

**CHRISTCHURCH  
CITY COUNCIL**

**ANNUAL SURVEY  
OF RESIDENTS**

**MARCH 2003**

**PART 3:  
APPENDICES OF  
OPEN-ENDED  
RESPONSES**

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**PART 3:  
APPENDICES OF  
OPEN-ENDED RESPONSES**

**COMMISSIONED BY THE:**

**CHRISTCHURCH CITY COUNCIL**

**PREPARED AND CONDUCTED BY:**

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Q1a The best things that the Christchurch City Council has done for Christchurch in the last few years...

- 01 ... Maintaining/upgrading parks and gardens
- general improvements in parks
  - Halswell Quarry
  - parks and gardens
  - parks - planting and general landscaping
  - parks and gardens are kept green and tidy
  - the Botanical Gardens (especially the Peacock fountain)
  - maintenance of parks and continued development in gardens
  - maintaining Hagley Park
  - the city's gardens and lawns are pretty
  - Botanical Gardens and rotunda, redone the gardens
  - upgrading of Council parks
  - maintaining parks and keeping them up to date
  - over and above what's needed for parks in most areas
  - improvements in parks and reserves
  - developed Quarry Park at Halswell
  - they have preserved and maintained our parks, supported the Halswell Quarry Park
  - I like how they have looked after parks and expanded them by putting more in
  - the upkeep on the parks
  - gardens are impressive
  - parks, have made them more beautiful
  - keeping everything green, the parks are kept up to scratch
  - well developed parks
  - lots of lawns
  - the plantings around parks, noticed a lot more
  - I like the parks particularly the Botanic Gardens
  - parks and reserves always impressive with their performance
  - the maintenance of the parks is good
  - parks and reserves are much nicer now
  - parks, well served by parks
  - increasing number of parks and park maintenance
- 02 ... Continuing the garden city image
- maintaining the garden city image
  - continuing with the garden city image
  - garden city image is well fostered
  - garden awards provided for good gardens
  - promoting garden city image, the garden competitions and making people proud of their city
  - garden city, the way they maintain it at world standard levels
  - I still like the term 'garden city'

## Christchurch City Council - Annual Survey of Residents March 2003 - Appendices of Open-Ended Responses

- 03 ... Beautifying/landscaping streets/general city
- general beautification of the city
  - beautifying the place
  - street landscapes - living streets concepts
  - Worcester Boulevard, Victoria Square, New Regent St
  - endeavouring to improve the landscape of the zigzag Sumner
  - street design and planting city-wide is commendable
  - street improvements in suburban streets
  - doing up the streets
  - upgrades of the streets in Edgeware
  - tidying up Victoria Square
  - I like the beautiful water fountain behind the Town Hall
  - Sumner, paved access to the esplanade area
  - plants in troughs along Worcester Boulevard makes the city attractive
  - the beautifying
  - getting Victoria Square looking nice, cobbling to the museum looks lovely
  - tidying up of streets
  - streetscapes are impressive
  - beautifying the streets and improving the area around Cave Rock Sumner
  - planting on roadways, the street planting
  - islands and garden areas in the streets
  - cleaning up the streets, landscaping, gutters, underground wiring
  - upgrading the buildings in the city, made them look great with painting and that
  - lighting up bridges
  - street landscaping
  - Victoria Square and Worcester Boulevard
  - landscaping
  - the plantings on road verges, noticed a lot more
  - beautified the streets
  - tidying up of Hampshire St, shopping area, park and community centre
  - the beautifying of different areas, the aesthetic look of the city is good
  - daffodils down Linwood Ave
  - upgrade in Victoria St, the paving and planter boxes
  - Worcester Boulevard, doing it up
  - subdivisions are becoming more attractive
  - Victoria Park, grass, seating, flowers
  - in the suburbs they have put an effort into landscaping
  - the roadside landscaping is good
  - beautification of the roads
  - the Council are trying hard beautifying subdivisions
  - lots of new planting on roadways
  - the look of things

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- 04 ... Tree planting/native tree replanting
- native planting
  - tree planting
  - increased plantings of native varieties
  - lots of trees
  - planting trees
  - continued planting of native plants
  - planting of trees and shrubs
  - native planting around the roading
  - planting of many trees and shrubs
  - street-side trees
  - trees that they've put down Blenheim Rd
  - native replanting
  - still planting English trees on the side of rivers
  - native plantings
  - planting trees around the business area
  - lots of trees planted
  - planting natives on the banks of the Avon has been good
- 05 ... Road improvements/improved traffic flows
- developing roading
  - general improvements in roads
  - the new motorway system that runs by Travis Rd
  - the maintenance of the roads
  - improvements to roading and traffic flow
  - new road/motorway through Brighton
  - improvement to the roading especially the ring road, QE II Dr to the rubber works in Woolston, it's quicker that way
  - new bridge in area, Annex Rd
  - Yaldhurst Rd has been widened and people can drive more safely
  - the control islands placed on many intersections
  - improved roads - motorway
  - new motorway expressway
  - improvement of roading through roundabouts
  - put in motorways, use Curletts Rd through to Riccarton
  - new motorway through Bexley
  - I'm impressed with the progressive roading system, they have a good programme in place
  - upgrading the kerbing in roadways
  - roading, Curletts Rd
  - Fendalton road widening
  - ring route around the city
  - improving roads especially Dyers Pass Rd
  - developing the motorway in the north west area is successful in terms of traffic build up, Fendalton Rd
  - look after the roads
  - generally traffic moves/flows well
  - roads are tidy
  - created road bumps to slow traffic in urban areas
  - traffic assistance in Cresswell Ave
  - widening of the roads in Brighton
  - roading - general maintenance has improved

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- 05 ... Road improvements/improved traffic flow (continued)
- Riccarton Rd upgrade
  - upgraded the roads
  - bypass road from Opawa to the Port Hills
  - new road developments/intersections
  - the ring road system
  - I think the ring roads are very good, they are certainly working with the amount of traffic using them
  - upkeep of the roads
  - proactive in roading
  - good traffic flow
  - improvements to Fendalton Rd, has been a long process
  - the roundabouts, Queenspark Dr, the big one on QE II
  - the roads are kept up well, new lights and roundabouts
  - roading
  - making Oxford Tce one way
  - on-going improvements to roading
  - the enhancements to the roads
  - roading, improved traffic control
  - widening the roads
  - re-doing the roads around this area
  - improved road intersections
  - Briggs Rd, made it smoother (the bitumen) so noise level is reduced
  - upgraded Fendalton Rd
  - improving roads considerably
  - the new expressway from Burwood to Sumner
  - improvement of Christchurch roading system and the flow of traffic
  - Bexley-Woolston bypass
  - the roundabout at the corner of Linwood Ave and Dyers Rd
  - expanded the roads, easier for trucks etc
  - improving the arterial or bypass roads decreasing congestion eg out by QE II
  - improving the way traffic is controlled
  - better traffic flow from the ring roads eg Bexley/Avondale
- 06 ... New/improved footpaths
- new footpath outside my house
  - new footpaths
  - on-going improvements to footpaths
  - the enhancements to the footpaths
  - pavements and kerbs
  - re-doing the footpaths around this area
  - upgrading of footpaths in Redwood
  - they look after the footpaths
  - redevelopment of footpaths
  - footpaths Curletts Rd
  - I'm impressed with the progressive footpath system, they have a good programme in place
  - upgraded footpaths
  - improved footpaths in my area
  - footpaths, fixing our footpaths, footpaths are not too bad



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- 07 ... New/improved cycle ways/promotion of cycling
- the cycleway network and bike tracks at Bottle Lake
  - encouraging cycling
  - the cycle lanes especially down the railway line
  - cycling lanes on some of the streets
  - cycle lanes are good
  - the cycle ways make cyclists feel safer
  - they have created cycle lanes
  - cycle tracks, Lincoln Rd
  - putting in cycle ways
  - improvement to the cycle ways
  - cycle ways, I see many in this area and along the railway line
  - the cycle ways in our area by QE II
  - made cycle ways on the roads
  - doing more work on the cycle lanes
  - new cycle ways
  - cycle ways into town
  - cycle access in city
  - cycle ways around the streets
  - the cycling tracks are excellent
  - cycle pathways on the road
  - cycle tracks are marvellous, great for walking too
  - campaign about looking out for cyclists
- 08 ... General bus service improvements
- the bus service is really good compared to others
  - improvement in bus services, computerised system etc
  - upgrading public transport
  - public transport, user friendly buses, fare structure is good
  - improved the bus services although they're tendered out
  - the transport system, mainly the buses, is very good
  - improved the bus services
  - introduction of more bus services
  - bus services have vastly improved
  - buses running more frequently
  - buses that are user friendly for disabled
  - buses very good, punctual
  - improved the bus service, giving people a chance to leave their cars at home, easier for the elderly too. The transfer ticket system makes it good value
  - bus service, best in the world
  - I'm very impressed by the bus service
  - improved the bus system, it's good, regular and little waiting
  - the digital bus time indicators are very useful
  - efforts noticed on the bus services
  - bus service is awesome
  - improved transport system, good routes, plenty of buses, good for visitors
  - fixing up the bus routes again (didn't approve of them selling the red buses)
  - city transport restructuring
  - buses here are better than other cities I've lived in, there's enough of them to get me around, it's comprehensive really
  - public transport, more buses and frequent services
  - the buses in Christchurch are much better than the buses in Auckland, good schedules night and day

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- 09 ... Orbiter bus service
- the Orbiter, that's a good idea
  - the Orbiter
  - improvements in the Orbiter route
  - Orbiter bus route
  - the Orbiter is excellent
  - those green buses are a blessing
  - Orbiter bus improvement for the city
  - Orbiter bus service generally
  - the green Orbiter
  - Orbiter is nice
  - Orbiter, one of the best things they've done, great for me
- 10 ... Free shoppers shuttle bus
- the free shuttle bus
  - shuttle buses
  - yellow buses
  - the shuttle, that's a good idea
  - the free (yellow bus) shuttle
  - the yellow shuttle, free bus service in the city
  - providing yellow buses
  - free yellow bus in the city centre
  - the yellow city bus
  - bus service around town
  - the free bus, the shuttle, that's beaut
  - the shuttle bus, free around the city centre
- 11 ... New bus depot/Bus Xchange
- Bus Xchange
  - I like the bus terminal
  - bus station in the city
  - Bus Xchange in the city
  - the bus depot in the centre
  - construction of the new Bus Xchange
  - the Bus Xchange in the central city
  - Bus Xchange is nice
  - Bus Xchange is a good thing
  - the bus depot
  - building of the bus depot, where you can see what time it goes etc, fantastic service
  - the bus depot, it's easier. You can find your buses easier. It's written down where each bus is going and it's called out where each bus is going from
  - bus depot's pretty cool, saves everyone waiting outside
  - the new bus depot, inside is good
  - the bus depot is lovely and a plus for us

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- 12 ... Dealing with air pollution/banning open fires/heating subsidies
- the clean air scheme
  - banning open fires
  - continued emphasis on clean air
  - cutting smog out
  - broad outlook on home heating
  - restrictions have been put on fires to reduce smog, that's good
  - air pollution ideas, I agree with them to try and get cleaner air here
  - new ECan pollution controls, phasing out open fires
  - made some movement towards smog control, banned open fires
  - rebate on heating, removal of fireplaces
  - open burner ban
  - incentives for a cleaner environment, log burners to gas heaters
  - cutting down on open fires
  - trying to come to grips with the air pollution problem
  - keeping air pollution debate alive and setting standards
  - committee on smog problem
  - something being done by promoting gas fires
  - banning open fires, putting it into place
  - they have been trying to make it less smoggy in the winter
  - cutting down smoke from indoor fires
  - clean air
  - the clean air issue, trying to cut down the open fire situation
  - helping to heat people's homes using energy efficient measures and encouraging the use of public buses and bicycles to reduce smog
  - heating subsidy
  - enforcing the fire ban for home fire heaters
  - clean air programme
  - regulations on open fires improve air
  - home heating subsidy, that it's available
- 13 ... Trams in the city centre
- tram
  - revitalising the tram probably brought dollars back into town
  - subsidising the trams
  - trams
  - the tramway
  - the tram tour, the conductor is very good
  - trams in the centre of the city
  - tramway services
  - the tram ride
  - tram lines behind the Square
  - tramway for tourism
  - development in the city eg trams

**Christchurch City Council - Annual Survey of Residents March 2003 - Appendices of Open-Ended Responses**

- 14 ... Recycling/kerbside recycling/green waste recycling
- recycling, that's wonderful, love that
  - the recycling is a great thing
  - recycling, the green recycling bin
  - green waste recycling
  - kerbside recycling
  - recycling is good, reduces pollution
  - recycling rubbish products is good
  - recycling bins and the recycling Super Shed
  - green waste at dump - recycling
  - recycling of paper very important
  - the recycling programme
  - the rubbish recycling progress
  - recycling with green bins
  - recycling city rubbish
  - good recycling scheme
  - recycling bins, made rubbish bags smaller to have to recycle
  - recycling of plastics
  - picking up all the recycled stuff
  - the recycling shed and the whole recycling effort
  - the recycling initiative is worthwhile
  - roadside recycling
  - the recycling bin is great
  - the recycling system, the green bins
  - support of recycling
  - recycling of rubbish, providing of bin
  - green bins for recycling rubbish
  - some parts of the recycling, basically five years ago we had nothing
  - recycling with green crates, cheaper dumping of garden waste is good
  - the recycling shed on Pages Rd
  - improved recycling
- 15 ... Good/improved rubbish collection/disposal
- the landfill up near Greta Valley
  - getting rid of rubbish
  - take rubbish away
  - I'm grateful that they are not going to charge us for the rubbish bags
  - rubbish collection
  - the rubbish collection has improved by 100%
  - rubbish bags, keep them
  - rubbish is being collected
  - free rubbish bags
  - regular rubbish pick ups
  - collecting rubbish
  - the rubbish collection is excellent
  - improving the black rubbish bags
  - rubbish collection is very much more efficient
  - efficient rubbish collection
  - the 52 bags a year
  - rubbish collection is punctual
  - providing rubbish bags
  - good control and scrutiny of our refuse to meet our requirements
  - rubbish collection services
  - the rubbish is always taken away, those bags are good, I wonder if the bags are too heavy but they always go

## Christchurch City Council - Annual Survey of Residents March 2003 - Appendices of Open-Ended Responses

- 16 ... Summer-Times festival/concert/events
- the Summer-Times entertainment
  - Classical Sparks
  - Summer-Times festival
  - Summer-Times programmes
  - the free Summer-Times festivals for kids
  - Summer-Times things
  - putting on Classical Sparks
  - Summer-Times activities, Sparks in the Park
  - they go ahead with the Summer-Times programme
  - Summer-Times events are fantastic
  - free Summer-Times programmes
  - Summer-Times concerts
  - Summer festivals
  - entertainment - Summer-Times
  - Summer-Times concerts are great, wonderful
- 17 ... Other named festivals/concerts/events
- Floral Festival and all that stuff
  - the floral thing
  - Life and Affirm festivals in the suburbs and town
  - Kidsfest was wonderful
  - Heritage Week promotion
  - Christmas in the Park
  - I support the Guy Fawkes things
  - Jazz Festivals
  - Guy Fawkes at the Pier
  - the Buskers Festival
  - Valentines Day Dance
  - Festivals of Romance
  - the Arts and Crafts stuff in the Square
  - Festival of Flowers
  - Wine and Food Festival
  - Opera in the Park
  - Kidsfest
  - Festival of Romance and the Floral Festival
  - Winter activities

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- 18 ... Free festivals/concerts/events/entertainment (unspecified)
- events put on
  - festivals
  - probably the free concerts in the park
  - maintaining festivals
  - continued support of free events
  - entertainment they provide or organise
  - bands in the Square
  - concerts in the park
  - putting on fireworks
  - Council shows in the park
  - activities that the various festivals offer, keeping the city alive
  - annual activities the Council provides
  - free concerts in the park
  - entertainment that the Council provides, the festivals and carnivals that draw people into the city
  - community activities
  - the events, especially the fireworks
  - shows and concerts they put on
  - public entertainment provided
  - outdoor free events at Hagley Park etc
  - the events add flavour to the city and encourage people to get out and enjoy these events enabling them to experience things they may not usually do
  - events and show-times in the city
  - I support the things in the Park
  - it's a much more entertaining place with the shows and buskers in the Park
  - organised events and festivals
- 19 ... Good consultation with public
- they do listen to us ordinary people
  - listening to the fact that there should be less Council members
  - the Mayor sits in the Square and talks to people
  - consultation with the community
  - contact with the community has been very good
  - consultation with the public
  - Mayor endeavouring to make contact
  - getting more community participation into Council decision making
  - consulting with people good
  - acceptance of Residents Association input
  - impressed by Gary Moore, he spends time talking to people
  - availability of Councillors for discussion on a personal level
  - liked the way Gary Moore sat in the Square and talked to the people
  - referendum on STV
  - the Council listens to a sea of confusing voices, they heed wise counsel

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- 20 ... Public kept well informed/good communication
- sending out that newsletter, it's got a lot of information in it, it's good
  - Council newsletter, monthly I think, a very well laid out document
  - communication with us, the public
  - information dissemination services
  - the Christchurch City Council telephone service works
  - information about free entertainment improved
  - openness of Council meetings
  - keeping the citizens well informed
  - newspaper communication
  - keeping the public well informed re road works etc
- 21 ... Art Gallery/new Art Gallery
- new Art Gallery
  - Art gallery looks a little bit styley
  - the building of the new Art Gallery
  - the Art Gallery
  - investment in Art Gallery
  - Art Gallery, looking pretty stunning
  - enhancement of the city with the Gallery
  - new modern Art Gallery
  - the Art Gallery seems a success
  - new Art gallery very nice and attractive
  - construction of new Art Gallery
  - the building of the new Christchurch Art gallery
  - involved in the new Art Gallery
  - the new Art Gallery, will be cool to go there
  - commissioning the Art Gallery
  - Art Gallery is a great asset
- 22 ... New/upgraded libraries
- the extended library hours to Sundays
  - the library in Beckenham/Cashmere
  - the new library at Brighton
  - keeping the libraries going
  - revamping the libraries in Fendalton and Papanui
  - library services are first rate
  - upgrading of all library facilities that are going to go ahead like the ones out at Brighton
  - the libraries are great
  - updating of libraries
  - excellent libraries
  - Brighton library
  - libraries, New Brighton library
  - great libraries
  - some hard to find books in the library
  - development of area libraries
  - mobile library is convenient for Asian people. When I visit Avonhead Mall I see the mobile library and it is easier to return books
  - the City library and the New Brighton library are good
  - libraries are very impressive
  - new library in Beckenham

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- 23 ... Sound investment/financial decisions/rates kept reasonable
- rates are sensible for a city this size
  - not too much of a burden on the ratepayer
  - holding the rates to a reasonable increase
  - keeping ownership of the airport
  - they have stayed financially sound
  - keeping the rates reasonable by the Orion investment
  - tried to keep the rates down
  - the Christchurch City Council has done brilliantly well to retain the core assets - airport, port and power distribution companies
  - maintaining current rate levels
  - Council investments
  - they've kept the rates down reasonably well
  - investment policies have been beneficial, they have done the right thing by re-investing the profits from earlier ventures
  - financially they're doing well, keeping the books balanced
  - rates are better than Dunedin
  - make good decisions with money received from Power Board
- 24 ... The Square is better/improved
- the Square, I like the changes
  - Cathedral Square redevelopment
  - the Square
  - tidied up the Square
  - like the Square with the traffic taken out
  - redevelopment of the Square
  - holding off doing any alterations to the Square
  - the Square, the paving and the openness
  - I think the Square is okay
  - removed the toilets in the Square
  - made the Square a lot better, more lighting
  - the Square looks nice
  - attempts to renovate the Square
  - made the Cathedral Square a better place
  - trying to tidy up the Square
  - tidying up Cathedral Square
  - alterations to Cathedral Square
  - looking at revamping the Square with more greenery is good
  - putting back flowers in the Square
- 25 ... Like the artwork/the Chalice in the Square
- enhancement of the city with sculptures
  - the Chalice
  - the Chalice in the Square
  - Chalice, I love it
  - the Chalice in the Square is attractive
  - sculpture in the Square
  - Chalice in the Square, it's lovely
  - I like the art stuff around the city like the Chalice
  - love the Chalice in the Square
  - I like the Chalice in the Square, it looks nice, appealing for the city
  - the statues they've got in the Square



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- 26 ... Brighton Pier
- the New Brighton Pier
  - built the pier
  - the Brighton Pier development
  - pier at Brighton
  - the New Brighton Pier is a good asset, a landmark
  - New Brighton Pier
  - Brighton Pier
  - the pier at New Brighton
  - Pier
  - New Brighton Pier attractive
  - Christchurch Pier at Brighton is good
- 27 ... Westpac Trust Centre
- Westpac Trust Stadium
  - Westpac Trust Centre
  - the Westpac Trust centre is brilliant
  - the money put into Westpac Trust
  - Westpac Sports Centre
  - building Westpac Trust centre
  - Westpac Stadium - good events
- 28 ... Updating Jade Stadium
- upgrading Jade Stadium
  - Jade Stadium redevelopment
  - Jade Stadium improvements
  - the money put into Jade Stadium
  - I think the new stand at Jade is great
  - Jade Stadium
  - Jade Stadium development
  - organising improvements to Jade Stadium
  - contribution to Jade Stadium
- 29 ... Town Hall/Convention Centre
- Convention Centre
  - the money put into the Convention Centre has generated a lot of conventions to the city which is quite good
  - construction of the Town Hall
  - the Convention Centre has been an outstanding success
  - the conference centre
  - Town Hall
  - the Town Hall is a big bonus for Christchurch

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- 30 ... Upgrade of QE II
- revamp of QE II Park
  - upgrading QE II
  - QE II upgrade
  - facilities at QE II Stadium and Pool
  - revamping of QE II pool
  - improvements to QE II
  - QE II
  - modernising the pool at QE II
  - refurbishment of QE II
  - QE II, updating QE II complex
  - redevelopment of QE II
  - QE II Pool
  - QE II development marvellous
  - QE II Stadium
  - upgrade of QE II pool
  - QE II great for children
  - I've heard from friends they've improved the QE II sports facilities
  - QE II do up
  - done up QE II
  - finished off the QE II pool
  - the QE II pool is an asset, the QE II stadium is also an asset for the city
- 31 ... Upgrade of Pioneer Leisure Centre
- improvements to Pioneer Stadium
  - what they have done with the Pioneer Stadium is good
  - redevelopment of Pioneer Sports Complex
  - Pioneer Stadium
  - development of the Pioneer pool complex
  - Pioneer Stadium, the swimming area, it's so modern now
  - Pioneer Leisure Pools, funding so that it is cheaper for big families
  - done up Pioneer Pool
  - modernising the Pioneer pool
- 32 ... Good/improved swimming pools facilities (unspecified)/other named pools
- Centennial Pool
  - swimming pools
  - upgrading the swimming pools
  - new swimming pools
  - swimming pools, looking after hygiene in swimming pools
  - put a lot into swimming pools
  - good swimming pools
  - the upgrade of all the pools
  - maintenance on pools
  - upgrade of pools
  - swimming centres
  - developing the swimming pools
  - swimming pools are great for children

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- 33 ... Good/improved sporting/recreational facilities
- leisure facilities
  - renovating leisure and recreation complex
  - recreation areas
  - improvements to tennis courts
  - the Templeton Community Centre
  - recreational areas
  - redevelopment of Centennial Sports Complex
  - put a lot into leisure centres
  - sports venues
  - good mountain bike tracks
  - the new community centre is great
  - Groynes
  - the building of Templeton Recreation Centre
  - Clearwater is a big plus, the Cricket Academy at Lincoln College must have helped Christchurch
  - work done on mountain bike trails
  - improved Old School Reserve Mt Pleasant and put a tennis court
  - good gyms
  - maintenance on gyms
  - restored community house Avebury House Richmond
  - the recreational aspects of the city
  - sporting complexes
  - upgraded leisure centres
  - Styx Mill Reserve
  - putting money back into the community for recreational facilities
  - in conjunction with Riccarton/Wigram Community Board, Council gave \$105,000 for all weather green, great facility with good fencing and parking
  - maintenance of Hagley Park for sports
- 34 ... Promotion/support of physical activities/recreational activities/sports
- leisure activities
  - support Leisure Unit
  - encouraging people to do sports
  - got people interested in more activities eg walking groups
  - promotion of sports activities
  - encouragement for people to go walking
  - I think the set up at QE II with the different activities there is very good
  - leisure and recreation focus
  - the Burwood Pegasus Community Board has set up a grant scheme for sports organisations
  - sport and leisure
  - organised walks which are fine
  - the Council supports sport and recreation very well, there are a lot of options
  - support of sport and recreation
  - the Crusaders
  - improving recreational activities in the Port Hills
  - sporting/recreation/events/promotion
  - all the organisations like physical fitness, Push Play and walking groups
  - sports events
  - the leisure and activities committee is very good

**Christchurch City Council - Annual Survey of Residents March 2003 - Appendices of Open-Ended Responses**

- 35 ... Catering for youth/recreational facilities like skateboard parks, basketball courts etc
- skating and skateboard facilities for young people
  - skateboard parks, areas provided for youth
  - skate parks
  - Moorhouse skate park is good
  - skateboarding ramp in Jellie Park
  - skateboard parks, basketball courts
  - park facilities like skate ramps
- 36 ... City well run and maintained/good services provided/good Council performance
- general maintenance of the city - infrastructure
  - zero waste within Christchurch City Council offices
  - things in general are good especially in Summer
  - Gary Moore (Mayor)
  - maintenance of current services is good
  - progressive in their services and outlook
  - a lot of forward planning has been done
  - the city is well maintained and serviced
  - the city seems to be going well
  - I like all the great amenities
  - providing good overall services
  - good service at City Council
  - good Mayor
  - if anything goes wrong in the street they come straight away
  - generally city well run
  - provide lots of services
  - in general things are alright
  - general management of the city is very good
  - helpful in my applications for permits
  - good Mayor, honest and straight up
  - keeping control of utilities
  - amenities - on-going improvements
  - Councillors are more available to people than they used to be
  - from the Vicki Buck legacy a very strong foundation has been built, what Gary Moore is doing is a continuation
  - services in each suburb
  - Mike Moore is a good Community Councillor
  - take care of things after storms
  - doing a good job generally
  - Council continuing to redevelop on-going projects started around 10 years ago
  - normal regular services
  - basic facilities, general living, well-being
  - the majority of the Council's positive attitude towards Christchurch
  - general duties as a Council
  - fine at core services but what we expect from our rates
  - they do a good job
  - respond well to getting things done quickly

## Christchurch City Council - Annual Survey of Residents March 2003 - Appendices of Open-Ended Responses

- 37 ... Cleanliness of city/graffiti control
- keeping the city clean
  - clean streets
  - cleaning up tagging, keeping on top of it
  - stopping the graffiti
  - clean
  - city streets are kept pretty clean after Friday and Saturday nights
  - city kept beautifully clean
  - regular cleaning of gutters
  - keeping clean
  - painting over the graffiti on the walkway fence
  - people going around trying to clean the graffiti is good
  - can phone to get leaves picked up outside my place which is very nice
  - solving graffiti problems, an improvement, Christchurch City Council has done a lot
  - general tidiness, cleanliness
  - cleaner city centre
  - it's clean
  - cleanness of the city
  - kept our area tidy
  - keeping everything clean and tidy
  - streets are very clean and tidy compared to Korea
  - cleanliness of the city
  - street sweeper particularly in autumn cleaning up gutters to clear up the leaves etc to stop the drains being blocked
  - street cleaning has improved
  - the city is clean
  - the level of city care, the City Care people out there, Christchurch is reasonably tidy
  - cleaning the Bridge of Remembrance
  - cleaned up streets
  - removing graffiti
  - impressed with the cleanliness of the city
- 38 ... Redeveloping/revitalising the inner city
- tidying up inner city
  - trying to get people back into central city
  - retaining the vitality of the city by encouraging inner city living
  - the way they've paved the roads in the inner city, it opens it up
  - more work in the inner city
  - pushing the city centre, promotion as a desirable place to live
  - increased pedestrianism in centre city
  - central city revitalisation
  - the positive emphasis on reinvigorating the City Centre
  - revitalising city centre
  - improvements to the city centre are excellent
  - the efforts of attaining more people for the city
  - redeveloping the inner city
  - revitalising inner city
  - the former Mayoress Vicki Buck got the city revitalised
  - developing the inner city
  - bringing the city alive
  - middle of city alive
  - making the central city a place people want to come into

**Christchurch City Council - Annual Survey of Residents March 2003 - Appendices of Open-Ended Responses**

- 39 ... Good road/street signage
- I'm at the corner of North Avon Rd and River Rd. They have put a big sign up to warn of the corner and a light too. Four cars have gone in the river on my corner
  - traffic signs, 40 km p h for schools
  - new extra signs eg UNIVERSITY, AIRPORT
  - well signposted streets
  - good road signs
  - improved road signs layout
  - larger signs for area directions
- 40 ... Cafés/bars/Oxford Tce/good dining out opportunities
- like the way the Council has allowed outdoor dining and drinking
  - new bars
  - Oxford Tce strip
  - edging the Avon with cafés, allowing the 'Strip' to occur
  - more facilities for dining out
  - food outlets at Brighton
  - Oxford strip
  - opening up areas like 'the strip' making eating out more enjoyable
  - Oxford Tce outdoor wining and dining experience
  - more outdoor cafés
  - food court in the Bus Xchange area
- 41 ... First hour free car parking/other parking improvements
- one hour free parking
  - free first hour parking in Council car parks
  - improved parking
  - city centre parking
  - free first hour parking in city car parks
  - free parking for the first hour is great
  - the first hour's free parking in the city
  - free hour parks in city
  - hospital parking is much better now
  - parking better than it used to be
  - parking buildings
  - free parking in the City Council buildings for the first hour
  - free parking in parking buildings, no worries about parking, easier, more of an option to go into the city
  - free parking - first hour

## Christchurch City Council - Annual Survey of Residents March 2003 - Appendices of Open-Ended Responses

- 42 ... Landscaping of riverbanks/clean up of rivers/Avon River
- river enhancement
  - rivers made more beautiful
  - maintenance of trees along the Avon
  - fixing up the Avon River
  - working on the banks of the river
  - upkeep of riverside
  - rivers
  - end of Waimairi Rd, landscaping of the river
  - Avon River well maintained
  - planting river banks
  - cleaned up the rivers
  - fixing up the Heathcote river banks and maintaining them
  - improvements around the Avon River in the Oxford Tce area
  - they do keep the Avon banks well maintained
  - landscaping along the Avon
  - looking after the Avon and the Avon river banks, near Dudley Creek is well used
  - beautification around the Heathcote River
  - the river is a much better environment
- 43 ... Waterways enhancement programme/wetlands improvements
- improvement of wetlands
  - planting of wetlands
  - excellent work in the wetlands
  - wetlands near Ferrymead
  - waterways, planting and bringing birds back
  - they've done a lot of work on Horseshoe Lake
  - wildlife stream for native life
  - work on revegetating waterways
  - beautification on waterways
  - waterways enhancement programme - wetlands
  - wetlands
  - waterways
  - development of the waterways is very much more attractive, very likeable
  - the upkeep of the waterways and wetland
  - Travis wetland development
  - the plantings around the waterways and reserves
  - wetlands planting, they've made a nice job on Frost Rd and Travis Rd
- 44 ... Promoting Christchurch/tourism promotion/attracting tourists
- I like their attitude towards visitors
  - promoting Christchurch
  - promoting the city to tourists
  - tourism
  - keeping Christchurch promoted
  - marketed the city well. Christchurch is seen as a friendly nice place to come to
  - making the city more attractive to tourists
  - advertised the potential for tourism
  - active in attracting tourists
  - tourism type activities
  - promoting of the city for special events like the World Under 17 Soccer
  - the way they promote tourism in Christchurch
  - good impressions for tourists
  - promoting Christchurch and its image
  - opening more tourist attractions

## Christchurch City Council - Annual Survey of Residents March 2003 - Appendices of Open-Ended Responses

- 45 ... Provision of Council housing
- the provision of comparatively cheap accommodation
  - support of rental property
  - Council houses
  - giving people places to live (Council houses) and helping people with their houses and fixing things in their houses
  - maintaining the Council houses
  - housing policy is the best in New Zealand
  - continued provision of housing
  - retaining of the pensioner flats
  - Council housing for low income and elderly people
  - providing wonderful Council flats
  - Council housing for the elderly and retired
  - pensioner units for low income people
- 46 ... Upgrading/extension of airport
- improvement at airport - overseas terminal
  - Christchurch Airport
  - upgrade of airport
  - new International Airport terminal
  - the international terminal at the airport is working well
  - extending the international terminal at the airport
- 47 ... Addressing sewerage issues
- starting consideration of the ocean outfall
  - reviewing the sewerage needs
  - the outfall to the sea, the treatment plant
  - sewage treatment
  - cleaning up the estuary
  - looking to the future with this sewerage business
  - taking Templeton sewage into the city
  - good they have done the upgrading at sewage ponds
  - sewage outflow has to happen
  - sewerage, asking public opinion on outfall
  - stopping the outflow pipe into the estuary
  - advocating sewage out to sea
  - good control and scrutiny of our sewerage to meet our requirements
  - ocean outfall proposal for the sewage
  - they have built a better sewage plant
  - sewage, stopped the smell
  - sewage ponds, quality of water output
  - sewerage pipeline
- 48 ... Addressing dog issues
- dog areas where you can walk dogs
  - animal control regulatory thing, staff put up with a lot and they keep at it
  - they have restrained themselves from bringing in too restrictive legislation re dogs
  - dog exercising parks
  - development of Styx Mill Rd as a dog area, elsewhere in Christchurch too
  - dog control, it's necessary to keep control of dogs on beaches and in parks
  - dog parks
  - the dog park at Styx Mill Reserve
  - people now aware to clean up after their dogs
  - dog controls
  - with all the dog bites happening they are at last doing something about it
  - public parks having doggy bag areas



## Christchurch City Council - Annual Survey of Residents March 2003 - Appendices of Open-Ended Responses

- 49 ... Provision of walkways/board walks/walking tracks
- improvements to the walkways
  - making walkways
  - walking tracks on sand dunes
  - all the walkways, boards to walk on
  - making tracks and pathways along the river and on the hills
  - the walkways at Travis Swamp
  - the walking track down beside the railway line
  - improvements of walkways
  - the pathway along the Avon is excellent, I understand it was suggested by local residents
  - walking tracks, walkways
  - development of Styx Mill Rd, area opened for a walkway (and provided parking)
  - the walkways and tracks around the Port Hills are good
  - the walking path along the Avon
  - walkways in parks
  - sand dunes pathway
- 50 ... Outdoor markets/produce market
- Saturday market at the Arts Centre
  - produce market in Tuam St
  - stalls in Cathedral Square
  - city markets
  - markets
  - that produce market in Tuam St
  - outdoor markets
  - produce market
- 51 ... Good water supply/no fluoridation in water/conserving water campaign
- Christchurch water is very good
  - withstood fluoridation pressure on water
  - water quality
  - good control and scrutiny of our water to meet our requirements
  - the water supply is terrific
  - pure water supply
  - conserving water campaign
  - water quality is very good
  - water supply
  - good water supply
  - water system
  - improvement in water pressure
- 52 ... Good/updated children's playgrounds
- maintenance of children's playgrounds
  - the coloured play equipment in the local park
  - updated playgrounds
  - well maintained playgrounds for children
  - play equipment in most areas, particularly poor areas
  - good quality playgrounds
  - improvement in the kids' playgrounds in parks
  - the playgrounds are kept up to scratch
  - the plastic children's play areas
  - accessibility to playgrounds
  - the provision of children's playgrounds is really good
  - making the playgrounds safer
  - children's playground in Spreydon Domain
  - doing up the kids' park
  - kids' playgrounds
  - parks maintained and painted for children

## Christchurch City Council - Annual Survey of Residents March 2003 - Appendices of Open-Ended Responses

- 53 ... Catering for children/families/after school programmes, holiday programmes
- continued support of free events for children
  - after school programmes - very important
  - OSCAR programmes, needs to be more
  - Council has continued with activities that are already in place, good from the point of view of families
  - activities for children
  - catering to the needs of families
  - kids' programmes in the holidays especially the winter ones
  - library readings for children
  - outdoor family activities
  - after school programmes
  - things for kids for free, all the holidays the free activities they put on
  - more activities for children, summer and winter, increased play areas for children
  - school programmes for kids in libraries and parks
  - there are more things for kids to do
- 54 ... Arts Centre/support for the Arts
- Arts Centre
  - Christchurch Symphony Orchestra
  - new Arts Centre
  - Arts Festivals
  - the Arts Centre looks nice
  - support for Christchurch Symphony Orchestra and support for the Arts in general
  - Arts Building
  - the number of theatres, encouraging of the Arts
  - Symphony Orchestra
  - the Arts
  - establishing the Arts Centre
  - the Arts Centre, cultural aspect done very well
  - outdoor plays in Arts Centre and Mona Vale
  - cultural festivals
- 55 ... Retention/restoration of heritage buildings
- heritage buildings
  - commitment to heritage type things
  - historic buildings maintenance and upkeep
  - clearing up old heritage buildings in the city looks good
  - restoration of older buildings in Lower High St
  - taking care of heritage
  - Council commitment to retaining older buildings
- 56 ... Job promotion/employment schemes
- the new project at the Airport that provides jobs
  - initiatives for employment
  - unemployed programmes
  - getting young people into work scheme
  - employment schemes
  - supporting employment
  - promote employment opportunities
  - tried to keep unemployment at bay

**Christchurch City Council - Annual Survey of Residents March 2003 - Appendices of Open-Ended Responses**

- 57 ... Supporting social programmes/social services
- helped purchase the Samoan Methodist Church
  - give residents lots of free help like Citizen's Advice Bureau, legal information free to people
  - the services at the hospitals are wonderful
  - general social programmes
  - support for voluntary groups
  - having input into social programmes, developing policies on children and youth
  - fund youth workers
  - insulation for low income families
  - Burwood Hospital and keeping the aged in their homes
  - hospital facilities
  - social institutions
  - Mayor's Welfare Fund
  - care for children with disabilities is excellent
- 58 ... Business promotion
- bringing new business into the city
  - supporting business initiatives
  - promoted the IT and business sector in the region
  - promote business opportunities
  - Council has encouraged outside business interests to establish in Christchurch
  - small business start ups
- 59 ... Maintaining green areas/restricting developments
- keeping the Port Hills free of housing
  - Moncks Spur, not to be developed as a housing area was a good decision
  - green areas for families
  - zoning the Port Hills for no more development
  - creating reserves on the Port Hills
  - refusal to allow further re-zoning of the green belt
  - green areas
  - retaining reserves on the Port Hills, restricting development on the hills
  - stopping the development on the Spur on the Port Hills
- 60 ... Liquor ban in the city centre
- I think it was a really cool idea to have no public drinking in the city centre. It was really distressing having to deal with drunk people all the time
  - alcohol ban in the city is great
  - banning liquor in the city, you don't get people rolling around drunk
  - liquor ban in central city
  - banning drink from the Square
  - to stop drinking in the Square
  - the liquor ban in the city centre
- 61 ... Nice environment/good environmental control
- trying to make the environment better
  - good environment
  - environmental control
  - lovely environment compared to Korea
  - environmental

**Christchurch City Council - Annual Survey of Residents March 2003 - Appendices of Open-Ended Responses**

- 62 ... September 11 Memorial/Fire Fighters Memorial
- the Fire Fighters Reserve
  - Firemen's Memorial (9/11)
  - September 11th Memorial
  - Firemen's Memorial
  - Fire Fighter's Memorial
  - September 11 Memorial - Fire Fighters Memorial
- 63 ... More shopping/shopping mall extensions
- new Supervalu
  - extending Northlands
  - extensions on Northlands shopping mall
  - the malls, so many it's becoming like Auckland
  - planning - extension of malls
  - the Crossing is a great idea
  - the Crossing, that works really well
- 64 ... Efforts to control the hoons
- getting the hoons off the streets
  - to control boy racers
  - trying to get the hoons off the roads
  - stopping hoons
- 65 ... Museum/Canterbury Museum
- Canterbury Museum
  - Museum
  - the Museum
  - Council support the redevelopment of the Museum
- 66 ... City is safer/relatively crime-free
- improved security in our area
  - relatively crime-free
  - very little trouble in this area
  - feel that Christchurch is a safer place to be in

**Christchurch City Council - Annual Survey of Residents March 2003 - Appendices of Open-Ended Responses**

98 ... Others

- taking over the Banks Peninsular County Council, they need a bit of back up over there
- joining all into one City Council - amalgamation
- I think it would be good for the Banks Peninsular Council to be incorporated in the Christchurch City Council
- going to contractors to do the work
- new Council offices in Beckenham/Cashmere
- improved street lighting in Estuary Rd
- lights in Innes Rd a great idea
- street lighting
- some drainage improvement
- fixing the flooding problem at the end of Kirk Rd
- there is no flooding here
- Linwood Cemetery - upkeep around the tombs
- graveyards being done up and tidied, Ruru Rd
- noise control regulatory thing, staff put up with a lot and they still keep at it
- noise control, good to be able to have an avenue to do something about noise
- held ownership of LATES
- new housing developments are good
- I am a citizen now and Gary Moore gave me that
- the supporting of the Maori Village (Tamariki) at Heathcote by Christchurch City Council is excellent
- spraying the roadsides seems to control ants
- development of the Wigram Base
- settled the dispute re petanque discussion in area
- cleaning up the soil in this area
- Papanui Service Centre developed between Hills Rd, Shirley Rd and Marshall Rd bringing agency and residential together to develop the area so it is not a blighted area
- keeping English atmosphere
- Aranui Community Project
- political attitude with reference to resistance to privatisation
- the Christchurch City Council's stance against the war in Iraq
- declared itself a peace city
- striving to improve a sense of "community"
- enjoyable atmosphere compared to Korea
- gondola
- absorb immigrants into the city well
- overseas students, the Mayor has made them very welcome
- using Armourguard as after hours number for fire
- water meters installed
- the kids went to the Water Treatment Plant
- seats where you can wait for buses
- good school patrolling and a safe big arm that comes down
- efforts to try and bring back birds

99 ... None/don't know

**Q1b The worst things that the Christchurch City Council has done for Christchurch in the last few years...**

- 01 ... The changes to the Square not attractive/waste of money
- absolute muck up of the Square spending thousands of dollars
  - messing up Cathedral Square
  - the Square, grey and dull
  - the Square, the amount of money they've spent/wasted eg the tiles
  - mucking around with the Square
  - appearance of Cathedral Square is poor
  - bugged up Cathedral Square
  - the Square, no consultation, badly done, badly represented
  - mess they've made of the Square, used to be nice with grass bits around
  - the tiling in Cathedral Square
  - Cathedral Square looks very dull
  - lack of greenery and softness in the Square
  - the mess they've made of the Square, the areas (walkway, tram lines and road) are not clearly defined
  - redevelopment of the Square
  - Cathedral Square, there's no greenery and atmosphere, we're the garden city
  - the Square, they wasted millions on the Square
  - don't like the food carts in the Square, should be left open for people to move around freely
  - the Square, it could be so much nicer, it's very dull and boring, especially for tourists
  - the Square has still not been fixed, it's not user friendly
  - wasted money at the Square in putting marble tiles down, it's slippery, you are hardly able to see the difference between the road and the footpath part, it's grey and boring
  - Square paving development
  - cobbles in the Square are all the same colour, too bright
  - the Square is not aesthetically pleasing, tiles reflect light and are hard on the eyes
  - not impressed with how they spent money in the Square - those bricks
  - the muck up in the Square, those grey tiles
  - all the money spent on the Square, the amount of times it has been changed, 3 or 4 times. The price has escalated. They ignored advice especially from one overseas person and are paying the cost now
  - the Square, getting worse rather than better
  - the Square, the tiles (against the engineers advice)
  - redoing the Square so many times
  - buying the tiles from overseas instead of using local in the Square
  - the Square, planning is not good, the overall aesthetics are not inviting

Code 01 continued on next page

**Christchurch City Council - Annual Survey of Residents March 2003 - Appendices of Open-Ended Responses**

- 01 ... The changes to the Square not attractive/waste of money  
(continued)...
- used Chinese marble in the Square
  - failed to recognise people's desire for the Square as a showpiece
  - food stalls have cheapened the Square, spoilt the open space
  - the Square, for the money spent they could have had plants, waterfall and feature areas, too grey and dull the way it is
  - the money spent on the Square, not completed to satisfaction - durability of the tiles
  - don't like the Square being all grey, can't tell the footpaths from the road
  - the Square is cold and uninviting
  - the Square, wasted money cobble stoning it
  - disappointed with the Square as a centre for the city
  - perpetually changing the Square
  - Square is a mish-mash, haven't had a proper master plan and followed it
  - dangerous footpaths in Square for older people with walkers etc
  - the Square, we need more greenery
  - the amount of money spent on the Square and still on-going
  - the Square, not impressed with change, not as beautiful as before, don't like pavement colour
- 02 ... Taking away rubbish bins from parks/public places
- taking away rubbish bins in parks particularly Spencer Park
  - taking rubbish bins away from parks and other public areas
  - the idea of removing rubbish bins is ridiculous
  - the removal of rubbish bins from some parks
  - taken rubbish bins out of recreational parks
  - taking rubbish bins out of parks
  - getting rid of rubbish bins in public places like parks
  - they have taken the rubbish bins out of the park
  - taken rubbish bins away from public places
  - our park needs rubbish bins, people park at our park and eat McDonalds and leave their rubbish, there's no use removing bins, there's not enough and you won't change some people's ways - Burwood Park
  - removing rubbish bins from the parks
  - taking the rubbish bins out of the park will be disastrous in the long run
  - mistake removing rubbish bins from parks and reserves
  - withdrawal of rubbish bins from public parks
  - the removal of rubbish bins from parks and the possible effects
  - abolishing the rubbish bins in parks and areas where people walk
  - taking rubbish bins out of parks is stupid
  - taking all the rubbish bins away from parks encourages littering
  - I don't agree with the plan to remove rubbish receptacles. I agree in the bush you "carry it in and carry it out" but it is a different thing in the city

**Christchurch City Council - Annual Survey of Residents March 2003 - Appendices of Open-Ended Responses**

- 03 ... Lack of car parking/too many meters/over zealous parking wardens
- insufficient car parks in the four avenues
  - parking in town near the hospital, whether you want to see patients or work there, you should be able to park nearby
  - too many parking meters
  - giving parking wardens the power to dish out for no registration and no warrant
  - the parking scheme is trying to push people out of the city and it should be free to get people to come into this beautiful city
  - closing car parks down at the beach area of New Brighton at night
  - work on Picton Ave, no parking areas there anymore
  - parking ticket for a car
  - don't like parking warden people writing out tickets for no registration and no warrant
  - parking in Bella Rosa Dr
  - lack of parking around Hagley Park
  - the Christchurch Public Hospital needs more car parks, car park building is always full whenever I go there and I can't get in
  - parking for free entertainment, should provide it, but give parking tickets
  - the amount of effort put into policing parking
  - the business of street parking, it takes ages to get a park and you have to walk so far after finding one
  - parking enforcement around public parks is tough for families with children playing sport
  - parking around varsity being restricted to two hours is bad
  - making a profit out of parking
  - no parking available when there is a function in the Gardens
  - charging for parking meters on Sunday
  - put in more parking meters, more parking restrictions, the parking wardens are too hard, no flexibility
  - free parking is not a good idea
  - too many parking meters, difficult for manufacturing business to operate
  - too restrictive weekend parking in town, two hours is too short for cultural events
  - over zealousness of the parking warden
  - parking at the hospital causes a lot of difficulty
  - parking in the city is expensive and not easy to get
  - parking in the city is bad, hard to get a park, dotted lines everywhere
  - limit parking signs by QE II
  - not enough paraplegic parks
  - parking around hospitals
  - 60 minute parking in working areas
  - parking buildings not open early evening i.e. until 11pm to midnight
  - parking meter and parking building prices in the city
  - lack of parking provision in the inner city
  - charging for Sunday car parks
  - being forced further out of the city to find free parks
  - parking for Hagley Park, should have used saleyards for parking
  - lack of parking provision in our cul-de-sac
  - they have made parking around the hospital so difficult for nurses and visiting elderly



**Christchurch City Council - Annual Survey of Residents March 2003 - Appendices of Open-Ended Responses**

- 04 ... Not addressing traffic congestion/lack of road planning
- done nothing about traffic congestion
  - not enough attention to roading
  - northern arterial route needs to be developed but not at the expense of a viable public transport system
  - congestion of cars, the roading at the moment is bad, needs better access to central city
  - they have not addressed the arterial roading situation in Christchurch
  - the southern motorway needs a hurry up
  - traffic problem
  - congestion of streets at peak hour
  - Colombo St is far too congested and it's dangerous for pedestrians, stop the cars
  - lack of road planning
  - access into city from the northern end (Belfast)
  - haven't decided on southern motorway bypassing Hornby
  - northern arterial road not being done
  - lots of talking about things, the main northern outlet down Papanui Rd and not done much about it
  - slow with some traffic issues
  - the ring road is good but it goes into a bottleneck at Marshlands Rd, traffic has grown beyond expectation
  - hopeless traffic on Papanui Rd
  - traffic congestion - Colombo St/Riccarton Rd
  - make roads run one-way only with no parking on the side of inner city streets
  - traffic, stop arguing
  - allowing so many buses up and down Colombo St between the Square and Moorhouse Ave
  - roading is an issue they haven't addressed. With all the developments that they're talking about what they're planning to do, they've been talking about it for 20 years but it's not got going
  - proposal to upgrade Domain Tce and slow down traffic speed was dropped, I liked the first proposal in 2000
  - road congestion in the north west areas, also access around some shopping areas eg Westfield Northlands, Palms
  - the congestion of the buses down Colombo St is a pain
  - no traffic lights at busy intersections
  - traffic management/flow in the north west arterial routes

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- 05 ... Too many judder bars/speed bumps
- the calming system on the streets, on side streets especially
  - some of the roads with speed bumps are unnecessary eg Wadeley St has far too many bumps in it
  - put too many judder bars in
  - speed bumps, makes one street more important
  - bumps on road, does work but it's a pain
  - I hate the humps in the roads
  - the roads are like an obstacle course with bumps
  - filled our street with speed humps, there are too many
  - speed humps, some are very severe
  - restrictions on traffic flow, speed humps etc
  - slowing the smooth flow of traffic with speed humps, mainly in smaller streets to deal with boy racers. Better that the speedsters have the law enforced on them
  - speed humps
  - those flaming road humps
  - I think it's foolish to put bumps down streets
  - putting in speed bumps
- 06 ... Narrowing of streets with landscaping
- planted areas that curve out to make some roads into single lanes to slow traffic. They are unnecessary and do not slow the traffic, a waste of money and time
  - bricking/paving the entrance/exits to streets
  - building planted areas out into the road to restrict cars to a single lane eg Aikmans Rd into Rossall St, traffic tends to bank up at peak times
  - narrow corners of streets, difficult to turn
  - narrowed the street ends by plantings
  - road narrowing, a danger to cyclists
  - roading, narrow corners difficult to manoeuvre in a 4-wheel drive
  - the roads are like an obstacle course with narrowings
  - I hate the narrowing of the roads
  - the street narrowings I don't like, I've seen them in other towns around New Zealand too
  - making roads narrower, creates more traffic congestion at big intersections
  - restrictions on traffic flow, narrowing of roads
  - narrowing of side streets and pedestrian islands in the middle of the road by bus stops
  - narrowing roads
  - I think it's foolish to put extended curves at intersections
  - narrowing roads eg Tennyson St
  - road narrowing, it's a good idea but I wonder if it's too severe, I'm aware of one accident
  - narrowing of some streets too dangerous

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- 07 ... Other road changes not liked
- Fendalton Rd, very busy and spoilt due to changes made
  - one thing I despise is the red cycle lanes, unsightly, absolutely dreadful, I don't think they are unnecessary, just the red carpet is unnecessary
  - disturbing local traffic flow against the wishes of residents
  - widening roads such as Fendalton Rd increases noise etc
  - some roundabouts
  - changing the one-way street system in town
  - there seem to be many white lines on the road that are unnecessary
  - mini traffic islands where there is no need for an island
  - behind the Cathedral driving there is a real hazard
  - reorganising traffic islands, replacing roundabouts with traffic lights
  - gone overboard in slowing traffic in some roads, use radar and Council prosecute
  - they have spent far too much on some streets
  - re-direction of Manchester St, from getting all the traffic off Colombo St
  - wasted a lot of money painting wide median strips
  - redesign of some roads is not convenient for residents
  - Blenheim Rd overpass, money could be better spent
  - redesigning of intersections, this slows traffic etc
  - changes to the roading in Curletts Rd, Main South Rd
  - trying to swap Tuam St and Lichfield St
  - too many road markings everywhere, also hideous red cycle lanes
  - some of the cycling lanes have narrowed the roads
  - the one-way streets change, Lichfield St, the poor business people with shops down there, leave it as it is
  - Tennyson St was ripped up, widened , now narrowed again, with all the cyclist lanes. It's ridiculous, Brougham St is now the main road, so it was all pointless anyway. It's not well planned and the change was pointless
  - putting in mini-roundabouts
  - Tuam St one-way is not a good idea
  - don't like the traffic going behind the Cathedral, could have made more of it
  - amount of money spent on Fendalton Rd widening
  - all the little islands around the street, I think it's a mess and a waste of money
- 08 ... Lack of road maintenance
- state of some of the roads, Charles St is pretty bad, I can't believe how rough it is
  - maintenance of roads is very patchy, there have been a lot of accidents outside our house
  - road surfaces deteriorating
  - haven't kept up the maintenance of the roads
  - roading programme
  - the road surface on many roads is breaking up
  - lack of road maintenance
  - badly laid hot mix in places
  - not enough money spent on the roads all over
  - roading conditions are still a big problem
  - better care of the roads at the north end of Belfast
  - roads are shocking, lack of maintenance
  - maintaining roads
  - patch ups rather than complete jobs

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- 09 ... Too many road works/unnecessary/at inconvenient times
- too many road works around the place
  - continuous digging up of Fendalton prior to new road
  - road works, it seems the most inconvenient activity is planned for peak traffic times
  - road works, some contracting takes longer than it should
  - road works, Fendalton Rd/Kilmarnock St area, too much at the same time making a build up of cars. Should be spread throughout the year
  - length of time to complete road works
  - the amount of road works in Christchurch, are they really necessary?
  - slowness in completing road and street works
  - I sometimes feel they do things unnecessarily particularly road works
  - too many road alterations, slows traffic etc
  - faster with the road works, they seem to be there forever
  - road works for too long and roads always under repair
  - when resurfacing the streets the stones get carried into homes
  - continuing ripping up roads
  - road works that are not done properly or with foresight eg Curletts Rd, not making it double lanes
- 10 ... Banning open fires
- phasing out wood burners, home heating subsidy is insufficient for current contractor's cost of installations
  - trying to get rid of open wood burning fires, there's no smog in this city
  - taking away fires
  - open fires in the winter time should be kept
  - the pollution business is a problem - they're blaming open fires
  - getting rid of open fires
  - too dogmatic about having to change, the home heating system, it is discriminatory between the socio-economic groups
  - if Christchurch City Council make us change our fireplace, our electricity bill will be higher
  - pellet fires are banned thru ECan
  - I have a Kent fire, I don't believe the smog issue, I'm an asthmatic and I can walk at night
  - open air fires , all very well to say don't use it, people on lower incomes will suffer
  - trying to ban log fires
  - incentives/legislation to reduce use of open fires is a bit of a mish-mash
  - clean air, too heavy handed, don't pick on the householder
  - log burners ban for the elderly
  - focus on open fires misguided, fuels emissions are worst
  - banning fires, they shouldn't, I like my heat
  - clean air plan to abolish open fires as don't think this causes pollution
  - I know there is a ban on open fires, I'm not saying the idea is altogether bad, I'm just saying it concerns me, how are people going to keep warm with the cost of alternatives?

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- 11 ... Problems with bus service/bus fares
- the raising of the bus fares
  - no access to bus service in the area
  - bus services, reports of people being left at the stop because the scheduled bus was full
  - lack of foresight in transport
  - I don't like their new proposed bus fares, they're not going to save us any money, it's just going to make more money for them
  - bus services have not improved going into town, need more buses on services, would like the Orbiter to go to the beach
  - Orbiter doesn't come to Hornby
  - the buses are good most of the time but sometimes they don't show up at all or are too early
  - bus service punctuality
  - shortening the bus ticket time frames, i.e. shortening the shopping times
  - Orbiter's route not including New Brighton
  - coaches not always working together with tickets going from the red to the blue bus
  - free bus fares for all workers of the City Council
  - maniac bus drivers
  - buses, timetable needs to be looked at
  - bus fares need to be cheaper at off-peak times
  - look at incentive to use public transport
- 12 ... Mayor/Councillors overpaid
- Gary Moore got a pay rise which was too high, the money could have benefited the community heaps in many ways
  - giving themselves too many pay rises
  - paying themselves too much
  - Mayor's pay increase was excessive
  - that the Mayor's pay went up by the equivalent of a registered nurse's wage
  - why are the Councillors getting a pay rise? - we don't get anything more for their pay rise
  - too much salary for the Mayor
  - Councillors should be a voluntary group, an honorary position
  - raising the Mayor's pay
  - giving them a pay rise, the Mayor just had another
  - increasing Councillors' salaries
  - the increase in salaries for Mayor and Councillors
  - giving the Councillors allowances for attending meetings if they've got nothing to say, they've just got their hands out
  - pay rises for Councillors too high
  - the pay rises that Councils have received
  - giving the Mayor a hell of a big pay rise

**Christchurch City Council - Annual Survey of Residents March 2003 - Appendices of Open-Ended Responses**

- 13 ... Unsuitable building/too much infill housing/high rise apartments
- Council flats, too stuck together, because of this not very nice
  - allowed too much infilling in housing
  - allowing developers too much freedom in property development, more thorough assessment of impact on neighbours is needed for new developments
  - allowing high rise development in Park Tce
  - section sizes for houses are too small
  - development of large apartments in Park Ave, should be smaller in keeping with the city
  - building standards
  - isn't suitable for all the tall buildings
  - they pulled out a lot of trees next door and built flats and they're doing that across the road too
  - over-use of available land for residential development and the development of closed communities and the social consequences that arise from that
  - planning for apartment buildings
  - allowing too much infill housing, more rigorous controls are necessary
  - lots of ugly developing sprawling neighbourhoods
  - enforcement of building permits, a bit slack
  - infill housing too dense leading to problems with parking, noise and crime
  - planning approval given for too many box-like developments eg Rebel Sports Moorhouse Ave
  - town planning decisions re infill houses, some are shockers
  - some of the housing is becoming too compact, too much house on the small piece of land
  - allowed high rise buildings in areas where they shouldn't be allowed
  - unsuitable residential building sites eg under the cliffs or on exposed hillsides
  - allowing the development of some housing which is not in keeping with the community feel
  - subdividing sections, sections are too small, need tighter regulations on subdivisions
  - allowing too much high rise
  - allowed buildings on Barbadoes St to go up, high rise apartment buildings
- 14 ... Allowing urban sprawl/subdivision in green areas
- so much subdividing on green belt areas
  - allowing housing to encroach on the green belt, urban sprawl out Marshlands Rd, Travis Swamp should be retained not built on
  - allowing the Port Hills to be developed
  - the green belt, sprawl places they've opened up
  - allowed developments on rural land, changing green belt zoning and building on market garden
  - they haven't controlled the urban sprawl in a very practical matter, from North Beach through to Marshlands there was a green belt, now it is only in limited areas
  - allowing subdivisions especially in the green belt in Halswell
  - allowing our good fertile food growing green belt to be obliterated by houses
  - building houses on the Port Hills
  - started to get rid of the green belt
  - allowing subdivisions in Belfast - Hereford
  - we used to have a green belt, the developers keep niggling and niggling and slowly the green belt gets eroded
  - the green belt gets built on, that's a mistake

**Christchurch City Council - Annual Survey of Residents March 2003 - Appendices of Open-Ended Responses**

- 15 ... Too many Councillors
- having too many Councillors
  - too many Councillors, too much bureaucracy
  - far too many members, they don't do much, it's become a lifestyle for some people to become Councillors, it's too easy to get elected because of the Ward system
  - too many on Council, should be streamlined
  - far too many Councillors for the size of population
  - kept too many Councillors, top heavy administration
  - too many in the Council
  - can't understand the electing of that many Councillors
  - retained too many Councillors
  - too many Councillors
- 16 ... Overspending/inappropriate spending/money wasted by Council
- money orientated, costs, no consultation
  - cost of running Council excessive
  - upgrading Eastgate a waste of money
  - wasting rates, money spent too frivolously, spending on things we don't need
  - some wastefulness of the Council
  - spend too much money on events
  - financing of some of the real estate assets of the Council
  - overspent on some aspects
  - spending far too much money holding on to so-called heritage buildings
  - spending money on projects on irrigation outside rating area, also semi-commercial projects
  - Art Gallery is a waste of money
  - wasted money on activities in the park
  - inclined to overspend on grants eg Birdlands, Little River
  - the Art Gallery, the money could have been spent elsewhere, like in the health sector
  - people who make art figurements say "Thank you, I've got my healthy profit out of it" to the Council, then the rates go up
  - frequent cost overruns on all projects
  - spending ridiculous amounts of money on old buildings
  - I think they waste money, typical, placement of beautiful wooden benches in Opawa Park, they were stolen immediately, I feel they do things just to be seen to be doing something
  - they should remember whose money they are wasting, the citizens not theirs
  - the new entrance to the library was done twice
  - small parks, huge amounts spent for very little
  - over-abundance of spending
  - I question the expenditure on the Art Gallery, I think the money should have been spent in other ways

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- 17 ... Dislike the sculpture/the Chalice in the Square
- Chalice sculpture
  - the Chalice is a terrible idea
  - don't need the statue in the Square
  - the monstrosity in the Square - the Chalice
  - metal thing put in the Square, a monstrosity
  - the sculpture in the Square
  - built the Chalice in the Square, a waste of money
  - erecting the sculpture, the torch in the Square
  - put too much money into art eg the Chalice
  - a waste of money, the ice-cream cone should not be in the Square, move it to the Art Gallery or Victoria Square
  - Chalice in the Square is dopey
  - what is the statue in the Square?
  - Chalice in the Square is out of place, don't see the relevance of it
  - the Chalice ruined the Square, it's ugly
  - putting the Chalice in the Square
  - move the Chalice to the Gardens
  - the Chalice, I hate it
  - the Chalice is out of place in the Square, should be positioned elsewhere
  - ice-cream cone in the middle of the Square
  - Chalice out of place in the Square
  - wasted money on the art monument - the Chalice
  - the cone structure in the Square, I think it is terrible looking
  - putting the Chalice in the Square, it should be in Hagley Park
- 18 ... Rates going up/excessive increases/other rates issues
- put the rates up
  - rates increasing
  - our rates going up all the time
  - the rates going up
  - excessive rate increases well exceed inflation
  - they should not go up with the rates every year, people need to budget on whatever they earn, the Council should do the same
  - the rates keep hiking up
  - rates constantly going up every year
  - increasing the rates so much
  - could lower rates
  - yearly increase in rates
  - rates up
  - constant increase of rates for no value
  - reality check about the rates
  - putting up rates with no improvements
  - rates are frustrating, you seem to keep paying but have no say on where it goes
  - increased rates
  - fluctuation of rates over the last few years has diminished cash reserves
  - rates too high for some houses
  - not recognising the difference of our rural district, the rates have got steadily worse with no advantage
  - debate over rating issues



- 19 ... Changes/proposed changes to rubbish bags
- taking away rubbish bags
  - not getting the rubbish bags through rates/rental
  - to even consider making us pay for our rubbish bags is sheer gall
  - the rubbish bag thing, they were going to remove it
  - rubbish bags, there are not enough, landlord didn't supply enough
  - having to pay for the rubbish bags
  - collecting rubbish bags after receiving voucher, 50 bags not enough for my family of 8
  - rubbish bag debate
  - I am disappointed there will only be half as many bags
  - rubbish bags are smaller, not so useful
  - I think paying for plastic bags is likely to cause a litter problem in public areas
  - not enough rubbish bags
  - the charging of rubbish bags will cause people to use the sides of the road for the disposal of their rubbish
  - not delivering rubbish bags to gate
  - making rubbish bags smaller
  - dropped rubbish bags in half, only give out half the number they used to
  - rubbish bags, wanting users to pay
  - they're considering doing away with rubbish bags, one a week is not enough for some households and they are now smaller
  - I'm annoyed about the cost of the rubbish collection, it should be part of the rates
  - the uncertainty of the continuation of the free rubbish bag collection
  - we buy rubbish bags from Pak'N Save , plain black bags, but they do not take them
  - taking away rubbish bags for residents
  - should be allowed to use any sort of rubbish bag and have them taken away
  - the decision to make people pay for rubbish collection is going to cause us problems, people are dumping rubbish out here now
  - charging for rubbish bags
  - making us pay for rubbish bags
  - confusing the public about rubbish bags
  - the rubbish bags, whether they're going to supply bags or not
  - no rubbish bags
  - bring back the black polythene rubbish bags
  - rubbish, if you have to pay it will be an inconvenience to poorer people
  - rubbish bags not being free
  - the Council rubbish bags being stopped
  - I don't like the quality of the black rubbish bags
  - the rubbish bags have been made too flimsy, they need to be stronger
  - proposing charging for rubbish bags
  - plastic bags are smaller and plastic not so good
  - against paying for bags, pay in rates and there's no reduction
  - talking about stopping rubbish bag deliveries

## Christchurch City Council - Annual Survey of Residents March 2003 - Appendices of Open-Ended Responses

- 20 ... Slow to address air pollution problem
- amount of time it's taking the changes to take place, to get people away from open fires
  - not being proactive in clean air
  - Council initiatives aren't combating the smog problem
  - not banning coal
  - it's a good idea to get rid of coal, but what about diesel and fumes from cars?
  - not promoting clean air, not enough notification of clean air law
  - I don't agree that attacking open fires is the total solution to the clean air problems, factories and vehicles are also to blame
  - the way they can't work with ECan
  - I'm concerned about clean air
  - we've still got the smoggiest city in New Zealand, there is excessive tolerance of the pollution from Feltex and from the Teachers College furnaces
  - taking their time with the air pollution issue
  - they have pondered on open fire issue
  - they don't deal with the pollution from cars
  - people burning plastic; should encourage people to take care of the environment
  - clean air policy
  - delays in dealing with smog
  - air pollution, there's more pollution from cars than from fires
  - they are not always positive about the wood pollution problem
  - clean air, stop arguing
  - procrastination over smog problem is irritating
  - not banning open fires
  - there is excessive pollution from vehicles in the inner city
  - chimneys, smoke, pollution, they haven't gone far, should have banned it years ago, not given people so long to do it
  - debate over clean air issue
  - not quick enough to clean up the smog issue
  - subsidy too low for alternative fuel fires
  - slow to act on smog problem
  - I'm not sure on the clean air policy, there seems to be some conflict between the Regional Council and the Christchurch City
  - smog is a big problem - nothing has happened in 20 years, I'm appalled at the smog at night
  - smog, not done enough to reduce pollution

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- 21 ... Problems with Bus Xchange
- changed site of bus terminal - lots of hooligans hanging around
  - traffic flow at the Bus Xchange
  - Bus Xchange, the site, positioning of the facility
  - the bus development in the centre of the city, particularly the turning of the buses on the corner off Colombo St
  - putting the main bus terminal in Lichfield St
  - bus station
  - the Bus Xchange and all the trouble it's caused, it's very congested
  - shifting the buses from the Square, don't like the Bus Xchange, especially older people
  - bus depot
  - the bus terminal, stuffing up all the traffic
  - Bus Xchange, not very well organised, you go in there and you don't know where to go for the bus you want
  - bus centre could be better designed
  - Bus Xchange is not a safe environment for people and not planned well, buses don't have enough room to turn
  - location of the new bus terminal
  - bus terminal in wrong location
  - the bus terminal is a disaster, badly planned, badly sited
  - the bad location of the bus terminal, too much congestion
  - location of the Bus Xchange, badly sited causing traffic congestion in Lichfield and Colombo Sts and increasing pedestrian congestion on Colombo St
  - closing the Railway Station, the buses on Colombo St are a bit of a disaster
  - new bus station is a good concept but it's in the wrong place, creates confusion traffic-wise with the one-way system etc
  - Bus Xchange, putting buses down Colombo St
  - bus depot is impersonal and inadequate particularly for elderly people
  - the Bus Xchange is a bad idea, I forbid my children to use it
  - building the Bus Xchange has caused problems with the kids
  - bus depot, not enough room for buses
  - the bus station in town, not a good place to put it
- 22 ... Landfill/transfer station charges too high
- dump prices are quite high, no wonder people throw stuff on the side of the road
  - dumping at refuse centres is far too expensive, Council keeps increasing these charges
  - charges at the refuse tip are a bit high, they should be by the trailer load not weight
  - cost of dumping at the dump
  - charging horrendous prices for rubbish dumping
  - dump fees are too expensive
  - believe dump should be low cost or even a few free visits with rates
  - the increased dumping fees at the refuse station i.e. the green fees
  - disposal of waste material is exorbitant
  - the dump fees are too high, I was charged \$14 a trailer load
  - rubbish policy, transfer station fees should be reduced
  - price increases for rubbish disposal at city dumps

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- 23 ... Not addressing sewerage problems/smell/pollution of estuary
- estuary outfall, what to do, the estuary should be cleaner
  - failed to fund sewage treatment system
  - difficult to make up the Council's mind about the estuary effluent
  - sewerage problems
  - stench from Bromley
  - sewerage should have been sorted
  - dithering over the sewerage scheme
  - insufficient money allocated to Bromley Ponds
  - smell from Bromley since they dug up the pond last year, quite smelly
  - neglect of the estuary
  - having the sewage effluent into the estuary
  - progress on sewerage alternatives
  - I'm concerned about the waste water and the estuary, the quality of the estuary has significantly deteriorated
  - the vacillation on the estuary issue
  - sewerage, stop arguing
  - Council haven't organised something proper for the sewage disposal
  - sewage treatment application
  - the estuary, where is that pipe going?
  - City Council won't extend the pipeline out to sea as recommended by Environment Canterbury
  - residual wash back from sewage in lagoon with pong when tide is out
  - they have pondered too long on the sewerage issue
  - dilly dallying about sewerage
  - still talking about sewage outlet, no conclusions yet
  - southerlies blow over the sewage
  - waste water consultation
  - sewage treatment
  - effluent (sewage) going out Mt Pleasant way
  - not having already solved the sewerage issue
- 24 ... Against piped outfall to the sea
- Council advocating sewage pipeline going along Bridge St and out to sea
  - sewage pipeline possibly going out to sea
  - the sewage pipe, is it above or below the sea? - if it's above the sea I wouldn't like the look of it
  - not keen on sewage outfall as the effluent is not up to drinking standard
  - new proposed sewage outfall
  - sewage going into the sea
  - pipeline for the waste
  - waste treatment, disagree with the pipe going out to sea

## Christchurch City Council - Annual Survey of Residents March 2003 - Appendices of Open-Ended Responses

- 25 ... Insufficient support for Lyttelton Marina
- lack of support for roading system
  - Lyttelton is the most shocking area for yachting in NZ
  - their lack of involvement to secure and hold open a facility for boating people of Christchurch that should be free of charge, the facilities at Lyttelton are poor and not good enough
  - Lyttelton boat ramp is very poor, falling to pieces
  - not backing the Lyttelton yacht harbour
  - the Marina at Lyttelton hasn't been upgraded for storms
  - mishandling of Lyttelton Port issues which includes the Marina
  - Lyttelton Harbour, concerns there
  - the Marina, I think they should get behind that
  - the Marina at Lyttelton, the Christchurch City council should be involved
- 26 ... Lack of footpath maintenance
- pavements have been patched, that's a poor solution
  - footpath programme
  - footpaths are really bad around here
  - maintenance of footpaths could be better particularly in tree lined streets where it is a pleasure to go walking
  - lack of footpath maintenance
  - the footpath in Ashwood St was promised 5 years ago, the footpath is on an angle
  - heavy machinery gouged out footpath
  - should look at footpaths, they are shocking, especially for elderly
  - the roots are lifting pathways in Greenhaven Dr
  - the footpaths, they send contractors out but don't come and inspect the work, at Greenhaven Dr by the power box the seal is all patchy, it hasn't been finished off
- 27 ... Lack of cleanliness/street cleaning not up to standard/graffiti
- no gutter cleaning in the streets
  - the Square is not always clean, vomit and blood all around
  - not keeping an eye out on alleyways for broken bottles etc, it takes forever to deal with, also when you go out for walks in plum season, they are everywhere
  - upkeep of streets, not as clean as they could be
  - McDonalds rubbish
  - rubbish, not cleaned up some of the rivers
  - poor job of rubbish collection and street cleaning, the roads are always dirty and full of litter
  - money could be better spent on policing litter and cigarette butts
  - not keeping streets clean in city
  - litter in some certain areas of Christchurch city centre
  - letting go of/contracting out street cleaning, the gutters and streets are definitely not as clean as they used to be especially in this area, more the East side
  - changed contractor for street cleaning, streets aren't as clean as used to be
  - they don't clean the gutters much
  - the contracting out of street cleaning hasn't worked well
  - lack of education to keep the city clean
  - tagging being left, get rid of it
  - litter (pollution) in the Avon, public access rubbish containers along the river are not emptied over long weekends and holidays
  - road sweeping seems to be less frequent
  - don't keep the city clean, drains always seem to be spilling over
  - road cleaning could be better
  - Cashel Mall is filthy, it's a disgrace
  - rubbish along bus stop opposite Torville and Dean Lane on Centaurus Rd

## Christchurch City Council - Annual Survey of Residents March 2003 - Appendices of Open-Ended Responses

- 28 ... Deterioration of Brighton/Brighton Mall
- the lack of development of New Brighton
  - keeping New Brighton Mall open, reckon it should be bulldozed and put houses instead
  - the way they've let New Brighton deteriorate
  - neglect of new Brighton business area
  - Brighton Mall development, length of delays on events
  - overlooking the needed revitalisation of New Brighton
  - lack of attention to New Brighton
  - Brighton very depressing to visit
  - not managing to bring New Brighton back to life
  - let Brighton go to the pack, they have just let the shops and surrounding businesses turn into slums
  - need redevelopment of New Brighton Mall
  - lack of coordination/effort on the Brighton Mall
  - not being quick enough with getting New Brighton Mall developed
  - New Brighton, Council has let it go right down, spent an awful lot of time on the city and forgotten the outskirts
  - Brighton Mall, maybe cover it in and block over the eastern end
  - Brighton area as a retail area is completely gone, you would have to be mad to shop there any more
  - they have done nothing about Brighton, it was a popular place once, what they should do is put in drive throughs and make it different
  - insufficient money spent on Brighton Mall
- 29 ... Dislike Brighton Pier
- the New Brighton Pier
  - Christchurch Pier was a waste of money
  - definitely the Pier, it hasn't been properly thought out, if they wanted a fishing pier they should have made provision somewhere else, it was put up to show off to tourists and it's becoming used for fishing and stinks of fish etc
  - Brighton Pier is a waste of money
- 30 ... Bickering/infighting/poor performance by Council
- the Mayor
  - infighting - in the papers
  - need a higher standard of Councillor, with maturity
  - public relations are poor, arrogant I think
  - behaviour of some politicians particularly at Council meetings
  - political bits re Erin Baker, don't need to be bothered with such, no need to fight through the media
  - the public disagreements that the Councillors have had with one another
  - become a stodgy institution, very bureaucratic, Council seems a step removed from the public
  - infighting in Council
  - odd squabbles within individual Councillors and also Environment Council
  - lack of direction in what they are doing
  - arguing amongst Council members
  - lacking integration on a lot of policies, they need more joined up thinking in terms of planning
  - very conservative to the point of being repressive, they don't have a connection with the people especially the lower socio-economic
  - Council's image
  - Deputy Mayor has too low a profile
  - politicians on both sides of the fence get too involved in making political points and lose sight of governance
  - Councillors slagging each other off in meetings, pathetic
  - continual bickering during Council meetings

- 31 ... Issues concerning trees/plantings
- won't let you do anything with protected trees
  - new regulations forbid us from trimming and topping the hedge on SH 73, is foolish because high trees will create an ice problem
  - planted too many natives along the river banks, planting is too dense around Christchurch, overkill as they create such a mess
  - tree maintenance, trees on Christchurch City Council land that are causing problems to residents, big trees can cause significant problems
  - dead trees not replaced, no follow up on requests
  - planting tall trees in inappropriate places, problems with size and shade
  - cutting down oak trees, young trees in the middle of Linwood Ave
  - maintenance of trees, don't take enough care of them
  - boring native planting
  - I deplore the removal of exotic trees in favour of natives
  - shrubbery at intersections, is a danger, can't see cyclists and little cars
  - big trees breaking up footpaths
  - the removal of the trees in Rocking Horse Rd area
  - removing and not replacing willow trees around the river
  - tussock grass in gardens, low maintenance but we'd prefer to see flowers rather than cabbage trees and flaxes
  - tree planting, not enough thought about how big trees get, giving trees space, how that growth will affect people in the area, future maintenance needs
  - the idea of planting trees and vegetation on the bumps and curves on streets obscures the view
  - planting the trees on Springs Rd
  - allowing trees to overhang onto footpaths, so you have to walk around them, often on the road
  - bushes in the middle of roundabouts restrict vision
  - gone overboard protecting trees
- 32 ... Not maintaining grass verges/roadsides/parks/river etc
- stopped mowing grass verges, also new grass needs to be better quality seed and they need to spray the weeds in newly planted grass
  - the parks are not as good as they used to be
  - don't maintain banks on hill, very dry, a fire risk
  - need better care of the north end of Belfast eg creeks, grass
  - weed control on the Avon has declined
  - just leaving grass in parks when mown, looks untidy
  - Council lawns outside properties but they don't maintain them, Council should cut them
  - the lack of maintenance to these lovely grassed areas, they lay them then let them go without watering or weeding them, eg Lincoln Rd and Lyttelton St grass verges
  - don't mow grass areas on median strips on motorway during Christmas/New Year period, should be at its best when all the holiday makers are here, instead it's very untidy
  - the maintenance of the Avon has got much worse over the years, since a death of a Council worker there has been a reduction of maintenance
  - maintenance of waterways eg Saucion's Creek has deteriorated
  - I have asked them to redo the grass verge which was dug up from the trucks doing the footpaths, there are deep groves in the grass verge that makes it hard to mow

## Christchurch City Council - Annual Survey of Residents March 2003 - Appendices of Open-Ended Responses

- 33 ... Poor planning/planning changes
- the worst place ever for a library was beside the pier, a waste of prime commercial property
  - encouraging more population without infrastructure in place
  - keep changing the City Plan
  - industrial areas, build back from main suburban routes, create in areas where they are not an eyesore (tourists see this on the way into the city, not a good visual impact)
  - where the Brighton library is, a stupid damn place
  - lack of planning on their big projects
  - when there are restrictions on water they give out consents to build more houses
  - the suburban development, gone ahead with them a bit faster than the Council can keep up with
  - have built these houses on an old rubbish dump, my property has tested positive for pollution but the Council won't do anything. I'm a keen gardener and I'm too frightened to go in and touch it
- 34 ... Recycling issues
- inappropriate sorting of recycled rubbish leads to rubbish in the area
  - making of own compost not suitable for everybody
  - not enough recycling bins
  - more recycling, large appliances to be collected
  - the recycle bin is not big enough
  - should be more recycling
  - push the recycling a bit more
  - the recycling system is poor
  - size of the green recycling bin
- 35 ... Issues concerning sports and recreation facilities
- lack of public facilities i.e. the bridal path and car parking there too
  - I get the impression QE II is being neglected
  - privatisation of some of the swimming centres eg Jellie Park is 90% full of lessons
  - not fully funding Jade Stadium
  - putting ban on skate parks, don't shut at night
  - skateboard ramp in Linwood
  - mucked around with Lancaster Park, the present Mayor doesn't appreciate how much sport brings into a city
  - funding for QE II and Jellie Park is too much and nothing for swimming pools in north west area
  - Westpac Stadium at Addington is a white elephant
  - the Westpac Trust Centre is an expensive basketball stadium that will always be a huge cost the city
  - skate parks are a waste of money
  - the new community centre at Templeton
  - hydro-slide removed from QE II
  - the Edgeware pool, the hours have reduced this year, may have been a shorter season too. I had hoped it would be open longer and for more hours. It's been hot today



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- 36 ... Dog issues
- dog laws and restrictions in the past were not good
  - registering dog, can't pay it off anymore, now have to pay it in one go
  - they have not enforced dog control laws
  - dog registration fee increase
  - put up the dog registration fees especially for responsible dog owners like me, should have a reduction in my fee every year as my dog gets older, it's irresponsible owners with young dogs that get in trouble and don't pay fees
  - Council not dealing with the problem of dogs biting people, they are not doing anything to the people who own the dogs
  - lack of acting on dangerous dogs, should have been done ages ago
  - restrictions on dog parks, places where dogs can go
  - insufficient dog exercise areas
  - dog policies and bylaws are excessive
  - dog dropping receptacles, there are not enough and they are badly placed
  - dog leash laws are a bit harsh , dogs need to have a run
  - lack of activity re dog control
- 37 ... Landfill/refuse station/rubbish disposal issues
- concerns at costs of transport of rubbish to Kate Valley, lack of information on alternatives to Kate Valley waste disposal
  - management of the rubbish dump and foresight for future waste management, the dump they have at the moment is unlined and there is no gas extraction system or odour management. They let it go so long they had to extend it here because it has taken so long to find an alternative site
  - contracting out rubbish disposal
  - the rubbish dump in Kate Valley
  - the dumping of rubbish in the Wairarapa, I'm not impressed with a landfill in the country
  - not coming up with a solution for the replacement for the refuse station
  - the rubbish dump at Kate Valley, I don't think that should go ahead
  - in the year 2003 they should not dump rubbish, they should burn it and use the power from the incinerator to heat their own buildings. They should look towards Europe that had the same problems 30 years ago and see what they have done
  - Kate Valley landfill
  - landfill rubbish dumping is not a good idea - incinerate this
  - refuse station at Burwood, the smell
  - I don't favour the Kate Valley landfill, I think they should retain Burwood landfill, it's wasteland
  - the way they handled the refuse disposal
  - on top of waste management, too quick
- 38 ... Redevelopment/revitalisation of inner city issues
- buildings allowed to get rundown and decrepit, generally city pretty bad and some of it needs tidying up
  - the misguided but noble thoughts about central city
  - no heart to the city centre
  - inner city revitalisation programme lacks direction
  - city is grotty

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- 39 ... Power share issues
- got back money from electricity company, nothing given back to residents
  - the money from SouthPower, where did that go?
  - are we shareholders in electricity? - the electricity shamozzle and prices
  - selling off parts of the power company
  - don't like the way the power has been going
  - the power shares, they should have tried not to, it's one of our major assets for the city
- 40 ... Too much shopping for population
- don't like shopping centres being extended, too big, too many for the size of the city
  - too many shops per head of population
  - some suburban malls are getting out of hand, probably too many for the population, something has to give
  - mall expansions
  - letting the suburban malls proliferate at the expense of city events
  - shopping malls, extending to be too large, taking away from the city centre
- 41 ... Poor Council staff performance
- lack of notification for works. The two nights before our wedding they worked all night on the tunnel road. We couldn't sleep and we didn't even know about it. The beeping of the backing trucks and the scraping all night
  - I tried to get a change made to the gutter bridge into my driveway and got the run around
  - non-responsive to a request regarding valuation of property
  - non-identification, give first names only and often many with that first name, so very hard to get to that person
  - water mains leaking for 3-4 days when just going into drought conditions
  - not a lot of personal touch, very little contact, dealing with a number
  - they don't publicise enough eg the fire issue was only a month, not enough time
  - Council divisions don't seem to talk to one another, no coordination
  - the inability for the noise control to follow up on our complaints - the League Club on Briggs Rd is constantly breaking the acceptable noise limits
  - putting the Classical Sparks Concert on the same night as rugby at Jade Stadium
  - our local stream, started work on it but abandoned the idea
  - lack of planning in street works eg new footpath then rip them up for services
  - contracting out of services that should be done by the Council themselves
  - delays in obtaining Council services eg LIM report
  - Council not checking contractors doing roading and footpaths to see how work is done
  - long delays with building permits, October until December, to build a conservatory and carport
  - rubbish bin across the road has been set alight, takes 2-3 weeks to replace

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- 42 ... Not addressing hoons/loutish behaviour/crime
- violence in the Square
  - skate park in Jellie Park is a haven for louts and drug users
  - some people are afraid to go into the Square because of the unsavoury type of people who congregate
  - not doing enough to curb boy racers
  - not putting more things (strategies) in to make the inner city safe at night, possibly more police or wardens patrolling the area to try and cut down the violence and the intimidations
  - speeding hoons, not enough control
  - the failure to control boy racers and hoons, there is a lot of dangerous driving, late night speeding in our area
  - skate board ramp in Linwood Park has brought a lot of hoons to the area
  - they could clean up the boy racers, not enough being done
  - we've got a couple of lads in the area who are boy racers, they are a potential hazard
  - the crime rates
  - the crime, I've been burgled a few times
  - get rid of boy racers on our roads and young drunk people who make it unpleasant for others in the city, needs action on the part of Council. A big problem maybe it needs help from Central Government
  - a few years ago I was walking down Colombo St at 8pm and I felt very scared because of hooligans screaming bad language at us. City Council not providing security patrols in the inner city streets. Because of this we do not go into the city centre area at night.
  - security, bashings at the Bus Xchange, under-age drinking, youth in the city centre, case of accessing Police resources, Council need to act
- 43 ... Lack of funding/support for social services
- haven't done anything about glue sniffers and poorer communities
  - not enough funding for youth work
  - could have spent more money on people without
  - haven't provided enough crèches for young children, Pioneer Stadium is the only one that has a crèche
  - not enough housing for people on benefits, single people at danger, also need to monitor people who can't look after themselves eg those with mental illness, out of prison etc
  - Council has not done enough to assist migrants, who are qualified, into employment
- 44 ... Getting involved in activities not of Council's concern/outside Council's core services
- I think that there's a tendency to get away from core activities
  - got involved in commercial ventures that are outside local government
  - don't agree with fireworks display, free concerts etc, not part of Council's job, should be left to free enterprise
  - Council getting involved in work that is really Government, tax payer is double funding this, eg social work
  - too hell bent on providing social services, housing etc
  - spending too much money on non-Council related functions such as music festivals

98 ... Others

- I don't think they should sell off assets, retain assets
- all seats taken in the library by Asian students
- didn't like the 'Fresh Each Day' logo
- huge bureaucratic system - is creation of jobs necessary?
- Maori Village
- Ferrymead development
- listen to Denis O'Roarke
- the closing of the Beckenham library
- thinking about putting rabbits in the Square
- getting rid of the toast rack in the Botanic Gardens
- should not be imposing conditions on contractors when letting tenders
- should be using Christchurch businesses rather than using their own existing companies, should not get involved in creating companies so Christchurch City Council can do all their own work
- widened their control base a little too far, eg contracting out what was previously done by Council structure is a concern, eg landscaping city streets
- there is a conflict of interest between the City Council and City Care, not value for money. When outside contractors were doing all the work, the quality assurance was very poor
- the Arts Centre, the amount of money that will be needed to keep those windows clean is a waste of money. Glass is not safe and needs to be safe, it encourages burglars to have a go
- some more information needed on all multi lane roundabouts and how to negotiate them
- too many Chinese teenagers come to New Zealand without parents making Christchurch very dangerous. The Christchurch City Council has encouraged many young Chinese to settle. They should have to learn English to a higher standard before Christchurch lets them live here
- permits for building houses and that are really tight, there is no flexibility
- will not accept Mastercard for payment of rates, I have asked them a number of times
- the people from certain institutions like Templeton should not be allowed to live amongst pensioner units
- did not notify the pensioner residents that there were young people (some from mental institutions) being moved into Bowie Pl
- put prices up on driving test to get licence
- the trams run at a loss, I hear, that's not good
- the tramway
- frequent cost overruns on the tramways
- I'm not fussy about the inner city tram
- open waterways next to children's playgrounds
- no cell-phone tower for Telecom in Parklands/Queenspark
- reduction in land property, value of property down \$10,000
- the liquor ban in the inner city, it's stupid that you can't even have alcohol in your car when you're driving through or when you're parked in there
- putting ban on alcohol - just shifts the problem
- the booze ban - too much of a nanny state
- they have not promoted the foreshores, Sumner, Brighton etc, not promoted in respect that there are no people there
- the cost of permits for house alterations is so high
- I hear that the gondola has not lived up to expectations

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## Christchurch City Council - Annual Survey of Residents March 2003 - Appendices of Open-Ended Responses

98 ... Others (continued)...

- allowing more people, more pollution
- fireworks at the pier
- lack of seating in communal areas
- lack of bus shelters and seating
- no seating for people to sit down in the city
- toilets not available in many areas
- water meters
- water meters
- subsidies for business
- underground wiring, still overhead in our area
- more emphasis on underground wiring
- there's too much overhead wiring still in place
- we've still got old-fashioned deep gutters
- rubbish collection times keep changing
- taking over from Heathcote County
- the Council put the Aquarium in the Square instead of at the beach
- proposed levelling of New Brighton sand dunes
- Brighton sand dunes, removing the top and flattening, transporting the sand away
- I don't like the way they allow sign boards on footpaths and don't police it, I'd hate to be blind
- children should show more respect for elders on buses and give up their seats
- too much legislation, too much bureaucracy
- Resource Management Act
- I hate the way the sex shops are next to the shoe shops in Colombo St, they should be confined in one place
- on-going tension between the City Council and the Regional Council
- wetlands - increase in mosquitos
- I had an accident, I got no money for it
- lack of restoration of historic buildings and landmarks
- pulling old buildings down
- cycle lanes - not connected
- price of LIM reports
- new Arts Centre
- Barbadoes St/Salisbury St junction, beautification seems unnecessary
- the value of my flat seems to have fallen, that concerns me
- I'm not very happy with the Government for opening all their doors overseas to all and sundry
- monument on the Avon (Twin Towers)
- the number of bars that are overwhelming the city
- changing their logo from 'Garden City' to 'Always Fresh'
- rabbit sculptures
- local bed tax proposed, a lot of nonsense
- keep Bexley Park open
- putting more emphasis on grass strips along footpaths instead of leaving tarsealed
- letting Telstra Saturn dig up round the roads and not do a good re-seal job when putting fibre-optic cables in
- it was a mistake to hire City Manager when they required a robust communicator of Council policies
- reducing the funding of the Floral Festival was a backward move, very disappointing this year
- rabbits in the Square, a waste of money
- let too many old buildings go into ruin
- Mayor's anti-American policy
- keeping people/residents aware of what Council's doing

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98 ... Others (continued)

- upkeep of State housing areas
- making it difficult for non-corporate to have a voice because it's too expensive to have a rally
- definition of "family" as 2 adults and 3 children, that's unfair on many families
- City Care drivers parking right on the corner
- hospital waiting lists
- selling off the northern corridor, the residential properties they own
- don't promote the good things that they do
- one City Councillor removed the seating on the footpath in Oxford Tce
- restrictions on outdoor dining
- promoting Christchurch as a city is shocking
- permitting the erection of large black overhead cables not overseeing the work and the principle of the cables, should have been done better, preferably underground
- they go ahead with the plan regardless of public opinion
- they don't listen to people's opinions
- not supplying enough power during peak time, I used to see our freezers at work go down
- contraception was for under 25 years, now for under 20 years, there will be a rise in abortions, I have heard of them, may be a Government thing?
- change the colours of the fountain beside the Arts Centre
- better security at water plants re September 11
- our water pressure is poor, there is a new system on the other side of the street
- play stations in the library, they shouldn't be there
- resource consents are expensive and are taking too long to come through
- the Casino, distraught families, gambling problems
- moving Guy Fawkes to New Brighton, big problem with access
- the fruit market on Saturday and Sunday mornings, I don't think there is enough foot traffic where it is
- used Australian glass in the Art Gallery
- removal of some historic buildings
- lots of city streets are poorly lit
- the children's playground at the end of Clare Park has a car park that can't be visually supervised, the shrubs are too big, potentially unsafe
- the fact they haven't cleaned up Bexley waterway with the heavy metal deposits

99 ... None/don't know

**Q1c The most important things the Christchurch City Council should do for Christchurch over the next few years...**

- 01 ... Fix air pollution/smog problem/household fires/car emissions
- clean up the smog issue, Christchurch is very bad for smog in winter
  - continue emphasis on clean air
  - clean up air pollution
  - banning open fires and log burners
  - improve clean air burners and support it, this is very important
  - keep the air clean
  - make sure air pollution control is taken care of. I think they are on the right track, getting rid of open fires and making sure the others are clean burning. Don't ban burners altogether
  - make sure they carry out the clean air zone
  - pursue the clean air
  - emission control of motor vehicles
  - keep up clean air focus, become firmer on statutory requirements
  - continue with pollution emissions and ECan
  - allow clean burning log burners into new housing without expense
  - getting rid of pollution caused by motor vehicles
  - pollution problem, cars not house fires
  - more representation/lobbying to ECan re wood burning fires
  - tidy up and get sorted out what they want to do about indoor fires and air pollution and the rules associated with it and let everyone know
  - clean air issue poorly handled
  - keep subsidies on log fires
  - continue to work with ECan on smog issue
  - maintain the standard of our environment, not only fires but also car pollution, have one day a week without cars to get people to realise the car pollution
  - pollution, air pollution, to stop polluting air we need alternative energies/power, but if you make the power more expensive you can't stop people lighting fires
  - air pollution problem
  - to enforce emission control from vehicles
  - finish sorting out air pollution problem
  - maintain stance on improving air quality
  - less blinkered approach to smog-free city
  - emphasis to improve air quality - households, cars, buses, industry
  - reducing smog, reducing the amount of cars on the road
  - I'm in favour of getting rid of household fireplaces totally
  - getting control over the pollution
  - fix the smog problem, more incentives to change to cleaner fuels
  - drastic cutting down on the number of diesel vehicles in Christchurch
  - offer larger subsidies for low emission heating
  - clean the air from car pollution
  - air pollution, get rid of coal
  - reducing pollution and smog
  - reduced air pollution, banning open fires, insist people use proper filters
  - regulations and restrictions on number of 4-wheel drives especially diesel
  - keep the emphasis on clean air
  - look at the smog problem, open fires burning wood and coal, also diesel trucks
  - keep cars out of the city centre to reduce pollution

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**Christchurch City Council - Annual Survey of Residents March 2003 - Appendices of Open-Ended Responses**

- 01 ... Fix air pollution/smog problem/household fires/car emissions  
(continued)...
- reduce open fires, have more efficient forms of energy
  - push on with the environment issues a bit more, open fires, don't even allow log fires, nothing
  - improve the state of smog, stop burning solid fuels, cars, need to encourage use of buses
  - no open fires and old log burners, but what will they do when the gas runs out, will they keep the electricity charges down, it's essential
  - clean air pushed through even if it means doing away with fires
  - improvement needed with smoke coming from car exhausts
  - get rid of smog
  - continue anti-smog campaign
  - work with ECan re air pollution
  - the fire and smoke, ECan has been in but we can't afford what they suggest, \$2,500 is a lot of money to look at, we are on a low wage but not low enough to qualify for their subsidy
  - find ways of dealing with air pollution, money has to go into R & D, use University to help, tendency for blind faith, fires produce more than vehicles, need electric vehicles. Christchurch would be the perfect city to do a joint venture with say, Honda electric rental vehicles, only to be used in the inner city - could be beneficial for corporation and city
  - become a totally smoke-free city
- 02 ... Fix traffic congestion/improve traffic flow/better road design
- maintain good traffic flow
  - manage more roading i.e. ease traffic flow
  - maybe the roads going out of Christchurch, Papanui and Riccarton
  - Roads are pretty bad, maybe another lane
  - improve traffic flow in the busiest areas of the city
  - urge a consideration to roading and traffic
  - fix up the city streets to make it better for traffic
  - roading improvements i.e. more lanes from the suburbs to central city
  - fix the one-way system in the central city
  - we need more traffic lights in areas instead of roundabouts
  - improve on northern road access to Christchurch City
  - too much traffic movement up Trafalgar St
  - improving traffic flow, especially in the city, widen some of the roads as roads in Christchurch are becoming more narrow, also the speed bumps are slowing the traffic too
  - I would like them to put in more roads (lanes) round the city and a motorway into the city
  - Memorial Ave, finish widening the road
  - sort out the roading
  - need to do something about controlling traffic from Sumner
  - widen Papanui Rd, too congested
  - traffic planning, people's lifestyles don't let them use public transport or cycles so long term planning is necessary for increase in population and traffic
  - traffic problems, Papanui Rd, all roads leading into the city seem to be blocked
  - sort out the traffic congestion
  - Sockburn roundabout needs attention, the corner of Epsom Rd near the racecourse needs to be altered, need lights at the corner of Racecourse Rd and Yaldhurst Rd as it's impossible to turn right, also need lights at Couplands Corner, Buchanan's Rd and Carmen Rd

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**Christchurch City Council - Annual Survey of Residents March 2003 - Appendices of Open-Ended Responses**

- 02 ... Fix traffic congestion/smog problem/household fires/car emissions (continued)...
- sort out traffic jam on Riccarton Rd
  - more arrows for turning on roads, more lights with arrows to show right hand turns
  - prioritise roading needs eg go ahead with the Blenheim Rd deviation
  - more roading coming south
  - Tunnel Rd roundabout to Rutherford St needs sorting of traffic problems
  - Ferrymead Bridge and back traffic snarled up
  - inflow traffic from hills needs access to main traffic
  - traffic - access to the city must be improved, cheaper cars have created far more traffic than the plan predicted
  - traffic lights instead of roundabouts generally
  - getting control over the traffic in the inner city
  - traffic problem needs to be resolved, better access to city
  - roading, provide good lanes (number of) for easy traffic flow especially on main arteries such as Fendalton Rd
  - Riccarton and Papanui Rds are continually congested, something needs to be done, make them one-way or something
  - working on traffic congestion
  - improving the traffic flows to and from Sumner at peak times
  - resolve traffic flow within the four avenues
  - intersections need upgrading, also proper lane markings at roundabouts
  - fix the roading in and out of Sumner to ease the traffic flow, it is getting real bad during peak times
  - in this area particularly the north of Christchurch buy property to widen intersections, it should be done
  - more right turning arrows/green light on traffic lights eg Fendalton Rd
  - Prebbleton, Halswell, Rolleston, there are going to be bottlenecks into the city
  - go to the Government and say Christchurch is a big city like Auckland and deserves a decent amount spent on its roading too
  - should improve traffic especially on Riccarton Rd and in the city, too many traffic jams
  - roading issues in the area
  - don't swap Lichfield and Tuam Sts by way of one-ways
  - concentrate on roading, motorways etc for smooth traffic flow
  - I'd like the new southern motorway built, there's too much heavy traffic on Halswell Junction Rd
  - improving roads to ease traffic congestion
  - look at our roading, the arterial routes out of the city, Marshlands Rd and Papanui Rd
  - sort out the traffic congestion, Marshlands Rd and Papanui Rd especially in rush hour
  - road bypass in the north of the city and a bridge closer up the river to Oxford
  - maintain good safe roading structure
  - look at traffic flows on Riccarton Rd and Papanui Rd and find alternative routes
  - the roads leading to Sumner need to be widened
  - expanding roadways for the increasing population, need more ring roads
  - they need to look at the way traffic is building up over the years

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**Christchurch City Council - Annual Survey of Residents March 2003 - Appendices of Open-Ended Responses**

- 02 ... Fix traffic congestion/improve traffic flow/better road design (continued)...
- Linwood Ave intersection Pages Rd and Aldwins Rd, kerbing for school holds up traffic, no need for it, could flow with lane for left turning
  - be careful about the way the city is growing, make sure they continue to work on good arterial routes for traffic
  - developing transit systems, roads etc to avoid upcoming congestion
  - Riccarton Rd is so congested, need to do something, maybe divert traffic to Blenheim Rd
  - put in roundabouts at Hills Rd/North Avon Rd and Briggs Rd/Emmets Rd
  - traffic congestion Cranford St and Marshlands Rd, decrease it
  - reinvent the eastern suburbs and build a bridge from Redcliffs to New Brighton
  - look at some speed zones eg Port Hills Rd, it's 50 kmph but you could do 70 kmph and still be safe
  - get rid of one-way system, traffic is too big for a one-way system to work
  - put intersection between Halswell Junction Rd and Halswell Rd, lights or roundabout
  - install lights at the junction of Parkhouse and Curletts Rd extension to allow Parkhouse traffic to cross into Lunns Rd or continue on Curletts Rd
  - should be looking now to keep our traffic flows moving with overbridges
  - traffic around Riccarton, University is bad, also other parts of Christchurch too, deal with that
  - roading, in particular Carmen Rd and Riccarton Rd
  - improve access to Sumner, Redcliffs way, the traffic is terrible at peak times
  - improve traffic in the four Avenues
  - bust congestion through the city, make it more streamlined
  - widening roads like Wainoni Rd
  - roading networks, proposed northern arterial
  - they should have a set of lights at North Avon Rd and Hills Rd, that's really bad traffic
  - the Main North Rd from Styx Bridge to Cranford St from 4.30 to 6.00 is dynamite through there, it can take 20 minutes to travel this section
  - traffic, make roundabouts bigger for buses especially Withells St/Merrin St corner
  - re allocate Harper Ave across Hagley Park to the city
  - Montreal St/Moorhouse Ave, the traffic congestion
  - exit from Domain Tce into Lincoln Rd is difficult and will get worse as housing increases at Halswell
  - Gary Moore was looking into having the traffic lights turn right, Innes Rd Papanui
  - there are a few hazardous roads (with truck and trailer), Locksley Ave is one
  - roundabout Riccarton Rd/Deans Ave should be traffic lights
  - roading, Johns Rd through to Sockburn way, should be looking at 2 lanes
  - should have streets where there is no parking at all between certain hours for better traffic flow

- 03 ... Fix sewerage systems/need sea outfall not into estuary
- sort out the sewerage business
  - improve the estuary, put waste elsewhere
  - find a way around the sewer treatment plant instead of pumping it out to sea
  - sort out the sewerage system, hate the way it goes into the sea, it should be piped right out after treatment
  - we want our estuary back, we want our sewage treated properly before being disposed of
  - maintenance of the sewerage service
  - issue of sewerage dealt with, a long term scheme needed
  - sewage outflow has to happen
  - getting the estuary sorted, putting pipe out to sea
  - need a decent sewerage system
  - sewage discharge is the biggest issue
  - get onto the ocean outfall and save the estuary
  - upgrade infrastructure for sewerage
  - a permanent solution to the sewerage problem that is environmentally acceptable
  - sewage treatment, highest standard possible, green Christchurch. Garden City should set an example to the rest of the world
  - they've got to put a lot of effort into the planning of our sewage disposal
  - resolve the smell from the sewage ponds
  - sewage is an environmental concern
  - sustainable future planning for sewerage
  - re-assess sewage treatment system
  - sort out sewage ponds problems
  - sewerage, clean up act with smell etc, make sure sewage is treated before being piped out to sea, also a long way out, it's a massive problem
  - sewerage, the new pipeline needs to be done
  - get some finality on sewerage
  - improve the sewerage ponds, the smell is still bad quite a lot of the time
  - act urgently regarding sewage discharge in estuary
  - resolving the issue of waste outfall into the estuary
  - get the sewerage thing sorted out
  - sewerage system, waste water problem
  - sort out the waste pipeline
  - address the pollution in the waterways by cleaning up the sewerage plant
  - get the sewerage question sorted out
  - install a sewerage system so that the effluent is clean and not polluting
  - get the sewerage finished
  - the population is growing, the sewage disposal (and waste water disposal) needs to be well planned and properly funded for a long term solution, we've become trapped into short term fixes, why not encourage composting toilets
  - sort out waste water problem
  - sewerage has to be done the right way
  - waste water, what and where will it go?
  - sewage outfall, will have to be addressed
  - sewage outlet location
  - improve the sewage treatment
  - clean up the estuary
  - they do have to do something about the sewage, it can't all go in the estuary
  - real progress required on sewerage/sewerage upgrade
  - waste water from sewage ponds should go out to sea

- 04 ... Retain rubbish collection service with enough free rubbish bags
- keep garbage bags
  - talking about rubbish, they should supply the bags
  - keep the rubbish bags, keep providing them in the rates
  - there are not sufficient rubbish bags for us, we often have more than one bag of rubbish a week
  - we don't want to be charged for rubbish bags
  - continue with rubbish bags
  - they should keep the rubbish bags, keep the service going
  - rubbish bags should be more readily available for flatting
  - shouldn't have to pay for rubbish bags again, already pay for them in the rates
  - don't charge for rubbish bags or there'll be lots of dumping going on
  - don't go ahead with charging for rubbish bags
  - maybe focus on the rubbish, they're encouraging people to dump rubbish in the streets with the charges for rubbish bags
  - continue with rubbish bags
  - do not stop the rubbish bags
  - keep rubbish collection as it is, it will stop rubbish becoming more around
  - keep supplying rubbish bags
  - keep regular rubbish collection going
  - provide more black bags, it's not enough for a family of five
  - solve the rubbish collection problem, it's going well but should be free
  - keep rubbish collection going, we should always have our rubbish bags delivered
  - keep on providing free rubbish bags
  - don't stop the rubbish bags, to have to pay is not good, particularly for poor people, creates a rubbish problem in the future
  - give rubbish bags to residents
  - they will create more mess with rubbish bag withdrawal
  - keep rubbish bags or the whole of Christchurch will become a rubbish tip
  - keep the rubbish collection going
  - continue with normal rubbish collection with black bags for unhygienic items i.e. nappies etc

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- 05 ... Improve rubbish collection service/provide wheelie bins/better collection times
- why can't the Council use wheelie bins as is common overseas?
  - the rubbish collection could be better, we shouldn't have to hire wheelie bins, the Council should provide them
  - have wheelie bins instead of rubbish bags like Rolleston
  - rubbish should be collected more frequently
  - stronger rubbish bags
  - introduce wheelie bins for general rubbish
  - wheelie bins for ease of rubbish collection
  - bring in wheelie bins, tidy up the rubbish, in Australia they have one for the rubbish
  - I think they should look at wheelie bins to put out on the street for rubbish collection, Invercargill uses them, much cleaner and easier and the dogs can't get into them
  - perhaps biodegradable bags
  - after rubbish truck need another truck to pick up bits left, on route to transfer station rubbish falls off
  - improve rubbish collection
  - should ensure service of rubbish collections is kept to a high standard
  - dedicate one day a month for bigger rubbish for widows, invalids and those with no cars etc
  - should supply us with free wheelie bins, because will probably be more willing to contribute towards that than pay for rubbish bags
  - bring back paper rubbish bags
  - give residents wheelie bins
  - should have a collection service (3-6 monthly) for larger items

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- 06 ... Sort out rubbish disposal/look at better ways/review charges
- Kate Valley, should be a levy on packaging
  - providing a decent means of handling the city's refuse
  - not too much landfill
  - attending to our city's waste and its disposal
  - rubbish disposal
  - the landfill should go to North Canterbury
  - the landfill, we need a landfill
  - make a good decision over what to do with the rubbish, not sure what
  - sort out the refuse station
  - have a better waste disposal system
  - sort out the refuse problem, more in favour of incinerator instead of pit
  - more money spent on waste disposal
  - stop dumping, in the year 2003 they should not dump rubbish, they should burn it as they do in European countries
  - with the fees at the dump people aren't looking after their gardens as well, it's too expensive at the dump
  - waste disposal, we need a solution
  - I'm not too sure about the big dump, I think our waste is our problem and we should find a way to deal with it here
  - incineration of rubbish
  - have better rubbish disposal system other dumping on the land
  - future of rubbish disposal beyond Kate Valley
  - they have to look at landfill, landfill is not the answer, even though it will be expensive we need to look at something like incineration, I don't like the landfill being put up at Kate Valley
  - sustainable future planning for refuse
  - people are dumping rubbish on the roadsides to avoid paying dump fees, that's a problem made worse by Christchurch City Council charges
  - look at better ways of disposing of the rubbish
  - provide adequate environmentally sound waste disposal
  - the dump is a big thing for me, number one, better operation and up to date practices, I would like to see it closed and an alternative solution to land filling
  - people have rubbish in their backyards and can't afford to take it to the dump
  - fix up the rubbish problem

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- 07 ... Maintain/improve road conditions
- keep roads in good order
  - roads, better maintenance
  - continue maintenance of roads that come under Council responsibility
  - accelerated maintenance of streets
  - better workmanship on roads
  - improve maintenance on the roads
  - keep the roading up to scratch
  - improve the quality of the roads
  - some roads that need seeing to, the Belfast one, we use it to go to the dump
  - roads better quality
  - they need to pay attention to roads in the older area
  - fix all the potholes
  - continue roading in good upkeep
  - fixing up the roads
  - streets sorted
  - look after roads
  - make sure the roading is in good condition
  - fix up more of the roads, they seem to be bumpy
  - some of our roading could be improved, there are some shoddy roads around
  - complete the road works that are around
  - ensure service of roads is kept to a high standard
  - road sealing
  - on-going maintenance of roads
  - repairing potholes in roads
  - sort out the roads a bit, better maintenance
  - upgrade more of the roads
  - roads need to be tidied up and resealed, especially outside kindys etc
  - fix the roads to start with, a few round town need repairing because they're very bumpy eg Charles St
  - deeper foundations on busy roads eg Curletts Rd, house shakes badly here with heavy trucks
  - fix Curletts Rd again
  - carry on road upgrades

- 08 ... Fix the Square/add colour
- tidy up the Square
  - sort out Cathedral Square
  - they should do something with the Square, make it more colourful
  - sort out the Square development
  - reseal the Square, tarseal the whole Square
  - the Square, far too much money spent to achieve nothing, when I was a kid to go to the Square was an experience, today one would hardly bother
  - get the Square sorted
  - make the Square more interesting, more interesting for people to want to spend time there
  - put back the Square to what it was, red tiles and green
  - need to stop digging around the Square
  - they should go back to the very first design of the Square, what it was designed to be, forget about modernising, I don't like their planter boxes, I like the grass like in Victoria Square
  - the Square needs to reflect the garden city image
  - grass Cathedral Square
  - get their act together in Cathedral Square
  - do something about the Square, I hate the granite paving, I think they have made an absolute mess of the Square
  - re-evaluate the colours and design of Cathedral Square
  - disappointed at the Square, it should be fixed once and for all
  - would like to see more floral than grey in the Square
  - get the Square right
  - do something about the Square, flowers
  - leave the Square alone, replace the paving stones
  - plant more trees in Cathedral Square
  - make the Square more attractive for locals (attractions non-tourist)
  - redo the Square so it is not so slippery
  - less food vendors operating in the Square
  - fix up the Square, add some colour, trees
  - fix up Cathedral square without it costing the ratepayer
  - redo the Square, landscape it, do something similar to Victoria Square, currently there is a lack of green space in the Square and the pavers are very glarey
  - fix the Square once and for all
  - sort the Square out
  - I think they should go through with the plans for the Square, tidy it up, I saw plans for more greenery, they should do that
  - don't like the Square, don't like the grey tiles, you don't know where the road is, once I drove on the footpath by mistake, make the road a dark colour so oil marks don't show up
  - plant trees in Cathedral Square and use the Square as a display area for sculpture for extended periods
  - the Square is very bleak, suggest a fountain



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- 09 ... Maintain/improve parks and gardens/garden city image
- maintain city's green spaces like Hagley Park
  - parks
  - maintain parks etc
  - having more parks and living space so people aren't living on top of each other
  - keep up the good work in maintaining the garden city
  - maintain the standards of the city parks
  - improve the green areas
  - look at improving some of the parks, need upgrading
  - to continue with the parks and reserves, do not get rid of them
  - keep the garden city looking like a garden city
  - the garden city image is under attack
  - keep the parks maintained
  - preserve Hagley Park
  - should employ more staff on the upkeep of parks and reserves, having axed staff, the staff now cannot keep up with maintenance
  - maintaining parks to high standards
  - keep parks in good condition all the time
  - parks and reserves, how do we keep them tidy free of bottles and vandalism?
  - retain parks and green features
  - upgrade some parks, residential playgrounds in communities
  - maintenance of parks and reserves
  - continue to maintain natural spaces, parks and reserves
  - maintaining the standard of city plans
  - continue with flowers in gardens
  - keep parks tidy, and at least twice a day empty the rubbish bins
  - there are little pockets of Council gardens that don't get attended to, Riccarton
  - maintain garden city image
  - more green areas
  - another garden towards Halswell way, eg Oderings
  - more gardens and parks
  - improve Hampshire St park

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- 10 ... Concentrate on public transport/have more effective affordable buses
- more user friendly public transport
  - public transport needs to be appealing
  - increase their participation in public transport
  - concentrate on public transport
  - continue to improve public transport
  - public transport system
  - bus, support public transport
  - free bus service from airport to city
  - iron out some of the problems with the buses, especially No. 12 in the morning rush hour
  - lets have a bus service that reaches us
  - continue improving public transport
  - improve public transport first
  - maintain good public transport
  - get people to use public transport more
  - increasing the amount of people to use the buses
  - better commuter system, like a monorail, don't make it expensive, design a cheaper one that's quiet, no noise, on tyres not rails to be quieter
  - increase the number of bus services
  - improve city transport
  - bus service improved for South Brighton
  - bus routes, some schools are poorly serviced
  - more buses
  - more buses at night time eg Mt Pleasant needs one late for younger age group
  - concentrate on public transport to stop people using their cars
  - extend Orbiter further field, take in Avonhead as well
  - first time I came to Christchurch and used the bus I didn't get a good impression from the bus driver
  - bus transport more affordable for users
  - look at extension of tram system, electric train , rails to Papanui, Riccarton, Sydenham and University
  - extend the Orbiter to include places for older people, also extend the time limit for the Orbiter
  - increase reliance on public transport
  - extend the Orbiter service to cover outlying areas
  - improve bus services, have heating on buses
  - park and ride would be excellent especially in Sumner and Halswell
  - improve regularity of bus services
  - more transport, the life blood of the city
  - better affordable public transport system
  - to ensure there is adequate transport to service all existing suburbs
  - bring bus fares down
  - more effective and affordable public transport
  - have more shuttle buses on the roads, always seem to be full at peak times
  - more frequent bus services
  - public transport, encourage people to use it

- 11 ... Keep up/improve recycling
- develop recycling to include kitchen waste
  - do something with recycling of rubbish, make it cheaper
  - recycling
  - definitely more recycling
  - make recycling more user friendly
  - more emphasis of recycling issues from end user to further along the chain i.e. shops and suppliers
  - increase the recycling, particularly the green waste, I'd like them to make a special collection for compostible things
  - rubbish recycling, different numbers
  - recycling system needs to be extended
  - organise a more comprehensive recycling system by providing colour coded product
  - kerbside recycling expanded
  - the recycling service is good but it should be expanded further, ultimately at less cost
  - the recycling pick up people should be more tolerant
  - improve the recycling system
  - helping schools to recycle
  - cutting down on what people throw away, education about what can be recycled
  - introduce a wheelie bin for recycling
  - green waste could be collected from homes, a wheelie bin or bundle road side service, this should be part of our rubbish collection
  - continue recycling further
  - a way of disposing of green waste in recycling
  - more can be done on recycling, education, more initiatives, more (wider) range of products for recycling
  - in Australia they have a wheelie bin for recycling
  - carry on with more recycling
  - installing recycle bins outside schools
  - we need to get more serious about recycling, use Cairns as an example, population only 60,000 and they have a comprehensive recycling programme
  - rubbish recycling, every house to have a wheelie bin
  - increase recycling
  - encourage more recycling of rubbish
  - collect garden waste at the gate for recycling
  - improve recycling, more household recycling
  - continue with recycling
  - better recycling bins
  - three bins to maximise recycling, one for garden, one for paper/plastic and one for glass
  - keeping recycling as much as possible
  - keep working on recycling, encourage people to compost
  - encourage people to recycle and reuse
  - more recycling bins
  - broaden recycling of household rubbish, widen the number of things that can be put in the recycling container especially if they are serious about recycling and reducing the size and quantity of rubbish bags

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- 12 ... Revitalise New Brighton/fix Brighton Mall
- get Brighton back on its feet, it's going to cost millions now but in five years it's going to cost billions
  - Brighton Mall
  - fix the Mall in Brighton
  - do something about New Brighton
  - get Brighton up and running again
  - development of New Brighton
  - the New Brighton shopping area needs a facelift, it has lacked attention for so long, in 1988 when we came it was quite booming
  - clean Brighton up, bulldoze one end and finish when you get to the beach
  - rejuvenate Brighton
  - Brighton needs dollars
  - revitalise New Brighton
  - tidy up the Brighton Mall
  - pay attention to every suburb, I feel New Brighton is bypassed
  - work on New Brighton Mall and keep it as a Mall
  - like to see the redevelopment of shopping services at New Brighton, it's very windy at New Brighton, it probably needs an enclosed shopping centre
- 13 ... Stop increasing rates/keep rates at reasonable level/reduce rates/other rates issues
- keep rate increases to a minimum
  - keep the rates down
  - lower rates
  - bring the rates down
  - reduce the rates
  - keep the rates at a reasonable level
  - ensure rates don't increase
  - try to keep the rates down, not too many price rises
  - lower the rates
  - I'd like to see a poll tax introduced to make the rates more equitable
  - don't keep increasing rates
  - keep the rates down
  - the rates are too high
  - keep a lid on rates
  - bring the rates down, don't get anything much for them
  - keep rates as low as they can
  - keep rates increases to a minimum
  - try to keep rates down to a minimum
  - try to hold rates
  - stop increasing my rates
  - keep rates under control
  - keeping rates stable
  - restrict rate increases
  - not putting rates up
  - a citizen's rate, not on the size of your property
  - not to combine with Banks Peninsula rates-wise

- 14 ... More/cheaper parking
- make parking more affordable and easier in the central city
  - no charge for parking within the four avenues
  - build a huge car park underground in the city and get people to come into the centre of the city
  - improve parking in the city
  - provide free car parking
  - fund more parking at the University
  - improve parking facilities
  - increase parking at Christchurch Public Hospital
  - they need to do something about inner city parking, there isn't enough, 20 cents goes nowhere
  - increase parking especially around the hospital
  - making parking easier, they don't give you long enough
  - more one hour free parking areas
  - should encourage people into the city by changing the manner by which parking is charged eg retailer pays or some other way
  - more parking
  - parking, too hard to get parks especially around University
  - more parking in the centre of town
  - reduce parking fees in central city
  - we'd like to see the Sunday parking metering stop
  - access to Hagley Park for parking, particularly for the netball
  - should provide free parking at Westpac Trust
  - look at parking near Christchurch Hospital especially for people who have to attend regularly and often eg with children attending hospital
  - free parking around the Arts Centre over the weekends
  - still need more parking in the hospital area, families visiting in hospital need to be free of parking hassles
  - improve inner city parking, get rid of the Parking Unit
  - take away some parking meters especially in centre city
  - like to see more parking around the public hospital for patients and visitors
  - parking problem around the College of Education
  - stop metering in the weekends
  - parking, that's why people don't go to town
  - car parking around North Hagley Park at sports times in weekends
  - put in more parking around the Arts Centre and Museum
  - limit parking within the four avenues to 60 minutes
  - better coordinated car parking areas eg Manchester St car parks
  - the parking area around the netball in Hagley Park needs addressing

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- 15 ... Continue redevelopment/revitalisation of inner city
- build up city centre to encourage more people
  - promote the use of the city centre
  - promoting the city centre as a place to live and work
  - keep up the town to committee groups
  - getting people back into central city
  - need to have more places in the city
  - Lichfield St/High St revamp should go ahead, could be a growth area
  - revitalising the centre of town as a community and cultural centre rather than simply a place of shopping and entertainment
  - bring public into the inner city
  - for the young people coming on there's not much left in town, there's not a lot of people round town
  - downtown area is losing its identity
  - redevelop the empty office blocks in the city centre to more apartments
  - keep looking to improve the city centre
  - have the inner city become like overseas cities
  - revitalise the city centre
  - bring people back into the city
  - improve the inner city depressed areas
  - continue work to revitalise city centre
  - continue development of inner city
  - inject some excitement, do more to attract people into the city
  - the inner city cleaned up, there's a lot of ramshackle housing that looks like it will fall down in the next breathe of wind
  - the city is getting quieter, I don't know what we can do about it, leave it to the Council
  - work on livening up the central city, make the city more vibrant by introduction of infrastructure to support central city living
  - concentrate on the centre of town more
  - maintain and build inner city living areas
- 16 ... Curb/control boy racers
- restrict the late night antics in town with the young people and the drink and driving
  - street car hoons, slow them down
  - stop the boy racers down Colombo St and in Sydenham, they take over, we don't even go to the local petrol station at night in the weekends, they're very intimidating
  - crack down on hoons and noisy cars
  - try and control boy racers
  - control of speeding hoons
  - Council, community police, hoons should be stopped, will kill someone
  - do something about boy racers
  - with cooperation from the police stop boy racers
  - boy racers, just a symptom of the disconnection of our young people from the rest of us, most people go through an experimental stage , the problem is that this particular activity endangers so many people
  - get the hoons off the street because they are becoming a real problem
  - get rid of hoons off the roads
  - control boy racers
  - should help curb/manage boy racers, they pose a problem - Colombo St Cruisers

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- 17 ... Better financial management/reduce spending
- take care not to waste too much money
  - debt management, their own accounts
  - I'm opposed to road deviation because of the cost
  - do not increase money spending, learn to budget better
  - cut out the unnecessary improvements and glamorising, not too much foreign travel at the ratepayer's expense
  - reduce debt
  - stop spending money on consultants for the sewerage plant
  - too much money spent on events, a waste of money
  - they need to hold their stake in some of the infrastructures around Christchurch i.e. power company, port company, these are good investments for the city and give good returns for the ratepayers
  - make the running of the Council more efficient
  - retain costs
  - cut down on too much spending, complete one project before starting another
  - spend money wisely
  - reduce expenditure
  - continuation of capital investments
  - budgeting should be stable
  - keep investments strictly local, not overseas
  - cut spending
  - maximising the return to the ratepayer from the Port Company and the Airport, reduce overall running costs
  - have more reasonable prices, pay
  - they should cutback themselves, they should keep their spending down
  - spend less money
  - not to be too ambitious as it ends up in ratepayer's pocket
  - reduce their debt
  - cut expenditure on social expenditure for Councillors and the people they host and entertain
  - fiscal responsibility
  - stop wasting money
- 18 ... Continue with more cycle lanes/make cycling safer
- more street cycle lanes for traffic
  - cycle lanes are good, more education for children for cycle safety
  - could make more cycleways in Riccarton Rd
  - maintenance of cycleways
  - more cycle lanes, best if separated from cars
  - continue with cycle lanes
  - I'd like to see more cycle lanes, I worry about cyclists particularly children, roundabouts are not cyclist friendly
  - better access for cycling, intersection layouts, separate cycle lanes away from traffic
  - more cycle lanes around school areas
  - upgrade cycle barriers to become more user friendly for cyclists
  - more cycle lanes
  - increase in cycle paths throughout the city also Riccarton
  - more cycle tracks for students on bikes
  - safe roads for cyclists
  - cycle safety is not consistent in the city
  - a cycle (and walking) bridge from the South Brighton Spit to Sumner
  - more cycle lanes, I'm not too happy about cycle lanes in the footpath, I like the marking of the lanes in red
  - more development of cycle lanes
  - more and better cycleways

- 19 ... Safeguard the water supply/no fluoridation
- keep the water clean
  - keep an eye on water levels with a view to restricting if it lowers
  - managing the water, have water rates to make people appreciate this precious commodity
  - make sure our pure water is protected
  - need to conserve water
  - maintain good water
  - we're going to have a future water problem unless we act to save water. Shouldn't we be building houses that store rainwater, also separate grey water for garden use? Early action is needed, this sort of change takes a long time to implement
  - keep us with free clean water, keep water system as it is now
  - should be making every effort to maintain water quality
  - keep the water nice and pure, don't put fluoride back into it
  - maintain Christchurch's excellent drinking water supply
  - keep our ground water safe (artesian water)
  - look at water conservation
  - making a more thorough investigation of water supplies available including diverting water from the Waimakariri River
  - keep the water as it is
  - continue working on the water system
  - bring in a garden watering ban/restriction in the summer
  - I think the rain water from the roof should be directed into soak pits and into the ground, it's foolish to put all that water directly into the rivers
  - ensure the water supply is properly regulated to make sure we don't run out
  - concern about waste oil, could contaminate water supply, needs to be looked at
  - check quality of water in Bromley area
  - implement city wide, rainwater retention and grey water reuse
  - continue upgrading water services
  - conservation of ground water
  - household water, keep it fluoride free
  - the water table, it's running away, put more effort into retaining our water
  - keep a close eye on water
  - look at future sustainable water supply with chlorination
  - our water, looking after our water, don't tamper with it with fluoridation, keep it as it is
  - protecting our water
  - continue to maintain current water services



## Christchurch City Council - Annual Survey of Residents March 2003 - Appendices of Open-Ended Responses

- 20 ... More/better footpaths/better conditions for pedestrians
- cleaning up the footpaths, do up High St
  - continue maintenance of footpaths that come under Council responsibility
  - they need to pay attention to the footpaths in the older area
  - improve footpaths, seal whole footpaths rather than patch ups and ban skateboards and roller blades on footpaths
  - footpaths especially sorted
  - maintenance of footpaths
  - improve maintenance on footpaths
  - fix footpaths
  - improve the footpaths, for older people
  - tarseal paths in High St and Cashell Mall plus Colombo St for safety reasons (to prevent tripping)
  - barrier arms for pedestrians should be installed at railway crossings eg Fendalton railway crossing
  - keep private cars off Colombo St between Hereford St and Lichfield St
  - pedestrian crossings need to be improved
  - an upgrade of all the footpaths in the back streets of Christchurch
  - footpaths need maintenance on them
  - take the buses out of the Square, it can't develop as a pedestrian area if we keep traffic flowing through it
  - improvements to footpaths
  - footpaths in some areas need redoing
  - footpaths need a tidy up from when they put in Telstra Saturn, they messed up the footpaths
  - accelerated maintenance of footpaths
  - look at what the tree roots are doing to footpaths
  - install crossing lights on Carmen Rd and Main South Rd
  - work on footpaths particularly in Halswell
  - get the cars out of the city, should be able to walk only within the central city area
  - increase the number of pedestrian crossings on Linwood Ave
  - upkeep of footpaths needs to be better
  - get rid of all the sign boards off footpaths, I'd hate to be blind
  - close Barbadoes Rd from Ferry Rd to Moorhouse Ave, have pedestrian mall over area
  - safe roads for pedestrians, put an island for children to cross
  - maintain footpaths

- 21 ... More provision for youth/entertainment facilities etc
- provide more entertainment for younger people
  - they need to encourage young people to be self sufficient in leisure time activities like when I was a teenager
  - provide entertainment for teenagers, no idea what
  - more recreational things for younger people, skate park type thing, keep them off the streets
  - look at bringing more pop bands to Christchurch, usually only go to Auckland or Wellington
  - more skateboard parks for youth
  - provide more facilities for youths
  - more for young adults to do in Christchurch
  - develop a youth centre in the central area
  - areas for youth, more thought on how to keep teenagers off the streets, provide activities that are Council funded, even in parks and on beaches, let everyone have a go at wake boarding for example, like at Sumner, my teenagers would love to do it but it's too expensive
  - have a place for young people who are getting into trouble to be brought into line
  - a theme park for young people
  - youth projects, more focus on at risk youth
  - more activity sites mainly for youth, roller skating rink, businesses could get together and organise billboards for young people to paint, have competitions, encouragement to use their talents
  - more development of facilities for secondary age children, the skateboarding and basketball courts
  - provide some sort of activities for youth to keep them occupied eg gardening for the elderly, something constructive to do with their time and energy
  - more entertainment for teenagers
  - entertainment needs to be out there so everyone knows what's going on, what there is for teens and kids, get involved with keeping teenagers off the streets, alcohol free parties in the parks is a good idea
  - try and give the boy racers something else to do
  - need an area for kids, 11-16 years, to hang out particularly in the city centre

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- 22 ... Better cleaning of streets/city/keep control of litter and graffiti
- collect rubbish on the beaches
  - cleanliness is important
  - keep the streets tidy
  - clean all the gutters
  - keeping streets clean and tidy
  - more litter maintenance in the streets
  - look after the streets and keep them clean
  - keeping the city clean, needs cleaning
  - clean up the shabbier parts of the city and keep it clean
  - cleanliness of the city is really important, education part of that programme, like in Singapore, taught not to litter
  - maintain Christchurch's clean image
  - clean streets more than once or twice a year
  - clean up around the city
  - street maintenance, lots of leaves in the gutters leading to blocked drains
  - rubbish, litter, fines?
  - the city that shines image is under attack because of inconsiderate people who drop rubbish without consideration
  - keep it cleaner, enforce (penalise) the litterers
  - encouragement to stop people littering the roads, people in cars dropping paper and bottles, a worse situation since dropping the drinking age
  - should start sweeping cycle lanes because the glass no longer gets crushed by vehicles therefore punctures tyres
  - keep gutters clean
  - make Christchurch the tidy city, Wellington, Palmerston North and New Plymouth seem to be much cleaner
  - get rid of litter, police the litter, instant fines, bang, no questions asked
  - get more gutter sweepers
  - try to keep tagging (graffiti) down
  - remove wreckers yard wrecks from the side of the road
  - more vigilant sweeping of the sides of the streets at the kerbs
  - dirty, chewing gum etc, should be discouraged, fines like in Singapore
  - keep up the standard of cleanliness
  - keep the city clean and free from rubbish
  - more people out on the streets everyday cleaning up rubbish on the streets
  - improve cleaning litter from streets
  - stamping down on graffiti
  - graffiti in our area particularly on a corner section is very bad
  - on the spot fines for littering
  - cleaning policy

- 23 ... Continued expansion/improvement of libraries
- maintain small libraries
  - libraries
  - keep the mobile library going
  - maintain good libraries
  - continued expansion of library service
  - essential to keep investment in libraries
  - more money to libraries so that a bigger selection of books are available at the libraries
  - I would like to see an improvement of resources at the New Brighton library, the building is very good but lacks adequate resources

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- 24 ... More events/festivals/entertainment in parks
- encourage people into the square with activities like the buskers
  - support community activities more like Summer-Times Festival
  - more events like the jazz festival, more music events
  - improve public entertainment, provide more festivals
  - keep all the events running
  - should be more free activities in the parks
  - continue to hold open air concerts/functions
  - more family things, free or reasonably priced entertainment in parks and Town Hall
  - continue art and music, culture
  - set up more fun days for families
  - create more atmosphere in the city leading up to Christmas (more than at present)
  - continue Summer-Times programme
  - promote more events localised
  - continue to do community minded things like events in parks
- 25 ... Increase trees/plantings around city/maintain existing trees and plantings
- plant more maple trees, tree planting in Birdwood Ave
  - increase the amount of native plantings
  - keep trees smaller (on the streets) because branches fall off in gales and it's dangerous
  - too many trees hanging out onto pathways, people who own the trees should cut them back
  - should plant more trees all around Christchurch, not just Avonside
  - cut back overhanging trees over footpaths
  - looking at planting smaller more deciduous trees eg lacebark or regular height considering houses for natural resource (sun) for heating
  - planting around Christchurch
  - plant more trees in areas like Linwood and out on beaches where there are not many
  - used to have a good view but getting hemmed in with trees so limits on this
  - re-evaluate what trees should be protected, Council has gone overboard
  - trees in suburban areas along footpath
  - planting of more natives
  - try to grow more trees in the bare streets
  - my street has no trees like my old street
  - more trees
  - more trees and planting in the centre
  - overhanging bushes, shrubs, trees over the footpaths
  - continue tree maintenance on river banks
  - trees could do with a pruning eg trees in Linwood Ave, just looks a bit shabby sometimes
  - keep English trees, keep the river banks clear and not too many native trees on the river banks
  - keep trees in the middle of the road low (about 3 ft)
  - native trees were planted along the river banks and they're really good
  - increase native plantings

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- 26 ... More provision for children/playgrounds/holiday programmes etc
- focus on "child-friendly" city, "family-friendly" city environment
  - more accessibility and safeguards for the kids in parks
  - the Council should provide more facilities for children, more community based
  - creating playgrounds for children
  - more activities for children eg BMX trails
  - new playgrounds, access to them
  - get behind after school programmes for children not in school and holiday programmes, need more and more reasonably priced for under 14 years eg very awkward to find after school and holiday programmes for 11 year old
  - more parks for family picnics and child's play
  - continue holiday programmes for children
  - make roads safe near all kids' playgrounds
  - some parks need more upgraded children's play equipment, some have been done, keep this work up
  - children's attractions like open air go-carts
  - upkeep of playgrounds
  - have more activities for children, more adventure playgrounds
  - more play areas where you can take the kids, family with safe picnic areas
  - heat/cover the children's swimming pools
- 27 ... Reduce the number of Councillors
- lessen the number of Councillors
  - reduce the number of Councillors
  - too many people in Council
  - give consideration to reducing the number of Councillors
  - reduce the number of City Councillors
  - reduce the number of elected Councillors
  - look at how we elect and the number of Councillors
  - not to be as many people on the Council then you don't need as much money for each meeting
  - less members on Council, reduce the number, the more people in office the more difficult it is to make decisions
  - too many Councillors earning too much money

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- 28 ... Make the city safer
- create more law enforcement
  - need to look at the kids that hang around the Square and McDonalds
  - keep the troublesome areas in Christchurch much more free of trouble
  - make it a bit safer for us
  - tidy up the city centre and make it a safe place for tourists, get the louts off the streets and a few more police wandering the streets in the Square and Manchester St. Avoid trouble before it starts
  - clean up the druggies and glue sniffers in Latimer Square
  - police are too soft on criminals
  - make it safe in the city
  - keep the city safe, the Bus Xchange area needs looking at
  - keep a vigilant eye on the vandalism in the city
  - emphasis on reducing inner city crime
  - work on a safer community and especially in the central city at night
  - problem with young people and alcohol, can Council come up with any ideas?
  - I've had a serious ordeal, home invasion
  - make sure the city is safe to live in
  - better security
  - set up mini police kiosks in troublesome areas
  - need to make the streets safe
  - work with the police to reduce the youth element at the bus depot, it seems to be a haven for young people looking for trouble
  - sort out the louts
  - try and make some of the parks safer
  - security at the Bus Xchange bumped up
  - the crime rate, every break in to a campervan or tourist robbed is a black mark against New Zealand, we need to be unrelenting with crime punishment so that Christchurch is a safe place to come to
  - reduce crime rates
  - safety at night in the inner city, possibly more police or wardens patrolling the area to try and cut down the violence and intimidations
  - look at the issue of mental health patients in council housing with pensioners, they don't feel safe in the situation they find themselves in
  - get all the street kids off the streets

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- 29 ... Don't charge for water
- don't think charging for water is the answer
  - not charging for water
  - continue to see that we don't pay for our water like they do in Auckland, it is natural so we shouldn't have to pay for it
  - don't charge for water
  - hate to see a return to the situation of paying for water
- 30 ... Don't remove rubbish bins from parks/public places
- provision of more rubbish receptacles in public areas
  - I'm against rubbish bins being taken away from parks
  - more rubbish bins around
  - rubbish containers around
  - re-install rubbish bins in parks
  - do not remove rubbish bins from parks
  - put rubbish bins back in parks, should never have been taken out
  - retain the rubbish bins in parks
  - put rubbish bins back in parks, a lot have disappeared
  - replace rubbish bins in public places
  - keep up rubbish collection in parks
  - more rubbish bins
  - return rubbish bins
  - do not take rubbish receptacles from parks
- 31 ... Better/more tourism promotions/attractions
- a high profile of Christchurch to attract tourism directly or indirectly, overseas funds a vital part of the economy I would have thought
  - tourism, encourage more tourism
  - promote Christchurch internationally
  - maintain good marketing plan for tourism
  - tourism
  - promoting Christchurch as an overseas venue
  - increase tourism
  - attract more tourism
  - keep promoting it as they do especially the sports
  - encourage tourism, like the Convention Centre, brings people to city, close ski-fields they can enhance, sports and adventure tourism important in economy, wind them up
  - keep up presentation for tourists etc so place is worth visiting
  - promote tourism
  - promote accommodation for tourists
  - promote the city as a destination
  - internal travel, New Zealand based tourists within New Zealand, there is too little of that, Aucklanders who have never been to the South Island
  - focus on tourism
  - promoting the city anyway you can, publicity on city, what it has to offer
  - make more tourism
  - develop tourism
  - focus on airport and facilities for tourism
  - work with tourism more to get more people to visit here and visit local attractions
  - more sightseeing attractions
  - promoting Christchurch as a place to live and visit

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- 32 ... Continue beautification programme of streets/city generally
- continue beautifying city and improving appeal, creates self perpetuating cycle
  - tidy beachfronts, they are disgusting
  - underground wiring in Beckenham area, Birdwood Ave
  - continue improvement of streets
  - put underground wiring on Clifton Hill
  - encourage people to landscape when putting up new premises
  - keep gardens/sections tidy
  - try to get the electrical wiring underground
  - keeping the city beautiful, not like Auckland
  - continue what they are doing upgrading all the streets, Fendalton Rd will look nice
  - make causeway area at Sumner more attractive
  - underground wiring sorted soon
  - the streets could be landscaped and shaped and planted more
  - more underground wiring consistency, our street is patchy, some parts are completed, some are not
  - continue lighting bridges
  - keep it beautiful
  - underground wiring in the street
  - beautifying waste land and street verges, hanging baskets from central city shop verandas
  - continue with street improvements, lifts the look of an area and helps to stop decay of houses
  - keep the city looking good
  - have more bridges lit up
  - maybe provide more incentives for people to be more caring about their backyards, to be more responsible for their surroundings
  - improve Blenheim Rd and Main South Rd aesthetically as they are the main roads in and out of Christchurch and they look depressing
  - underground wiring
  - keep the city attractive
  - continuation of the street beautification programme
  - keep on beautifying the place
  - clean up the inner city a bit, some of the older buildings need repainting
  - keep on with beautifying the city
  - more street landscaping
  - keep Christchurch beautiful programme
- 33 ... Offer more employment/work schemes
- use the unemployed to clean up areas, parks, roads, pensioner housing
  - using City Council funds to promote jobs and create jobs for the unemployed
  - offer an incentive for unemployed people
  - get employment up and running
  - unemployment
  - give employers the incentive to employ people in apprenticeships, with less restrictions, not the unemployed



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- 34 ... More business promotion
- look after business, positive consequence for employment etc
  - promote Christchurch to bring business into the area
  - encourage business to stay here particularly technology and biotechnology
  - more tax incentives for business to set up
  - continue developing infrastructure to entice companies to come to Christchurch to provide employment
  - encourage small business
  - proactively seeking foreign investment
  - supporting economic development initiatives
  - programmes encouraging more industry to provide employment, giving incentives to companies
  - encourage small business
  - encourage business, national tax incentive
  - continue business and employment incentives
- 35 ... Clean up/develop saleyard site
- I think the saleyards area opposite Hagley park badly needs enhancing
  - clean up and redevelop old saleyards site
  - what's happening with the old Addington saleyards? Needs sorting out, it's an eyesore
  - further improvement of the south east corner of Hagley Park - the saleyards, the saleyards problem is five years plus and nothing seems to be happening
  - get the saleyard site (Moorhouse Ave and Deans Ave) cleaned up
- 36 ... Limit urban sprawl/limit subdivisions in green areas
- limiting development on the Port Hills
  - keeping green areas by zoning eg green belt
  - control the development of the Port Hills
  - limit development on the Port Hills of Christchurch
  - control spread of development
  - protect green areas of city and suburbs
  - stop the urban sprawl, too much farmland disappearing
  - encourage denser development rather than suburban sprawl
  - encourage more high density development in the suburbs
  - careful control of Christchurch development, green belt seems to be disappearing
  - stop the encroachment on to the hills, keep the hills for future generations
  - retaining strict regulation with regard to city plan - development
  - stop subdividing the green belt
  - stop the spread of housing up the Port Hills
  - retain green features, borders of country
  - protect the green belt, this is urgent, I like the idea of keeping some of the Port Hills as a reserve
  - don't permit too many houses to be built on open green spaces
  - do not fill up areas that could be recreational with housing
  - preventing development on the Port Hills

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- 37 ... Maintain/upgrade grass verges/gutters/ drive entries etc
- keep gutters small and not a big slope into
  - finish Geraldine St guttering
  - maintaining grass verges outside the house
  - looking after the grass verges on the side of the road
  - an upgrade of the gutters of all the back streets of Christchurch
  - smaller (lower) kerbs on main roads
  - fix the gutters, drop away gutters paint white
  - need to upgrade streets, entries to drives
  - berms are grassed but not cut, please cut
  - make the gratings in the gutter duckling proof
  - clean up the gutters in the suburbs and replace old and broken gutters
  - complete the streets with old gutters
  - clean up the streets in front of properties, garages etc, plants overgrowing pathways etc should be tidied
- 38 ... Continue retaining/protecting heritage buildings
- maintain the old buildings as much as they can
  - continue to save historic buildings
  - protect historic buildings - museum, art gallery
  - preserve their heritage buildings
  - we need to retain our historical architecture to keep our identity as a city
  - retain more historic buildings
  - heritage buildings - aesthetics
  - conservation of old important buildings
- 39 ... Tighten subdivision requirements/less infill housing and apartments/ ensure adequate infrastructure provided
- be careful not to overcrowd the city with allowing too many small section dwellings
  - protecting the city from infill housing and apartment blocks going up
  - I'm concerned about the capacity of the roads to deal with traffic and the sewerage to deal with the waste from all the infill housing
  - housing in Christchurch is bad, more focus on upgrading houses, limit the number of houses within the city
  - monitor the number of houses in new subdivisions and gauge whether the services such as sewage disposal can keep up with the increased number of building permits being granted
  - tighten subdividing laws to maintain large sections
  - manage the growth of the city such as infill housing
  - building codes
  - there's been too much infill housing
  - investigate more thoroughly the impact of more houses with the effect on sewerage and use of water
  - regulate the development of housing more thoroughly
  - more strict housing planning
  - developing areas of Christchurch, make sure enough amenities for increase in population
  - concerns about new housing estate without the infrastructure to support them eg schools
  - monitor amount of new homes going in

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- 40 ... Continue with Council housing/housing help
- more housing for pensioners and poor people
  - expand and continue the cheap accommodation
  - better housing for less fortunate people
  - making sure housing is available for everyone
  - keep the Council flats going
  - lower rentals
  - help out with accommodation
  - expand on pensioner housing
  - concentrate on more houses for pensioners and others
  - anything to keep up housing numbers i.e. number of houses
  - insulation in older housing/pensioner cottages, better heating systems in them too and all showers not baths
  - improve Council housing
  - keep their Council housing
  - improve housing in places like Aranui
  - housing development needs to be looked at especially for immigrants
- 41 ... More provision for dogs with better dog control
- more dog parks
  - stricter enforcement of dog bylaws
  - get tougher on animal control, laws for dog owners made clearer
  - dog issues, make sure they're kept on leads, dangerous breeds kept out of the country, keep parks free of dogs or have partitioned areas for them
  - more dog parks, more areas designated for them
  - more designated areas for dogs and owners
  - nice to have dog parks around, where you can let your dog off the leash
  - better dog control
  - keeping parks available for dogs
  - more areas for dogs
  - law for dogs, not to trespass to other people's property
  - dog control, more enforcement
  - effective dog policies to allow responsible owners some freedoms, look at dog ownership certificates, important factors eg obedience
  - dog "pee stations"
  - banning dogs altogether from public parks
  - dog control, enforce the laws
  - they should put dog education into schools to teach kids not to poke fingers etc into a dog's territory and how to act around dogs

- 42 ... Increase support for social services/community services
- the Council should be involved in schools a bit more than they are now, especially the Primary schools, things like anti-litter, scholarships to get young people to work for the Council etc
  - make transport and service charges free for the elderly
  - make it more "old age friendly"
  - community help for churches
  - look after senior citizens better
  - working in partnership with social service providers
  - the City Council should get behind Disabled Persons Centre
  - check on the standard of home-stay service for foreign students, they don't feed the students enough
  - the incorporation of ethnic groups into the life of the community, people from many countries are living here but they are not being incorporated at the same rate as they are arriving
  - I think that more funding should go into the hospital system, even though it's more a Government issue the Council may be able to do something about it
  - look into health, investigate Hillmorton Hospital releasing patients when they are not ready
  - initiate more cultural exchanges, international students
  - looking after people in danger, monitor those coming in to Christchurch, with the student level, more helped needed
  - community safety programmes, awareness, openness in neighbourhoods
  - we need an active programme to integrate people who are mentally and emotionally disabled into the community, it's not enough to say he's got a benefit and his rented flat is clean, they need to be connected to the rest of us otherwise they will create opportunities for connections that cause problems
  - think of activities for middle-aged immigrants, Asians, in this area, for their mental health they need things to occupy them, especially as more and more immigrants are coming into Christchurch
  - community based services, Council could do a lot more in supporting community services for the disadvantaged should be high on the priority list eg Salvation Army, Anglican care drop in centres, Council should pay a huge role there
  - supporting community groups
  - continue to fund community development, also fund more youth developments
  - improve health care as a whole or make it more reasonably priced i.e. some sort of health care plan for low income families
  - spend money on homeless kids and shelters
  - have orientation programmes for new migrants
  - spend more money on youth work
  - support for impoverished families
  - the cost of rest homes for the elderly is beyond most people, need more homes for hospitalised people, some people are too ill for rest homes but not sick enough to be retained in hospitals
  - concentrate on lower socio-economic groups
  - recognise other cultures eg other European and South American
  - work on better relationships between cultures who reside in the city
  - promoting cultural integration

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- 43 ... Provide more/sufficient/affordable/sports and recreational facilities
- low cost value for money services, eg swimming pools
  - more recreation areas
  - more leisure activities around the Port Hills
  - have more free barbeques around the city
  - sufficient recreation facilities
  - the idea that New Brighton should have a salt water pool like Dunedin appeals to me
  - continue to improve access for tracks
  - Centennial Pool, need a system for discount charges for ratepayers, price is high relative to others, expensive for people who live locally
  - the completion of the Jade Stadium project
  - continuing to work on access to mountain bike tracks
  - set up playgrounds for all ages, to appeal to people of all ages to muck about in, for making music, alternatives for going into city
  - improve pools (QE II) and playing fields
  - further development of walkways
  - keep up with the recreational facilities around
  - maintain good swimming pools
  - retain more area for recreational activities
  - providing more recreational areas for things other than the usual rugby and netball, things like mountain biking, skateboarding, rock climbing etc
  - more development of walkways in reserves
  - build natural pond at Scarborough to make for safe swimming in that area
  - drop annual prices for QE II for swimming as much as you like, so maybe have time payment for the year
  - have another 5-10 pools around not necessarily focused on entertainment but to allow people to get fitter at a low price, providing accessible facilities to improve people's physical and mental well-being
  - price of facilities kept down (QE II etc)
  - keep up standard of leisure centres
  - a hot water pool instead of going to Hanmer, more recreational parks in the Port Hills
  - more walkways
  - encourage people into recreation activities by lowering costs
  - make sure we don't lose any recreational facilities, important part of Christchurch
  - keep up with renovation of recreation facilities like Jellie Park
- 44 ... More/better shopping/more bars and restaurants
- more shopping complexes, for shops in shopping complexes to open late till 10pm
  - encourage individualistic shops, not Mall ones
  - inner city shopping, inner city shops are looking dull and should stay open longer
  - more city area bars
  - encourage and promote building of mall in Halswell where current shops are
  - the inner city needs programmes to encourage businesses to increase foot traffic
  - I would like to see the City Council have more approval to nightclub Friday and Saturday nights at bars that have music for people who are between 33 and 40, it's been taken over by teenagers and we have nowhere to go
  - inner city retail needs a boost, repeat the outdoor cafés and things done on "the strip", in the Square

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- 45 ... Keep doing what they're doing now (general)/keep providing the services they are
- generally happy with the direction they're going
  - keep up the good improvements and general maintenance
  - don't let anything slip
  - keep on doing what they are doing already, they're doing a good job
  - happy with how things are
  - maintain core services
  - keeping up maintenance for a growing city
  - don't change it too much, no big changes
  - keep providing the services they have been
  - keeping doing the sort of things we are doing, seems to be working quite well
  - regular services
  - maintain the development of the infrastructure
  - continue doing all the things they have done
  - keep up the same overall standards
  - continue on with what they are promoting at this point
  - keep up the good work
  - maintaining everything to a high standard
  - carry on providing for the needs of the community
  - keep on maintaining things
  - maintain facilities to the high standard they're currently at
  - keep on doing what they're doing
  - keep developing the areas of the city they've been working on
  - just keep on doing the good work that the Council is doing
  - continue main functions
  - maintain basic services
  - they have got a programme of development in place, they should keep to it, in my mind it's an acceptable programme
  - ensure services are provided
- 46 ... Slow traffic with road humps/reduced speed limits/better traffic enforcement
- more speed bumps to slow traffic
  - enforce traffic laws
  - the speed humps need to be put on both sides of the river, they're on Eastern Tce but not Riverlaw Tce or Fifield Tce, need consistency
  - need judder bars in Kuaka Cres, Hay St and Ruru Rd for hoons
  - speed bumps on Locksley Ave to slow hoons down
  - more speed bumps to slow traffic
  - introduce limited speed zones (40 kmph) outside all schools
  - I think they should look at road safety around schools
  - slow traffic speeds around pedestrian crossings
  - prevent people from dangerous driving in suburban areas, particularly bad in this area
  - speed bumps on Breeze Rd to slow down traffic
  - Hay St, Ruru Rd, Maces Rd area, huge problem with hoons, Hay St needs help, speed bumps not the answer, planting and islands to slow them would work and make street more appealing
  - traffic calming, reduction of noise and speed
  - look at roads where vehicles are known to speed

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- 47 ... Improve rivers/keep rivers clean/safeguard Avon River
- clean up Heathcote River in Sydenham area, make them look more natural
  - improve the waterways in general
  - they should clean up their rivers
  - improve rivers
  - retain waterways
  - keep river banks clear
  - I think the water in the Avon should be safeguarded, it's too late once it's polluted
  - keep the rivers clean
  - the condition of the Avon has declined markedly over recent years
- 48 ... Improve drainage/flood control
- drainage in Templeton, flooding problem
  - drainage in Upper Riccarton gutters is bad
  - drainage
  - improve the drainage
  - the Waimakariri River is a future problem with flooding, deal with that, not wait for it to happen
  - should ensure drainage service is kept to a high standard
- 49 ... More/safer public toilets
- more/safer public toilet facilities
  - toilets, more required in the city
  - lack of maintenance of public toilets
  - there's a lack of public toilets
- 50 ... Protect the environment/other environmental issues
- caring for the environment
  - trying to look after the environment and make it a better place
  - don't lower the dunes at North Beach (Brighton area) and cut down cell-phone towers
  - make sure environment is protected
  - zero waste scheme
  - conservation
  - preserve and maintain our national environment
  - continue to look after the environment and continue to protect
  - maintain natural resources
  - the Bexley area cleaned up where the landfill used to be, a lot of hospital and chemical waste there, the land there is contaminated
  - ban use of plastic shopping bags
  - NZ has to do much more to become an organic producer, the Christchurch City Council can encourage that with different types of spraying
- 51 ... Stop expanding suburban malls (to the detriment of city centre shopping)
- could continue to make the centre the centre instead of all those shopping malls in the suburbs
  - the city centre is losing customers to the malls
  - should restrict expansion of Riccarton Mall
  - stop enlarging malls, perhaps no more malls, the Council has gone overboard with shopping areas per head of population, the numbers and size of the malls

## Christchurch City Council - Annual Survey of Residents March 2003 - Appendices of Open-Ended Responses

- 52 ... Better overall future planning
- they have to have a vision for the future
  - overall plan for what Christchurch wants for the future, it is ad hoc at the moment
  - the town planners should be young people, have bright ideas, should be no old people on this committee
  - a need to have a well enunciated vision on where Christchurch is going
  - plan 20 years ahead rather than just the 3 years they are in office
  - keep looking at ways of making Christchurch as self sustainable as possible
- 53 ... Better consultation/communication
- they should educate the people better on what they actually do
  - send us more information on what they're doing, don't hear what they're doing
  - listen to the people
  - there needs to be more public debate about what are outcomes of the various options available in terms of transport and social economic issues
  - more open dialogue with Council
  - we need to know exactly what rates are being spent on and where, detailed summary in the mail at least once a year
  - more brochures in all houses or advertised better about holiday programmes or events
  - keep the information pamphlets going
  - encourage more youth involvement in city matters
  - listen to ratepayers
  - working on improving communication and the process of the local council democracy
  - more advertising of family events
  - listen to their customers more
- 54 ... Improved electricity supply/cheaper electricity
- putting a lot of effort into wind powered development, and maybe we could use the gases from sewage to generate some sort of power
  - do something about electricity
  - need to do something about electricity, got to keep the prices down for consumers and who is going to pay for the ongoing costs of these appliances
  - electricity supply with no fires, as gas will run out
  - improving the electricity supply and the gas
  - wind turbines for power
- 55 ... Keep to core services/don't get into areas that don't concern Council
- not to get into areas that don't concern the Council
  - stick to core things like collecting rubbish
  - Council should stick to the more traditional functional roles rather than social, noisy parties in the park, functional is water, roads etc
  - spend money on basic infrastructure
  - stick to the core services and get out of social activities, like housing, festivals etc
  - Council should keep doing the basic services, rather than getting involved in areas that Council should not be involved in
  - I'd like to see the Christchurch City Council disengage from their business activities
  - should not be investing in private enterprise



98 ... Others

- the projected irrigation schemes, should be supported and expanded, food production is a basic essential
- too many areas controlled by Regional Council, should be City Council in control
- get rid of the Regional Council, interfere too much in local affairs
- make sure the education boom doesn't get out of control, so many educational institutions popping up all over the place, make sure there are not too many cowboys
- many people not working on Council work, they're doing their own work on Council time, there should be more supervision and accountability of staff
- we've had a lot of construction going on and there's been a lot of noise and there seems to be nothing we can do about it. There seems to be no facility that we can complain to. I've been here for about a year and it was chainsaws every morning and apparently they're going to start construction there soon
- Council workers should give names and some other form of identification so you can get to the correct person
- change their logo to "Garden City"
- continue to upgrade the airport
- more and better internet infrastructure
- be more technological, eg flat rate, broadband
- improve/facilitate high band width internet access
- creating streets where people like living together
- plan to reduce the number of Council officers and have more contracting to outside parties
- work harder on the peace city image
- check contractors to make sure they complete the jobs correctly
- reduce the number of public servants
- get the Bus Xchange running better
- shorten the bar licensing hours
- more coordination between departments in reference to digging up roads and paths
- when digging up the roads there should be more communication between different parties eg City Care, Drainage Board, more cost efficient
- resource consent for pulling down old houses is too readily obtained without considering neighbours sufficiently
- improve service, improve speed in their services
- build up facilities in eastern Christchurch
- have better noise control processes
- have better recession plane on north sides of the streets, has wind tunnels and is cold and windy
- continue to establish new facilities like the new Art Gallery
- upgrade the Town Hall
- keep Erin Baker, get new officers
- advocating to Central Government for service provision at a local level preferable for handing over budget to local authorities in many areas
- Arts Centre market needs a revamp, gone downhill in last 4 years, quality not as good, needs more variety, looks stale
- Council should tax or something one car one person workers who could use bus after 7.30 am
- clean up Lyttelton Harbour, make a permanent breakwater, then the Marina will follow

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**Christchurch City Council - Annual Survey of Residents March 2003 - Appendices of Open-Ended Responses**

98 ... Others (continued)...

- help out with Lyttelton Marina
- stop putting bans on pool, halls shouldn't be R18
- get back the garden city theme, it's Christchurch's brand
- not polarising areas into socio-economic groups, to make areas more balanced with a broad cross-section of different and varied abilities
- they should let Trade New Zealand take a leading role with export incentives and conserve tasks ratepayer pays for
- shouldn't argue so much, get on with the job
- need to do something to ease the heavy Asian influence although personally I don't have a problem
- move to user pays for rubbish and water
- reduce the junk mail
- limit foreign language schools/students
- reduce poker machines, limit issuing licences
- not enough high schools in our area, Burwood, Parklands
- no more sculptures
- Regional Council, I'd like to see their demise, it is doubling up on the work of the City Council and the District Councils
- some method of making little streams less exposed (like in front of my house) in relation to small children
- get rid of magpies as they scare off native birds
- making sure subcontractors leave areas where work is done in a satisfactory condition, Council should be checking to see it is done
- charge for water in the city
- better access for invalids and disabled and prams and wheelchairs on the buses and in and around the city
- complete the Arts Centre quickly
- improve street lighting
- need to be more liberal in their thinking
- need more budget on own area, not to Government
- more lighting around some streets
- seats in the parks, elderly people like easy access to seats
- commercial buildings
- people should be encouraged to keep houses in original state with rewards/benefits
- Christchurch needs a mini sky tower
- public amenities
- more support for Ferrymead
- retrain traffic wardens
- make access into buildings and shops in the city centre and roadways for wheelchairs easier
- Maori seats on Council should be voted for, not by right
- profits should be refunded from Orion
- uphold more security, water etc
- population density, careful management required so it doesn't get out of hand
- user pays should be the principle behind the marketing and provision of services
- the Christchurch City Council should take responsibility for the suburban ANZAC memorials, the memorial at the Burwood School has been neglected
- encourage satellite towns around the city
- help people insulate their existing homes, show the people how to conserve power and retain their heat

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98 ... Others (continued)...

- Resource Management Act should be more realistic
- Riccarton Market needs access to the back gate, causes a lot of anguish on Sundays from 8am to 2pm, too many people using one entrance
- a library out Queenspark/Parklands way, they have been promising one for a while
- a high school, there's no local high school in Queenspark/Parklands area, I would like to see one in this area, the others are quite a distance to travel
- many street signs are hard to find or can only be read if you are travelling one way, too many businesses don't display a street number, that's confusing
- street numbers on buildings
- Avonside Dr is so long in 4-5 sections, differentiate name-wise between each block

99 ... None/don't know

**Q2 Services you know Council provides, which are the most important to you...**

01 ... Roading

- keeping roads up to standard
- roads
- streets
- roading
- improving the state of the roads, making them safer
- road maintenance
- roadways, keeping them in repair, pot holes
- road provision
- street maintenance
- roadworks
- maintaining roads
- cycleways
- roading generally and markings for traffic
- traffic island at Aorangi Road
- roading seems pretty good
- keeping streets maintained
- roads are safe
- road developments
- roads, without too much domination of suspension breaking road humps
- roading infrastructure
- roading, upkeep and redesign

02 ... Footpaths

- pavements
- paths
- good footpaths
- keeping footpaths up to a good standard, easier for disabled people, motorised scooters
- walkways
- maintaining footpaths

03 ... Rubbish collection/rubbish unspecified

- rubbish collection
- our rubbish services
- rubbish removal
- rubbish
- kerbside rubbish collection
- rubbish each week
- refuse collection
- waste removal
- rubbish, important to fundamental running of the city
- rubbish collection, twice a week would be better
- foolish to take the bins from the parks
- rubbish day
- free rubbish removal
- rubbish collection, should have wheelie bins
- rubbish, like having it collected
- rubbish collection, the only service we really use

## Christchurch City Council - Annual Survey of Residents March 2003 - Appendices of Open-Ended Responses

- 04 ... Water supply
- water
  - water, makes Christchurch our garden city
  - dealing with the water supply
  - water supply
  - water supply, conservation and better usage
  - water, important to fundamental running of the city
  - water services, safe and reliable
  - clean water
  - water works
  - keep water clean
  - free water
  - unfluoridated water
  - drinking water supply
  - water, quality of water, education of residents in conservation
  - education of residents in conservation of water
  - water and its quality
  - running water
- 05 ... Sewage disposal
- sewage treatment
  - sewage
  - transfer the sewage discharge from the estuary to ocean outfall
  - efficient sewerage system
  - piping system
  - effluent disposal
  - sewage disposal
  - sanitation
- 06 ... Parks and reserves/gardens/recreation areas
- parks
  - parks and recreation for my job as teacher
  - keep parks clean and clear of glass, kids' glue bags and things
  - maintenance of parks and gardens
  - parks and reserves
  - rubbish collection in parks
  - Hagley park and love the gardens
  - park and gardens, kept nice, rest areas for family outdoor activities, Spencer Rd
  - keep the parks beautiful
  - Botanical gardens
  - improve drainage in parks
  - freedom to utilize parks/reserves
  - city gardening
  - park facilities
- 07 ... Recycling
- recycling
  - recycling collection
  - recycling seminars
  - green waste dumping
  - recycling bins
  - recycling, one bin is not enough though
  - kerb side recycling
  - recycling, the responsible way of getting rid of rubbish

## Christchurch City Council - Annual Survey of Residents March 2003 - Appendices of Open-Ended Responses

### 08 ... Libraries

- library
- library services, keep suburban libraries eg Spreydon
- mobile library service
- funding for libraries
- new library at Fendalton
- free library books
- library, but like to see more books and extended hours
- Council libraries
- library service

### 09 ... Swimming pools

- swimming pools
- swimming pool, QEII
- swimming facilities
- municipal swimming pools
- pools
- swimming pools upkeep

### 10 ... Public transport/bus service/Shuttle/Orbiter

- buses
- free buses and the Orbiter
- bus services
- bus trips, put on for us
- transport
- bus service has improved
- buses, midnight buses
- the tram
- the red buses, it is a really good service
- public transport, two for one ticket scheme is good
- Orbiter and Shuttle buses
- bus service, right outside the door
- bus service from Halswell to the city
- public transport
- Bus Xchange good, not enough info on times etc, bus fares reasonable
- bus services, the Orbiter, the one that goes round the malls

### 11 ... Traffic/traffic control/traffic flow

- efficient traffic management
- traffic
- traffic control
- traffic being organised when driving
- traffic flow
- making sure traffic moves smoothly and safely
- traffic flow and road markings

### 12 ... Events/festivals/entertainment/activities

- help support local bands
- Classical Sparks and other park activities
- entertainment
- the fireworks festival at New Brighton beach
- public concerts
- Summer-Time festivals
- children's holiday programmes
- free concerts
- Agricultural show
- family based free activities, Summer-Times
- Festival of Flowers
- festivals, flowers and dancing
- the free concerts they have on during the year whether it be at the Park or Victoria Square

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- 13 ... Drainage/stormwater
- drainage
  - stormwater collection
  - improve drainage in parks
  - cleaning drains in the creeks
- 14 ... Power supply/SouthPower
- electricity
  - powerlines
  - watchdog role in power prices
  - heating/electricity
  - power supply
  - power
- 15 ... Council housing/pensioner flats
- housing
  - more council houses available for people to live at cheap rent
  - council flats, if we want anything done, the Council sorts it straight away
  - accommodation for the elderly
  - fixing things in my house
  - Council flats, maintenance very good
  - capital investment on rental properties
  - accommodation, Council flats
- 16 ... Rubbish disposal
- waste disposal, zero waste is impossible to achieve, must be disposed of safely for health of community
  - rubbish dump
  - dumps
  - waste refuse place
  - rubbish disposal
  - the tip, refuse stations
- 17 ... Street lighting
- street lighting
  - footpaths well lit
  - lighting in the streets
  - street lighting is good
- 18 ... Street cleaning/gutter cleaning/general cleanliness
- cleaning city
  - keeping the streets clean and graffiti free
  - clean streets
  - keeping the area clean
  - leaf clearing
  - maintaining the city's cleanliness
  - keeping the streets clean and tidy
  - gutter cleaned more frequently, they are overfilled with rubbish
  - keeping streets tidy and graffiti removed
  - keeping the town clean
  - cleaning up the streets and getting rid of graffiti
  - street sweeping, cleaning
  - keeping streets clean, could do lots better in inner city area
  - road sweepers
  - keep Christchurch clean
- 19 ... Local service centres
- Council service centres
  - service centre offices
  - service centres around the city
  - community service centres
  - the service centre

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- 20 ... Dog control
- keeping dogs on leads around the city
  - dog control
  - dog park
  - looking after stray animals, dogs
  - removal of doggy doo
  - dogs must be on leashes
  - dog laws for the beaches
  - keeping dogs under control and removal of doggy doo
- 21 ... Management/administration of city
- infrastructure
  - continued good administration
  - general services
  - all basic services
  - facilities provided for by rates
- 22 ... Social services/community services
- provide information for people entering the country on housing and rubbish disposal, hospitals and services for elderly
  - childcare contribution
  - supporting voluntary organisations
  - extra support for low income families
  - looking after elderly
  - preschool
  - employment beneficiaries
  - information available for services provided, new arrivals in country need to know
  - counselling services for people
  - child services
  - social service provision
  - provision of buildings or halls where people can have meetings
  - funding for community groups and projects
  - welfare
- 23 ... Rates/rate collection
- keeping a cap on rates
  - rates at a reasonable level
  - keep rates down
  - rates
- 24 ... Playgrounds
- making parks for the children
  - recreation areas safe for children with equipment kept up to the grade
- 25 ... Sports and recreational facilities
- QEII
  - recreation facilities, including for children
  - leisure centres
  - sports and recreation venues
  - sports grounds
  - recreation facilities
  - council owned gym, Heathcote area
  - sporting facilities
  - stadiums
  - public recreational amenities
  - recreational services
  - BMX tracks, skate parks, bush tracks
  - local community centres
  - good facilities for recreation



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- 26 ... Sports/recreation/sports and recreational activities
- exercise classes, dancing, pottery groups
  - outdoor activities
  - recreational activity
  - recreation events
  - leisure activities
  - recreation
- 27 ... Arts and cultural support
- cultural services, eg Art Gallery
  - Art Gallery
  - events in Arts
  - Arts in every guise
  - Art Centres
- 28 ... Tourism/tourist attractions/tourist information
- Christchurch street directory, Pathfinders, very useful
  - Information Centres
  - Orana Park
- 29 ... Museums
- museums
- 30 ... Public buildings/Council buildings
- public facilities
  - provision of buildings or halls where people can have meetings
- 31 ... Public toilets
- public conveniences
- 32 ... Parking/car parks
- parking
  - parking in the city centre
  - parking, buildings
  - parking in the city
  - car parks
  - parking (could improve Polytech parking)
  - maintaining a sensible level of central city parking
- 33 ... Beautification and landscaping
- replanting of areas around the river, that is keeping the city looking good
  - street development
  - the impression of the city to visitors, is it a pleasant place to live, people will be happier
  - floral aspects of the city
  - maintenance of street image particularly main thorough-fares
  - keeping the city tidy
  - street upgrading
  - keeping our lawns and properties maintained
  - city landscaping
  - keeping the city quite beautiful
- 34 ... Road safety

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- 35 ... Rubbish bags
- rubbish bags
  - providing rubbish bags for free
  - more than 52 rubbish bags
  - rubbish bags supplied free to every household
  - giving new rubbish bags
  - free rubbish bags
  - rubbish bags, but I don't like the charges for them
  - provision of rubbish bags
- 36 ... Air/cleaning the air up
- smoke pollution clean up
  - keeping smog/smoke levels down, gas fires etc
  - air pollution control, control for health
  - reducing pollution
  - smog, keeping it down
  - pollution control
- 37 ... Planning and inspection services
- building permits
  - building services, town planning
  - city planning good
  - making new subdivisions with shopping malls to match
  - permits for building
  - building consents
  - regulatory controls of buildings linking back to views, Council plan to remove industrial areas from main routes into the city
- 38 ... Employment
- Canterbury Development Corporation
- 39 ... The environment
- preserve our valuable trees
  - environmental concern, trees, inner city
  - reasonably green in their thinking
  - environment, protecting green spaces
  - clean environment
  - clean environment - no pollution
  - keeping the environment clean and tidy
  - preventing building on the Port Hills
- 40 ... Waterways/coastal care
- keeping river clean
  - maintenance of the Avon
  - the River Avon
  - waterways, rivers and so forth
  - beach management
  - cleaning the Avon River
  - keep waterways clean
  - maintenance of waterways
  - the estuary and the rivers
- 41 ... Health/health services
- health
  - hospital
  - health care
  - issues related to health and well-being

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- 42 ... Public safety
- emergency services
  - keeping city safer place to live in
  - preventing burglaries, security
  - policing
  - feeling safe in the community
  - crime prevention
  - bylaws regarding hoons
  - security
  - safety, security within the community
  - public order is good
  - police
- 43 ... General city maintenance
- City Care
  - city maintenance
  - building maintenance
  - general city care
  - general upkeep of the city
- 44 ... Waste management in general
- the waste management side of it
  - waste management
  - waste management related to our health
- 98 ... Others
- CCC on-line (www) needs extending
  - major decision council may approve should be given the role for the public to vote on
  - providing leadership to allow business to grow
  - Work and Income NZ
  - pier
- 99 ... None/don't know

**Q3b Services/facilities they think Council should provide but is not providing at present..**

- 01...More parking/cheaper parking
  - affordable car parking for those who have to work in the central city, if you're a part timer all the free parks are gone
  - better parking at Hagley Park
  - tackle the problem of parking of students and the public at the University and the College of Education
  - better parking in city centre
  - more rebate for parking for business for service vehicles
  - more motorcycle parking in city centre
  - more parking facilities
  - more free city parking
  - inner city parking, more 15 minute free parking, quick stop parking
  - more parking facilities in city centre, not providing adequate parking time on meters
  - free parking for hospital visits, the Christchurch hospital
  - better parking
  
- 02...More public toilets/improved public toilets
  - upkeep of public toilets, Bottle Lake is disgusting for example
  - more public toilets, signage for public toilets and family rooms if possible
  - toilet in the Square, not suitable for older people
  
- 03...Better rubbish collection
  - free rubbish bags
  - free rubbish in addition to the quota
  - I feel we should be using wheelie bins
  - wheelie bins instead of plastic bags and so reduce flies and feral cats
  - wheelie bins as part of rates, rubbish bags hopeless, wheelie bin better for size, contains more
  - prefer rubbish bin to rubbish bag
  - they should still provide free rubbish bags
  - provide rubbish bags again
  - they should give you more rubbish bags and allow us to use other types of rubbish bags
  - they should get out of rubbish bags and have wheelie bins
  - free rubbish bags out to Rangiora and Woodend
  - the rubbish bags where the bags are dropped off to you, the rates aren't getting smaller but the services are getting smaller
  - change to wheelie bins instead of plastic bags
  - providing rubbish bins for rubbish removal from houses
  - providing a free general rubbish pick up from the street edge of household rubbish regardless of volume, provide vouchers for free black rubbish bags throughout year
  
- 04...Inorganic rubbish collection
  - collecting of large appliances for recycling
  - roadside collections every now and again from junk, e.g. hard to get rid of stuff, would be of great benefit especially to old people
  - a rubbish collection day once a year where you can put out anything at all to be collected, like in Australia
  - free pickup of old furniture e.g. as in Dunedin
  - furniture rubbish days as in Auckland
  - services for collection of bigger items e.g. furniture, bikes from residents
  - rubbish collection service for large items, at least once or twice a year

## Christchurch City Council - Annual Survey of Residents March 2003 - Appendices of Open-Ended Responses

### 05...Better public transport

- bus routes that go from Burwood to the Airport, new bus routes so you don't have to get two buses, not just Burwood but other routes as well
- to have a light rail passenger service using the lines that are already in place, integrate this with the bus service
- more free public transport
- extend the Orbiter service
- to extend the area of the Orbiter bus, bring it further down Lincoln Road at least a few more blocks e.g. corner of Lyttelton Street
- more bus shelters
- transporting people from one place to another
- child friendly buses, space for pushchairs, extra luggage room, manoeuvring room in buses

### 06...More youth activities

- more youth activities, it has been mooted around the area about this Skatepark thing, the area they wanted wasn't good and it needs to be supervised
- hydroslide for one of swimming pools
- entertainment for youth
- making sure that the youth of our city have every opportunity and encouragement for their chosen sport
- provide "hang out" places for teenagers to keep them out of trouble
- provide more youth orientated activities e.g. alcohol free clubs, night or music clubs

### 07...More services for the elderly

- more services for the elderly
- not enough allowances made for older people e.g. cheaper fares and facilities
- make the buses cheaper for pensioners to travel into town
- more facilities for the old, aged, less expensive, educating elderly people to look after themselves, have a better lifestyle
- more housing for the elderly
- do a survey on what the elderly of Christchurch want and make it possible for the elderly to utilize facilities, show the elderly how to use the services
- they should subsidise pensioners that need it for their power
- cut rates to pensioners

### 08...More Council housing/improvements to Council housing

- new drapes and carpets for Council properties, maybe increase rent by \$5 or \$10 per week to offset the cost
- fix the windows on Mabel Howard Place so the beds don't get wet
- apartment accommodation for lower socio-economic group, not to be run at a loss
- more Council housing especially for disabled and elderly

### 09...Upkeep of berms/tree pruning/lawn mowing/riversides

- maintenance of lawns on outside of houses
- looking after Council lawns, look after river edges and rivers
- maintenance of street trees and gardens
- ensuring that the fronts of residential properties are kept tidy
- don't spray weeds on footpaths like they used to, even if they used an organic chemical or something
- they don't mow down the sides of the river, debris builds up and falls into the river, it's messy and encroaching on the road, they should do it and do it often
- maintain grass verges
- more regular pruning of trees on road line
- I worry about some of the big trees, maybe the Council should be more active in trimming and pruning
- there has been a decline in pruning and maintaining trees

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- 10...Better footpaths
- footpaths shocking, they are cracked and broken, holes in Dunbars Road
  - be consistent with pavement repairs
- 11...Improved street cleaning/cleaning of gutters
- cleaning gutters
  - the road sweeper has stopped, don't see them around this street at all
  - use truckload of unemployed to keep streets clean
  - street cleaning, hand done
  - keeping place clean and presentable, parks, public areas, may be doing at present but more required
  - street cleaning everywhere
  - there has been a decline in street cleaning
- 12...Improved recycling service
- a higher level of recycling
  - expand recycling
  - provide more or bigger recycling bins as some of us are really into it, most items should be able to be recycled
  - recycling of plastic supermarket bags
  - provide larger bins for recycle products
  - improve recycling, take more stuff, bigger bins
  - wider range for recycling
  - more recycling at lower cost
  - recycling of all plastic
- 13...Electricity provision
- 14...Better roading/traffic control/pedestrian crossings
- Styx Bridge roading, consider the options
  - sort out the congestion in Colombo Street and around the Arts Centre
  - New Brighton concerns me, I think it won't develop until there is direct road connection from Sumner
  - greater number of and much safer street crossings
  - assisting schools with school crossings, in Britain the "lollipop man" is a Council employee, I question the viability of using school children to patrol crossings, the job could be used to retain people or employ people who are motivated while looking for another job
  - go into the roading into the malls, all these malls being expanded but not extra roading into them
  - road markings for night, cats eyes
  - more and better cycling lanes
- 15...More parks for children/more, safer play equipment
- not enough equipment for children to play in, in the park, roundabouts, swings
  - more shady areas in parks for kids
- 16...Better services for dog owners
- need areas for dogs
  - more dog parks
  - with the increase debate on dangerous dogs, an area to train dogs, somewhere for them to have a good run
- 17...Better water services
- 18...Better information service/customer service
- more public awareness of service they provide, they should make public more aware
  - an understanding of what they're exactly here for, we have a Government that we voted for, why isn't our city being run according to what we voted for?

## Christchurch City Council - Annual Survey of Residents March 2003 - Appendices of Open-Ended Responses

- 19...Put wiring underground
- 20...Provision for garden waste collection
- expand green waste collection
  - provide wheelie bins particularly for green rubbish and gardening rubbish
  - green waste removal in special bins
  - more recycling of wet waste like organic and items able to be composted
  - green waste collection
  - Council removal of green waste free
  - I think there should be a green waste collection as part of the rubbish collection
  - extend recycling to include green waste
  - help promote composting by subsidizing compost bins and instructions for residents
  - I'd like to see a collection for garden and green waste
  - collection of green waste included in your rates
- 21...Provision for other social services/community services
- social services, helping groups like the Salvation Army/Anglican Care, a lot of people out there not well supported
  - more places provided for homeless people
  - wheelchair access to main shops and shopping centres
  - help out volunteer services
  - more services for people with mental health
  - more community help for Mothers with babies, community get-togethers for young Mothers with young babies
  - provide push bikes for more people so they can be more active and get around the city
  - more social services to keep people warm, those who can't afford it
- 22...Provision for childcare facilities
- subsidised after school childcare
  - cheap after school care for 5-14 year olds and holiday programmes
  - crèche facilities for pre-schoolers that are realistically priced
- 23...Stronger crime measures
- zero tolerance on graffiti, none of these hand smacks, they need to clean up other people's graffiti, I would like to see more community watches to keep an eye on those who do the graffiti
  - vandalism of cemeteries, need patrols, etc. surveillance security cameras
  - maybe safer environment for the city centre
  - community cars patrolling the streets at night for extra attention to "hoons"
  - like to see more dealing with the youth in town, boy racers
  - tighten up on youth in vehicles, more discipline needed
- 24...Employment opportunities
- work scheme for unemployed
- 25...More rubbish bins in parks/public places
- return rubbish bins in parks
  - removal of rubbish containers from some parks, should put them back again
  - rubbish bins on streets
  - need to put rubbish bins back in parks
  - supply more rubbish bins in the city
  - not providing rubbish bins in the parks
  - more rubbish tins, they are taking them out, there is only one at our local park, I would like to see more there, Queenspark Park
  - distinct lack of rubbish bins in shopping centres, Halswell
  - taking rubbish containers out of the parks

## Christchurch City Council - Annual Survey of Residents March 2003 - Appendices of Open-Ended Responses

### 26...More dog laws/more dog control

- keep more proactive on barking and snapping dogs
- more dog laws
- dog service, getting rid of nuisance dogs around the area
- should check up more on stray and loose dogs, register them
- pit bull dogs barred completely, get rid of dogs which attack immediately
- Councils get together to register the owners of dogs and not the dogs, training of owners, license to own a dog

### 27...Cheaper dump charges

- coupons with the rates to go to the refuse station, say a couple, all because of expense
- cheaper dump fees
- cheaper dump charges, gets very expensive, people less likely to burn it in the backyard

### 29...Others

- selling the City better, have Tim Shadbolt as Mayor?. The city is not promoted around the world enough, we are a gateway to the south
- better signage for Christchurch, directions to things that are more out of the way
- online payment for rates
- better street lighting
- improve drainage on playing fields in parks
- more tourist activities, provide more events for the city e.g. kayak race down Avon, vintage car rallies, events for tourists
- more input from ratepayers and residents on what the priorities should be
- more care of the artefacts in store for the Zoology section in the Canterbury Museum
- free use of their roads for the marathon course held annually
- supervision of the contracted services like the suction truck for the gutters, the guy is haphazard and lazy, he misses under the ridges of the gutters
- drinking fountains should be provided in parks
- provide a pedestrian safety programme linked to the walking bus scheme for school children
- do more with public health
- industrial noise control i.e. construction industry
- I'd like to see a mobile library
- they promised a library here three years ago, Parklands, they said they had put the money aside
- community watch to watch pollution
- clean up the estuary
- a decent mooring for pleasure boats in the Lyttelton harbour
- they are providing it but need improvement
- taxi fares should be cheaper
- drink driving should be looked into more
- it would smarten up streets if Council took on painting of people's front fences to a certain standard, would give us better value for rates
- local high school for Sumner/Mt Pleasant/Heathcote area, community sorely disadvantaged
- a family pass at pools and other places run by Council should be able to include more than two kids as I have six kids
- maintenance on stormwater drains to avoid flooding
- more frequent clearing of drains around Oaklands area
- there should be discounts for tertiary students like high school students who get the "can do" card, we don't get anything, our student cards should work the same way

Code 29 continued on next page



29...Others (continued)..

- localised events
- open everything on Easter, people can go to church during the week, there is nothing special about the date, it's boring if everything is shut, it should be like a Saturday
- the CCC sent me information about white tail spiders but they didn't come and spray, I have white tails and they are getting bigger
- reducing rates
- not helping moneywise people who want to change fireplaces to cleaner air burners, \$500 chicken feed to what the replacement cost would be
- erection of mall in Halswell
- as much as it can afford at the Convention Centre
- I'd like a heliport
- protection of small waterway in front of the house to make it a bit more childproof
- have plants, colour on main roads re our "Garden City" image
- a bylaw for fining for littering, something like \$50, the service is to enforce such a bylaw
- looking after trees in cemeteries
- cemeteries need to be tidied up, a lot of history just being wasted
- noise control plan for airport, planes flying over house at 4am, unnecessary, especially helicopters
- hiring bicycles through city
- more inspections that buildings meet standards e.g. heating

**Q3d Services/facilities that Council provides, that they think it should not provide..**

- 01...The Millennium festivities/party
- 02...The Square redevelopment
- 03...Not so much free entertainment/concerts/festivals
  - music festivals
  - free festivals
  - Sparks in the Park and such like, the outdoor concerts
  - too much spent on entertainment
  - those programmes in the Park, people think they are free but they are not
  - some of the Summertime programmes, is it necessary to have Guy Fawkes night which results in calling out Fire Services etc.?
  - concerts, etc.
  - provide Summertime programmes
  - putting on events and festivals
  - jazz concerts in City Centre
  - all the money spent on fireworks for Guy Fawkes, why should we celebrate this, he was a criminal
  - I think they put too much money into the free community concerts, not everyone goes to them, e.g. Classical Sparks etc.
  - too many festivals and public entertainments, it is a drain on resources, should devote themselves to core services
  - free events in the parks e.g. festivals, are too many
  - entertainment for public such as festivals
- 04...Property/land development
  - the Council owns far too much property
  - forget about buying property and concentrate on core services
  - getting involved in commercial development i.e. Turners & Growers site
  - property development
  - shouldn't buy land to develop the land, should be left to private investors, Council not using money properly
- 05...Commercial operations like Convention Centre
  - Convention Centre, public money wasted
  - conference facilities
- 06...Sports funding/sports stadiums
  - promoting and supporting sport and recreation
  - building white elephants like the Westpac Centre
  - overboard on sports facilities, quite a lot of money spent, have good facilities, don't need more
- 07...The Brighton Pier
- 08...The tram
- 09...Job creation/employment services
  - getting businesses to create new jobs
  - employment service, shouldn't be in business on behalf of ratepayers
  - youth employment, employment services should be Government concern
  - job creation schemes
- 10...Public transport/subsidised buses
  - user pays for buses
  - the inner city free bus should be used by ratepayers and not used as student bus by teenagers attending city colleges
  - I notice that there are a lot of large buses running around empty or half full when smaller buses may be more efficient so that private cars with one person are discouraged coming into the city

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- 11...Social services/welfare/housing
  - social service housing
  - social welfare
  - shouldn't be into housing
  - the Mayor's fund for social welfare purposes
  - housing and stay out of social work areas
  - excessive social services
  - generally social work, not a City Council job
  - they shouldn't do housing
- 12...Roading/should be contracted out
- 13...Rubbish collection/recycling
  - rubbish should be user pays
  - I understand they provide big wheelie bins in Wainoni area for nothing but we have to pay for that service here
  - recycling should be done privately
- 14...Swimming pools
- 15...Unnecessary roadworks/changes
  - no more one way streets, leave one way streets as they are
  - speed bumps, excessive placement
  - making speed humps on perfectly good roads
- 16...Buying up/funding old/historical buildings
  - stop spending on the heritage buildings, give it to private enterprises
- 17...Supply of electricity
- 18...Millennium Bridge
- 19...Public artworks, monuments, etc.
  - brass corgis
- 20...The arts/Art Centre/Art Gallery
  - money could be spent in better ways rather than expensive Art Centre, not so accessible to average person
  - not as much money into the arts but into other services
  - the Art Gallery, spent too much on that, only a few people are interested in that
  - Art Centre
- 21...Restricting parking/parking wardens
  - too many meter maids, unnecessary, people go to malls instead of city centre
  - giving parking wardens the power to dish out no registration/WOF
  - shouldn't be so stringent on parked cars which have WOF and registration out of date, that is not job of Council
  - parking wardens
  - parking restrictions in industrial areas
- 22...Over-regulation/too many rules and regulations
  - regulating activities and investigating nuisances
  - I don't think the Council should be involved in the banning of carrying liquor in the city, this should be a Police thing
  - over-regulated, over procedured in Cathedral Square, too many rules and regulations

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### 29...Others

- supporting voluntary groups
- some funding to small groups, narrow range of people
- sponsorship for certain items
- a Mayor, why do we need him when we've got a Prime Minister and MPs?  
who are the Councillors and what do they actually do?
- shouldn't provide areas for young people to hang out in without  
provision of adequate supervision at all times
- one hour free parking in city, costing Council too much money
- simplify the information that comes out with rates and make the  
printing cost less expensive, no need for glossy paper
- should rationalise ownership of Christchurch Holdings
- stalls in Cathedral Square
- involving Sister Cities, waste of expenditure
- tender out as many services as possible
- Council should focus on governance and there should be no  
operational involvement, all in house operational duties should be  
contracted out
- tram tracks in Linwood cemetery should not be dug up and revealed,  
will be a liability and dangerous
- shouldn't have put taps at cemetery, kids turn on and waste water,  
should be controlled supply
- Mayoral fund
- too many Councillors doing nothing, they are not accountable for  
what they do
- if too many Councillors, causes too many arguments like a family, need  
a smaller group to communicate better
- there'd be a million of them, so much fluff and waste of dollars,  
culturally sensitive areas, surely that's not the job of the Council,  
it has turned into some big profit making business, the power that  
some bureaucrats have over individuals is ridiculous
- I am doubtful about the new Beckenham service centre
- putting up money for this outfit near the airport to repair jet  
engines, this shouldn't have been in their brief because it's more  
private business
- the Council should not be subsidising the Pratt and Whitney engine  
rebuilding equipment
- probation services
- Lyttelton marina they provided money for
- I think Councillors should think carefully about things like "having  
lunch on the public purse"
- junk mail from the Council
- I think they make things too easy for a lot of people but I can't  
remember any of the things at the moment
- Councillors should not be paid to be Councillors and to attend  
meetings
- library
- public library, the cost of public library is something that could be  
privatised without hurting it too much
- limit number of parks
- fruit and vege market in the middle of town
- car parking
- smell at waste unit, how can Council get away with the pollution? The  
public are required to keep pollution to a minimum, but not Council at  
recycle waste (green) area
- allowing a public library to be used by students as a lounge room
- the airport, the port, forestry
- any future businesses the Council plans to be involved in
- promoting businesses (2)
- attracting tourists to the city

Q6a Native plants that can be found in neighbourhood...

- 01 ... Cabbage trees
- 02 ... NZ Flax
- 03 ... Kowhai
- 04 ... Hebes
- 05 ... Pohutukawa
- 06 ... Pittosporum
- 07 ... Tussock
- 08 ... Lancewood
- 09 ... Coprosma
- 10 ... Ake Ake
- 11 ... Rimu
- 12 ... Kahikatea
- 13 ... Native grasses
- 14 ... Punga
- 15 ... Totara
- 16 ... NZ Beech
- 17 ... ToeToe
- 18 ... Manuka
- 19 ... Kauri
- 20 ... Pseudopanax/Five Finger
- 21 ... Rata
- 22 ... Clematis
- 23 ... Matipo
- 24 ... Matai
- 25 ... Lacebark
- 26 ... Lemonwood
- 27 ... Ribbonwood
- 28 ... Ngaio
- 29 ... Kaka Beak
- 30 ... Broadleaf
- 31 ... NZ Ferns

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32 ... Native shrubs/trees

40 ... Other native plant mentions (3 or less mentions)  
rewarewa, Mt Cook daisy, poroporo, renga renga, general wetland  
plants, kaikomako, wineberry, puka, kanuka, reinga lilies, reeds,  
puriri

41 ... Other plant mentions that are not natives  
lavender, oxalis, water reeds, ice plants, willows, pine trees,  
bottlebrush, convolvulus, buddleia, birch trees, silver birch,  
succulents, marram grass, mosses, palms, magnolias, oak, sycamore,  
highland grass, dogwoods, willows, blue gum, forget me not, oaks,  
fuchsia, erica, Mable Howard tree, magnolia, corn tree, acacia tree,  
camellias, lemon tree, rosemary, wattle, swan plant, lime tree,  
lily, hibiscus, bullrushes, yellow iris, palm, blackwood, miro,  
feijoa, roses, carpet roses, mountain ash, monkey puzzle tree,  
carex grass, macrocarpa, fir tree, Norfolk pine, rhododendrons

42 ... Don't know/not aware of any/none named

Q6b Native birds that can be found in neighbourhood...

- 01 ... Fantail
- 02 ... Silvereye/Wax-eye/White-eye
- 03 ... Wood Pigeon
- 04 ... Bellbird
- 05 ... Pukeko
- 06 ... Paradise Duck
- 07 ... Scaup/Black Teal
- 08 ... Tui
- 09 ... Pied Oyster Catcher
- 10 ... Pied Shag
- 11 ... Grey/Reef Heron
- 12 ... Blue Heron
- 13 ... South Island Robin
- 14 ... Kingfisher
- 15 ... Grey Warbler
- 30 ... Other native bird mentions (3 or less mentions)  
terns, petrel, godwit, black stilt, weka, yellow head, plover,  
brown creeper, kiwi, tomtit, rifleman, morepork, hawk, takahe,  
stilts, sandpiper, black-billed gull
- 31 ... Other bird mentions that are not natives  
seagulls, black gull, swan, starlings, magpie, sparrow, blackbird,  
geese, duck, mallard, grey duck, green finch, silver finch, finch,  
chaffinch, golden finch, yellow finch, zebra finch, thrush, swallow,  
quail, swift, yellowhammer, pigeons (not wood pigeon)
- 32 ... Other
- 33 ... Very few/none seen around here
  - none seen around here
  - I haven't noticed any
  - hardly any
  - don't think I have native birds
  - the cat scares them away
  - there aren't any that I know of
  - none that I know of
  - don't have any here
  - there are too many magpies, maybe that's why I'm not aware of native birds
  - haven't seen many at all
  - don't seem to have any round here
  - very few, there are far too many local cats
  - not enough, there are too many sparrows
  - none here
  - don't really see any birds
  - don't think there is any
  - have not noticed any
  - the birds here are not natives
  - don't get any here
- 34 ... Don't know/can't name any species

**Q10c Things they have done, in the last 12 months, to look after native wildlife...**

- 01 ... Protect birds from cats/bells around neck, keep indoors etc
- keep an eye open for cats
  - bell on cat collars
  - protect the birds from the cats. I don't attract them with bird food as there are a lot of cats around
  - chased cats out of my section
  - stop my cat from chasing birds
  - control cats while birds are feeding
  - keep the cat inside
  - keep watch for cats and chase them out of the garden
  - I keep my cat indoors while I'm feeding the birds, also keep an eye open for neighbours' cats at this time
- 02 ... Don't have a cat/got rid of cat
- didn't buy a cat
  - didn't get a cat
  - have not replaced my cat which died
  - got rid of our cat
  - I murdered two cats
  - I killed a couple of feral cats
- 03 ... Plant swan plants/other plants for monarch butterflies
- plant plants for monarch butterflies to feed on and hatch on
  - bought swan plants for monarch butterflies
  - planted swan plants for monarch butterflies and bought extras when required
  - put out swan plants for the monarchs
- 04 ... Picking up/removing rubbish/not leaving rubbish anywhere
- we tramp in the mountains a lot, we're always picking up rubbish
  - pick up plastic rubbish in rivers, beaches, parks etc, to save animals from getting caught in them
  - doing beach clean ups
  - once a month we will go to the beach or park and collect any plastic rubbish which has been left behind or washed up
  - just don't pollute our waterway, don't leave our rubbish there
  - begun recycling and picking up rubbish when I see it
- 05 ... Putting bird bath in garden/providing water for birds
- bird baths
  - provided water for birds to drink and bathe in
  - installed a bird bath
  - put in bird bath



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- 06 ... Rescued/sought assistance for sick/injured wildlife
- taken a lizard off the cat
  - I had a wee wild rabbit, fed him and looked after him
  - set a wasp free, North Island wasp
  - fix up birds which fell out of nest, fed them and replaced into nest
  - I've taken injured birds to the vet
  - we have taken some injured birds to a vet and to the sea
  - nursed a kingfisher that had been injured for about 2 weeks
  - I rescued 3 seagulls and 1 kingfisher tangled in a line
  - saw a sick seal and rang marine watch about it
  - looked after a penguin in distress
  - saved ducklings and fledging birds and raised both, had a young thrush and helped raise it
  - rescue birds from cat and taken them to animal and bird hospital
  - rescued birds, seagulls, ducks, I got a chook to keep the duck company, she is now at a lady's wildlife park, Lynda from Sumner way, takes in hurt birds
  - we had a baby pukeko, he was found at the Groynes very unwell, we phoned the bird man (Animal Hospital Ferry Road), they put us onto a lady who raised sick pukekos and released them in groups into the wild
  - look after anything that's hurt
  - rescuing butterflies (Monarch)
  - found them in cat's kennel, rang the vet, tried to feed the babies
  - I took some sick birds to the local vet, these were found in my garden
  - collected an injured dove, the ducks didn't get feed that day, and then got her into a wildlife reserve
  - pick them up off the road after being hit by cars
  - saved animals that were snagged
  - a baby duck dying, but I picked it up and set it free, feeding it and looking after it
- 07 ... Retain/maintain native plantings in my garden
- take care of native plants in my area around the house
  - keep backyard all native planting
  - retained a scraggy kowhai tree especially for the birds
  - retained native plants
  - maintained native species in my garden
  - kept native plants alive, looked after them in my garden
  - we have a few natives in our garden that the birds eat, we cleared the convolvulus away from around these plants
- 08 ... Donated money to wildlife organisations
- donate to a number of organisations
  - donated money to forest and bird and some other organisations
  - donation to a bird sanctuary
- 09 ... Killed possums/magpies/concerned about predators
- complained about opossums in area, no follow up
  - killed a few possums over on the coast
  - I killed possums
  - killed a few possums
  - tried to get rid of magpies, don't wish to say how

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- 10 ... Avoid driving over them/avoid damaging them
- don't run them over
  - I slowed down where animals or birds might have been on the road, I have taken care. I have gone out of my way not to have an interface with them, native wild life
  - help the ducks get across the road down by the golf range in Frost Rd
  - I avoided driving over them
  - a course run every year I go to, we are adamant about where to go and not go so as to not disturb native wildlife
  - we move about consciously and avoid damaging what is there
- 11 ... Educate others/encourage others about caring for environment/wildlife
- litter activities in the school
  - educated my children about the importance of native wildlife
  - school field trips teaching children about native wildlife and how to care and respect them
  - I've been involved in Air Training Corp - teaching students to care for the environment when they go out tramping
  - encourage people to leave seed pods for birds
- 12 ... Planted native plants elsewhere (not in my garden)
- planted a number of native trees (replaced) that had died, was part of a masters thesis for a French Student
  - dug out native seedlings to transplant into friend's garden to attract native wildlife
  - I have a tunnel house, I propagate and give plants away
  - planting about 9000 native trees on a friend's property and fed their native birds
  - father-in-law has a fun park in Marshlands, help plant native plants and waterway
  - I've planted natives in my rental properties
  - removed pungas and gave them to the Trees for Canterbury Company
- 13 ... Feed/look after hedgehogs
- protect hedgehog that visits
  - food for hedgehogs
  - feed the hedgehogs cat food if the cat doesn't like it
  - feed hedgehogs with water
- 14 ... Working with organisations/clubs/caring for environmental areas
- worked on wetlands
  - worked for IHC alongside City Council maintaining the wetlands
  - joined the Styx River Group upgrading banks of the Styx River
  - bird surveys, Ornithological Society survey, bird numbers and locality on Banks Peninsula
  - I support Ancare resources
  - I helped Department of Conservation in Tasman Park
  - through my child's school, planting activities
  - helping with Green Needles programme
  - look after Thorrington Reserve
  - yes, by doing some work with the tramping club
  - NZERN has a website - have helped there

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- 15 ... Provide an environment attractive for wildlife
- made our garden native plant and bird friendly
  - giving shelter for birds, rockery for the lizards
  - we keep our trees out the front, we maintain an environment for things to live in, the neighbours complain about our trees, we have had a heron and a shag fish in the pond on our front lawn
  - I'm trying to replace the removed reeds at the edge of the estuary, the kingfishers use the reeds
  - let garden grow wild at bottom of section
  - stopped shooters from using my duck pond
- 16 ... Feed birds generally (not specifically native birds)
- feeding birds
  - I feed the birds
  - feeding birds in parks
  - feeding birds not necessarily native
  - out at the Groyne to feed birds and visit
  - feed the birds at the Groyne with a bucket of rice, bread and pasta
  - feed the birds generally, not specifically native
- 17 ... Feed ducks generally (not specifically native ducks)
- fed ducks in Gardens and Wigram Reserve
  - feeding ducks
  - I feed the ducks
  - we feed the ducks in the stream
  - feed the ducks in the Avon River
  - I feed bread to the ducks on the way to work
  - feed ducks in the Groyne
- 18 ... Feed native birds/ducks elsewhere (not in my garden)
- fed native birds
  - visit Deans Bush, Hagley Park, Victoria Park and Halswell Quarry to feed native ducks
- 19 ... Plant trees/shrubs etc generally (not specifically native plants)
- planting lots of flowering trees
  - yes, because I've planted shrubs that provide berries and seeds for the birds
  - plant plants with berries on them
- 20 ... Visited Willowbank Wildlife Park
- supported Willowbank Wildlife Park by taking our children there
  - we visit Willowbank
  - visited Willowbank
- 29 ... Others
- keep the dog on a lead
  - keeping an eye on the birds near our place at the estuary
  - refrained from using poisonous sprays and substances
  - I don't use poisons in my garden
  - watered the grounds
  - love gardening
  - milk carton and get a seedling
  - take care of whistling frogs
  - I have an interest in the fauna and flora
  - remove maple from where it was so it got more light, so the birds like it better as well
  - looked after other people's garden while they've been ill or away
  - don't have stuff on the bread when feeding ducks in case it hurts them
  - have tadpoles in back garden for 3 months, will grow into native frogs

**Q11b Environmental organisations they are members of...**

- 01 ... Greenpeace
  - Greenpeace
  - Greenpeace - forestry and fishing conservation
  
- 02 ... Forest and Bird Society
  - Forest and Bird
  - Forest and Bird Society
  - Forest and Bird Junior Club
  
- 03 ... Horticultural Society
  - Horticultural Association
  - Horticultural Society
  - Canterbury Horticultural Society
  - Horticultural Society/Christchurch
  
- 04 ... World Wildlife Fund
  - WWF
  - WWF - World Wildlife Fund for Nature
  
- 05 ... SAFE
  - SAFE
  - SAFE - make people aware of things which are violating animals around NZ
  
- 06 ... Willowbank Conservation Trust/Group
  - Willowbank Conservation Trust
  - Willowbank Conservation Group
  
- 07 ... QEII/QEII Trust
  - QEII trust - create covenants over farm areas
  - QEII - life member
  
- 08 ... Garden Club
  - Garden Club
  - Garden Club - Fendalton
  
- 09 ... The Port Hills Preservation Society
  - The Port Hills Preservation Society
  - Port Hills Society (Summit Road Society)
  
- 10 ... The Green Party
  - The Green Party
  - Green Party

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- 19 ... Other specified organisations (single mention)
- National Geographical Society USA
  - Royal Geographical UK
  - Australian Schools Exploring Society
  - British Schools Exploring Society
  - Kiwi Conservation Club
  - Canterbury Environment Centre
  - RSPCA
  - WSPA
  - STYX River Group
  - Historical Society
  - Canterbury Sea Kayakers
  - Floyd Bush - Waimate
  - Sumner Ferrymead Foundation
  - Maruia Society
  - Kakariki Canterbury University Environment Group
  - Ducks Unlimited
  - Amcare Cartons
  - Deans Ave Precinct Society
  - Orana Park
  - Friends of the Estuary
  - Game and Fishing
  - Kids Conservation
  - Endangered Breeds Association
  - Estuary Ihutai Trust
  - NZ Historic Places Trust
  - Ngaio Marsh House Trust
  - Nurses Memorial Chapel
  - NZERN (NZ Ecological Restoration Network)
  - Travis Wetland Trust

**Q15 Things Council should do to make the City Centre a better place to visit..**

- 01...More/better parking/free parking
- free car parks should be provided
  - make parking easier for disabled people
  - better parking, cheaper
  - more car parking, i.e. parking building
  - more affordable parking
  - parking in Lichfield extended
  - subsidise short term parking
  - parking, cost, availability
  - cost of parking in city is expensive and feeding meters is a right pain
  - make more parking available
  - parking access, seems hard to park in town, always seem to be full
  - to have easier parking, longer parking hours at the meters
  - improvements in parking
  - take hassle out of parking, reduce its cost
  - more disabled parking around the city so car pulls up near a kerbside
  - is there a way of making first hour in parking meter free
  - improve parking, time limit not enough
  - more free car parking over the weekends
  - reasonable parking for longer periods
  - we need better parking to attend cultural facilities
  - more free parking, otherwise longer periods of parking for metered parking
  - parking in certain streets, Hereford, Cashel Streets
  - increased parking, maybe more free parking
  - eliminate parking meters on the weekend
  - free parking in the city centre, I have to walk a long way, I am seventy-six years of age
  - provide free parking at weekends and reduce parking costs during weekdays
  - provide free parking for two hours to encourage shoppers
  - after hours car parking when car parking buildings are closed, keep car park open at night, unmonitored maybe
  - the parking is diabolical, some more car parks would be good, multi-level
  - parking spaces, can't get one in certain places, build more parking buildings
  - make parking more accessible and reduce the cost of parking
  - fix the car parking problem, impossible to park between 1pm and 4pm during the week
  - no charge for parking for the consumer
  - have more parks, have longer times on meters
  - continue with parking buildings, first hour free and possibly build another parking building
  - friendlier way of parking cars
  - parking is a nightmare, parts of Hagley Park could be opened up for parking but still retain trees

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- 02...Make it safer - by more policing/security/lighting/remove undesirables
- better lighting in Bedford Row
  - do more about crime especially in "Strip" area
  - Cashel Mall, better lit, make it safer
  - improve safety with more visible Police on the beat
  - better maintenance of law and order
  - make it safer, more security and lighting
  - take the drunks out of the Square
  - make it safer
  - providing safer environment overall to the area
  - security at Bus Exchange
  - more policing at nights especially from 11pm, get teenagers off streets
  - get drunken youths off the "strip"
  - improve safety at night
  - make it safer at nights, enforce the alcohol ban more stringently
  - do more community safety in the city, more lighting, more people walking around helping people who are in the city like they do in Wellington
  - get rid of all the hoods/hoons with skateboards that are just hanging around the streets
  - get rid of those streets kids, especially at night
  - Square, don't like it, scary at night, erect more lighting in Square, get rid of riff raff, more available Police
  - more lighting for safe feeling at night
  - make it safe, have Police there
  - more safer at night, more lighting
  - make it safer at night with more lighting and Police
  - like to see the City Centre cleaner from violence, drug taking
  - keep the young idiots off the streets, Friday, Saturday nights and no access to the Square at night, not safe in Square
  - improve general security
  - control street gangs at night a lot better
  - get rid of some of the louts that hang around, make it a safe place to go through, at night time particularly
  - more security cameras, etc. to make it safer
  - enhancing feeling of safety in the evening
  - I don't feel comfortable walking through the Square
  - reinforce the alcohol ban for seven days
  - get rid of the glue sniffers loitering around the Square, not safe anywhere around the Square
  - have a big Police presence, at the moment it's pathetic
  - get rid of, control, the young kids that hang around on the streets and antagonise people
  - make it safer, young idiots, undesirables hanging around the city, remove them
  - more policing, take the street kids off the streets, get rid of the skateboarders and street gangs
  - continue with the crime prevention activities i.e. cameras and Police presence
  - some more friendly Police presence to guide and give assurance
  - should be able to walk down the street without being hassled
  - get rid of the rougher element, prostitutes and drug dealers
  - it's quite scary with the young ones and drugs and that sort of thing, you don't feel safe there
  - more security required at night
  - make it safer at night by better control of drug impaired groups on the street

## Christchurch City Council - Annual Survey of Residents March 2003 - Appendices of Open-Ended Responses

03...Relieve traffic congestion/address traffic problems

- traffic congestion in Colombo Street
- remove traffic congestion
- improve traffic flow, better signposting of the one way system
- the one way system is confusing for visitors, it could be improved
- one way streets are hard to follow
- road signs clearer, move traffic quicker
- better traffic control
- take buses out of Colombo Street
- take away disastrous parking of buses, buses clog up centre, Square
- getting rid of buses on Rolleston Avenue
- takes buses out of Square
- traffic congestion problems
- trams are a nuisance, they hold up traffic and get in the way
- get rid of the cars, less congested
- Colombo Street could be redesigned so that the buses do not monopolise the street
- I think one way streets are a bad idea, it is very difficult to make a quick trip to town
- traffic, park and ride should be seriously looked at, this would involve education and other initiatives
- hideous buses clog up Colombo Street
- make it not so congested, Colombo Street should be a lot wider
- keep the traffic flowing nicely, some dangerous driving
- there is still congestion around the Square and the Bus Exchange, too many buses in too small a space
- less traffic, not convinced the bus thing is working well
- co-ordinate traffic light system
- lower volume of traffic
- get the buses out of the Square
- sort out the traffic cramping, stop one-way streets
- minimise congestion and traffic problems
- less cars, less traffic lights
- traffic flow during busy hours, more lanes on Lincoln Road
- more cycle paths



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04...Improve the Square/brighten it up/make it friendlier

- improve the Square, no grey tiles
- make the Square more pleasant to be, more environmentally friendly
- improve the Square, it's ugly
- the Square used to be a friendly, social hub for the city, that seems to have moved to "the strip" and the Square has become cold and unfriendly
- waterway in the Square like Victoria Square
- enhance the Square
- a bit more colourful, all that grey
- still not happy with the Square, it's a bit bland, not much character
- the Square development needs to be started again, it's got no soul or spirit
- start again in the Square, it's a bad taste joke at the moment, it's a "nothing", it needs to be an English style setting
- water feature for Cathedral Square
- take hideous cobbles out of Square
- change glarey paving stones in Square
- the Square is a very dull and boring and drab place now
- make the Square more inviting
- make the Square more attractive
- sort out the Square, it is still a disaster
- do up the Square, get away from concrete prison style it is at the moment
- the obvious one is to fix the Square
- change the horrible glarey paving stones in the Square
- become more fashionable as far as the Square is concerned
- put the Square back the way it was
- make the Square look more attractive, it's a nothing, work to make it easy to visit
- the Square is bland, they need to improve the Square to bring people into the centre
- put more colour in the Square, brighten it up
- Cathedral Square needs to be made people friendly
- water feature or other to give more tranquil atmosphere in Square
- sort the Square out, it is not longer friendly
- fix the Square up properly, I liked it the way it used to be, I don't know who designed that eyesore
- make the Square more of the "hub" of Christchurch that it used to be
- improving the Square, making it aesthetically pleasing, needs terracotta or an Italian design to brighten it up

05...More seating/attractive areas to sit/umbrellas

- more comfortable seating
- provide more seating
- clean up public areas e.g. seats
- seating along the streets
- more outside seating in the Square
- install a few more seats along the river
- more public seating, on footpaths like they have done in Colombo Street, more seating in Square too
- more places to sit with shelter
- more and better seating, river areas
- provide more seating and a few more umbrellas to sit out of the sun
- more seating in the Square, more sheltered

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### 06...More greenery/trees/gardens

- have more plants around
- more garden plots, shrubs, flowers in the Square, more bulbs in Spring
- put more plants in Square
- more greenery in Square, maintain flower gardens
- more flowers and greenery in the Square
- Square, could be more plantings
- plant more trees in the Square
- more trees and things
- put more trees and grass around the place, the Square
- more native plantings in the city, greening up the city centre
- landscape the Square, it's like Moscow at the moment
- more gardens in the Square, grass and gardens
- I'd like to see more gardens with running water, be the "garden city", live up to the image
- more flower pots in the Square
- more trees and grass area
- add plant boxes, make it more appealing to the eye
- have colourful garden surroundings
- Cathedral Square is hideous, it needs green
- should be more trees in the Square
- more plantings, planter boxes or shrubbery through the Square, main part of Colombo Street
- not enough greenery and floral arrangements in the Square
- Square not green enough, more grass and trees
- make the Square like Victoria Square, lots of grass and trees
- more planting of natives around Oxford Terrace

### 07...Keep it clean and tidy/free of litter/graffiti

- make it cleaner
- they should make the Square a lot more cleaner
- more cleaning, it looks quite grubby sometimes
- get rid of the tagging
- continue to fight graffiti
- provide more rubbish bins
- enforce littering laws
- keep Square clean
- clean, tidy, free of refuse
- clear rubbish particularly after the weekend
- make sure it's tidy
- picking up rubbish in the city centre
- tidier, especially Colombo Street and Lichfield Street, there is always rubbish outside fast food shops and chewing gum
- keep a more cleaner environment in the city
- greater maintenance, Lichfield Street
- clean up the rubbish
- keep it tidy
- streets look dirty, needs a good clean, needs to be very early morning
- less litter
- at night there's often rubbish in the streets
- get a control of the litter, provide more rubbish receptacles because these days there's so much packaging with food, cartons, cans, etc.

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- 08...More entertainment/shows/concerts/picture theatres
- more organised functions
  - more closed street events, cultural and non-cultural
  - more entertainment
  - more outdoor concerts or something e.g. bagpipe competitions, marching, more of that line of entertainment
  - more carnivals
  - more weekend entertainment, festivals
  - more entertainment, e.g. picture theatres
  - more rock bands, concerts, shows, etc.
  - keep up with the Summertime events, "Flowers on the Avon", "Festival of Flowers"
  - provide more diverse entertainment
  - more shows and plays, and be here longer, by the time you hear of them they are gone
- 09...More areas closed to traffic/better pedestrian facilities
- totally stop the cars in the Square
  - more pedestrianised areas
  - close off the Square completely to traffic
  - remove traffic from the Square
  - reduce motorised traffic
  - improve pedestrian only areas like malls, be stricter on vehicles access to these areas
  - maybe some roads closed off to traffic e.g. City Mall
  - making central area no drive zones
  - make the Square buses only, get the cars out
  - better pedestrian facilities
  - some pedestrian over bridges or under bridges so pedestrian don't have to wait, neither does the traffic
  - more pedestrian areas
  - stop cars in the Square
  - possibly more city malls where they close the streets off so one can walk from one street to another
  - to get all traffic out of the city centre, we've heard of places in Brazil where they've made the entire city centre paved and covered pedestrian mall and that seems like a good idea
  - more pedestrian only areas
  - see more roads blocked off to make it more pedestrian friendly
  - close Colombo Street to traffic, make it pedestrian only in centre of town
  - pedestrianise area of Colombo Street, Lichfield Street to the Square, allow buses only
- 10...Improved public transport/buses
- more free transport
  - shuttles should go closer to the Arts Centre
  - keep the bus/tram going
  - supply more public transport at later hours, expense of taxis
  - more free buses, smaller size buses
  - better bus services
  - increase public transport from outer areas to city centre, make it free
  - bus to go straight to where I want to go
  - provide more shuttle buses between central points, shuttle buses
  - have the free bus go further around the city
  - the tram going out further or more tram lines
  - better bus service, more frequent and cheaper
  - more late night buses
  - better transport
  - get the trams to travel faster, extend the tramway, it's a good thing but too small and slow
  - buses that are free with a wider route than the current one

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- 11...Other specified areas of city needing improvement
- continue tidying up Oxford Terrace, "the strip" especially
  - clean up Manchester Street
  - need to do something about planning mess with bus stops on Colombo Street between Cashel and Lichfield, making footpaths clogged up
  - Cramner Square needs developing, it's very plain
  - part of it dull, need to brighten it up from Cashel Street to Moorhouse Avenue, that piece is very uninviting
  - Lichfield Street, do up youth centre, that needs a facelift
  - Manchester Street needs tidying up
  - Gloucester Street revitalisation to continue
  - get rid of Little Bosnia behind Cinerama
  - clean up Cashel Street more, chewing gum on ground, etc.
  - continue Oxford strip
  - Manchester Street needs work, not clean
  - some parts of the city are a bit scruffy i.e. Lichfield Street
  - some parts of Madras Street need tidying up a bit, they look a bit neglected
  - make north of the Square less tourist orientated
  - centre streets i.e. Tuam Street are an eyesore, could clean up, build flats
- 12...More activities for children/young people
- indoor playgrounds
  - more playgrounds
  - child friendly spaces, playgrounds
  - add more attractions for young people, more sporting facilities
  - more children's activities
  - it is not youth orientated enough, you people do not have enough to do in town, therefore they just hang around doing nothing
  - need more controlled places and activities for youth especially younger ones
  - more fun things for young people, e.g. rock climbing course
  - provide more activities for young children and teenagers
  - more play areas for children
  - more biking riding/roller blading rental facilities
  - provide something for children to do, when we go shopping we can't take our kids, there should be something to drop them off to
- 13...More cafés/restaurants/eating places
- cafés/restaurants that are open late, 11pm onwards
  - more alfresco dining especially around the Square area
  - more pavement restaurants
  - more café bars with international flavour, outdoor dining like Prague or Convent Garden
  - more open air café bars
  - more cafés in city centre
  - more coffee shops around Cathedral Square
  - more pavement restaurants
  - places to eat outside
  - more eating places
  - get rid of the cars
  - more outside eating, it makes the town look busy and attractive
  - encourage outside eating in the Square
  - I think there should be more food places open to the Square, outdoor eating in the Square
  - more cafés that are inexpensive, not like the "strip"

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### 14...Better shops/more shopping options

- put more malls in the centre of town
- still prefer to shop at suburban malls, malls offer warm, covered shopping
- shops are not very well planned, they're all over the place
- open for Sunday shopping
- more diversity in the retailing
- improve the shops to bring the people back into the city centre
- more variety of shops, not so many tourist shops
- I would like to see more specialised shops, encouraging brand names from overseas e.g. Gucci handbag, why should you have to shop on the net when the city has opportunity?
- some of the big shops have gone, Minson, DIC, Beaths Mason Struthers
- better shopping in the city centre to get people in from suburbs
- more craft shops
- need to finish off the shopping complex near the "Press" office where the tram runs through
- more shops like Cashel Mall
- better and more selection of shops
- more shopping options, not just have them in the suburbs
- more centralised shopping area
- make shopping more appealing
- encourage businesses to have more fashion shops, attract people into city, e.g. Tiffany, Armani
- make the shopping options more attractive to encourage people to come into the central area and to compete with shopping malls
- be great if could open more department stores
- keep shops open longer hours

### 15...Relocate Bus Exchange/improve Bus Exchange

- entrance and exit to bus exchange should be fixed up
- improve things at Bus Exchange
- get rid of the Bus Exchange, it's a problem area
- change place of Bus Exchange
- take Bus Exchange out of city centre
- the Bus Exchange by Ballantynes is disgusting, wrong situation for it, really detracts from that part of city
- congestion associated with Bus Exchange needs to be addressed
- get rid of Bus Exchange

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- 16...Things to do/family activities/areas-buskers, market stalls, music etc.
- provide more for lower income families
  - general places to play music, leisure areas for hanging out
  - more things to do like chess set
  - more busking, bring city to life
  - upgrade existing markets
  - more alive around the Square, music
  - more free of charge activities
  - proper music in the Square, pipe band
  - Square needs livening up, more activities
  - family entertainment, something that draws you in there
  - encourage street entertainment, buskers
  - I think the markets are good and should increase
  - more activities, market days
  - maybe subsidise a few things families can go to town and afford to do a few things, if you have three children you have to consider how expensive it would be to go to do something
  - run a market or organised activity on a Sunday
  - should be more buskers and music
  - more things to do on weekend days
  - everything is "pay", surely there must be other stuff you don't have to pay for, no recreational places where you don't have to pay
  - family orientated things that don't cost a lot of money e.g. I have pre-teen girls, there is not a lot for them to do there, sports or recreation activities
  - keep up markets in the Square
  - more things happening for people to be involved in
  - introduce community and family based activities
- 17...Encourage/attract more businesses
- make rents affordable for smaller businesses
  - encourage people friendly businesses
  - rates and leases are too dear, money hungry landlords do not make it viable for business growth
  - need to create reasons to get people into the city centre, main things are businesses
  - incentives for business to remain in city centre, too much competition from suburbs
  - get the business mix in Cathedral Square right, attract more business
  - encourage local business
- 18...Upgrade buildings
- tidy up some of the buildings
  - brighter, new buildings
  - look after the historical buildings, control our own city, don't leave it to Government
  - the older buildings in Manchester Street could be made more attractive
  - make the people who own city centre buildings look after their own buildings better
  - restore some of the historic buildings
  - upgrade a few more buildings
  - clean up the old buildings
- 19...Encourage more residential development
- what about student housing in the inner city
  - to encourage more residential developments to give it more of a buzz
  - encourage more residential development in inner city
- 20...Covered walkways needed
- better covered, not covered, open to weather
  - more covered walkways between city blocks

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- 21...Better signage
- more signage showing where things are
  - replace damaged signs
  - put more street signs up and make larger
  - signpost things better e.g. Aquarium etc.
- 22...Get rid of food stalls
- take food stalls out of the Square
  - get rid of the food carts
  - get rid of food stalls
  - the food stalls look cheap and nasty
  - have no food stalls in the Square, creates a mess and attracts birds, thus bird mess
- 23...More amusement parks/theme parks
- entertainment park with roller coasters, etc.
  - more theme parks like Australia
  - more amusement parks for kids
- 24...More cultural activities/exhibitions/artists/history
- would like to have more history and crafts
  - keep museum free, donations okay
  - encourage opera, theatre and international acts
  - more arts and crafts people
  - promote it more to certain people who would be attracted to it e.g. Museum and Arts Centre
  - an attraction telling us all about Christchurch e.g. the history
  - more information about the history, pictures of what it used to look like
  - create more cultural venues/music, increase the number and diversity of exhibitions/artists
  - urban art or sculpture programme
  - provide an organisational display area where organisations can show or display what they do e.g. photography or arts club could display without charge
  - emphasise the history of the Square and incorporate into the city centre
- 25...Include more artworks/sculptures/murals, etc.
- maybe a few more sculptures, break it up a bit
  - odd statue, modern and famous people
  - more art such as sculpture in the Square
  - more outdoor decoration e.g. murals, artworks, sculptures, it is an arty town yet still looks greyish and buildings stark
- 26...Get rid of boy racers/hoons in cars
- get rid of the boy racers
  - remove boy racers
  - stop the hoons in Colombo Street
  - get rid of boy racers at night
  - control boy racers
  - get rid of hoons driving around the city
  - continue the reasonably hard line on boy racers
- 27...More tourist attractions
- more tourist attractions
  - canoe race down Avon, adventure tourism
  - encourage tourist activity
  - Christchurch has limited tourism opportunities at present
  - more tourist sites, things native to New Zealand that foreigners would find interesting
  - have more tourist attractions

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- 28...Improved public toilets
- public toilets not open on Sunday
  - toilets in more convenient places
  - more public toilets
  - toilet facilities
  - more public toilets and highlight where they are situated
  - toilets for the public, particularly along the "strip" area
- 29...Extend/enforce alcohol ban/get the drunks out of city centre
- enforce the alcohol ban more stringently
  - restrictions in the four avenues on alcohol consumption
  - reinforce the alcohol ban for seven days
  - alcohol ban in the city centre is pretty good
  - take the drunks out of the Square
  - banning liquor on the streets should be extended throughout the city and the suburbs so people do not walk the streets drinking
  - think of ways of reducing the number of drunken morons in the city centre at nights
- 49...Others
- help WILPF to negotiate time and space during the Winter snow festival so that WILPF can do its lantern ceremony
  - leave Tuam Street as it is at present
  - get rid of fast food outlets in Colombo Street
  - get rid of the KFC, McDonalds and Burger King along Colombo Street, it's an eyesore, a smaller scale of Queen Street, Auckland or Kings Cross, Sydney, that's what it's turning into
  - do not have all the fast food outlets together
  - too crowded
  - more jobs for unemployed
  - remove Chalice
  - get rid of the Chalice, get lots of adverse comments from customers and visitors who are in Christchurch
  - put the Chalice in a better place
  - I like the Chalice but it is in a stupid place, it looks like it is plonked there, I thought it was going to be set back alongside the Cathedral on the south side, this would be better
  - have building height restrictions around the Square
  - limit height of any new building development
  - remove tall buildings on the north side of the Square
  - do not like to see too many high rise buildings
  - not allow large buildings such as Rebel Sports, ugly
  - the new buildings look so ugly, make it look less like a mall
  - get rid of the Wizard
  - I have very little sight and the buses are hard to catch, before the Square was redeveloped buses had their own place, much easier for all disabled people to use, now Square not user friendly
  - need to do something about glare from having material in Square with little edges which poor eyesight cannot differentiate between footpath and road
  - mosaic footpaths
  - clean up the pavements, resurface the pavements
  - clean up the footpaths
  - make the footpaths better for mobile scooters for the elderly, more level
  - move business schools to outer city, students just hang about, group together
  - I don't like these footpaths you have to share with cyclists, I am petrified of the cyclists going past, the road is quite close. Why should they be on the footpath, along the river between Manchester and Barbadoes Streets, I think it is still Chester Street?

Code 49 continued on next page



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49...Others (continued)..

- more control of way out people activities e.g. Buddhist Festival, have Korea Day but some of things spooky, don't need Town Cryer
- I would like to see something done to have the bus shelter incorporated in the Square
- something like Ferrymead or Shanty town in the city centre, near Worcester Street
- control dogs
- a few more uniformed city guides
- enforce pedestrian crossing rules
- lights in Chalice to make it effective at night
- do something about the homeless
- a bus information centre should be in the Square, logical place for visitors, it's hard to find information if you are new residents or visiting
- more brochures at the Information Centre about Christchurch and more staff there
- relocate and promote the Information Centre
- protect the pigeons, seagulls and other birds, it is nice to sit in the sun and have birds around you
- take away the surveillance cameras
- more activities for elderly
- more techno interactive kiosks such as the one in Victoria Square
- more baby change facilities after hours
- indoor, outdoor flows for urban living and retailing
- I think they could have a graffiti wall
- I think they need somewhere where kids can race their cars
- eliminate a few bars in the city centre, there are too many bars in the city centre
- control the proliferation of city bars
- some plaques on ground showing what people have achieved e.g. honour them and patriotic stuff
- promotion and education about city centre, what it has got to offer, get more people in
- lease out vacant premises
- more multi-lingual
- Square aromas, Chinese food, bad image, get rid of smell
- keep religious dudes out of Square
- ensuring monuments don't take up living space
- should control excessive noise
- fix the leaky drains down South City
- access to Art Centre/Museum for older people
- bring back mobile buggy in the gardens
- not so much Asian stuff around everywhere
- more development like the "strip", Oxford Terrace
- library to be open on Sunday mornings

50...Nothing/can't think of anything/satisfied

51...Don't know

**Q16 Places around the City where they would take a visitor to show them Christchurch at its best...**

- 01 ... Botanical Gardens/The Gardens
- Botanic Garden
  - Botanical Gardens
  - the tourist train in the garden
  - springtime, Botanic Gardens
  - Gardens, swimming/play area
- 02 ... Avon River/the twin rivers
- the twin rivers
  - Avon river
  - punting on Avon
  - follow the river right through to Fendalton
  - riverside walk
  - walk along the Avon
  - riverside drives, Avonside Dr
  - punting and paddleboats on the Avon
  - riverside walks
  - around the rivers Avon and Heathcote
  - rivers, Avon loop
  - boat sheds and Avon
  - riverbanks, Avon
  - Avon river by Oxford
  - Avon river from Manchester St
  - Antigua boat shed
- 03 ... Cathedral Square
- the Square
  - Cathedral Square
  - around the Square and the central city
  - through the Square
  - Square to look at sculpture
- 04 ... Arts Centre/Markets at the Arts Centre
- Arts Centre
  - the Art Centre
  - Arts Centre area
  - Art Centre on Saturday or Sunday
- 05 ... Museum/Canterbury Museum
- Museum
  - Canterbury Museum
- 06 ... Port Hills/Summit Rd
- Port Hills, but needs to be a nice viewing platform but free
  - around the Port Hills
  - Port Hills good image of city
  - drive over the Summit to Lyttelton
  - Port Hills by the Sugarloaf
  - top of Port Hills for view
  - Summit Rd
  - tour of Port Hill, look out at Christchurch by night
  - up the hills
- 07 ... Gondola
- Gondola

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- 08 ... Lyttelton
- Lyttelton
  - drive to Lyttelton
  - Lyttelton, Cass Bay area
  - Lyttelton Wharf
  - Lyttelton environment
- 09 ... Sumner/Sumner Beach
- Sumner
  - the circuit through Sumner and down Dyers Pass Rd, over looking Lyttelton harbour
  - lunch at Sumner
  - Sumner beach
  - Sumner at Cave rock
  - Sumner to Redcliffs
  - Sumner environment
  - Sumner round Marine Parade, beach area
  - Sumner, windsurfing
- 10 ... Brighton/Brighton Beach
- New Brighton
  - New Brighton beach
  - New Brighton windsurfing
- 11 ... Antarctic Centre
- Antarctic Centre
- 12 ... Tram
- the tourist trams
  - tram
  - ride on tram
  - tram through city
  - the tram tour
- 13 ... Victoria Square
- Victoria Square
- 14 ... Hagley Park
- parks eg Hagley Park
  - Hagley Park rides
  - Hagley Park
- 15 ... The Cathedral
- Cathedral
  - Cathedral bell tower
  - the Cathedral
  - floral carpet in the Cathedral
- 16 ... Town Hall/Convention Centre
- Town Hall
  - Convention Centre
  - Town Hall area, fountain
- 17 ... Brighton Pier
- walk the Pier
  - New Brighton Pier
  - Brighton Pier

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- 18 ... Oxford Terrace/Oxford Strip/The Strip  
- Oxford Terrace  
- The Strip  
- Avon section of the Strip  
- drive along Oxford & Cambridge Tce  
- Oxford Strip  
- the Strip at a quiet time, early evening
- 19 ... Mona Vale  
- Mona Vale
- 20 ... The Groynes  
- Groynes
- 21 ... Orana Park  
- Orana Park
- 22 ... Sign of the Kiwi  
- Sign of the Kiwi
- 23 ... Sign of the Takahe  
- Sign of the Takahe
- 24 ... Lyttelton Tunnel  
- drive to Lyttelton through the tunnel  
- through tunnel to the Port  
- tunnel  
- through the tunnel  
- Lyttelton tunnel
- 25 ... Casino  
- Casino
- 26 ... City Centre (unspecified)  
- around the central city  
- inner city  
- general drive city centre  
- centre of town, not necessarily Square  
- city centre  
- through city centre by riverside  
- cheaper spots - walking around city  
- city centre attractions
- 27 ... Beaches/around the bays unspecified  
- beaches  
- round the bays  
- The coast, North Beach  
- any beaches  
- seaside
- 28 ... Victoria Park  
- Victoria Park  
- Victoria Park up that way where you can look all over Christchurch  
- Victoria Park to look down on the city  
- walking through Victoria Park
- 29 ... QEII  
- Atlantic at QEII  
- QEII swimming area  
- QEII park
- 30 ... Rolleston Ave  
- Rolleston Ave

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- 31 ... Worcester Boulevard/The Boulevard  
- Worcester Street  
- Worcester Boulevard
- 32 ... University  
- University campus  
- University  
- University foundry
- 33 ... Shops/city centre shops/the shopping malls/Ballantynes  
- malls, shopping  
- down Cashel street  
- Cashel St  
- malls  
- city malls  
- shopping in the city centre  
- Cashel St mall  
- Ballantynes  
- big malls
- 34 ... Nightlife/restaurants/cafés/bars/clubs/pubs  
- restaurants  
- Working Mans Club  
- The Holy Grail  
- night time clubs  
- nice restaurants and Lone Star  
- Christchurch nightlife  
- fine wining and dining at restaurants  
- Pedros restaurant  
- cafés  
- city centre night life, restaurants and bars  
- the Jolly Poacher  
- pubs  
- Mad Cow
- 35 ... Ferrymead  
- Ferrymead
- 36 ... Jade Stadium  
- Jade Stadium, if rugby people  
- Jade Stadium
- 37 ... Halswell Quarry Park  
- Halswell Quarry  
- Halswell Quarry Park
- 38 ... Taylors Mistake/Taylors Mistake Rd/Scarborough Hill  
- Taylors Mistake  
- Taylors Mistake drive
- 39 ... Cashmere/Cashmere Hills/Dyers Pass Rd  
- Cashmere Hills  
- drive around Cashmere Hills  
- Kidson Tce at night
- 40 ... Gardens (unspecified)  
- tour of the nice gardens  
- gardens in the competitions
- 41 ... Art Gallery/new Art Gallery/McDougall Art Gallery  
- McDougall Gallery  
- new Art Gallery  
- in the future to the Art Gallery

## Christchurch City Council - Annual Survey of Residents March 2003 - Appendices of Open-Ended Responses

- 42 ... Other named parks/parks (unspecified)
- parks with river running through
  - walk to the local parks
  - parks and reserves
  - Runner Park
  - Spencer Park
- 43 ... Around suburbs generally
- suburbs
  - drive around suburbs, Ilam, Fendalton,
- 44 ... Riccarton Market
- Riccarton Market at the race course
  - Riccarton Market
- 45 ... Historic buildings/homes/Provincial Chambers, Old Courthouse etc,
- Old Courthouses
  - Provincial Council buildings
  - Historical Law Court buildings
  - Historical buildings eg Council Chamber
  - Chambers building
  - show old buildings
  - Litchfield St, architecture and buildings
  - looking at historical building near High St
- 46 ... Riccarton Bush/Deans Bush
- nature walks, Deans Bush
  - walks, Deans Bush
  - Riccarton Bush
  - Deans Bush
- 47 ... Take a bus tour/Orbiter/Shuttle etc
- use the free bus
  - free bus
  - tourist buses
  - Orbiter around city
  - ride on the Orbiter
- 48 ... Airport
- Airport
- 49 ... Other specifically named central city streets
- New Regent St
  - Cambridge Tce
  - Armagh St
  - Memorial Ave
  - Fendalton Rd
  - Bridge of Remembrance
  - drive down Memorial Ave
  - Colombo St
  - High St
- 50 ... Golf clubs/courses/driving range
- Waimairi Beach golf course
  - golf course
  - golf club Christchurch
  - Clearwater Golf Course
  - any golf course
  - McDuffs golfing facility

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- 51 ... Bottle Lake Forest Park/other forest parks
- Bottle Lake Forest Park
  - forest
  - Bottle Lake
  - forests like Bottle Lake
  - some of the recreation areas like Burwood Forest
- 52 ... Area outside of Christchurch/Banks Peninsula, Akaroa, Hanmer Springs, mountains etc
- Peninsula
  - Akaroa, Hanmer Springs
  - Akaroa
  - mountains
  - out into the country
- 53 ... Specifically named hotels
- Dux De Lux
  - Park Royal
  - Crown Plaza
  - the lift at the Plaza
- 54 ... Willowbank Wildlife Park
- Willowbank
  - Willowbank Reserve
- 55 ... Christ College
- Christ College
  - Christ College area
- 56 ... Wigram/Air Force Museum
- Air Force Museum
  - the museum at Wigram
- 98 ... Other
- new housing developments
  - Marshlands Road
  - show off the English features
  - Westpac Trust Centre
  - out to Sudley Heads
  - big buildings
  - round the outside perimeter of Christchurch
  - the Maraes
  - top of Mt Pleasant, please keep gate unlocked
  - helicopter sight-seeing
  - the Country Society of Arts
  - Weeden's Country Club
  - New Brighton swimming pool
  - Bulla Lake
  - Quail Island
  - Visitors Centre
  - racecourse
  - Riccarton racecourse
  - movies or any special entertainment on in the city
  - Pegasus Bay Winery
  - Lakewood Drive, walk around Horseshoe Lake
  - Barbados Cathedral
  - Market Day, I'd take them there
  - Aquarium
  - City Library
- 99 ... Don't know

**Q17b Reasons for dissatisfaction with the way the City, as a whole, looks and feels..**

- 01...Looks dirty/rubbish everywhere/needs cleaning/sweeping
  - rubbish
  - dirty city
  - the feel and untidiness of it
  - some of the housing areas, unsightly, lots of rubbish left strewn about
  - the clean green image is disappearing
  - I have reservations about the cleaning
  - very dissatisfied with the overall cleanliness of the city, hadn't realised until recently how unclean some streets are, shouldn't be just up to Council, the property owners should clean up too, maybe if McDonalds and KFC were elsewhere it might help
  - a lot of rubbish around malls and bus stops, etc.
  - the litter and rubbish everywhere you go, need a big education programme to educate people
  - dirty and untidy
  - it is getting more untidy than it was especially with Asians and tourists, Bus Exchange adds to the untidiness
  - too much rubbish lying around, people dropping litter everywhere, too lazy to go to a bin ten metres away
  - the streets are untidy
  
- 02...Drab - need more colour/dowdy looking/run-down/needs updating
  - I'd like to see some of the historic buildings knocked down, some of them have little attraction, too many are in disrepair
  - centre needs revitalising
  - needs more colour, very English looking architecture and dull colours
  - getting very crumbly, cheap, lost its class, lost its fizz
  - the place looks shabby
  - some of the housing needs attention, there are some run-down housing through Addington and Spreydon
  - the aesthetic look of the place has declined
  
- 03...Graffiti/vandalism
  - all the tagging and graffiti, unsightly, people scratching things into the glass and bus stops, etc., things have been tagged, painted over and re-tagged again and again
  - too much graffiti
  
- 04...The Square redevelopment is a disaster/unattractive
  - the central city, the Square, is not very friendly
  - Square is very plain and stark, trying to work up English image too much, not enough to do in the Square and the cafés that are in the Square are very expensive
  - I would like to see the English look back into the Square
  - Square total disaster, it feels horrible in Square, not like it used to be
  - the Square's a bit of an eyesore
  - because it is very ugly
  - I think the Square has been ruined
  - have more development in the Square to attract people to sit in rather than just walking through
  - the Square is atrocious, it's structurally unsound, very stark and unfriendly
  - I don't like the Square, it's barren and stark, it is not inviting
  - very dissatisfied with the appearance of the Square
  - because Square is so sterile, Square is not inviting, not a place you want to go into
  - alterations to the Square, it was beautiful once, they have ruined it, too much technological stuff
  - the Square is grey and dull



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- 05...Roading issues/roadworks/traffic problems
- too many buses are coming from Colombo Street causing congestion, I think the buses should leave from the depot, not Colombo Street
  - Blenheim Road could be improved
  - some street seal needs replacing
  - roads in many areas need repairs/resurfacing
  - because of the city traffic problems
  - congested traffic, no distinction between roading and footpath
  - too much noisy traffic for the size of the streets, the seal on the road makes traffic noisy, a different seal would be quieter
  - the roads are cluttered with traffic
  - streets are too narrow for amount of traffic with parking on both sides, maybe just parking on one side
  - too much traffic
- 06...State of footpaths
- 07...Old buildings pulled down
- knocking down buildings should not go ahead, they should be kept up and re-modernised, we should keep our older buildings
  - I'm dissatisfied with the destruction of the old buildings
  - I feel that too many old buildings are being lost
  - because so many historic buildings have been demolished
- 08...Empty buildings/closed shops
- so many shops closing and nothing in their place
  - Gloucester Street, the shops are closing down, too many shops boarded up
- 09...Smog/air pollution
- smoggy
  - too much pollution
- 10...Safety concerns/young people hanging about/hoons/drunkenness
- at night time has an unsafe feeling about it
  - I personally think the Bus Exchange is a bit scary
  - clean up teenagers at night
  - too rough, no Police presence
  - I won't go to town these days, the suburbs are more secure
  - not safe at night, threatening atmosphere
  - people hovering around the streets looking disreputable
  - rough people in the centre of the city
  - we are suffering from the vibrant inner city nightlife, vomit, urine, entry onto private property for personal activities
- 11...New buildings/big buildings/high rise buildings
- cathedral used to be the centre, now you can't see it because of high rise buildings
  - think too many new big buildings going up
  - because of gloom of tall buildings
  - growth of high rise buildings, new Arts Centre, I think that big glass front is ugly
  - changing to a mixed jungle of 2003 architecture, the city is losing its old English feel
  - some of the buildings

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- 12...Better maintenance/tidy up needed
- gardens looked untidy a few weeks ago
  - we could be prouder of our street frontages, need to make a difference
  - need to tidy it up more
  - they used to tidy the gardens in Christchurch weekly, now they do it monthly, the cost supersedes the quality
- 13...Level of attention/standards vary from area to area
- rather grotty, rundown in areas, e.g. Linwood and Aranui and Wainoni, some areas previous mediocre gone downhill
  - semi-industrial areas, the older parts of the city are rundown, the suburbs are nicer than the inner city
  - parts of the city look grotty, Linwood
  - it's not getting any better, some of the suburbs are getting trashy, rundown and neglected
- 14...Loss of trees/need more trees/green areas and less concrete
- becoming like Auckland, becoming concrete, not enough trees
  - I don't feel there is enough natural life in the city, we need a parklike centre
  - not enough trees
  - the concrete jungle that the city has become
  - stop cutting down trees
  - it definitely needs more trees, Linwood's got no trees whatsoever
  - because I like green places and beauty and there is not a lot of beauty in the city
- 15...Loss of green areas/erosion of open spaces through urban development
- low density sprawl, burgeoning suburban shopping malls
  - I think there's too much residential building happening at Aidenfield and Milnes Road, it's taking away the countrified feeling
- 16...Inadequate shopping in city centre e.g. spread out/short hours etc.
- north of the Square has too much foreign ownership of retail outlets
  - not enough shops for tourists, need more clothes shops, some decent souvenir shops, some of the prices are atrocious

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### 19...Others

- we need places to interest children i.e. amusement parks, entertainment, easy access to joining children's groups
- at night time it's dark
- tired of the English garden city image which doesn't relate to current experience of living in this city, clutching onto a park
- busy
- seems more crowded and congested
- too much population growth
- nowhere to go on a Saturday night for a 30 year old plus person, still young at heart and single e.g. one place the club on Armagh Street or the Park Royal which has nothing to offer as entertainment really
- Council coffers being dwindled away by silly "arty" things, concentrate on sewerage and water
- parking areas too close to main street, no roadside parking
- change of traditional image
- beautiful city with mix of old and new architecture but needs more personality in blending city colours
- that Chalice is the biggest eyesore about, I can't see the benefit of it really, I suppose it's a tourist attraction but I think it's a waste of taxpayers' money
- facilities hard to use, when buses were parked in the Square in their own individual places it was much easier for people, such as myself who has very poor eyesight, to board them, also sandwich boards blocking off footways makes it very hard for people with disabilities
- look at the new Arts Centre, what will the maintenance cost of that frontage be? Sometimes creativity is not the best solution
- the city is becoming excessively structured for tourists rather than the people who live here
- too many improvements seem to involve cutting of vehicle or pedestrian access
- changed so much, taken away a lot of theatres, etc.
- too many shopping malls
- Christchurch is an old city, old outlook compared with other cities where they have good technology and buildings, stick to their old beliefs
- too many food and drink outlets in one place
- near the Polytech, washing hanging out

### 20...Don't know

**Q17b Reasons for satisfaction with the way the City, as a whole, looks and feels..**

- 01...Nice green city/clean green looking/green environment
- lots of greenery
  - green image
  - green spaces
  - it has a nice image, it is clean and green
  - because it is nice and green, it is a pleasant environment
  - the green areas
  - the green areas around town
  - it is a nice green city
  - a nice green look, from the corporate box at Jade stadium, the view of green across the city was great
  - the whole city is covered in green, not too much spare land, all covered in vegetation
  - it's clean and green
  - there is plenty of greenery filtered throughout
  - whole image of city is green, in harmony with all the new things
  - focus on the green nature of Christchurch
- 02...Clean city/no litter/clean and tidy/well looked after
- city is clean
  - a tidy city
  - neat and tidy and well kept
  - very clean
  - clean and tidy
  - it's very well kept, it's clean, they sweep the streets
  - it's cleaner, looks really cleaner than other cities
  - the cleaning up of the graffiti
  - it is well maintained
  - streets kept clean
  - generally a clean, tidy city
  - it's always clean and getting cleaned
  - looks extremely tidy and well cared for
  - well maintained in general, well kept, a very clean city
  - inner city is really quite clean
  - just overall, when we have visitors they comment on how tidy our city is, especially the Square
  - it's reasonably tidy compared to other centres
- 03...Attractive gardens/lovely flowers/gardens well maintained
- love the garden feel, flowers
  - pleasure to see all the beautiful gardens
  - we like going to the gardens
  - beautiful flowers
  - gardens are tidy, cheerful
  - plantings, taking the trouble to plant
  - when you look at the gardens it looks pretty good
  - good selection of plants and flowers, kept neat and tidy
  - I think the gardens are beautiful
  - the gardens are lovely
  - there is quite a concentration on gardens, flowers, natural vegetation
  - the native planting that is going on at the moment
  - the gardens in Christchurch are very attractive
- 04...Love the trees/large English trees/tree lined streets
- heaps of trees
  - I like the way they plant trees, natives
  - got the lovely trees
  - driving along Bealey Avenue, avenue of trees
  - I like all the willows, plant natives under the willows
  - tree lined streets enhance the beauty of it
  - native trees in the gardens

## Christchurch City Council - Annual Survey of Residents March 2003 - Appendices of Open-Ended Responses

- 05...Beautiful city/attractive/looks pretty/city looks good
- pretty city
  - very beautiful the way it is laid out
  - it's a beautiful city
  - a reasonably attractive city
  - visually attractive
  - the most beautiful city in New Zealand
  - an effort to make it attractive
  - city looks fantastic
  - it's a beautiful place to live
  - I think it's very beautiful around city area, it's pretty and a nice place to bring people when visiting
  - beautiful city, doing a lot for the city
- 06...People are proud of the city/proud to be a resident here
- pride
  - there seems to be a pride in Christchurch
  - proud of the way the city looks especially when the gardens are at their best
  - I'm proud to live in Christchurch
  - people are proud of the city
  - most people take pride in Christchurch
  - I think Christchurch people are proud of our city
- 07...Council are doing a good job/manage the city well
- positive attitude of Council, Mayor instantly responds to issues
  - happy with what Council does
  - Council generally maintains and services the city in a very satisfactory manner
  - I believe Council has tried to make it attractive for residents and visitors
  - the Council is slowly improving the city
  - Council has done a good job
  - Gary Moore doing a good job
  - a good Council
  - good town planning, Council do a good job with controlling the design of buildings in the city
  - think that the powers that be are making a conscious effort to keep the city looking a showpiece
  - the Council has worked hard to keep the city looking good
- 08...People take a pride in their houses/gardens - keep them neat and tidy
- people take care with their gardens
  - the gardens, people's gardens as well
  - residences well cared for
  - there is a fairly high standard of how well the residents look after their properties
  - people take a pride in their gardens
  - most people keep up their gardens, keep it tidy
  - most people maintain their gardens
- 09...Lives up to its "garden city" image
- fact that we're the 'garden city'
  - city has retained its garden city aspect
  - the "garden image" it has, a contrast with Wellington
  - Christchurch is the "garden city", it is really nice to have lots of plants around you
  - they present us as a "garden city" very well

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- 10...Well laid out/spacious/easy to find way around
- not really built up, semi-rural feeling
  - like the open spaces
  - it's open
  - it's mostly a grid pattern layout so it's easy to find your way
  - general overall layout of city
  - well laid out
  - well designed streets
  - general layout
  - space
  - love the wide avenues
  - well spread out
  - Christchurch is set out very well
  - spacious, open
  - I think the way the city is set out
  - it's pretty uniform
  - the city is nicely spread out
  - the layout is quite good
- 11...Not too much traffic/easy to get around city
- the traffic is not a problem like in Auckland
  - there isn't heavy traffic at peak like Auckland
  - easy to get around
  - convenient to get around
  - we can drive without major traffic jams
  - roading good to get around from one side of town to the other
  - not crammed up, not too much traffic
  - because you can get from one side to other in ten minutes
  - easy to move around
  - is "getting around" friendly
  - minimal queues and rushing
  - very easy to get around without a car
- 12...Attractive buildings/old buildings preserved/not too much high rise
- lovely architecture, buildings
  - most things like the buildings are reasonably tidy
  - all the old and the new buildings
  - some nice buildings
  - our old buildings that we have retained
  - look of buildings, beautiful, well looked after
  - I like the historic buildings rather than modern ones
  - it doesn't have big monstrosities of buildings, it has a blend between old and new
  - historical buildings
  - not lots of skyscrapers like other cities
  - the heritage buildings have been fairly well preserved, buildings around the Square which are still functional, well presented and maintained
  - good mix of old and modern buildings
  - interesting buildings
  - not too many high rise buildings
  - city centre, modern buildings in harmony with stone buildings
  - we've got some beautiful heritage buildings

## Christchurch City Council - Annual Survey of Residents March 2003 - Appendices of Open-Ended Responses

- 13...Beautiful parks/lots of parks/parks accessible and well maintained
- I like Hagley Park
  - Botanic Gardens are lovely
  - parks are kept tidy and most suburbs have a park
  - it has well established parks
  - the parks are beautiful in Springtime
  - Botanic Gardens is very well maintained, it is the most visited tourist attraction in Christchurch
  - there are parks in the middle of town that you can lunch in and walk to easily
  - the parks are well presented and kept, there are lots of them
  - nice parks, well maintained
  - Riccarton Bush looking good
  - parts of it are nice i.e. Botanical Gardens
  - Hagley park, in centre of city, huge area gives people a good area to go for walks
- 14...Good roading/roads well maintained/good traffic control
- roads in reasonable condition
  - plenty of one way streets
  - new motorways
  - the roads are well maintained
  - it has a good roading system
  - good traffic system
  - the roads are good
- 15...Many attractions/activities/recreation opportunities/lots to see and do
- there's a good mix of family orientated activities
  - plenty to do
  - lots to do
  - the city has a good range of things to go to
  - the Wizard is a great attraction
  - plenty of attractions
  - Halswell Quarry, good for walking, family outings
  - Bottle Lake is good
  - lots of places to go
  - good activities to show people
  - there are a lot of playgrounds and children's facilities
  - so much to see and do in Christchurch
  - the Casino has made it a popular international venue, overseas visitors like to visit casinos
  - I think our planned activities are good
- 16...The Avon/river flowing through the city/the river system
- love to be able to walk around the river
  - lovely green grass riverbanks
  - there are a lot of unique features in Christchurch, i.e. punting on the Avon
  - mainly because of the river, attractive look, often take grandchildren boat rowing on the Avon
  - the river is scenic
  - around river Avon, really nice
  - the river environment
  - the river is a beautiful asset
  - the river looks lovely
  - the Avon river is beautiful
  - the Avon river is a big attraction and is looked after well, nice place to visit
  - the river is enhanced and maintained
  - Avon river flows through all the city

## Christchurch City Council - Annual Survey of Residents March 2003 - Appendices of Open-Ended Responses

- 17...Great place to live/lived here all my life/fortunate to live here
- brought up here
  - just lived here all my life
  - it's home
  - good lifestyle, great for children
  - I quite like living here
  - lived here since 1963, just perfect for me
  - I feel very at home here
  - it's home
  - I've lived here all my life, I wouldn't want to live anywhere else in New Zealand
  - got a lot to offer families, good place to bring up teenagers
  - wouldn't live anywhere else
- 18...Compared well with other New Zealand/overseas cities
- I've been to every other city in New Zealand and wouldn't want to live anywhere else
  - it beats any other town or city
  - because when you go and look at another country you realise how beautiful it is when you come back
  - I've travelled widely and on the whole I've become even more satisfied with our city
  - I've been around the world to Europe, North America and the Middle East, Christchurch does very well
  - see other cities in New Zealand, come back with good feeling for Christchurch
  - real nice compared to other places
- 19...Feels good/feels comfortable/nice feel about it
- has a nice feeling to it
  - good feeling to the city
  - has a good feel to it
  - it's got a nice feel about it
  - because I feel comfortable when in the city
  - it feels good to be part of a lovely city
  - it still has a community feeling
  - has a nice comfortable feel to it, it's like an old coat, I'm used to it
  - good feel as it is
  - it's got a comfortable feel about it compared to Auckland
  - a good feeling to the place
- 20...Nice beaches/good access to beaches
- it's close to beaches
  - the beaches are close to the city
  - close to beaches
  - beaches are close to the city
  - good beach
  - the beach at Sumner and New Brighton
  - the beach isn't far away
  - I can live near the beach
  - there's the beach, Sumner beach is very nice
  - the beaches, Brighton pier
  - it's easy to get to the beaches
  - there is wonderful access to recreational water, the estuary and Lyttelton harbour



## Christchurch City Council - Annual Survey of Residents March 2003 - Appendices of Open-Ended Responses

- 21...Good transport/bus service very good
- Orbiter bus fantastic
  - good transport system
  - improved bus services
  - the bus service, particularly the Orbiter, makes the city very accessible
  - I really like the bus depot
  - good bus service
  - the Bus Exchange and bus service
  - bus service is good, routes are close to me and it's straight into town and regular plus there is one central, sheltered place in centre of city where you can catch buses
  - they've got the tram which you can get around, on the bus you go straight in to the bus terminal
  - the bus terminus has improved the city centre
  - the buses are great and the new bus exchange
  - transportation system is good
- 22...Love Christchurch/like it/it's a nice place
- nice place
  - I really love Christchurch
  - I like it the way it is
  - feel happy and relaxed being here
  - because I like the place
  - just like it
  - happy with everything about it
  - because it's a nice place
  - it's quite a nice place in general
  - we came here and fell in love with Christchurch
- 23...Good size/right population size
- not all packed in like Auckland
  - compact
  - not too over populated
  - not jammed in like Auckland
  - it's not over populated
  - not too big compared with Auckland
  - don't like big cities, Christchurch is not too big
  - not too big a city
  - less crowded than Auckland
  - it's a nice sized city
  - not too many people, not crowded like other cities
- 24...Good weather/nice climate
- particularly nice in Spring and Autumn
  - the climate here is good
  - the climate is better here
  - weather's not too bad
  - the weather adds to it
  - nice and cold, keeps the bugs away
  - climate is comfortable
  - not too windy
  - the weather suits me
- 25...Good council events/festivals e.g. floral festival/Summertimes
- Sparks in Park
  - lots of functions in city centre like plays, exhibitions
  - good Council support for free outdoor activities
  - Sparks in the Park very good, need more shows like it
  - concerts in park really great
  - it is a happening city, the Council Summertime events makes it really positive
  - a good choice of events

## Christchurch City Council - Annual Survey of Residents March 2003 - Appendices of Open-Ended Responses

- 26...Reasonably safe city/trouble free
- compared with other countries in the world it is pretty safe
  - very safe place
  - making sure children are safe going to school
  - they've made things reasonably safe and secure for people, Police kiosk in the Square, excellent move
  - the city feels safe
  - it is kept safe, you don't feel worried walking around
  - Council has put a lot of effort into collaborative social programmes aimed at keeping the central city safe e.g. the youth safety centre and the C.C.C. Police project working with young violent offenders
  - can go out or to bed with doors unlocked and feel safe
  - I have lived in high crime rates areas, in Christchurch you can walk down the street, you couldn't where I used to live overseas
  - I feel it's quite a safe place
  - safe city most of the time
- 27...Good facilities and services/everything I need/specified facilities
- basic necessities are met
  - hospital services very good
  - excellent airport and port facilities
  - pedestrian and cycleway development is great
  - it has a good range of services and facilities, libraries are well stocked and have helpful staff, the libraries are technologically up to date and are user friendly
  - we have everything, we don't need anything more
  - great facilities
  - it is pretty well resourced as a city
  - there is always effort to improve amenities
  - the city libraries are good
  - I like the town library, it's bigger than other libraries
  - it's got good health services here, don't wait a long time
  - the facilities it has to offer
  - most of the things people might want are available here
- 28...Most things convenient/handy to everything
- you can get places out of city in half an hour
  - easily accessible, doesn't take long to get anywhere
  - easily accessible to town
  - it's not a long walk to see gardens and Square, Universities and those sorts of places are very handy for people
  - everything is so handy, nice and close, it doesn't take me long to get anywhere
  - you can get anywhere by car in fifteen minutes
  - everything being central, easy to get to
  - facilities are all within half an hours travel
  - everything is quite close and easy to get to
  - the community I live in is within walking distance of most services
  - everywhere is near, only a short distance
- 29...The restaurants/Oxford terrace/bars/the café scene
- lots of good cafés
  - open air restaurants
  - I like the restaurants
  - lots of restaurants around that sit out on the footpath
  - variety of restaurants and dining out places
  - lots of eating and café areas
- 30...Good water supply/nice water to drink from the tap
- a wonderful water supply
  - you can drink the water straight out of the tap
  - you can just drink your water from the tap
  - the water supply is the best in the world

## Christchurch City Council - Annual Survey of Residents March 2003 - Appendices of Open-Ended Responses

- 31...Good cultural amenities/activities e.g. Arts Centre/museum/theatre
- I like the new art gallery
  - good mix of cultural facilities
  - its public facilities are a very high standard e.g. Art Gallery and Convention Centre
  - we have a lot of excellent facilities, Museum, Arts Centre
  - arty city
  - big enough to have all the cultural activities that you want
  - I like the Arts Centre
  - the new art gallery is great
  - there is a lot of musical talent in the city, I play in a band and there's a lot of opportunity for us in the city
- 32...Helpful, friendly people/welcoming/friendly atmosphere
- people seem friendlier than other main cities
  - generally people are pretty friendly
  - the way people are friendly
  - people of Christchurch are friendly and co-operative
  - people are a bit more down to earth
  - people go out of their way to help you, professional people are kind, people in the shopping centres are very friendly and helpful, even the bus driver will stop at the gate and let you out, it is a little thing but it is very helpful and important to people like me who are a bit disabled
  - the people are polite, more than other cities
  - the people are friendly and they still have a basic goodness about them
- 33...Slow pace/no rush/relaxed/laid back/quiet/peaceful
- it's not too rushed
  - nothing is rushed, not like Korea where I come from
  - quiet
  - a very relaxed feel
  - relaxed feel compared to other cities
  - it's got a calmness
  - it has an unhurried charm
  - I don't like the rush, rush of other cities so Christchurch is a better pace
  - it's almost like a leisurely pace of life
  - it's peaceful and quiet
  - it's not flat out like Auckland, we're more laid back here
  - because there's a better pace of life than in other places, more of a laid back feel
  - pace not too fast, steady
- 34...Great place to shop/nice shopping malls
- brightness of shops
  - lots of shops
  - general shopping, Ballantynes
  - heaps of shopping
  - the look and feel of shopping areas
  - has every shop you could need in the city centre
- 35...Good reputation/visitors like it here/positive comments about tourists
- it is a pretty place which people from away comment upon
  - we get a lot of positive feedback from our visitors
  - more tourists enjoy it
  - the visitors especially like it
  - think most visitors to the city centre think it's pretty good

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36...Flat

- a nice flat city to walk through
- flatness
- it's level, not like Wellington
- not hilly, so easy to walk around
- the ground is flat
- it's flat, I can ride a bike
- it's flat, not like Wellington, all hills
- for most parts is a flat city
- everything's flat
- flat, good for roller blading and cycling

37...Looks bright/colourful/good effort with flags/decorations/sculptures

- there's been so much put into it, tried hard to make it colourful and it really is
- it is bright

38...Improving the Square/slowly getting the Square right/like the Square

- Square looks okay
- nice having the tiles in the Square instead of just concrete
- the Square is good
- the Square looks a lot better
- Information area in the Square, banks all together in Square
- I like the way they've got the Square, I like the paving and that new café and the cathedral
- I like the renovations in the Square, it's taken care of the street kid problem

39...Clean air/no pollution

- freshness, despite smog problem in Winter
- air quality has improved
- the smog problem is fixed now, stops any health problems such as asthma

40...Go ahead/progressive place/very positive place

- overall, positive image
- city is modernising, not over the top, new developments are positive
- pretty forward thinking
- we are reasonably progressive
- I think Christchurch is a very positive city
- it has so much going for it
- all the developments going on, buildings going up
- conservatively forward looking
- feel that we are being progressive with the recycling going on at the moment
- I think we have made good progress in the city over the last 20 years
- last 10 years the city has really grown, improved, city has been spruced up, Vicki Buck responsible
- there is a feeling of progress with the new buildings dwarfing the old

41...The Port Hills/nice to see the hills

- the hills to Lyttelton
- good views from the Port Hills
- like the hills
- like looking at city lights from hills
- living on hills is the greatest
- the hills aren't far away
- the Port Hills are a major attraction, they should be preserved in their natural state as much as possible
- the Port Hills, have beauty and good views

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- 42...Like the city centre/spec. places e.g. Victoria Square/Worcester Boulevard
- Latimer Square, etc. great, beautiful
  - Victoria Square, lovely
  - the Council has encouraged more pedestrian areas
  - Cashel Street mall is quite nice
  - I like Victoria Square
  - Victoria Square is very pleasant
  - Worcester Boulevard, Victoria Square, look great
- 43...Nice atmosphere/good atmosphere/like the whole atmosphere
- good atmosphere, especially in Summer
  - has a good atmosphere
  - has a nice atmosphere
- 44...Good educational facilities/plenty of learning opportunities
- plenty of educational opportunities
  - good educational facilities
  - excellent educational facilities
- 45...Good sporting facilities/activities/opportunities
- rugby, cricket, there's always something
  - we've got a great rugby team
  - good golf course
  - a lot of sports facilities
  - sporting activities all year round
- 46...Access to mountains/skiing opportunities
- close to mountains
  - central to alps
  - not too far from Southern Alps
  - good locality for mountains, skiing, etc.
- 47...Buzzy/vibrant/lively/exciting place
- vibrant
  - there's vibrancy
  - it feels quite vibrant
  - I think it's a fun and vibrant place to live
  - I think it's a vibrant city
  - vibrancy, energy
  - dynamic
- 48...Different cultures and lifestyles/greater diversity/cosmopolitan
- the multi-cultural scene
  - good ethnic mix
  - mix of cultures
  - good range of cosmopolitan things
  - enough cultural diversity
  - lots of different cultures
- 49...Has an old English/traditional/solid feel/unique character
- English setting
  - we should try to keep it English, that is a point of distinction
  - I like the Englishness of it
  - like the English feel
  - Christchurch is a good old fashioned English town
  - I like the English type atmosphere
  - I like the English parts, they are the parts you show the tourists
  - I like the English flavour
  - its English setting appeals to me

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50...Low cost of living/not an expensive place to live

- rent is cheap, cheap accommodation
- housing is cheaper
- Christchurch provides services that are affordable
- I could live nowhere else where it's cheap, affordable, good value, good wage
- better and cheaper for golf, you can join two clubs down here for the price of one in Auckland
- for what you've got here with wages, what you could achieve overseas is a lot more but the cost of living better here
- airport tax is cheaper

57...Satisfied but there's room for improvement

- sometimes not as clean as it could be, a lot of graffiti around Heathcote area
- has got some tired, rundown areas in places, Sydenham, Addington looking a bit sad
- it's not too bad, certain areas could do with a bulldozer through it, some of the State house areas could do with some work, Aranui, Emmett Street, gangs been there, pretty untidy
- the eastern side of Christchurch needs urgent work
- feel it still needs to develop approaches to city, from Templeton, Airport, north or Lyttelton
- too much construction of malls and traffic on arterial outlets at peak times
- there are parts of Christchurch that are quite unpleasant aesthetically i.e. Moorhouse Avenue and basically that is a very unfriendly area to get around, very commercialised
- I don't like the Square, too much concrete, no grassy areas, not enough seating
- could improve some areas, Eastgate around Linwood Avenue, larger range of shops
- city feels cold and needs more colour and warmth e.g. trees and not so much grey looks, more a cosmetic repair in more warm colours
- the odd thing could be better, generally we are pretty well off, the parking could be better, you can always improve something
- I'm not one hundred percent happy, there is always room for improvement e.g. Sydenham, Aranui, clean up shops, property owners to improve appearance of properties
- I'd like to see more "English garden" tree establishment, I disagree with the current view that we should plant native trees
- satisfied with south and north but on east side of city, rubbish, people need to be encouraged to keep it nice, don't spend much money this side
- could do more, improve the Square, shops, city centre difficult to park
- it is very nice but there are too many advertisements or signs everywhere
- public transport could be developed further
- more trees needed to soften the city centre, especially the Square
- there are some pretty undesirable areas, the mall in New Brighton, there's hardly any shops left there, where else in the world would you find a seaside suburb that's rundown
- I am generally very satisfied except there are a few areas which do not look good because a lot of young people congregate there e.g. around the bus terminal in Colombo Street
- didn't use "very satisfied" because e.g. graffiti/vandalism
- there is room for improvement, if we say we are satisfied we shouldn't stop there, lift the overall image and it will sell itself, get rid of the crime, have attractions in the centre

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58...No complaints/nothing bothers me

- more things I'm satisfied with than dissatisfied with
- no complaints
- I haven't got any gripes
- city is perfectly satisfactory

59...Other reasons

- I can bike, biking is easy here
- Council flats, maintenance very good
- new subdivisions with fancy lighting
- geographical placement
- reasonable mix of industries
- we have diversity of landscape - plain, rivers, Port Hills and the sea
- sound of birds, nature
- ordered and conservative
- not many Maoris here
- we have not too many cultures
- good residential areas
- friendly to businesses
- they are making parking facilities better and making the first hour parking free which makes it more convenient, easier to park, not so pricey
- streets are named after early settlers
- underground power lines except in my street
- law abiding drivers, drive slowly, when going into a car park slowly, a driver behind me waiting to pass shows a great deal of patience while I am getting into the car park
- I like the changes at the airport
- town hall fountain is lovely
- no beggars, nobody sleeping in doorways

60...Don't know/no particular reason

**Q20 The group or social network that matters most...**

- 01 ... It is mostly made up of people who live in the same area as me  
(i.e. my local neighbourhood)
- 02 ... It is mostly made up of people who have the same interests, culture  
or beliefs as me, but who don't necessarily live in my area
- 03 ... It is mostly made up of people I work with
- 04 ... There are no particular groups or networks that I feel I belong to
- 09 ... Other
- I mix and network with people from work who have a different  
culture, also with people within my cultural group. Both are  
important to me
  - mixture of all three groups
  - wide range of social networks
  - mixture of neighbourhood groups, work groups and community groups
  - a mixture of people I work with, locals and old friends  
(historical)
- 10 ... Don't know



**Q21b Reasons why dissatisfied with the way the Council involves the public in the decisions it makes..**

- 01...No consultation/involvement/do not consult the public
- Council makes the decisions, they don't ask our opinions, just go ahead and do things
  - lack of communication from the Council
  - seems to be a lack of communication
  - because I have not been consulted about anything
  - make decisions without consulting, difficult to keep up with regulations
  - personally I've never been asked before, except for voting
  - don't really ask the residents before they go ahead with a number of the decisions
  - I feel they don't consult the ratepayers over major decisions
  - I have not seen any evidence of public consultation
  - I feel they don't go out of their way enough to make contact with the public with regards to the issues that need deciding
  - the public has no input into the Council spending, it is the Council hierarchy that decides this
  - they don't let us know when they are going to do something, just go ahead and do it
  - don't really get asked for our opinion
  - I don't believe they consult on issues the ratepayers are concerned with
  - don't consult, have never been asked
  - they don't tell you when they are going to do things
  - I don't think they involve the residents
  - they don't really consult us at all
  - from what I have read Council does not consult
  - they don't involve the public at all
  - don't think they consult us at all, so many decisions on where to spend money without consulting public
  - they never discuss anything, not enough time or notice about decisions
- 02...Not enough consultation/people should have more say
- listen to what the residents are saying they might have the answer
  - not enough opportunity for people to have their say
  - most of the time they don't involve us, involvement limited
  - I would like to be more up to date on issues, take more part in decisions, to be able to perhaps vote on actions
  - Council only partly involve the public, would like to see the public involved more
  - not enough, period, pay rates but get little say
  - not much questions asked about how people feel about it
  - we need to make input, that gives us a sense of control over our local area
  - can do more to involve people
  - should do what the ratepayers want
  - need more public input to decision making
  - I feel that decisions have been made that have affected me that I would have liked to have had input into
  - don't give the public much say, especially road alterations
  - should be made easier to be involved in decisions

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- 03...Do what they want/have own agendas/already made decisions
- I feel as if the Council has its mind set on something it will go there way
  - people in general and the elderly, they just send them a letter and then do whatever they are going to do
  - the Council don't care either way because at the end of the day the Council itself makes the decisions
  - because I see some people have their own agendas rather than having the city's interests at heart
  - consultation processes are a farce because the outcome has already been pre-determined by Council officers technical reports
  - they have these "local meetings" where they ask you for your views but they've already made their decision, we really have no say because they have all the power, they do what they want anyway
  - they just go ahead and do what they want, they're like the Government
  - they don't really contact the public about decisions, just go ahead with their plans e.g. roads
  - we can offer our opinions but they don't give a toss anyway, the minority rules, those with the power to decide, decide
  - the Council has their own agenda e.g. tiles in Square, went ahead with what Council wanted to do even after consulting taxpayers
  - even if public consulted, make own decisions
  - they ask the questions and then go their own way, I don't know why they bother
  - they go ahead and do what they want anyway
  - Council just do what they want to do
  - I get the feeling that the Council has got its own agenda, they are there to serve themselves
  - do what they want to do
  - they do exactly what they want
  - do what they want according to their own agenda
  - there is plenty of consultation but at the end of the day the Council has its own agenda
  - most of the time the Councillors have already made up their mind before implementing something
  - the Council has their own agenda, the Chalice in the Square is a good example of that
  - even though there is an invitation for the public to have input through the media, at the end of the day the decision has already been made
  - sometimes I think there's lip service to the idea of consultation, they have already pre-determined what will happen, they are hidden agendas

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- 04...Don't listen to public opinion/public concerns
- they are not listening to the people in New Brighton
  - it doesn't seem to matter what the people say, the Council will implement its own changes
  - when they do consult the public they turn around and do the opposite, the paving in the Square, they did the wrong thing regardless
  - they won't let the public have their say on the reduction of Councillors
  - when they do consult they don't always take on board what the people are saying
  - I feel that although I am a Labour supporter, the Mayor is the worst guy in Christchurch, worst Mayor in New Zealand because he doesn't listen to people
  - it doesn't matter what the public say, the Council just goes ahead and does what it wants
  - smog, it's not only fires, also car exhausts, doesn't listen to what public says
  - they ask for residents' opinions and then ignore them
  - do not take notice of what people are saying e.g. the Chalice in the Square, and the bus terminal
  - they are not genuinely interested in my opinions, just a formality which has to be gone through
  - I think they canvass for support but then don't pay heed to it
  - consult and go against advice they get
  - the Square, it was known we wanted to have trees and grass and they put those tiles down again
  - when they put the new park in they did ask for suggestions, I opposed the idea but it seemed to go ahead anyway, I was very angry about it at the time
  - input to surveys doesn't appear to be effective
  - Council ignores public opinion, fuss made about Square
  - they never listen to you
  - they don't listen to people
  - I don't feel they listen half the time to the public
  - what little they do discuss they then ignore them
- 05...Waste money/spend money too freely/misuse of money/budge over-runs
- I think there are too many Councillors and they are reluctant to accept and address the situation, too many feeding off the rates
  - spending money on unnecessary road spending
  - they spend too much money in Fendalton, they don't listen to the lower socio groups, issues in our area, Sydenham are lower on the list
  - I think they go to meetings to make money, overpaid
  - don't like pay rise to Councillors, see more of local MP than City Councillors, don't know who they area
  - Councillors are paid too much out of ratepayer's money
  - when they sold off the power, the money was to go back to the people, but it never did, we got ripped off
  - too much money spent on roading, not enough spent on inner city parking

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- 06...Don't involve the public early enough/don't hear until it's too late
- roadworks outside, where they changed the shape of the corner, I was asked after if I was satisfied with the consultation over the roadworks, however, I was not consulted
  - I don't really hear about them until they're made
  - I just read about it in the Press after it has already been decided and done
  - I've never heard from a Councillor or seen them, never heard of anything that's going on
  - we have never been involved apart from this
  - like to know before decisions are made, not after
  - sometimes hear about decisions after they have been made
  - they tell you about things after they have happened
  - never know what's going on half the time until it's too late
  - Council asked residents if they wanted additional work done on driveway access while they were upgrading footpaths, grass verges, the work commenced the next week, insufficient time to reply
  - do things, they don't tell us what they are doing, don't trust them, they do things and then ask us after when it is too late
  - they don't involve us really, we don't know about their decisions until they're already done
- 07...Specific actions/decisions by Council-caused problems/danger, etc.
- no vision as the treatment of sewage, time taken to act on the estuary sea-lettuce smell
  - particular block has been rezoned and I've only heard about it by chance, I think the Council should automatically notify people, they've put a traffic island outside our property, I think it's a little more dangerous than it was, for cars
  - they want to take our rubbish bags away and put the rates up, dumps put their price up, a lot of people are going to start to dump their rubbish in the parks and the reserves
  - things like bus exchange and redevelopment of Square, happen everywhere, result is a complete mess
  - if you ring up wanting something done you have to ring and get three or four people before you get anywhere, they dug up driveway that had already been done twelve months ago
  - don't being immigrants in before we make sure there is adequate housing, hospitals and schools available
  - we had a meeting about few years ago to improve Richmond Hill Road, we have not heard anything about it since, need more signage as it is dangerous
  - my husband has dealt with them over the marina issue and was very dissatisfied with that
  - I know people in the street have asked Council for humps and they have gotten an unsatisfactory response, the Council does not seem to want to talk to these people
  - remember years of dispute with the Council about land use, where the main problem was that the rules kept changing

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- 08...Lack of publicity/information/more advertising needed
- decisions that are made at meetings aren't widely advertised and legislation has been passed without you being aware of it
  - don't think we're always full informed of everything that's happening
  - I'd like to receive information in the mail regarding issues
  - I do think they advertise but not well enough, I'd imagine there are a lot of people who don't even know what the Council puts in the public notices
  - not getting fed enough information
  - no information by the Councillors, never see any fliers
  - not publicised enough, fliers, they have to send things through the mail, has to be done by set times
  - lack of information
  - should advertise more before, One News or Nightline
  - not enough publicity about decisions, they should publicise in the free papers, mailers sent more often
  - I would like more feedback
  - doesn't seem to be much info about what they are doing, or it's not readily available
- 09...Should be more open/too many closed meetings
- never hear what comes up at the meetings, where is this published? don't know what Council are deciding
  - a lot done in closed meetings that public are now allowed to go and view
- 10...Suggestions for improving communication
- 11...Not given enough time for submissions
- some issues are fast tracked, lack of time for residents to make submissions
  - they should allow more time for people to tell them i.e. rubbish bags
- 12...Lack of consultation with all the parties particularly affected
- they installed a cellphone tower and ignored residents close by
  - they could communicate better in what they do in and around Christchurch that could affect us
  - parts of New Brighton road, took part of gardens away to widen road and didn't ask residents
  - the bloody street out here to start with, they didn't come knocking at my door and ask what I thought of it, Tennyson Street redesigning
  - the park opposite us, Council was going to upgrade it, at no point were we contacted, the people in the area petitioned and got upgrade stopped, no consultation with the locals
  - they don't let us know enough what they're doing, like they ripped up a hole outside our driveway and didn't even tell us, just one day it was there
  - in our own neighbourhood, local park came up for some upgrades but with no face to face consultation to local residents before commencement of work until local citizens asked for meeting, direct action taken to prevent work commencing
  - the Council makes decisions about subjects the people don't know about but it affects the people
  - they didn't tell us that the parking signs in Bella Rosa Drive would be put up, it's not fair that people who live here can't park for longer than two hours

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19...Other reasons

- I experience pointless delays with Resource Consent in my building trade
- the only way anyone gets to speak to the Council is through elections
- the only thing I see that we have to do with the Council is the election voting form, other than that all we get is a rates bill
- when I tried to ring them could not get hold of anyone, person never available, never rang back
- not knowing the full structure of the decisions made, I do not know who is responsible for this
- starting to listen, long way to go
- sometimes people have too much of a say, they Council should just get on with things
- you must go to Councillors during working hours only, they do not have anything to do with residents outside working hours, if you are in business you meet people at any time
- I don't like the infighting, the Council members seem to be involved in a lot of political point scoring that does them no credit at all
- I agree with what Erin Baker said, they sit in their wee offices but don't understand what is happening out there, they think they are working hard but are they?
- they say they consult, what are called options are in fact not, i.e. there is often only one possibility presented
- basically consultation involves people who can answer back and most of the population in this neighbourhood don't fall into that category
- quite a lot of Councillors have financial interest in developments that go ahead
- no interview survey has been done
- call on community to consult with them rather than going to the community

20...Don't know/no reply

**Q22b Reasons why they think the public has little or no influence on the decisions that the Council makes..**

- 01...No contact/lack of consultation/not enough opportunity for input
- often decisions are made without consultation
  - never ask us
  - they don't consult with public when they make decisions
  - I haven't seen much in the way of consultation or attempted consultation
  - there doesn't seem to be much consultation
  - they do things without consulting the public
  - not enough consultation with ratepayers
  - I just don't think they do include the public most of the time
  - no consultation, pretend they consult but don't
  - no approach to us face to face, upset no face to face approach before start of park upgrade, the park opposite us
  - haven't been asked about anything
  - I don't think people get a say in what happens especially the people on low incomes
  - residential streets, e.g. put bus stop right outside our home, took grass verging away, no consultation, just down
  - we don't get asked about anything
  - I think if they had consulted the public about the rubbish bags, it would have influenced their decision
  - don't remember any referenda about major decisions
  - I feel I've never been asked for my opinion
  - not enough opportunities to give opinions before decisions made
  - hardly any consultation with public
  - don't believe we are consulted that much
  - I don't feel I have any contact on issues
  - just don't ask
- 02...Don't listen to/take notice of public opinion/public has no influence
- I'm thinking of the Square, people complained and it had little effect
  - when the Council have all their meetings, advice is given to them, they take no notice, waste of time
  - they don't tend to listen to what they have been told, the Square is the biggy
  - they sold the gas company and asked for people's opinions as to what to do with the \$200 million raised and then went and did exactly the opposite of what people wanted
  - they make a lot of decisions without the public having any say, the Square is a prime example
  - when we lived next to Jade Stadium they asked the residents and then ignored them
  - don't seem to want to change no matter what the public say
  - don't think Councillors take active steps to understand what the pulse of the community is, consultation is short of a desirable level
  - Council are not going to listen to the public
  - have meetings, discuss ideas but ignore public opinions
  - the Council don't listen, they get paid big salaries and argue amongst themselves
  - they are a law unto themselves, they have their meetings and don't listen to anyone, they are not interested in listening
  - the objections that were raised to the increase of rates and the objection to the rubbish collection, charging more for the rubbish bags, didn't listen to the objections
  - they don't listen to everything that is said, do they

Code 02 continued on next page

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02...Don't listen to/take notice of public opinion/public has no influence  
(Cont'd)

- I don't think they listen to the wider community, what they do finally. For example, when the borough councils were changed into the central Christchurch Council, the people disagreed, but the Council went ahead and amalgamated them.
- people protested about the Square but they still went and did it, Worcester Street was closed off to be redone and a lady went to the Chief Engineer who said, in effect, the protests would have no bearing on the work, and they went ahead and did it anyway
- 75% of people didn't want the small libraries closed but it happened anyway, there are a lot of people who want to retain fireplaces
- if they listened to the public they would not have made a muck up with the Square or put the Chalice there
- I think the majority of people who complain are not listened to
- time and time again you put in a submission and they take no notice as they did with this subdivision, Aidenfield
- they don't seem to take much notice of what we have to say
- I have attended Council meetings and the Council does not appear to have listened to the public
- I don't feel they take much notice of public
- from my own experience here, they make changes in the park right next to us and don't seem that interested in what the direct neighbours think about it
- if you look at the years of frustration the people have had over Brighton and the results or non-results, then I feel the people have no influence

03...Do what they want/mind's already made up/have their own agendas

- same as any Council in the world, they do what they want
- the Council is going to do what they want to do regardless of what people think
- politicians do what they want to do, they seem to know what's best
- just do what they want anyway
- because the Council usually does what it wants to do, regardless of what the community says
- think the Council just go ahead and do what they think is best
- they've made up their mind, they have their own agenda, they're going to do it anyway
- basically once you vote them in they have their own agenda
- Council make up their mind regardless of how we feel and that's it
- ultimately what the Council decides they will go ahead with it, whatever they want to do
- press on regardless once their mind is made up
- decisions have already been made, issues that are raised are not going to change it
- often it seems that their decisions are pre-ordained and when they consult the public their minds are made up, they just go ahead and do what they want anyway
- once they are voted in they can do what they want
- I just think individual Councillors and the Mayor push a lot of things through, sometimes having their own agendas
- the people that take those jobs are strong willed and go their own way
- because the Council members have got their own minds made up before the start
- I think they, the Council, will do what they want to anyway
- I believe they go ahead and do what they wanted to do anyway, like big corporations
- do their own thing, full of their own importance



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- 04...Only find out after it has happened/decision is made
- because they do things and tell us afterwards
  - they go and spend money and tell us afterwards
  - most of the decisions and budgets are already made before being consulted
  - it is usually after the fact that we hear about things
  - don't hear about things until the decision is made
  - Council has made decision by the time it gets to the paper
  - sometimes we only hear about what they have done after they have done it
  - never discuss anything until it's done
  - don't know what is brought up at meetings, I hear about something after it happens
  - consultation is often too late in the process
  - things seem to be decided before they ask for an opinion
- 05...Actions/decisions by Council cause problems/waste money, etc.
- it's like that cone thing they put in the Square, it costs something ridiculous
  - public opposition to rubbish bags and Council gave misleading information in respect to this issue
  - because if they had any sort of influence, the Council wouldn't be making such stupid decisions especially regarding the rubbish
  - \$20 million spent on wind tunnel, Pratt & Whitney engine
  - spent money on consulting but ignored the result
  - the Square, they should be able to get it done properly, one woman nearly broke her ankle, I don't know what they could with the Square
  - we wanted the Council to come and cut down some trees that were close to the block of flats here and it took them forever to come and rake the tree cuttings away
  - at our local bowling club a house was removed and the land was made into park area, I believed there should have been provision for car parking
- 06...Lack of communication/publicity/information
- not informed enough on what's happening, no information in letterbox
  - could do more, more information on billboard, tell us about cycle lanes, etc.
  - I feel as though there's not enough information or correspondence letting the people of the city know of the changes in the way of mail/letters
  - I just feel they don't advise us about what's being planned
  - you don't hear a lot or read in the paper
  - because their lines of communication are so limited
  - should make a lot more info available, e.g. in newspaper
- 07...Not necessary to have influence/it's run okay/don't get involved
- never had anything much to do with it, I don't go out there to look and see what's happening there
  - I am not really into Council business
  - because we are not meant to, I believe the Council are voted in, what they want, they do
  - people are elected to do a job and should be left to get on and do it, I don't see a need for the public to have a large influence
  - they are voted in to do that, I don't have a problem with that
  - Council are there to make decisions

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- 08...Should be more open/things not made public/closed meetings
- I think most things are decided at Council meetings and the public doesn't have much input in that
  - they make decisions in Council chambers
  - business is all done within the Council doors
  - they have closed door meetings, not open to the public, so when it comes to making decisions public has small influence
  - a lot of decisions and discussion are "in committee", I would like to see more referendum style decisions held yearly on major issues
- 09...Public should have more say/more influence
- with more from the public might be better
  - I'd like to know if we have any real influence, we need to have input but we also need to know that our opinion were heard, people need a sense of control over future events, a way to contribute, people are willing to give if they are given the opportunity
  - the Council should take more notice of the public opinion
  - need public forums, can only influence through local Councillor or written objection
  - this is the first time I feel I've really had a chance to have a say, once every 6 months or so I'd be happy to answer some questions and offer some input
  - they should take heed of what the public say, I feel they often don't
  - I don't think we have enough say
  - Council do take some info from public, could listen more
- 10...Have to battle/group together to influence/apply pressure
- I think that the people who make the loudest noise have the most influence even though they are not the majority
  - they get hijacked by a minority who become the vocal majority
  - pressure groups have more effect than general public, more vocal ones have influence
  - people who make a lot of noise get more notice taken of them, don't listen to the average person
  - I think if enough people jump up and down it does get translated into action
  - knew a friend who tried to stop a centre for released prisoners being set up in the area but took a lot of effort to stop, shows how small an influence he had despite public petitions given to the Council
  - I get the impression that community action groups have to fight really hard
  - it takes a great deal of effort and public support to change those views
  - they only take notice when placed under pressure from protest
  - Council only listen when majority shouting
  - I know there are times when a community group has brought forth their view and it has altered/changed decisions
  - if you are part of a large group you can influence them more
- 11...Only have influence at election time
- not aware of being consulted other than that of electing Councillors and even this is limited with only their small blurb
  - only when election time comes and those Councillors want to be known to the people, but not between elections, promises, promises, promises
  - I don't feel I get much of an opportunity to influence decisions beyond my vote at election time
  - because it's really only at voting time we have influence
  - only have any influence when we vote but very limited influence
  - election time there seems to be notice taken of people but not on issues at other times

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- 12...Particular individuals/groups with money/connections exert more influence
- business community tends to have small influence
  - unless you are a prominent citizen your voice goes unheard, depends on where you live
  - there's a group called ICON and I think they have had some influence, not as much as they would have liked
  - influence by Government decisions more than public
  - Councillors have commitments to policy and to personal backers, they are not exactly "free", you can see why public comment is usually ignored
  - living up the hill, have more say because they have more expensive houses, people get what they want, we have to put up with what we get
  - those that do have input are a small select group, i.e. Councillors and those with greater political awareness than the average citizen
- 13...No evidence of changes/few changes due to public influence
- I haven't been aware of any decisions they have made that have been influenced by the public
  - don't see any results from discussions/consultations
- 14...Cost/money influences decisions more than public opinion
- when trying to get rid of open fires, they have an invested interest in electricity
  - it is all money orientated
- 15...Public apathy
- information via Council not read, discarded, not time to attend or read the information
  - it's not the Council, I find people apathetic, so they don't have enough input
  - not a large number of people who follow issues, don't get involved, time related
  - from reading in last five years, not enough people go to public meetings, perhaps misjudging them, people say that shouldn't be done but it's an open door
  - because the public doesn't go to the meetings, often isn't aware of the meetings
  - I don't think a lot of people take too much interest until it's too late
  - I don't take notice of those things
  - I myself, am not that interested
  - I feel oblivious to what goes on
  - a lot of the public aren't particularly bothered with what the Council does
  - aren't interested, don't have the time really

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### 19...Other reasons

- listening to Dad, he says that
- basically from listening to my boss rant and rave at smoko time
- do go ahead without consulting and then want to blame someone else
- sometimes you get things in the mail asking for public input, something on Latimer Square
- depending on this issue, e.g. estuary, small numbers listened to, other issues, large numbers ignored, some decisions based on emotion rather than common sense
- if they want to pass something real quick they do so after election, we have short memories here in Christchurch
- because the public is not organised enough to oppose the Council over its decisions
- Council seems hell bent to go ahead with Kate Valley dump
- this is the first time I've been consulted by Council with a chance to make comments
- Council should obtain more professional advice from professionals concerned before making final decisions
- I think the committees decide and put it to the Council and I'm sure that lobbying is done so that the decision as they see as the right one is made
- I suppose they listen to things like this survey and they can't listen to everybody, if they managed to do everything that everyone said they would be perfect
- instinct, overview of the whole Council, observation, try to be popular
- don't go with majority, listen to the minority groups
- only through articles in the paper do you see some input from the public
- we can have a referendum but it doesn't mean anything will be done
- the people in the community know the areas that they are involved in, you can't expect everyone on the Council to know everything in every area
- nothing gets done over this side of town, it took twenty years to build up QE2
- depends on issues, Councils are voted in and that's it
- because they can only go a certain distance from public influence, everyone has different ideas, reasons or circumstances
- from what I hear, the Council is often looking at things from a different direction
- unless you attend Council meetings, I don't think you have a chance to participate in decisions
- I don't know how the public can effectively communicate with the Council, it cannot be solved by voting in different people

### 20...Don't know/just my impression

**Q33b Things that makes it difficult for them to take part in leisure activities that are important to them, in their free time..**

- 01...Activity costs too much/can't afford it
- cost of leisure activities
  - lack of money
  - money, I'd like to play golf
  - some things are too costly e.g. golf fees
  - because I am on a low income
  - money, cost
  - the cost for e.g. the Pioneer Leisure Centre
  - costs, especially swimming, etc.
  - cost of petrol, four wheel driving
  - cost of fishing licence, too expensive
  - increase in charges at Pioneer complex for aquarobics
- 02...Activity too far away/don't have transport/can't get to it easily
- bus transport to various venues can be difficult, still a bit of a walk from Orbiter
  - because I can't get to places, I would like to go to exercises or a gymnasium, I can't get there because I don't have a car
  - no driver's licence, have to rely on buses, buses don't go regularly enough at weekends
  - no car at the moment for transport
  - have not got a car
  - lack of personal transport
  - means of getting to place of activity
  - beaches are quite far away if you haven't got a car
  - transport e.g. bus availability
  - no car, I'm 80 and don't have a licence anymore, I miss that
  - transport to and from activities, do not drive
  - transport, for us on a very low income money has always been an issue and it's the \$2 it may take to get into the city or \$4 to get to the beach, sometimes it's not affordable as that money may be our bread or milk
  - hard to get around without own car
  - relying on public transport
  - transport as don't drive, bus doesn't always fit in with my needs
- 03...Too busy/do other things/can't fit it in/other responsibilities
- three very busy children and sporting husband, they come first
  - looking after kids and cooking for family
  - young children
  - not having enough free time
  - family commitments, work
  - lack of time
  - lack of free time
  - I have young children, not so easy
  - not enough free time, work infiltrating into what should be free time
  - the problem is to get any free time, work and essential household tasks seem to fill every day
  - lack of time, I work full time, have a family and I am involved in a range of activities which are my choice
  - young children and work long hours
  - not a lot of spare time to do these activities
  - lack of free time
  - family commitments
  - trying to fit all the things I want to do into the time available
  - everyone works very long hours and have very little time

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04...Not at a convenient time

- sometimes, because of my shiftwork things aren't on, e.g. concerts when I have time off
- the closing time of the Botanical Gardens, it should be extended later to allow evening walks
- hours, difficult, I'm on shift work, often have to sleep during day
- opening hours of pools
- the opening hours of things aren't right, pool opening hours don't suit people who work all day, wouldn't mind going later in the day if they were open
- some closing hours too short, usually closed after normal working hours e.g. library or swimming pools
- the activities I see are during the day

05...No facilities exist

- not enough classes in the suburbs
- lack of a decent launching ramp at Lyttelton Harbour
- don't have aqua jogging at Wharenui, not deep enough
- we like to go yachting in Lyttelton harbour but we now have no mooring in Christchurch due to the loss of moorings in the marina storm therefore we are denied that leisure activity
- I am from a Croatian background and there are only a few Croatians in Christchurch, would be nice to have clubs, etc.
- not good harbour moorings for pleasure boats
- not enough paved footpaths for prams along the rivers so I can't enjoy the river when walking with the kids beside the river
- launching facilities for pleasure boats at Lyttelton, inadequate
- we like to go fishing and you can't go fishing off the wharves at Lyttelton and there are very few places to fish
- lots of clubs, e.g. touch but coaching not available to all, only to elite, coaching should be available for everyone who wants to play
- need some theme parks, more indoor cricket facilities

06...Poor health/physically cannot participate/sports injury

- I have a bad knee so I am waiting for a knee replacement operation, my condition prevents me from doing a lot of things I used to do such as walking and swimming
- I've had both ankles broken, I'm restricted in what I can do, how far I can walk and restricted in playing sports
- because of my arthritis
- bad back and arthritis
- my health and disability, I had polio and rheumatic fever years ago and it has had an effect on me, I use a stick to walk about
- my health sometimes
- very poor eyesight
- health issues
- waiting for new shoulder joint replacement
- can't play league any more due to health
- sickness
- deafness
- can't dance as have bad legs and bad heart, also can't walk
- health issues

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### 07...Lack of parking

- parking
- parking at Hagley Park for netball
- cannot get close to where I want to be
- parking in some locations
- parking around the Arts Centre on Saturdays
- difficulty in finding parking
- disabled parking is not always available, around the Square is a problem
- the lack of long term parking around the city centre is too restrictive especially at weekends
- parking on the weekends around Hagley Park
- there is a lack of parking at Hagley Park
- find it difficult to park in town
- lack of parking in the city streets
- parking problem e.g. meters, Centennial Pool, limited parking, Hagley Park and Waltham Pool, netball, etc.

### 08...The weather

- getting into the water at Lyttelton in a southerly, tidal effect of estuary on sports
- sometimes the weather
- cold in Winter
- the weather, I do a lot of outdoor activity so if weather is bad, I won't go
- local swimming pool, only a Summer venue, it can't be used in the Winter

### 09...Awareness that they exist/are happening

- don't know where all these activities are, need more publishing of what they are and where
- not always knowing they are on
- want to join netball team, they don't advertise so don't know how to contact
- awareness that they are happening
- do not know where e.g. would like to play badminton
- sometimes miss out due to lack of publicity about events in the city, hear about them afterwards

### 10...Access problems/access for disabled

- I'm pushing a wheelchair so access is difficult, getting access to areas where you can unload a wheelchair is difficult
- access to properties, country areas
- they could enforce disabled car parks, better access to swimming pools
- improve the access to the diving pool at QEII from the entrance, generally the flow of people in that building is poor
- no access to swimming pools close to home
- some of the tracks are closed off with no access

### 11...Arranging childcare

- childcare
- childcare issues
- lack of affordable childcare
- arranging childcare
- lack of childcare

19...Others

- hard to study in the library, too much noise in there, kids
- but nothing the Council can help me with
- I shifted across town when my husband died, I tried to join a club but I didn't feel that I belonged to this new group so I've dropped out of that
- sometimes just too tired
- being lazy
- constant staff change at Pioneer complex, of people taking Aquarobics classes
- language problem
- language barrier
- language barrier, as an immigrant it is hard to join clubs as we feel we are not good enough to speak English with Kiwis
- the river conditions, weed and pollution is very bad making it difficult to fish or swim
- the estuary stinking, not fit for swimming
- I like fishing but don't feel safe doing it by myself at Waimakariri River
- too many competing activities, what one do I go on?
- traffic jams, Summertime events
- traffic congestion around events, New Brighton fireworks, congestion, won't go again
- the smog
- I broke my bike, I would like to get another bike
- sometimes the tracks for the mountain bikes are busy at weekends so I won't go
- traffic, four wheel drives
- being a walker, a bit wary about going for a walk by myself in the evening
- not feeling safe walking for pleasure/exercise during the darker months of Winter
- cycling unsafe
- cycling can be unpleasant in heavy traffic
- as a total immersion Maori teacher, I have to take children about the city on trips and they must speak Maori but people like bus drivers insist you speak English, we feel isolated at the Museum, no-one speaks Maori there
- too many people around swimming pools, Pioneer and Centennial, overcrowded
- swimming for older people, more space
- QEII overbooked/over used
- can't take dogs everywhere on the beach
- restricted by dog laws and restrictions regarding places that dogs are allowed
- Jellie Park needs upgrading and then more people would go there
- I don't have any
- lack of toilets
- walk a lot, footpaths are not good, roots of trees coming through, overhanging trees, branches
- too dark now in the mornings to go for a walk
- I race boats and need permission to be on the water e.g. in some places we're not allowed to do more than 5 knots at Lake Hood and estuary, although, can't get on there now, I don't think, because of the laws
- too many restrictions on motorbikes e.g. areas we're allowed to go off road



**Q36 Main reason for visiting a Council library over the last 12 months...**

- 01 ... To borrow or return books
- 02 ... To borrow or return records, cassettes, CDs and videos
- 03 ... To get information
- 04 ... To browse and read
- 05 ... To study
- 06 ... To bring the children
- 07 ... Used the Internet terminals
- 08 ... Because I enjoy the quiet and the atmosphere
- 09 ... Attended a library programme or event
  - to view photographic exhibition
  - have stories read for children
  - I belong to the Book Club at the Brighton Library
- 10 ... Just to have a look
  - were visiting Brighton so went to see the library there
  - to have a look at New Brighton to see how it looks
  - to look at the New Brighton Library
- 11 ... To pay rates
  - to pay the rates
  - pay rates
  - to pay rates
- 19 ... Other reason
  - accompanied a friend who went for books
  - I run Women's Health courses at libraries around town
  - to pay library fines
  - owed money for books
  - to fill in time
  - visit Police Station (social) in Fendalton Library
  - deliveries for work
  - as part of my job, take handicapped people there

Q38 Main reason for having not visited a public library in the last 12 months...

- 01 ... Too busy doing other things
- 02 ... Don't read books
- 03 ... Use other type of library, e.g. at work, school, Polytech or University
- 04 ... Buy my own books or magazines
- 05 ... The libraries are not conveniently located/they are too hard to get to
- 06 ... Don't know
- 07 ... Don't need to/books from other sources
  - I have no need to
  - daughter buys a huge number of books and I read them
  - I didn't need to
  - belong to a private book club
  - I exchange a lot of books with friends
  - no need at present to use facilities
- 19 ... Another reason
  - bad eyesight
  - poor eyesight
  - use the Internet to find information
  - I have looked up things on the Internet for research
  - social phobia
  - I am not a member, I should join
  - I applied for a card and they lost my application. What a joke. I haven't applied again because of this
  - I owe fines
  - laziness on my part
  - unable to get out and about much because of health
  - because of my health, it just takes too long to get there
  - I've never thought about it to be quite truthful. I'm not very good at visiting anything these days
  - don't get Greymouth Star newspaper. They used to get it at Bishopdale
  - recently come out of hospital

**Q42b Other problems in their local neighbourhood over the last 12 months..**

01...Overgrown trees/trees, planting that are a problem

- the trees down Thorrington Road are not being pruned regularly resulting in not being able to pass them
- unco-operative neighbours who would not top their trees, this problem gets worse as trees grown and block the view
- neighbour's trees
- neighbour's trees, overhanging trees, they are very high ones
- bushes and trees obstructing the footpath
- in my opinion there should just be shrubs around Bowie Place, not trees, the trees can block all the sun out of the rooms, especially in Winter

02...Poor standard of work/maintenance/upkeep

- house just off Thorrington Road gets windows broken all the time
- glass on the street, pain in the neck when cycling, don't know how many inner tubes I have gone through in the last year
- large tree by children's library on Main South Road on corner of Countdown car park blown its leaves down right-of-way on other side of road and creates a mess and around bus stop
- tenants from neighbouring rental property leaving housing rubbish to build up, lack of care of the property results in hazards to pedestrians, it devalues the area
- leaf sucker needs to come around more often
- last year Council were very slow in cleaning Autumn leaves from footpaths, side streets, Thorrington Street, Woodbridge, etc.
- the Council not mowing the grass verge as regularly as they should

03...Problems with parking/parked vehicles

- Council truck illegally parking on the eastern terrace riverbank and never getting a ticket, all hours, nights and weekends
- parking in this street is awful, they have only allowed it on one side
- Mitre 10 parking on the residential street, their staff had been doing it so I organised a petition and stopped it
- on street parking, reasonably narrow roads in area, large vehicles and even cars, if you've got opposite parking, if there is oncoming traffic, no way can you get four cars across
- parking in this street, Makora Street with large boat attached to vehicle, street is very windy, many bends, this makes it dangerous
- tourist buses that come in here, that park in the street, Shanaway Close
- parking places marked on a "no parking" street, parking around the College of Education causes congestion
- people parking or double parking in your driveway when they pick up kids from school, Pinaster Street
- trying to get out of our drive before and after school because of parents parking over our driveway, inconsideration, Windsor School

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### 04...Roading/traffic problem/proposed roading changes

- congestion of traffic on a warm day
- upgrading of Blenheim Road, needs to be done
- no left turning into Ponruddick Rise from Cashmere Road
- the road, it has a steep camber and is not easy to exit a car when parked, the car door scrapes on the road
- increase of large trucks on Springs Road
- starting work on the roads with a jack hammer at 8am on a Saturday morning, it's too early to be working on the weekends
- you couldn't see to come out of your driveway to get into the main stream of traffic, wanted Council to put in a vision mirror and speed humps but they wouldn't do it
- the corner of Scruttons and Laing Crescent is a "Give Way", no-one gives way, it needs judder bars, we always approach it cautiously
- especially on hot day the traffic is horrendous, everyone comes around Sumner
- gets very dusty from big trucks going past on Briggs Road, it's aggravating, I get asthma and it makes it uncomfortable
- the amount of traffic down this road, there should be road humps
- heavy traffic shakes this building, there are cracks in the ceiling, it's not heavy traffic as much as tourist buses, I've had to have the whole ceiling re-plastered
- increase in traffic by a home business nearby, traffic hazard caused by the roundabout
- the traffic is increasing, getting heavier, it's difficult to back your car out, Heaton Street
- lack of visibility of traffic on bridge linking Waimea Terrace and Centaurus Road
- lack of speed bumps to slow down hoons, etc.
- I wonder about speed humps, there should be more on River Road to Swanns Road, they seem to come off North Avon Road into River Road
- speed limit signs/indicators needed on Curletts Road coming from overbridge off Blenheim Road
- the lack of cycle lanes
- roadworks starting at 5am, resealing roads, Harewood Road

### 05...Cats are a problem

- there are a lot of stray cats in this neighbourhood, hate seeing them not looked after and suffering and that
- cats, too many cats around destroying gardens, peeing in the garden and then scratching the gladiolis or whatever
- cats are a big nuisance, they make a mess and very noisy on heat, quite a lot of cats
- wandering cats, are there no licences for the number of cats households can have?
- cats, jumping into my garden, digging, going to the toilet
- roaming cats getting into rubbish bags
- untold cats on private property and paths
- cats that rip open rubbish bags
- the laws applying to dogs should also be applied to cats, there are far too many, they trespass all the time, the effect on our birdlife is huge

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### 06...Flooding/drainage problems/blocked gutters

- flooding in the gutters, grating gets blocked with leaves, the deciduous trees a problem, Council should plant evergreens
- drainage of gutters, they don't clear it, when it rains it gets blocked
- really bad flooding at the Heathcote River, drainage couldn't cope with the deluge, after heavy rain
- flooding in Waimea Terrace, fairly big problem when it happens
- guttering on Riverview Street
- blocked gutters
- problems with gutters in Glamis Place, Cashmere, water just stays in gutter, sometimes water runs down gutter as if it is an outlet from a stormwater drain
- last year Council were very slow in cleaning Autumn leaves from gutters
- flooding from Heathcote River, overflowing the road
- blocked drains, Wales - Ensign Street, Halswell

### 07...Behaviour of kids, teenagers, students, youth

- one day a large group of youths in the street
- it can be noisy on out street, maybe caused by young people on the street at night
- students from "The Bush" are a problem, music going until 2am in the morning, I found a couple copulating on our front lawn once
- youth not involved with church next door congregate in the church grounds, phoned Police, did not seem very interested, throwing green walnuts and water bombs at passing traffic, done me no harm
- sometimes problems when the high schools break up with hooning and grouping on the footpaths, kids yelling and bullying
- groups of kids, one says they are "bloods", one called "westside", so they are just picking on anyone
- young teenagers, general behaviour throughout the night, making fires on front lawn and throwing things at my window
- gangs of children from the age of 9 through to 16, up to 20 years, roaring around, one of our homestays was stopped and offered dope, he ran home scared
- sometimes people swearing and smashing bottles at night time
- built a skateboard bowl down the road, not safe, unruly teenagers around and it can get quite nasty
- big boys attacking and fighting with high school kids
- the young people, we are next to the school, have stones thrown on our roof, our old dog used to bark every night at them, the Police car used to come, they don't catch anyone, we could see the kids hiding up on the roof of the boiler house
- louts climbing over from Clarkes Bus depot, over our fence to short cut, the neighbour has put barbed wired up to try and stop this
- young people walking around drinking alcohol and other things
- drunk teenagers
- teenage street hoons wandering around in the early hours with skateboards, teenagers don't know what to do with themselves in the early hours, liable for anger problems
- racial slurs by local kids at the local school, in the park children being bothered by bigger kids
- teenager across the street steals house numbers and taps off water meters and "no circular" signs from letterboxes
- the teenagers that hang around at the shops on the weekend, Queenspark takeaways, they have nothing else to do
- youth offenders in the area, drunkenness in the streets in New Brighton

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### 08...Problems with neighbours

- a lot of conflict, drinking, gambling in this area, barely a day goes by when I don't hear a verbal altercation, I assume it's because of low socio-economic circumstances in this area
- just a ruckus out on our street, I had to call Police in middle of night, abusive people out there and making a huge noise
- petanque court problem in neighbouring streets, heated discussion and arguments among residents, gained lots of media attention for a few days
- debacle about petanque court in area, caused a lot of division and discussion among residents in neighbouring streets
- residents wanting to stop people making a park out of local area, petanque court
- neighbouring property dumps rubbish in bin by bus shelter, it is always full, they might not like to buy bags because they're expensive

### 09...Barking dogs

- neighbours who never walk their dogs, they bark whenever anyone walks past, they are very annoying
- barking, bloody dogs
- next door neighbour's dog barks a lot at night
- barking dog next door
- noisy, bloody dogs, I want the dog laws tightened, prohibit all dogs into the country areas, failing that only allow smaller, docile dogs in town
- there is a local dog that barks after midnight
- occasionally barking dogs
- dog barking over the road on a regular basis, have to keep a record of how often barks for Dog Control
- dogs barking constantly at 3am and not being able to do anything because I don't know where it is coming from, Dog Control need an address or they won't come out
- barking dogs, day and night
- dogs barking, too long a complaints procedure with the Council to have anything done about it
- barking dogs, all day, regularly, nearby
- noisy dogs
- two chihuahua dogs in neighbourhood continually barking, Dog patrol says we have to keep a record of how often it happens, not home all day to do this
- dogs turned out at night, yak all the time

### 10...Dogs fouling/other dog nuisance

- doggy doos not being picked up
- dog poo
- dog droppings everywhere
- dogs tearing into rubbish bags
- people not removing the droppings from their dogs
- doggy doos on footpath

### 11...Smoke from backyard fires

- burning of plastics on domestic fires

### 12...Other smells

- smelly compost heap
- smell from the sewage ponds
- sewage smells, gases emitting from sewers

### 13...Burglar or car alarms

- alarm, house next door seems to have alarm that is always going off
- car alarm going off several times during night, early morning

19...Others

- supermarket trolley left on property
- rats coming up from river, my daughter cycles along Ernley Clark Reserve and often sees rats along the ground, sometimes the rats are a long way from the river
- rat infestation coming up from Heathcote River, Thorrington Road, this is due to native planting, big problem rats
- people feeding seagulls, encouraging in area, makes huge mess
- litter in the river opposite, not enough rubbish bins along the river bank
- rubbish in the rivers
- recent fires and lack of communication between residents, fire service and Police, we were kept out of the loop, people were stopped from visiting us because we were ready to evacuate, we were not informed
- the fire risk concerns us, the rural fire officer is very ineffective in my opinion
- too much street lighting
- horses tend to walk down the street and leave their mess behind, needs to be cleaned up
- people dumping cars on roadside
- lot of empty car carcasses on side of road near here left for up to a couple of weeks, new one every week, doesn't look very good, nasty like no-one cares about it
- cyclists using footpaths in a dangerous manner
- a bar got held up with a shotgun and a pistol
- weekend visitors wanting to use house facilities e.g. toilets, makes me somewhat insecure and afraid, by refusing I fear victimisation, Council should provide a toilet as in Sumner
- Council notified residents up right-of-way that a water pipe was leaking, needed to be fixed, Council hadn't checked, made an assumption, driveway almost dug up, caused a lot of anguish resulting from Water Engineer's slackness
- road signage to locate Upper Sumner Vale Drive and the house numbers, incorrect signage at Lower Sumner Vale Drive
- smoke tower of the fire station
- Police are here every day, if they didn't have the gangs there wouldn't be Police
- skateboarders in front of property thus a need for a skateboard park
- rubbish left on beach especially after a busy day, it does not present a good image of the local area, this reinforces more dirty habits
- inconvenience due to changing power poles, people banging on your door on weekend mornings to ask you to move your car
- loudspeaker announcements and commentary from Addington raceway, horse and greyhound racing and monster trucks
- area situated on old dump, possible problem for future
- heard loud explosion on street from car, sounds like a bomb, done deliberately
- attempt to subvert the Resource Management Act by an application by a florist to change it to a café
- people have already tried to break into the new Community Centre
- break in and stuff stolen from the local school
- the crèche next door, people are always trying to get in
- people dumping rubbish bags on Jones Road and in the water race along Humphreys Road
- local wildlife can make a real mess on houses and cars

**Q45b Reasons why respondents feel that increasing diversity is making Christchurch a better place to live..**

01...Variety of foods/restaurants/different cuisine

- variety of foods, etc.
- new cuisine
- the many different Asian shops, restaurants have given us a variety of foods
- diversity of food, restaurants
- it brought a lot of different restaurants around
- expanded restaurants, more variety, more choice
- greater diversity has added to our choices when it comes to things like eating out
- there's more variety of foods you can get
- places to eat have increased, being influenced by influx of different cultures
- you can go and have Thai food
- bring their culture here e.g. Indian food
- I enjoy the variety of ethnic restaurants, got to have a curry
- availability of other cultural facilities e.g. Indian food, there are 27 Indian food shops now, I enjoy Indian food
- the other week we got to try a Kurdish coffee and sugar which is totally different and I wouldn't have got to try it if they weren't here
- a wider range of wining and dining opportunities
- 15 years ago the only food you could get was pizzas, now there's all sorts, Thai, Indian, etc.

02...Makes Christchurch more interesting/fun/vibrant/colourful

- the more multi-cultural a place is, the more interesting it is
- cosmopolitan and different cultures make it more interesting
- more interesting, no longer dreary
- it's fun
- just becomes more interesting to live here
- more interesting, adds colour to the place
- gives a bit of life to the place
- makes the city a much more interesting place to live in, more colour, more life
- the vibrancy makes it more interesting
- they make the city a more interesting place
- it makes for a more interesting, exciting and more vibrant city
- it's become exciting and different
- puts a bit of spice into the community
- different cultures makes the city more exciting
- diversity makes it a far more interesting place to live
- diverse cultures makes the city more interesting
- adds colour to community



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- 03...Like cultural diversity/mix of cultures
- we enjoy cultural diversity and the things it brings
  - people who do not experience the variety of humanity quickly forget there is such a variety and that this variety is a cultural and social delight
  - need the mix of different people with different cultures
  - the influx of Asians gives the culture diversity, we need that cultural input, I think it's mostly an excellent thing
  - good to know about different cultures and countries
  - I think we've got a lovely city and the more variety of people you can bring in the better you can make it
  - like diversity and ethnic blending
  - a range of different cultures is good, not necessarily for ourselves but for everybody else
  - enjoy diversity
  - appreciation of cultural diversity
  - I like seeing diversity
  - it's good to have diversity
  - new cultures bring a welcome diversity
  - I believe in having different cultures and races
  - I enjoy other cultures
  - having lived overseas I'm used to it, I like having people of other cultures around, makes you more culturally aware
  - cultural diversity brings a richness to our city
  - better to be diverse, makes city a better place with mixture of cultures
  - it's good having this mixture of people come to New Zealand
  - diversity brings a richer, more satisfying structure to the fibre of our society
  - good to have a variety of people
  - I think diversity is a very good thing, they bring a wealth of culture that can enrich ours
  - there are other people in the world, I like having the diversity of faces, it's time to accept that New Zealand will become a different New Zealand
  - the increase in diversity of cultures adds value to the city
- 04...Leads to greater understanding/tolerance
- I like the wide range because it leads to a greater understanding between cultures
  - better understanding of other cultures
  - better understanding of each other
  - it brings about a more tolerant attitude
  - I think it is going to force New Zealanders to become more tolerant of other races
  - it teaches us tolerance, makes a better understanding of countries overseas which are a distance from us
  - it's good for other people's tolerance
  - diversity is good for tolerance
  - the more we encourage that the better understanding we will have
  - I think diversification is a way for people to become more tolerant of other cultures
  - as more people from different backgrounds meet each other, I'd like to think that it would make Christchurch people more understanding of each other
  - it creates a better understanding of other peoples cultures
  - hopefully people will tolerate people, understand people in their different ways
  - good to understand different cultures and lifestyles

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- 05...Can learn about different cultures/learn from each other
- we can learn from each other
  - learn from other people about their lives
  - everybody learns everybody else's culture
  - broadens knowledge of people
  - you get to learn about other people's cultures and they get to learn ours
  - I think we can learn from people from other cultures
  - makes us learn about other cultures
  - it makes us better people because we are learning about different cultures, customs overall
  - we all can learn from each other and who can say our society is best
  - learn about all cultures, makes us all better people
  - it's nice to learn about other people's cultures and to learn about them, their life and culture
  - provides opportunity for people to learn about different cultures
  - Christchurch is basically a racist city, could learn a great deal from different cultures, better for city, done a lot for city
  - by learning about how other people live, you often become more aware of your own culture
  - I think that student homestays have been very helpful in allowing local people to have Asian students in their homes and to learn first hand about someone from another culture
- 06...Good for children to learn cultural diversity
- I think it is good for the children to learn about different cultures
  - like my children to mix with children from other cultures
  - I think it's brilliant for the children, they are able to grow with much more positive attitudes, my son attended a school where there were 53 nationalities represented, it was a brilliant place to be, little children don't know nationality
  - my children have made wonderful friends among children from all over the world
  - a chance for children to mix with different cultures
  - cultural diversity, good for children to learn that
  - increases my children's awareness to other cultures
  - it's good for our children to grow up with people from a different variety of backgrounds
  - being a teacher I notice it is a great environment for children to grow up in
  - there are different cultural things that are brought into the schools, activities, etc. like "culture" days at school, learning about different cultures
  - it's been such a benefit for our children

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- 07...Opens our minds/broadens our outlook
- we have been insular for far too long
  - more real reflection of the world
  - diversity makes us less sheltered
  - stops us from being narrow-minded and opens us up to the world more
  - broadens outlook on life
  - forces people to open their minds, to differences, in spite of the teething pains
  - diversity will challenge some of long standing Cantabrian values
  - become less narrow in outlook
  - it widens people's horizons, it exposes New Zealand to the rest of the world
  - promotes an open mind
  - gives us a glimpse of outside cultures and brings the world to us, stops us being too isolated
  - improves, broadens our outlook
  - the different range of cultures we have to open our eyes to, we have Japanese and Chinese students
  - otherwise it is too sheltered a society, it's too insular
  - opens up our eyes to other countries as we are so insular
  - opens and broadens our outlook, lets people know there is a whole world out there
  - diversity is always good for without it we can be very narrow, views on other races without any information, if not in the community, nothing to base an opinion on
  - makes you more broad minded
  - hopefully it makes people think outside their own little worlds
  - it opens people's eyes to other ways of doing things
  - opening the citizens up to other cultures, stops people having an inward look at life
  - it broadens your outlook on the ways of the world, very insulated Cantabrians get to see and experience other cultures
  - our attitudes have changed as we were very conservative once, it broadens one's understanding of the world
  - you gain from having people from other cultures around you, it broadens your horizons, makes you more aware
  - broadens our mind when we meet other people from different countries
- 08...Brings new/different ideas/views into city
- it enables us to share a far better range of experiences
  - different views
  - their different lifestyles makes it a better place to live in
  - it gives new ideas in every way, sometimes they come up with a better way of doing something
  - we can use their ideas and abilities to make our city better
  - other cultures bring in other values of living
  - it's nice to see different things
  - different ideas into the city
  - they bring in different ideas
  - we need their cultures and different points of view
  - diverse cultures provides a wider range of experiences
  - makes you aware of different lifestyle choices
  - different viewpoints in the city
  - different experiences and perspectives
  - new ideas and experiences
  - the immigrants bring some good ideas
  - different ideas on recreation comes from different cultures

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- 09...Learn to live with each other/more accepting of different people
- we should be able to live in harmony, peace
  - it brings more acceptance into the world if there are lots of different people in society
  - the world has become small and one has to live with people from all over the world
  - it teaches people that they have to live with each other
  - it helps us learn to get on
  - enjoy living in harmony
  - I think the world's getting smaller and smaller, we all have to learn to live together
  - we should all live as one
  - makes people more accepting of each other and take more notice of each other
  - people learn to live with other people who have different religion, ideas and bringing up
  - it makes us better people by accepting other people's differences
  - it's important for people to live with different people and understand them
  - good to learn to live with people from other countries
- 10...Enjoy meeting new people/making new friends/getting to know them
- I've had dealings with Japanese people and they're very nice, friendly, courteous, very inquisitive, if everybody's friendly like them it will be a better place to live
  - I enjoy working with them
  - like to be friends with different nationalities
  - good to meet other people and enjoy meeting new people
  - enjoy meeting people from other places, interesting getting to know them and quite friendly as don't have friends and family so out to meet others
  - nice meeting people of different cultures
  - we get to meet new people, to socialise with them
  - we have Somalis in this area, I think we should get to know them
  - nice to know others from different cultures
  - opportunity to meet people from different cultures
  - we've enjoyed meeting these people
  - enjoy meeting new people from different backgrounds especially in my church
- 11...Good for the economy/more prosperous community/business opportunities
- increase our environment, moneywise
  - lift the economy
  - more money in city
  - because of the money they bring in e.g. students and overseas photo shoots for clothing, the Asians do their photo shoots here because we can have all seasons and all scenery in one week
  - have a larger population here which can support more economic activities
  - it's great for me as a landlord, more prospective tenants
  - business, like Asians, teach them English and music
  - helps the economy
  - brings the city into the real world in terms of commerce, network for trade, international network
  - carefully controlled can add investment to city
  - as a retailer, need more people in Christchurch, not going to be able to produce them ourselves, creates business
  - brings more money into country

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- 12...Cultural entertainment/music/activities/art, etc.
- multi-cultural days in the city
  - there's a Greek family next door and their music is interesting
  - we're subjected to a more diverse range of cultural experience including entertainment
  - I like that they bring their cultural activities
  - interesting things to do and see, cultural festivals
  - it provides us with different opportunities within the city i.e. cultural fairs
  - you can see different cultures participating in different activities, their own activities, their own cultural activities as in ethnic groups having their own special days of celebration
  - I like the different festivals we have in town, they are put on by other cultures
  - music
- 13...Variety in clothing/dress styles
- different clothing
  - it means you get variety in clothing
  - every culture has its dress styles
  - clothes
- 14...Chance for a better lifestyle in a good environment
- giving people who have just come out of another country a chance
  - we have the space to share with more people
  - it is a good environment
  - we don't have any racism
  - because we are a free country, not as racist as other countries, everybody has a right to a better life and feel free from harm
  - people come here to live for a better lifestyle
  - a lot of these people have come here for reasons of asylum and New Zealand has played a positive role in the past and we should continue to do so
  - important for them to live in a safe, socialistic country, New Zealand is one of the best places to live, I have lived in other countries, we have it good here, we should welcome other people to share our beautiful city
  - I came to New Zealand from Scotland because I wanted a better place to live
  - it is a lovely nice, clean city, it's very safe for people in Christchurch, we should share the city with others
  - it's a much better place to live, it's quiet
  - plenty here to share
- 15...A need to retain your own culture
- as long as although they keep their culture they intermingle as well
  - I think it is important to be able to have your own culture regardless of where you are from
  - they need to accept our culture too
  - we want to retain our own culture
- 16...More job opportunities/diversity of jobs
- more job opportunities
  - English language schools provide work, home income opportunities
  - there will be more work opportunities because there will be more consumers
  - opens up the doors for different job opportunities

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### 17...Immigrants make good citizens

- Dutch immigrants, hardworking
- friends at church have been immigrants, fitted in well
- many of the Asian people are very well educated, that helps us, Asians are good role models for Maori
- spent years living in Asia, find Asian people, in general, very polite and aware of world around them
- we've got a lot of Asian people in our street, they are very polite and have never caused any problem at all
- bring in new skills
- good citizens mostly
- most of them are good workers, they are very keen to fit in and contribute to what's happening
- we have two Asian families in the street, they live quietly and they seem to fit in
- employment expertise rises because people are bringing new skills
- they are no problem, no smoking, no drugs, their conduct is good, they are quiet people, not talkative, they respect each other, in all good things, not bad things
- they have good work ethics

### 18...Better, but specified concerns that need to be addressed

- if the Asians were more sociable, speak our own language it would make Christchurch a better place, however, there are far too many Asians coming into Christchurch who do not speak the language
- there needs to be more support available for people of different cultures to prevent backlash e.g. Asian English schools, the kids hang around but because of their culture they seem rude, but it's their culture, we need to be more educated from both sides
- diversity is good as long as they are working, no benefits
- they bring a lot of their own culture here, sometimes good, sometimes bad, I believe that if one particular ethnic group becomes too dominant, people begin to feel very uncomfortable and resentful
- ideally it should make it a better place but in reality it doesn't seem to make much different, I feel there is still racial feelings that cause conflict
- I personally feel apprehensive about Muslims, women shrouded, they are quiet, often very well educated
- I would like to see a multi-cultural society but I'm a bit concerned about crime e.g. Asian type crimes, Triad type crimes
- some of the adults, especially women should make some effort to learn English
- must be a limit though, we must not let the numbers become too great
- hard to share differences when there's a language barrier
- need extra funding for schools which have a lot of immigrant children, New Zealand children sometimes miss out, too much time spent with immigrants
- look at control of numbers being allowed to enter city, country
- except that many Muslim people expect to inflict their way of life in neighbourhoods which in some cases is detrimental
- we need an active programme to incorporate people from many cultures into the mainstream of city life
- some people, immigrants, can be arrogant and this starts bad attitudes, racism and so it goes on
- have reservations that the special characteristics of Christchurch be maintained, have to grow their culture and not merely transplant it here
- too many come from China, makes a problem, don't obey traffic regulations
- when we get masses of Asian tourists flooding out of buses it can be a bit irritating

Code 18 continued on next page

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18...Better, but specified concerns need to be addressed (continued)

- puts a test on City's social services, they tend to have different social standards and get into more trouble than Kiwis, a lot break up their marriages
- there are language problems, many people need help to become better communicators
- but we don't want to be crowded out by strangers
- you don't want to see the city slip into ghettos of ethnic groups
- also brings problems
- cultures don't really mix in
- there could be a potential problem if they remain isolated because of language or cultural barriers, all groups have to be proactive in forming relationships
- but we don't want little enclaves that don't associate with the rest of us
- we need to be aware of the need to incorporate these people into our city life
- as long as services are there to support migrants and to integrate them into society, make them feel at home

29...Others

- it's where I come from so I feel more at ease when everyone is a minority
- they enrich people's lives as long as it is balanced, there needs to be some inter-reaction and networking between the cultures to bring a balance in relationship as well as economically
- I think it's good even though I'm Maori, now feel lost in the crowd, I don't stand out like I used to
- it's the way of the world, people are moving around
- believe whole lifestyle is in pride and belonging
- makes Christchurch more civilised than it used to be
- inter marriages keep people happy
- encourages people to travel the world, see friends overseas
- more benefits than disadvantages
- because I'm here
- I don't feel threatened by other nationalities choosing to live here
- it might help create a little bit of world harmony
- when all different ones came here, everything at a standstill before they came, now in the last 10 to 15 years everything has picked up, now able to compete with anywhere else in world and doing quite well at it
- provides local test bed for issues affecting the whole world

30...Don't know

**Q45b Reasons why respondents feel that increasing diversity is making Christchurch a worse place to live..**

- 01...Increase in crime/gangs
- perception of gang related activities, negatives
  - the gang problem is bad with young teenage Chinese
  - too many Asian and other gangs
  - Asians around the streets at night, getting into gangs
  - more crime, bad Asians who are dealing in drugs
  - Asians, violence, crime, things weren't so bad until they came
  - you see a lot more Chinese and Asians in the paper for crimes
  - try to pick fights, steal
  - there are Chinese gangs and that can cause problems, some of the youngsters seem wild, gambling and violence, seems to be problem behaviour
  - they (Somalians) are the cause of most of the burglaries, everyone else is okay
- 02...Creates unemployment/take our jobs
- I think that we lose jobs to some of them
- 03...Inability to communicate/speak English
- communication difficulties in business
  - (Asians), they talk in their own language, are they talking about you?
  - got a problem with a few, they speak in their own language
  - totally agree with Winston Peters, no English, should go back
  - I can't communicate with them, need to know the English language before they come
  - basically because of language problems, it would be easier if they all spoke English, people isolate themselves by speaking in their native tongue in public, it causes friction
  - immigrants have too little English speaking vocabulary
  - going to a shop an Asian owns and they don't understand what the hell you are talking about
  - they need to learn English before they come here, many of the women can't speak English, can't communicate with them
  - need to get more people to speak English
  - work in a shop, they can't speak English, used to work in a factory, similar problem, especially Asians
  - not communicating well with others who live here
  - they should be speaking English or at least learning it to become better citizens
  - if they could speak English it would alleviate 90% of the problems
  - find it uncomfortable when I have to speak to someone who doesn't speak English
  - number of people not able to speak English
  - you shouldn't be allowed in this country if you can't speak English
- 04...Causes racial disharmony/racial tension
- everywhere we go we see Asians and Somalians and it causes racism
  - tensions and problems in the future even though it's cosy now, when the cultures are so different, people's nature, hot-headed
  - world experience shows people with very different backgrounds tend to cause trouble when they are living together
  - there are many races of people who remain separated from the community and from each other and then there seems to be conflict between them
  - with my students, the problems they come in with are racial, quite a large community of Somalians and our students have run-ins with them
  - it can cause tension
  - they bring diversity which is good but they also bring conflict
  - (they don't try to fit in with the New Zealand culture) and that tends to breed racism which is not a good thing
  - because there are clashes of culture and beliefs and it causes conflict



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- 05...Lack of integration into New Zealand society/don't mix
- they come out here and stick to their own culture
  - don't go New Zealand way, they do not change their ways to live like we do and yet they are very protected
  - we have some pretty foul Somalians around here who don't mix, they're not interested in assimilating at all
  - they have their own cultural differences causing a split in society, they should adjust to our lifestyle more
  - they need to adjust to our culture
  - new residents need to adjust to the lifestyle of the country they live in
  - these ethnic groups will not intermingle, they are trying to create their own culture in this country, they have different standards, not assimilating
  - would like to see a policy of integration, if people come to live in a country they should be encouraged to integrate
  - a lot of cultures don't understand our ways, frustrating
  - difficulties with their integration into society
  - the Asians seem to lack understanding of our way of life
  - there seems to be too many of one culture settling in one area and that is not good
  - they do not fit into our way of life very well
  - when you bring in cultural diversity they stick together and tend to take over the neighbourhood and don't blend in
  - many of the new immigrants, refugees, have no concept of how to live as a New Zealander, shouldn't be here if they don't want to live as a New Zealander
  - the bulk of them don't integrate with local people
  - people don't mix, making it a worse place to be
  - I don't think they mix very well with New Zealanders
  - if they bring in different cultures they should fit into our society instead of us fitting in their society, if they come to New Zealand they should adjust and fit in
  - some cultures have integrated well, other cultures in recent times show no sign of integrating
  - lack of assimilation, they need to be encouraged to assimilate more
  - because they don't mix with our way of life, they come to live here without mixing in with our culture
  - people are not easily assimilated into the community, it may take 2-3 generations, there are agencies trying to help people become assimilated with limited success
  - all live in same areas, not mixing with wider community
  - a lot of the migrants still do not integrate into the New Zealand society preferring to stick to their own groups
  - they do not integrate and mix with anybody other than themselves
  - they tend to stay in their own groups which makes you wary of them
  - these people should assimilate into the community and not isolate themselves
  - Asians don't mix in, they keep to their own nationality
  - when these people come to New Zealand they need to "do as the Romans do", they need to adopt our customs
  - they don't live like we live
  - they don't mix in with the community
  - don't like the immigrants going to only one area e.g. Avonhead, Asians
  - the cultures don't integrate in a lot of cases
  - the Asians are not integrating into the general population
  - don't make an effort to integrate, especially Asians

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### 06...Poor driving skills

- Asians are terrible drivers
- erratic drivers
- the driving habits of the Asians are shocking
- these people are usually bad drivers
- it's too easy for them to get driving licences without a proper knowledge of our language
- affected by the driving of people from different countries, they should have to go for driving licences
- a lot of them, Asians, don't know the road rules, makes the roads unsafe
- have no licence or false licence
- driving by people from different countries is appalling, making Christchurch now a worse place to live
- their driving is shocking, they don't know the road rules
- their driving is bad
- the young Asians not being competent on our roads while driving
- standard of driving by other cultures is shocking
- the young Asian kids can't drive properly and cause a lot of accidents
- from the driving perspective, a lot of the drivers from different countries can't drive well at all, they don't know where they are going and don't know the rules, I find this infuriating
- Asians are having problems driving on city streets
- driving, especially young Asians, have little respect

### 07...Arrogant/disrespectful/ill mannered people

- they (Asians) are rude and arrogant, think they own the place
- they are just arrogant
- Asians are so arrogant, walk over top of you, think they know everything
- they are pushy and don't wait in lines, they push in and spit everywhere
- they (Somalians) are quite arrogant
- we need to keep our culture and get them to respect it, they need to be told how to behave
- they are arrogant, etc., I feel threatened by them, they have no respect in general, Asians have a lot to learn
- Asians spitting on the footpaths, they are an ignorant race
- they have an awful habit of spitting on the footpath
- I think a lot of people find the Asians rude and arrogant
- a lot of ignorance, arrogance and rudeness in the area I work, there are a lot of Asians there, they push you off the footpath
- creates a bad feeling when shopping, etc., rude manners
- take, monopolise seats on buses, libraries and are very rude, won't give up their seats for elderly people
- not fond of some countries, spit on the ground
- Asian students seem too rude, no respect for residents
- the Asians tend to be very pushy, we share our driveway with young Asians, they have dominated the driveway, they park in the driveway, blocking it, lots of friends visiting

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08...Too many Asian immigrants

- I'm Cambodian but I'm concerned about all the Chinese people who are here, we're in danger of having too many Chinese here
- too many Asians, overtaking others
- too many bloody Asians, we're not happy about the amount of Asians
- there are too many Asians
- they are too many Asian people, they are not a good element
- when you go into town you can hardly get along for Asian people sometimes, if too many of them come in we're going to lose our identity
- more Asian, especially in the Riccarton area
- perhaps too many Asians
- get rid of Asians
- too many here, Asians and Chinese
- too many Asians coming here, a few is alright but we are getting overrun with them in Christchurch
- I think particularly there are a lot of Asian people coming in, it's changed the image of Christchurch, it's brought a lot of its own problems
- Asians are here in big numbers

09...Use our welfare/education systems, etc./strain our social services

- over taxes facilities available
- it's all very well them coming here for education but who is paying for it?
- I think it has a huge impact on our education system, people from another culture dumped here e.g. foreign students
- putting pressure on schools, they use tactics by moving into an area to get child into school and then leaving area once child is enrolled
- a lot of people think by putting them into our schooling system they are getting preferential treatment to our own children
- a lot of people come over here and bludge, to on the dole
- they (Asians) get free school, don't pay tax but get free education
- they come here and get everything, like housing and New Zealanders can't get the same
- pay for their housing and get them jobs, why can't that be done for Kiwis? - they can give money to setting up immigrants but don't fund the health system
- disproportionate time spent on foreign students so other New Zealand students get less attention and worse education
- they are going to be unemployed, they are mostly women and children, they are a drain on the state, Asians work but the rest don't, don't need refugees as they just live off the state

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- 10...Too many foreigners/too many different cultures
- too many immigrants with different lifestyles
  - lot of diverse cultures can't get along together
  - there are too many different ethnic groups
  - too many people coming from overseas
  - feel that we have been inundated with all these people which we haven't got the resources to deal with, we haven't yet learnt to deal with the serious problems these cultures bring with them
  - I think they should put a stop to it
  - too many different cultures, people not getting on well
  - too many diverse cultures come here and don't know what to do with themselves
  - Christchurch does not have a big population, need to control immigration, it's a short term now, it will be a long term problem if it continues
  - so many immigrants in Christchurch you feel like where I am, on buses, sometimes I'm the only Kiwi on it, seem to be everywhere
  - too many immigrants, I think they should cut immigration back quite a bit
  - too many different immigrants to our country, bring their different problems, not so much an issue now but will be more and more, we have enough problems of our own, we shouldn't have to shoulder their problems too
  - need to be more realistic about how many they let in the city and spread them out into the countryside too
- 11...Immigrants not helped enough/no follow-up/no understanding
- there needs to be more resources
  - Council should provide jobs, housing, etc., give them an adequate lifestyle
- 12...Taking us over/taking over our shops, real estate, etc.
- I feel like we have been over-run
  - mainly because they seem to take over
  - they seem to be taking over
  - it seems as though they are overtaking the country and city
  - I wouldn't want to see heaps more Asians taking over the city
  - all restaurants except one run by Asians
  - every shop you go into there's an Asian or foreigner behind the counter, never a Kiwi
  - I feel the town is being taken over by foreigners, I'm a dyed in the wool New Zealander and I feel New Zealand is not mine any more
  - I feel they are taking over, they are often lovely people but when there are too many of them, they change the lifestyle in a way we can't control
  - refugees taking over, everywhere now, houses with twenty plus people, taking over town and country
  - we can learn from other cultures but I don't want it to overrun us Kiwis, Maori and pakeha, they could swamp us, we don't want them to over ride us
  - I feel we're being taken over
- 13...Allowing the wrong kind of people in
- I wish they'd bring more Europeans in
  - bring in more educated people and also people who will fit into our community, have some values and ethics
  - there should be more screening of immigrants, should pass a general health check before coming in
  - because they don't pick out the right people, they just take all refugees and don't really question them enough
  - showed friendliness but it depends on the type that come in

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- 14...Don't contribute to our economy/don't put much back
- it has not improved our city
  - do not create employment opportunity for non-Asians
  - I don't feel, that in general, they're not giving back to the community
  - they (Asians) don't contribute to growth of country
  - what do foreign students add to city?...not too much at all
- 15...Christchurch is becoming overcrowded/overpopulated/roads congested
- too many people, more cars
  - all the immigrants, make the roads more congested
  - leading to over population
  - increase the population of the city and makes it more crowded
  - it's becoming more crowded so it means more traffic, the city is too taxed with numbers
  - losing our space
- 16...Buy their way in/bring large amounts of money
- I feel they can more or less buy their citizenship with money
  - people bring large amounts of money and buy property and increase prices
  - it would be nice to know young Asians work in order to be able to afford their flash cars
  - because we have increasing numbers of young Asians with too much money, fast cars
  - cost of housing because of Asians with plenty of money driving up prices
  - they think they are special as they pay for their schooling
  - Asians seem to have more money and faster cars than Kiwi kids, it shouldn't be a problem but our kids feel this is unattainable and in their face, they throw money around
  - I think they're only temporary here, they're here to learn English, their parents can afford to send them here, I suppose it's cheaper to come here
- 17...Don't look after their homes/property
- people don't know how to maintain their properties
  - Somalis, high grass, untidy gardens
  - their standard of housing is low and brings down the value of surrounding properties
  - throw rubbish in their backyard, some only, if they kept tidy homes I would be happier
- 18...Congregate in public places/are intimidating
- increasing number of non-skilled people just hanging around in the central city
  - the English language schools in town, they all crowd together on the streets and get in the way on the footpaths
  - a bit intimidating when they are in groups, around the bus depot and the Square
  - Asians hanging out on the streets in many places

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### 19...Others

- some cultures don't like dealing with female professionals
- chanting tape goes over and over again, especially on a Friday and is so loud
- I do not like how they bring in all their family
- different cultures, different work ethics
- (the Asians seem to lack understanding of our way of life), it's making people here slightly more aggressive, push to get what you want
- the religions could be dangerous, non-Christians, it's a Christian country
- I think the mosque should not have been built
- a lot of them, Asians, don't know the rules, everyday rules
- Somalians put one hundred in one flat
- parking is taken up at Varsity by Asian students who all have cars they bring over
- overseas students are beginning to cause social problems
- Islanders have a lackadaisical attitude to everything, they make it a harder place to live
- just slightly, I have reservations, I think it is a matter of balance, it is good to have some diversity but just keep an eye on it
- generally not ratepayers and causing ratepayers additional cost to handle influx

### 20...Don't know

**Q47c Reasons why they don't use public transport, or don't use it more often..**

- 01...Have own car/prefer to use own car
- because I've got a car
  - we just use our car
  - have a car
  - I can drive to local malls in suburbs
  - I take the car to work
  - when I want to go anywhere I just get in and go in my own private transport
  - I have a reliable car
  - have own drivers licence and own car
  - I have a car and travel everywhere by car
  - got a car, prefer to use it
  - went to school on a bus until had a drivers licence and now use a car
- 02...Car is more convenient than public transport
- I take my car because usually it is more convenient
  - not convenient enough
  - convenience of my own car
  - too used to the convenience of using my car
  - I find my own vehicle much more convenient
  - the car is more convenient
  - is convenient for my needs
  - public transport is inconvenient
- 03...Car gives me independence/freedom
- enjoy freedom of own transport
  - like my independence
  - just independent
  - I like the freedom to come and go as I please
  - freedom to go where I like
  - I prefer the freedom of the car
- 04...More flexibility by car/easier to go where and when I want
- I am moving from place to place
  - can hop in and go where I want and when I want
  - car is easier to use
  - flexibility of car
  - I can go where I want when it suits me
  - easier to use own car
  - buses take you to only one place, in the car we can go from place to place
  - can go when and wherever I like
  - much easier to get in own car, get to point of place
  - I like the flexibility of having a car

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- 05...Quicker by car/public transport time consuming
- the car is quicker
  - faster in a car
  - places we go to and move around is better and quicker by car
  - it takes less time, my car is quicker
  - always in a hurry to get to a place
  - I go to Burnside, Woolston and it would take me all day, the time frame is the main thing
  - it would take too long to get to work
  - I save a lot of time by travelling by car
  - haven't got enough time, takes too long
  - vehicle is quicker timewise
  - generally I'm challenged by time, more of a convenience for me not to use it
  - it would be more time consuming to get where I wanted
  - it takes me three hours to get to work
  - if I tried to get to work on public transport I wouldn't get there on time
- 06...Car better with baby/children
- I have a car and two children, loading a pram onto a bus is difficult, the bus drivers don't get out to help you, got to get two kids on the bus, be polite and pay
  - normally because I am carting kids around
  - car is easier to use for the children
  - prams prove to be a mission on a bus
  - it's more convenient to get in the car, especially with kids, you end up carrying loads of stuff
  - my running around is picking up and dropping off children
  - car is easier with a young baby
  - easier to use car for children, less hassle
- 07...Prefer to walk
- prefer to walk
  - I like walking
  - walk to work
  - I am within walking distance to work
  - walk to Barrington
  - can walk easily
  - can walk to mall, schools are close
  - during the day I walk a lot, walk to malls, etc.
  - walk if I can
  - shops only a five minute walk
  - walk every where I want to go
  - I live close to work and walk
- 08...Prefer to cycle
- cycling covers where I need to go
  - got a bike, it's easier
  - cycle lanes make it easier to get around and it keeps me fit
  - I ride by bike to work
  - 95% of my travel is on bike
  - I do a lot of cycling
  - I cycle to keep fit
  - use my bike to go most places
  - when it's fine I cycle to work
- 09...Use taxis
- I prefer taxis
  - I use taxis
  - I use taxis, I get a concession, I only pay half
  - use taxi in weekends if needed
  - for work I get taxi fare paid, so why should I use the bus?



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- 10...No public transport near us/live in a rural area/too far out
- bus stops are too far away
  - no local service
  - I am a long way from the bus stop
  - there is no public transport here
  - there is no bus service from our area
  - from here to a bus stop is one and a half kilometres, can't push the wheelchair that far
  - I have to drive three kilometres to the bus, so I just keep driving
  - there is no bus this far out
- 11...Work unsociable hours/shiftworker/no public transport at those times
- I work evening and early morning about 1am or 2am
  - because it wouldn't get me to work, I start at 6am at the end of Johns Road
  - my job is odd hours, public transport not available at time required
  - I'm a shiftworker
  - public transport not there, shift work, sometimes very early mornings
  - do shift work and work different hours to buses
  - shift worker, timetable does not suit
  - I work odd hours
  - the hours I work are not suitable for public transport, I work shifts in one job and buses don't run
  - my work hours don't allow me to use a bus, I start at 4.30am and finish at 1pm
  - my starting times at work, nurse, don't usually suit the transport system
- 12...Health reasons/mobility reasons/age reasons
- have bad legs
  - I have a bad back
  - I am disabled, the buses stop and start too quickly for me, I'm not prepared to risk having a broken arm or hip
  - just can't get around like I used to, I'm not mobile like I used to be
  - I wouldn't like to get my walker on public transport
  - not suitable for me because of a back injury, the movement of the bus jiggles too much so it makes travelling unpleasant
  - using bus is difficult due to poor health
  - I have trouble getting on and off the buses
  - I have an artificial leg which makes it difficult to get on and off buses
- 13...Have to catch 2 or more buses to get across town to where I want
- two buses to get to work
  - it would take two buses to get to work
  - you have to go into the city and then out again
  - most of my journeys are across town, it would involve more than one bus system
  - I would have to take three buses
  - I need two buses to get to work so would get there late
  - I would have to travel into town and then out to Edgeware
  - I live in Woolston, drop my son in Somerfield and I work in Beckenham, it would mean three buses
  - I would have to change buses to get there
- 14...Inconvenient timetables/don't run at the times I want/too irregular
- the timetables don't fit in with where I want to be
  - connections on buses not right
  - don't offer a wide enough range of services
  - they stop too early in the evening, if you want to go to Harewood, you can't get a bus home, not frequent enough, one per hour not enough
  - the buses don't go when I need them to get to the University
  - too big a gap between buses where I live
  - having to conform to bus timetables doesn't always suit me

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- 15...Routes not convenient/don't go where I want to go
- my car takes me where I want to go, e.g. outskirts, and the bus does not take me there
  - I use a car because I work mainly in the country
  - it doesn't go where I want to go when I go there
  - it's not going where I want to go
  - the places I visit are not on the bus route
  - not direct routes to your destination
  - work out at airport, no direct public transport in that direction
  - no bus route where I need to go, from Halswell Junction Road to central Riccarton
  - the routes don't suit my requirements
- 16...Taken places by my family instead of using public transport
- my husband takes me where I want to go, he is my chauffeur
  - whenever I want to go out my son's partner takes me in the car
  - my daughter takes me wherever I need to go
  - because of my condition my family call and take me in the car
- 17...Have a work vehicle provided/need to use my car for work
- I also have a company vehicle
  - company vehicle, free car, free petrol
  - my occupation, need access to car to see people during the day
  - I've got to go out during the day at work and it's not very feasible to go out to see clients without a car
  - as a builder I need to carry all my tools around to jobs and it would be farcical to try and use public transport
  - I have a work vehicle, public transport would be a nightmare for work
  - for work purposes I need a car, I need to transport equipment
  - I'm self employed and have a company vehicle
  - have a business car provided
  - need car for work as move from place to place
  - because I need to carry tools for my work
  - all of my work is out in the country, nature of my job, vets assistant, I have to carry equipment in my vehicle
  - I need the car to carry things for my work
- 18...Don't like waiting at bus stops
- you have to wait too long for a bus
  - I don't like waiting
  - frustrated waiting for bus
  - bit of a waste of time waiting for a bus
  - not having to wait for buses
  - I do not like to wait
  - not having the time to sit and wait
  - don't have to wait around for buses
  - too much hassle waiting at a bus stop with three little children
  - don't like having to wait
  - it takes too long to wait for a bus
  - waiting for a bus is a real pain
  - I don't like waiting for buses
- 19...Don't need to use public transport
- I don't have a reason to use it
  - haven't needed to
  - no need to
  - not had a need to use the bus service
  - no need for bus at all, my shopping is local
  - I don't need to, work near home
  - Christchurch is mainly flat, you don't need public transport
  - I don't really go anywhere where I need public transport
  - I don't need a bus, everything is close to my home
  - have no need, facilities are very close
  - no need, shops are so handy

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- 20...Don't go to town/don't go out
- don't really need to go into town
  - don't shop in town
  - I don't go to the city
  - don't go out often
  - I never need to go into town
  - don't go to town very much
- 21...Lazy/can't be bothered/a habit to use the car
- I am basically lazy
  - habit getting into car
  - laziness
  - can't be bothered with buses
  - we tend to use the car because it is a habit
  - lazy, buses are frequent but just use car anyway
- 22...Cost of public transport
- costwise, my diesel would be cheaper, it costs \$20 a week to get the bus to work, it is less than \$20 a week for diesel
  - car costs less than public transport would
  - it's too dear
  - cost and fares are rising
  - company pays for fuel so more economical to use car
  - excessive cost
  - the price could get quite expensive
  - it's a lot cheaper by the end of the year to use my car
- 23...Don't like public transport/choose not to use
- I detest public transport
  - I don't like buses
  - I hate buses
  - don't like public transport
- 24...Car better for carrying stuff/shopping, etc.
- we need to take our car for the groceries
  - if I am going somewhere on the weekend I take a mountain bike or jet ski and it would be impractical to try and use public transport
  - prefer to use car for shopping
  - usually take my sister shopping, more convenient to take the shopping home for her
  - have to transport boxes home
  - I need to collect supermarket shopping when I go out
  - when I shop I like to have the car so I can dump things in it so I don't have to carry them
- 25...Carpool/share the car/get lifts from other people
- get a ride with someone else
  - I don't have to use it, I travel with friends
  - I ring people up for lifts if I have to
  - people usually take me
  - rely completely on other people to get things for me
  - I can get rides with people
  - tend to carpool
  - I've got a good neighbour, if I want to go anywhere he'll take me
  - have friends who give me rides

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- 26...Lack of knowledge of routes, timetables, costs, etc.
- haven't bothered to suss it all out
  - I don't know where they go
  - I have a lack of information on the services as I have not used them for a long time
  - I guess if I was a wee bit better informed I could use it on weekends, need better publicised timetables
  - lack of awareness of routes, times, it is not made publicly aware of enough
- 27...Car park provided/car parking no issue so use car
- have own park in town
  - I have parking
  - I have a car park at work
  - I'm able to park at work, virtually on the premises
- 28...Unpleasant experience to use public transport
- I get bus sick with all the winding routes
  - I don't like bussing, it's a pain and they aren't very clean, they have graffiti in them and I wouldn't want to travel on them
  - can pick up diseases like nits and germs, last time I was on a bus a man, retarded, dropped his pants, I was disgusted as I had my kids there too
  - who wants to sit on a cramped up bus?
  - don't enjoy the ride, drive fast and stop quickly
  - bus drivers are arrogant
  - buses are too crowded
  - when the school kids are on, they won't give you their seat
  - too crowded, no luggage room, easy place to catch a cold in Winter
  - the last time I took a bus it was crowded and the driver threw a tantrum because the people were ringing the bell too much so we all got off
  - too many young kids on the bus and they cram it all up
  - the buses are too full on return trips from the city
- 29...Only use on odd occasions, e.g. car broken down, specific outings, etc.
- depends where you are going in the city, easier to bus into the city rather than the car
  - I used public transport because my car was being serviced
  - if the car had problems I would use the public buses
  - only catch a bus for long out of walking distance travel
  - I only use public transport to travel into the city for social reasons when I leave the car at home
  - I use the bus to take my son to town sometimes, he loves a bus ride
  - I only use it when the car is not available
  - on weekends we walk into the city centre and maybe take the bus home from there
  - use the bus to get to work if my husband can't take me
  - I use public transport when I have been drinking and I leave my car in town
  - use public transport when the car is being serviced
  - we use the Orbiter for fun
- 30...Safety concerns
- because bus conductors are usually quiet, shy Pacific Islanders and don't turn around and tell them to shut up e.g. bolshie, smart-ass teenagers, makes me feel unsafe on a bus, uncomfortable
  - the places I visit, especially at night, I choose to take the car for safety's sake, at night safety issue is getting from bus stop to home
  - feel unsafe
  - using my car is safer
  - it's much safer in car or taxi

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39...Other reasons

- I take my dog with me in the car, buses do not allow dogs
- have a dog, dogs are not allowed on buses
- own two dogs, can't take them on public transport
- can't take pets
- they don't take dogs
- if I am going somewhere on the weekend, I take my dog
- buses are never on time
- unreliable
- mostly running late
- use a mobile scooter
- no bus stops on the hill
- sometimes don't stop as they are too full in mornings
- it's not available to me in a useful way
- need more bus stops with shelters
- free bus pass for over sixties or people with kids and people who can't afford to go out
- no toilets on buses
- it's just not cool to take the bus, bus transport seems to have a stigma attached to it, I mean, I see the bus as something people use if they don't drive or have a car

40...Don't know/no reply

**Q52 Main things done in leisure time...**

- 01 ... Taking part in sports or other physical activity (including walking, swimming etc.) with a club, team or organised group
- 02 ... Taking part in sports or other physical activity individually or with an informal group (including walking, swimming, etc.)
- 03 ... Gardening
- 04 ... Socialising with friends in cafés, bars etc
- 05 ... Shopping or window shopping
- 06 ... Attending theatre, concerts or going to see films
- 07 ... Creative activity such as arts, crafts, music
- 08 ... Surfing the net
- 09 ... Reading
- 10 ... Watching TV/videos
- 11 ... Church or religious activities
- 12 ... Voluntary or unpaid community work
- 13 ... Attending community education/evening classes
- 14 ... Family or child-focused activities
- 15 ... Home entertaining
- 16 ... Club/Group membership
- 17 ... Home renovation/home handyman
  - pottering about in "the shed"
  - fix and mend things, potter around in shed
  - I have an interest in home renovation - I have a property I am renovating
  - building alterations
- 29 ... Others
  - farming
  - relaxing, sitting in peace and quiet
  - study
  - radio controlled gliders
  - sleeping
  - taking bus journeys around the city, especially through Hagley Park
  - walk the dog
  - walking dog (non-biting)
  - distance/CB radio
  - library, searching for information
  - restoration of engineer's heritage
  - computer games
  - using my computer and learning to use it better
- 30 ... No reply