## 5. 1999 ANNUAL SURVEY OF RESIDENTS – PLANNING, DEVELOPMENT AND ENVIRONMENTAL MATTERS

RR 10428

| **Officer responsible**<br>Environmental Policy and Planning Manager | **Author**<br>Corinne Macintyre<br>Senior Planner (Information & Monitoring) |
|---|---|
| Corporate Plan Output: City Monitoring | |

The latest Annual Survey of Residents was conducted between 20 March and 18 April 1999. It included the usual series of questions relating to how well the Council is meeting the needs and expectations of Christchurch residents and also supplementary questions pertaining to a range of different issues.

The purpose of this report is to provide Committee Members with an overview of findings from the 1999 Annual Survey of Residents relating specifically to planning, development and environmental issues.

### GENERAL ATTITUDE TO LIVING IN CHRISTCHURCH

The latest Annual Survey of Residents shows that overall Christchurch residents continue to be satisfied with Christchurch as a place to live, work and spend spare time. In 1999, 93 percent of survey respondents indicated that they were *satisfied or very satisfied* with the City and only 2 percent indicated any level of dissatisfaction.

### KEY ENVIRONMENTAL ISSUES IN CHRISTCHURCH

Respondents were asked to choose (from a list of environmental issues) three areas which were most important to them. Long term supply of clean drinking water was the most frequently identified issue. Not surprisingly, air quality was the second main issue followed by sewage, traffic and the loss of natural areas and habitats.

It is interesting to note that a recent survey carried out by Canterbury Dialogues on quality of life in Canterbury also identified air quality, and transportation as the main issues affecting quality of life in the region. Issues associated with water also rated relatively highly.

| **Table 1. Most Important Environmental Issues 1999** | | | |
|---|---|---|---|
| | Number of Reponses | Percent of Responses | Percent of Respondents |
| Long term supply of clean drinking water | 481 | 21.5 | 63.4 |
| Air quality | 337 | 15.1 | 44.4 |
| Treating and disposing of sewage from Christchurch | 250 | 11.2 | 32.9 |
| Increasing traffic around the City | 193 | 8.6 | 25.4 |
| Losing natural areas and habitats | 133 | 5.9 | 17.5 |
| The quality of streams and waterways | 120 | 5.4 | 15.8 |
| Enough parks/playgrounds/recreation areas | 116 | 5.2 | 15.3 |
| The overall appearance of the City | 107 | 4.8 | 14.1 |
| Historic buildings | 102 | 4.6 | 13.4 |
| The City's beaches | 81 | 3.6 | 10.7 |
| The City expanding onto the Port Hills | 78 | 3.5 | 10.3 |
| Future landfills for refuse from Christchurch | 63 | 2.8 | 8.3 |
| Putting several houses on same section | 58 | 2.6 | 7.6 |
| The City expanding into rural land | 48 | 2.1 | 6.3 |
| Reducing importance of the City Centre | 30 | 1.3 | 4.0 |
| More big suburban shopping centres | 24 | 1.1 | 3.2 |
| More people living closer together | 18 | 0.8 | 2.4 |
| Total | 2239 | 100.0 | |
| **Total Respondents** | **759** | | |

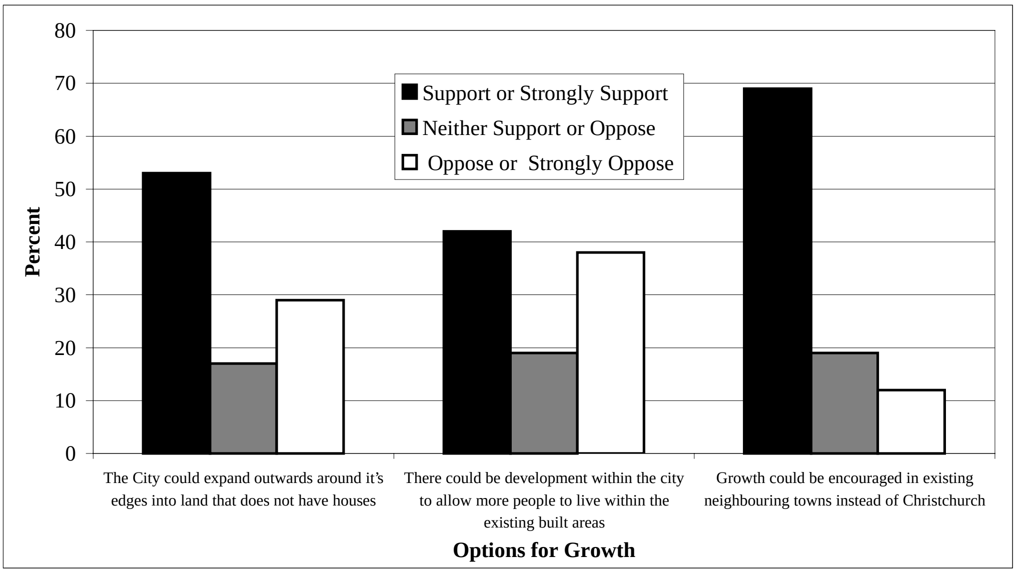
(Covers all respondents)

**OPTIONS FOR FUTURE URBAN GROWTH**

The latest survey asked whether respondents support various options to find space for the 30,000 extra people expected to be living in the City by 2016. There was strong support for both the encouragement of growth in existing neighbouring towns and outward expansion. Respondents were fairly equally divided in relation to the options for further development within the existing city boundaries (Figure 1).

Of those who supported the option for growth within the Christchurch, most (57%) preferred this to be evenly spread across the City, while 26% wanted growth concentrated in the City Centre (Table 2).

**Figure 1. Support for future Urban Growth Options 1999**




| **Table 2. Options for Development within the City 1999** | |
|---|---|
| | Percent |
| Spread as evenly as possible across the whole City | 57.2 |
| Concentrated in the City Centre | 26.3 |
| Concentrated in some other part of the City | 15.6 |
| Don't know/no opinion | 0.9 |
| Total | 100.0 |

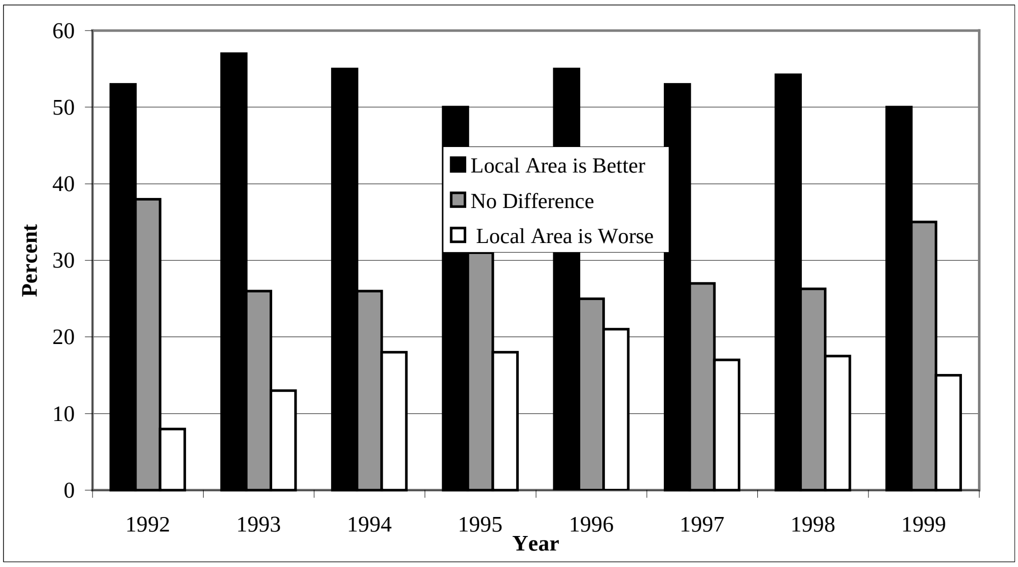
(Covers all respondents who supported or strongly supported development within the City)

**CHANGES IN CHRISTCHURCH**

## Local Developments

Fifty-four per cent of respondents were aware of new residential building, alterations, extensions or developments in their **local area** during the past 12 months. Of this group, 50% felt the changes had made their area *better* or *much better* compared to 15% who thought changes had made their area *worse* or *much worse*. A growing proportion of respondents (35%) indicated that the changes had made *no difference.* Figure 2 outlines the trend in approval and disapproval ratings between 1992 and 1999.

**Figure 2. Views on Local Developments**




(Covers all respondents who were aware of local developments)

The majority of those who were aware of **local** developments approved of what had been built (79%). although 17% felt there were examples of developments in their area that should not have been allowed. Their criticisms related to the following:

- Badly designed development
- Design not appropriate to area
- Specific developments
- Small section sizes
- Building height
- Proximity to boundary
- Housing density
- Loss of gardens/trees
- Inappropriate infill housing
- Lack of consultation with neighbours (re building)
- Subdivision on hillsides
- Removal of character homes
- Other

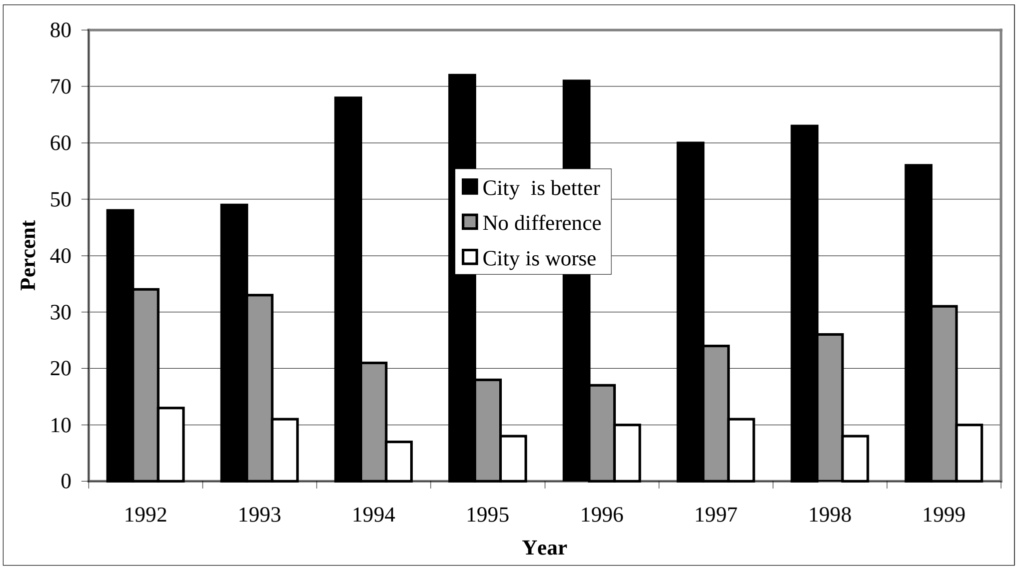
(see Annual Survey of Residents Part 3 Q69).

**City-wide Developments**

Most respondents (56%) thought that new developments **throughout the city** during the last year (1999) had made Christchurch a *better* or *much better* place to live. Only 10% believed new developments had made living in the City *worse* or *much worse*.

The level of approval declined in 1999, however, this has been partially offset by an increase in those who believe that new development has made no difference to the City (Figure 3).

**Figure 3. View on Development Throughout the City**




(Covers all respondents)

## Location of Shops

Respondents were asked whether there had been any improvement in the location of shops during the year. Most believed the location of shops was now *more or much more convenient* (40%) or that it was unchanged (54%). Only 6% indicated that shops had become less convenient.

Respondents who believed that shops were more convenient cited the improvement or upgrading of shopping malls, the handy location of shops, the number of shops and malls and access to parking as the main reasons why shops had become more convenient (see Annual Survey of Residents Part 3 Q71b).

**THE CITY CENTRAL**

## Visits to the Central City

Nearly all respondents (96%) had visited the Central City (ie between Bealey Avenue, Fitzgerald Avenue, Moorhouse Avenue and Hagley Park) at some time during the last year for non-work purposes. The frequency of non-work visits to the City Centre was also high with 57% visiting *once a week or more* and a further 27% visiting *once a month or more*.

Nearly two thirds of respondents (65%) were *satisfied* or *very satisfied* with the range of things to do in the Central City during the last 12 months. Only 11% expressed any level of dissatisfaction with the range of opportunities available.

## City Council Involvement

Just over a third of respondents (34%) believe the Council is doing enough to encourage people to spend more of their spare time in the Central City compared to 41% in 1996. However, a relatively large group (58%) thought the Council should be doing *more* or a *lot more*. Many in this group identified parking problems and lack of entertainment in the Central City as major areas of concern (see Annual Survey of Residents Part 3 Q40b).

## Central City Parking

Respondents who travelled to the Central City for work purposes by car were asked about ease of parking in the central city. Responses to this question were evenly split with 40% of respondents finding parking *easy or very easy* on work trips and the same proportion finding it *hard or very hard*.

**TRANSPORT**

## Ease of Travel

Travelling around the City did not appear to create problems for most respondents. Overall, 65% of cyclists found it *easy* or *very easy* to travel around Christchurch by bicycle. Travelling by car was considered *easy* or *very easy* by 57% of respondents (Table 3).

**Table 3. Ease of Travel Around the City 1999 (%)**

| | Travel by Car | Travel by Bicycle |
|---|---|---|
| Very easy | 9 | 23 |
| Easy | 48 | 42 |
| Neither easy or hard | 24 | 21 |
| Hard | 13 | 10 |
| Very hard | 2 | 3 |
| Don't Know | 4 | 1 |
| Total | 100 | 100 |

(Covers all respondents)

## Safety

The 1999 survey showed that many respondents (50%) thought travelling around the City's suburban roads was *safe* or *very safe*. Only 15% thought that suburban roads were a danger to travel on (Table 4).

Sixty per cent of respondents (cyclists and non-cyclists) thought travelling around Christchurch on a bicycle was not a particularly safe activity. In contrast, there was much less concern about pedestrian safety in relation to traffic. Only 11% of respondents thought walking in the City was *dangerous* or *very dangerous* (Table 4).

| **able 4. Perceptions of Safety While Travelling Around the City 1999 %)** | | | |
|---|---|---|---|
| | travelling around suburban roads | Riding a bicycle | Walking in Christchurc h |
| Very Safe | 4 | 2 | 8 |
| Safe | 46 | 15 | 57 |
| Neither Safe of Dangerous | 32 | 19 | 22 |
| Dangerous | 14 | 48 | 10 |
| Very Dangerous | 1 | 12 | 1 |
| Don't Know | 3 | 2 | 2 |
| Total | 100 | 100 | 100 |

(Covers all respondents)

Street lighting did not appear to be of major concern to most respondents. Only 8% of respondents were prevented from going out at night because of lack of street lighting (Table 5). Of those who said they go walking at night, 55% thought that *all* or *most* main roads were lit adequately for pedestrians.

| **Table 5. Street Lighting 1999 (%)** | |
|---|---|
| | Has lack of street lighting prevented respondent from going out at night |
| No | 72 |
| Yes | 8 |
| Don't Know | 1 |
| Don't go walking after dark | 19 |
| Total | 100 |

(Covers all respondents)

**OPEN FIRES**

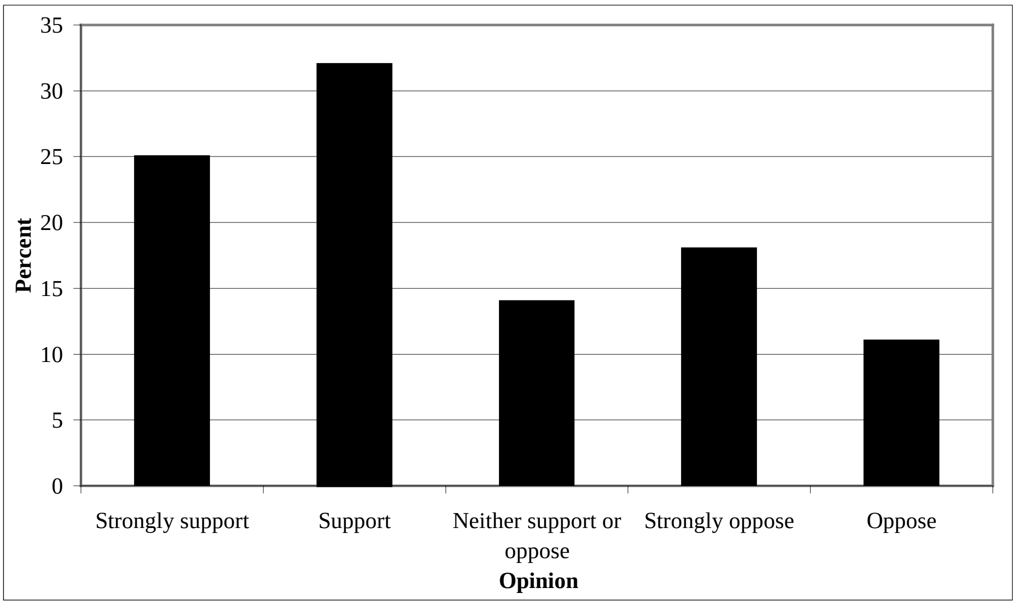
The majority of respondents (57%) supported the City and Regional Council's policy to phase out the use of open fires in City homes. Twenty-nine per cent opposed the policy (Figure 4).

The main reason for opposition was the expensive price of electricity and the perception that other sources contribute to the pollution problem in the City (see Annual Survey of Residents Part 3 Q35b).

Just over half (56%) of respondents believed that the grant Council makes available to householders wishing to install some alternative heating was *about right*. Thirty six per cent suggested that it was *too low* or *much too low*. Only 5% considered the grant was *too high*.

Of the 36% who thought the grant was too low, the most significant reason was that the cost of changing was higher than the grant (see Annual Survey of Residents Part 3 Q36b).

**Figure 4. Level of Support for the City and Regional Council's Policy to Phase Out the Use of Open Fires 1999**




(Covers all respondents)

**NUISANCES**

Overall the proportion of residents who **do not** experience a problem with the following range of potential nuisances has remained relatively constant in recent years. However, the longer-term trend indicates some improvement in the problem of barking and wandering dogs (Table 6).

| Table 6. Respondents Who Did Not Experience Problems With Specified Nuisances (%) | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| **Type of Nuisance** | **1992** | **1993** | **1994** | **1995** | **1996** | **1997** | **1998** | **1999** |
| Barking dogs | 64 | 67 | 67 | 69 | 70 | 71 | 74 | 73 |
| Wandering dogs | 57 | 56 | 66 | 64 | 68 | 69 | 73 | 74 |
| Neighbourhood noise | 79 | 78 | 82 | 78 | 80 | 75 | 76 | 78 |
| Industrial & commercial noise | 90 | 92 | 91 | 90 | 93 | 94 | 91 | 90 |
| Smoke from backyard fires | 83 | 82 | 85 | 86 | 84 | 87 | 89 | 90 |
| Indoor fires | - | - | - | - | - | - | - | 83 |
| Noise from traffic | - | - | 78 | 76 | 75 | 79 | 76 | 79 |

(Covers all respondents)

**RIVERS AND STREAMS**

Respondents were asked whether they had noticed any of the following problems near streams, rivers or open waterways over the last 12 months. Overall, observations of each problem have not changed significantly over recent years, however, rubbish in or near waterways remains comparatively high (Table 7).

| Table 7. Total Observations Near Streams, Rivers or Open Waterways (%) | | | | | | |
|---|---|---|---|---|---|---|
| | | | | | | |
| Flooding | 6 | 5 | 6 | 5 | 4 | 5 |
| Rubbish | 28 | 27 | 28 | 27 | 28 | 30 |
| Bad Smells | 8 | 7 | 7 | 8 | 11 | 9 |
| Pests | 4 | 5 | 4 | 5 | 4 | 6 |
| Dangerous for children | 10 | 8 | 8 | 7 | 8 | 8 |
| No problems noticed | 34 | 35 | 34 | 36 | 37 | 35 |
| Haven’t been near rivers | 9 | 11 | 10 | 10 | 6 | 6 |

(Covers all respondents)

**VISITS TO MAJOR ATTRACTIONS AND FACILITIES**

Table 7 shows that overall there was little variation in the proportion of respondents who visited major attractions and facilities at least once in the past 12 months. The only notable changes were the proportions of respondents visiting Hagley Park or a Major Council Stadium.

**Table 7. Respondents Who Have Visited Major Attractions and Facilities (%)**

| | 1991 | 1992 | 1993 | 1994 | 1995 | 1996 | 1997 | 1998 | 1999 |
|---|---|---|---|---|---|---|---|---|---|
| Botanic Gardens or Mona Vale | 73 | 71 | 67 | 77 | 79 | 77 | 76 | 74 | 76 |
| Hagley Park | 47 | 58 | 52 | 66 | 68 | 67 | 67 | 66 | 73 |
| A Library | 66 | 68 | 66 | 60 | 64 | 65 | 68 | 67 | 71 |
| McDougall Art Gallery | 40 | 42 | 36 | 38 | 36 | 37 | 34 | 34 | 37 |
| The Canterbury Museum | | | | | 49 | 45 | - | 45 | - |
| The City Centre | 95 | 95 | 93 | 92 | 95 | 95 | 94 | 95 | 96 |
| The Civic Offices, Tuam Street | 32 | 36 | 31 | 33 | 35 | 29 | 32 | 30 | |
| A Major Council Stadium | 34 | 36 | 34 | 37 | 34 | 33 | 40 | 40 | 46 |
| Town Hall (any part of complex) | | | | | 64 | - | 58 | - | 56 |
| Parks or Reserves on the Port Hills | | | | 38 | 39 | 36 | 40 | 42 | 44 |
| Large City Sports Parks (other than Hagley park) | | | | 25 | 24 | 26 | 24 | 24 | 25 |
| Other Large Parks like the Groynes or Spencer Park | | | | 50 | 50 | 52 | 48 | 52 | 56 |
| One of the City's beaches | | | | 69 | 69 | 67 | 74 | 81 | 77 |

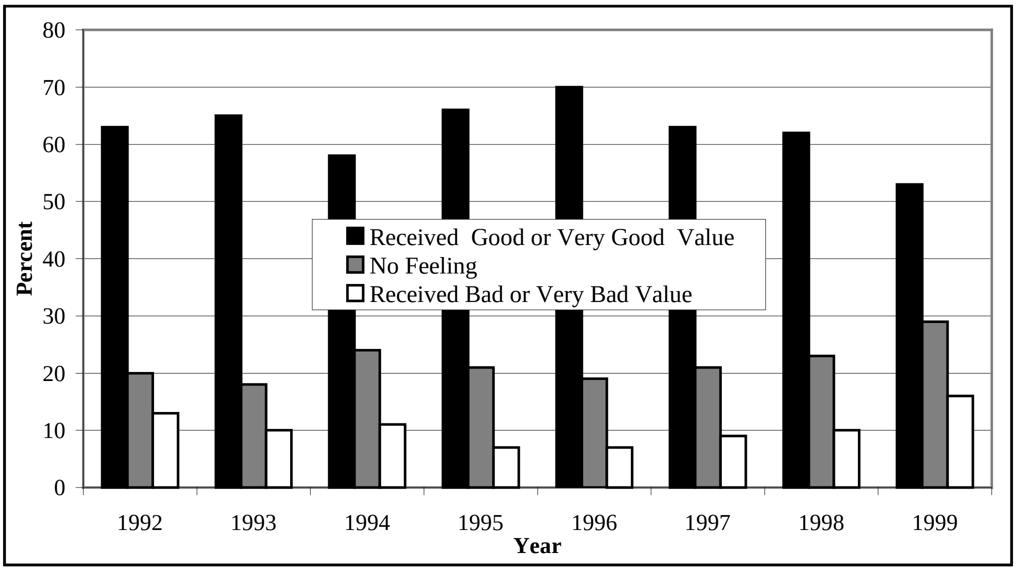
(Covers all respondents)

**MEASURE OF ANNUAL PERFORMANCE**

One of the major reasons for carrying out the Annual Survey of Residents is to provide a statistical basis for comparing the performance of the Council in various areas from year to year. In the environmental, city planning and development field, the Council is only one player. The state of the wider environment of the city is the result of many decisions made by individuals and organisations in both the public and private sectors. Nevertheless, the Council through its own actions and through its regulatory instruments such as the City Plan, can influence the environmental quality of the city.

As part of the Annual Survey of Residents, respondents are asked each year how they feel about the value for money the City as a whole receives from Council spending on overall City and environmental planning. This year, 53% of respondents felt the value for money was *good* or *very good* while only 16% considered the value for money was *bad* or *very bad.* Of the remaining respondents, 29% expressed no feeling and 2% did not know. Figure 5 shows that although approval of Council spending on city and environmental planning has declined in recent years, overall approval remains reasonably high.

**Figure 5. Satisfaction with City Environmental Planning**




(Covers all respondents)

**Chairman's Recommendation:** That the information be received.