	18	14	15	18	12	15
Road conditions/ poor footpaths/ street lighting/ trees	8	7	9	11	10	13	14
Spending	4	3	5	5	5	6	12
Public relations/ bad communication/ not enough information	4	4	4	8	7	9	11
More, safer cycle lanes	7	8	6	9	8	9	9
Central city (revitalise, tidy up, increase security)	8	8	8	6	5	7	9
Rubbish collection	12	14	11	13	15	10	8**
Parking (central city and at the hospital)	7	8	7	6	6	6	8
Resource Consents/ building permits	8	7	8	7	6	8	7
Gutters/ storm drains/ flooding	6	7	5	6	7	5	6
Boy racers	1	1	2	5	8	2	6
Public transport/ buses	5	5	5	5	5	5	4
Dirty streets/ untidy in general	5	4	6	5	5	5	4
Water (quality, supply, fluoridation)	4	3	5	3	4	1	4

Opportunities for Improving Services (continued)

Base: Total Sample	Total 2007 1540 %	Mar 2007 770 %	Sept 2007 770 %	Total 2008 1540 %	Mar 2008 770 %	Sept 2008 770 %	Mar 2009 770 %
Safety/ unwholesome areas (especially central city, bus exchange)	2	2	2	1	2	-	4
Recycling collection	10	10	10	6	6	6	3**
Reduce rates/ high rates	3	2	4	4	5	3	3
Swimming pools/ gyms	3	4	3	2	3	1	3
Heritage buildings	2	1	2	2	3	2	3
Noise control (boy racers, parties, traffic, dogs)	1	1	1	2	3	1	3
Youth noise/ vandalism/ drunkenness	2	1	2	2	3	-	3
Town planning (over 60's flats, highrises, subdivisions)	3	3	3	3	3	3	2
Dogs (control, more dog parks, licences)	2	2	3	2	2	2	2
Graffiti	2	1	3	2	2	1	2
Sewerage	1	1	1	*	*	*	-
Other	12	16	9	1	1	2	1
No answer	11	11	12	13	12	15	14

* less than 1%

**Rubbish collection, 6% of comments were about the new bin collection

**Recycling, 2% of comments were about the new bin collection