

Council Services

1

(a) Write down the first three mentioned

Of all the services you know the council provides, which are most important to you?

1 _____
 2 _____
 3 _____

DON'T KNOW

(b) Are there any services that you think the council should provide, but is not providing at present?

- 1 no → GO TO d
 2 yes
 3 DON'T KNOW → GO TO d

(c) What are they?

(d) Are there any services that the council provides, that you think it should not provide?

- 1 no → GO TO 2
 2 yes
 3 DON'T KNOW → GOTO 2

(e) What are they?

Libraries

2

(a) SHOWCARD 2

Have you visited any of these Christchurch City Council public libraries in the last 12 months?

- 1 no → GO TO 5
 2 yes
 3 DON'T KNOW → GO TO 5

(b) SHOWCARDS 2&3

About how often altogether, did you visit any of these libraries in the last 12 months?

- 1 once a week or more often
 50 times or more often
 2 once a month or more often
 12 - 49 times
 3 once every 3 months or more often
 4 - 11 times
 4 less often than that
 1 - 3 times
 5 DON'T KNOW

(c) Which branch of the library have you visited most in the last 12 months? (*specify & code*)

code number of the library from Showcard 2

3

(a) On any of those visits to the (*branch named in 2c*) library, did you get any books issued?

- 1 no → GO TO 4
 2 yes
 3 DON'T KNOW → GO TO 4

(b) SATISFACTION SHOWCARD

Thinking just about borrowing books from the *(branch named in 2c)* library in the last 12 months, how satisfied or dissatisfied were you with:

	very satisfied	satisfied	no feeling	dissatisfied	very dissatisfied	NA or DK
- the range of books at that library?	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>
- how easy it was to find your way around that library by yourself and find what you wanted by yourself?	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>
- how long you had to wait to get your books issued?	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>
- how long you had to wait if you reserved a book or requested an interloan?	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>
- how helpful the staff were?	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>
- how polite and courteous they were?	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>

4

(a) SHOWCARD 2

In the last 12 months, have you tried to get any information from any of these city council libraries, rather than from books you took home to use?

- 1 no —→ **GO TO 6**
- 2 yes
- 3 DON'T KNOW —→ **GO TO 6**

Interviewer Note:
Include any sort of in-library searching to find something out. Looking up the electoral roll or a reference book; checking a recipe; finding out about a health problem or about courses / activities in Christchurch; research for an assignment or for a DIY project at home etc. Include phone calls to the library for information.

(b) SATISFACTION SHOWCARD

Thinking just about getting information at a council library, how satisfied or dissatisfied were you with:

	very satisfied	satisfied	no feeling	dissatisfied	very dissatisfied	DK
-how easy it was to find the information that you wanted?	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>
-the quality of the information that you got?	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>
-how quickly you could get help if you wanted it?	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>
-how helpful the staff were?	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>
-how polite and courteous they were?	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>

NOW → GO TO 6

5 SHOWCARD 5

Which one of these reasons best explains why you have not visited a public library in the last 12 months?

Tick one (main) reason

- 1 too busy doing other things
- 2 don't read books
- 3 use other type of library e.g., at work, school, polytech, or university
- 4 buy my own books or magazines
- 5 the libraries are not conveniently located / they are too hard to get to
- 6 DON'T KNOW
- 7 another reason → *specify*

6 Ask Q6 for each under-18-year-old living in the household. If none → GO TO 7

SHOWCARD 6

In the last 12 months, about how often has (name of under-18-year-old) visited a council public library?

visits in the last 12 months	<i>name</i>	<i>name</i>	<i>name</i>	<i>name</i>	<i>name</i>	<i>name</i>	<i>name</i>
once a week or more often 50 times or more	1 <input type="checkbox"/>	1 <input type="checkbox"/>	1 <input type="checkbox"/>	1 <input type="checkbox"/>	1 <input type="checkbox"/>	1 <input type="checkbox"/>	1 <input type="checkbox"/>
once a month or more often 12 - 49 times	2 <input type="checkbox"/>	2 <input type="checkbox"/>	2 <input type="checkbox"/>	2 <input type="checkbox"/>	2 <input type="checkbox"/>	2 <input type="checkbox"/>	2 <input type="checkbox"/>
once every 3 months or more 4 - 11 times	3 <input type="checkbox"/>	3 <input type="checkbox"/>	3 <input type="checkbox"/>	3 <input type="checkbox"/>	3 <input type="checkbox"/>	3 <input type="checkbox"/>	3 <input type="checkbox"/>
less often than that 1 - 3 times	4 <input type="checkbox"/>	4 <input type="checkbox"/>	4 <input type="checkbox"/>	4 <input type="checkbox"/>	4 <input type="checkbox"/>	4 <input type="checkbox"/>	4 <input type="checkbox"/>
not at all	5 <input type="checkbox"/>	5 <input type="checkbox"/>	5 <input type="checkbox"/>	5 <input type="checkbox"/>	5 <input type="checkbox"/>	5 <input type="checkbox"/>	5 <input type="checkbox"/>
DON'T KNOW	6 <input type="checkbox"/>	6 <input type="checkbox"/>	6 <input type="checkbox"/>	6 <input type="checkbox"/>	6 <input type="checkbox"/>	6 <input type="checkbox"/>	6 <input type="checkbox"/>

Swimming pools

7 Ask all respondents

SHOWCARD 7

In the last 12 months have you been to any of these Council swimming pools - either to swim or watch, or to use any of the other facilities at the pool?

- 1 no → GO TO 9
- 2 yes
- 3 DON'T KNOW → GO TO 9

8

(a) SHOWCARD 8

During the six warmer months - say from the beginning of November to the end of April this year- about how often altogether did you go to any of these pools?

- 1 every day or almost every day 155 times or more
- 2 about once a week or more 25 - 154 times
- 3 about once a month or more 6 - 24 times
- 4 less than once a month 1 - 5 times
- 5 not at all
- 6 DON'T KNOW

(b) SHOWCARD 8

And during the six colder months of last year - say from the beginning of May to the end of October last year - about how often altogether did you go to any of these pools?

- 1 every day or almost every day 155 times or more
- 2 about once a week or more 25 - 154 times
- 3 about once a month or more 6 - 24 times
- 4 less than once a month 1 - 5 times
- 5 not at all
- 6 DON'T KNOW

9 Ask Q9 for each under-18-year-old living in the household. If none → GO TO 10

(a) SHOWCARD 7

In the last 12 months, has (name of under-18-year-old) been to any of these pools? Include any school trips to the pools.

	<i>name</i>	<i>name</i>	<i>name</i>	<i>name</i>	<i>name</i>	<i>name</i>	<i>name</i>
no	1 <input type="checkbox"/>	1 <input type="checkbox"/>	1 <input type="checkbox"/>	1 <input type="checkbox"/>	1 <input type="checkbox"/>	1 <input type="checkbox"/>	1 <input type="checkbox"/>
yes	2 <input type="checkbox"/>	2 <input type="checkbox"/>	2 <input type="checkbox"/>	2 <input type="checkbox"/>	2 <input type="checkbox"/>	2 <input type="checkbox"/>	2 <input type="checkbox"/>
DON'T KNOW	3 <input type="checkbox"/>	3 <input type="checkbox"/>	3 <input type="checkbox"/>	3 <input type="checkbox"/>	3 <input type="checkbox"/>	3 <input type="checkbox"/>	3 <input type="checkbox"/>

(b) SHOWCARD 8

Thinking just about the six warmer months - say from the beginning of November to the end of April this year - about how often did (name of under 18 year old) visit any of these pools? Include any school trips to the pools.

frequency warmer months	<i>name</i>	<i>name</i>	<i>name</i>	<i>name</i>	<i>name</i>	<i>name</i>	<i>name</i>
every day or almost every day 155 times or more	1 <input type="checkbox"/>	1 <input type="checkbox"/>	1 <input type="checkbox"/>	1 <input type="checkbox"/>	1 <input type="checkbox"/>	1 <input type="checkbox"/>	1 <input type="checkbox"/>
about once a week or more 25 - 154 times	2 <input type="checkbox"/>	2 <input type="checkbox"/>	2 <input type="checkbox"/>	2 <input type="checkbox"/>	2 <input type="checkbox"/>	2 <input type="checkbox"/>	2 <input type="checkbox"/>
about once a month or more 6 - 24 times	3 <input type="checkbox"/>	3 <input type="checkbox"/>	3 <input type="checkbox"/>	3 <input type="checkbox"/>	3 <input type="checkbox"/>	3 <input type="checkbox"/>	3 <input type="checkbox"/>
less than once a month 1 - 5 times	4 <input type="checkbox"/>	4 <input type="checkbox"/>	4 <input type="checkbox"/>	4 <input type="checkbox"/>	4 <input type="checkbox"/>	4 <input type="checkbox"/>	4 <input type="checkbox"/>
not at all	5 <input type="checkbox"/>	5 <input type="checkbox"/>	5 <input type="checkbox"/>	5 <input type="checkbox"/>	5 <input type="checkbox"/>	5 <input type="checkbox"/>	5 <input type="checkbox"/>
DON'T KNOW	6 <input type="checkbox"/>	6 <input type="checkbox"/>	6 <input type="checkbox"/>	6 <input type="checkbox"/>	6 <input type="checkbox"/>	6 <input type="checkbox"/>	6 <input type="checkbox"/>

(c) SHOWCARD 8

Thinking just about the six colder months - say from the beginning of May to the end of October last year - about how often did (name of under 18 year old) visit any of these pools? Include any school trips to the pools.

frequency colder months	name	name	name	name	name	name	name
every day or almost every day 155 times or more	1 <input type="checkbox"/>	1 <input type="checkbox"/>	1 <input type="checkbox"/>	1 <input type="checkbox"/>	1 <input type="checkbox"/>	1 <input type="checkbox"/>	1 <input type="checkbox"/>
about once a week or more 25 - 154 times	2 <input type="checkbox"/>	2 <input type="checkbox"/>	2 <input type="checkbox"/>	2 <input type="checkbox"/>	2 <input type="checkbox"/>	2 <input type="checkbox"/>	2 <input type="checkbox"/>
about once a month or more 6 - 24 times	3 <input type="checkbox"/>	3 <input type="checkbox"/>	3 <input type="checkbox"/>	3 <input type="checkbox"/>	3 <input type="checkbox"/>	3 <input type="checkbox"/>	3 <input type="checkbox"/>
less than once a month 1 - 5 times	4 <input type="checkbox"/>	4 <input type="checkbox"/>	4 <input type="checkbox"/>	4 <input type="checkbox"/>	4 <input type="checkbox"/>	4 <input type="checkbox"/>	4 <input type="checkbox"/>
not at all	5 <input type="checkbox"/>	5 <input type="checkbox"/>	5 <input type="checkbox"/>	5 <input type="checkbox"/>	5 <input type="checkbox"/>	5 <input type="checkbox"/>	5 <input type="checkbox"/>
DON'T KNOW	6 <input type="checkbox"/>	6 <input type="checkbox"/>	6 <input type="checkbox"/>	6 <input type="checkbox"/>	6 <input type="checkbox"/>	6 <input type="checkbox"/>	6 <input type="checkbox"/>

Stadiums

10

(a) SHOWCARD 10

Here is a list of Council stadiums in Christchurch. Which ones, if any, have you been to, to watch or take part in sport or some other event in the last 12 months?

- 1 Porritt Park
- 2 Cuthberts Green Softball Complex
- 3 Denton Oval
- 4 English Park
- 5 Cowles Stadium
- 6 Pioneer Stadium
- 7 QE II Stadium
- 8 ANOTHER STADIUM - *if not been to any listed stadium* —▶ **GO TO 11**
- 9 BEEN TO ONE OR MORE, BUT CAN'T REMEMBER WHICH —▶ **GO TO 11**
- 10 NONE AT ALL —▶ **GO TO 11**
- 11 CAN'T RECALL WHETHER BEEN TO ANY —▶ **GO TO 11**

(b) During the last 12 months, how many times altogether have you been to any of those stadiums to watch or take part in some event?

- 1 1 - 2 times
- 2 3 times or more
- 3 DON'T KNOW

Insert parks table question here = Q11

12 Ask Q12 only if R has not been to any of the parks or beaches listed in Q11

SHOWCARD 12

Which one of these reasons best explains why you have not been to one of those parks or any of the city's beaches in the last 12 months?

Tick one (main reason) only

- 1 health reasons
- 2 you do not have enough time
- 3 you prefer other recreation
- 4 they are not conveniently located / too hard to get to
- 5 the cost of getting there is too high
- 6 another reason —► **specify**

13 SHOWCARD 13

Which of these describes how much you think the Council should do to make Christchurch parks suitable for:

	should do a lot more than now	should do a little more than now	does about the right amount	should do a little less than now	should do a lot less than now	no opinion/ don't know
- sport run by a club or organisation?	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>
- for casual games between friends?	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>
- for picnics?	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>
- for enjoying flowers?	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>
- for exercising dogs?	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>
- for quiet enjoyment?	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>
- for children's play?	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>
- for families wanting to enjoy themselves together?	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>
- for walking or jogging?	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>
- for cycling?	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>

14 SHOWCARD 14

Overall, how well or badly do you think that Christchurch parks are looked after?

- 1 very well
- 2 well
- 3 neither well nor badly
- 4 badly
- 5 very badly
- 6 DON'T KNOW

Sport and spare-time activities

NOTE: The criterion to determine whether an activity fits the category in Q's 15 & 16, is whether the activity is organised in some way by a third party. For example, a club, association, gym, school etc. A class or lesson at the gym is in, but working out by yourself at the gym is out.

If R has done more than one type of activity, we want to know how often they did something that fits the category. If R played a game of (club organised) netball once a week, trained for the netball once a week, did an aerobics class once a week, and a ballet lesson once a week, then they did an activity to fit the category 4 times a week. Therefore you should tick "about once a week or more".

If they are averaging organised physical activity 6 days out of 7, then the answer is every day or almost every day.

15

(a) In the last 12 months, have you taken part in, or trained for, any physically active sport or game or lesson run by a club or association?

- 1 no → GO TO 16
- 2 yes
- 3 DON'T KNOW → GO TO 16

(b) **SHOWCARD 15**

Thinking just about the six warmer months - say from the beginning of November to the end of April, how often did you take part in, or train for any, activity like that?

- 1 every day or almost every day
155 times or more
- 2 about once a week or more
25 - 154 times
- 3 about once a month or more
6 - 24 times
- 4 less than once a month
1 - 5 times
- 5 not at all
- 6 DON'T KNOW

(c) **SHOWCARD 15**

Thinking just about the six colder months - say from the beginning of May to the end of October last year, how often did you take part in or train for any activity like that?

- 1 every day or almost every day
155 times or more
- 2 about once a week or more
25 - 154 times
- 3 about once a month or more
6 - 24 times
- 4 less than once a month
1 - 5 times
- 5 not at all
- 6 DON'T KNOW

16 Ask 16 for each under-18-year-old living in the household.
If none → GO TO 17

(a) SHOWCARD 15

Thinking just about the six warmer months - say from the beginning of November to the end of April. How often did (name of under 18 year old) take part in, or train for, any physically active sport or game or lesson run by a club or association or school. Don't count any activities during school hours, but do count any practice or training done before or after school, weekend games and so on.

frequency warmer months	name	name	name	name	name	name	name
every day or almost every day 155 times or more	1 <input type="checkbox"/>	1 <input type="checkbox"/>	1 <input type="checkbox"/>	1 <input type="checkbox"/>	1 <input type="checkbox"/>	1 <input type="checkbox"/>	1 <input type="checkbox"/>
about once a week or more 25 - 154 times	2 <input type="checkbox"/>	2 <input type="checkbox"/>	2 <input type="checkbox"/>	2 <input type="checkbox"/>	2 <input type="checkbox"/>	2 <input type="checkbox"/>	2 <input type="checkbox"/>
about once a month or more 6 - 24 times	3 <input type="checkbox"/>	3 <input type="checkbox"/>	3 <input type="checkbox"/>	3 <input type="checkbox"/>	3 <input type="checkbox"/>	3 <input type="checkbox"/>	3 <input type="checkbox"/>
less than once a month 1 - 5 times	4 <input type="checkbox"/>	4 <input type="checkbox"/>	4 <input type="checkbox"/>	4 <input type="checkbox"/>	4 <input type="checkbox"/>	4 <input type="checkbox"/>	4 <input type="checkbox"/>
not at all	5 <input type="checkbox"/>	5 <input type="checkbox"/>	5 <input type="checkbox"/>	5 <input type="checkbox"/>	5 <input type="checkbox"/>	5 <input type="checkbox"/>	5 <input type="checkbox"/>
DON'T KNOW	6 <input type="checkbox"/>	6 <input type="checkbox"/>	6 <input type="checkbox"/>	6 <input type="checkbox"/>	6 <input type="checkbox"/>	6 <input type="checkbox"/>	6 <input type="checkbox"/>

(b) SHOWCARD 15

Thinking just about the six colder months - say from the beginning of May to the end of October last year. How often did (name of under 18 year old) take part in, or train for, any physically active sport or game or lesson run by a club or association or school. Don't count any activities during school hours, but do count any practice or training done before or after school, weekend games and so on.

frequency colder months	name	name	name	name	name	name	name
every day or almost every day 155 times or more	1 <input type="checkbox"/>	1 <input type="checkbox"/>	1 <input type="checkbox"/>	1 <input type="checkbox"/>	1 <input type="checkbox"/>	1 <input type="checkbox"/>	1 <input type="checkbox"/>
about once a week or more 25 - 154 times	2 <input type="checkbox"/>	2 <input type="checkbox"/>	2 <input type="checkbox"/>	2 <input type="checkbox"/>	2 <input type="checkbox"/>	2 <input type="checkbox"/>	2 <input type="checkbox"/>
about once a month or more 6 - 24 times	3 <input type="checkbox"/>	3 <input type="checkbox"/>	3 <input type="checkbox"/>	3 <input type="checkbox"/>	3 <input type="checkbox"/>	3 <input type="checkbox"/>	3 <input type="checkbox"/>
less than once a month 1 - 5 times	4 <input type="checkbox"/>	4 <input type="checkbox"/>	4 <input type="checkbox"/>	4 <input type="checkbox"/>	4 <input type="checkbox"/>	4 <input type="checkbox"/>	4 <input type="checkbox"/>
not at all	5 <input type="checkbox"/>	5 <input type="checkbox"/>	5 <input type="checkbox"/>	5 <input type="checkbox"/>	5 <input type="checkbox"/>	5 <input type="checkbox"/>	5 <input type="checkbox"/>
DON'T KNOW	6 <input type="checkbox"/>	6 <input type="checkbox"/>	6 <input type="checkbox"/>	6 <input type="checkbox"/>	6 <input type="checkbox"/>	6 <input type="checkbox"/>	6 <input type="checkbox"/>

17

(a) In the last 12 months, have you taken part in any other physical activity on a casual or social basis away from your home. For example taking part in a friendly game of tennis or golf, jogging or walking for pleasure?

- 1 no —► **GO TO 18**
2 yes
3 DON'T KNOW —► **GO TO 18**

Note

"away from your home", means anywhere within Christchurch, except the respondent's own home or garden. Also include any activities outside Christchurch that R left the city to do. For example: skiing, tramping, fishing etc.

(b) **SHOWCARD 15**

How often did you do that during the six warmer months - say from the beginning of November to the end of April?

- 1 every day or almost every day
155 times or more
2 about once a week or more
25 - 154 times
3 about once a month or more
6 - 24 times
4 less than once a month
1 - 5 times
5 not at all
6 DON'T KNOW

Note

If the respondent has done more than one, we want to know how often they did something that fits the category. If they had a friendly game of tennis once a week, and of golf once a week, then they did something that fits the category twice a week. Therefore you should tick "about once a week or more".

If they are averaging organised physical activity 6 days out of 7, then the answer is every day or almost every day.

(c) **SHOWCARD 15**

How often did you do that during the six colder months - say from the beginning of May to the end of October last year?

- 1 every day or almost every day
155 times or more
2 about once a week or more
25 - 154 times
3 about once a month or more
6 - 24 times
4 less than once a month
1 - 5 times
5 not at all
6 DON'T KNOW

Health 18

(a) In the past 12 months, has there been any time you needed to see a doctor or medical specialist about your own health, but didn't go to see a doctor at all?

- 1 no → **GO TO 19**
- 2 yes
- 3 DON'T KNOW → **GO TO 19**

(b) The last time that happened what was the main reason?

Centres 19

(a) **SHOWCARD 19**

Have you been to, or taken part in, any of these types of community-based activities in Christchurch in the last 12 months?

- 1 no → **GO TO 23**
- 2 yes
- 3 DON'T KNOW → **GO TO 23**

(b) Which ones?

- 1 a public meeting
- 2 a group or club meeting
- 3 a course in your spare time
- 4 a recreation programme
- 5 entertainment organised or preformed by a community group
- 6 a community or club function
- 7 a fundraising event
- 8 another type of activity → **specify**

20 SHOWCARD 20

Where were those activities held?

- 1 community centre
- 2 community hall
- 3 church facilities
- 4 classroom
- 5 school hall or other school facilities
- 6 clubrooms
- 7 reception lounge
- 8 a private home
- 9 another indoor place → **specify**

- 10 an outdoor place → **specify**

If any activities were held in a private home, ask Q21

21 Why was a private home used rather than community-based facilities?
Tick all that apply

- 1 no community facilities available
- 2 community facilities not adequate
- 3 community facilities too expensive
- 4 community facilities not required for our purpose
- 5 prefer to use a home
- 6 other reason(s) → **specify**

22 If more than one place ticked in Q20 ask (a)
Otherwise → GO TO (b)

(a) SHOWCARD 20

Of the places that you have been to, which one have you been to most often in the last 12 months?

(specify & code)

code type of place from Q20

(b) SATISFACTION SHOWCARD

How satisfied or dissatisfied were you with the facilities at the **single facility ticked in 20, or been to most often in 22a.** for the activity that you did there?

- 1 very satisfied
- 2 satisfied
- 3 no feeling either way
- 4 dissatisfied
- 5 very dissatisfied
- 6 DON'T KNOW

23 If no under -18's → GO TO 25

(a) SHOWCARD 23

Has anyone aged under 18 who lives here been to or taken part in any of these types of community-based activities in Christchurch in the last 12 months?

- 1 no → GO TO 25
- 2 yes
- 3 DON'T KNOW → GO TO 25

(b) Which ones?

- 1 a public meeting
- 2 a group or club meeting
- 3 a course in their spare time
- 4 a recreation programme
- 5 entertainment organised or performed by a community group
- 6 a community or club function
- 7 a fundraising event
- 8 another type of activity → *specify*

24 SHOWCARD 24

Can you tell me where those activities were held?

- 1 community centre
- 2 community hall
- 3 church facilities
- 4 classroom
- 5 school hall or other school facilities
- 6 clubrooms
- 7 reception lounge
- 8 a private home
- 9 another indoor place → *specify*

- 10 an outdoor place → *specify*

Residents' groups

NOTE:

NEIGHBOURHOOD WATCH (now called NEIGHBOURHOOD SUPPORT) are not residents' groups because their focus is too narrow. Their aim is to protect their street from crime.

RESIDENTS' GROUPS have a much broader focus. They aim to promote the wider interests of residents in a much bigger geographic area. They meet regularly, produce an annual report and can have input into Council policy and decision making.

25

(a) Residents' groups promote the interests of their community. Apart from Neighbourhood Support or Watch, do you know of any residents' groups or associations active in this neighbourhood?

- 1 no → **GO TO 26**
- 2 yes
- 3 DON'T KNOW → **GO TO 26**

(b) Can you tell me the names of any of those groups?

- 1 no → **GO TO c**
- 2 yes → **specify**

(c) SHOWCARD 25

In the last 12 months, have you:

- 1 contacted any of those residents' groups?
- 2 been to a meeting of any of those residents' groups?
- 3 been to a function put on by any of those residents' groups?
- 4 read about any of those residents' groups in a newsletter or a newspaper?
- 5 had other contact with any of those residents' groups?
(specify below)
- 6 NONE OF THE ABOVE

The Art Gallery

26

(a) The Council is interested in finding out how effective its promotion of the McDougall Art Gallery is. Can you tell me where the McDougall Art Gallery is?

IF "YES" ASK: Where is it?

1 Botanic Gardens & / or behind Museum → **GOTO c**

2 Arts Centre → **GOTO b**

3 NO / DON'T KNOW / ELSEWHERE → **GOTO b**

(b) The McDougall Art Gallery is in the Botanic gardens behind the Christchurch Museum.

(c) In the last 12 months, have you visited the McDougall Art Gallery?

1 no → **GOTO 27a**

2 yes

3 DON'T KNOW → **GOTO 27 a**

(d) **SHOWCARD 26**

About how often in the last 12 months?

1 1 - 2 times

2 3 times or more

3 DON'T KNOW

27

(a) There is a smaller gallery called the McDougall Art Annex located in the Arts Centre.

In the last 12 months, have you visited the McDougall Art Annex?

1 no

2 yes → **GOTO b**

3 DON'T KNOW

*If R has not been to the Art Gallery and has also not been to the Annex → **GOTO 29***

*If R has been to the Art Gallery only → **GOTO 28***

(b) **SHOWCARD 26**

About how often in the last 12 months?

1 1 - 2 times

2 3 times or more

3 DON'T KNOW

28 SATISFACTION SHOWCARD

How satisfied or dissatisfied were you overall, with what you got out of your visits to the McDougall Art Gallery and / or the Art Annex?

1 very satisfied

2 satisfied

3 no feeling either way

4 dissatisfied

5 very dissatisfied

6 DON'T KNOW

→ **GO TO 30**

29 SHOWCARD 29

Which one of the following reasons best describes why you haven't been to the art galleries in the last 12 months?

Tick one (main reason) only

1 you don't like going to galleries

2 health reasons

3 you do not have enough time

4 you prefer other ways of spending your leisure time

5 there is a lack of transport

6 the cost of entry is too high

7 another reason → **specify**

Town hall

30

(a) SHOWCARD 30a

Have you been to any of these parts of the Town Hall in the last 12 months:

	The Auditorium?	The James Hay Theatre?	The Function or Conference Rooms?	The Restaurant or Coffee Bar?	Other parts of the Town Hall for example Ticketek? <i>specify below</i>
no	1 <input type="checkbox"/>	1 <input type="checkbox"/>	1 <input type="checkbox"/>	1 <input type="checkbox"/>	1 <input type="checkbox"/>
yes	2 <input type="checkbox"/>	2 <input type="checkbox"/>	2 <input type="checkbox"/>	2 <input type="checkbox"/>	2 <input type="checkbox"/>
DON'T KNOW	3 <input type="checkbox"/>	3 <input type="checkbox"/>	3 <input type="checkbox"/>	3 <input type="checkbox"/>	3 <input type="checkbox"/>

Specify other part(s): _____

**For the parts of the Town Hall R has been to → ASK (b) & (c)
If "no" & / or "don't know" responses only → GO TO 32**

(b) SHOWCARD 30b

How often have you been to the in the last 12 months?

	Auditorium	James Hay Theatre	Function or Conference Rooms	Restaurant or Coffee Bar	other part(s) been to & recorded in (a)
1 - 2 times	1 <input type="checkbox"/>	1 <input type="checkbox"/>	1 <input type="checkbox"/>	1 <input type="checkbox"/>	1 <input type="checkbox"/>
3 times or more	2 <input type="checkbox"/>	2 <input type="checkbox"/>	2 <input type="checkbox"/>	2 <input type="checkbox"/>	2 <input type="checkbox"/>
DON'T KNOW	3 <input type="checkbox"/>	3 <input type="checkbox"/>	3 <input type="checkbox"/>	3 <input type="checkbox"/>	3 <input type="checkbox"/>

(c) SATISFACTION SHOWCARD

How satisfied or dissatisfied were you with your visit(s) to the in the last 12 months?

	Auditorium	James Hay Theatre	Function or Conference Rooms	Restaurant or Coffee Bar	other part(s) of the Town Hall you have been to
very satisfied	1 <input type="checkbox"/>	1 <input type="checkbox"/>	1 <input type="checkbox"/>	1 <input type="checkbox"/>	1 <input type="checkbox"/>
satisfied	2 <input type="checkbox"/>	2 <input type="checkbox"/>	2 <input type="checkbox"/>	2 <input type="checkbox"/>	2 <input type="checkbox"/>
no feeling either way	3 <input type="checkbox"/>	3 <input type="checkbox"/>	3 <input type="checkbox"/>	3 <input type="checkbox"/>	3 <input type="checkbox"/>
dissatisfied	4 <input type="checkbox"/>	4 <input type="checkbox"/>	4 <input type="checkbox"/>	4 <input type="checkbox"/>	4 <input type="checkbox"/>
very dissatisfied	5 <input type="checkbox"/>	5 <input type="checkbox"/>	5 <input type="checkbox"/>	5 <input type="checkbox"/>	5 <input type="checkbox"/>
DON'T KNOW	6 <input type="checkbox"/>	6 <input type="checkbox"/>	6 <input type="checkbox"/>	6 <input type="checkbox"/>	6 <input type="checkbox"/>

31

SHOWCARD 31

Which of these describes the quality of the service that you received from the following staff in the last 12 months:

	The box office, or main reception staff?	The ushers or the security staff?	The catering staff for example, the ice-creams, banquet, and bar staff?	The Restaurant staff?	other Town Hall staff?
very good	1 <input type="checkbox"/>	1 <input type="checkbox"/>	1 <input type="checkbox"/>	1 <input type="checkbox"/>	1 <input type="checkbox"/>
good	2 <input type="checkbox"/>	2 <input type="checkbox"/>	2 <input type="checkbox"/>	2 <input type="checkbox"/>	2 <input type="checkbox"/>
neither good nor bad	3 <input type="checkbox"/>	3 <input type="checkbox"/>	3 <input type="checkbox"/>	3 <input type="checkbox"/>	3 <input type="checkbox"/>
bad	4 <input type="checkbox"/>	4 <input type="checkbox"/>	4 <input type="checkbox"/>	4 <input type="checkbox"/>	4 <input type="checkbox"/>
very bad	5 <input type="checkbox"/>	5 <input type="checkbox"/>	5 <input type="checkbox"/>	5 <input type="checkbox"/>	5 <input type="checkbox"/>
NA. You did not come into contact with those staff	6 <input type="checkbox"/>	6 <input type="checkbox"/>	6 <input type="checkbox"/>	6 <input type="checkbox"/>	6 <input type="checkbox"/>
DON'T KNOW	7 <input type="checkbox"/>	7 <input type="checkbox"/>	7 <input type="checkbox"/>	7 <input type="checkbox"/>	7 <input type="checkbox"/>

Events & festivals

32

(a) SHOWCARD 32

In the last 12 months, have you been to any of these events or festivals:

Read out column headings

	The Summer -Times Classical Sparks Concert	Other Summer -Times Festival events	The Festival of Flowers (The Floral Festival)	The Festival of Romance	Christ-church Blossoms	Ad-venture Festival
no	1 <input type="checkbox"/>	1 <input type="checkbox"/>	1 <input type="checkbox"/>	1 <input type="checkbox"/>	1 <input type="checkbox"/>	1 <input type="checkbox"/>
yes	2 <input type="checkbox"/>	2 <input type="checkbox"/>	2 <input type="checkbox"/>	2 <input type="checkbox"/>	2 <input type="checkbox"/>	2 <input type="checkbox"/>
DON'T KNOW	3 <input type="checkbox"/>	3 <input type="checkbox"/>	3 <input type="checkbox"/>	3 <input type="checkbox"/>	3 <input type="checkbox"/>	3 <input type="checkbox"/>

If R has not been to any → GO TO 33

If a combination of "no" & "don't know" responses only → GO TO 33

For the festivals & events R has been to → ASK (b)

(b) SATISFACTION SHOWCARD

How satisfied or dissatisfied were you with ?

	The Summer -Times Classical Sparks Concert	Other Summer -Times Festival events	The Festival of Flowers (The Floral Festival)	The Festival of Romance	Christ-church Blossoms	Ad-venture Festival
very satisfied	1 <input type="checkbox"/>	1 <input type="checkbox"/>	1 <input type="checkbox"/>	1 <input type="checkbox"/>	1 <input type="checkbox"/>	1 <input type="checkbox"/>
satisfied	2 <input type="checkbox"/>	2 <input type="checkbox"/>	2 <input type="checkbox"/>	2 <input type="checkbox"/>	2 <input type="checkbox"/>	2 <input type="checkbox"/>
no feeling either way	3 <input type="checkbox"/>	3 <input type="checkbox"/>	3 <input type="checkbox"/>	3 <input type="checkbox"/>	3 <input type="checkbox"/>	3 <input type="checkbox"/>
dissatisfied	4 <input type="checkbox"/>	4 <input type="checkbox"/>	4 <input type="checkbox"/>	4 <input type="checkbox"/>	4 <input type="checkbox"/>	4 <input type="checkbox"/>
very dissatisfied	5 <input type="checkbox"/>	5 <input type="checkbox"/>	5 <input type="checkbox"/>	5 <input type="checkbox"/>	5 <input type="checkbox"/>	5 <input type="checkbox"/>
DON'T KNOW	6 <input type="checkbox"/>	6 <input type="checkbox"/>	6 <input type="checkbox"/>	6 <input type="checkbox"/>	6 <input type="checkbox"/>	6 <input type="checkbox"/>

City centre

33 MAP SHOWCARD

Thinking of the city centre, as this area (*trace your finger around the area*) between Bealey Avenue, Fitzgerald Avenue, Moorhouse Avenue and Hagley Park:

(a) In the last 12 months, have you gone into this city centre area (*trace your finger around the area*) to work at a paid or unpaid job?

- 1 no → GO TO c
- 2 yes
- 3 DON'T KNOW → GO TO c

(b) Not counting the trips that you made into the city centre to go to work, have you made any other visits into this city centre area over the last 12 months?

- 1 no → GO TO 34
- 2 yes → GO TO d
- 3 R LIVES OR LIVED IN CITY CENTRE → GO TO 35
- 4 DON'T KNOW → GO TO 35

(c) Have you made any trips into this city centre area over the last 12 months?

- 1 no → GO TO 34
- 2 yes → GO TO d
- 3 R LIVES OR LIVED IN CITY CENTRE → GO TO 35
- 4 DON'T KNOW → GO TO 35

(d) SHOWCARD 33

About how often over the last 12 months?

- 1 once a week or more often
50 times or more often
- 2 once a month or more
12 - 49 times
- 3 once every 3 months
4 - 11 times
- 4 less often than that
1 - 3 times
- 5 DON'T KNOW

NOW → GO TO 35

34 SHOWCARD 34

Which one of these reasons best describes why you have not visited the city centre in your spare time, over the last 12 months?

Tick one (main reason)

- 1 you work in the city centre, and combine trips to work with all other things you want to do there
- 2 you do not have enough time
- 3 you prefer to spend your spare time in other parts of Christchurch
- 4 there is no convenient transport
- 5 the cost of getting there and back is too high
- 6 you can do all that you want to without going into the city centre
- 7 you don't feel safe
- 8 another reason → *specify*

35

(a) SATISFACTION SHOWCARD

How satisfied or dissatisfied are you with the range of things to do in the city centre?

- 1 very satisfied
2 satisfied
3 no feeling either way
4 dissatisfied
5 very dissatisfied
6 DON'T KNOW
- **GO TO 36**

(b) Why do you say that?

Parking

36 MAP SHOWCARD

*If R answered "yes" to 33a ask 36a
Otherwise → GO TO 37*

(a) When you travel to work in this city centre area, (*trace your finger around the area*), do you ever drive or ride in a car?

- 1 no → **GO TO 37**
2 yes

(b) SHOWCARD 36

On those trips to work, how easy or hard is it to find a carpark in the city centre?

- 1 very easy
2 easy
3 neither easy or hard
4 hard
5 very hard
6 DON'T KNOW

Public Toilets

37

(a) MAP & SATISFACTION SHOWCARDS

How satisfied or dissatisfied are you with the number of toilets available for public use in the city centre - that is, in this area here (*trace your finger around the area*)?

- 1 very satisfied
2 satisfied
3 no feeling either way
4 dissatisfied
5 very dissatisfied
6 DON'T KNOW

(b) Have you been into one of those toilets or used one in the last 12 months?

- 1 no → **GO TO 39**
2 yes
3 DON'T KNOW → **GO TO 39**

38 SATISFACTION SHOWCARD

Thinking about your last visit to a toilet in the city centre, how satisfied or dissatisfied were you with:

	very satisfied	satisfied	no feeling	dissatisfied	very dissatisfied	DK
- its cleanliness?	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>
- the availability of toilet paper, soap and somewhere to dry your hands?	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>
- and with the working order of everything in that toilet?	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>

Accommodation

39

(a) In the past 12 months, did you move house?

- 1 no → **GO TO 40**
 2 yes
 3 DON'T KNOW → **GO TO 40**

(b) What was the main reason you moved?

40

For the number of people who live here, would you say your house/flat is too large, too small or about the right size?

- 1 too large
 2 too small
 3 about the right size
 4 DON'T KNOW

41 Does your house/flat have any of the following problems?

(a) difficulties with heating?

- 1 no
 2 yes
 3 DON'T KNOW

(b) unsuitable location?

- 1 no
 2 yes - *specify below*
 3 DON'T KNOW

(c) a poor state of repair?

- 1 no
 2 yes
 3 DON'T KNOW

(d) another problem?

- 1 no
 2 yes - *specify below*
 3 DON'T KNOW

Insert Nuisances Question here. Q42

Insert other Nuisances Question here. Q43

Litter

44

(a) SHOWCARD 44

Which of these best describes how you feel about the amount of litter in the streets of your neighbourhood over the last 12 months?

- 1 very concerned
- 2 concerned
- 3 a little concerned
- 4 not at all concerned → GO TO c
- 5 there is no problem → GO TO c
- 6 DON'T KNOW → GO TO c

(b) What things concern or annoy you most?

(c) SHOWCARD 44

Which of these best describes how you feel about the amount of litter in the streets of Christchurch shopping centres over the last 12 months?

- 1 very concerned
- 2 concerned
- 3 a little concerned
- 4 not at all concerned → GO TO 45
- 5 there is no problem → GO TO 45
- 6 DON'T KNOW → GO TO 45

(d) What things concern or annoy you most?

Rivers and streams

45

(a) Over the last 12 months have you been concerned or annoyed by water overflowing gutters or other channels in Christchurch streets?

- 1 no → GO TO 46
- 2 yes
- 3 DON'T KNOW → GO TO 46

(b) Where has this been a problem in the last 12 months?

(c) How often has this been a problem in the last 12 months?

(b) Where? → (c) How often?

1.	1.
<hr/>	<hr/>
<hr/>	<hr/>
<hr/> <hr/>	

2.	2.
<hr/>	<hr/>
<hr/>	<hr/>
<hr/> <hr/>	

3.	3.
<hr/>	<hr/>
<hr/>	<hr/>
<hr/> <hr/>	

4.	4.
<hr/>	<hr/>
<hr/>	<hr/>
<hr/> <hr/>	

46

(a) SHOWCARD 46

When you have been near streams, rivers or open waterways in Christchurch over the last 12 months, have you particularly noticed any of the following:

- 1 any flooding beyond their banks or sides?
- 2 people's rubbish polluting the water?
- 3 bad smells?
- 4 pests like mice or rats or insects?
- 5 conditions that seemed dangerous for children?
- 6 haven't noticed any problems
- 7 haven't been near rivers, streams or waterways
- 8 DON'T KNOW

If conditions dangerous to children ticked in (a) —► ask (b) & (c)

(b) Where did you notice the conditions that seemed dangerous to children?

(c) In what ways did the conditions seem dangerous to children?

(b) Where? —————► (c) In what ways dangerous?

<p>1. _____ _____</p> <p>2. _____ _____</p> <p>3. _____ _____</p> <p>4. _____ _____</p>	<p>1. _____ _____</p> <p>2. _____ _____</p> <p>3. _____ _____</p> <p>4. _____ _____</p>
---	---

Rubbish and recycling

47

- (a) In the last 12 months, has your household used a commercial contractor to take away your household or garden rubbish?

- 1 no → **GO TO 48**
2 yes
3 DON'T KNOW → **GO TO 48**

- (b) About how many times did you use a commercial contractor?

- (c) What was the main reason that you used a commercial contractor?

48

- (a) Now just thinking about garden waste - in the last 12 months, has your household taken garden waste to a transfer station?

- 1 no
2 yes → **GO TO 49**
3 DON'T KNOW → **GO TO 49**

- (b) What was the main reason for not doing that?

49 SHOWCARD 49

- (a) In the last 12 months, have you done anything to recycle or re-use glass so that it didn't end up at the landfill?
- (b) In the last 12 months, have you done anything to recycle or re-use newspapers so that they didn't end up at the landfill?
- (c) What about aluminium cans?
- (d) What about plastic?
- (e) What about any used engine oil?
- (f) What about clothing or shoes?
- (g) What about scrap metal or old appliances, have you done anything to recycle or re-use these types of things so that they did not end up at the landfill?

no	yes	haven't had any	Don't know
1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>
1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>
1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>
1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>
1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>
1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>
1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>

Count any scrap metal or appliances sold / given away eg., to a second hand dealer or scrap merchant when they otherwise would have gone to the landfill

50 SHOWCARD 50

The Council wants people to throw away less and recycle more, so that less waste ends up at the landfill. What do you think about what the Council is doing to encourage people to re-use or recycle things?

- 1 the Council should do a lot more
- 2 the Council should do a little more
- 3 the Council is doing about the right amount
- 4 the Council should do a little less
- 5 the Council should do a lot less
- 6 DON'T KNOW

51

(a) SHOWCARD 51

Overall, how good or bad do you think that the Council's weekly rubbish collection service is?

- 1 very good → **GO TO 52**
- 2 good → **GO TO 52**
- 3 neither good nor bad → **GO TO 52**
- 4 bad
- 5 very bad
- 6 DON'T KNOW

(b) Why do you say that?

Composting

52 SHOWCARD 52

Which of these does your household do in the way of composting?

Prompt: do you use any other ways?

- 1 use a commercially made compost bin
- 2 use a homemade compost bin made of wood, tin or netting
- 3 use a compost heap
- 4 sometimes bury or scatter garden waste or food scraps around the garden
- 5 buy in commercially prepared compost
- 6 none of the above
- 7 DON'T KNOW

Water

53 Are you on the main city water supply?

- 1 no → **GO TO 56**
- 2 yes
- 3 DON'T KNOW → **GO TO 56**

54 SATISFACTION SHOWCARD

Thinking about the water that is supplied to this house / flat how satisfied or dissatisfied are you:

	very satisfied	satisfied	no feeling	dissatisfied	very dissatisfied	DK
-with its taste?	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>
-with its appearance?	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>
-with the pressure?	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>

55

(a) Have you had any stoppages - times when there was no water coming through the taps in your home - in the last 12 months?

- 1 no → **GO TO 56**
- 2 yes
- 3 DON'T KNOW → **GO TO 56**

(b) Of those stoppages, what was the longest time you were without water for?

- 1 less than an hour
- 2 an hour or more, but less than 4 hours
- 3 4 hours or more
- 4 DON'T KNOW

(c) Would you say that that longest stoppage was a major problem for you, a minor problem or not a problem at all?

- 1 major problem
- 2 minor problem
- 3 not a problem at all
- 4 DON'T KNOW

Traffic and Transport

56 SHOWCARD 56

Thinking about the risk of having an accident, how safe or how dangerous do you think riding a bicycle in Christchurch is?

- 1 very safe
- 2 safe
- 3 neither safe nor dangerous
- 4 dangerous
- 5 very dangerous
- 6 DON'T KNOW

57 SHOWCARD 57

The Council builds and looks after cycle ways, cycle lanes and places to park bicycles. Do you think that the Council has done too much, about the right amount or too little for cyclists in the last 12 months?

- 1 too much
- 2 about the right amount
- 3 too little
- 4 DON'T KNOW

58

(a) Have you ridden a bicycle in Christchurch in the last 12 months?

- 1 no → **GO TO 59**
- 2 yes
- 3 DON'T KNOW → **GO TO 59**

(b) **SHOWCARD 58**

Thinking about the amount of traffic and how well it flows, how easy or hard do you find it to get around Christchurch by bicycle?

- 1 very easy
- 2 easy
- 3 neither easy nor hard
- 4 hard
- 5 very hard
- 6 DON'T KNOW

(c) **SATISFACTION SHOWCARD**

As a cyclist, how satisfied or dissatisfied are you with the smoothness of the seal on the main roads in Christchurch?

- 1 very satisfied
- 2 satisfied
- 3 no feeling either way
- 4 dissatisfied
- 5 very dissatisfied
- 6 DON'T KNOW

(d) **SATISFACTION SHOWCARD**

How satisfied or dissatisfied are you with the smoothness of the seal on suburban streets in Christchurch?

- 1 very satisfied
- 2 satisfied
- 3 no feeling either way
- 4 dissatisfied
- 5 very dissatisfied
- 6 DON'T KNOW

(e) **SATISFACTION SHOWCARD**

And how satisfied or dissatisfied are you with the smoothness of the seal on cycle paths in Christchurch?

- 1 very satisfied
- 2 satisfied
- 3 no feeling either way
- 4 dissatisfied
- 5 very dissatisfied
- 6 DON'T KNOW

59

(a) SHOWCARD 58

Thinking about how well traffic flows on the suburban streets in Christchurch, how easy or hard do you find it to get around the city by car?

- 1 very easy
- 2 easy
- 3 neither easy nor hard
- 4 hard
- 5 very hard
- 6 DON'T KNOW

(d) SHOWCARD 59

Thinking about the risk of traffic accidents, not crime, how safe or how dangerous is it to walk in Christchurch?

- 1 very safe
- 2 safe
- 3 neither safe nor dangerous
- 4 dangerous
- 5 very dangerous
- 6 DON'T KNOW

(b) SHOWCARD 59

Thinking about the risk of having a traffic accident, how safe or how dangerous do you think your everyday travel around the suburban streets of Christchurch by car is?

- 1 very safe
- 2 safe
- 3 neither safe nor dangerous
- 4 dangerous
- 5 very dangerous
- 6 DON'T KNOW

(c) SATISFACTION SHOWCARD

Thinking of travelling around Christchurch by car - how satisfied or dissatisfied are you with the smoothness of the suburban streets?

- 1 very satisfied
- 2 satisfied
- 3 no feeling either way
- 4 dissatisfied
- 5 very dissatisfied
- 6 DON'T KNOW

60

(a) SATISFACTION SHOWCARD

How satisfied or dissatisfied are you with the footpaths in your neighbourhood?

- 1 very satisfied → GO TO 61
- 2 satisfied → GO TO 61
- 3 no feeling either way → GO TO 61
- 4 dissatisfied
- 5 very dissatisfied
- 6 DON'T KNOW → GO TO 61

(b) Why is that?

Do not read out

Tick those R mentions

- 1 not enough footpaths (or none at all)
- 2 how the footpaths look
- 3 how rough/damaged the surface is
- 4 too many trees hang over footpaths
- 5 other → *specify*

61

(a) SHOWCARD 61

The Council sprays weed killer along footpaths and around grass berms two or three times a year. Which of these best describes how you feel about that?

- 1 very concerned
- 2 concerned
- 3 a little concerned
- 4 not at all concerned → GO TO 62
- 5 DON'T KNOW → GO TO 62

(b) Why do you say that?

62

(a) SHOWCARD 62

Are the suburban streets that you might walk along after dark well enough lit?

- 1 all are
- 2 most are
- 3 some are
- 4 only a few are
- 5 none are
- 6 don't go out walking after dark
- 7 DON'T KNOW

(b) In the last 12 months has the lack of street lighting in any area prevented you from going out at night?

- 1 no —> **GO TO 63**
- 2 yes
- 3 DON'T KNOW —> **GO TO 63**

(c) Where was that?

63 SHOWCARD 63

When roads or footpaths are being worked on, there is always some inconvenience to the public. Do you think that the Council does enough to stop roadworks being too much of a nuisance, or do you think that the Council should do more?

- 1 the Council does enough
- 2 the Council should do a bit more
- 3 the Council should do a lot more
- 4 DON'T KNOW

Changes in Christchurch

64

- (a) Do you know of any residential building, alterations, extensions, or new developments that have been completed in your area in the last 12 months?

Include any done to the respondent's own property

- 1 no → GO TO 65
2 yes
3 DON'T KNOW → GO TO 65

(b) **SHOWCARD 64**

Thinking about the developments which have now been completed, do you think that overall those developments have made your area:

- 1 much better
2 better
3 no different
4 worse
5 much worse
6 DON'T KNOW

- (c) Keeping in mind things you might want to do with a property that you might own, do you think that any of the developments completed in your area in the last 12 months should not have been allowed?

- 1 no → GO TO 65
2 yes
3 DON'T KNOW → GO TO 65

- (d) Which developments, or parts of them, do you think should not have been allowed?

Write down exactly what R says

65

(a) **SHOWCARD 64**

Thinking of the city overall, do you think that all the new developments over the last 12 months have made Christchurch, as a place to live:

- 1 much better → GO TO 66
2 better → GO TO 66
3 no different → GO TO 66
4 worse
5 much worse
6 DON'T KNOW → GO TO 66

- (b) Why do you say that?

66

(a) **SHOWCARD 66**

Think about how conveniently or inconveniently the shops in Christchurch are located for you. In the last 12 months, overall, has the location of the shops become more convenient or less convenient for you?

- 1 much more convenient
2 more convenient
3 no different → GO TO 67
4 less convenient
5 much less convenient
6 DON'T KNOW → GO TO 67

- (b) Why do you say that?

General attitude to living in Christchurch

67 SATISFACTION SHOWCARD

Thinking of Christchurch overall as a place to live and to work and to spend your spare time in, how satisfied or dissatisfied are you with it?

- 1 very satisfied
- 2 satisfied
- 3 no feeling either way
- 4 dissatisfied
- 5 very dissatisfied
- 6 DON'T KNOW

(c) What more do you think the Council should do to promote a sense of community spirit in Christchurch?

(d) Why do you say that?

68

(a) SHOWCARD 68a

How strongly do you think that people who live in Christchurch identify with the city and feel as if they belong here?

- 1 very strongly
- 2 strongly
- 3 moderately
- 4 only a little
- 5 not at all
- 6 DON'T KNOW

(b) SHOWCARD 68b

Should the Council be doing more or doing less to promote a sense of community spirit in Christchurch?

- 1 should do a lot more than now
- 2 should do a little more than now
- 3 does about the right amount
→ GO TO 69
- 4 should do a little less than now
→ GO TO d
- 5 should do a lot less than now
→ GO TO d
- 6 DON'T KNOW

Consultation

69

(a) In the last 12 months, have you taken part in any consultation led by the council, about issues affecting the public?

- 1 no → GO TO 70
- 2 yes
- 3 DON'T KNOW → GO TO 70

(b) What were those issues?

70

(a) In the last 12 months, were there any issues that you think the council should have consulted with the public about but didn't?

- 1 no → **GO TO 71**
 2 yes
 3 DON'T KNOW → **GO TO 71**

(b) What were those issues?

Social issues

71

(a) Are there any social issues in Christchurch that you are concerned about?

- 1 no → **GO TO 72**
 2 yes
 3 DON'T KNOW → **GO TO 72**

(b) What are the social issues that most concern you?

1

2

3

(c) **SHOWCARD 71**

I will read a list of things the council could do generally to address those issues. Say how you feel about each one the council could do.

	Strongly support	support	no feeling either way	oppose	strongly oppose	DON'T KNOW
lobby Central Government	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>
coordinate existing Christchurch services	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>
provide services or provide funding for services in conjunction with Central government and community groups	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>
inform people about existing services in Christchurch	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>
introduce regulations	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>
encourage people to become involved with resolving these issues	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>

Contacts with Council staff

72

- (a) Have you visited the Council's Civic Offices in Tuam Street in the city centre during the last 12 months? Don't count friendly visits to friends or relatives.

- 1 no → **GO TO 73**
2 yes
3 DON'T KNOW → **GO TO 73**

(b) **SHOWCARD 72**

About how often?

- 1 1 - 2 times
2 3 times or more
3 DON'T KNOW

Interviewer Note:

Service Centres are the suburban offices of the City Council. They are:

the Fendalton Service Centre
the Riccarton Service Centre
the Sockburn Service Centre
the Linwood Service Centre
the Beckenham Service Centre
the Shirley Service Centre
the Papanui Service Centre

73

(a) **SHOWCARD 73a**

Have you visited a Service Centre in the last 12 months? Don't count friendly visits to friends or relatives.

- 1 no → **GO TO 74**
2 yes
3 DON'T KNOW → **GO TO 74**

(b) **SHOWCARD 73b**

About how often?

- 1 1 - 2 times
2 3 - 11 times
3 12 times or more
4 DON'T KNOW

74 SHOWCARD 74

When you have to visit the Council, which of its offices do you find most conveniently located - the Civic Offices in Tuam Street or one of its Service Centres?

- 1 the Civic Offices in Tuam Street
2 one or other of the Service Centres
3 I do not visit the Council
4 DON'T KNOW

75

- (a) In the last 12 months have you telephoned the Council for any reason? Don't count personal calls to friends or relatives.

- 1 no → **GO TO 77**
2 yes
3 DON'T KNOW → **GO TO 77**

(b) **SHOWCARD 75**

About how often have you telephoned the Council in the last 12 months?

- 1 1 - 2 times
2 3 - 11 times
3 12 times or more
4 DON'T KNOW

76 SATISFACTION SHOWCARD

Thinking of the times that you have telephoned the Council in the last 12 months. Overall, how satisfied or dissatisfied were you with:

	very satisfied	satisfied	no feeling	dissatisfied	very dissatisfied	DK
- how long you had to wait before your call or calls were first answered?	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>
- how quickly you got to speak to the right person?	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>
- how polite and courteous the staff were?	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>
- how helpful they were?	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>
- the overall service that you got?	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>

Rates

77

(a) Does your household pay rates?

- 1 no —→ **GO TO 78**
 2 yes
 3 DON'T KNOW

(b) Do you remember getting with your rates bill, an information sheet like this describing how the Council spends the money that it gets from your rates?

- 1 no —→ **GO TO 78**
 2 yes

(c) Did you read it at all?

- 1 no
 2 yes —→ **GO TO e**
 3 DON'T KNOW —→ **GO TO 78**

(d) Why was that?

NOW —→ GO TO 78

(e) SHOWCARD 77

How well or how poorly did it explain the rates system and how your rates were spent?

- 1 very well
- 2 well
- 3 neither well nor poorly
- 4 poorly
- 5 very poorly
- 6 DON'T KNOW

Please put the rates information sheet away

78

(a) SHOWCARD 78

Which of these do you think is closest to the annual rates paid for this property?

- 1 less than \$400 per year
- 2 \$400 - \$599 per year
- 3 \$600 - \$699 per year
- 4 \$700 - \$799 per year
- 5 \$800 - \$899 per year
- 6 \$900 - \$999 per year
- 7 \$1,000 - \$1,199 per year
- 8 \$1,200 - \$1,499 per year
- 9 \$1,500 - \$1,999 per year
- 10 \$2,000 or more per year
- 11 DON'T KNOW

(b) Interviewer

Record, in the box below, the number of the rating sheet that you have for this household

79

The rates on a property like this, in this area, would be about \$ ____ a year.

Give Respondent the Rating Sheet

This sheet shows how much of that was spent on some items of Council spending last year. You can see for instance that last year about \$ ____ or ____% was spent out of your rates on **looking after roads and footpaths** and about \$ ____ or ____% was spent on **making sure traffic moved smoothly and safely**. Take a moment to look at that.

(a) SHOWCARD 79

Now, what sort of value for money do you think that Christchurch as a whole gets for the amount that is spent on **looking after roads and footpaths**. If you don't have any feeling about it at all, just say so.

Now making sure **traffic moves smoothly and safely** - what sort of value for money do you think that Christchurch as a whole gets for the amount that is spent on that? If you don't have any feeling about it at all, just say so.

Ask about each item of Council spending on the Rating Sheet and record responses in the table opposite.

(b) Are there any items on that list that you think the Council should spend more on?

- 1 no —► **GO TO d**
2 yes

(c) How many?

If more than 3: Tell me the three that you would MOST like to see the Council spending more on? —► ***Tick in column headed "MORE"***

If 3 or less: Which ones are they? —► ***Tick in column headed "MORE"***

(d) Now are there any items on that list you think the Council should spend less on?

- 1 no —► **GO TO 80**
2 yes

(e) How many?

If more than 3: Tell me the three that you would MOST like to see the Council spending less on? —► ***Tick in column headed "LESS"***

If 3 or less: Which ones are they? —► ***Tick in column headed "LESS"***

Insert value for money table

