

Annual Survey of Residents 2004

Selected Results

The Annual Survey of Residents this year was conducted in March and April 2004.

A total of 770 respondents were interviewed, giving a margin for error of $\pm 3\%$ at the 90% confidence level

Table of Contents

Discussion of Selected Highlights	5	Reasons why respondents feel public has little or no influence	42
Overall Satisfaction with Christchurch		Confidence the Council makes decisions in the best interests of the City	43
Satisfied with Christchurch as a place to live, work, play.	9	Reasons why respondents lack confidence	44
Satisfaction with access to leisure and recreation opportunities...	10	Respondents's views on various statements about the Council	45
Satisfaction with the way the City looks and feels...	11	I would like to have more of a say in what the Council does...	46
Top 12 reasons for satisfaction with look and feel of the City	12	I like to know what the Council is doing it...	47
Top 12 reasons for dissatisfaction with the look and feel of the City	13	I'm not very interested in what the Council does...	48
Value for money for rates spent of various services / whether more or less should be spent on those services		I understand how the council makes decisions	49
Selected services - value for money	14	Voting allows me to influence decisions about my community...	50
Selected services - spend more / spend less	15	Issues that the Council deals with don't really affect me...	51
Time series for selected services		Have Participated in a Council-led Consultation	52
Looking After Roads and Footpaths	16	Consulted on these topics...	53
Making Sure Traffic Moves Smoothly and Safely	17	Respondents who can correctly name their community board...	54
Overall City and Environmental Planning	18	Diverse Population	
Regulating Activities and Investigating Nuisances	19	The diverse nature of Christchurch's population makes Christchurch	55
Sewage Disposal	20	Top 12 reasons why diversity makes Christchurch a worse place to live	56
Refuse Collection and Disposal	21	The City Centre	
Water Supply Services	22	Non-work visits to the city Centre	57
Entertainment and Convention Facilities	23	Main reason for visiting the City Centre (other than work)	58
The Art Gallery	24	Respondents' views about the City Centre	59
Public Libraries	25	Feelings of Safety	
Putting On Events and Festivals	26	Respondents' feelings of safety in various locations (2004)	60
Parks and Playing Fields	27	Time series for selected locations:	
Swimming Pools	28	How safe respondents feel in their homes in the daytime	61
Promoting Sport and Recreation	29	How safe respondents feel in their neighbourhoods in the daytime	62
Getting Tourists to Come to Christchurch	30	How safe respondents feel in the City Centre in the daytime	63
Getting Businesses to Create New Jobs in Christchurch	31	How safe respondents feel in their homes after dark	64
Supporting Voluntary Groups and Organisations	32	How safe respondents feel in their local neighbourhoods after dark	65
The Recycling Programme	33	How safe respondents feel in the City Centre after dark	66
Looking After Waterways, Wetlands and Land Drainage	34	Respondents' suggestions for improving safety in the City Centre	67
Stadiums	35	Libraries	
Promoting and Developing the City Centre	36	Whether respondents have visited a library in the last 12 months	68
Landscaping the City's Streets	37	Main reasons for visiting a library	69
Supporting the Canterbury Museum	38	Satisfaction with borrowing experience... (2004)	70
The Public and the Council		Time series for various aspects of the borrowing experience...	
Satisfaction with the way the Council involves the public	39	Satisfied with Range of Books	71
Reasons why dissatisfied with public involvement	40	How easy it was to find your way around	72
Rating the public's ability to influence council decisions...	41	Waiting time for issue of books...	73

Waiting time for reserved books.	74	Attended Coca Cola Christmas in the Park	104
Helpfulness of staff...	75	Attended the Festival of Flowers and Romance	105
Politeness and courteousness of staff...	76	Attended the Classical Sparks Concert	106
Satisfaction with the information seeking experience (2004)...	77	Attendance at swimming pools	107
Time series for various aspects of the information seeking experience...		Attendance at stadia	108
How easy it was to find information	78		
The quality of the information obtained...	79	Rubbish Collection and Recycling	
How quickly they could get help...	80	Quality of the Black Bag Collection Service	109
Helpfulness of staff	81	Reason for Rating the Service as Bad or Very Bad	110
Politeness and courteousness of staff	82	Quality of the Green Crate Collection Service	111
Overall satisfaction with libraries (2004)...	83	Reason for Rating the Service as Bad or Very Bad	112
Time series for aspects of overall satisfaction...			
Satisfied with library opening hours	84	Public Transport	
Satisfied with library opening days	85	Use of Public Transport	113
Satisfied with library locations...	86	Top 10 Reasons for Not Using Public Transport	114
Parks			
Respondents are satisfied parks are suitable for... (2004)	87	Problems experienced by respondents...	
Time series for suitability of parks for various purposes...		Various problems as experienced by respondents...	115
Suitable for walking or jogging / Suitable for quiet enjoyment	88	Time series for various problems	
Suitable for families / Suitable for picnics	89	Dangerous driving, drink driving, speeding, hoons	116
Suitable for casual games / Suitable for enjoying natural areas...	90	Risk from traffic for pedestrians or cyclists	117
Suitable for enjoying flowers / Suitable for children's play	91	Graffiti on walls, schools, shops, bus shelters, etc	118
Suitable for organised sports / Suitable for enjoyment without dogs	92	Rubbish or litter lying about in streets	119
Suitable for Cycling / Suitable for Exercising Dogs	93	House burglaries, breakins or prowlers	120
Overall, How Well Are Parks Looked After?	94	Car theft, damage to cars or theft from cars	121
		Broken windows in shops, public bldgs./oth. vandalism	122
		Pollution, grime or other environmental problems	123
		People you feel unsafe around	124
The Art Gallery		Footpaths in bad condition	125
Visitors to the Art Gallery	95	Wandering or uncontrolled dogs	126
Satisfaction with visits to the Art Gallery	96	Smoke from indoor fires in your neighbourhood	127
		Not enough street lighting	128
Visits to Various Attractions		Increase in number of new houses/t/houses/apartments...	129
Whether respondents visited the Town Hall, the Museum, the Convention		Noisy neighbours or loud parties	130
Centre, the Westpac Trust Stadium	97	Lack of public open spaces or parks	131
Time series:		Other kinds of problems identified...	132
Visits to the Town Hall / Visits to the Canterbury Museum	98	Who would respondents report nuisances to...	133
Visits to the Convention Centre	99		
Attendance at selected attractions -	100		
Attended Various Festivals and Events...	101	New developments make respondents' areas ...	134
Time series:			
Attended the World Buskers Festival	102		
Attended Showtime Canterbury (Show Week)	103		

Selected Highlights

Satisfaction with the way the City looks and feels (p11)

Satisfaction with the look and feel of the City has risen each year since 2002 from 77% to 85% in 2004.

Reasons for satisfaction (p12)

A multitude of reasons (over 50) are given for satisfaction. The most mentioned remains the City's parks and gardens at 11% of those satisfied with the look at feel of the City (9% of all respondents), although the number of people citing this as a reason has fallen from 13% of satisfied respondents in 2002.

Other reasons featured in the 10 most common reasons for satisfaction with the look and feel of the City are:

- Clean city/no litter /clean and tidy
- Beautiful city/ attractive/pretty
- Well laid out/ spacious
- Not too much traffic /easy to get around
- The Avon/the river flowing through City
- Nice green city/ clean green looking
- Many attractions/activities/ lots to see and do
- Good facilities and services/ everything I need
- Great place to live/ always lived here

Reasons for dissatisfaction (p13)

Only 7.5% of respondents expressed dissatisfaction with the way the City looks and feels.

The Square was once given as the most common source of dissatisfaction. This has now been replaced with concerns about safety, young people hanging about and hoons. (13% of the 7.5% who were dissatisfied, or 1% of all respondents)

Value for money for rates spent on services (p14)

In 2004, respondents rated the following as providing the best value for money:

- water supply services,
- parks and playing fields,
- the library service,
- putting on events and festivals, and
- providing entertainment and convention facilities

They rated the following as providing the least value for money.

- getting businesses to create new jobs in Christchurch,
- regulating activities and investigating nuisances,
- making sure traffic moves smoothly and safely,

promoting and developing the City Centre, and overall City and environmental planning

In 1991, when the survey began, the top five services were water supply services, parks and playing fields, putting on events and festivals, swimming pools and stadia, and public libraries.

The bottom five services were

- getting businesses to create new jobs in Christchurch,
- looking after roads and footpaths,
- regulating activities and investigating nuisances,
- getting tourists to come to Christchurch, and
- entertainment and convention facilities.

Entertainment and convention facilities have moved from the bottom five to the top five; making sure traffic moves smoothly and safely has dropped into the bottom five.

Spend more / spend less (p15)

The five activities on which most respondents want the Council to spend more money are

- making sure traffic moves smoothly and safely,
- the recycling programme,
- looking after roads and footpaths,
- getting businesses to create new jobs in Christchurch, and
- refuse collection and disposal.

The five activities on which most respondents want the Council to spend less money are

- The Art Gallery
- Stadiums
- Supporting the Canterbury Museum
- Public libraries
- Entertainment and Convention facilities

In 1991, the five activities on which most respondents wanted the Council to spend more money were

- Getting businesses to create new jobs in Christchurch
- Getting tourists to come to Christchurch
- Promoting and supporting sport and recreation

Looking after roads and footpaths
Regulating activities and investigating nuisances

The five activities on which most respondents wanted the Council to spend less money were

Entertainment and Convention facilities
Swimming pools & stadia
Overall City and environmental planning
Water supply services
Supporting voluntary groups and community organisations

Confidence in Council Decisions (p43)

The public's confidence that the Council will make decisions in the best interests of the City has been trending upwards slowly since the question was first asked in 2001. The percentage of respondents who have confidence in the Council's decisions has risen from 75% in 2001 to just over 78% in 2004.

Diverse Nature of Christchurch's Population (p55)

Nearly 55% of respondents believe the increasingly diverse nature of Christchurch's population make the City a better place to live, compared with less than 14% who believe diversity makes the City a worse place to live. When the question was first asked in 1999, the results were 46% and 14% respectively. There has been an overall upward trend in the number of people who believe diversity makes Christchurch a better place. Of the less than 14% who believe diversity makes Christchurch a worse place, 22% (that is, 3% of the respondents over-all) believe there are too many different cultures coming to Christchurch.

The City Centre (p57)

Visits to the City Centre

The total number of people visiting the City Centre has been relatively constant since 1998. Those who do visit the City Centre are visiting more often. The number of people visiting the City Centre once a week or more often reached a peak of 57% in 1991, and declined to only 45% in 2001 and 2002. It has since recovered to just over 50%. The main reason given for visiting the City Centre is shopping – 24% of visitors in 2004, followed by socialising with friends or family (21%) and seeing or hearing entertainment (18%). Over-all, there has been a trend for less shopping and business to more entertainment and socialising. Doing business in the City Centre has declined from a peak of 15% in 2000 to only 9%

in 2004. 89% of respondents believe the Central City is an important focal point for Christchurch. However, only 45% believe there are more shopping opportunities in the Central City than in the malls, and only 45% believe the Central City is a vibrant and exciting place to be.

Safety in the City Centre

Fewer people say they feel unsafe in the Central City after dark – 44% in 2004 compared with 69% in 2001.

The following suggestions were made for making the Central City a safer place –

Greater police presence (33%)
Better lighting (12%)
Getting rid of undesirables, glue sniffers etc (7%)
More security cameras (6%)

Libraries (p86)

Satisfaction with the location of libraries has been trending upwards since 1998—from 77% to 95% in 2004. Those who are very satisfied have trended from 32% to almost 48%.

Parks (p87)

82% of respondents are satisfied that parks are suitable for walking or jogging. However only 29% are satisfied parks are suitable for exercising dogs.

The Art Gallery (p95)

The number of respondents visiting the new Art Gallery has shown a marked increase over the number of visitors to the old gallery – 47% of respondents have visited the new gallery, compared with only 31% for the last year the old gallery was in operation. Satisfaction with the new gallery has also shown an increase. Visitor satisfaction was declining steadily from 88% in 1996 to 79% in 2002. It returned to 89% in 2004. The percentage of visitors who were very satisfied has shown a greater increase – from a low of 25% in 2002 to 41% in 2004.

Green Crate Collection Service (p111)

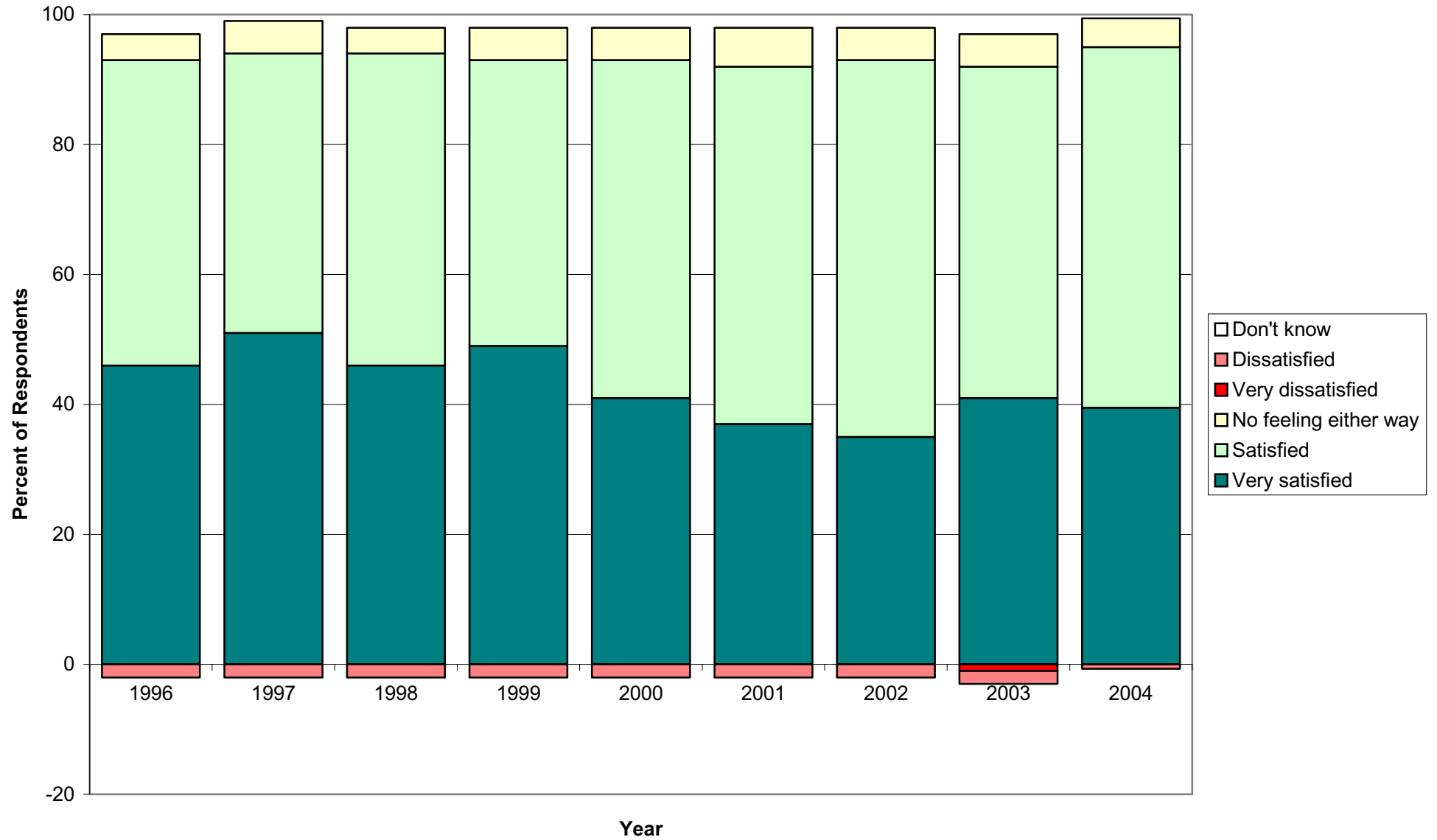
Satisfaction with the green crate collection service has been steadily increasing – from 80% in 2000 to 88% in 2004. The largest single complaint is that the crates are too small. This was expressed by 2% of respondents, up from only 1% in 2000.

Public Transport (p113)

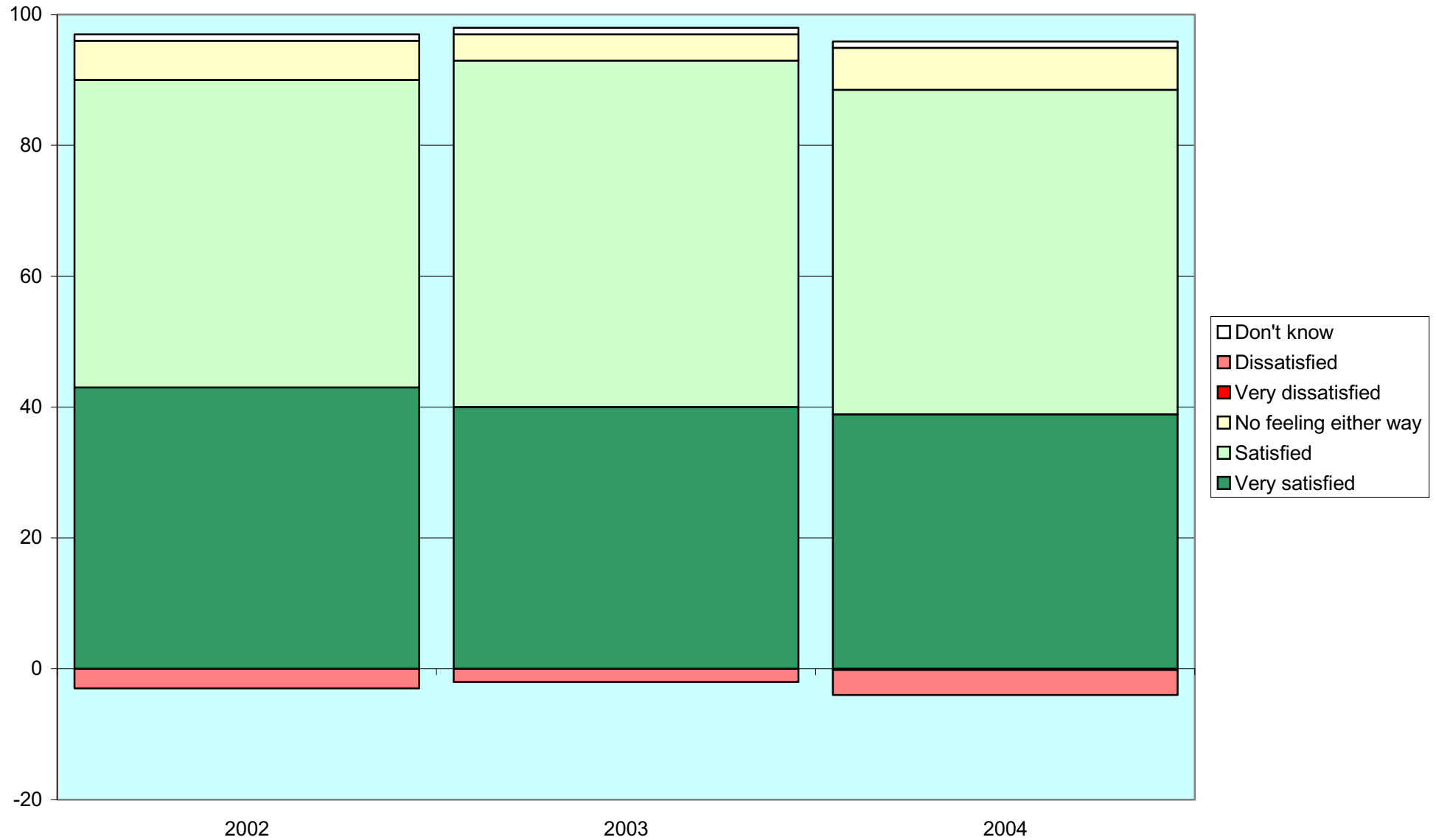
The over-all percentage of respondents who have used public transport has remained steady - 57% in 2000 and 57% in 2004.

The reasons for not using public transport are changing. Preferring to use one's own car remains the most common reason; however percentage of those giving this reason has increased from 16% of those not using public transport in 2002 to 23% in 2004. Those who consider their private car to be more convenient than public transport have declined from 12% of those not using public transport in 2002 to 7% in 2004. Those who believe the private car is quicker than public transport have declined from 9% in 2002 to 7% in 2004. The number of people who prefer to walk or cycle has risen from 5% in 2002 to 9% in 2004.

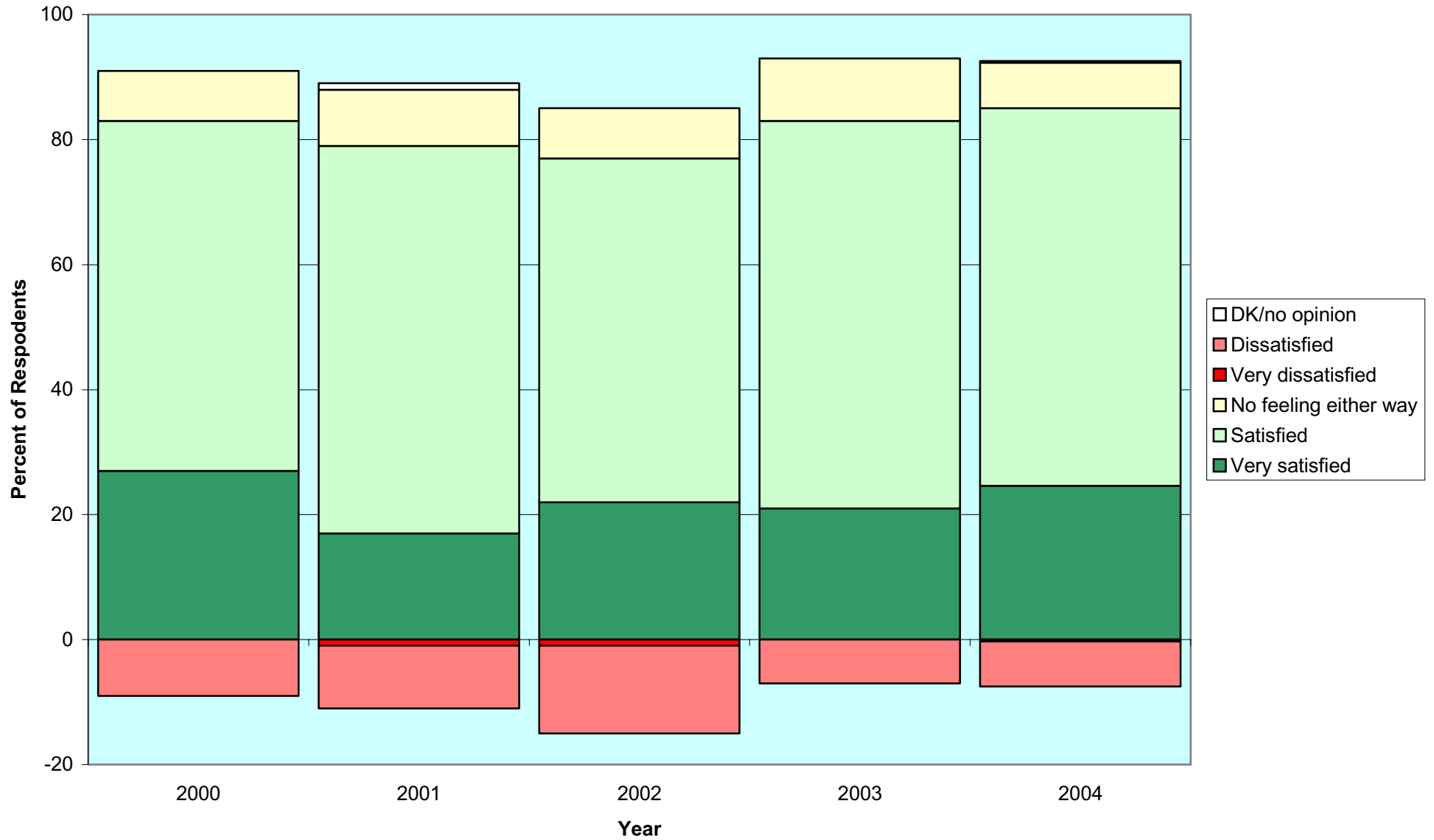
Satisfied with Christchurch as a place to live, work, play...



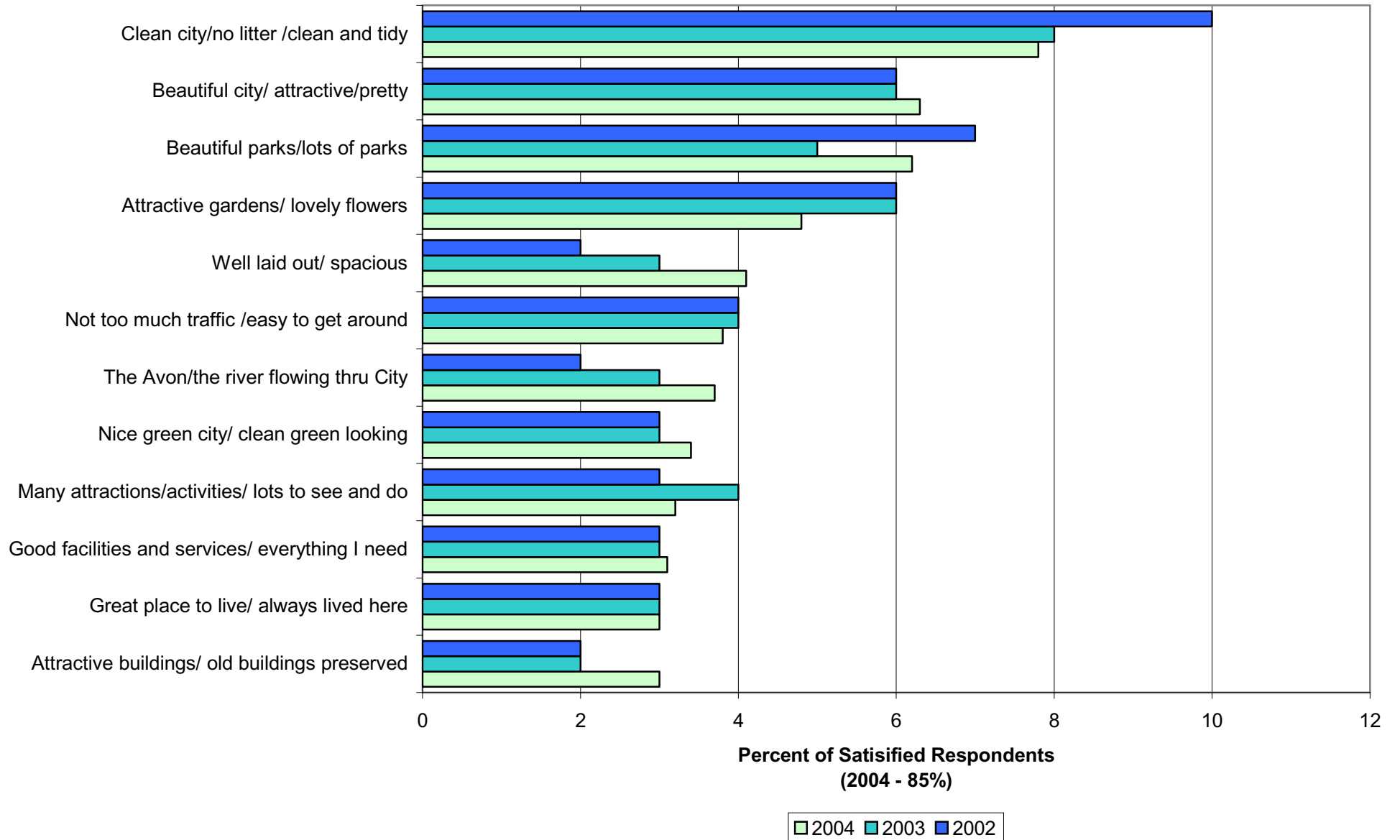
Satisfaction with access to leisure and recreation opportunities...



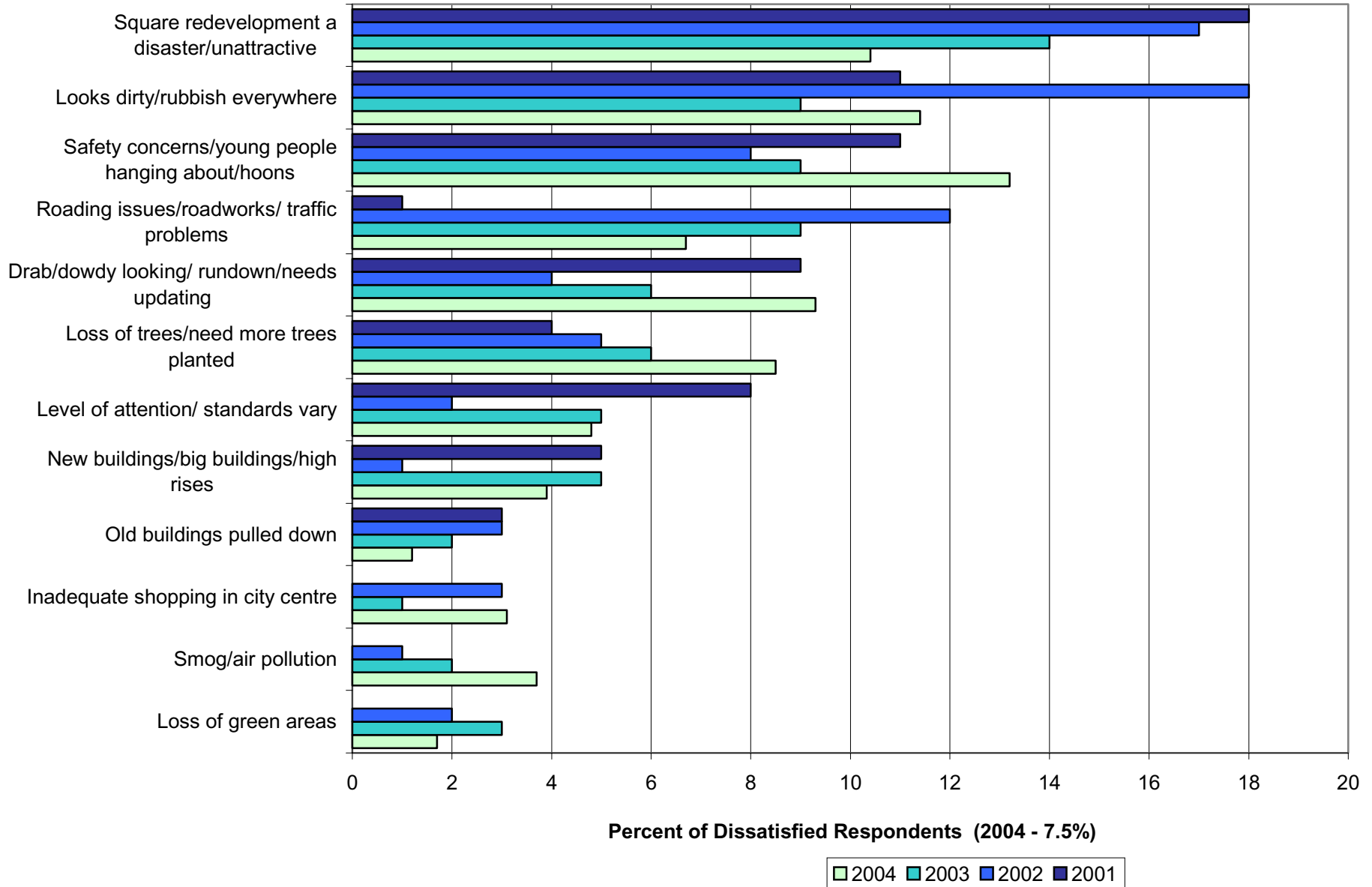
Satisfaction with the way the City looks and feels...



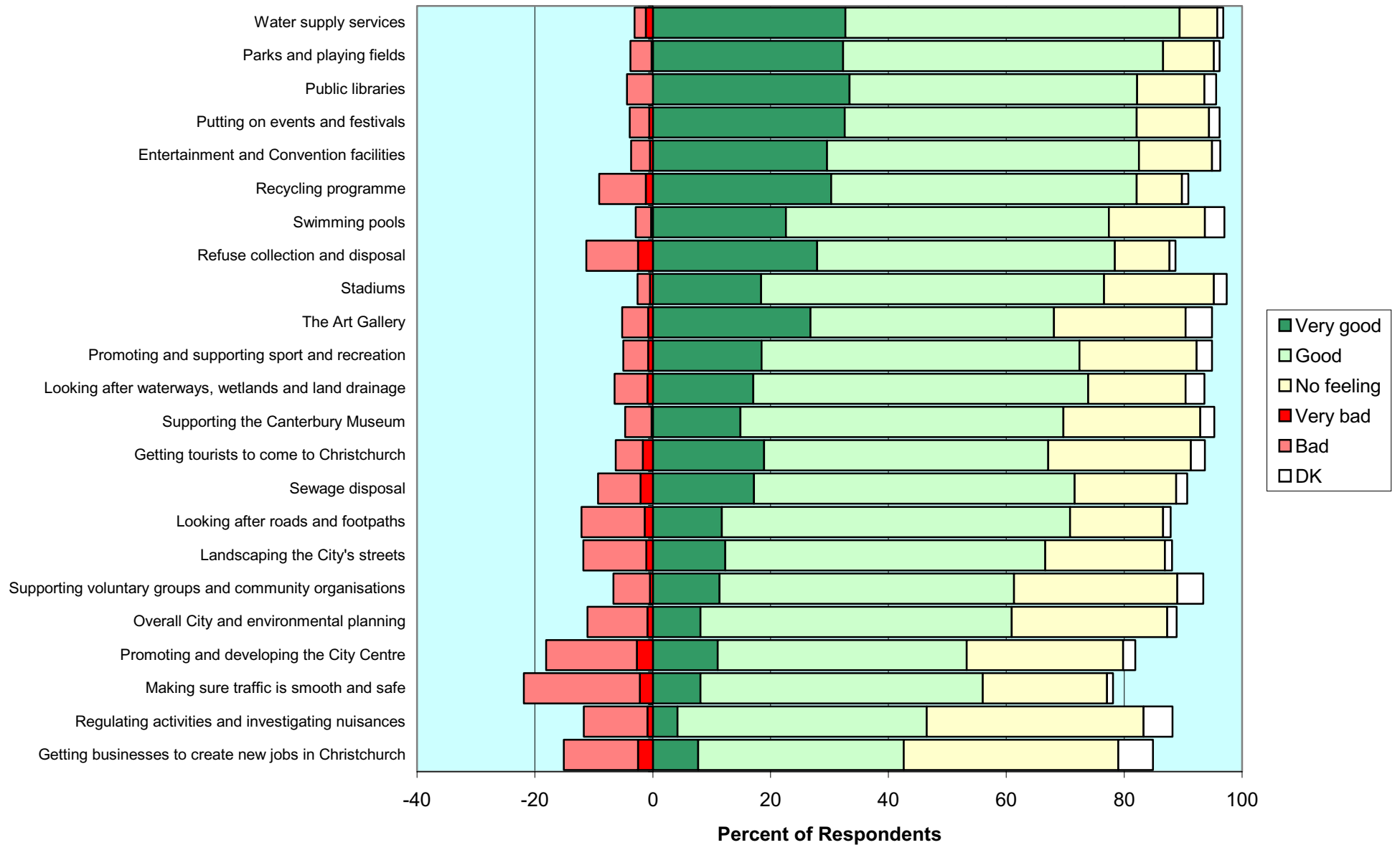
Top 12 reasons for satisfaction with look and feel of the City



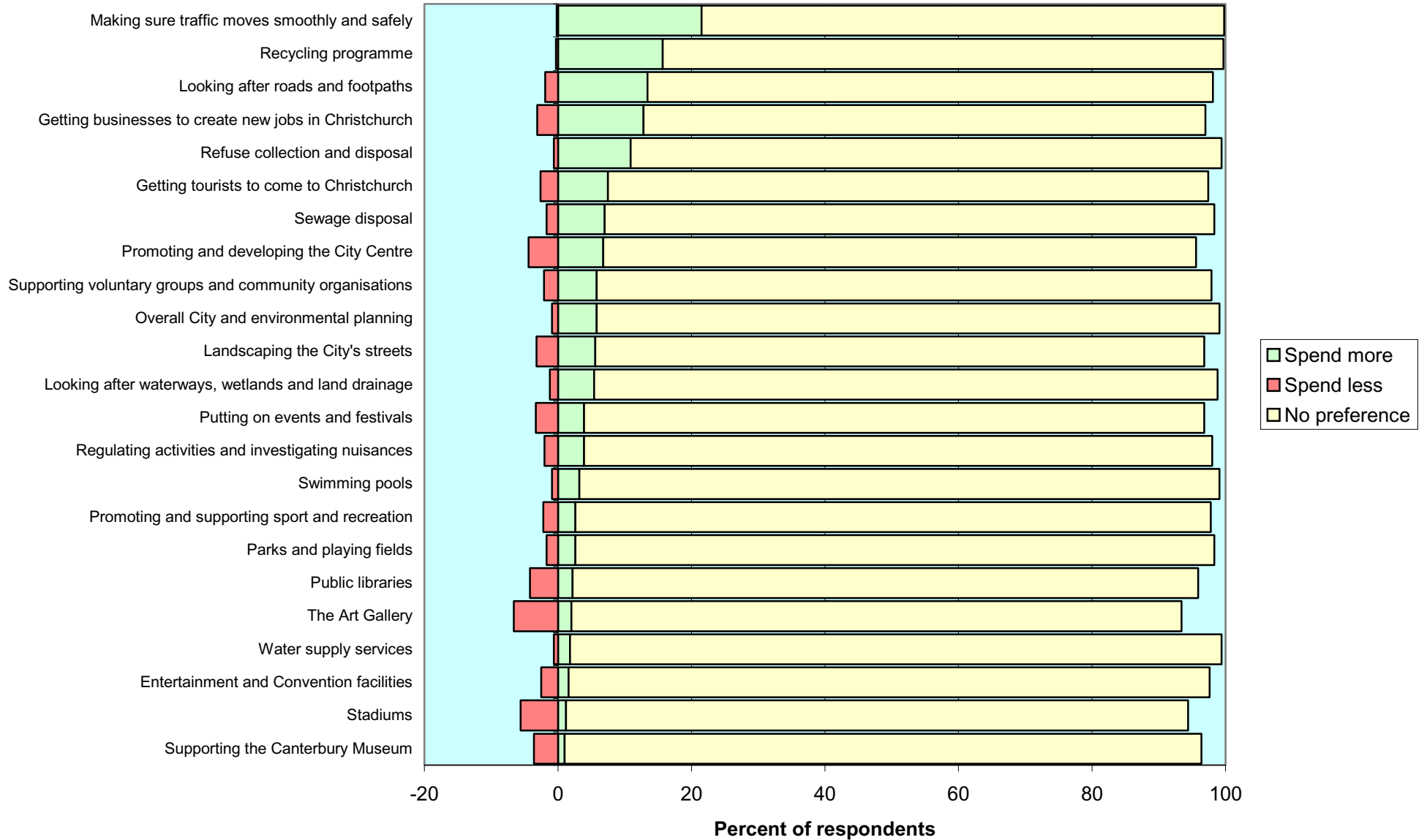
Top 12 reasons for dissatisfaction with the look and feel of the City



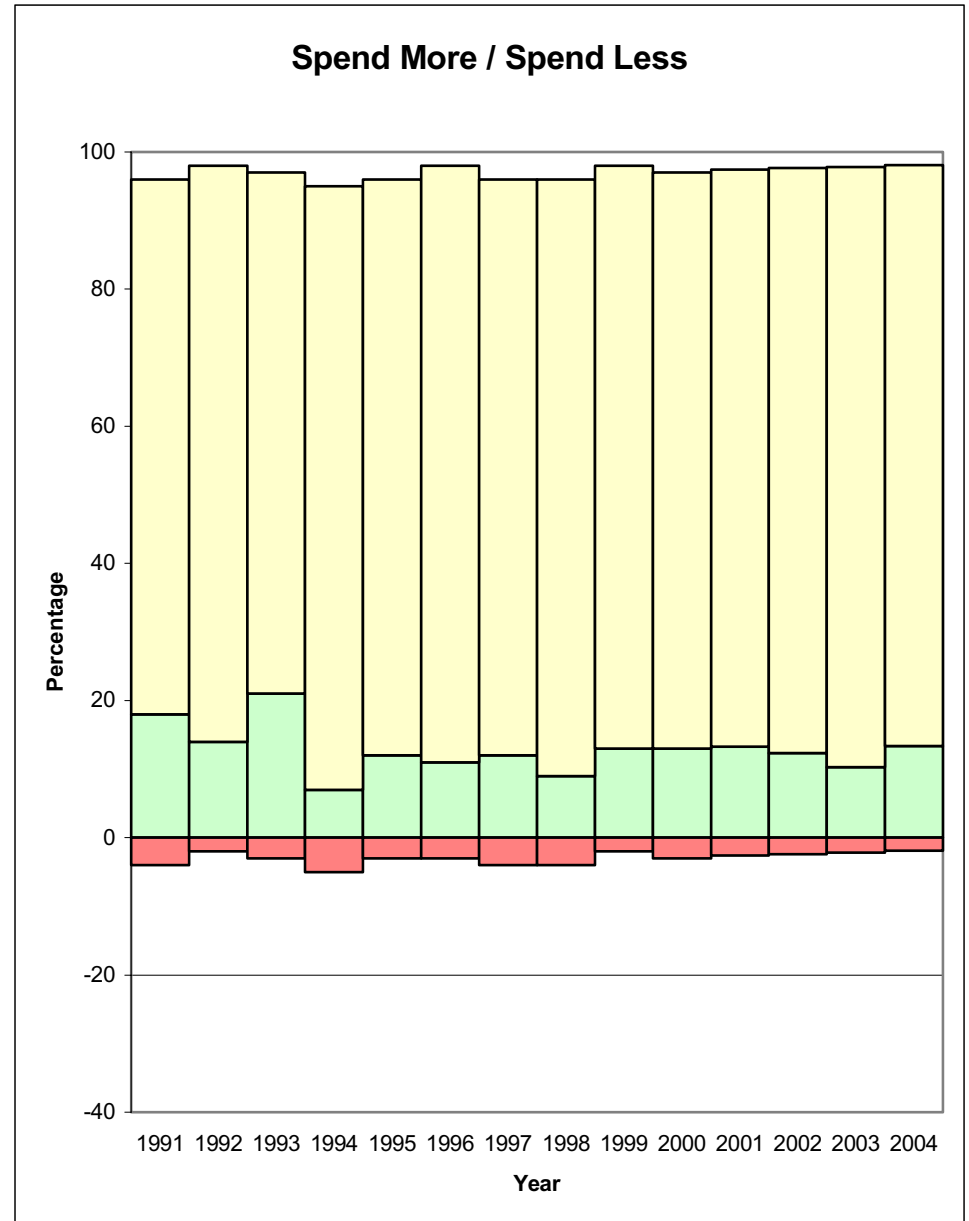
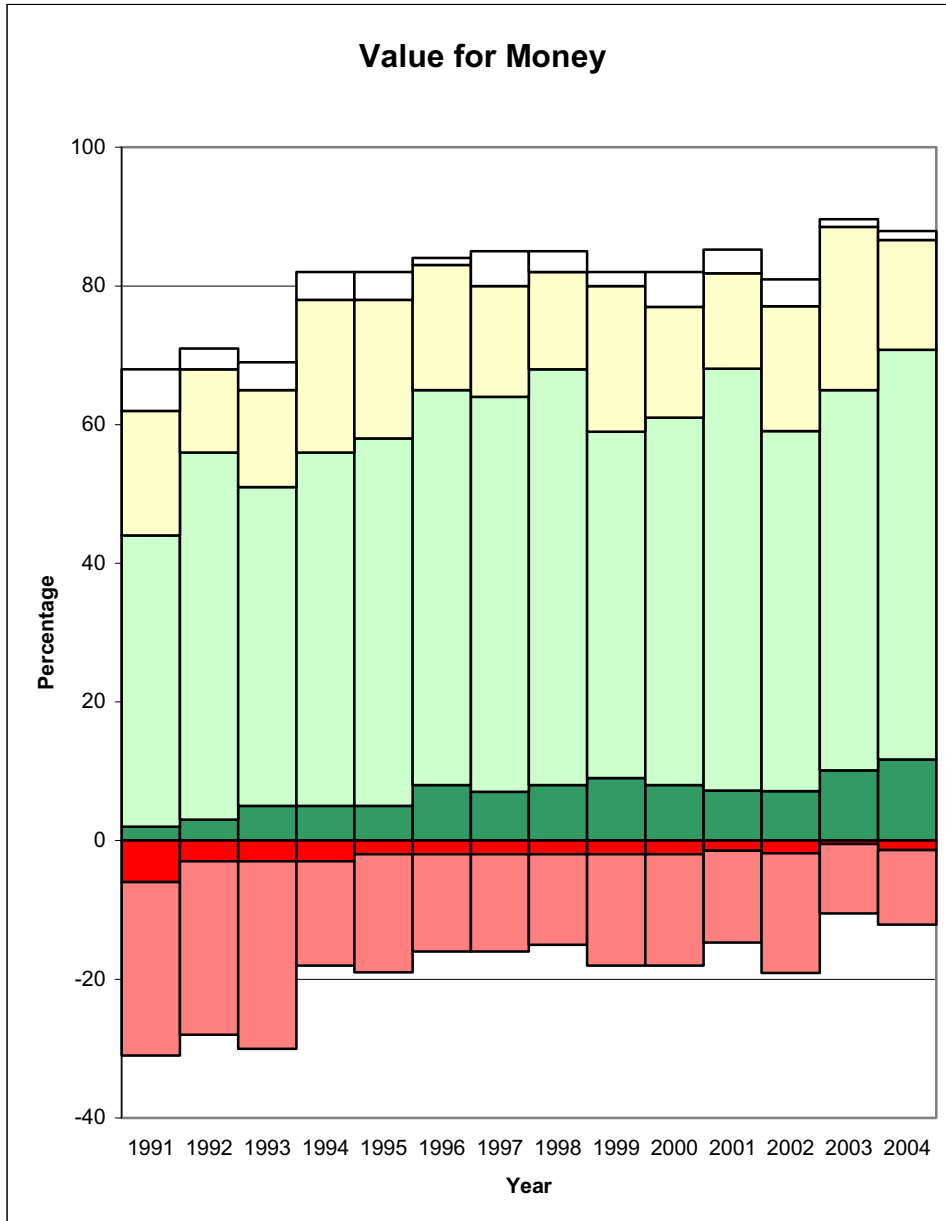
Value for money for rates spent on various services



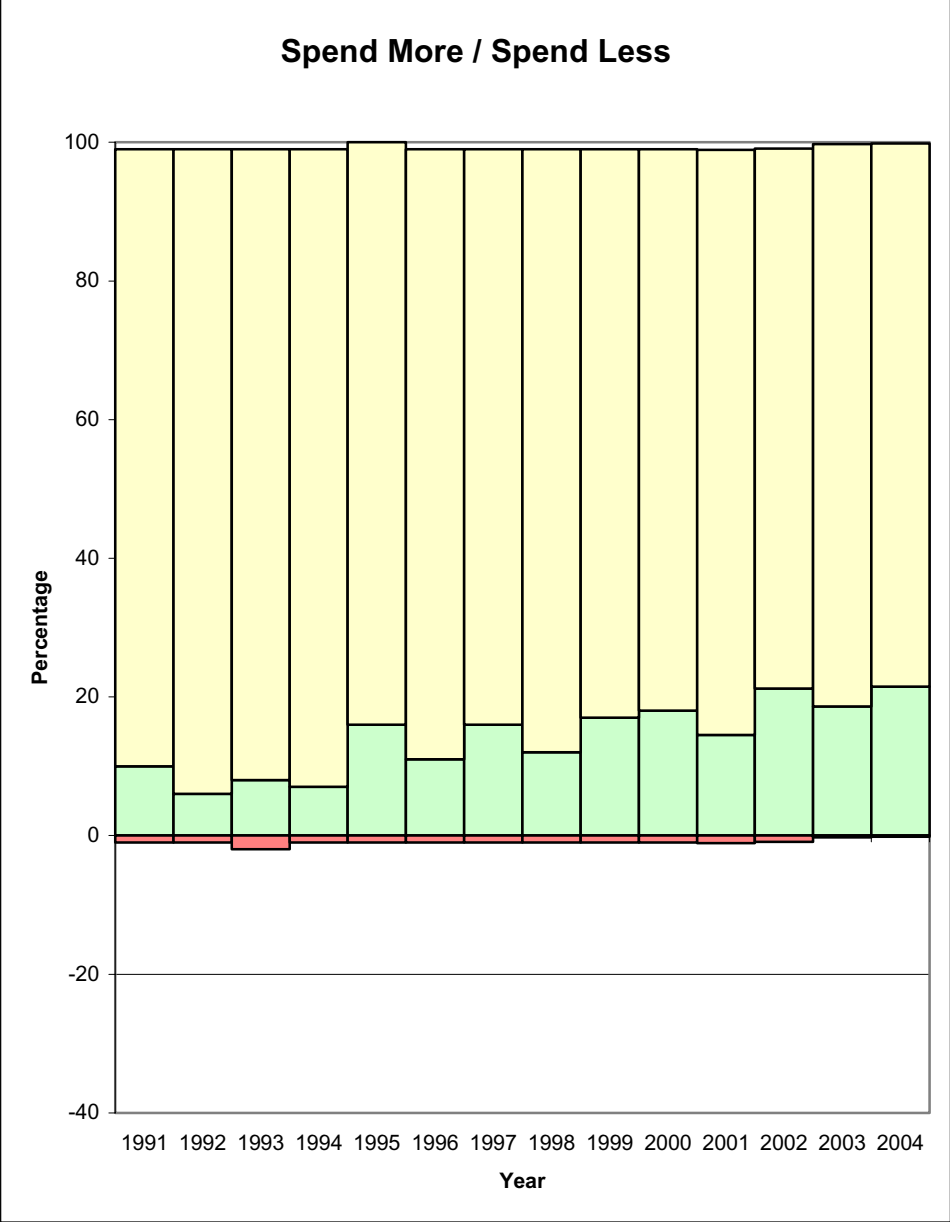
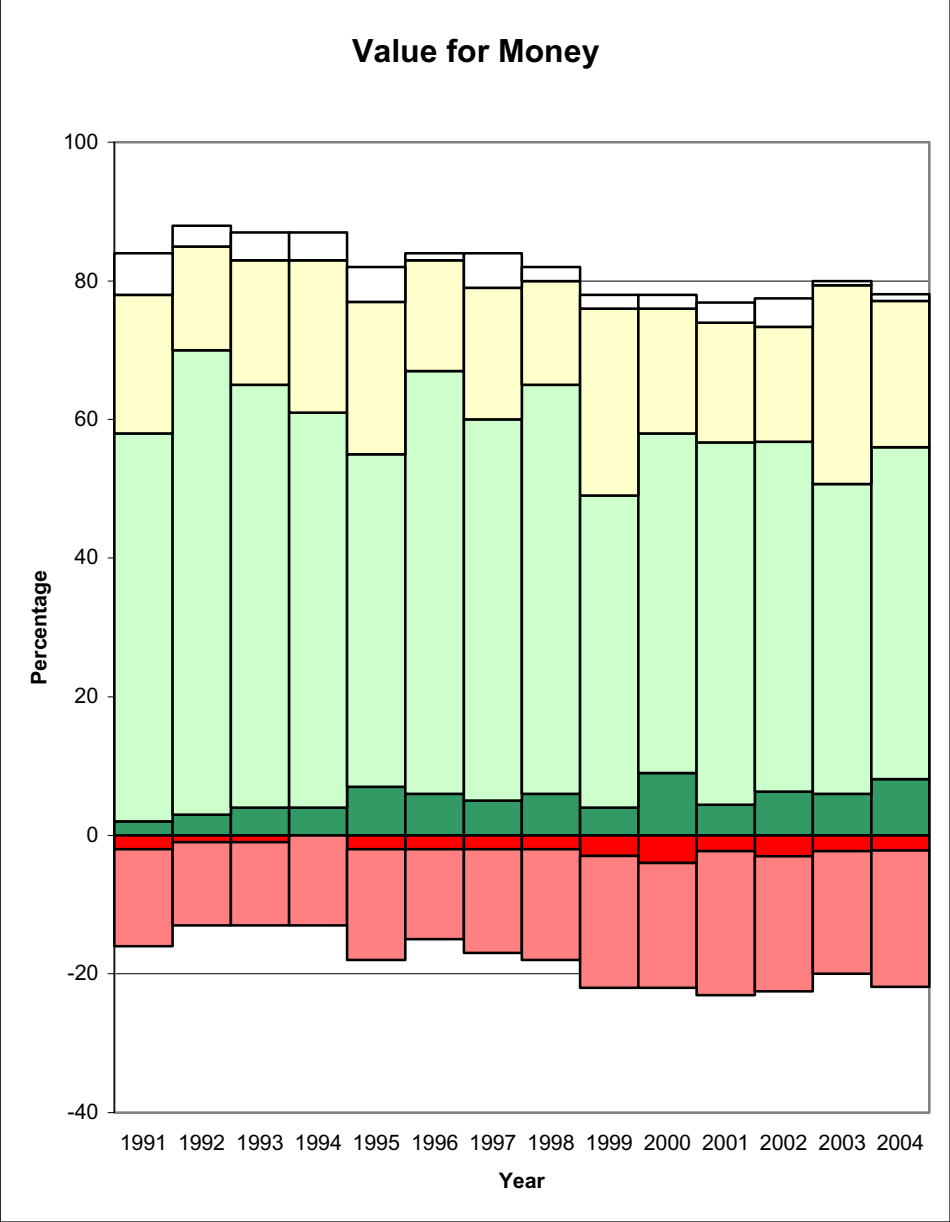
Whether Council should spend more / spend less on various services



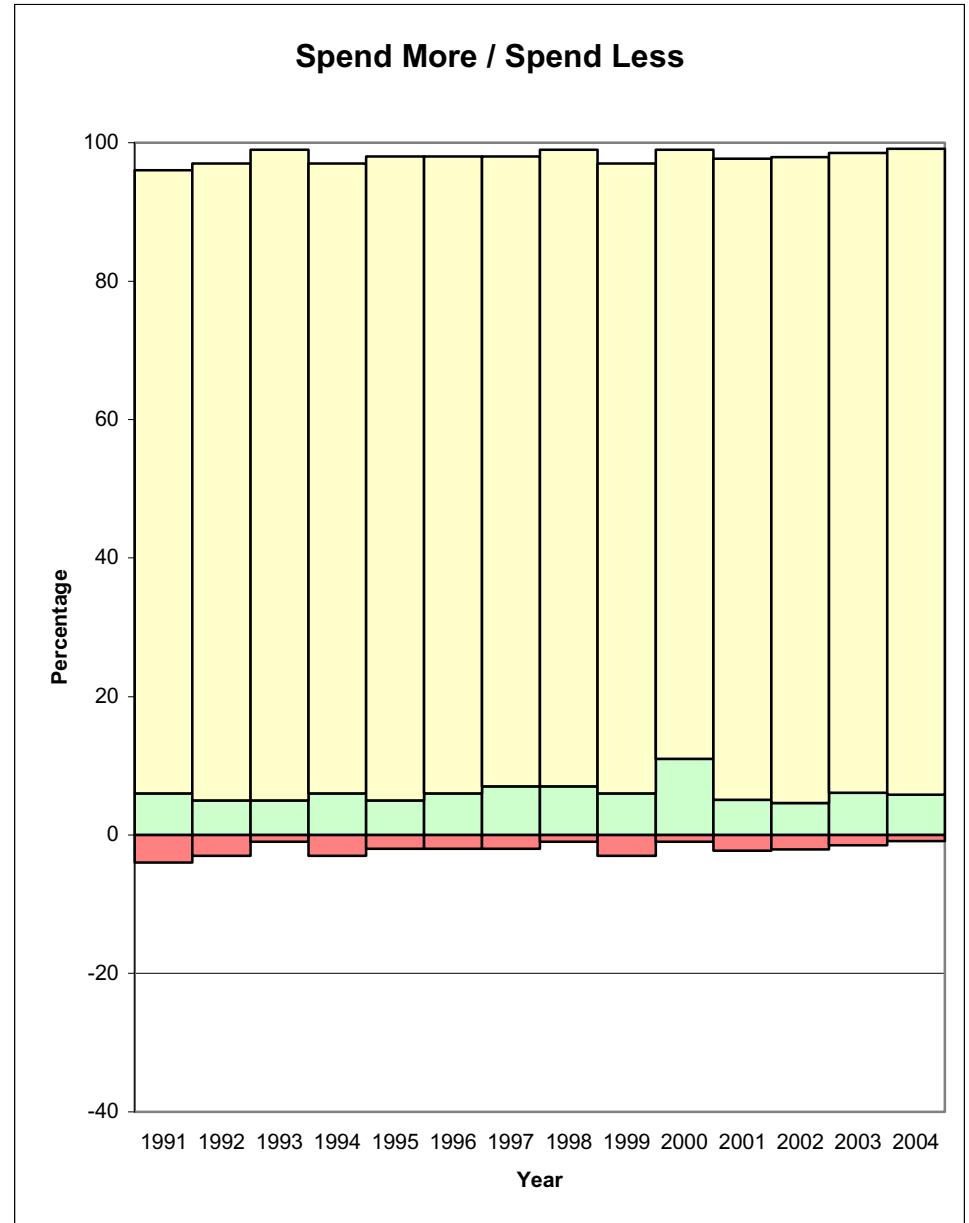
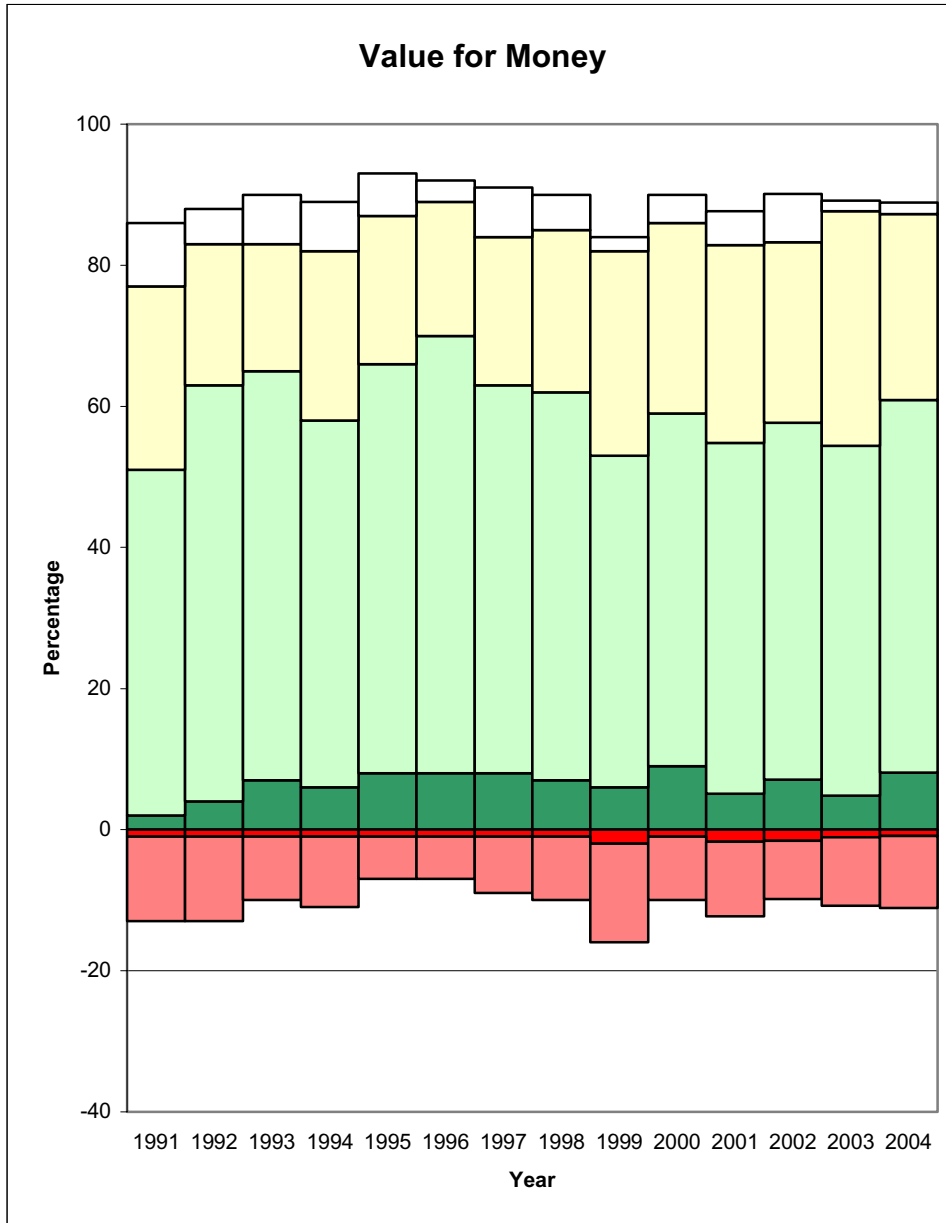
Looking After Roads and Footpaths



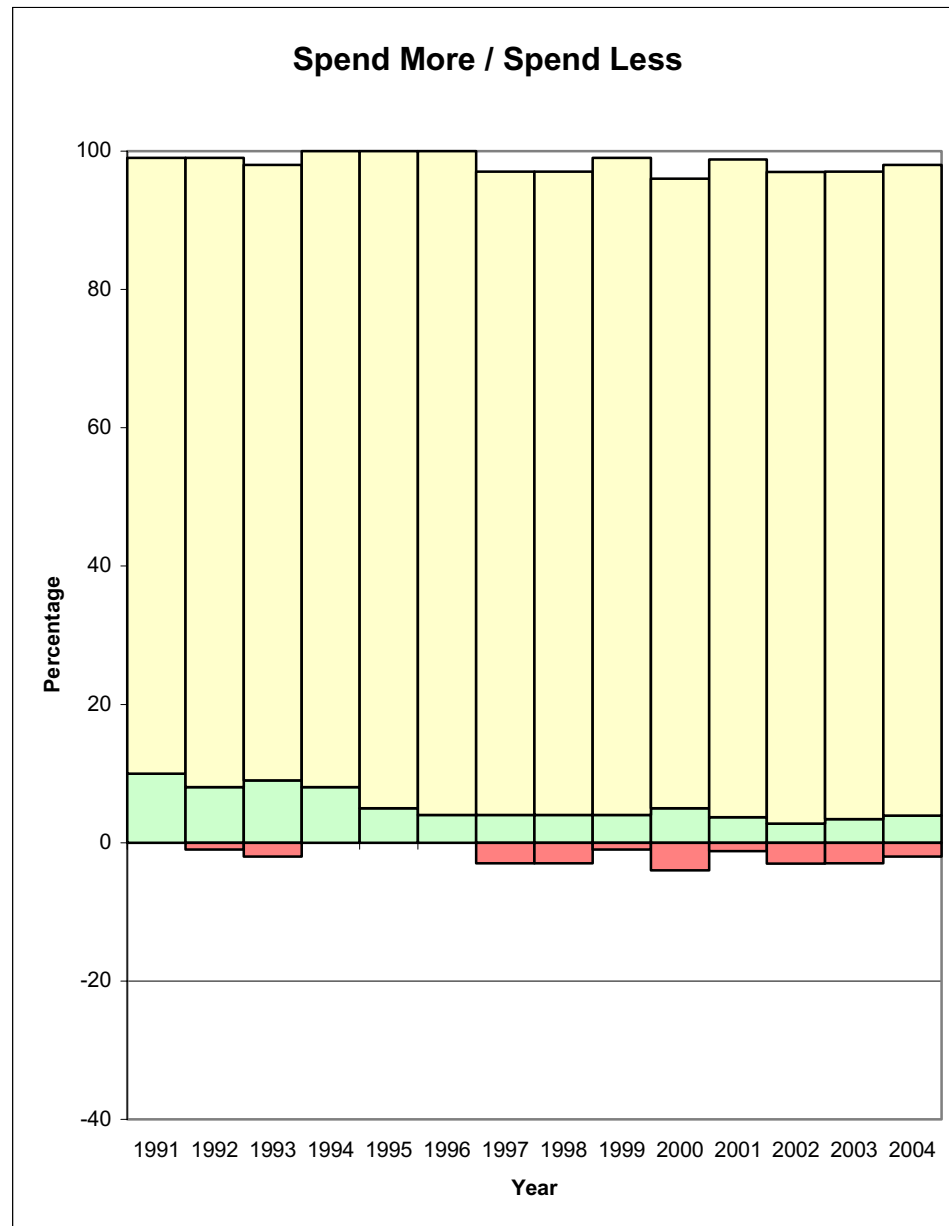
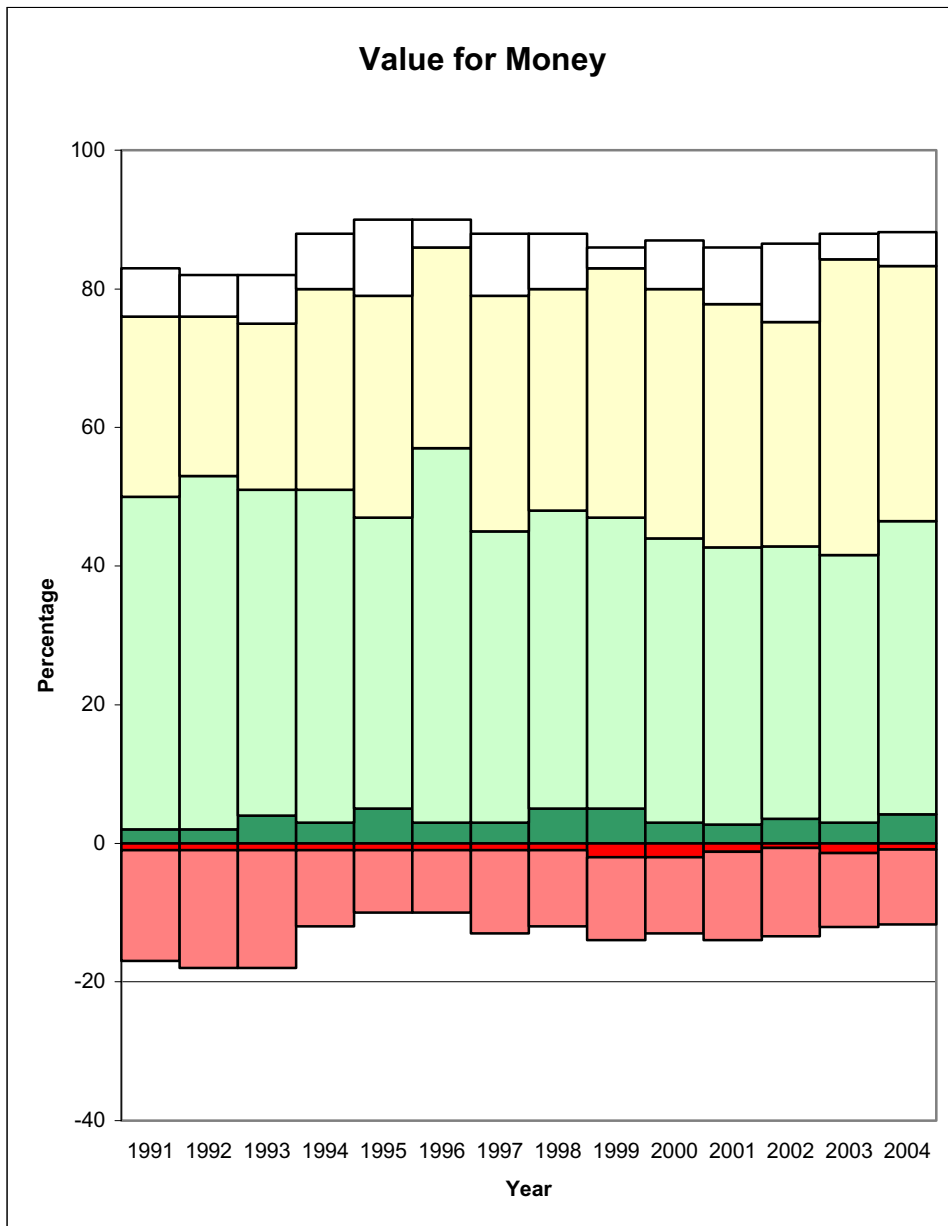
Making Sure Traffic Moves Smoothly and Safely



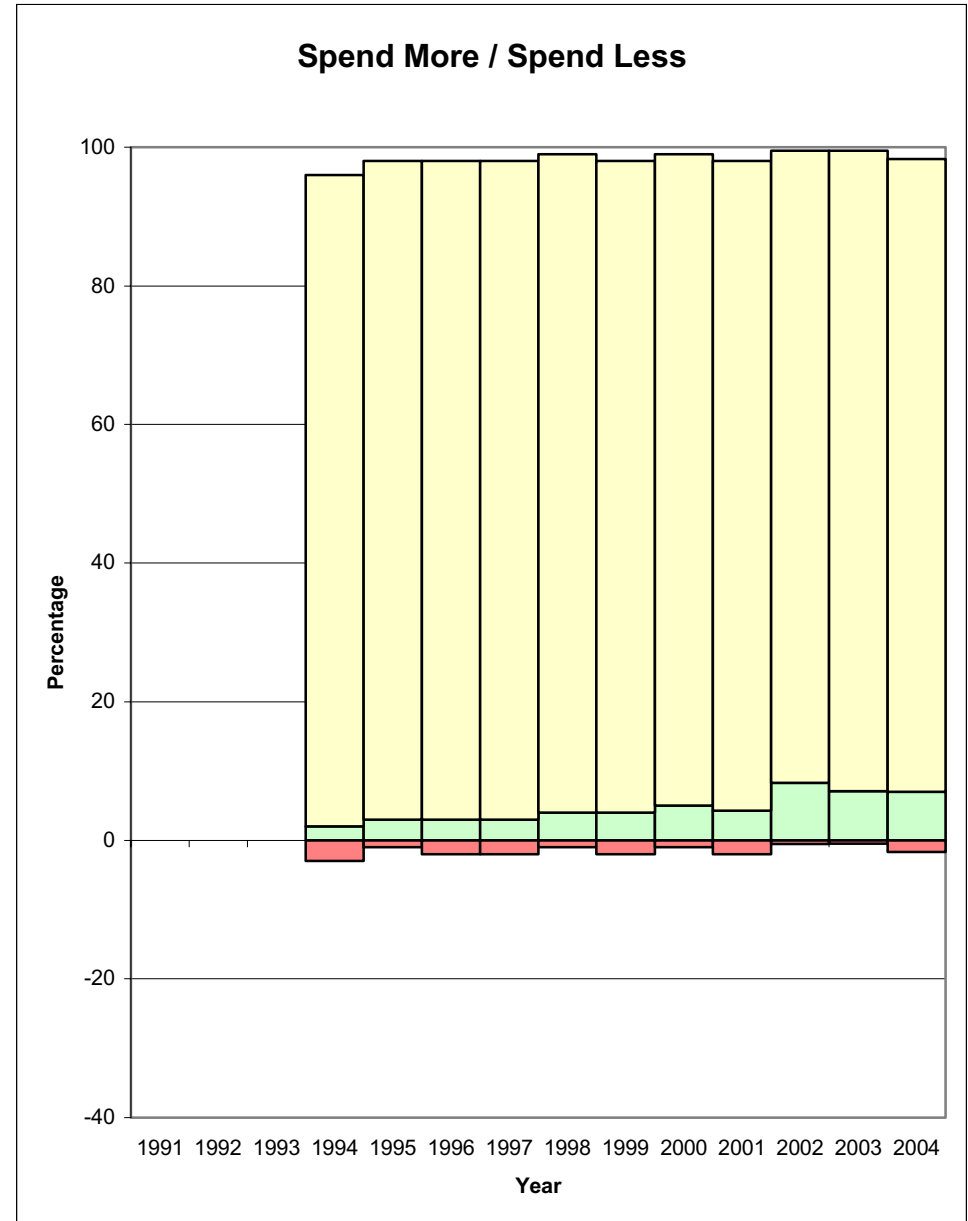
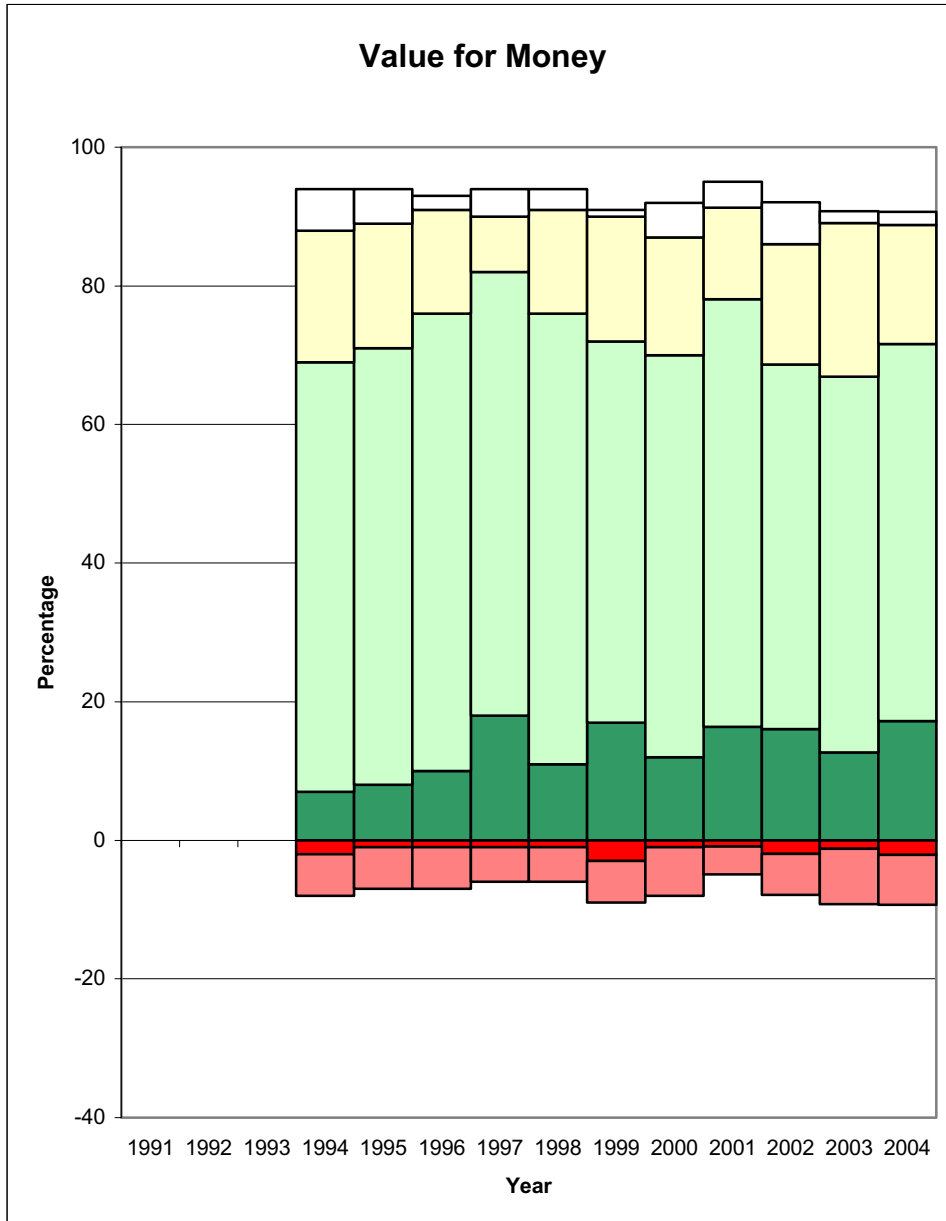
Overall City and Environmental Planning



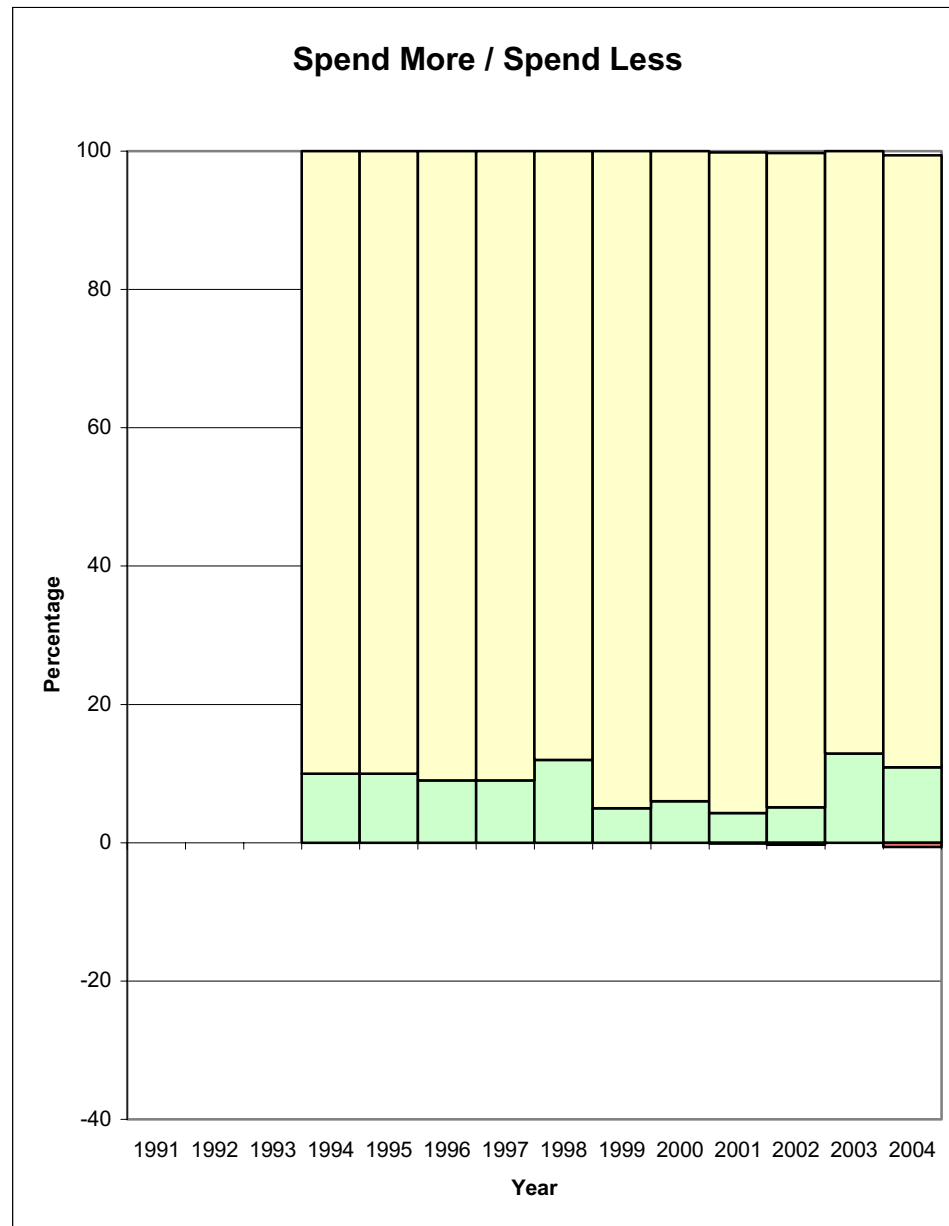
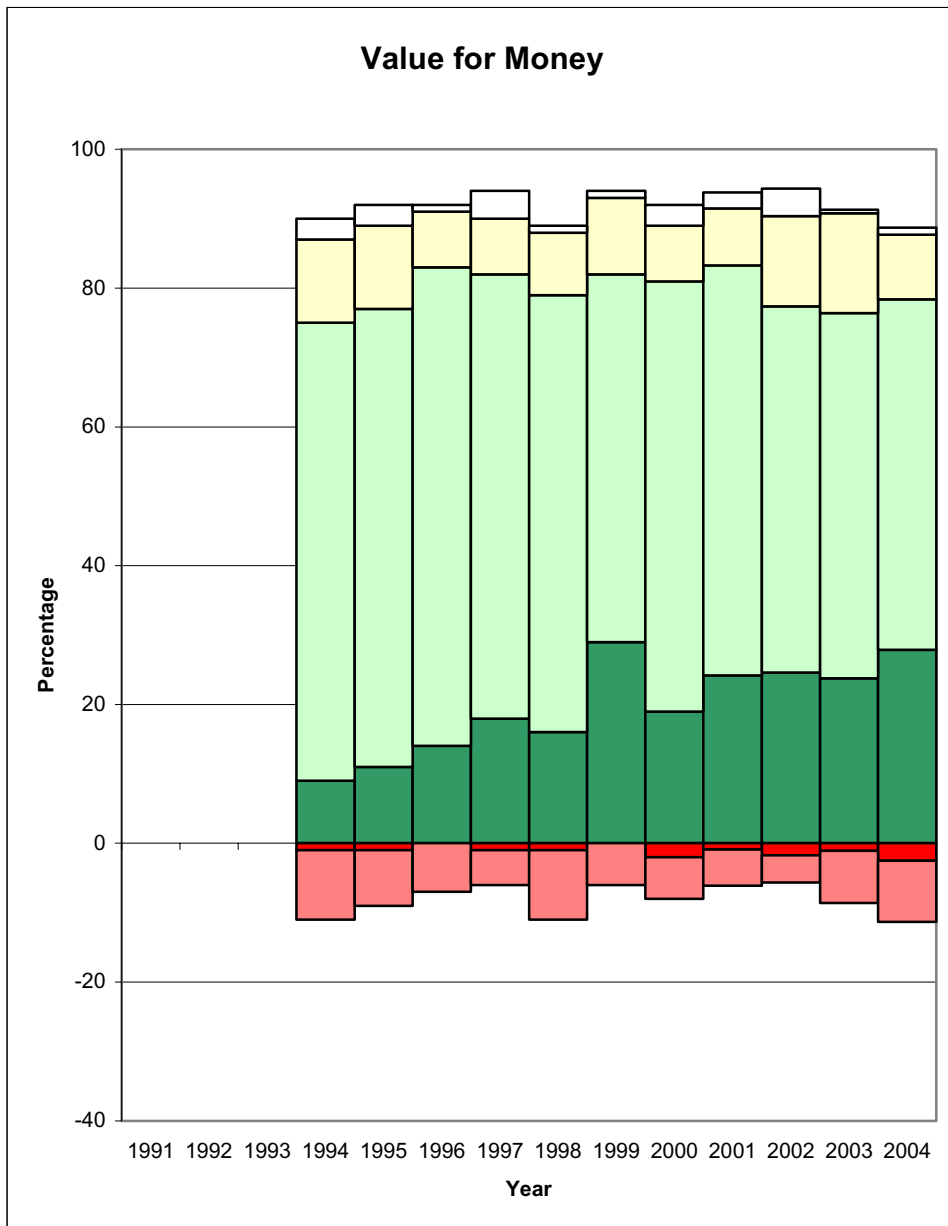
Regulating Activities and Investigating Nuisances



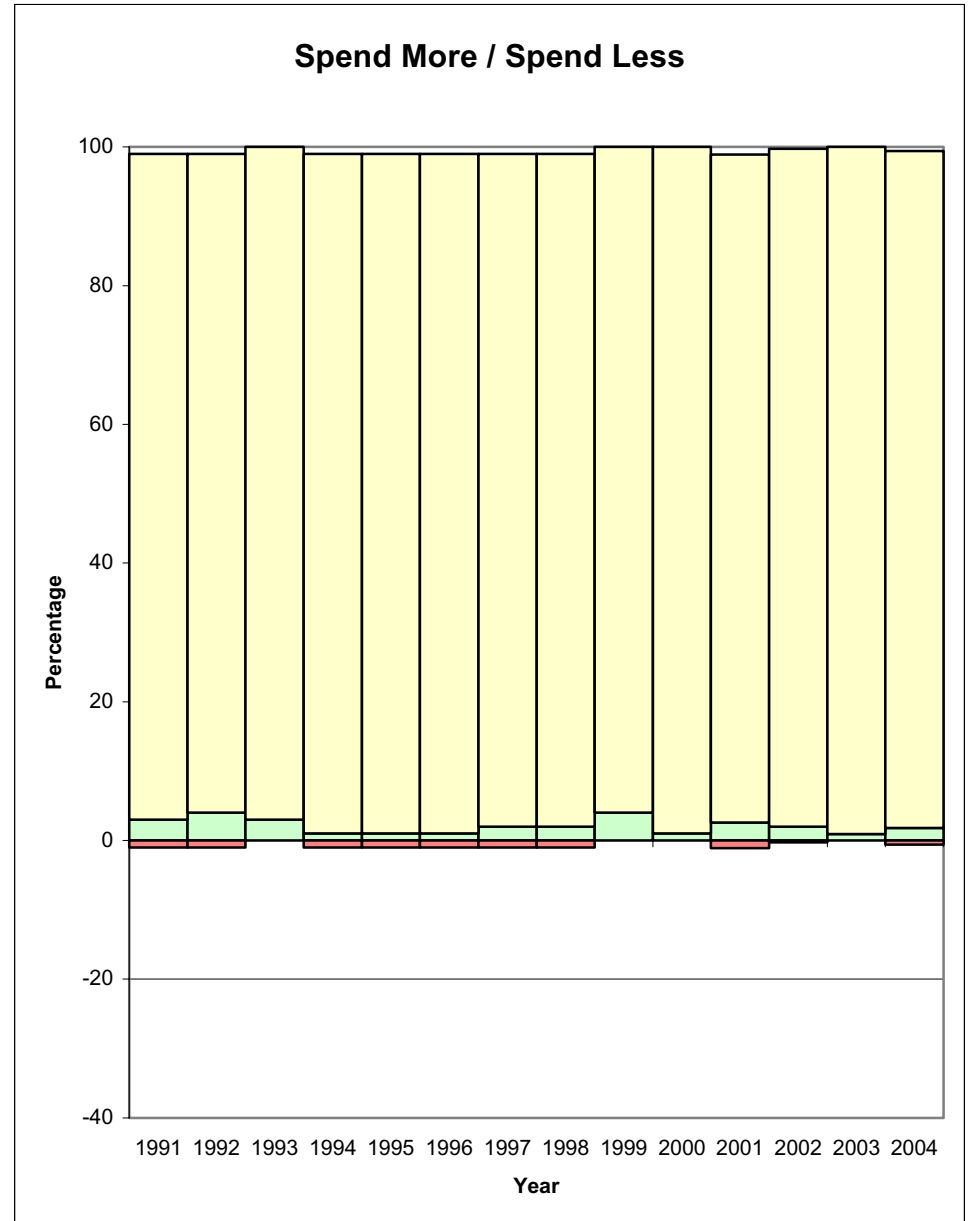
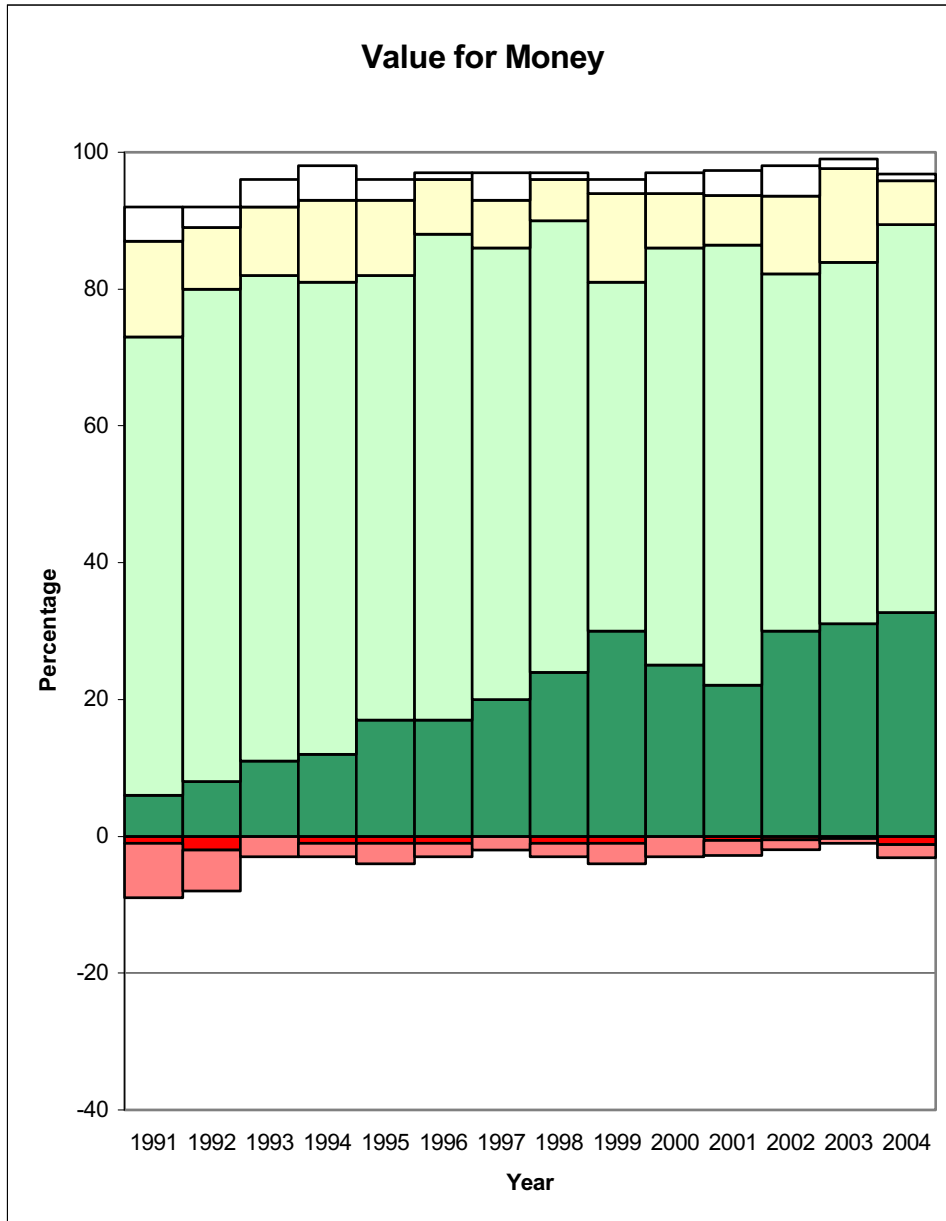
Sewage Disposal



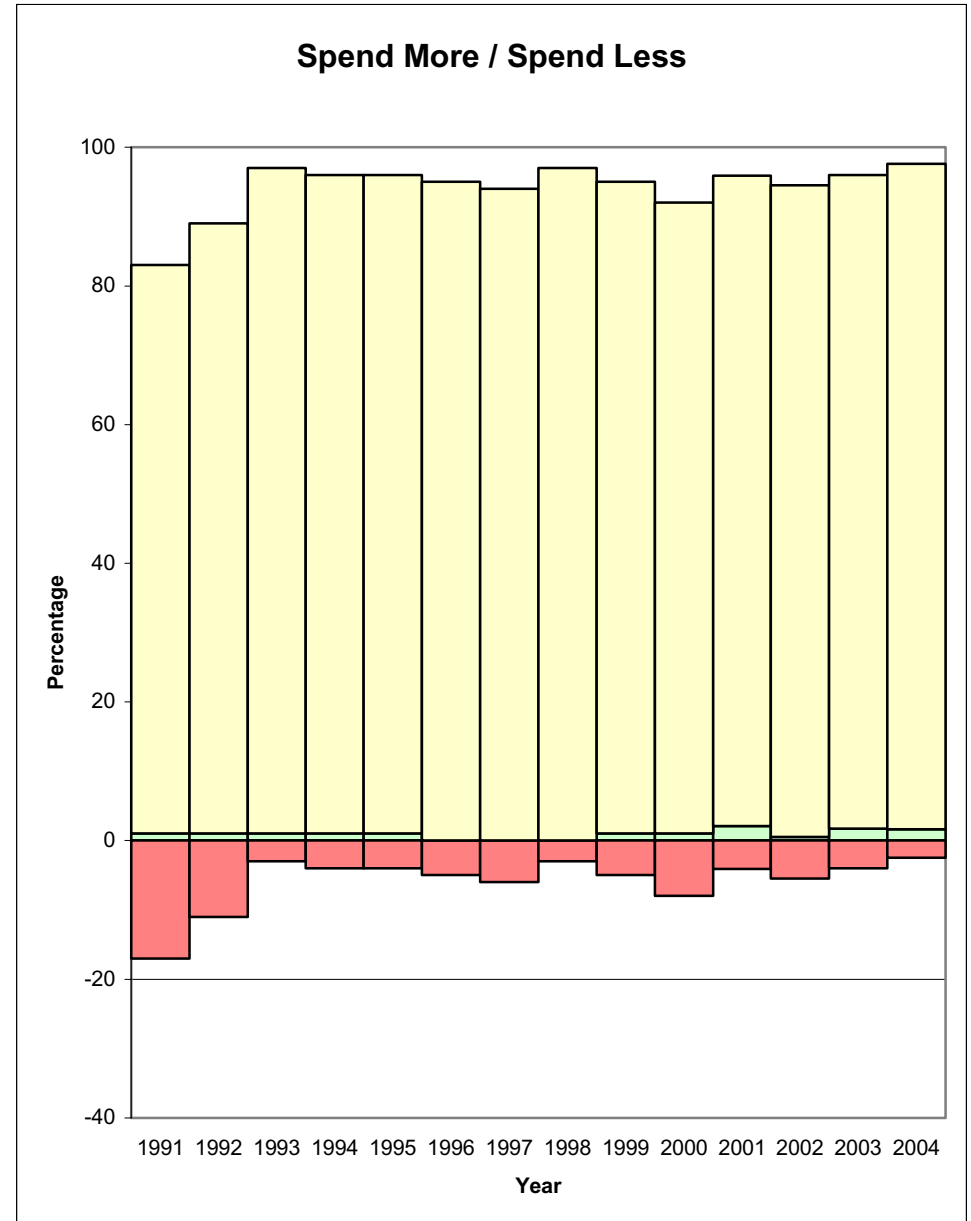
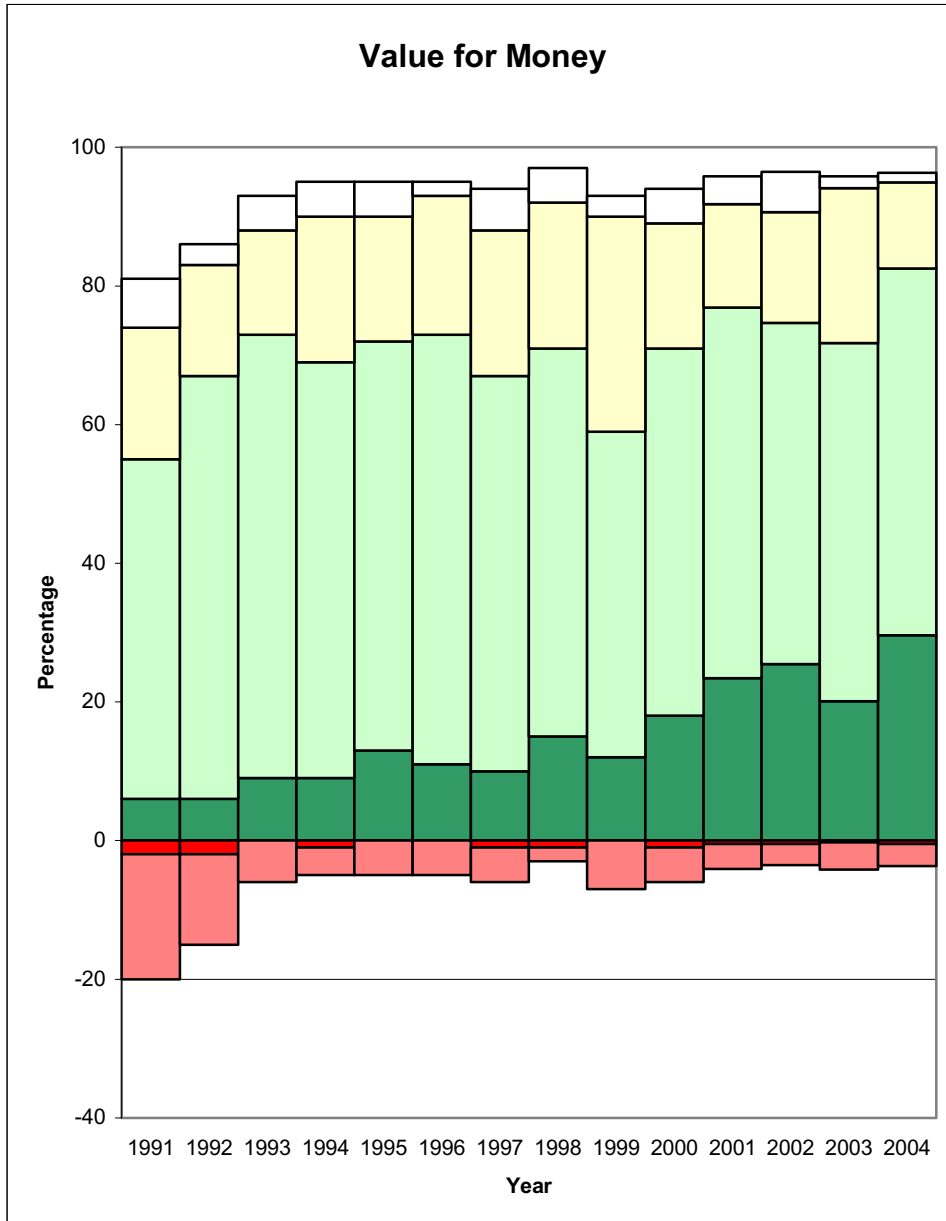
Refuse Collection and Disposal



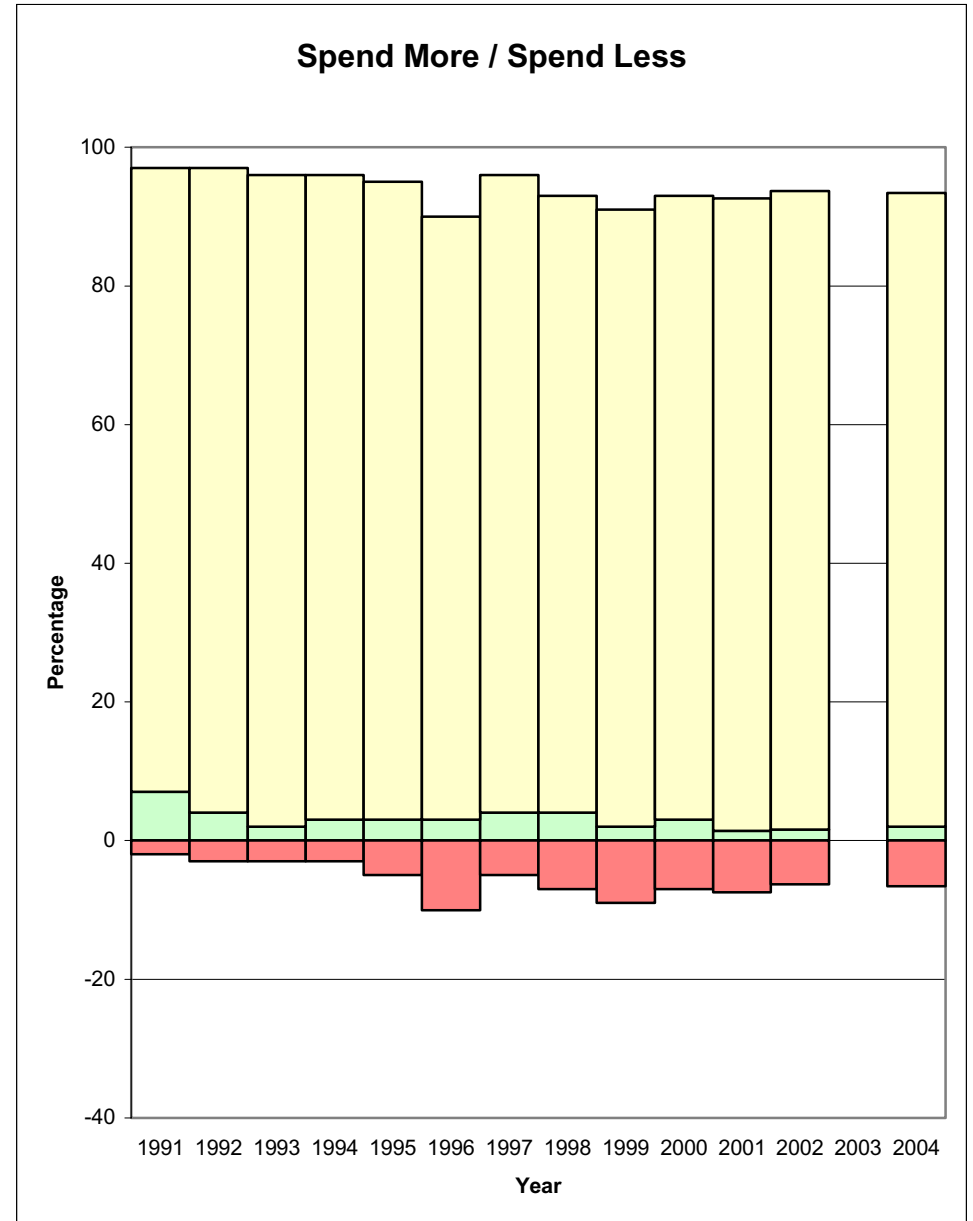
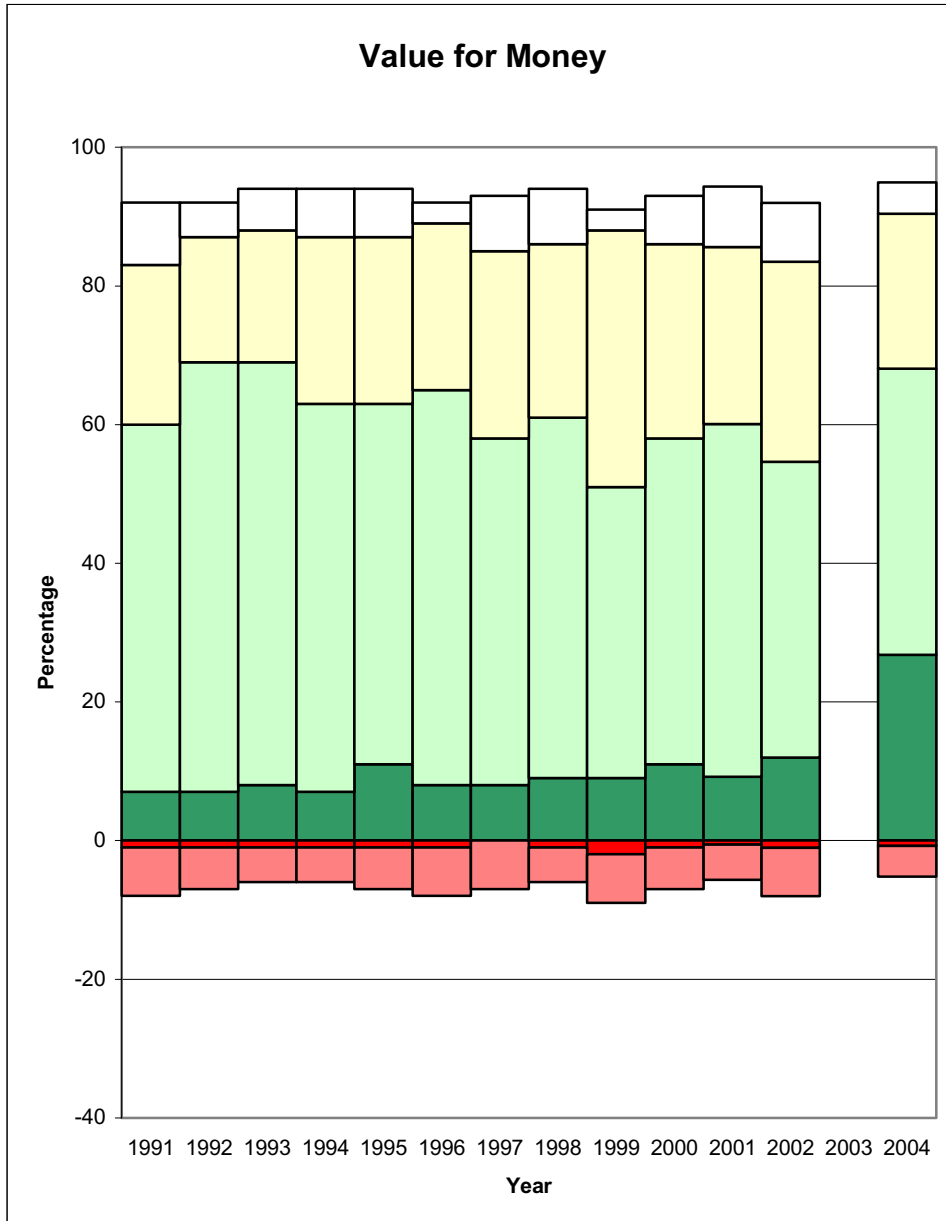
Water Supply Services



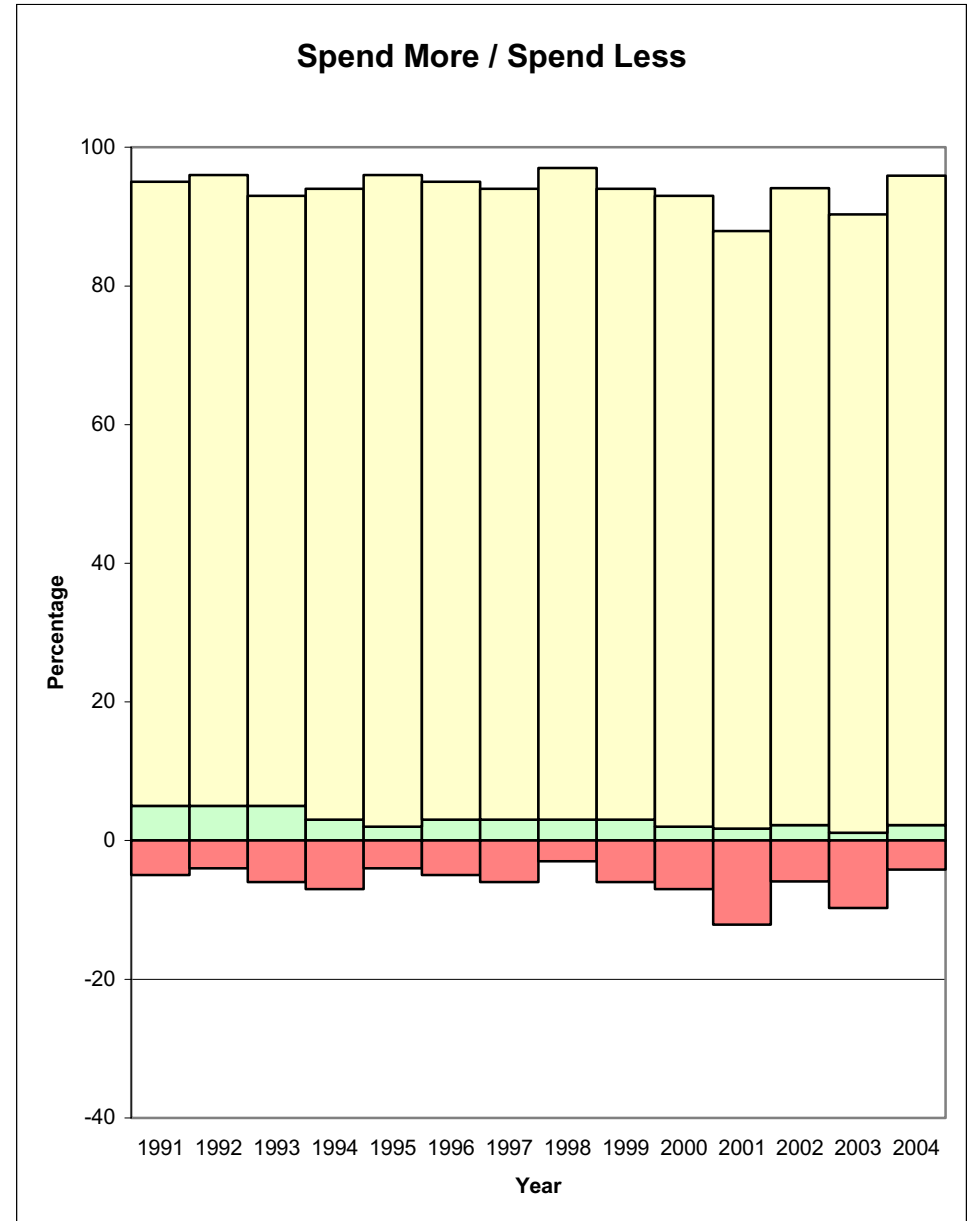
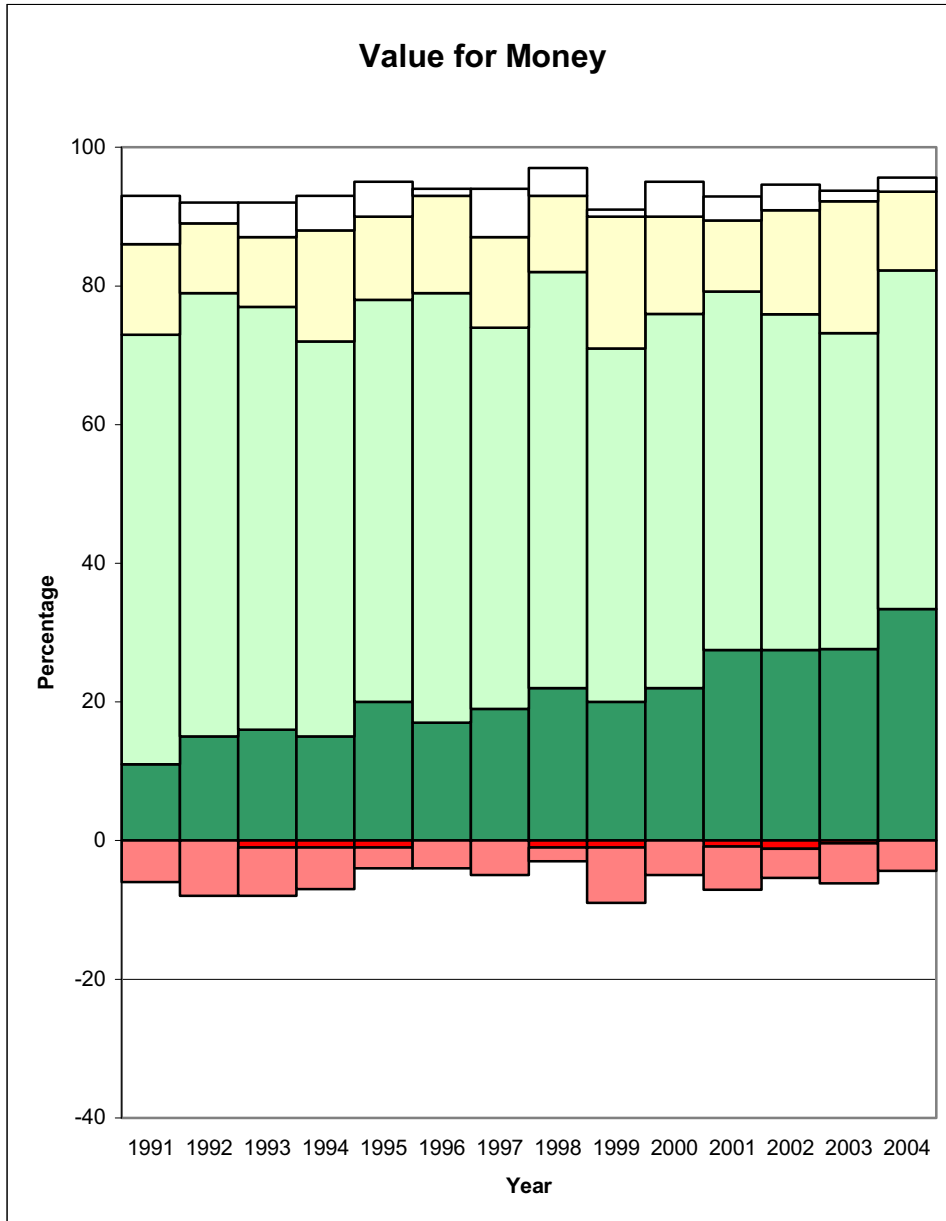
Entertainment and Convention Facilities



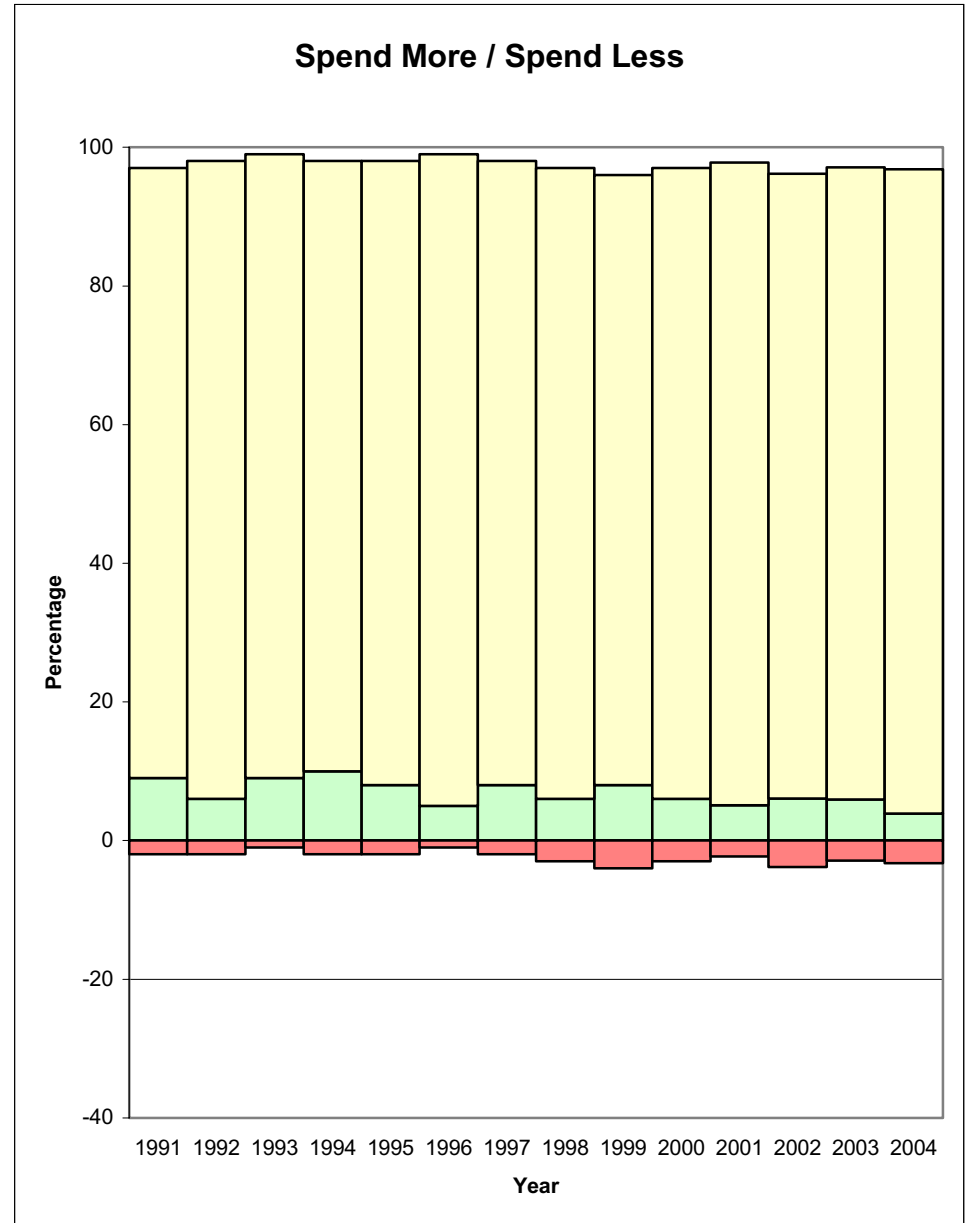
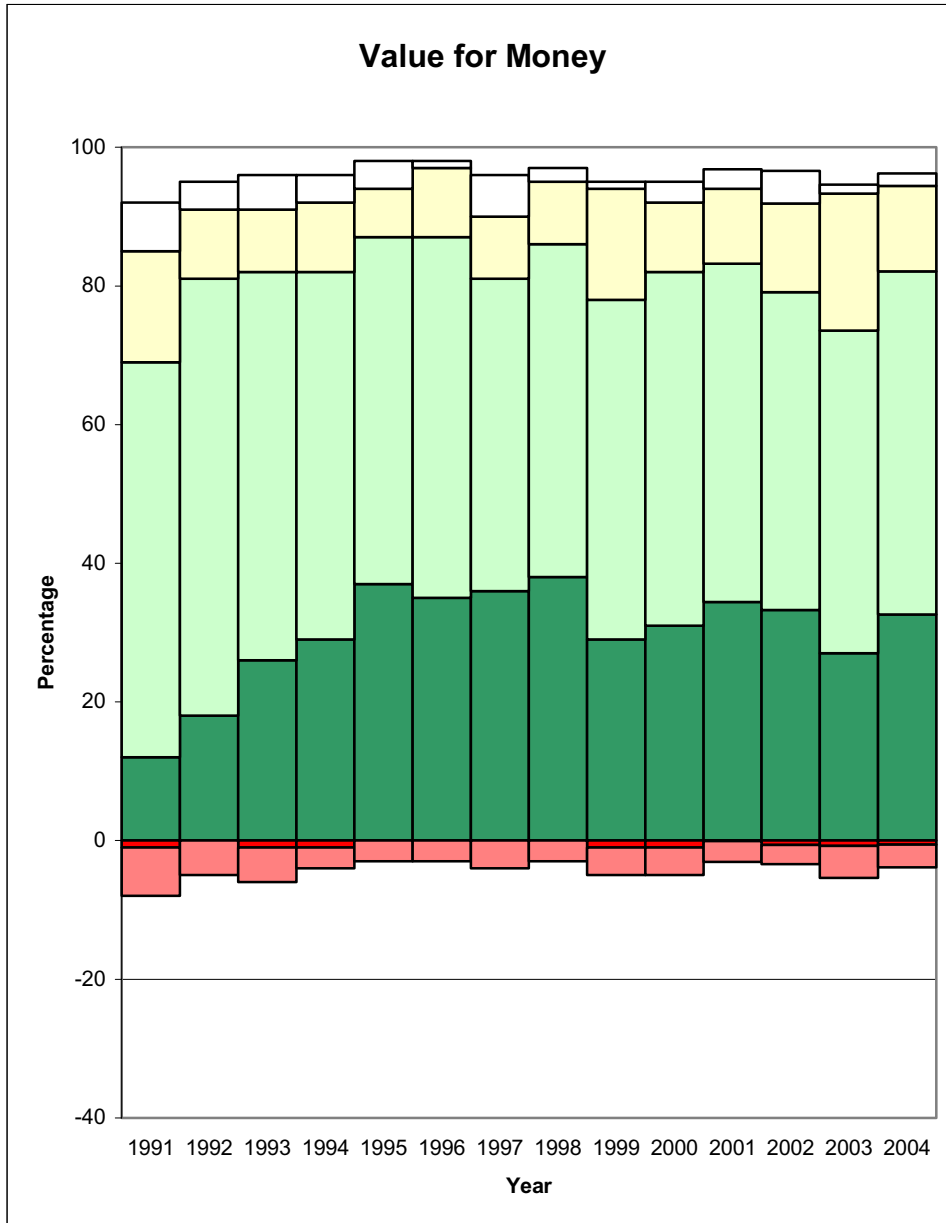
The Art Gallery



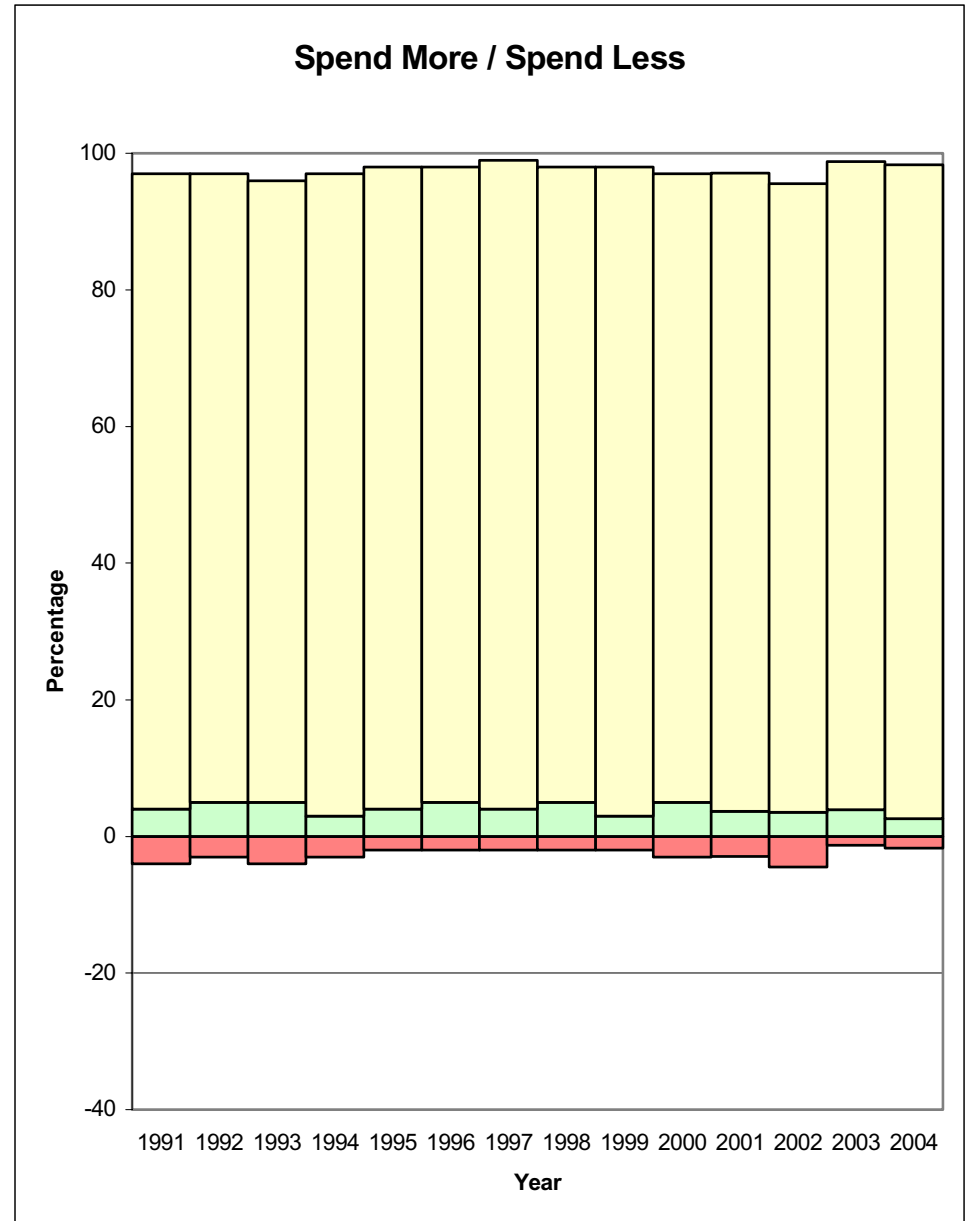
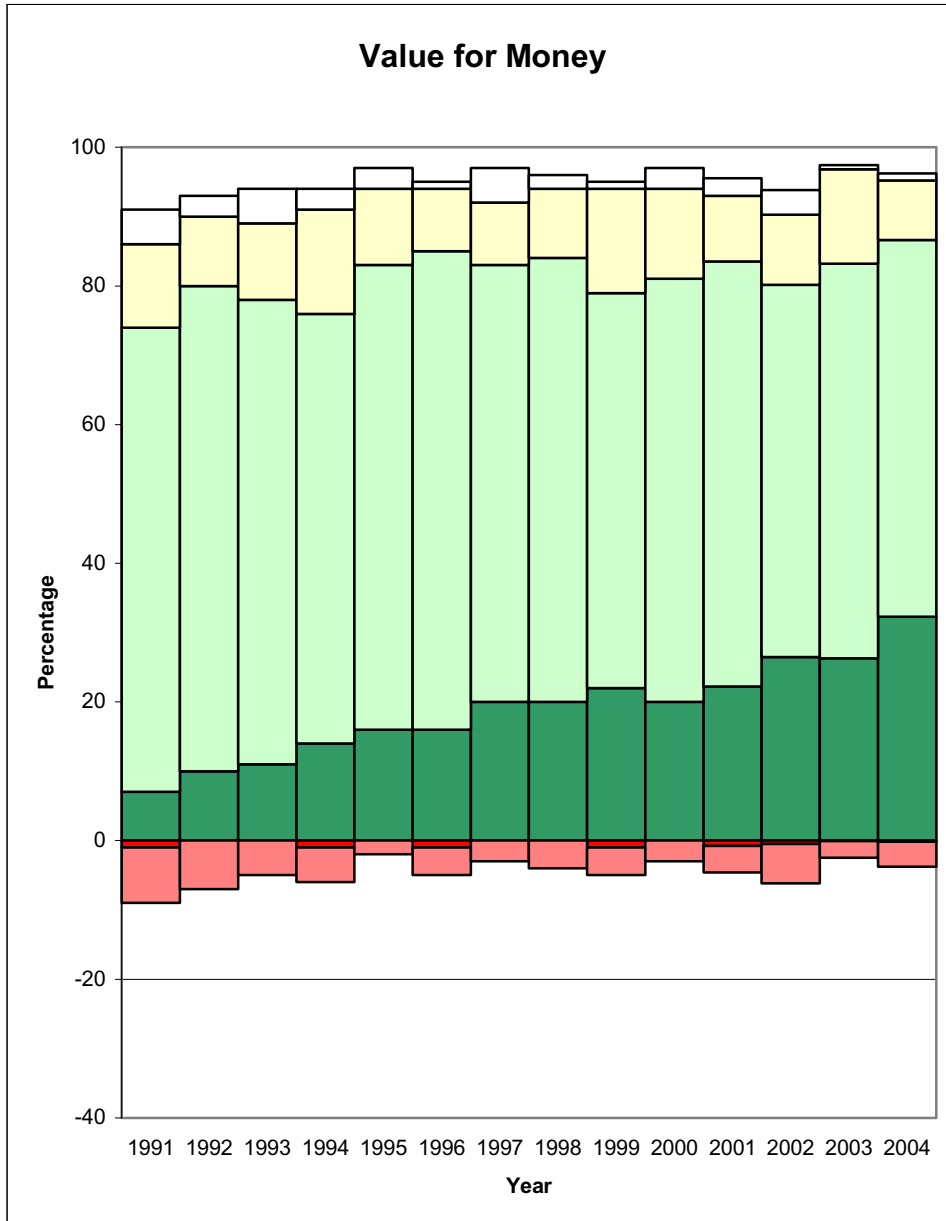
Public Libraries



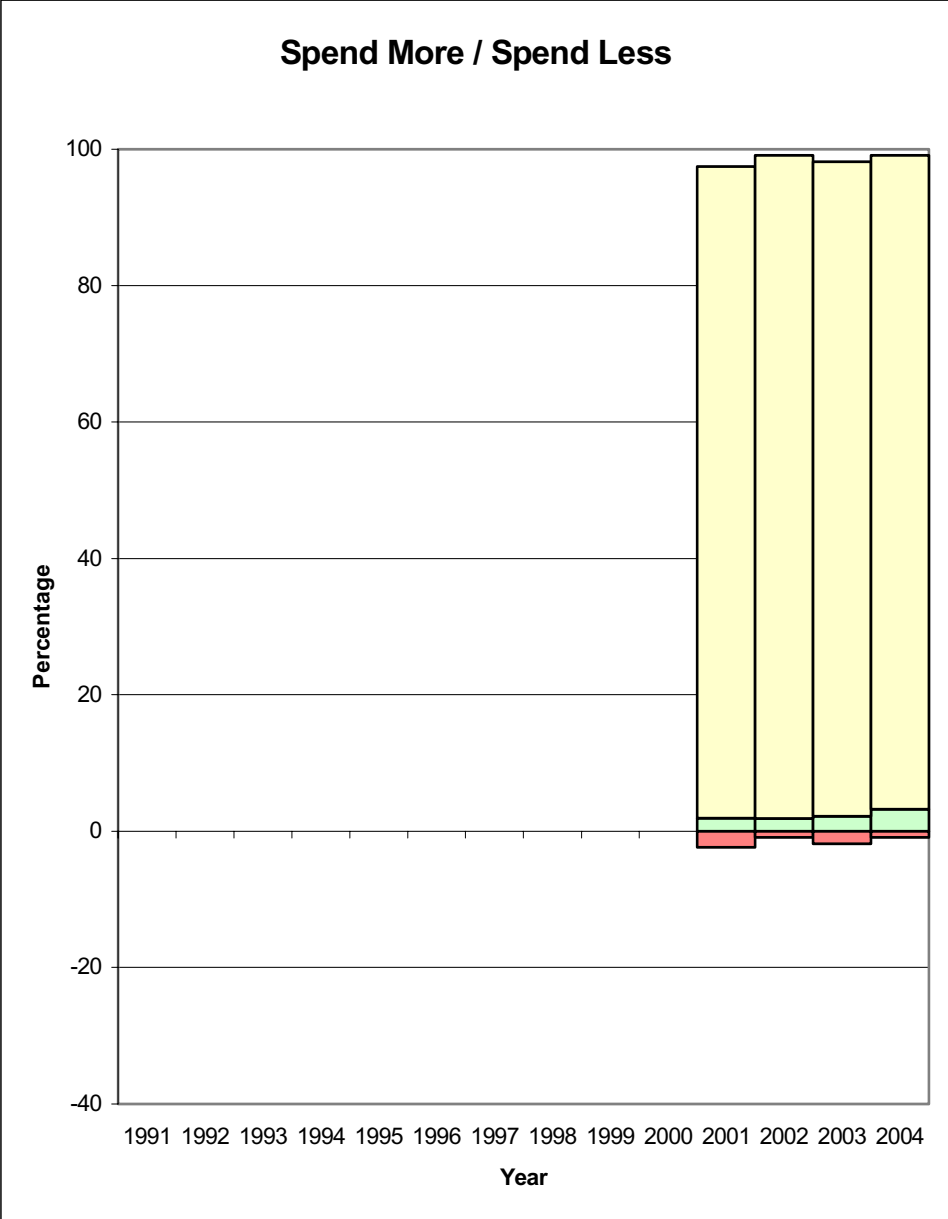
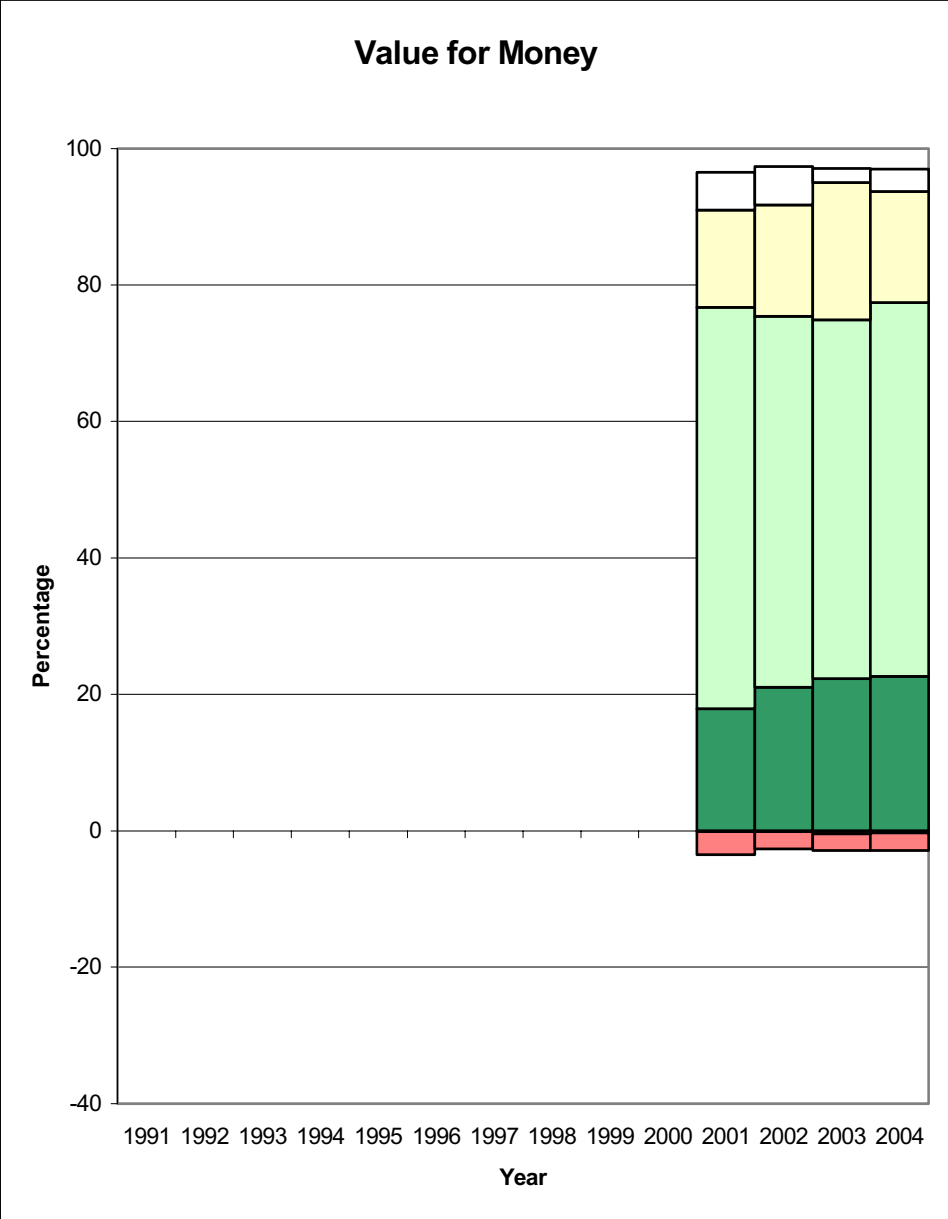
Putting On Events and Festivals



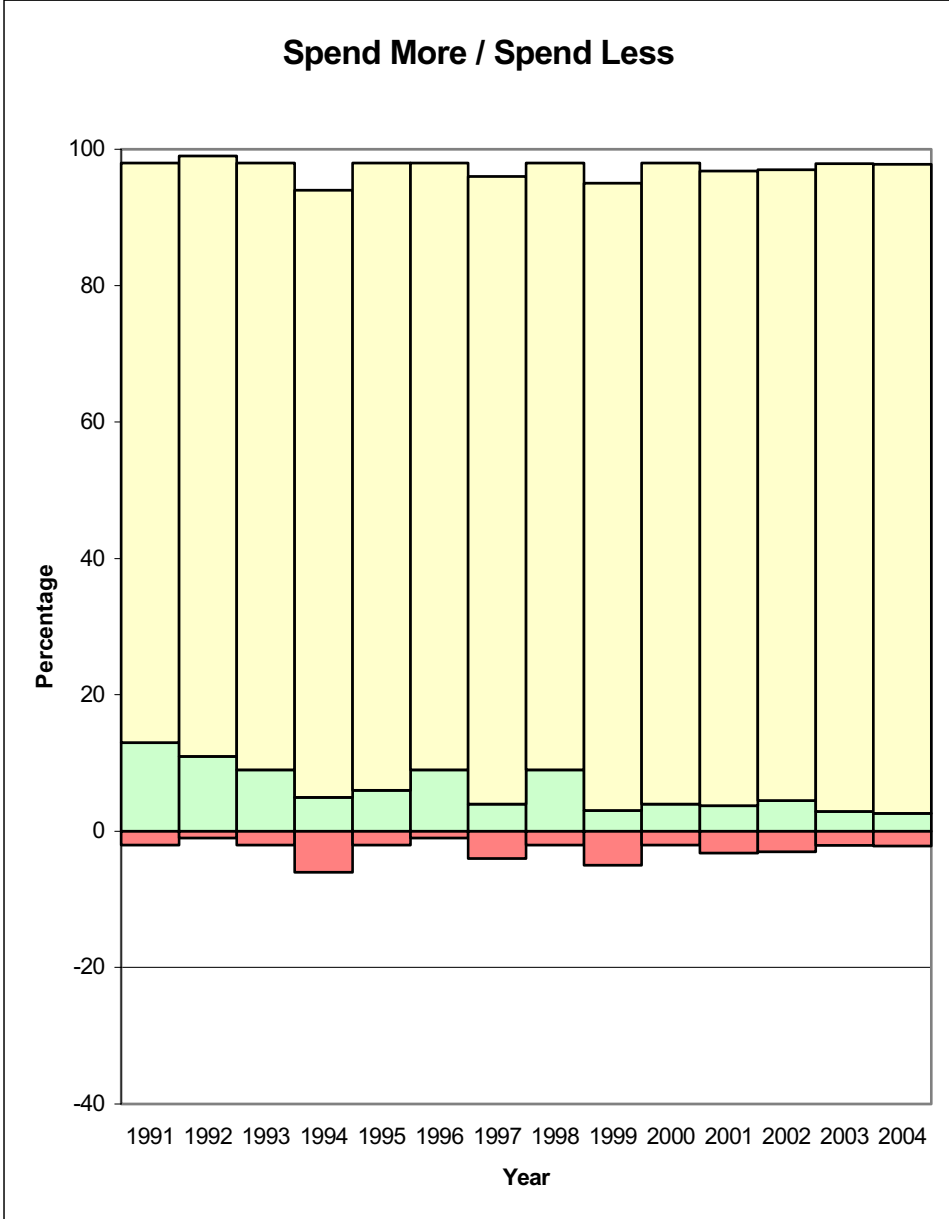
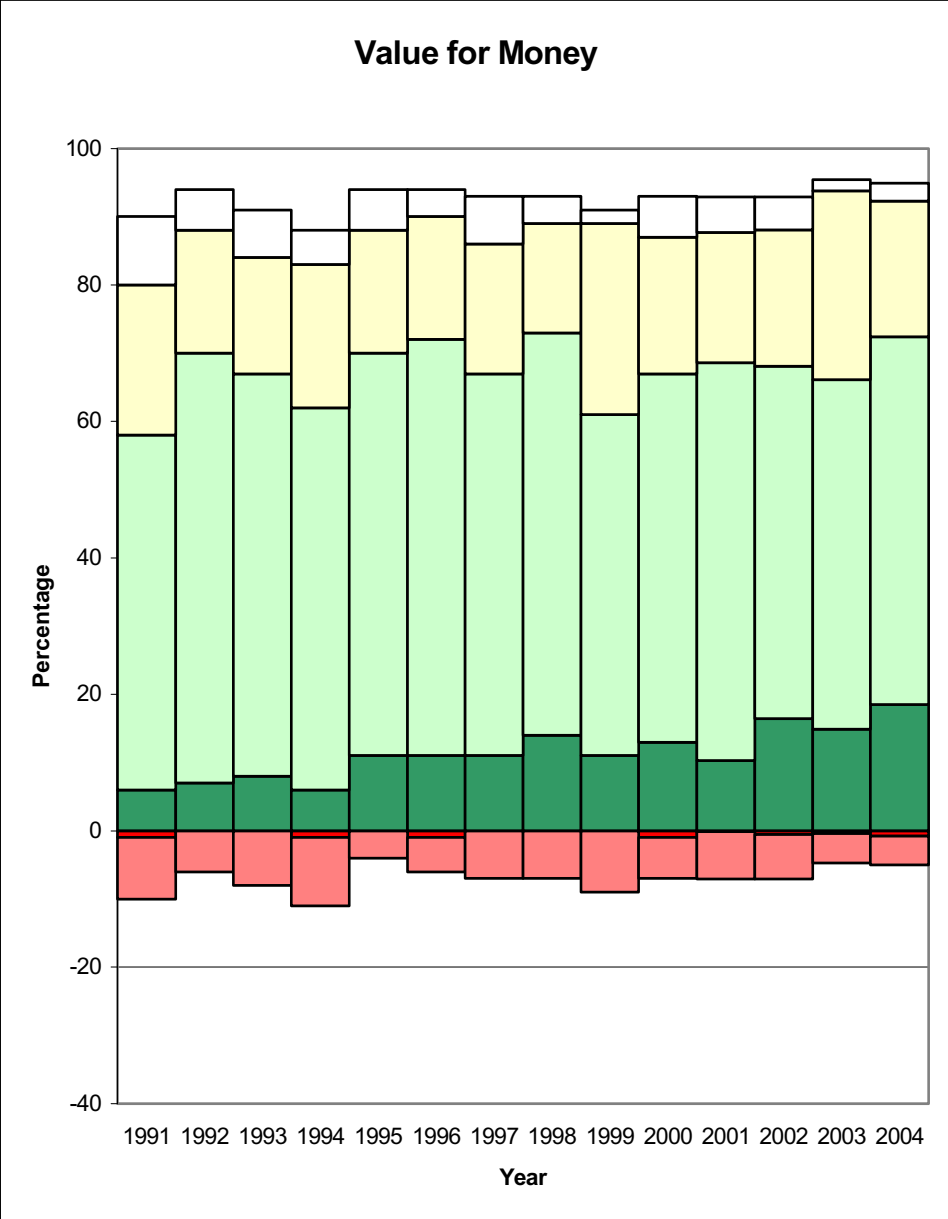
Parks and Playing Fields



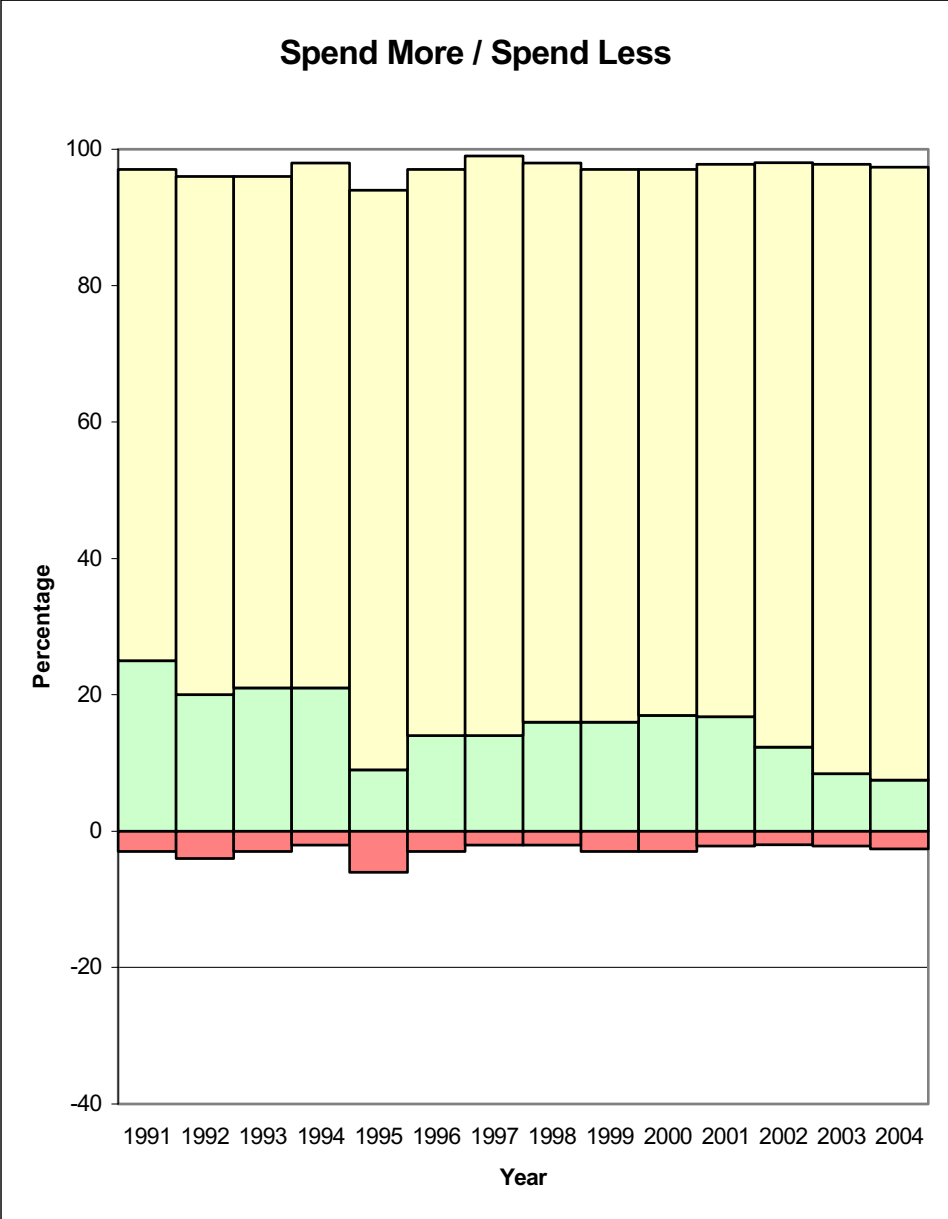
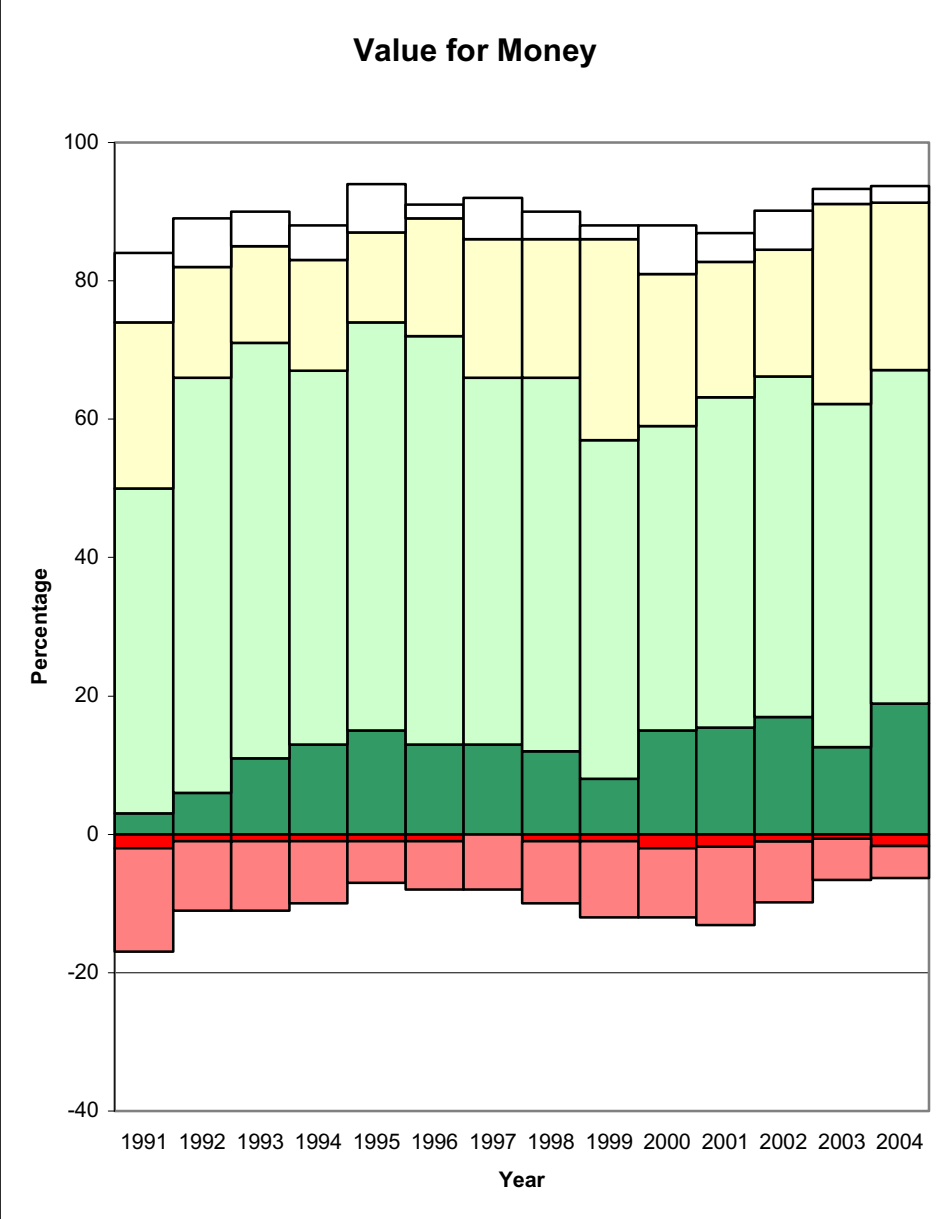
Swimming Pools



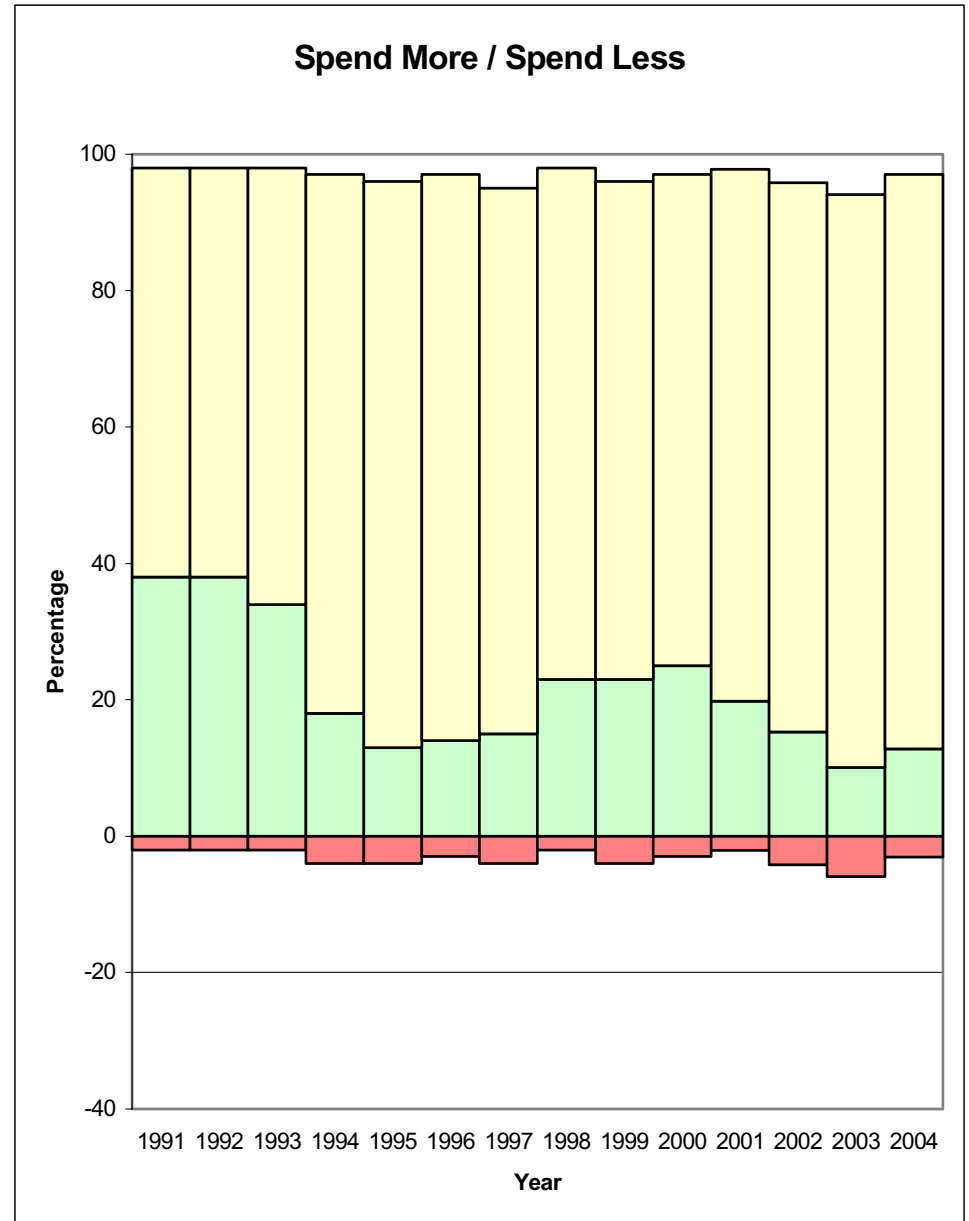
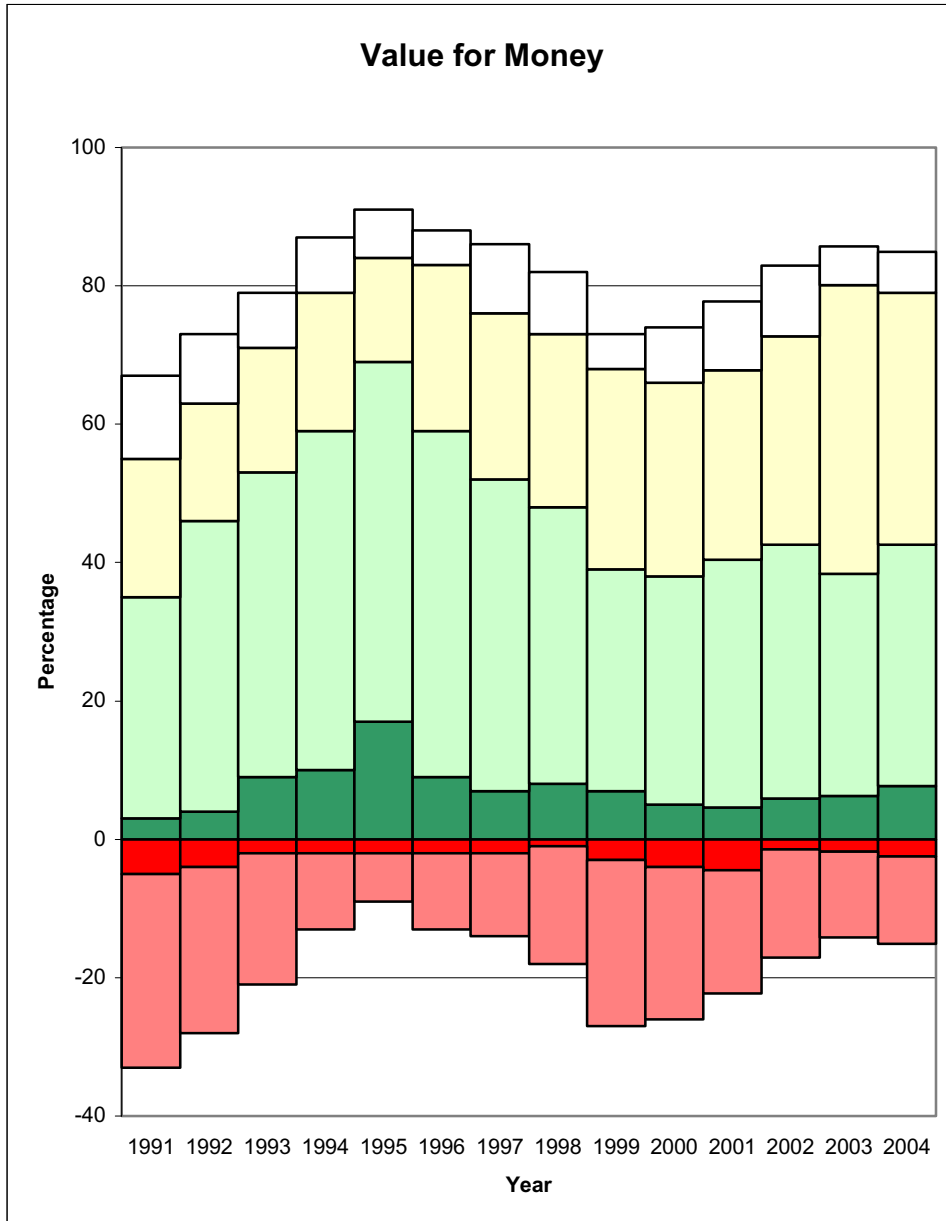
Promoting Sport and Recreation



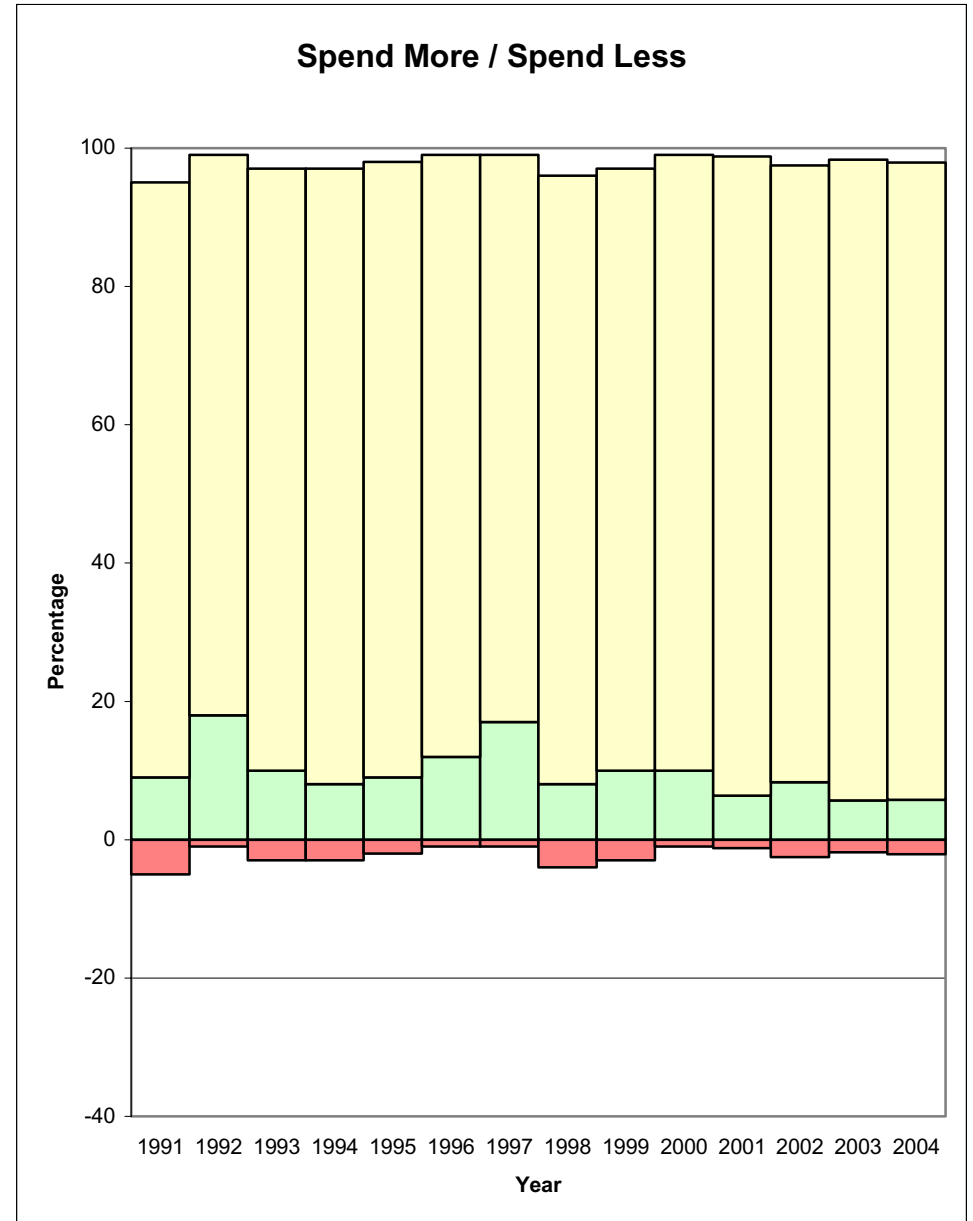
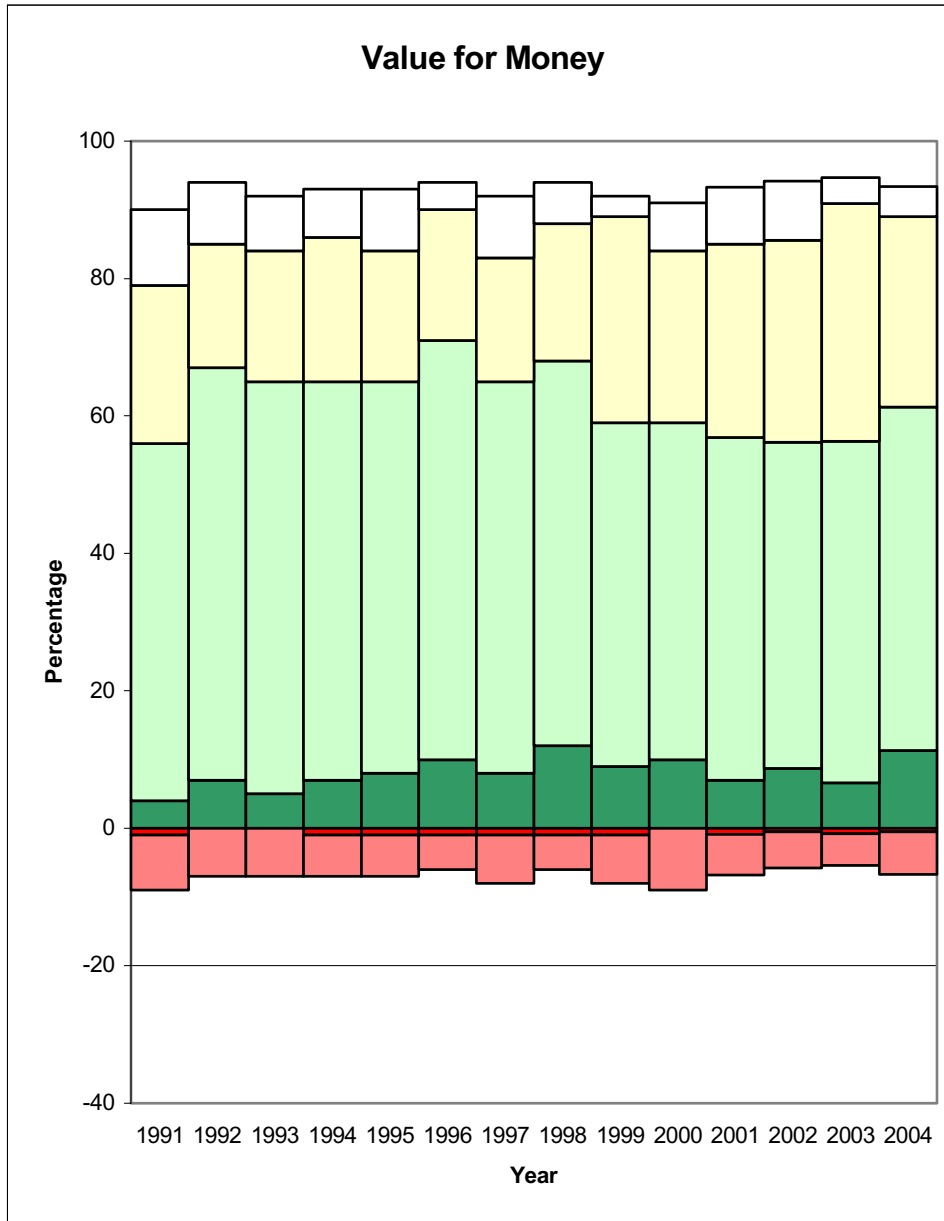
Getting Tourists to Come to Christchurch



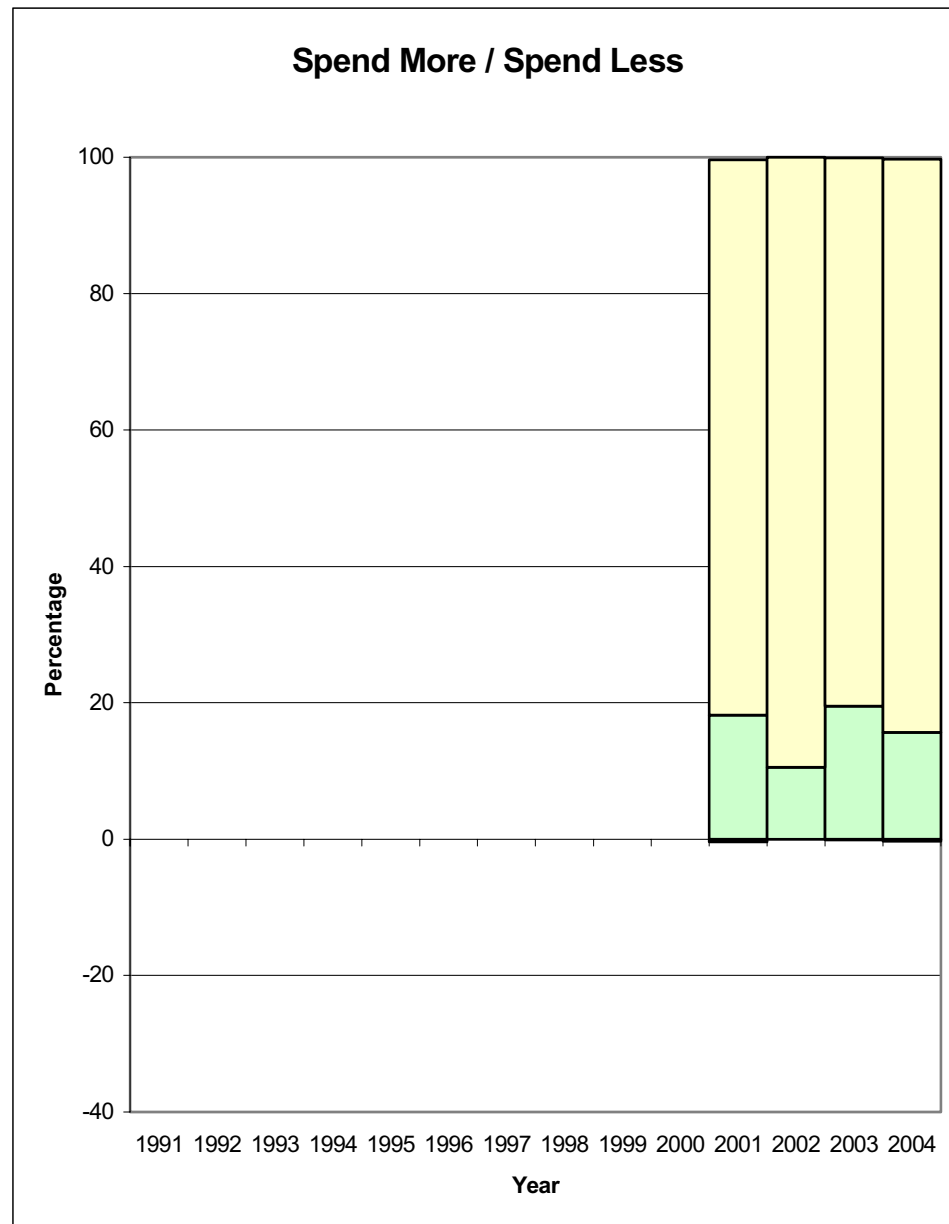
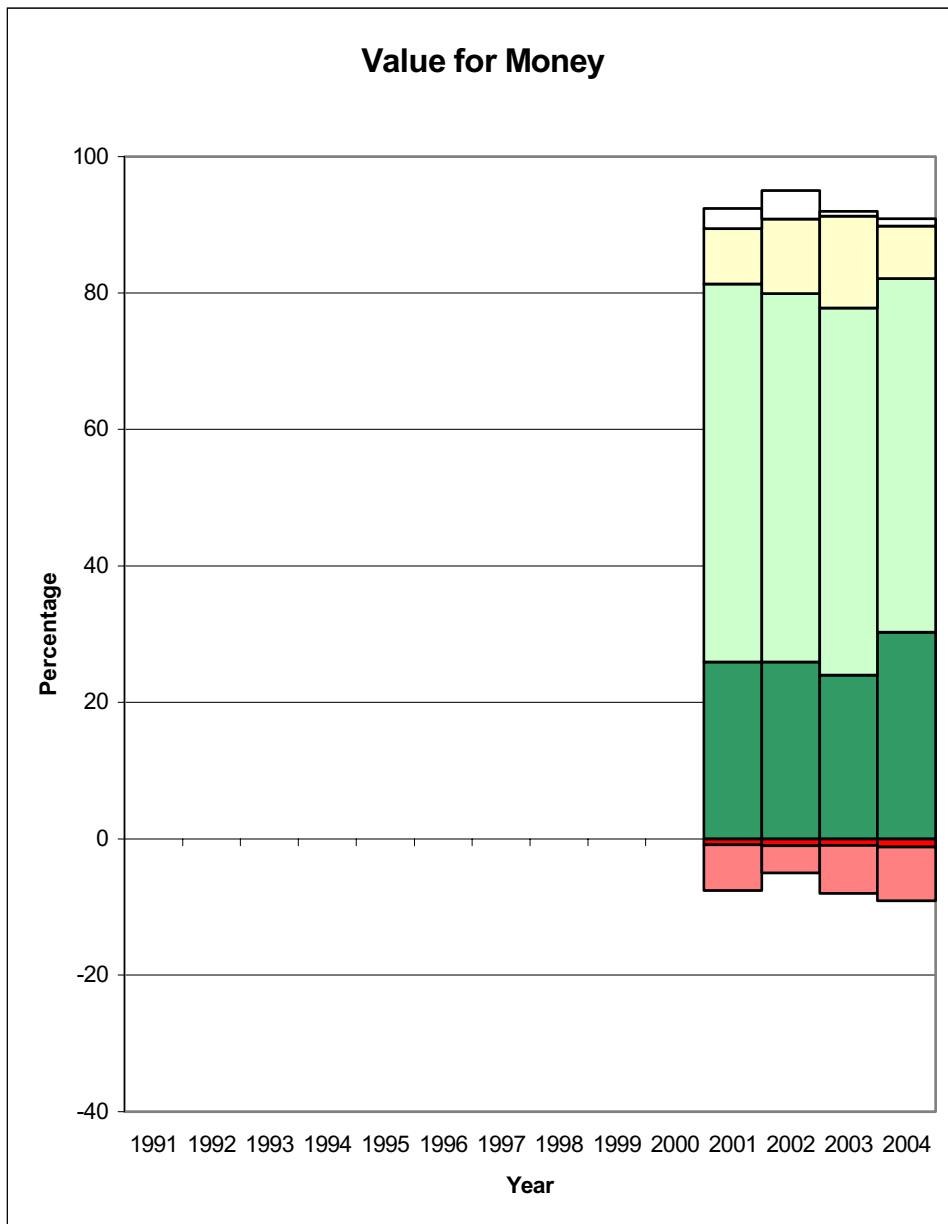
Getting Businesses to Create New Jobs in Christchurch



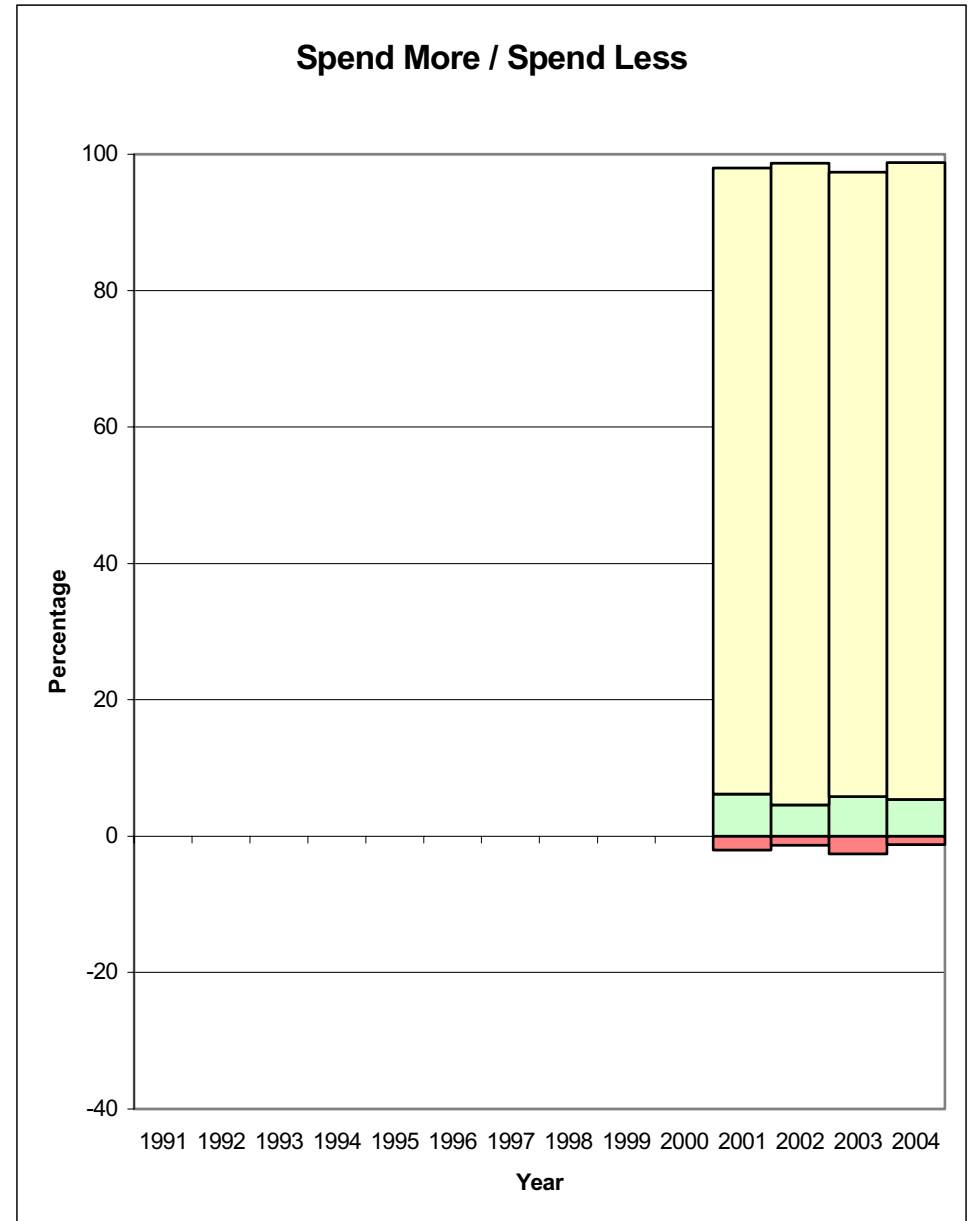
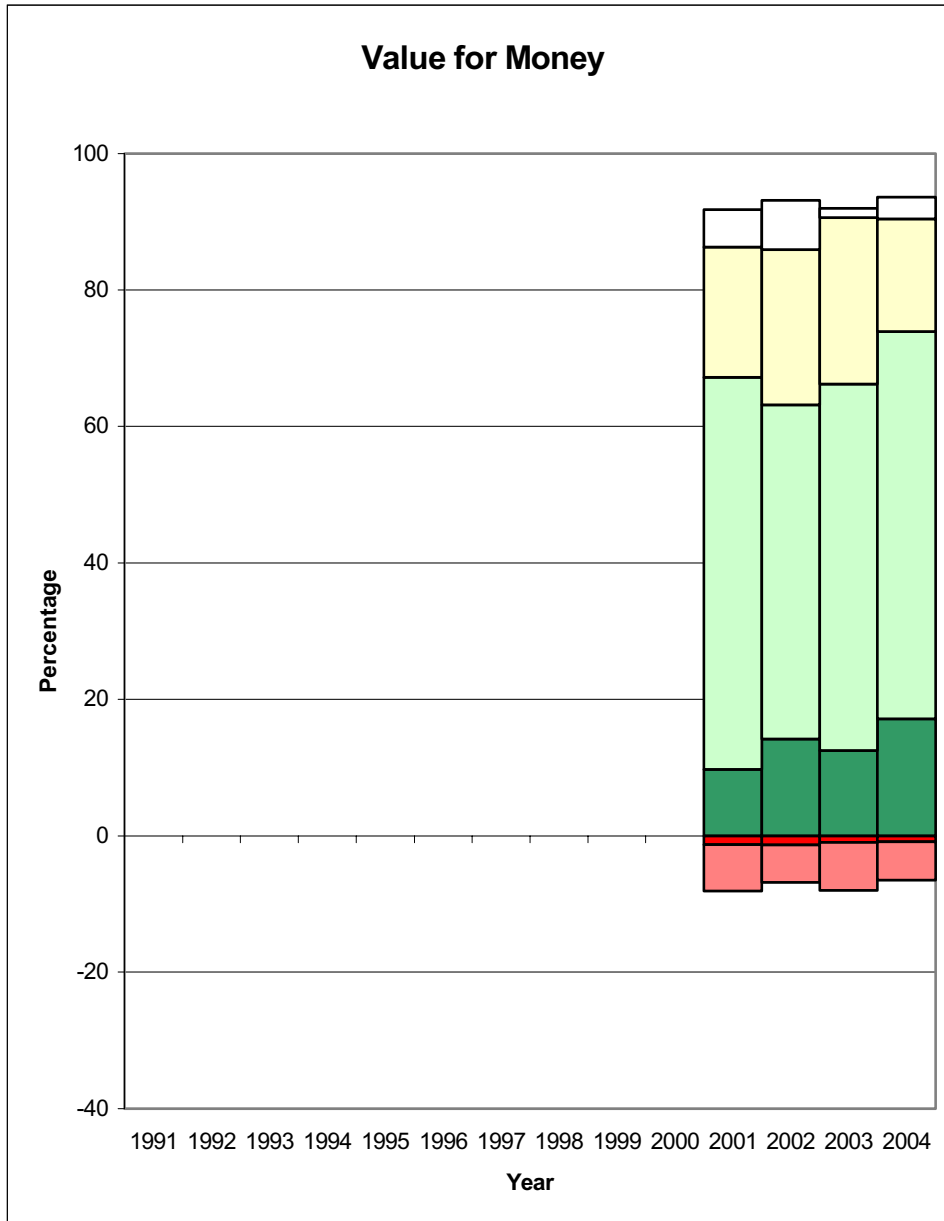
Supporting Voluntary Groups and Organisations



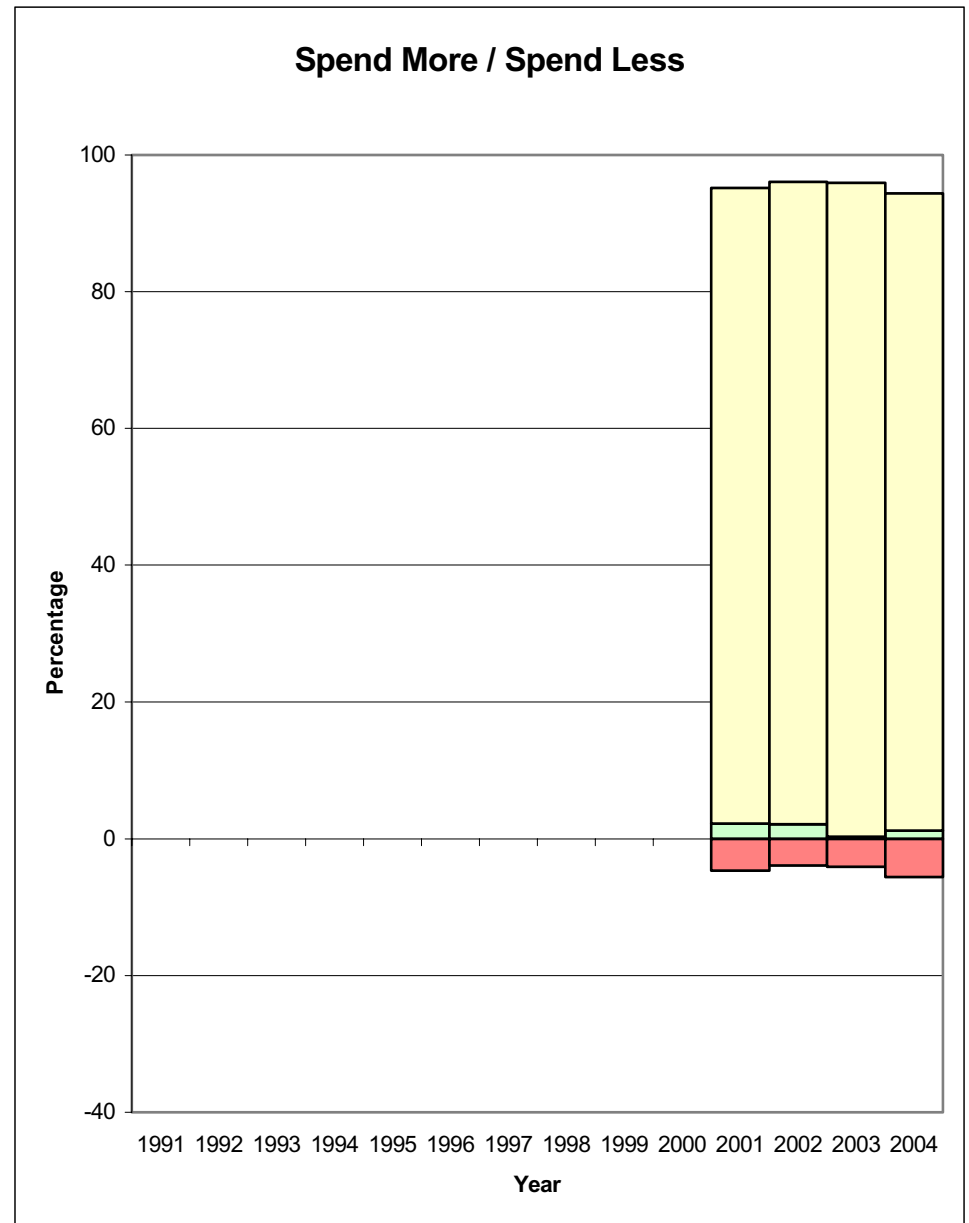
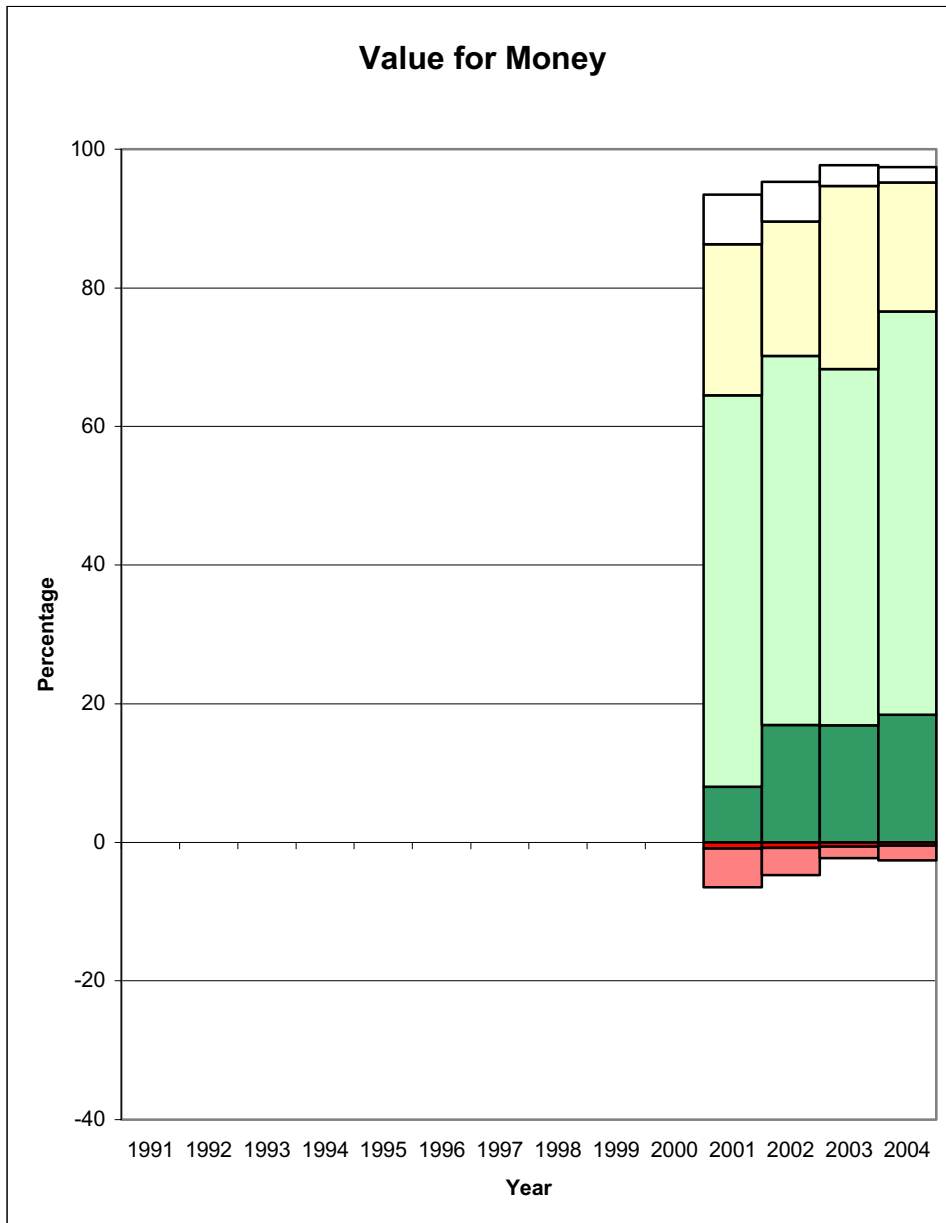
The Recycling Programme



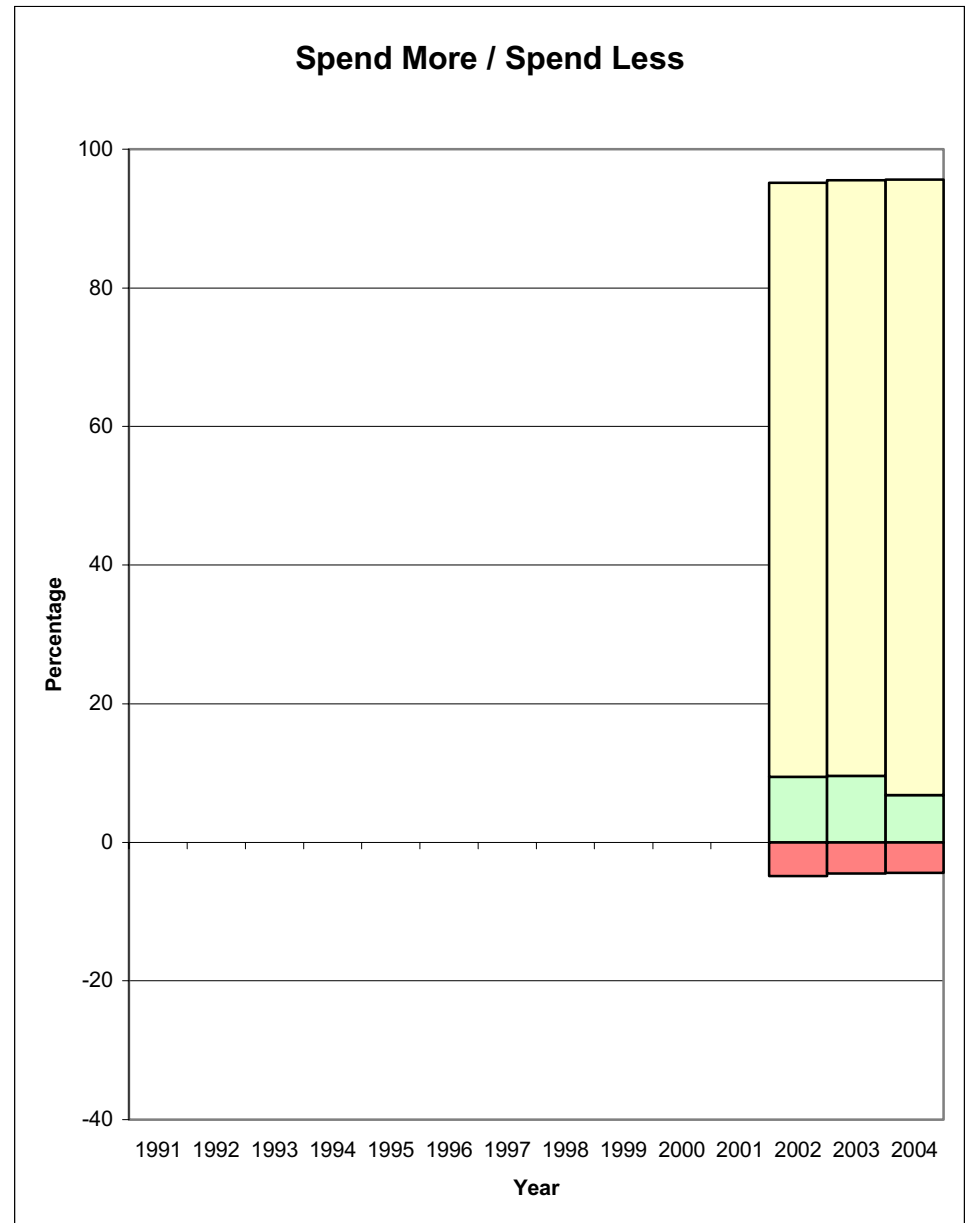
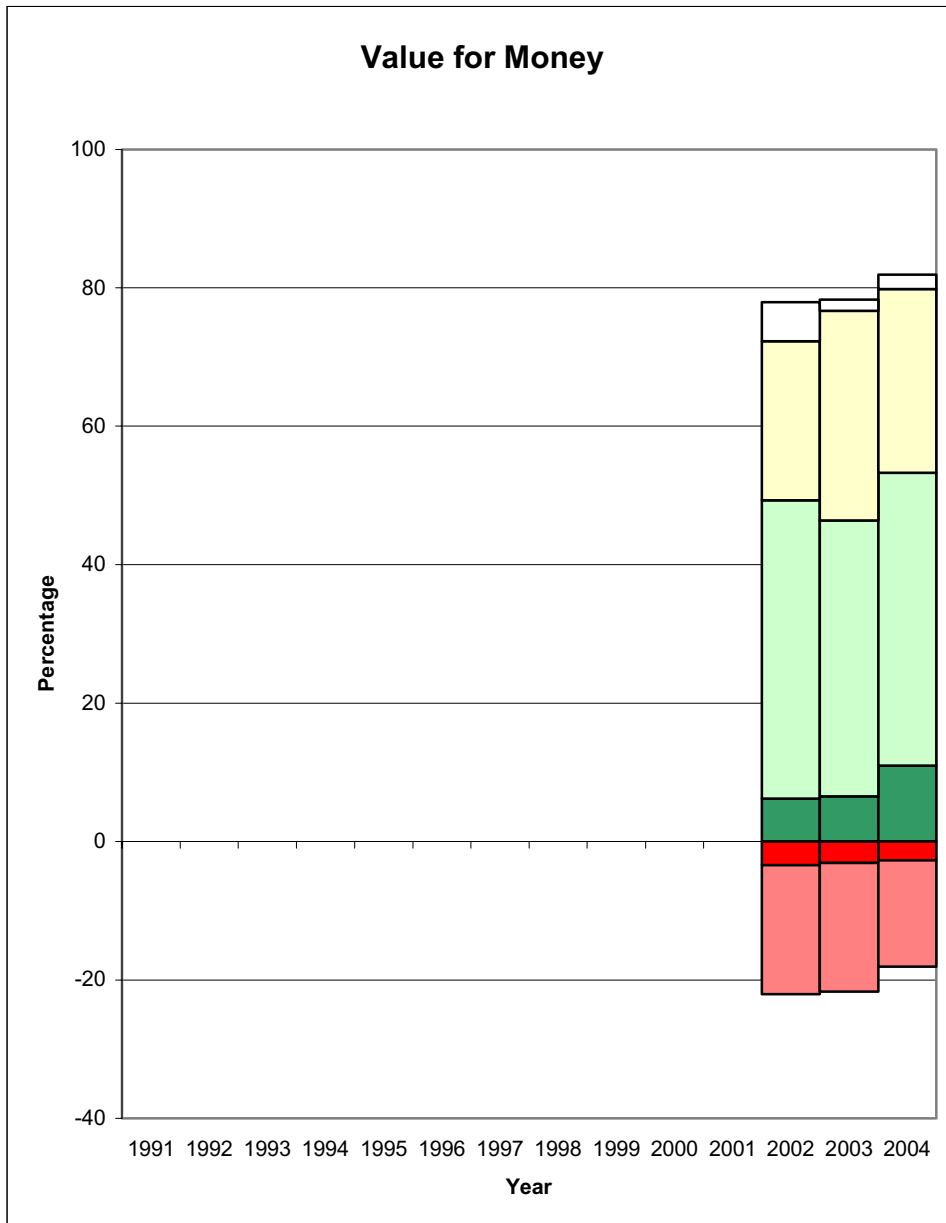
Looking After Waterways, Wetlands and Land Drainage



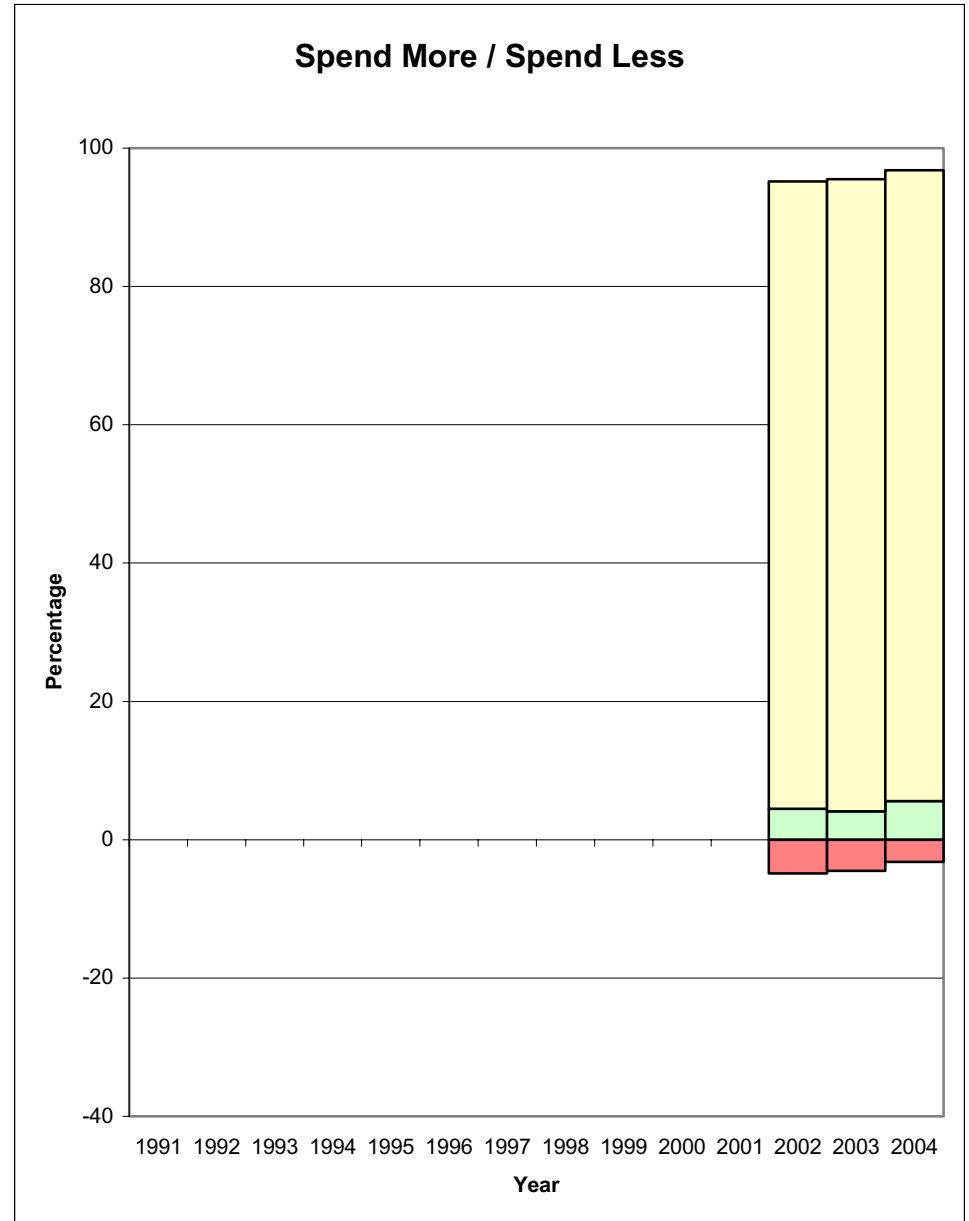
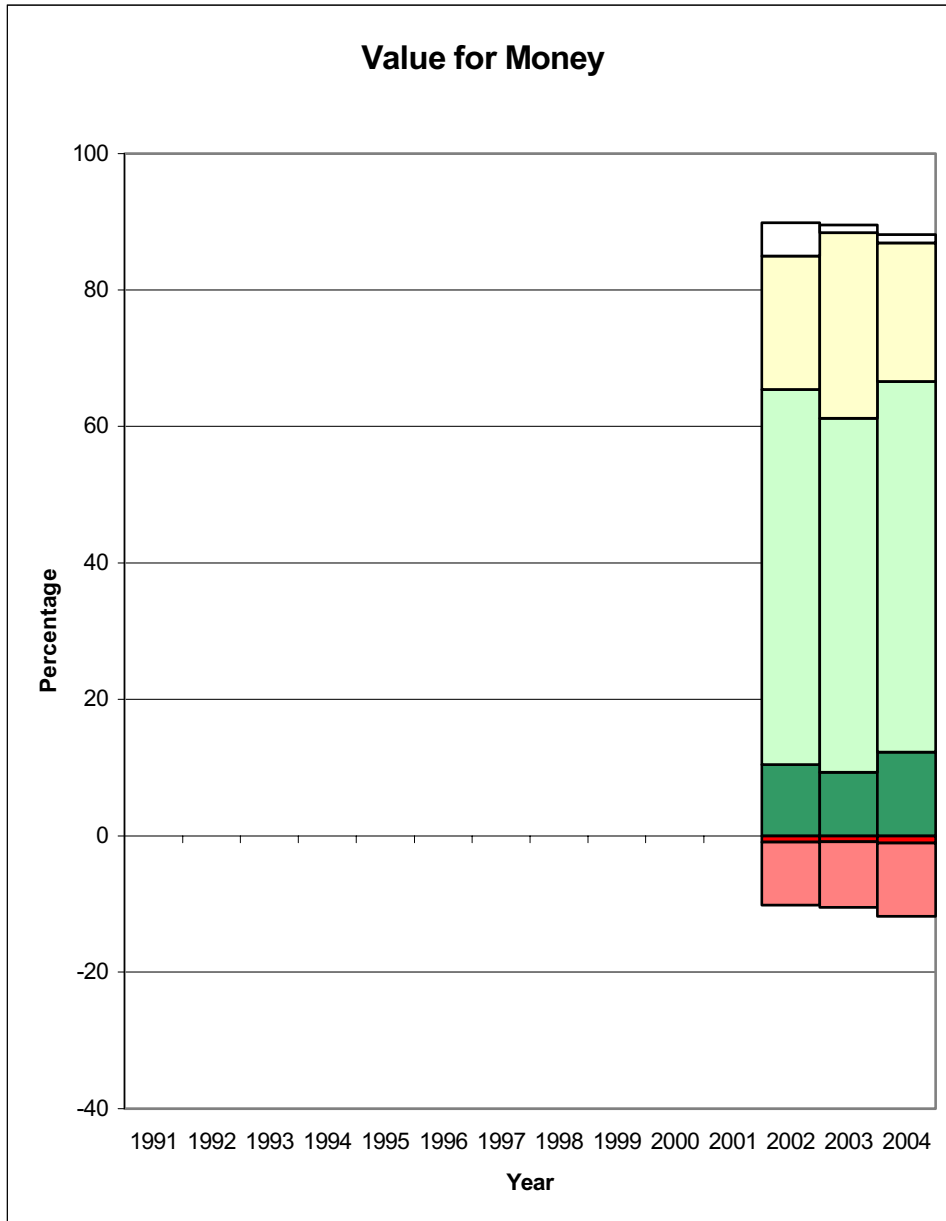
Stadiums



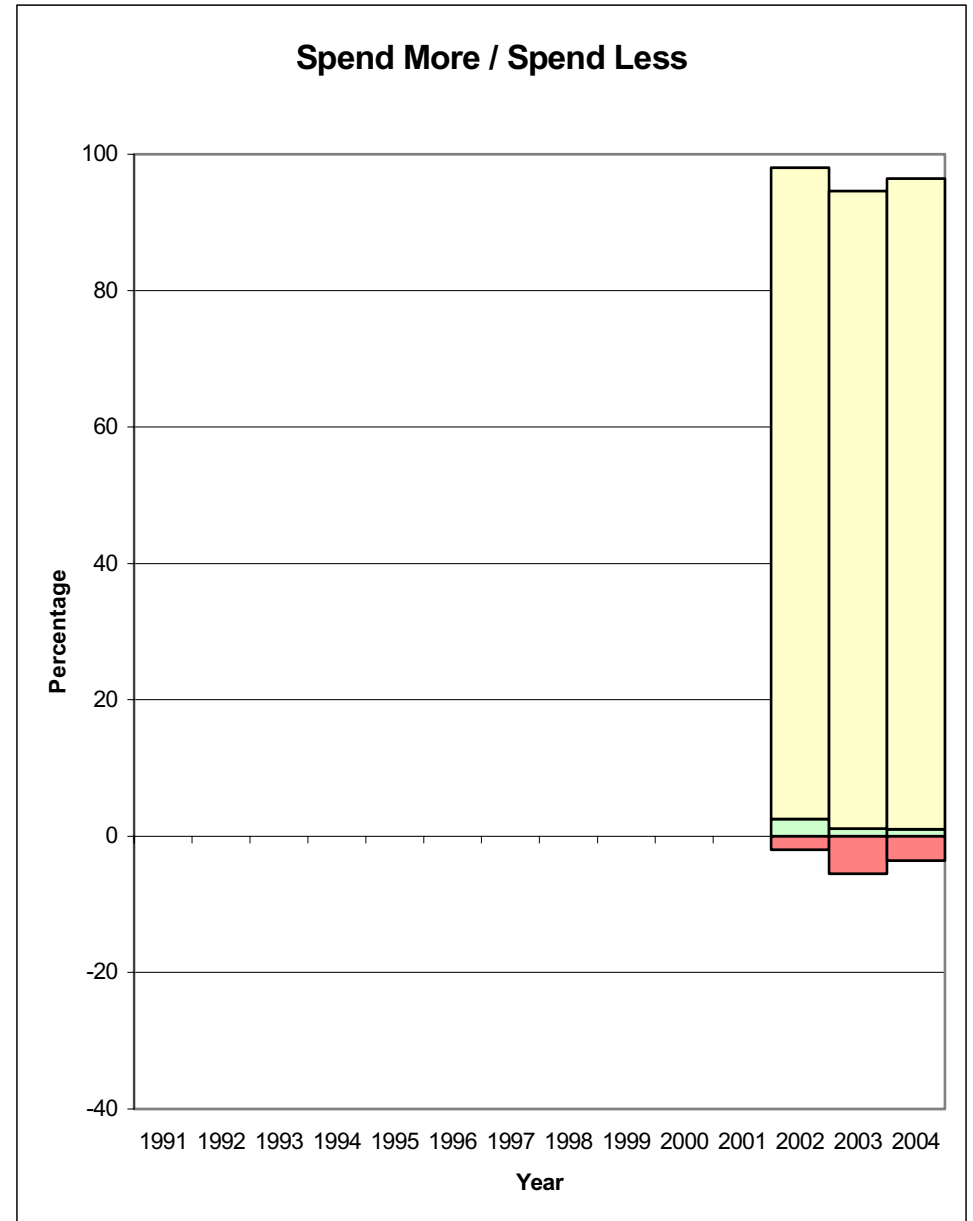
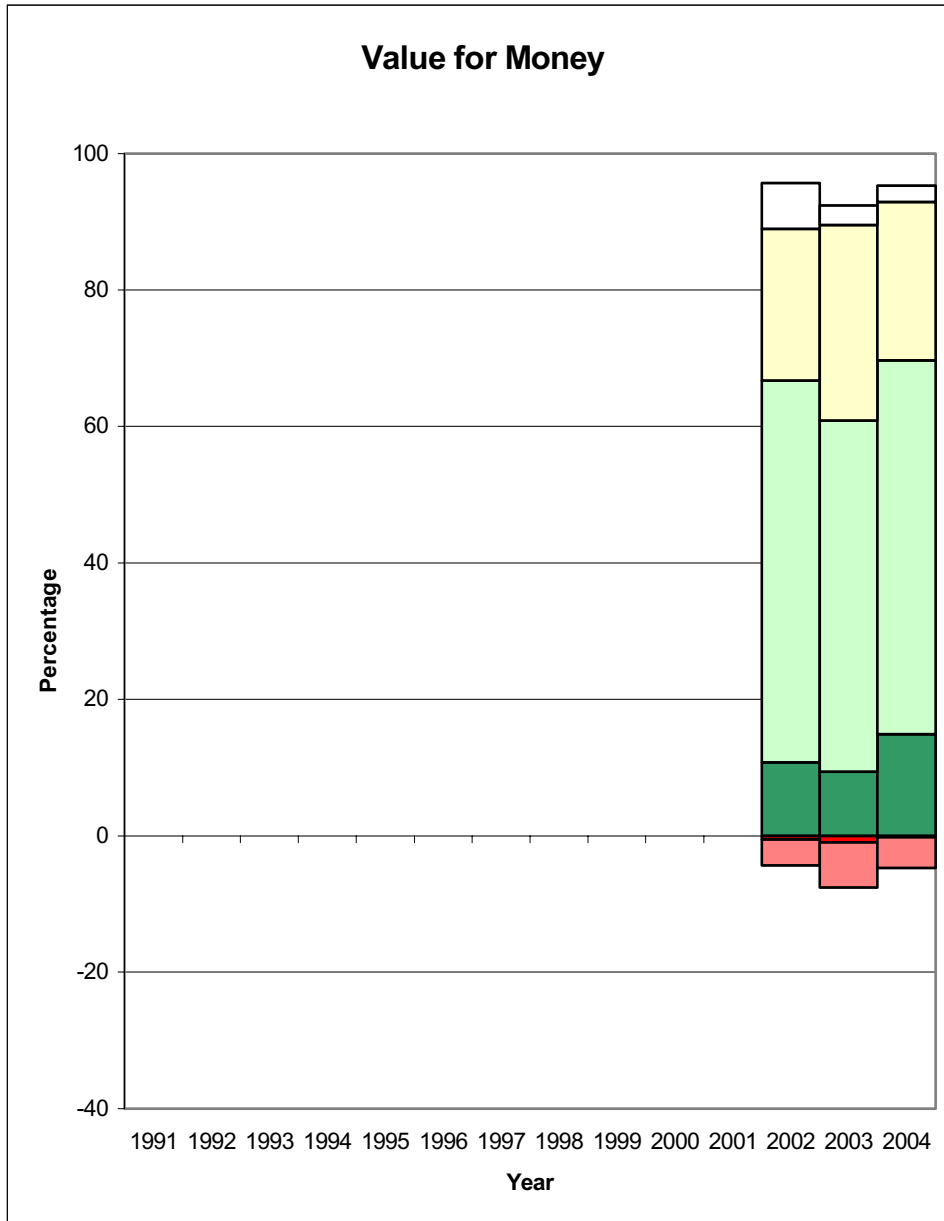
Promoting and Developing the City Centre



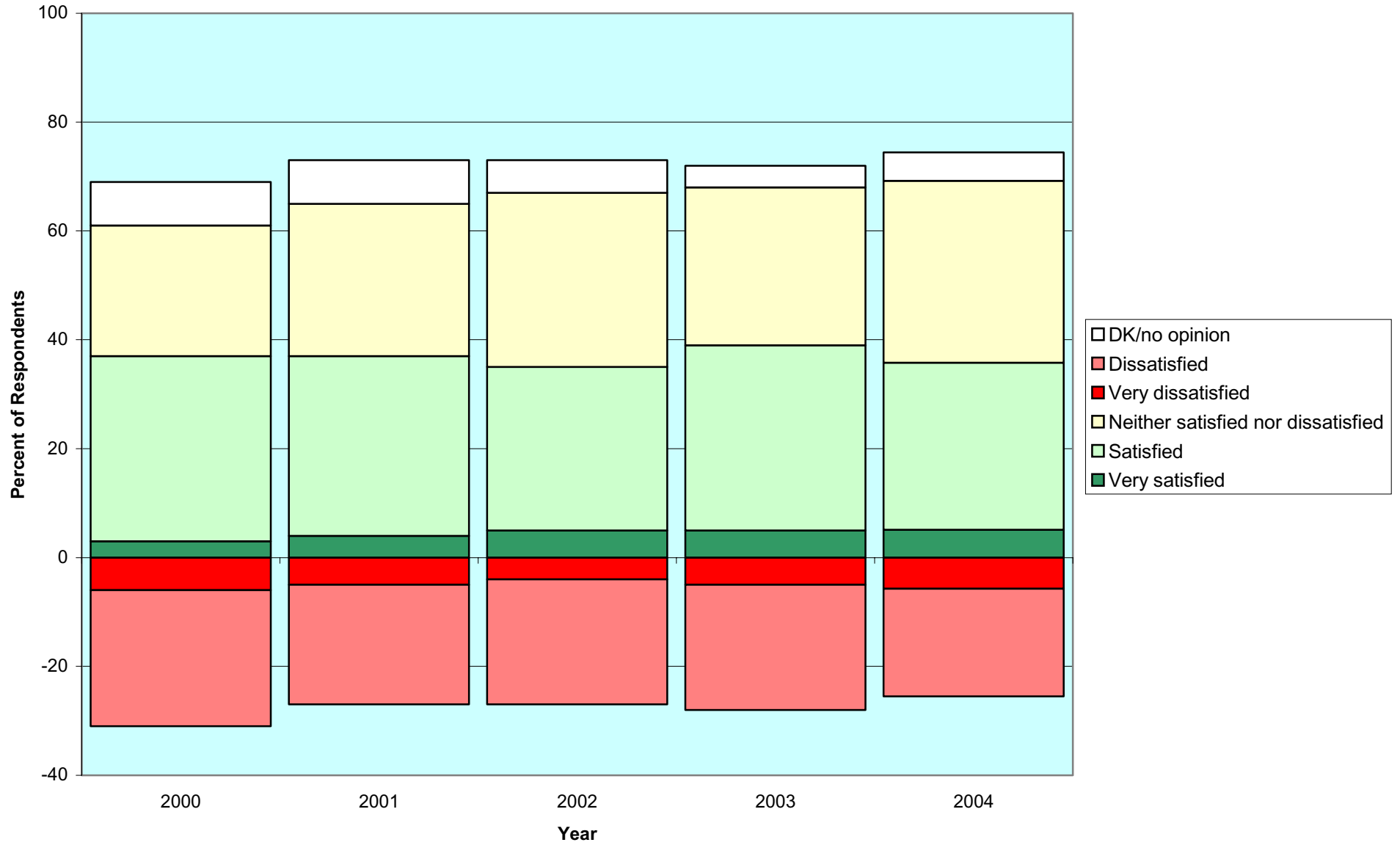
Landscaping the City's Streets



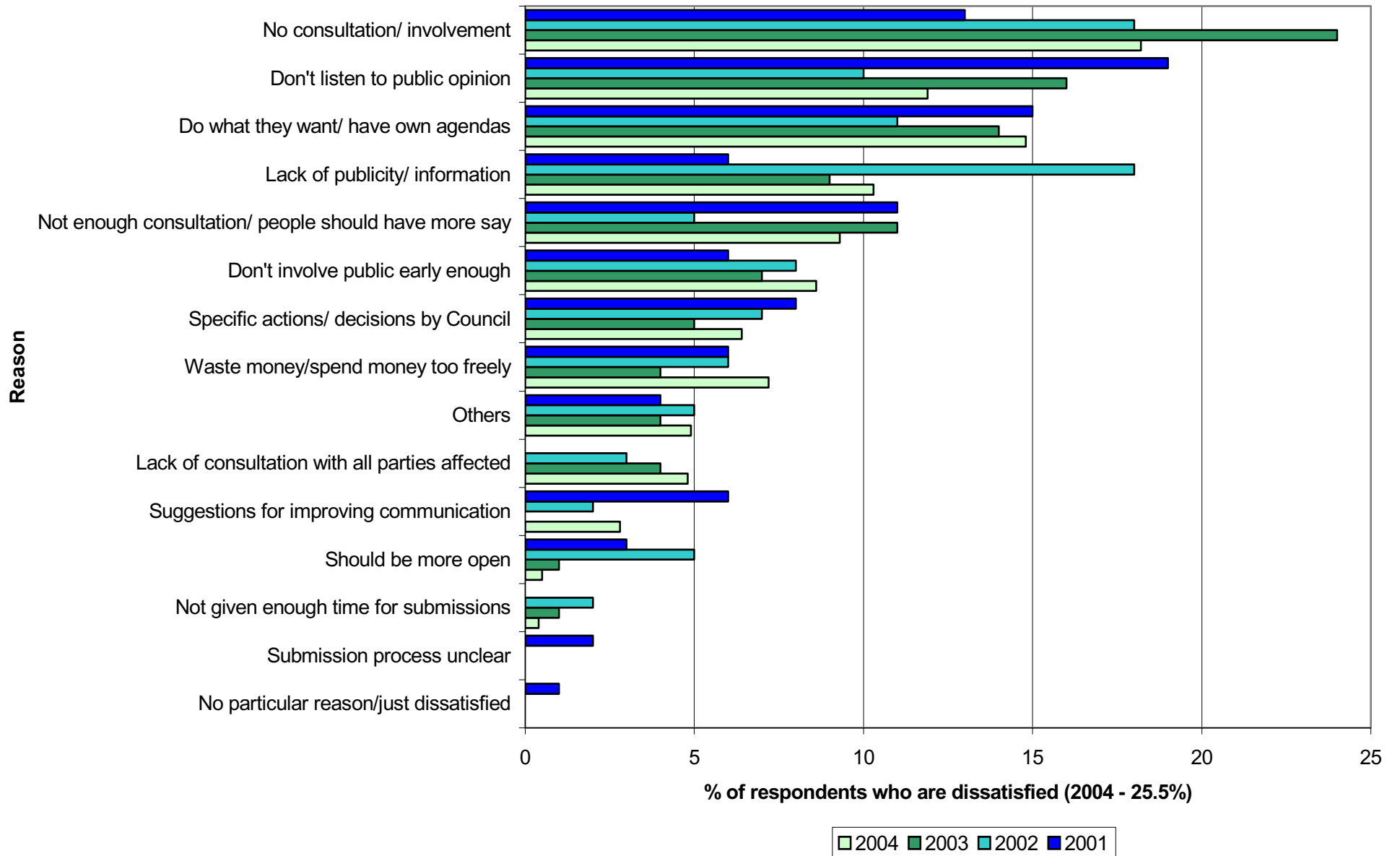
Supporting the Canterbury Museum



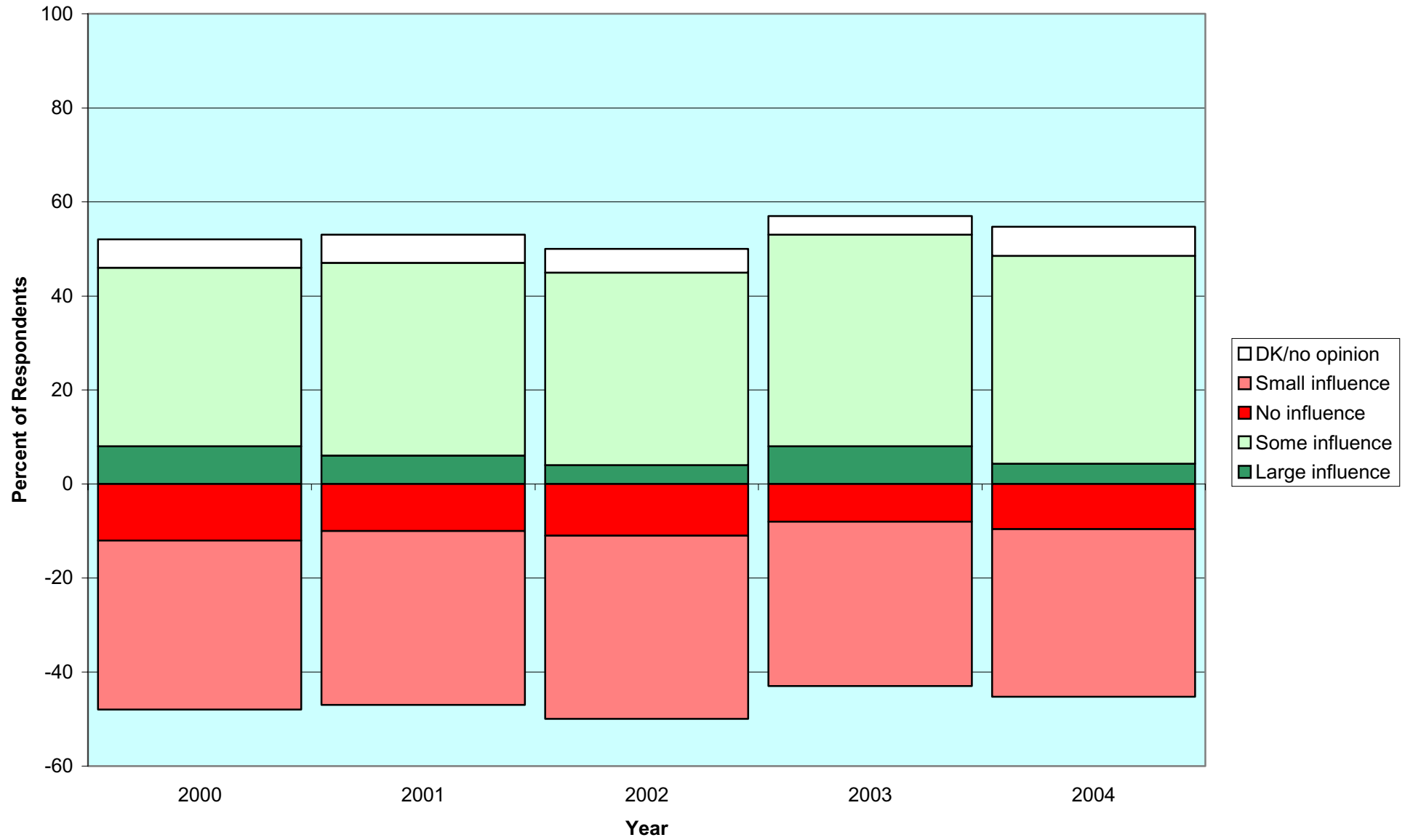
Satisfaction with the Way the Council Involves the Public in the Decisions It Makes



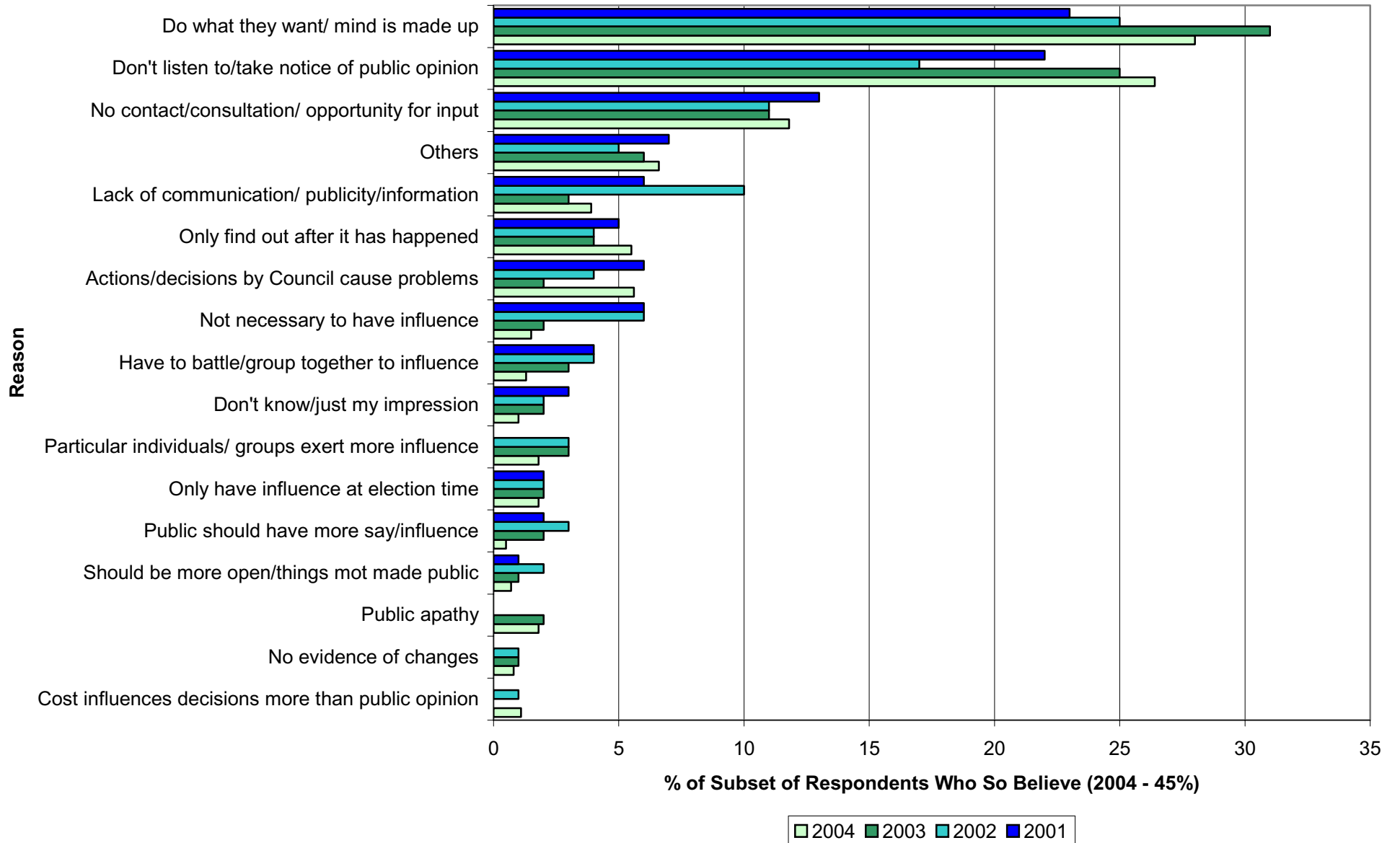
Reasons Why Dissatisfied with Involving the Public in Decision Making



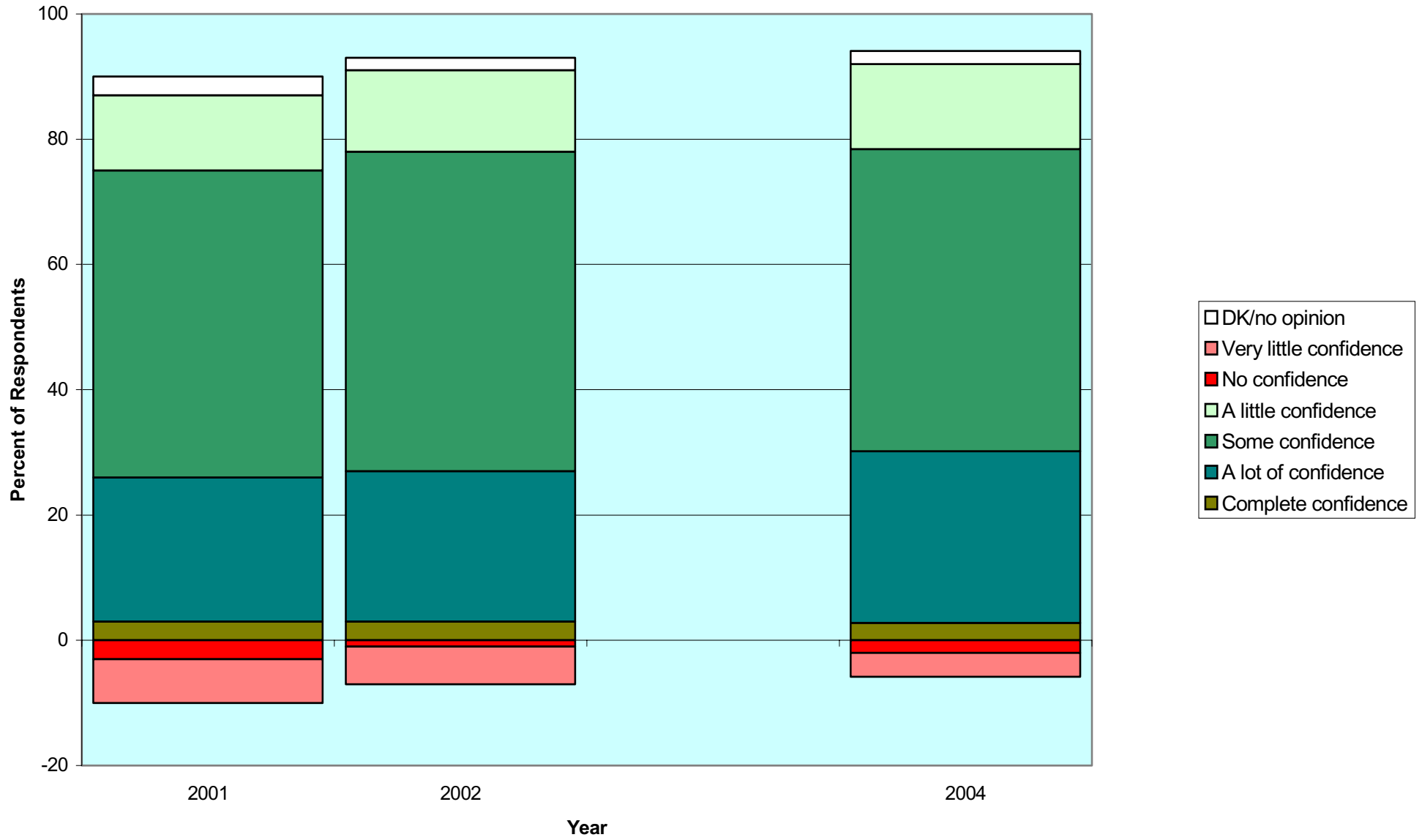
Rating the public's ability to influence council decisions...



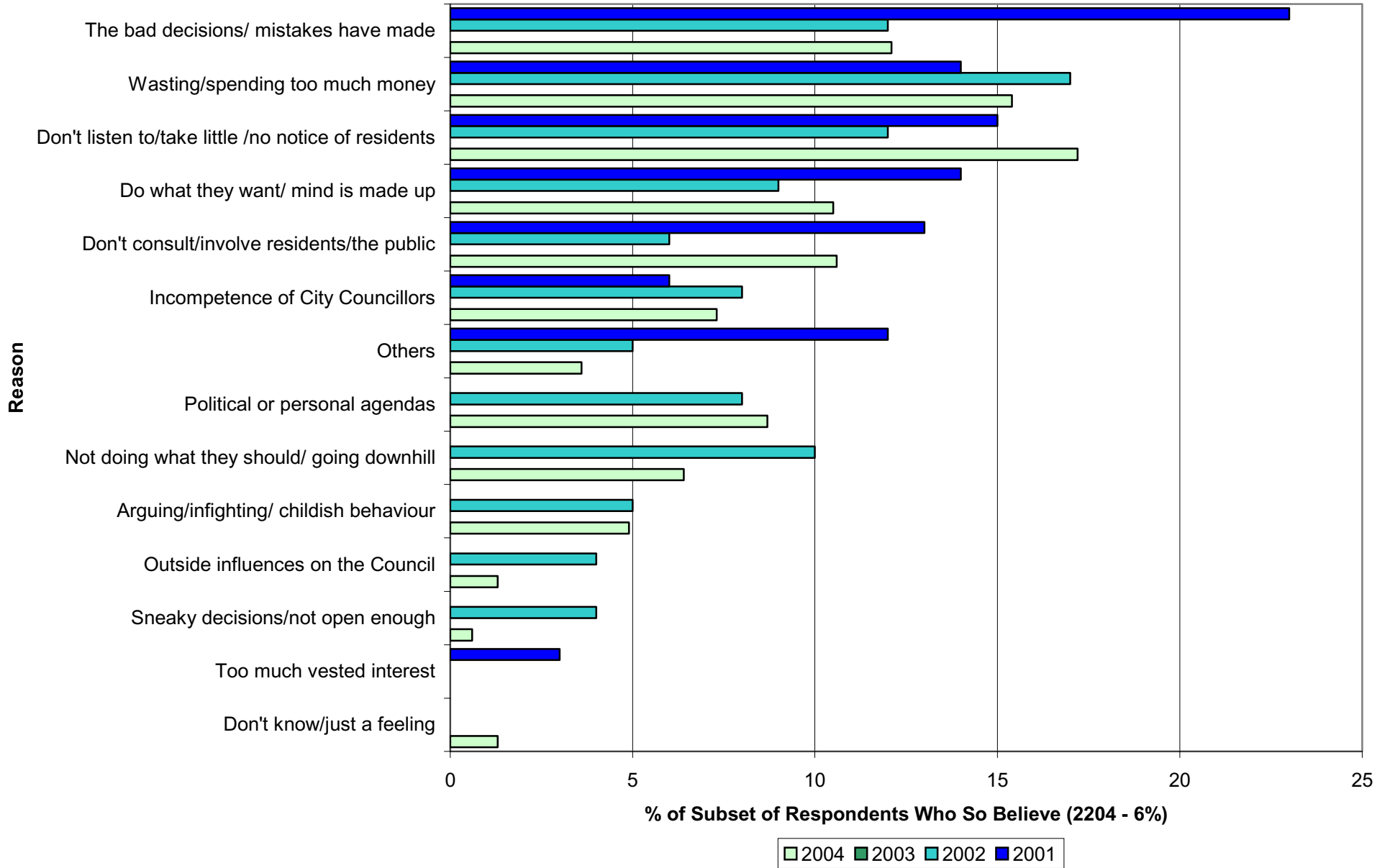
Reasons why respondents feel public has little or no influence on council decisions



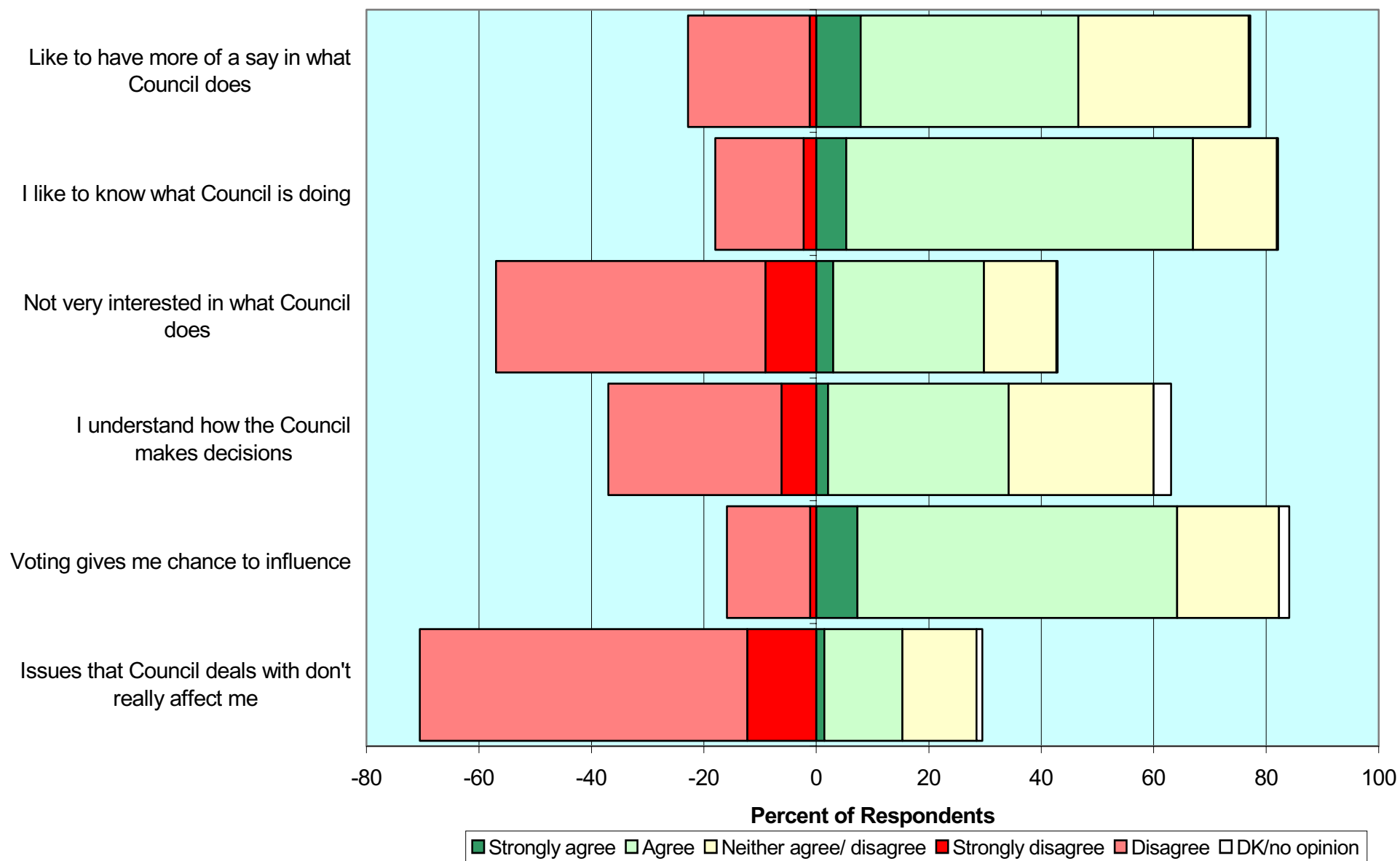
Confidence that the Council will make decisions that are in the best interests of the City



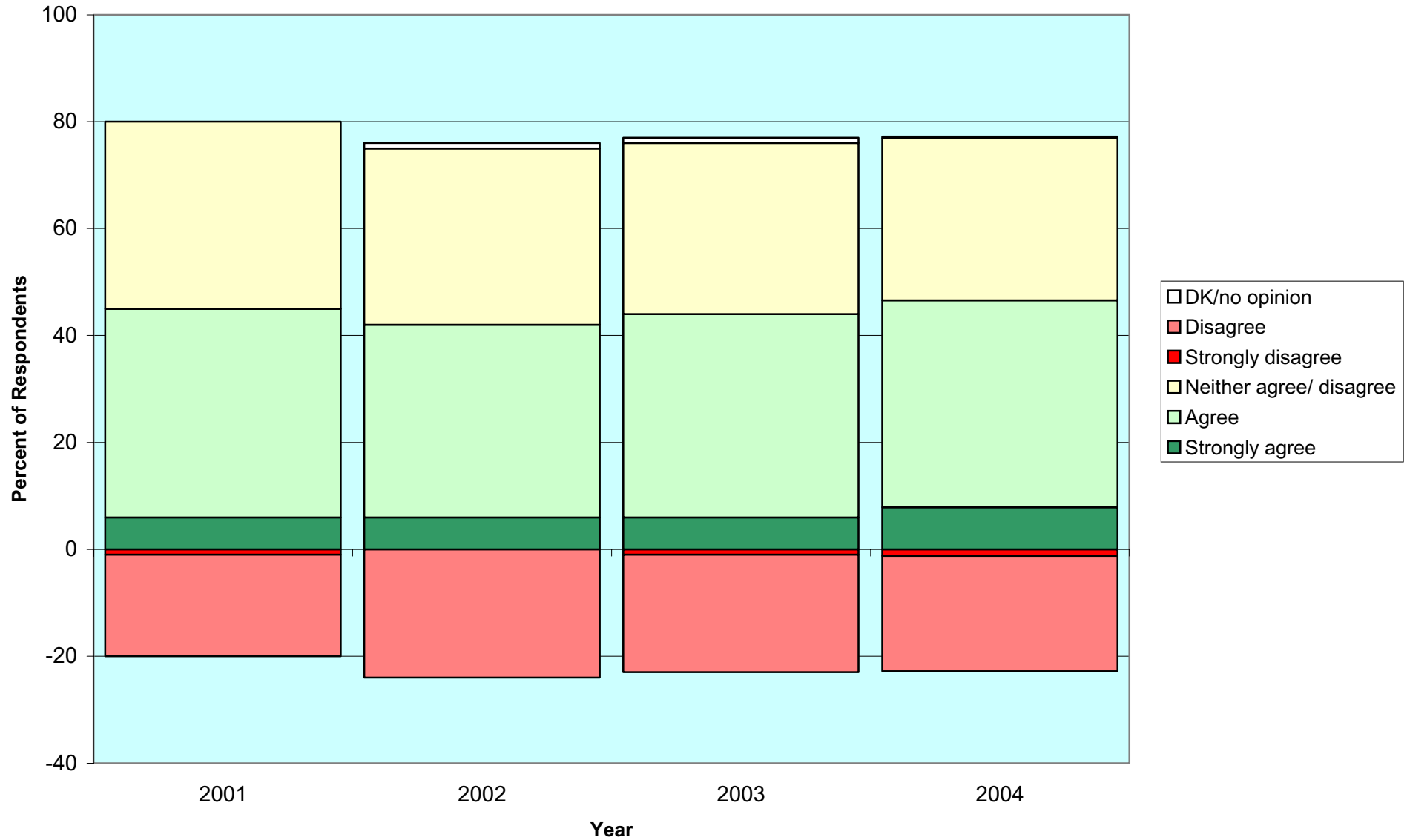
Reasons why respondents lack confidence



Respondents's views on various statements about the Council



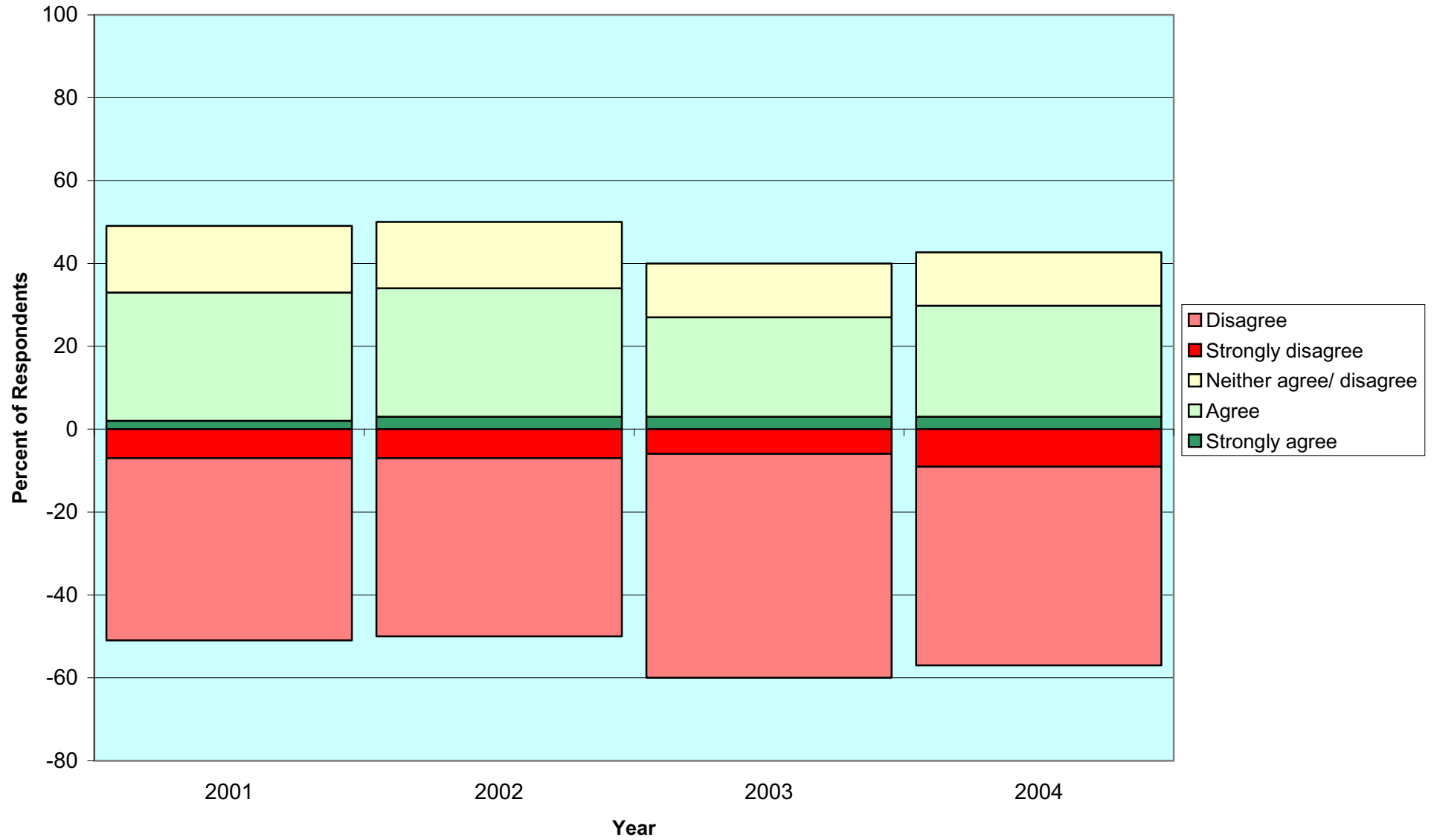
I would like to have more of a say in what the Council does...



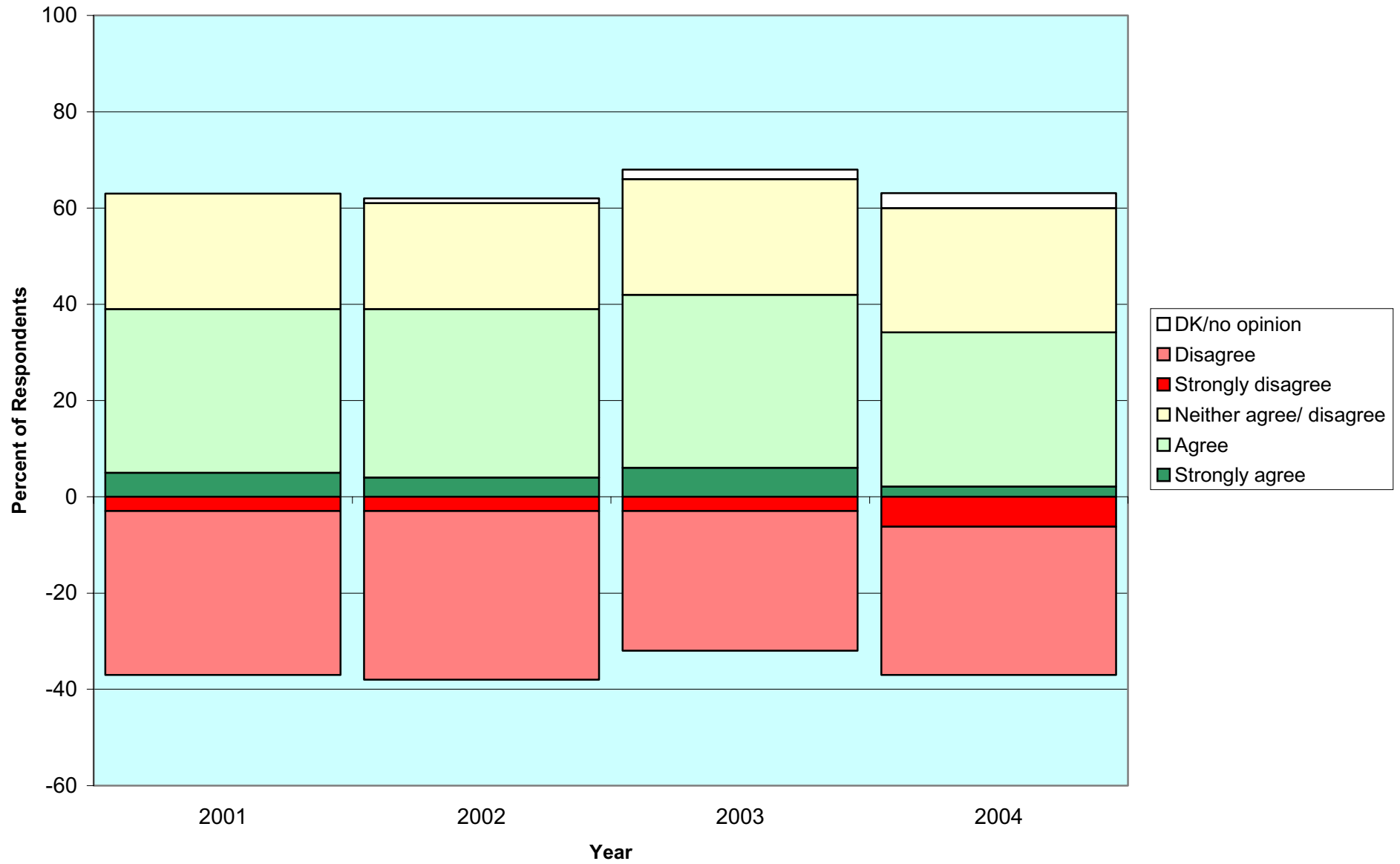
I like to know what the Council is doing but I'm happy to let them get on with it...



I'm not very interested in what the Council does, as long as they do their job



I understand how the council makes decisions



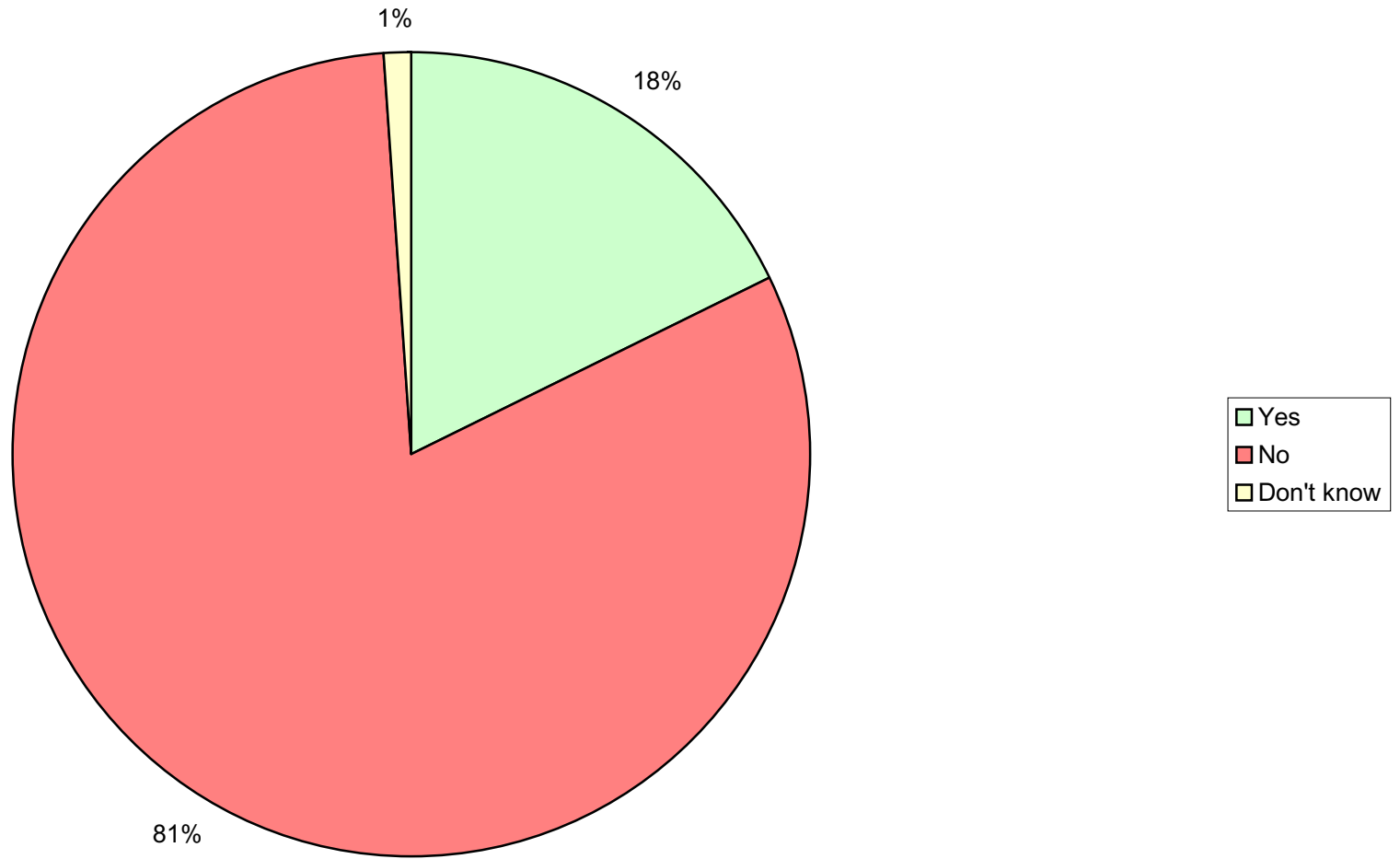
Voting gives me a chance to influence decisions about my community...



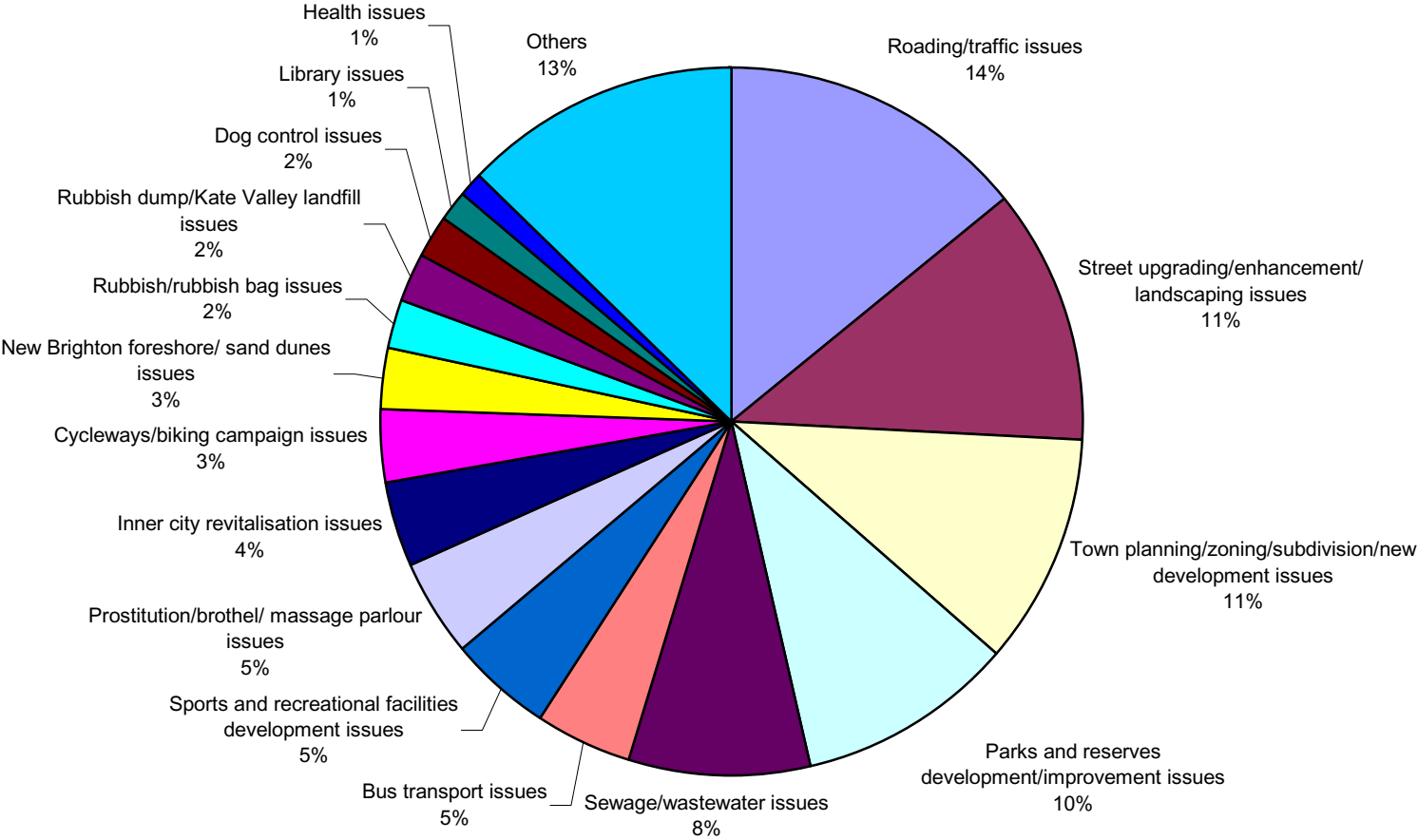
Issues that the Council deals with don't really affect me...



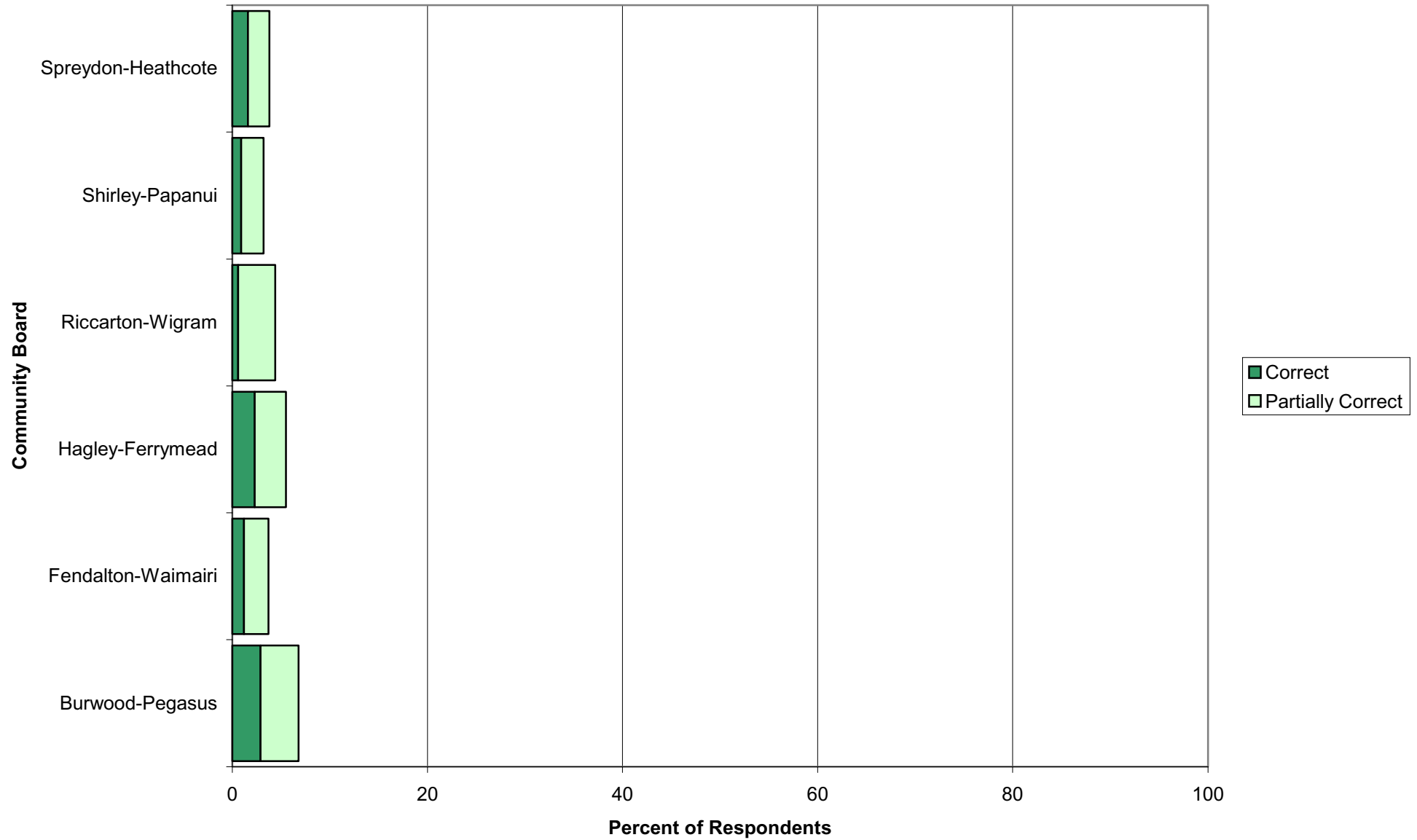
Have Participated in a Council-led Consultation



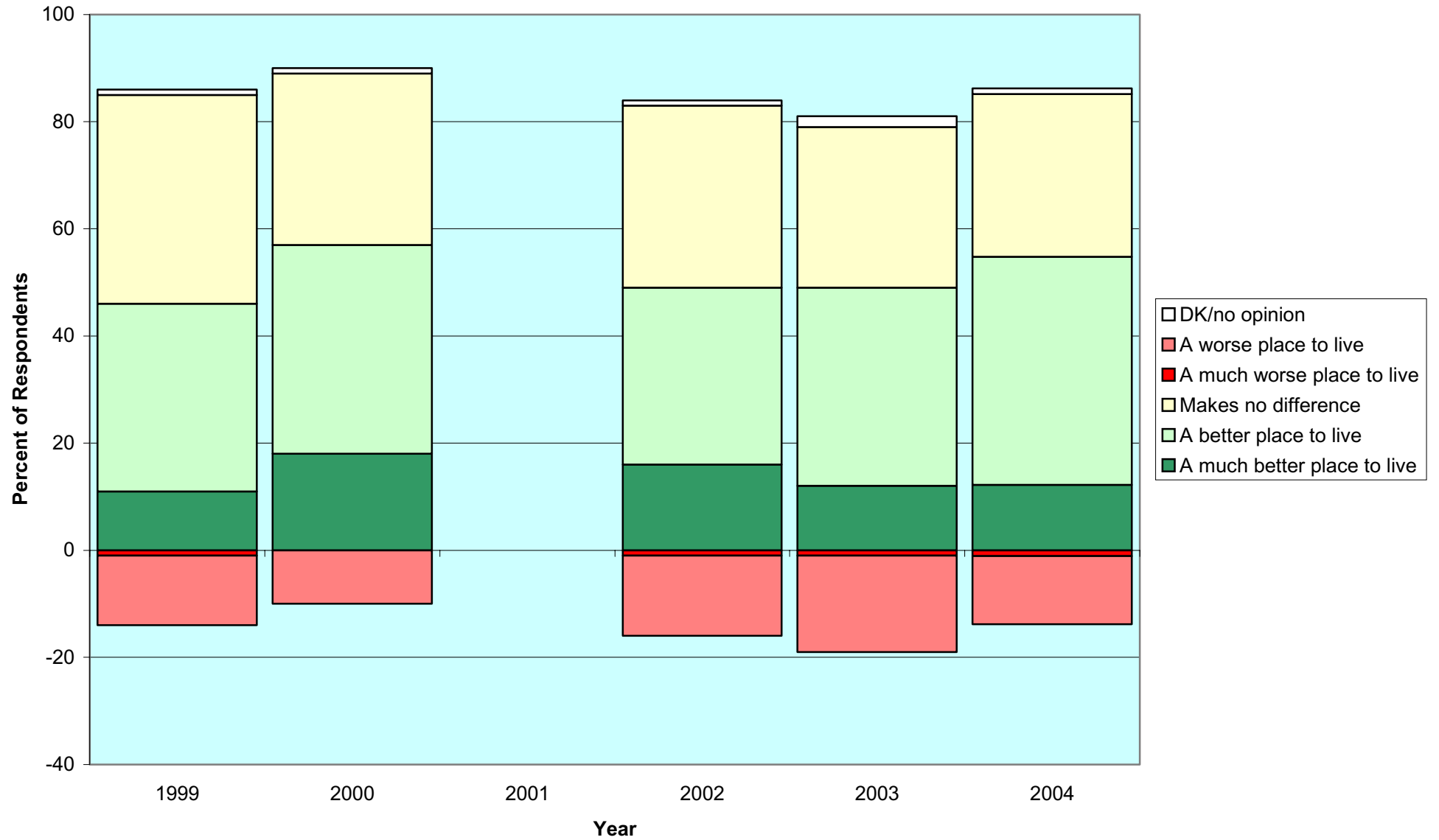
Consulted on these topics...



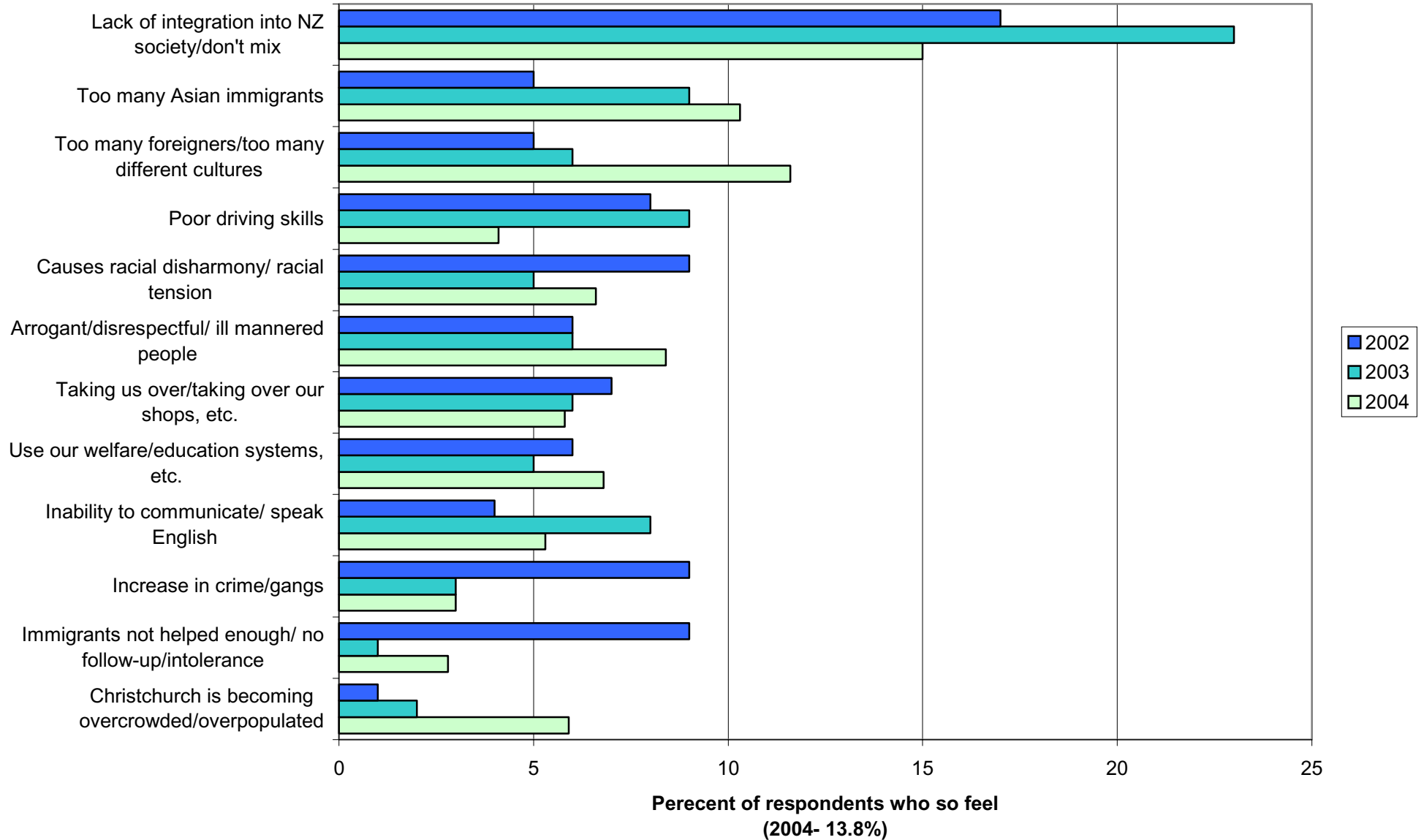
Respondents who can correctly name their community board...



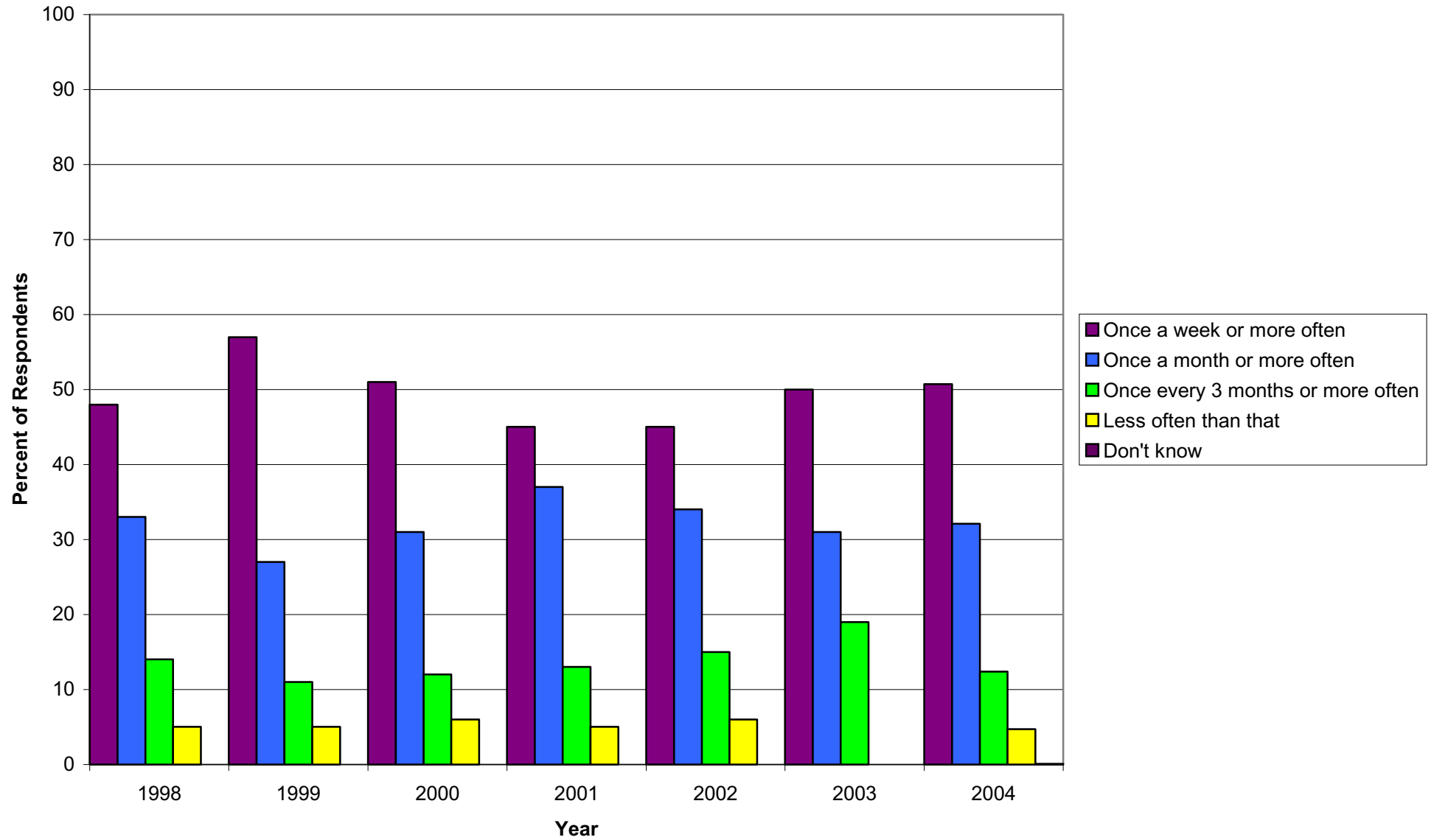
The diverse nature of Christchurch's population makes Christchurch



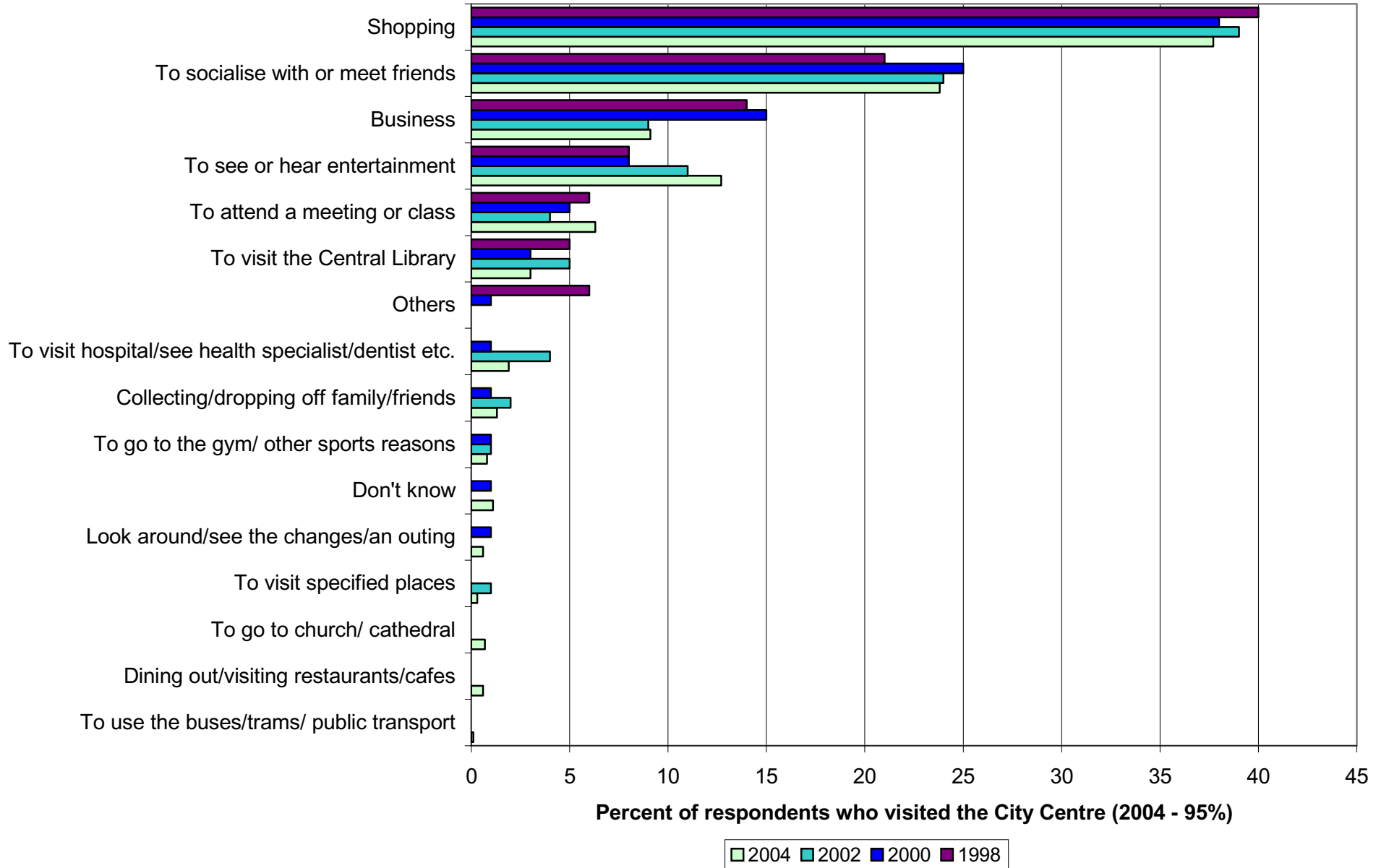
Top 12 reasons why diversity makes Christchurch a worse place to live



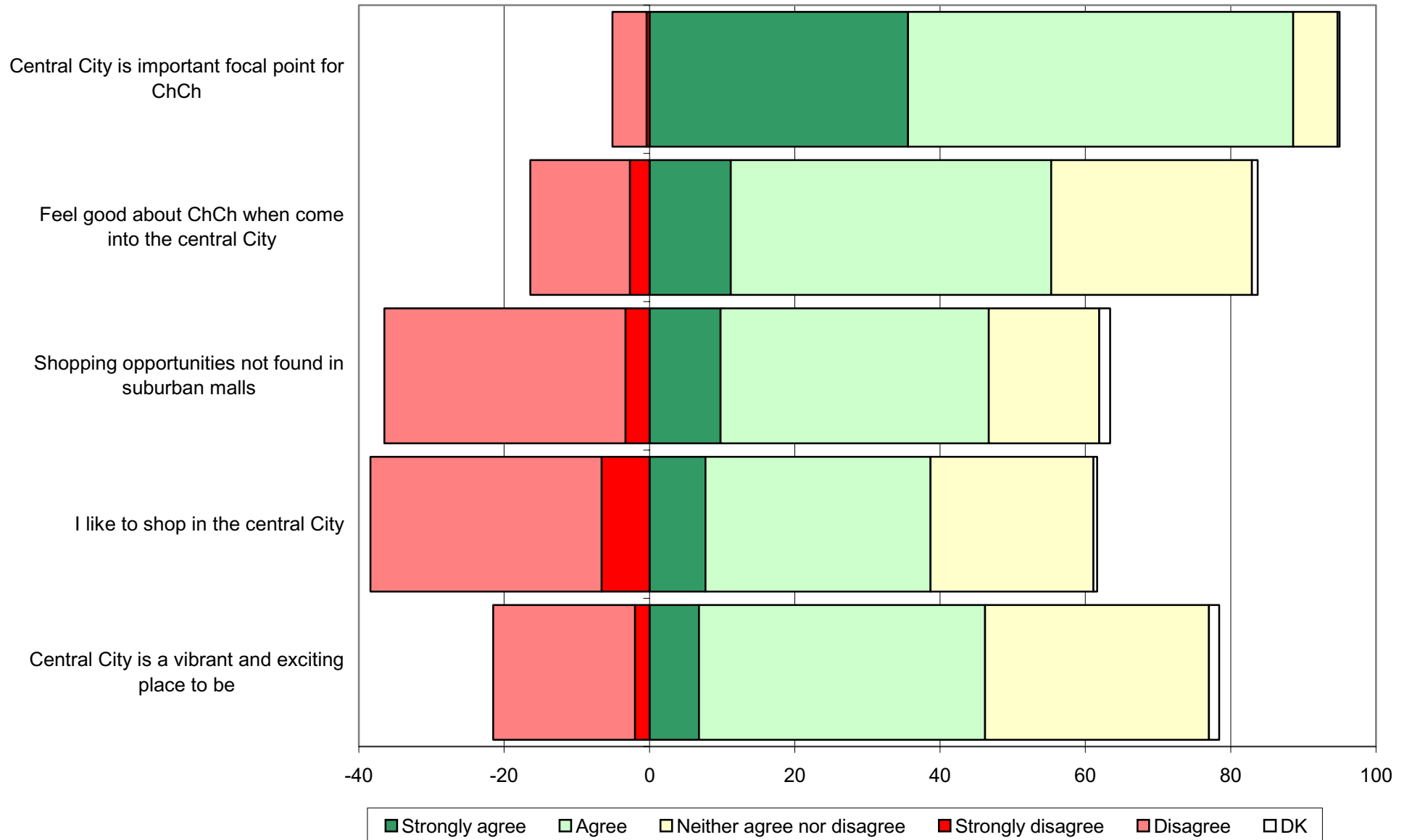
Non-work visits to the city Centre



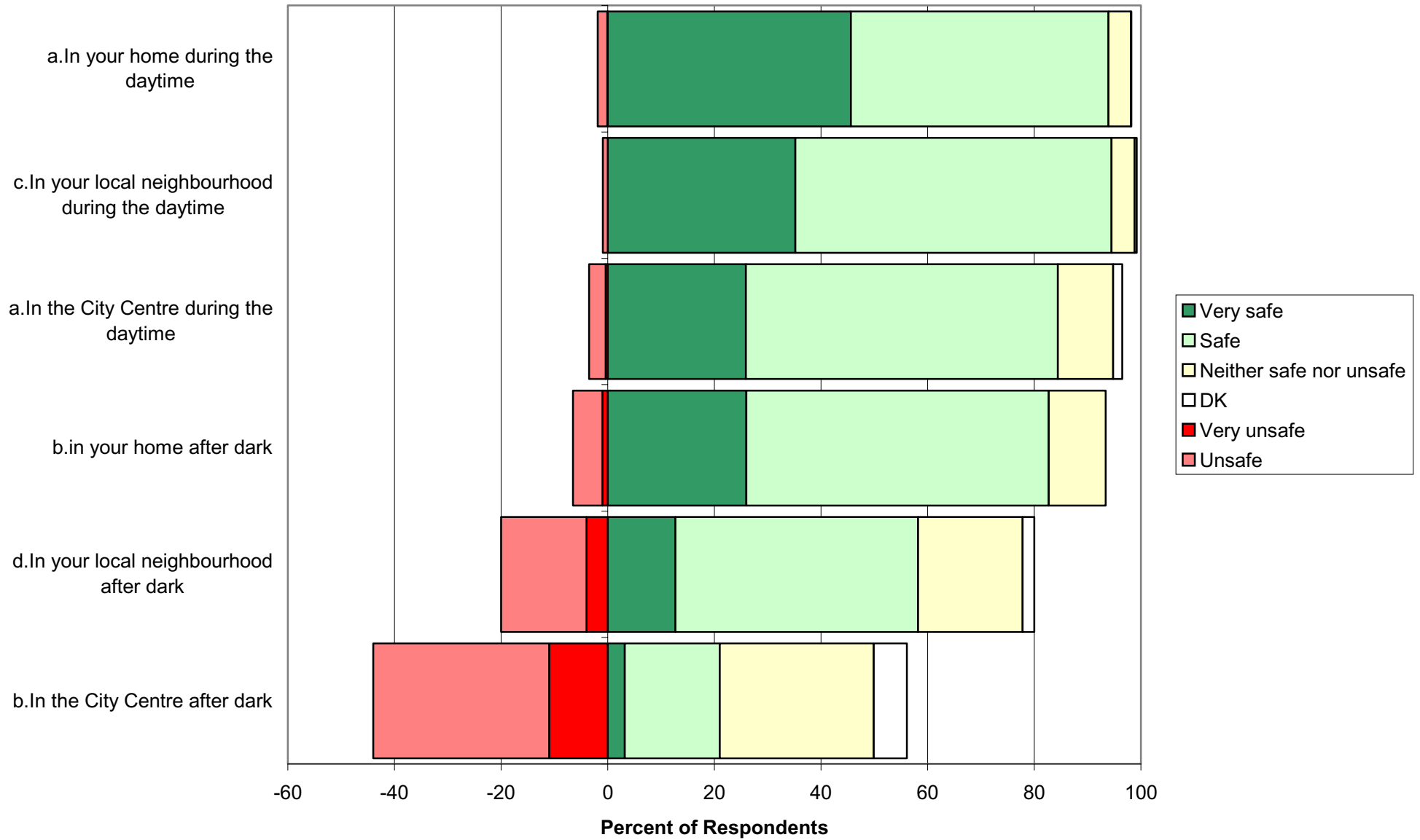
Main reason for visiting the City Centre (other than work)



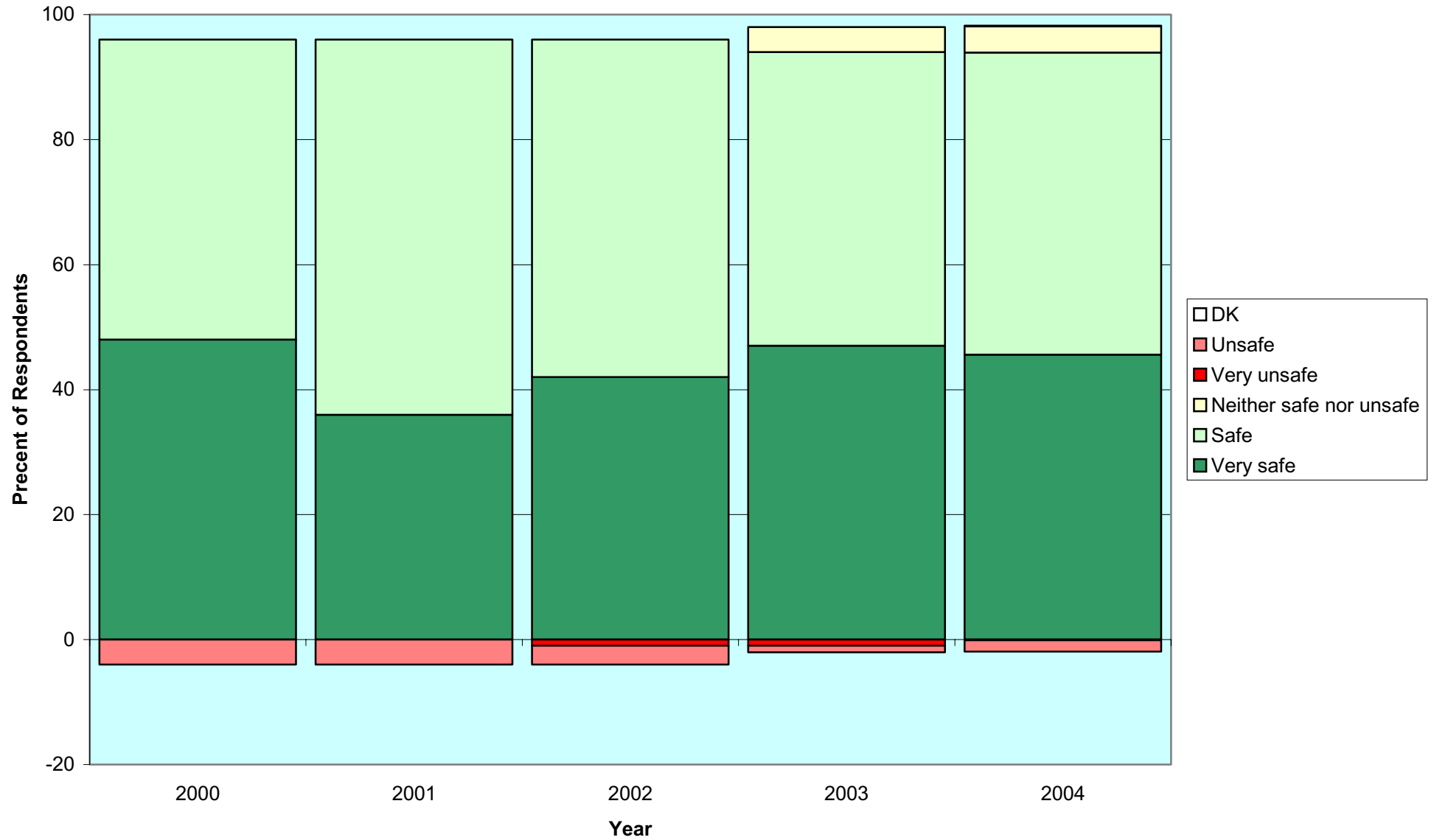
Respondents' views about the City Centre



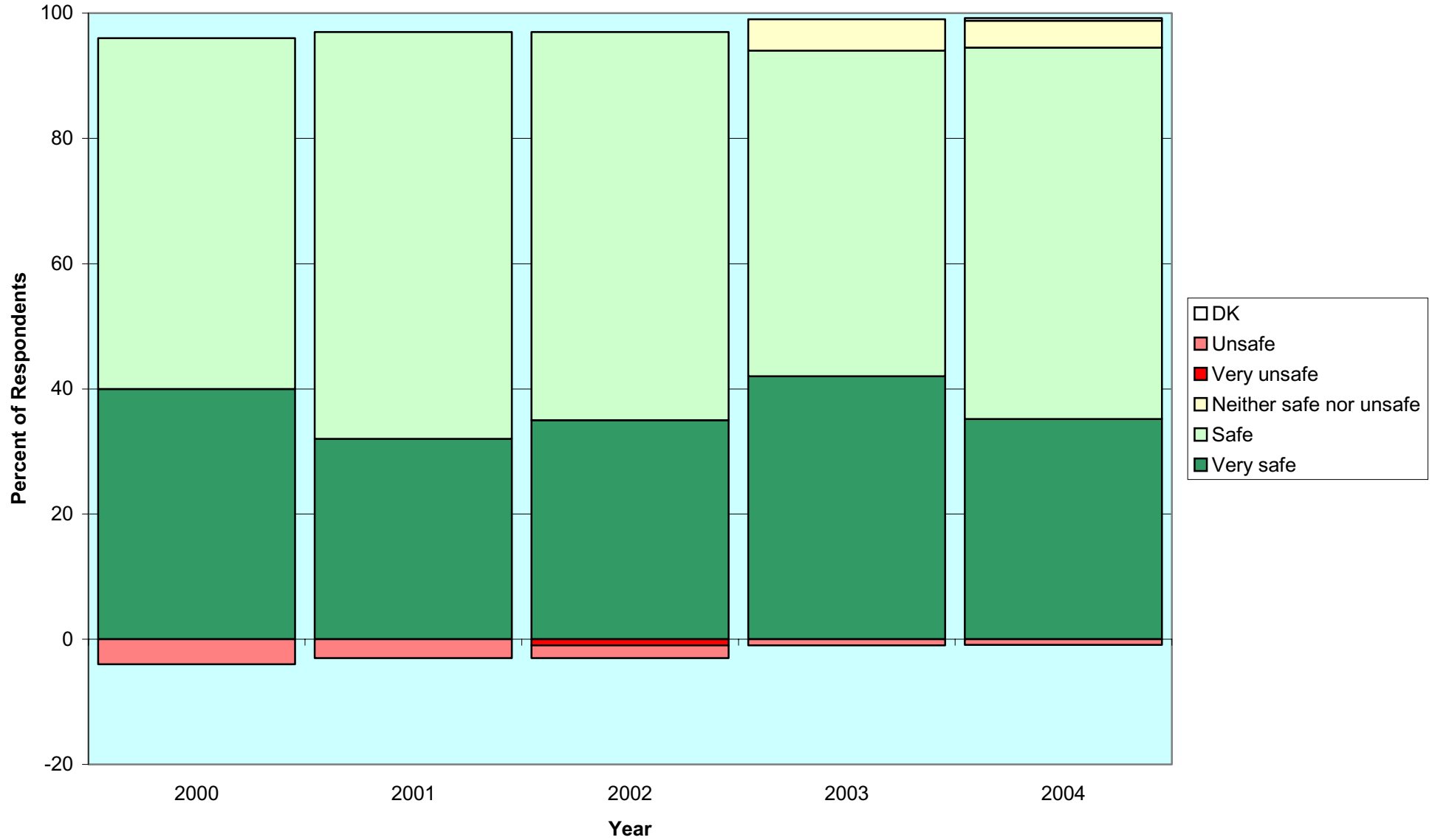
Respondents' feelings of safety (2004)



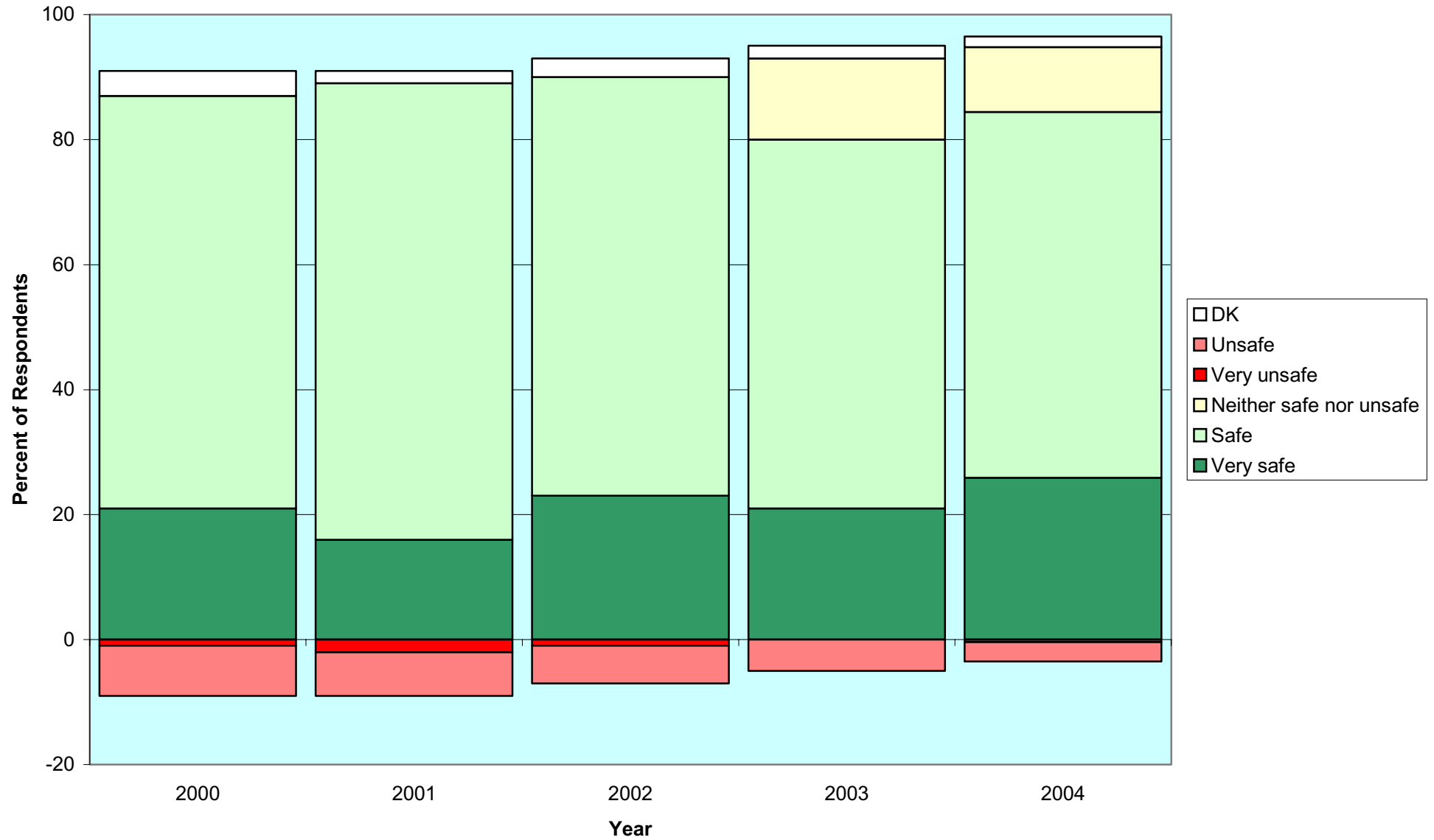
How safe respondents feel in their homes in the daytime



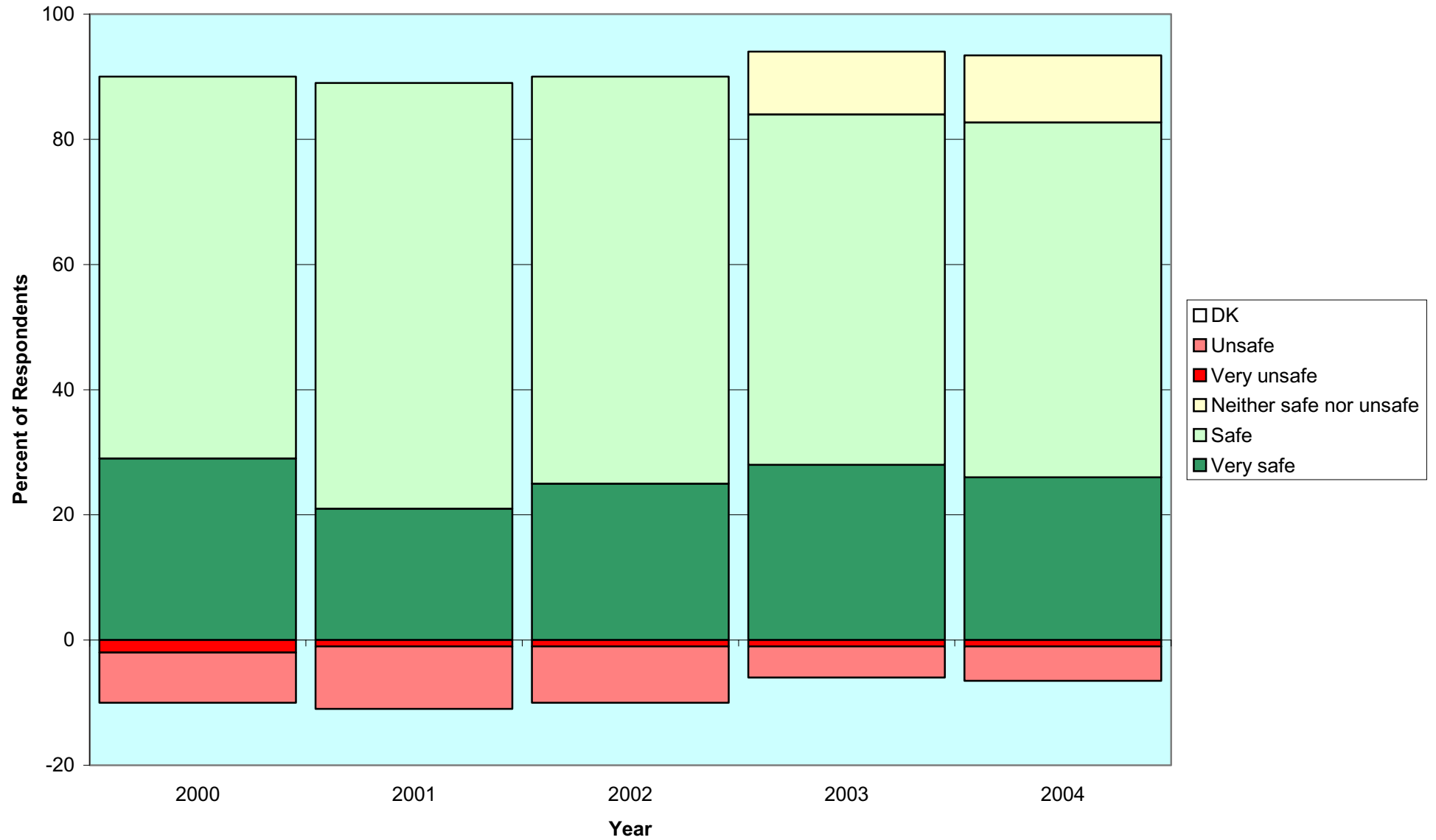
How safe respondents feel in their local neighbourhoods in the daytime



How safe respondents feel in the City Centre in the daytime



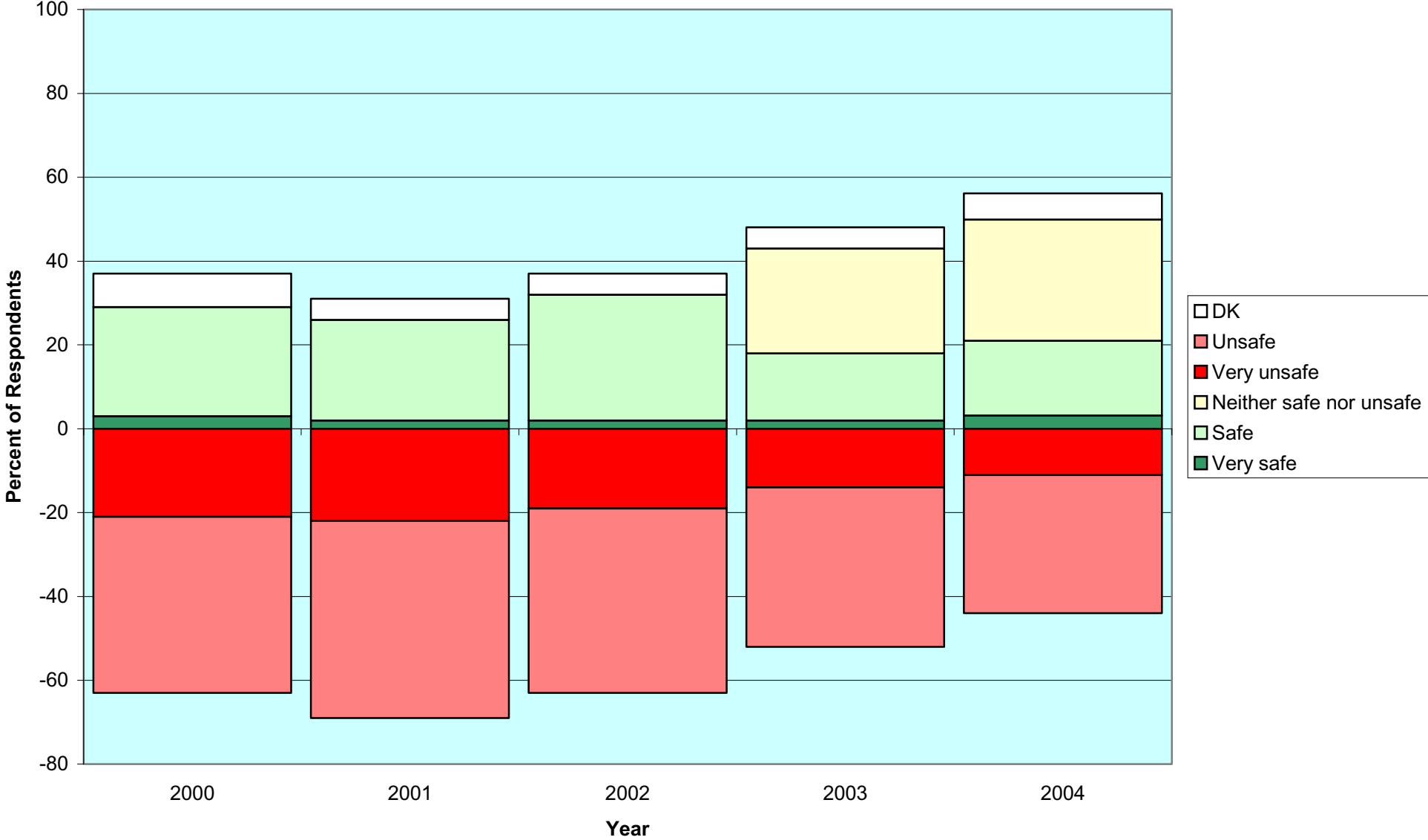
How safe respondents feel in their homes after dark



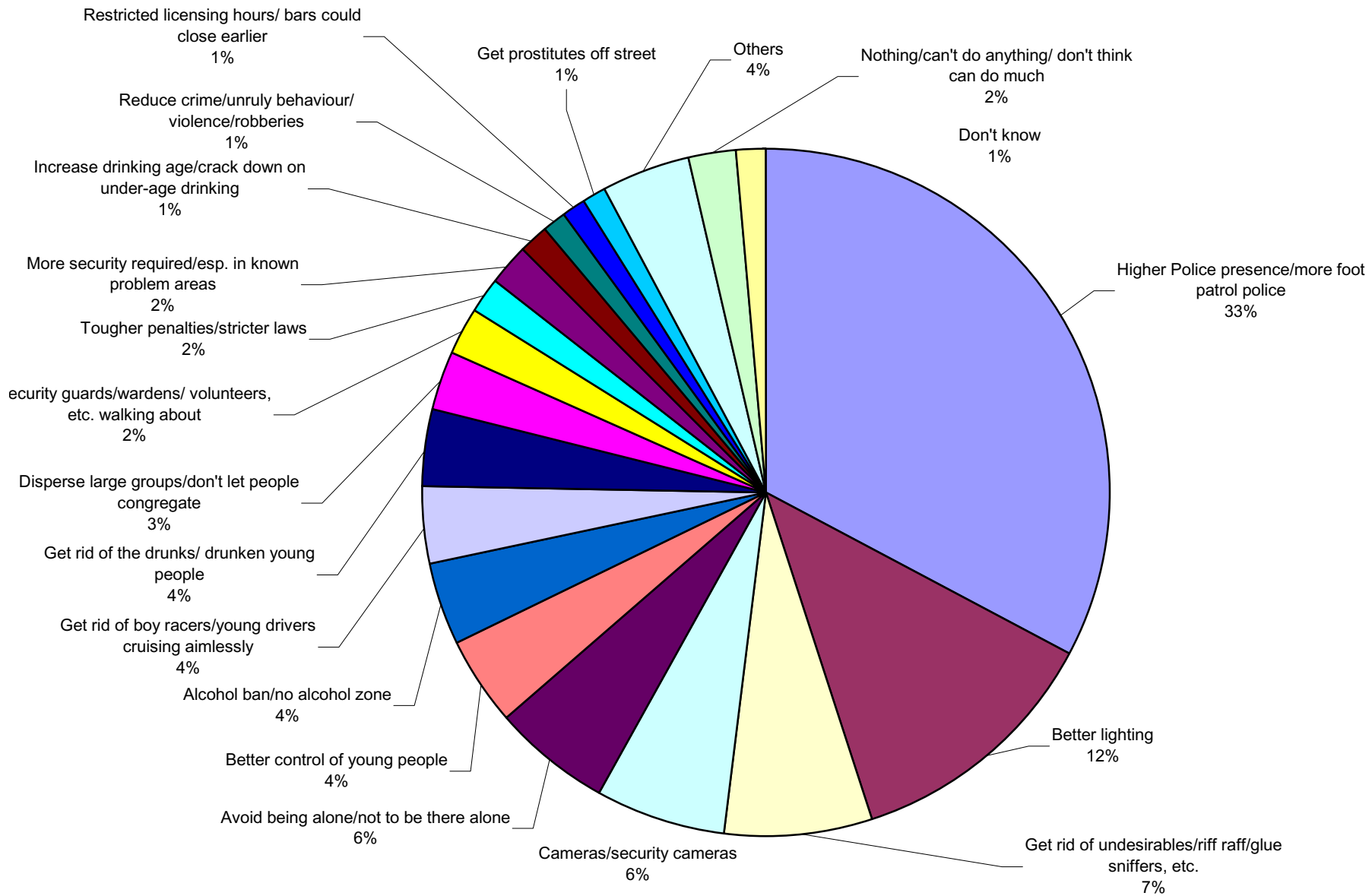
How safe respondents feel in their local neighbourhoods after dark



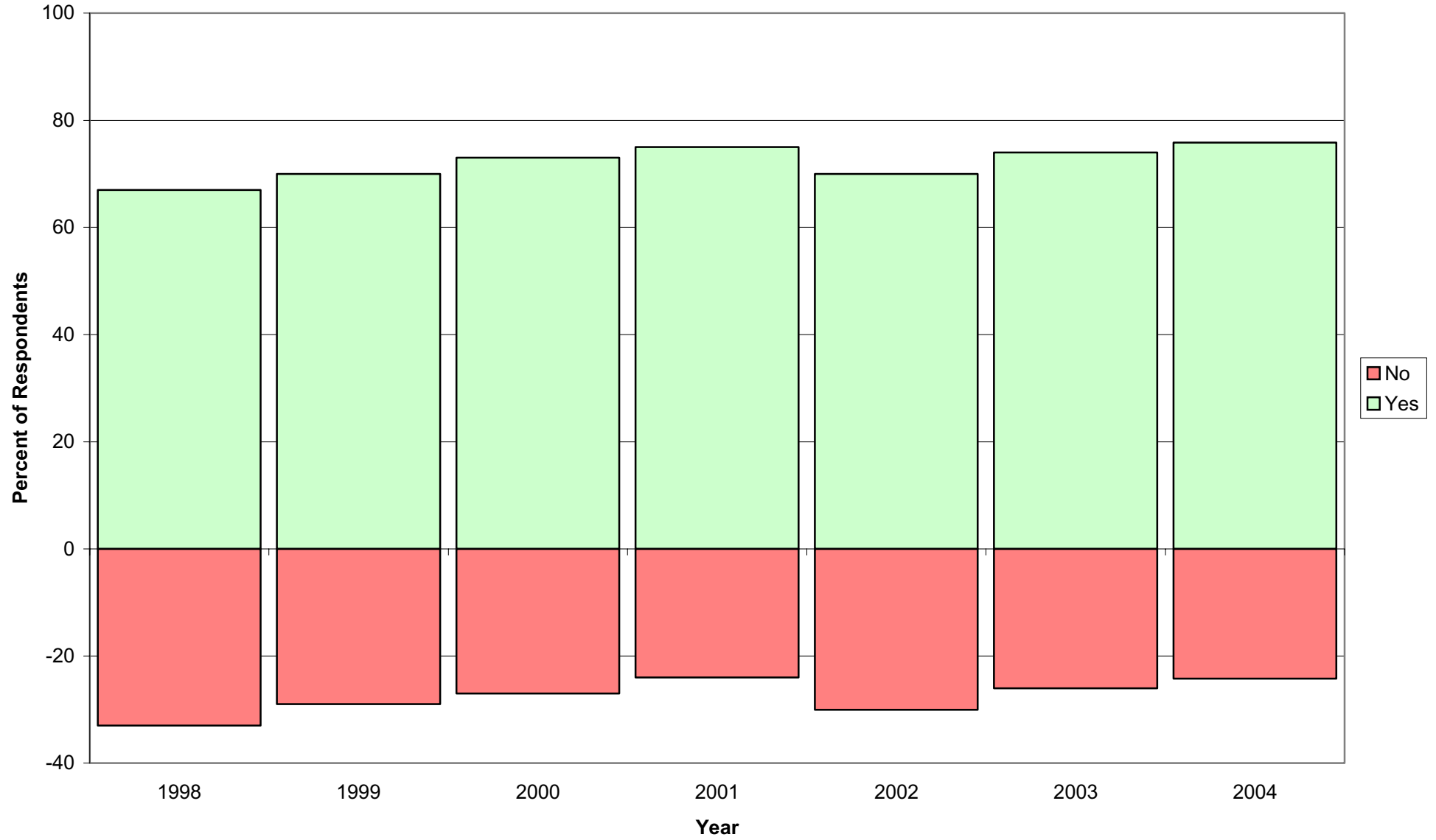
How safe respondents feel in the City Centre after dark



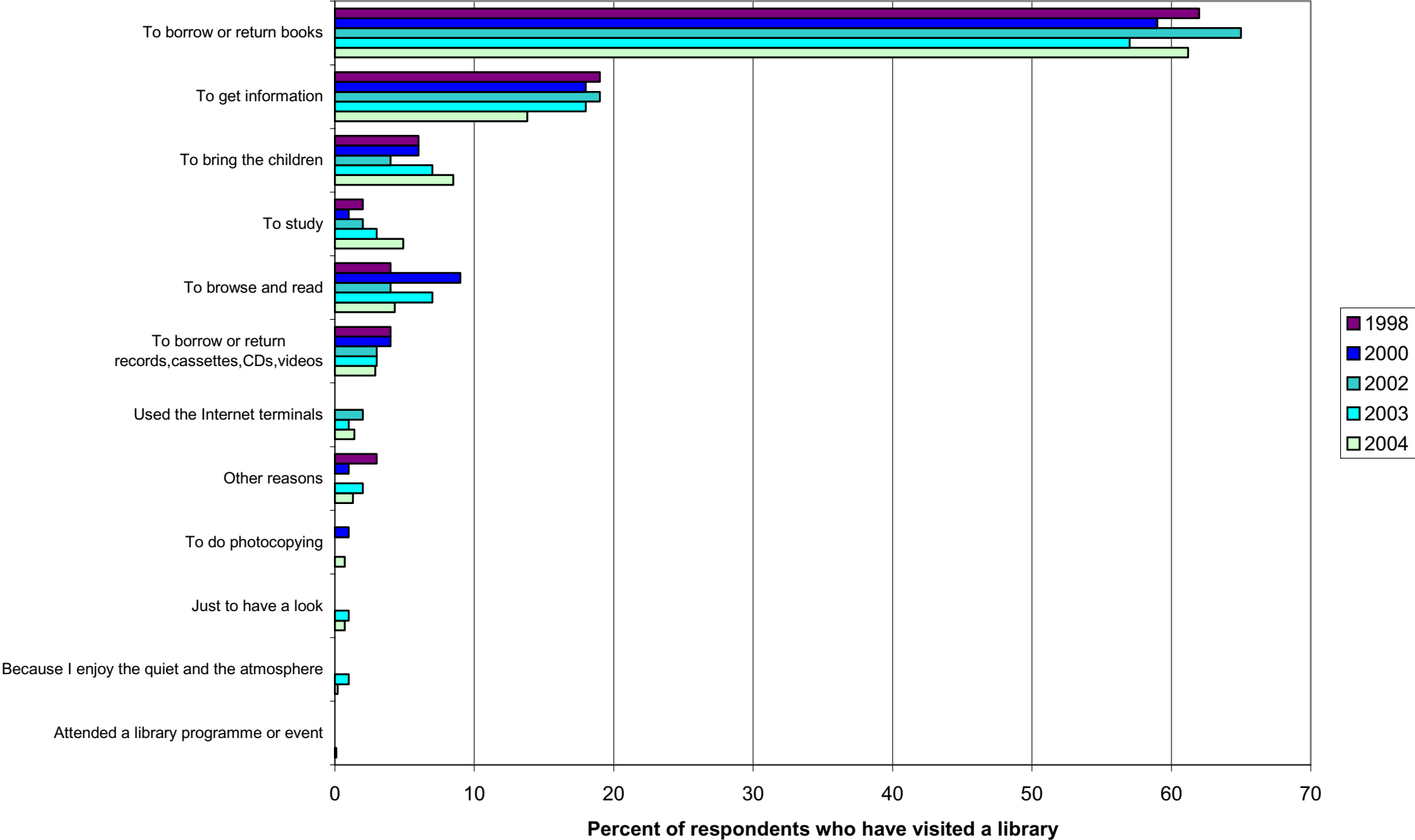
Respondents' suggestions for improving safety in the City Centre



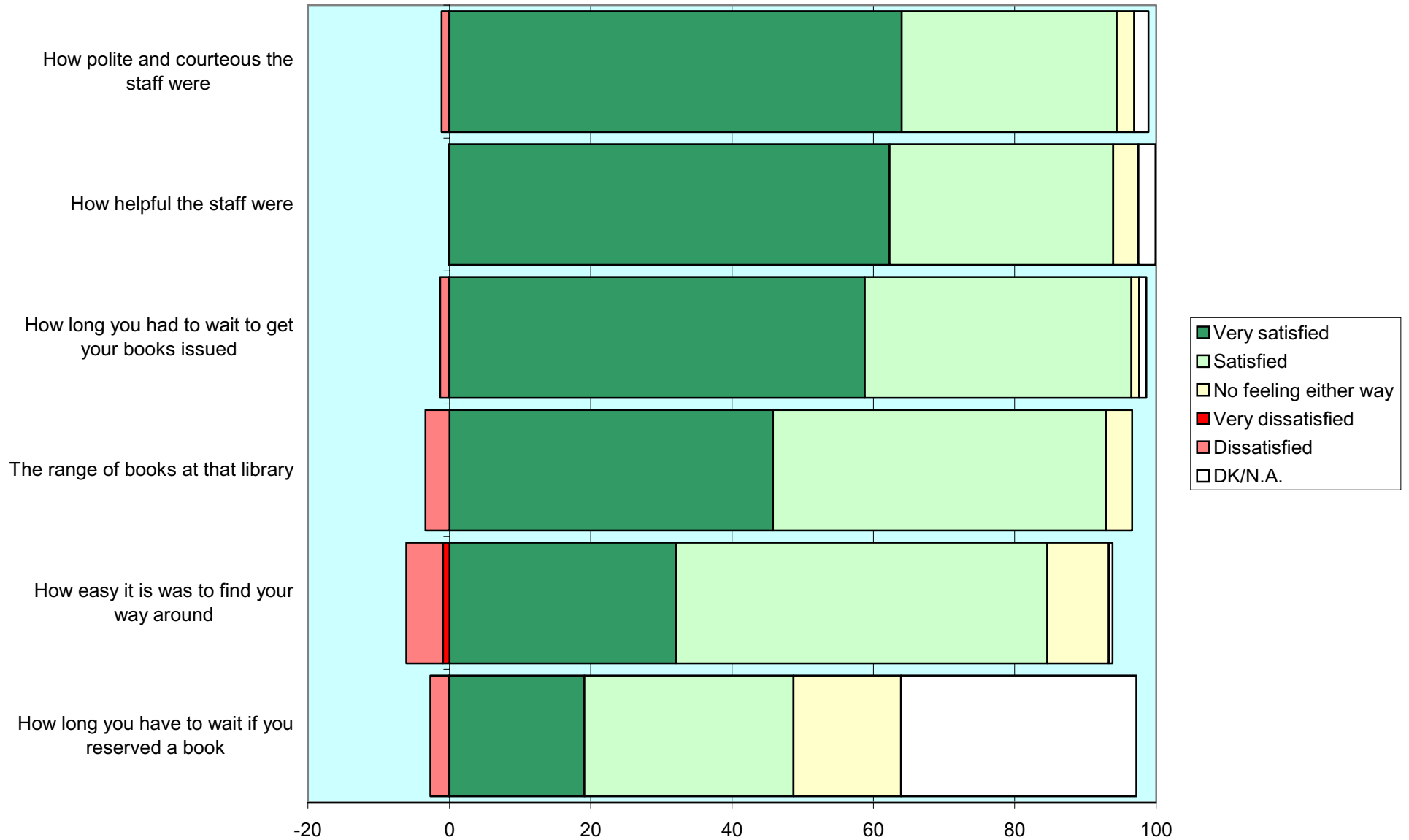
Whether respondents have visited a library in the last 12 months



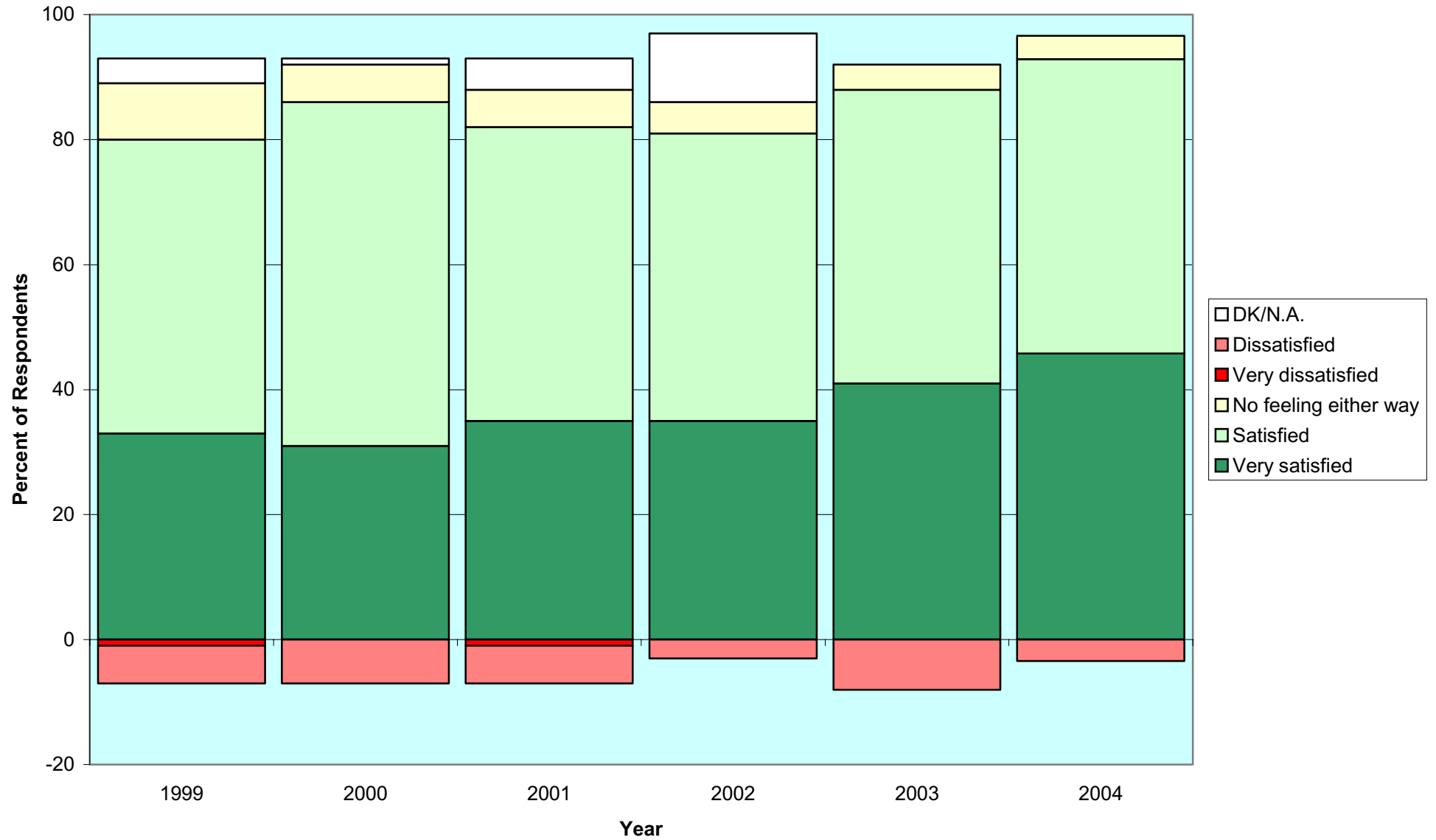
Main reasons for visiting a library



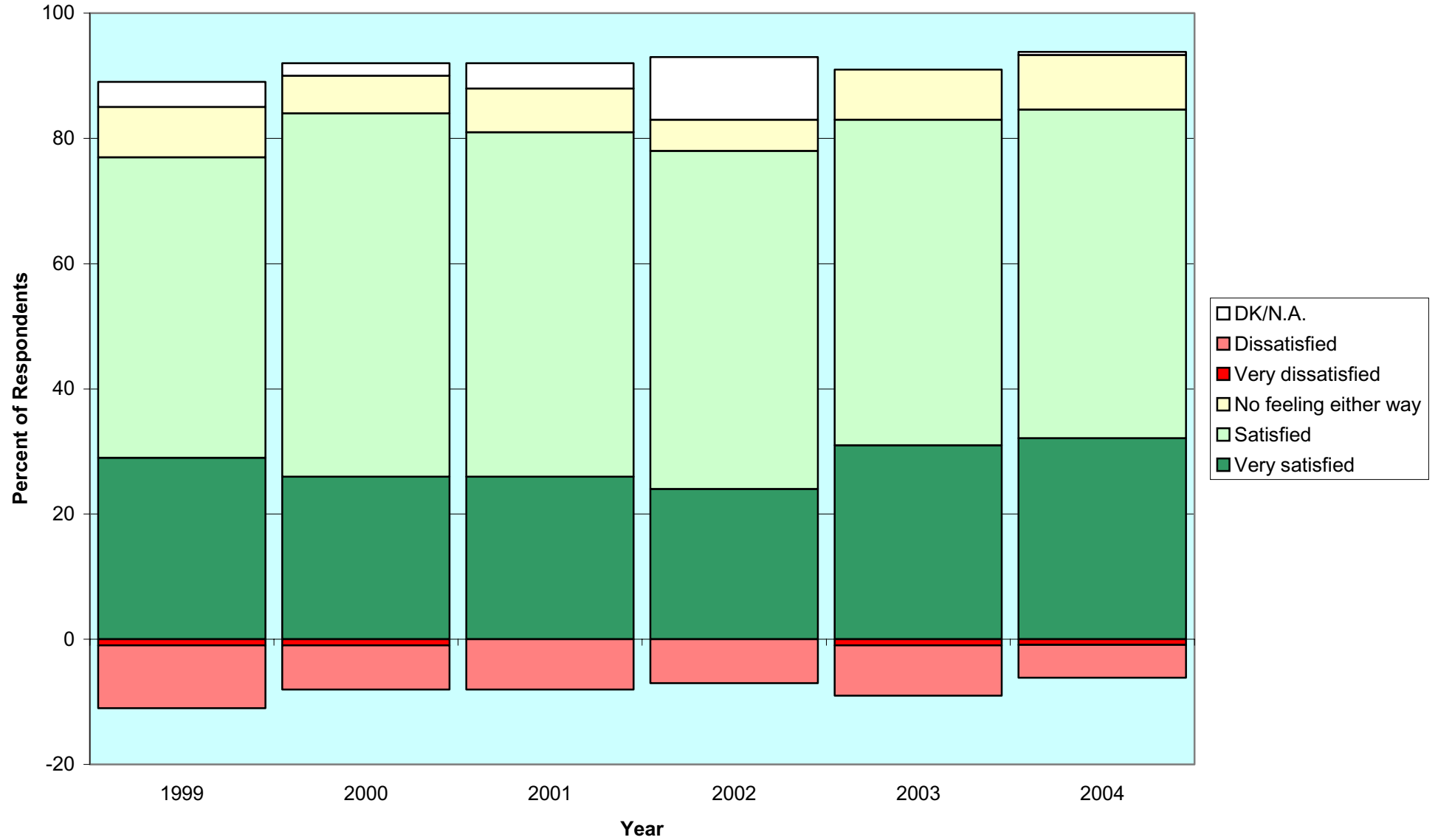
Satisfaction with borrowing experience... (2004)



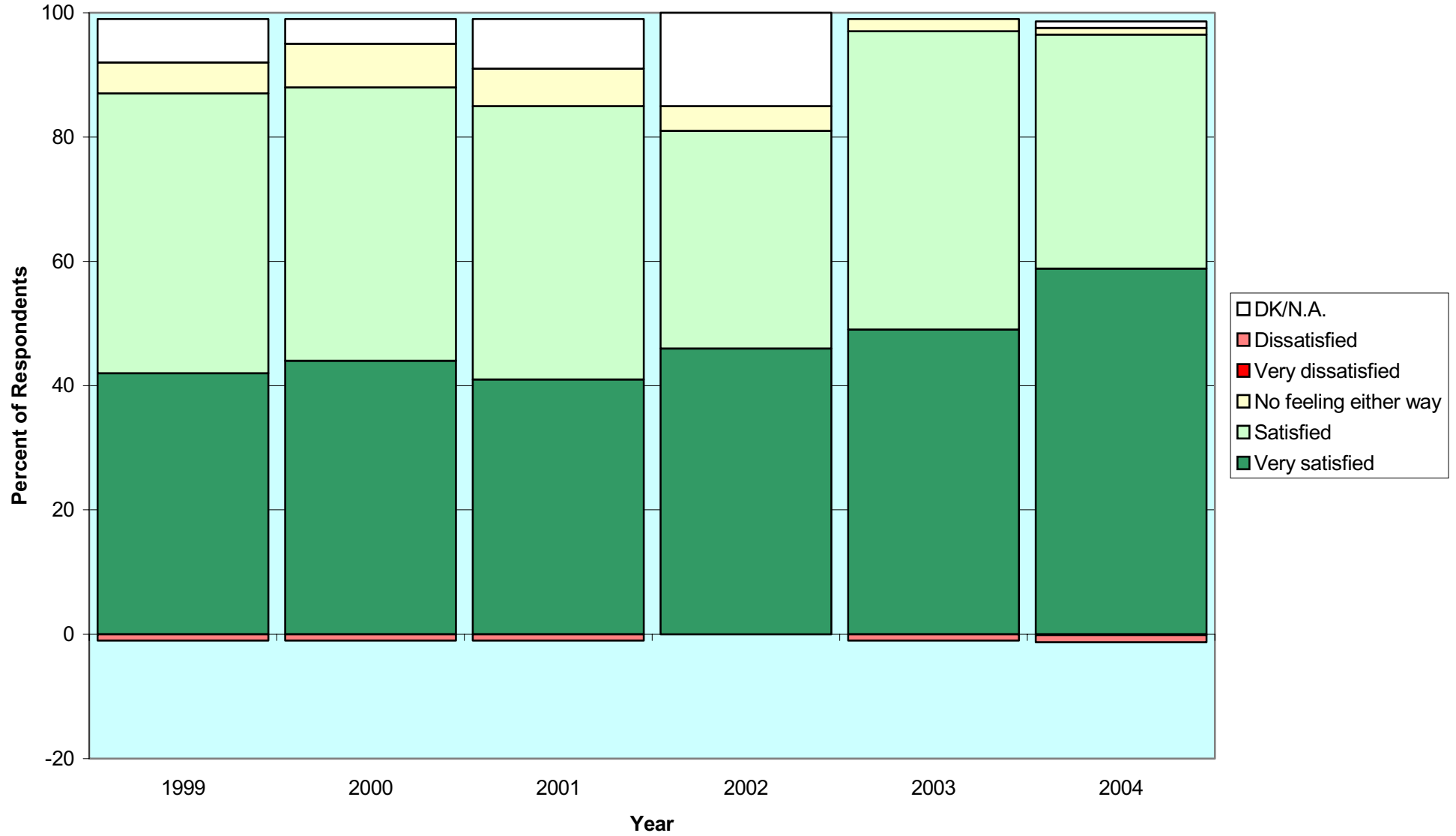
Satisfied with Range of Books



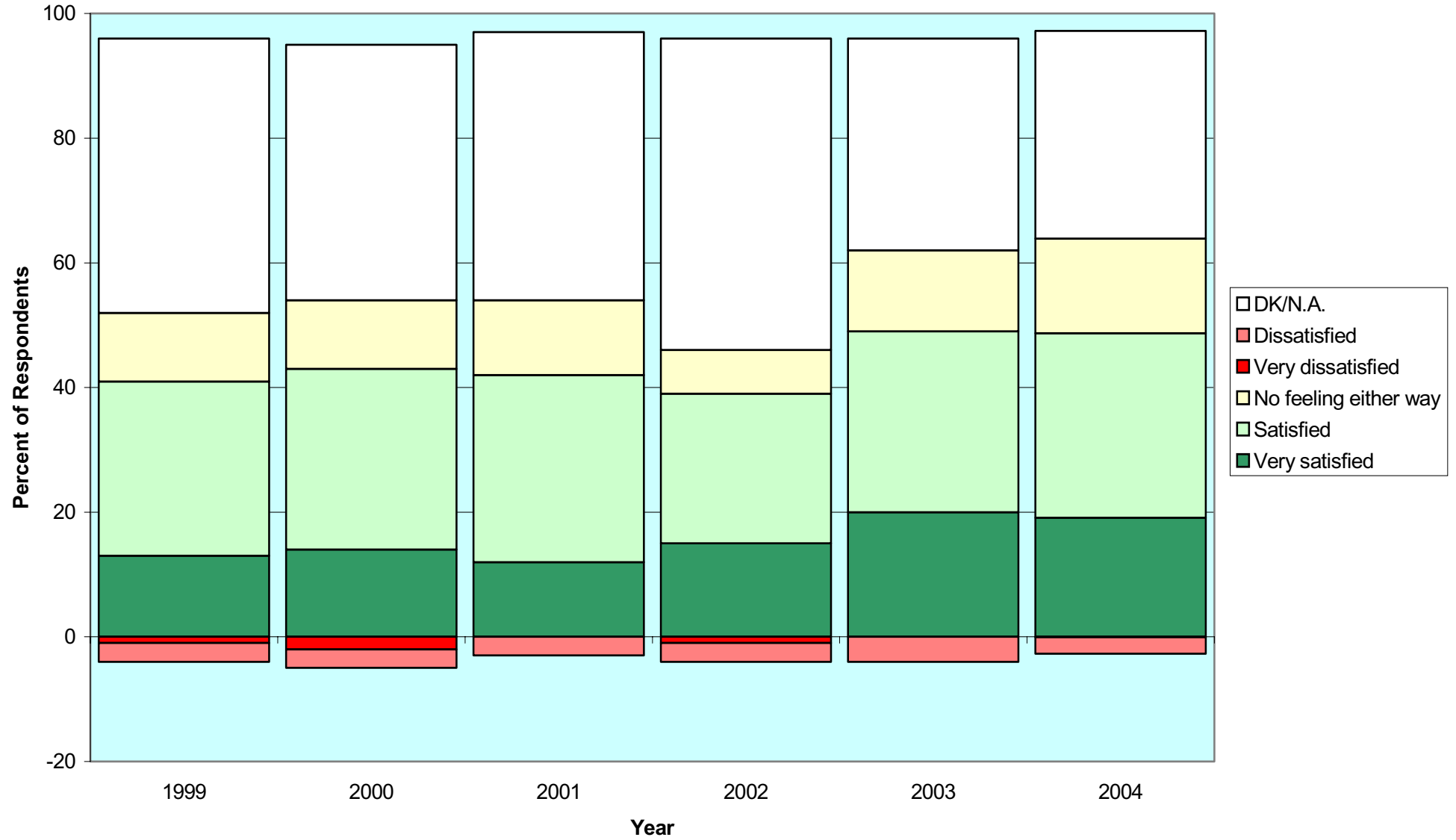
How easy it was to find your way around



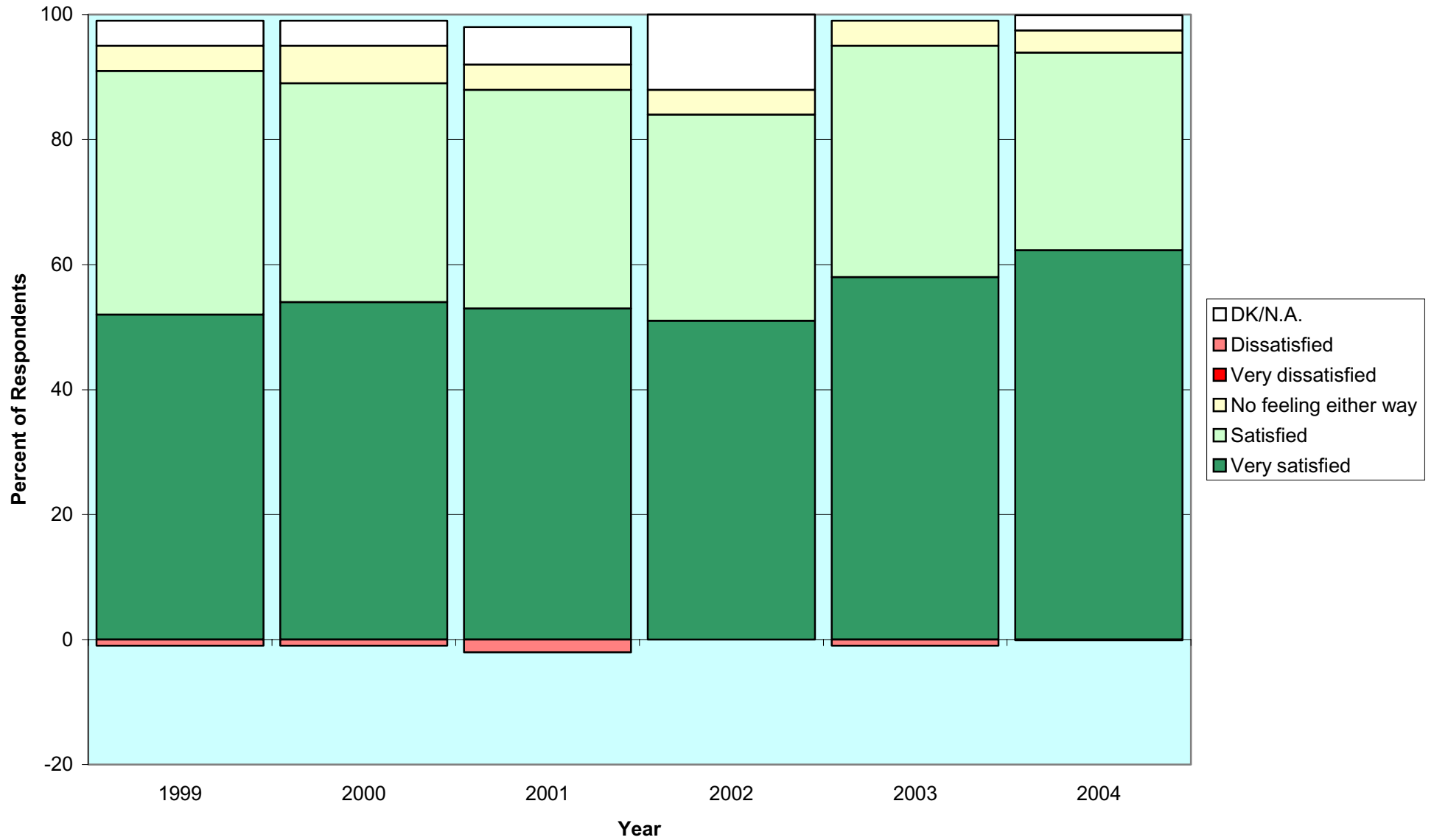
Waiting time for issue of books...



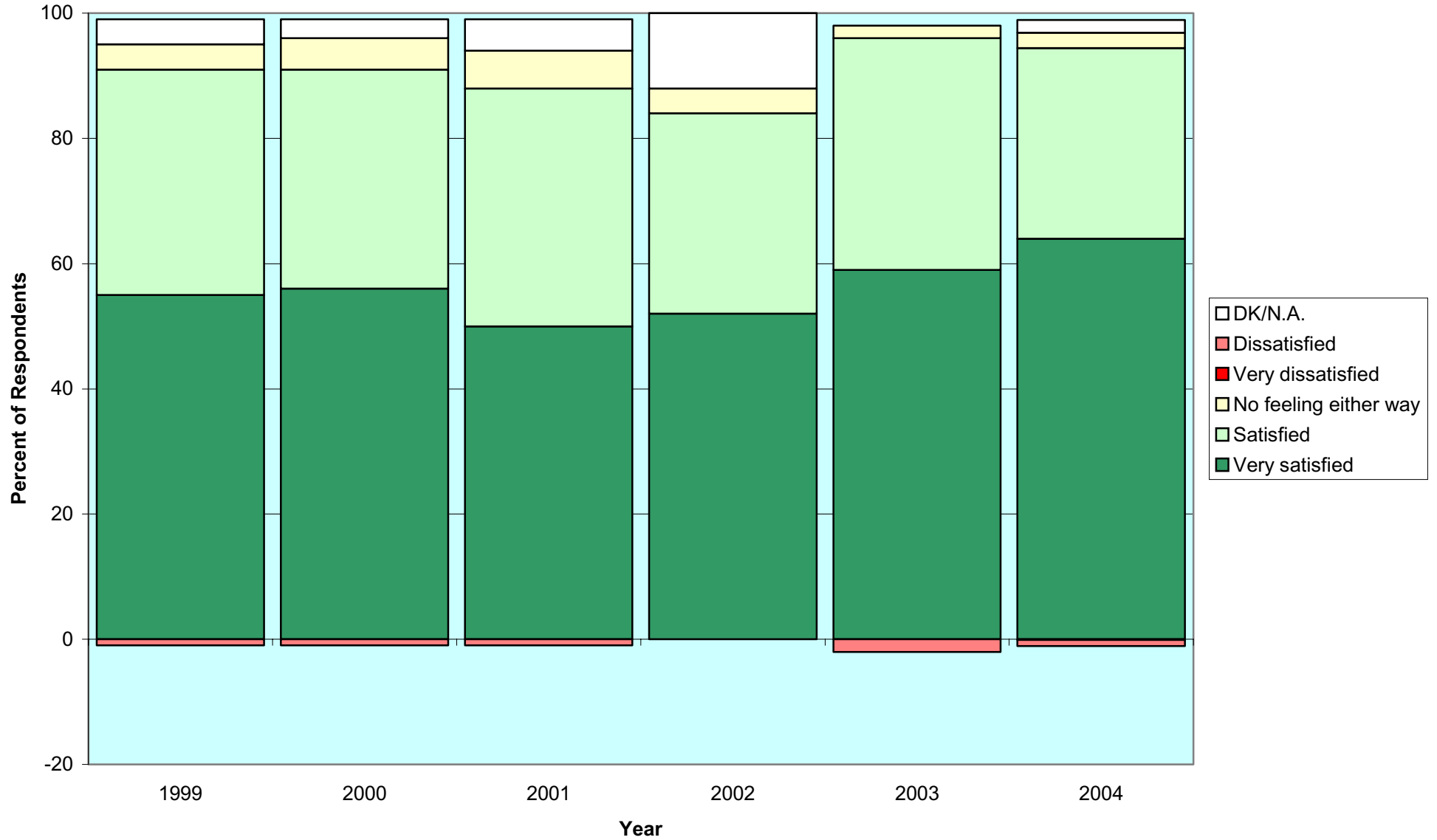
Waiting time for reserved books...



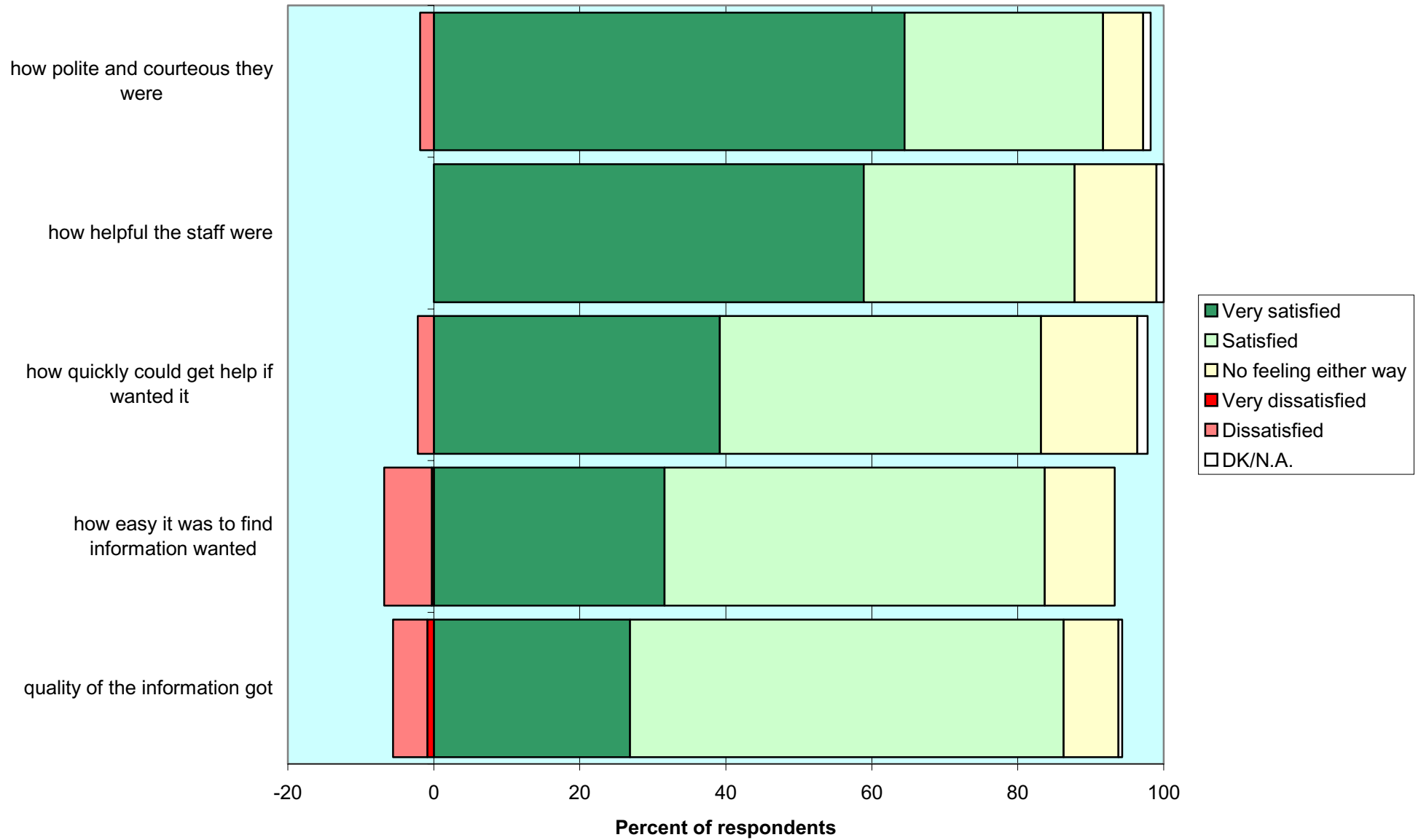
Helpfulness of staff...



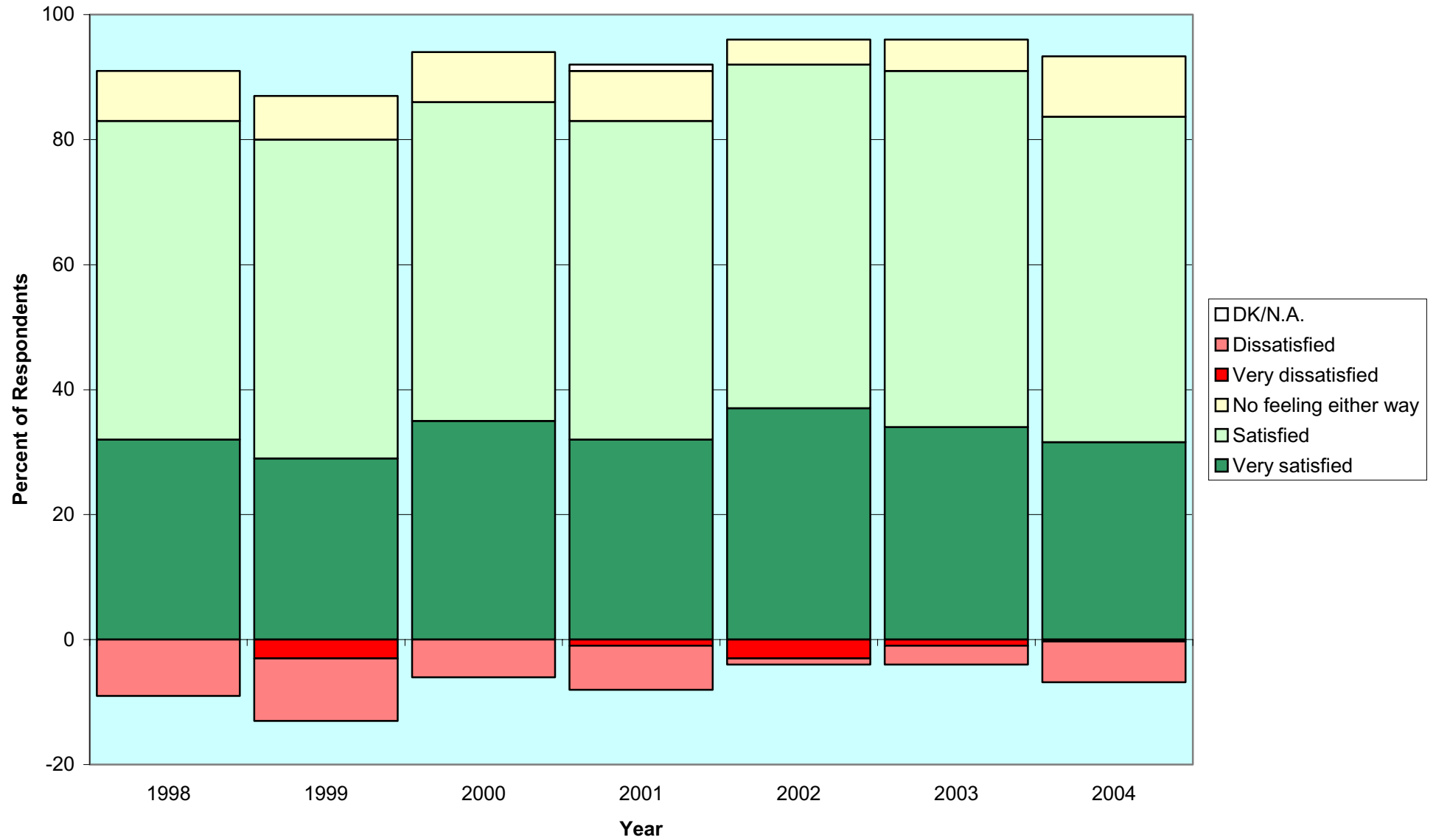
Politeness and courteousness of staff...



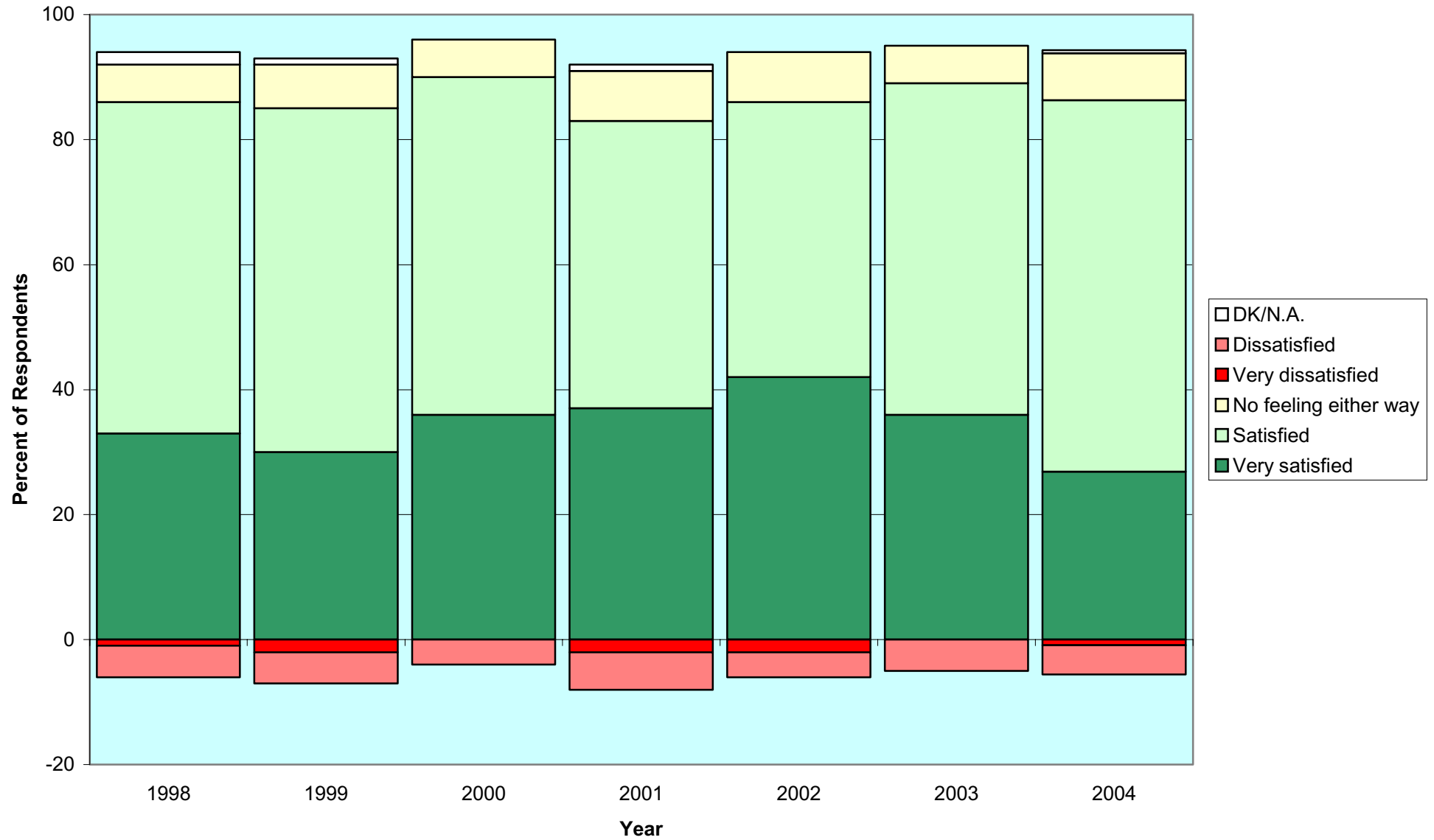
Satisfaction with the information seeking experience (2004)...



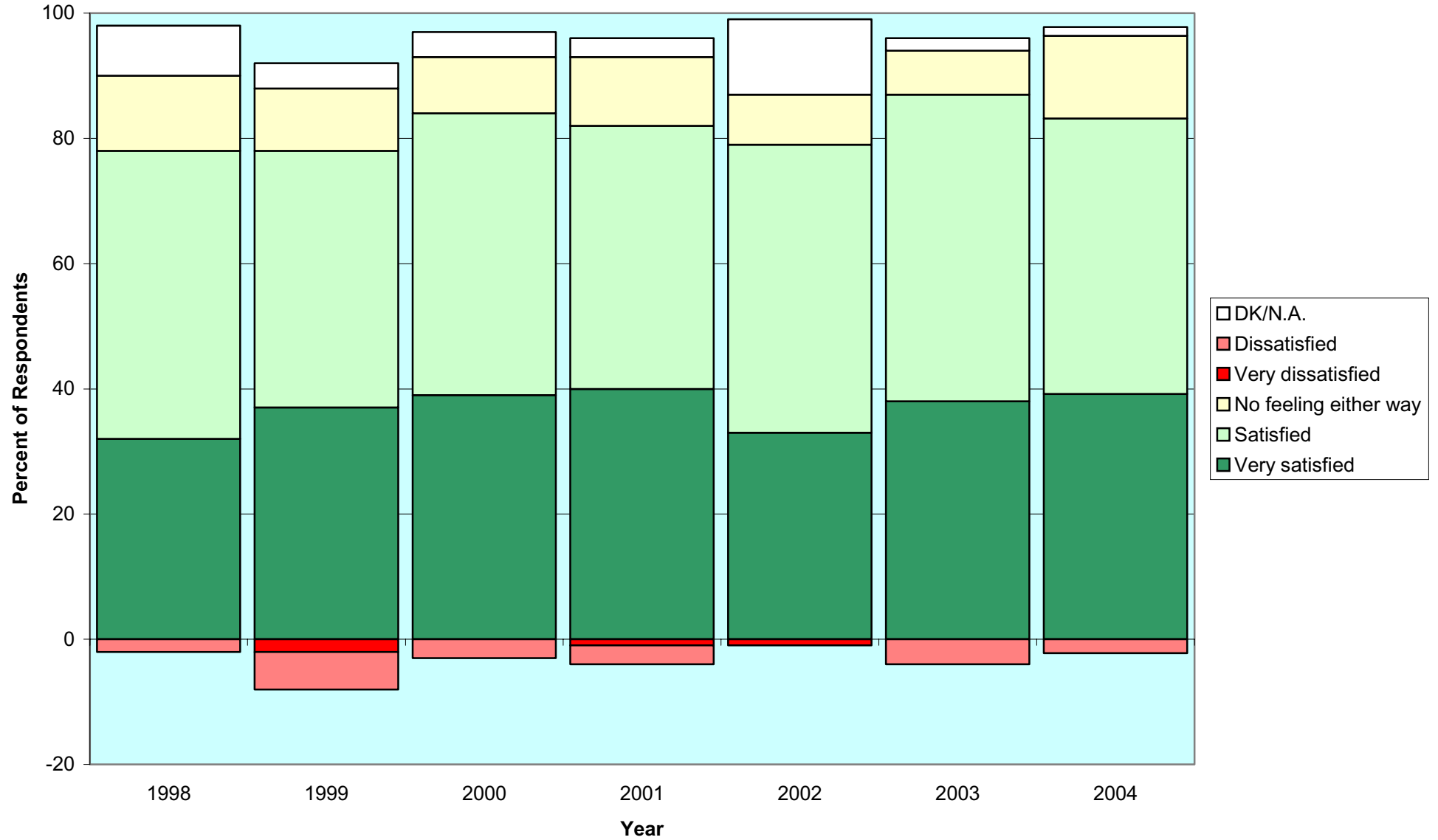
How easy it was to find information



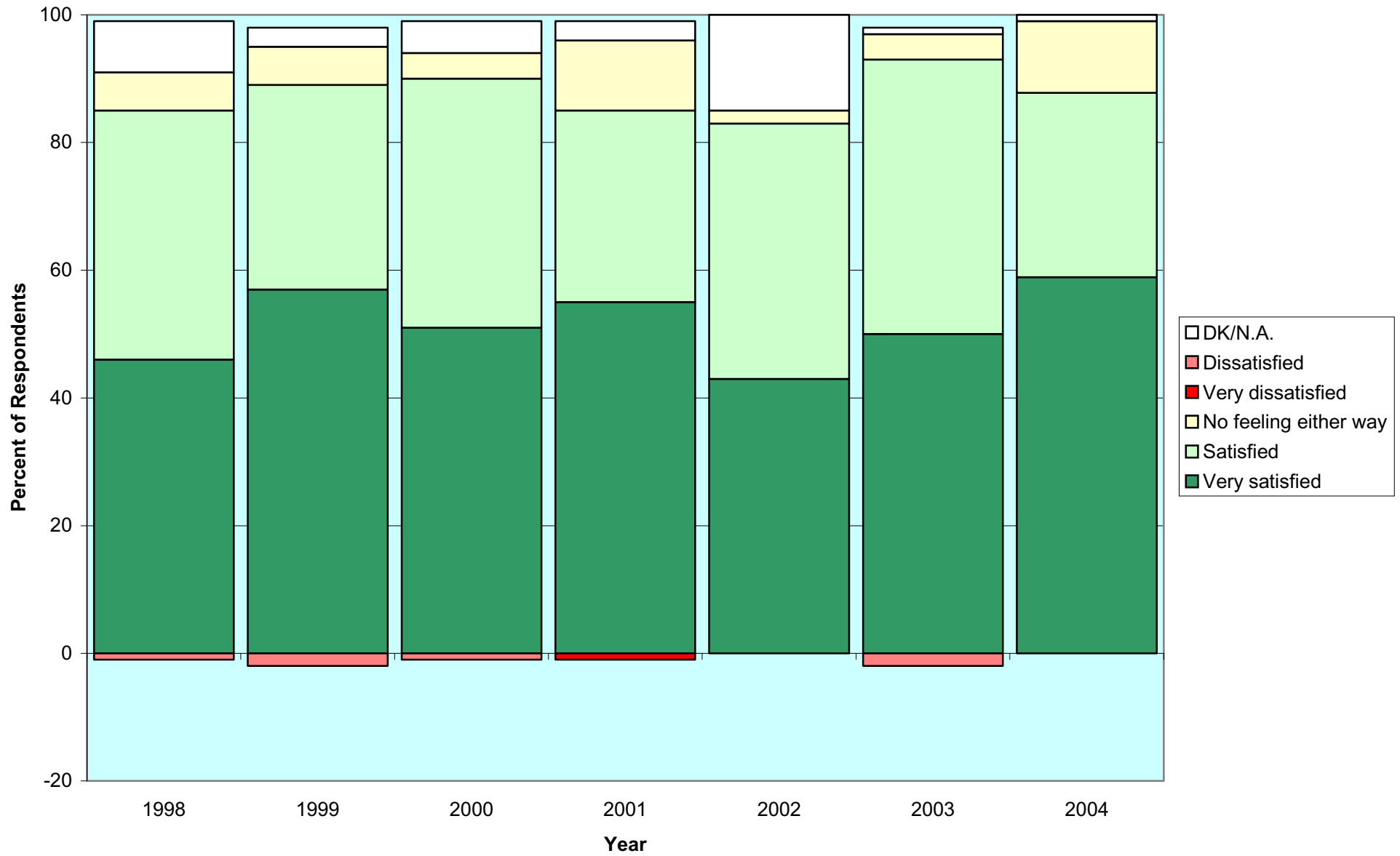
The quality of the information obtained...



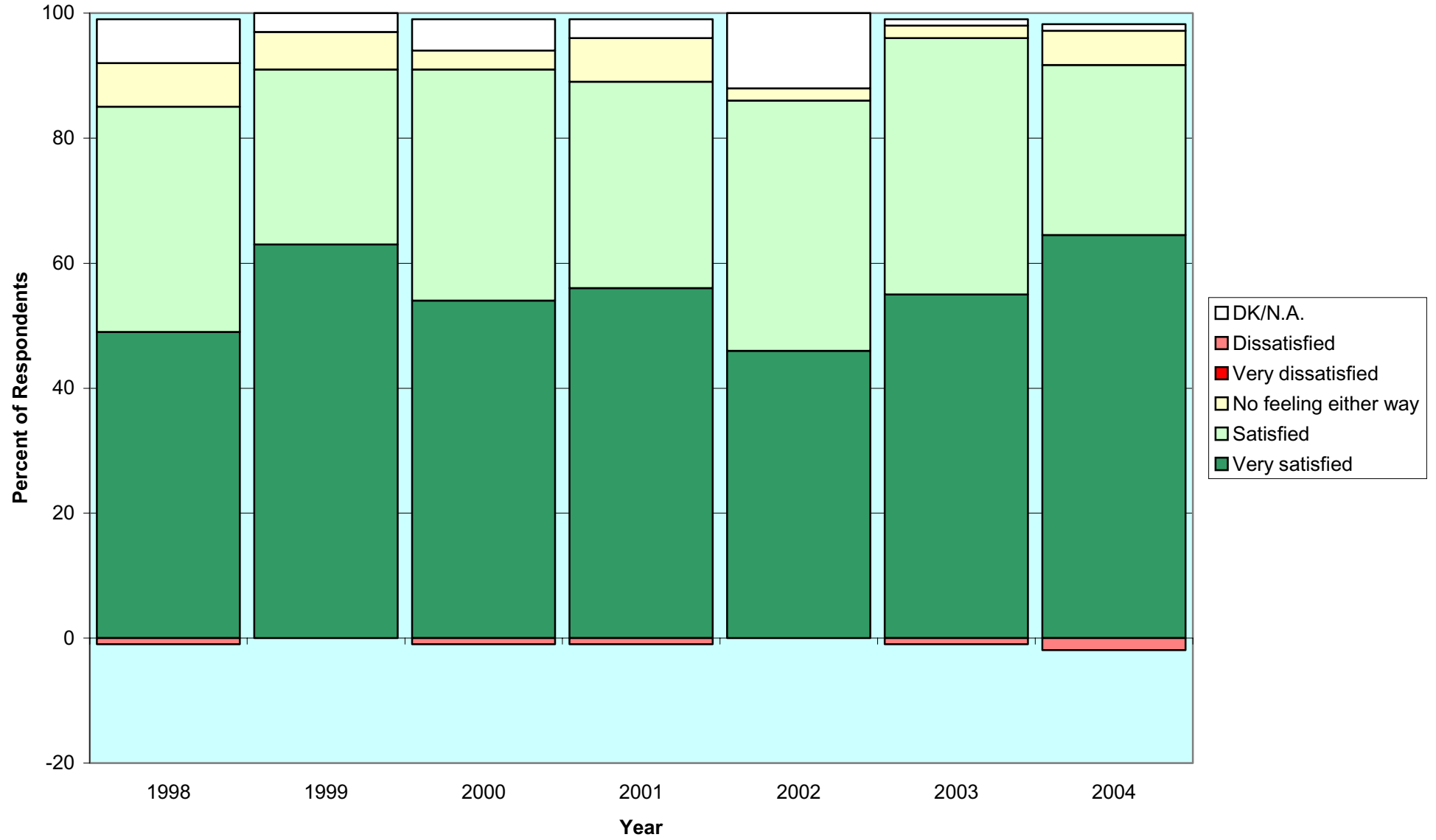
How quickly they could get help...



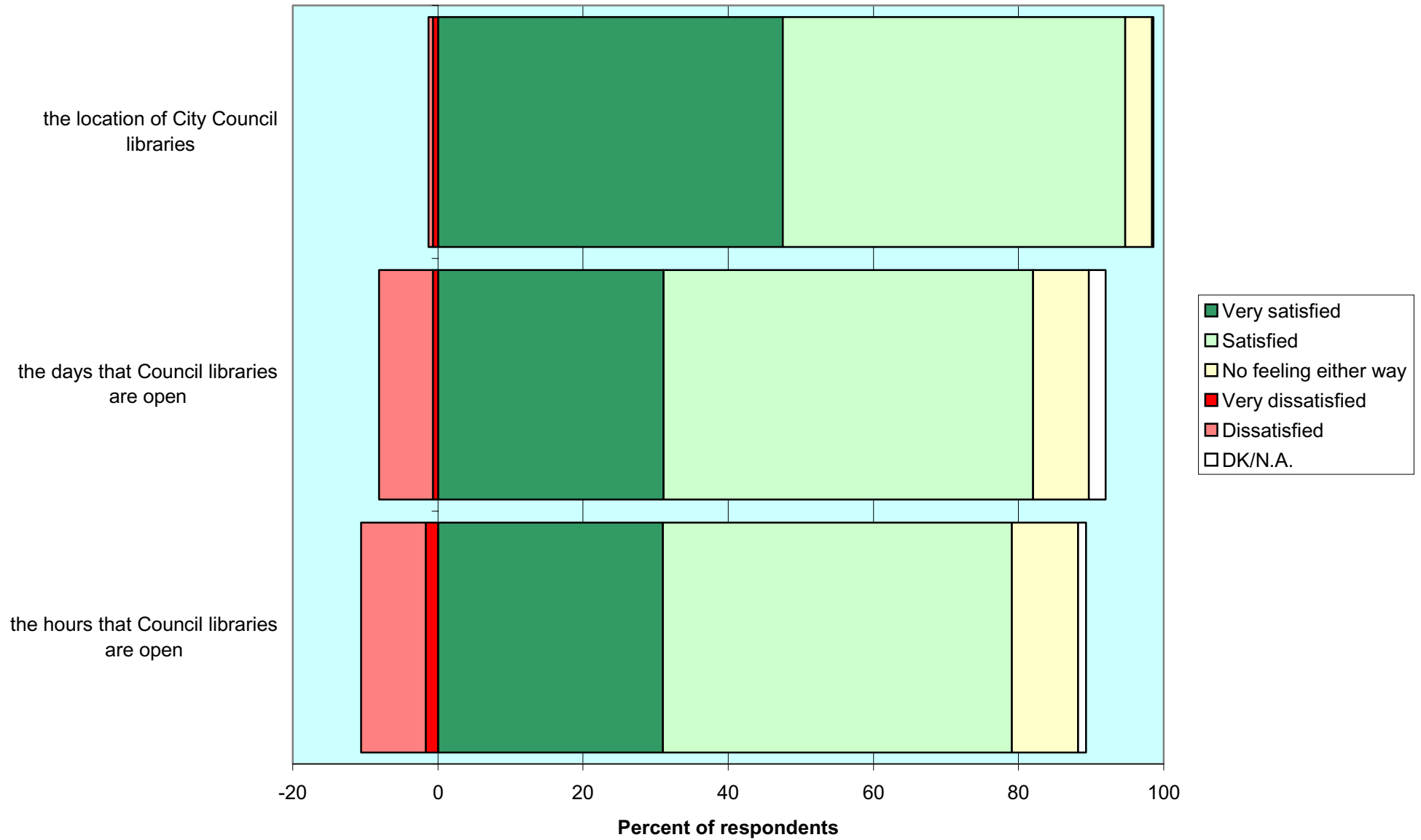
Helpfulness of staff



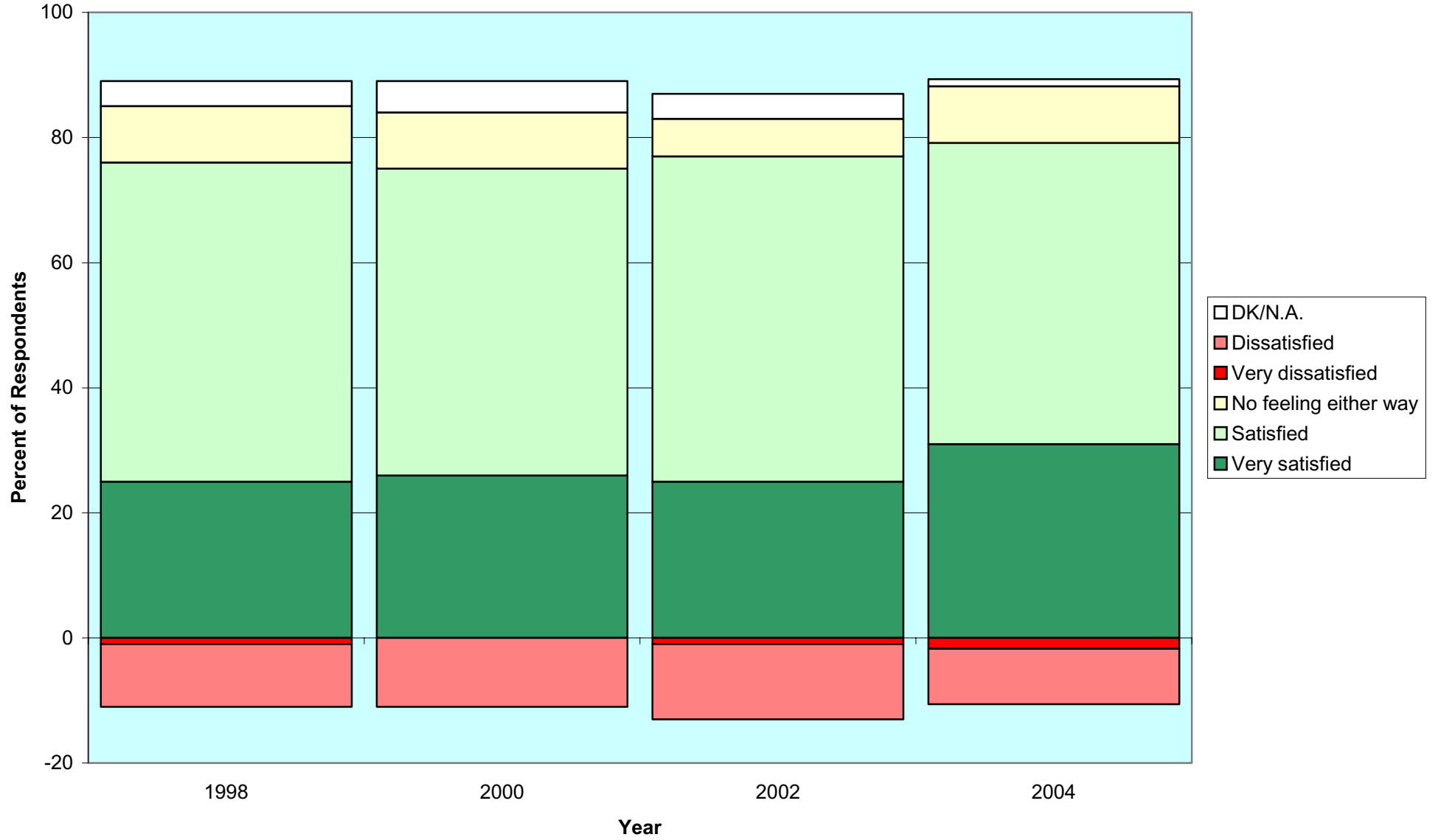
Politeness and courteousness of staff



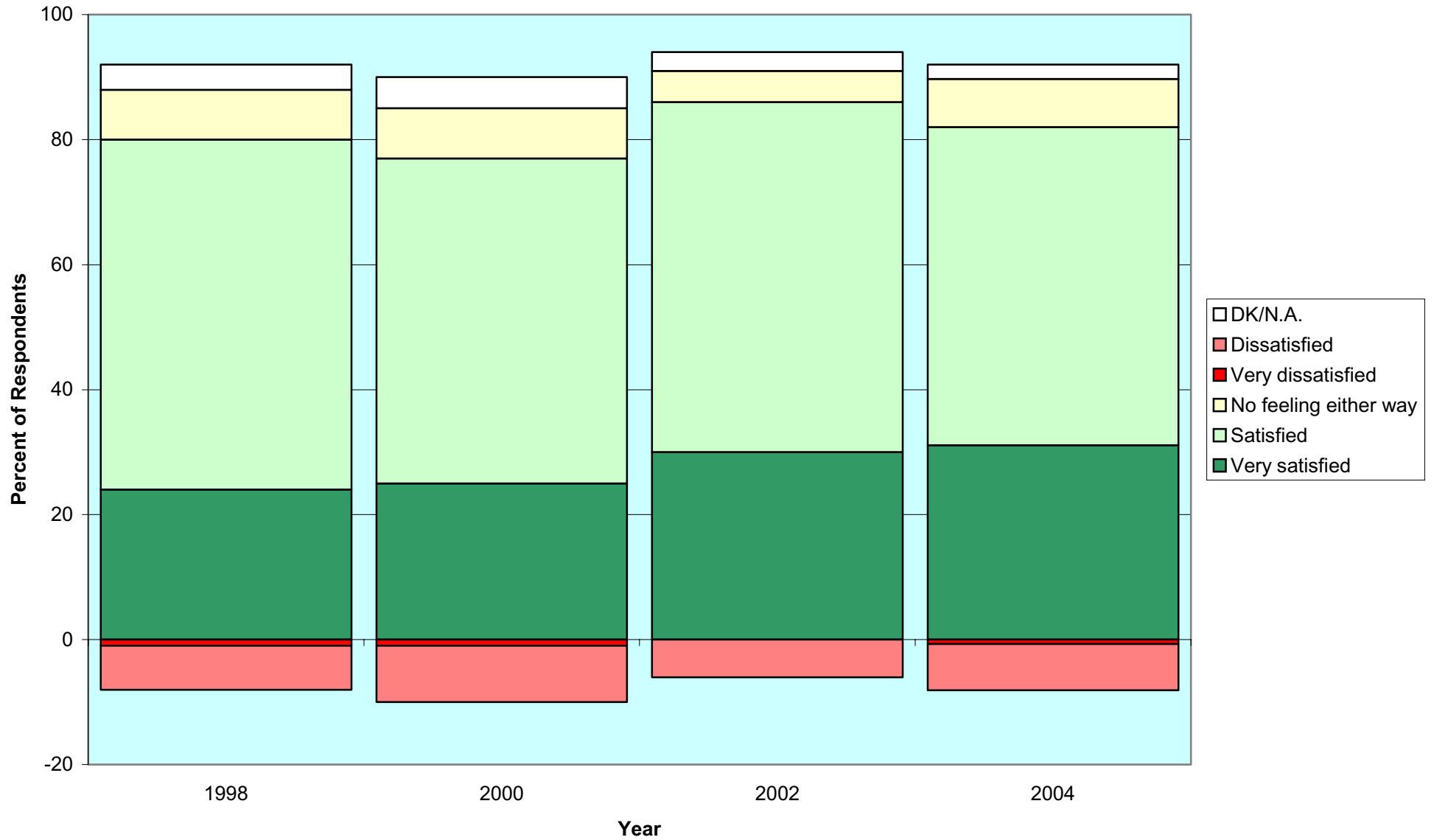
Overall satisfaction with libraries (2004)...



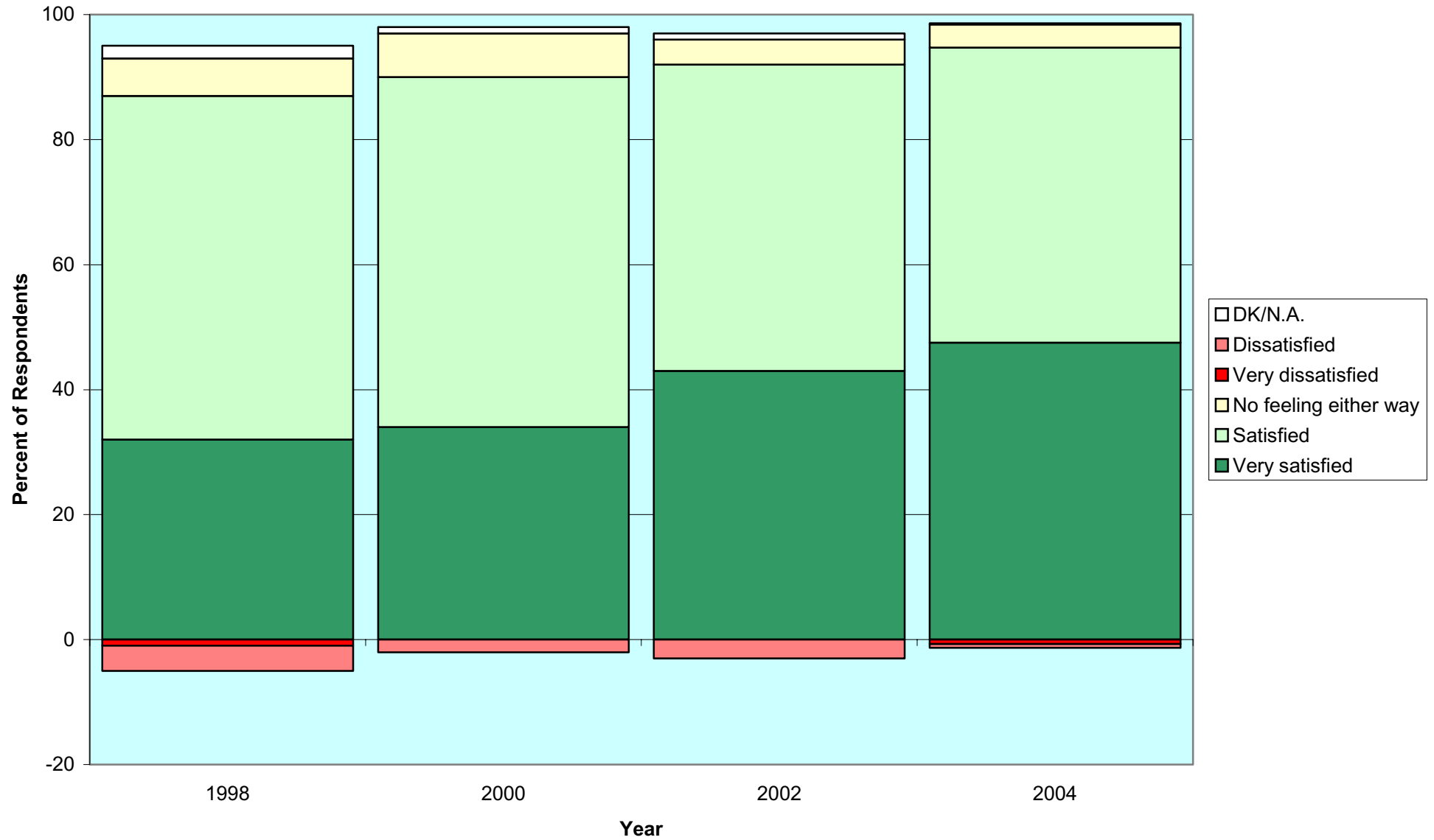
Satisfied with library opening hours



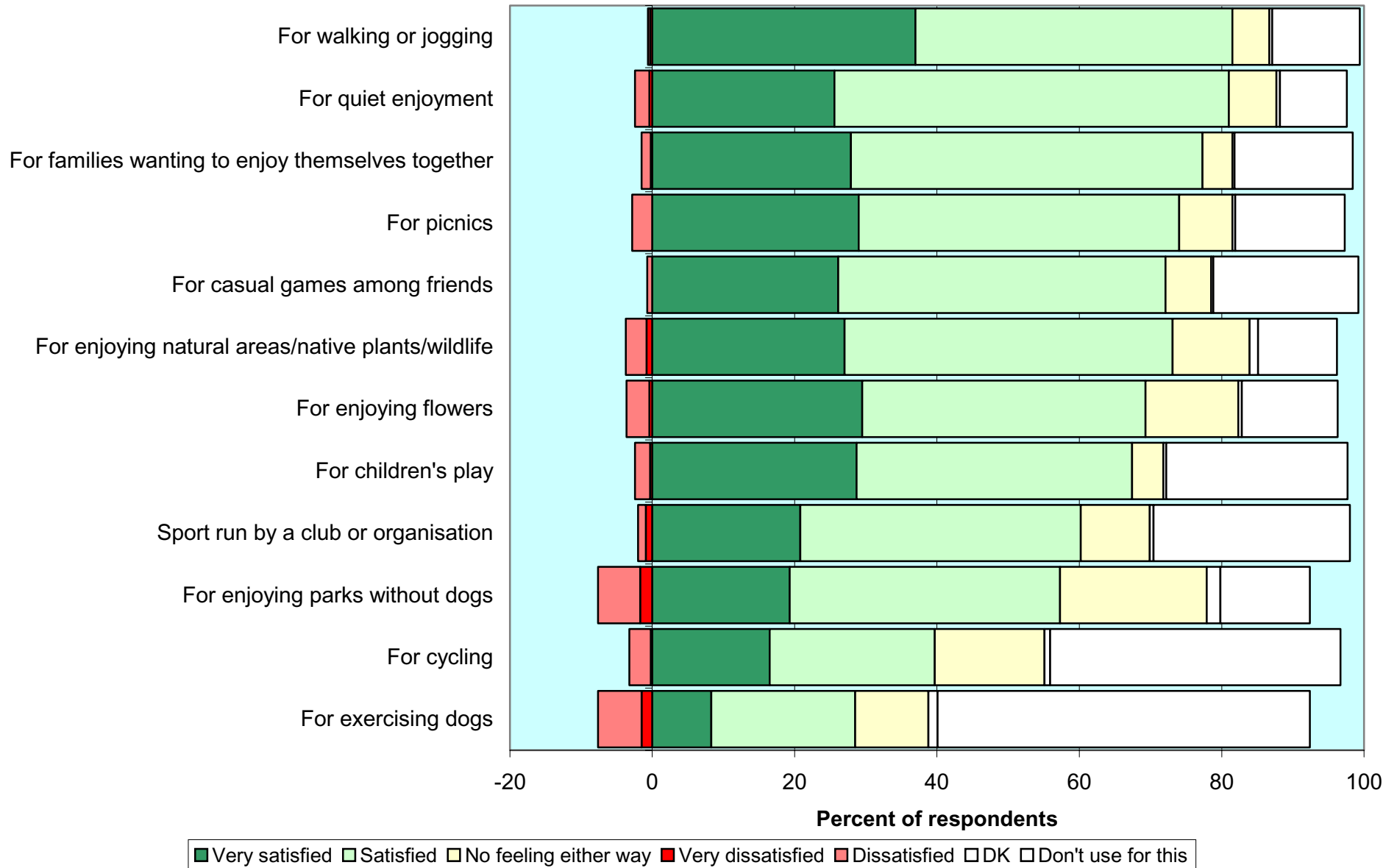
Satisfied with library opening days



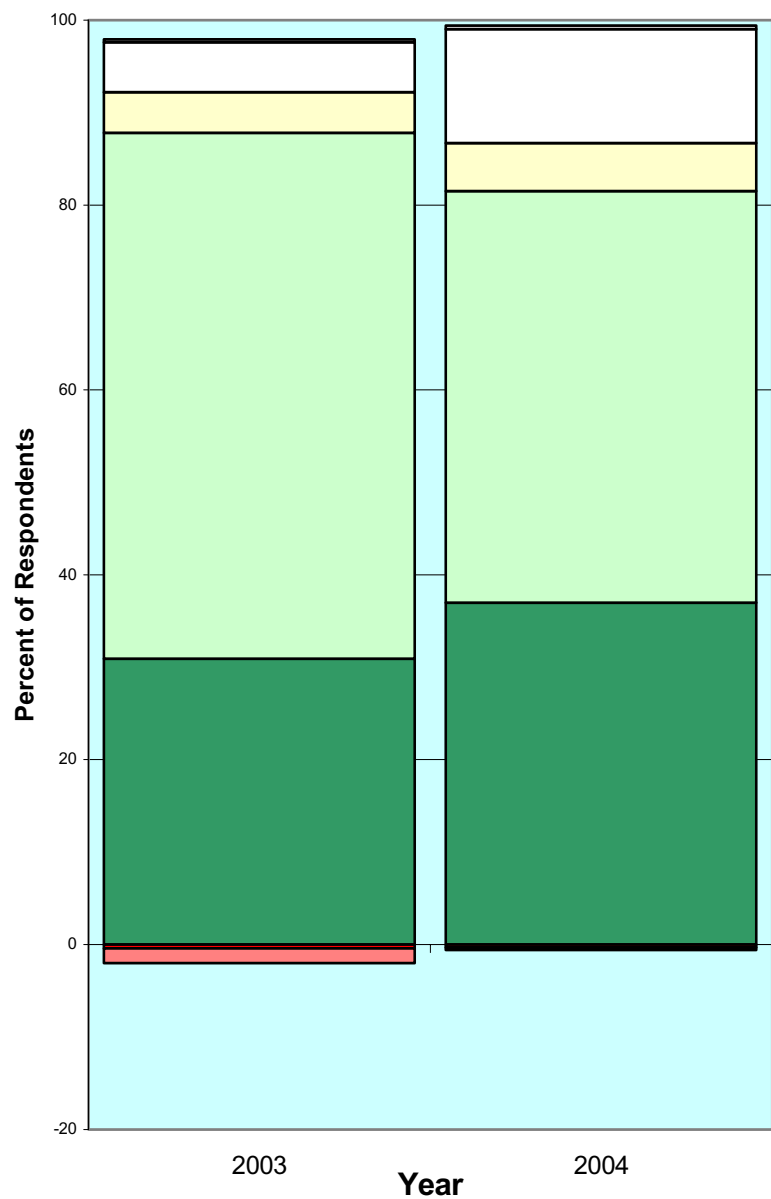
Satisfied with library locations...



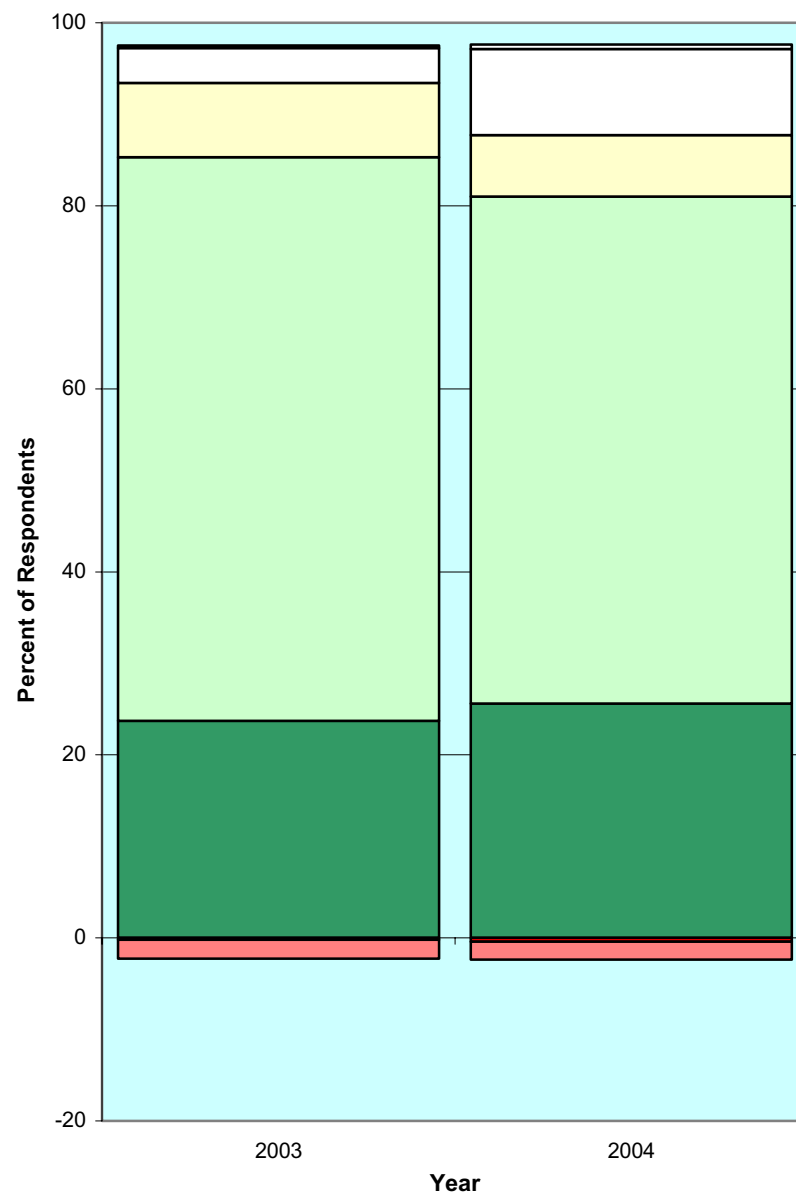
Respondents are satisfied parks are suitable for... (2004)



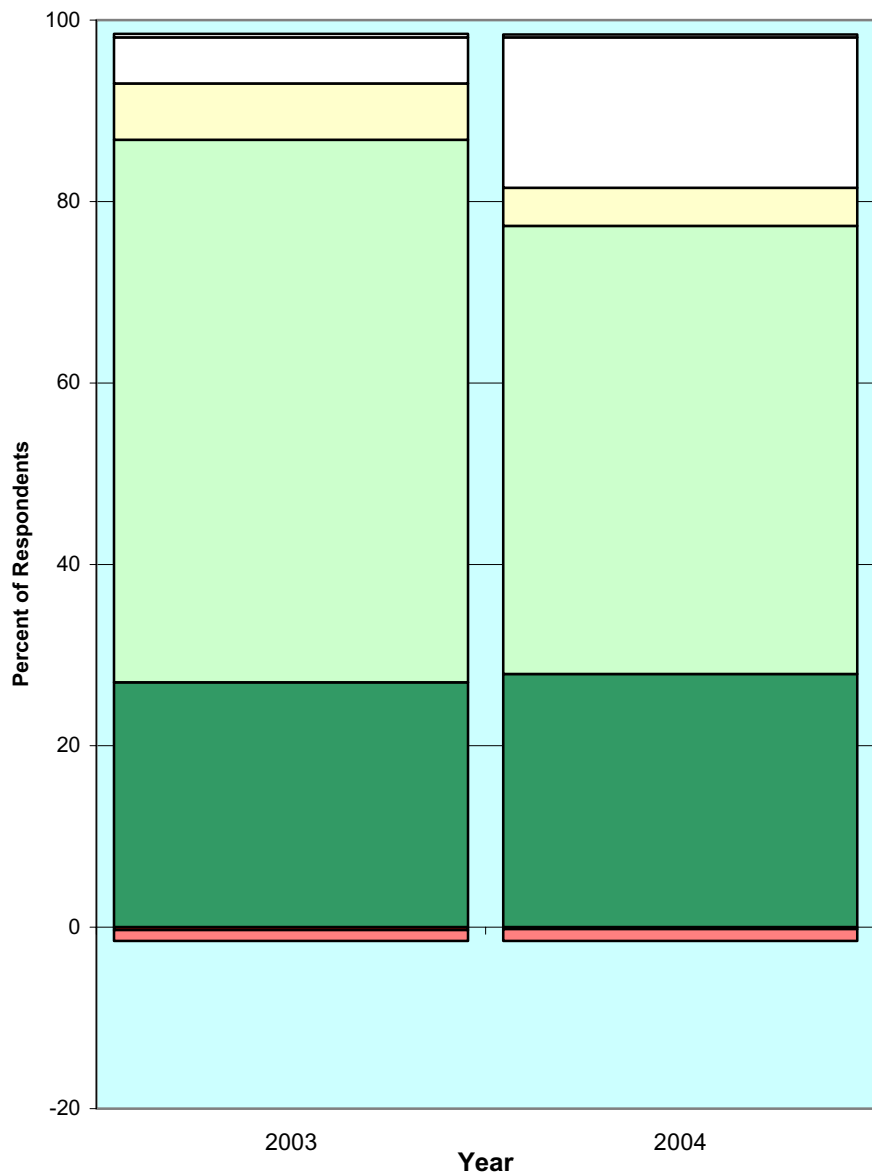
Suitable for Walking or Jogging



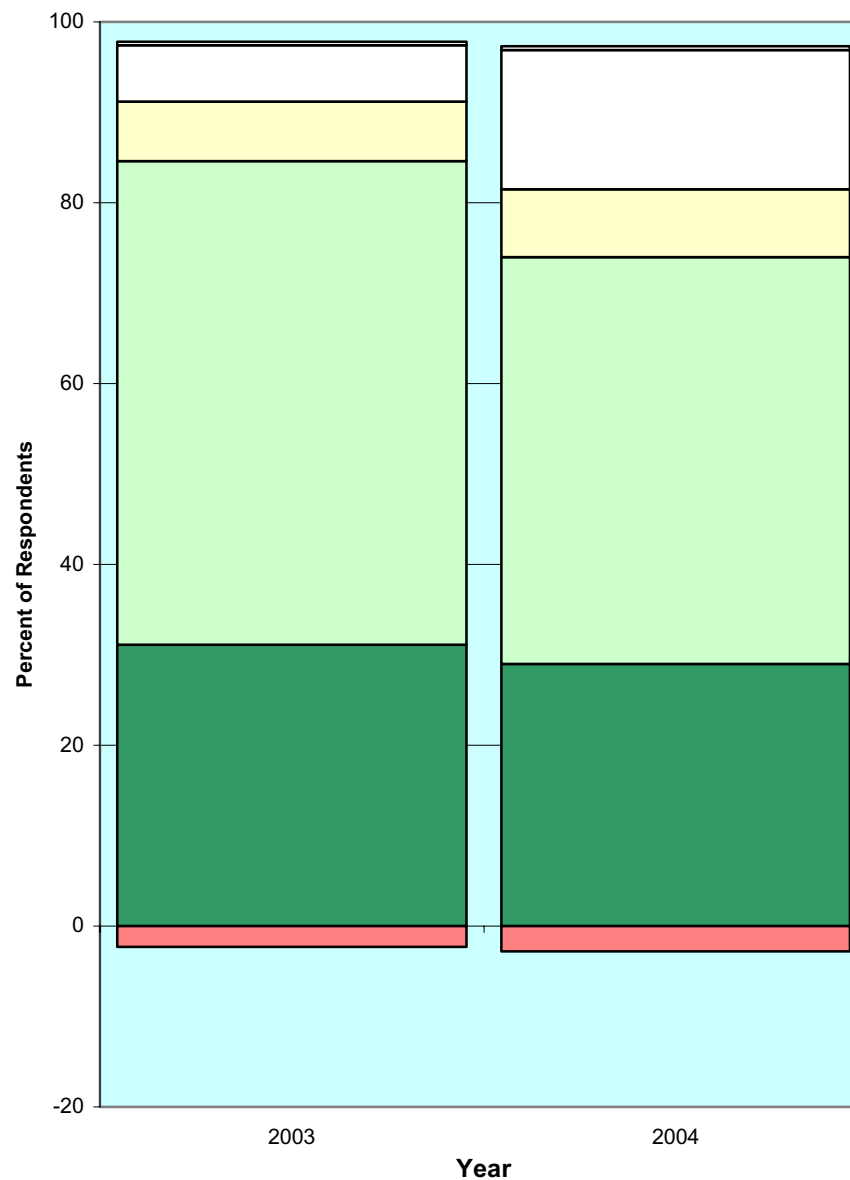
Suitable for Quiet Enjoyment



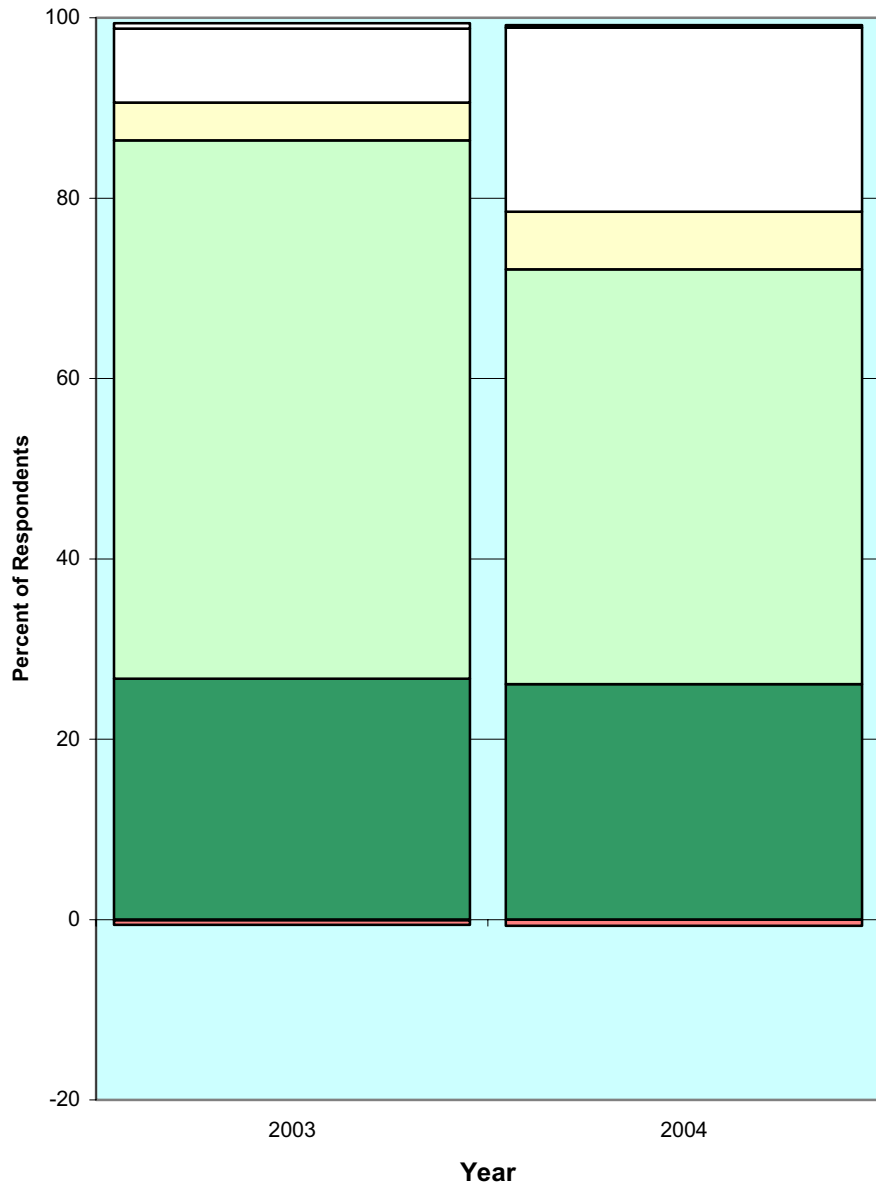
Suitable for Families Wanting to Enjoy Themselves Together



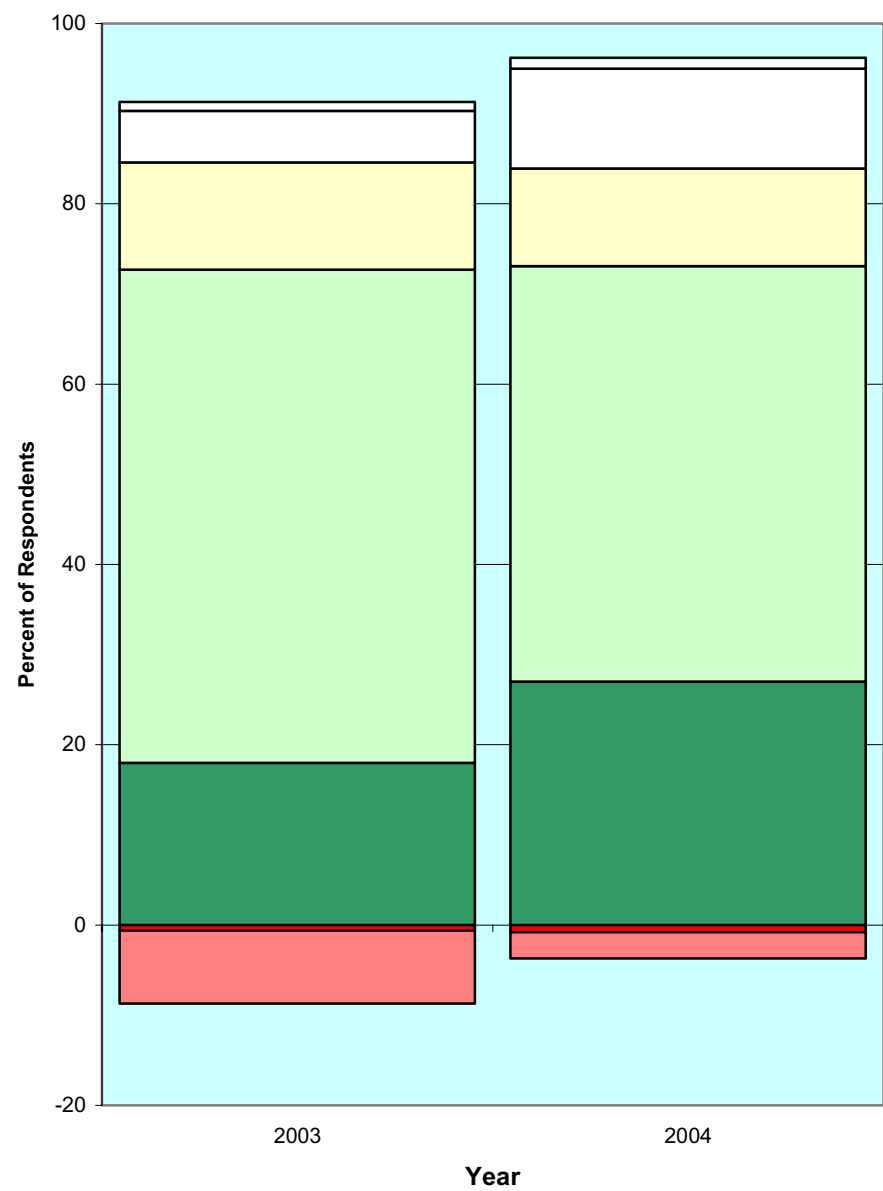
Suitable for Picnics



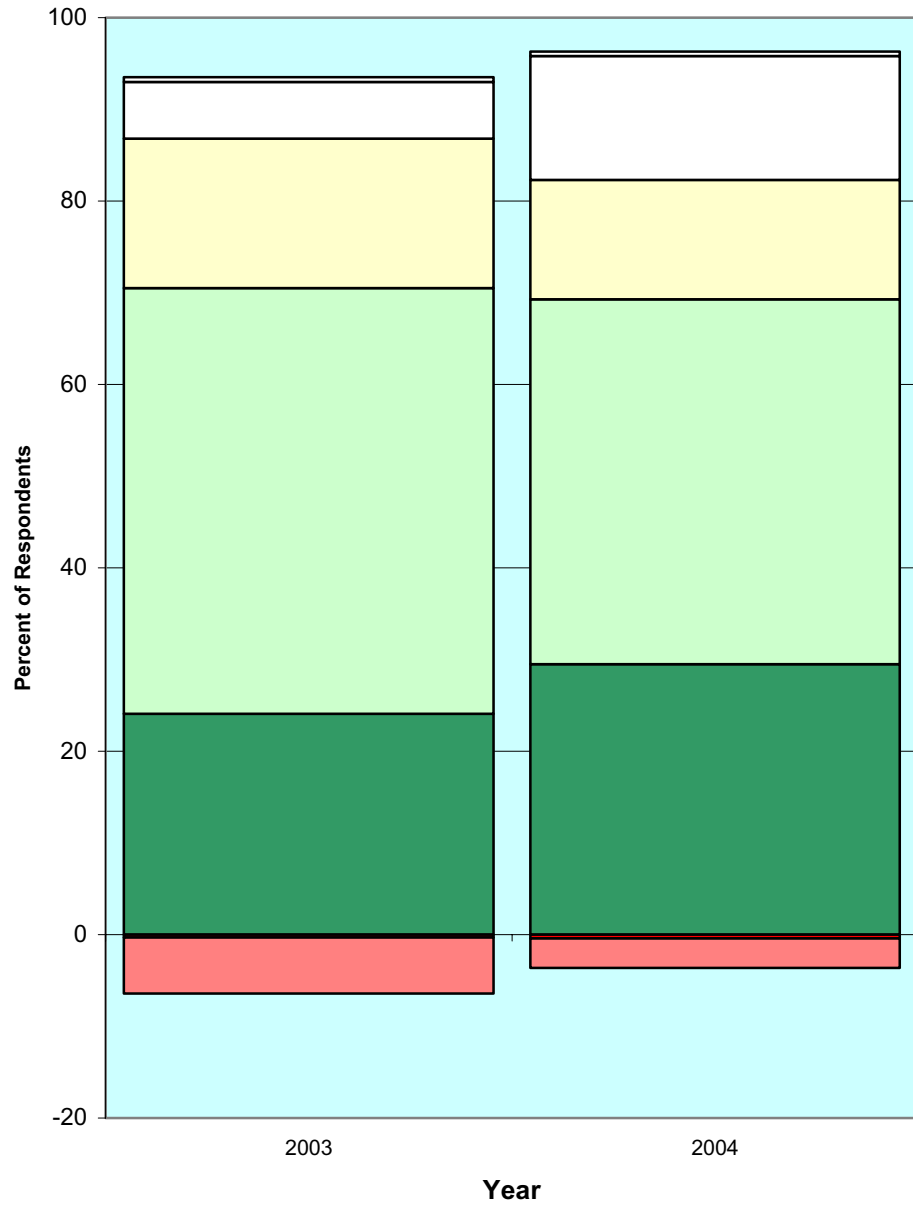
Suitable for Casual Games Among Friends



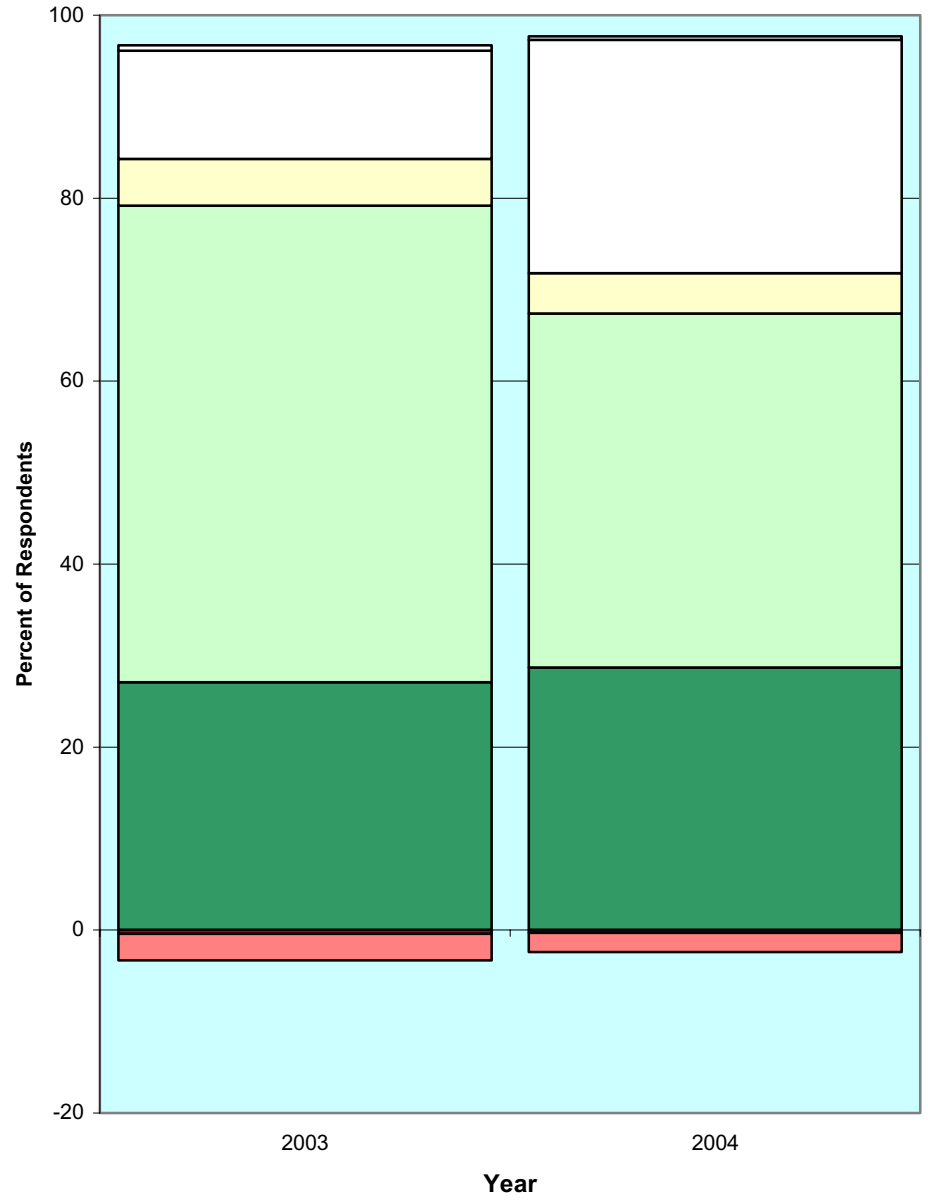
Suitable for Enjoying Natural Areas / Native Plants / Wildlife



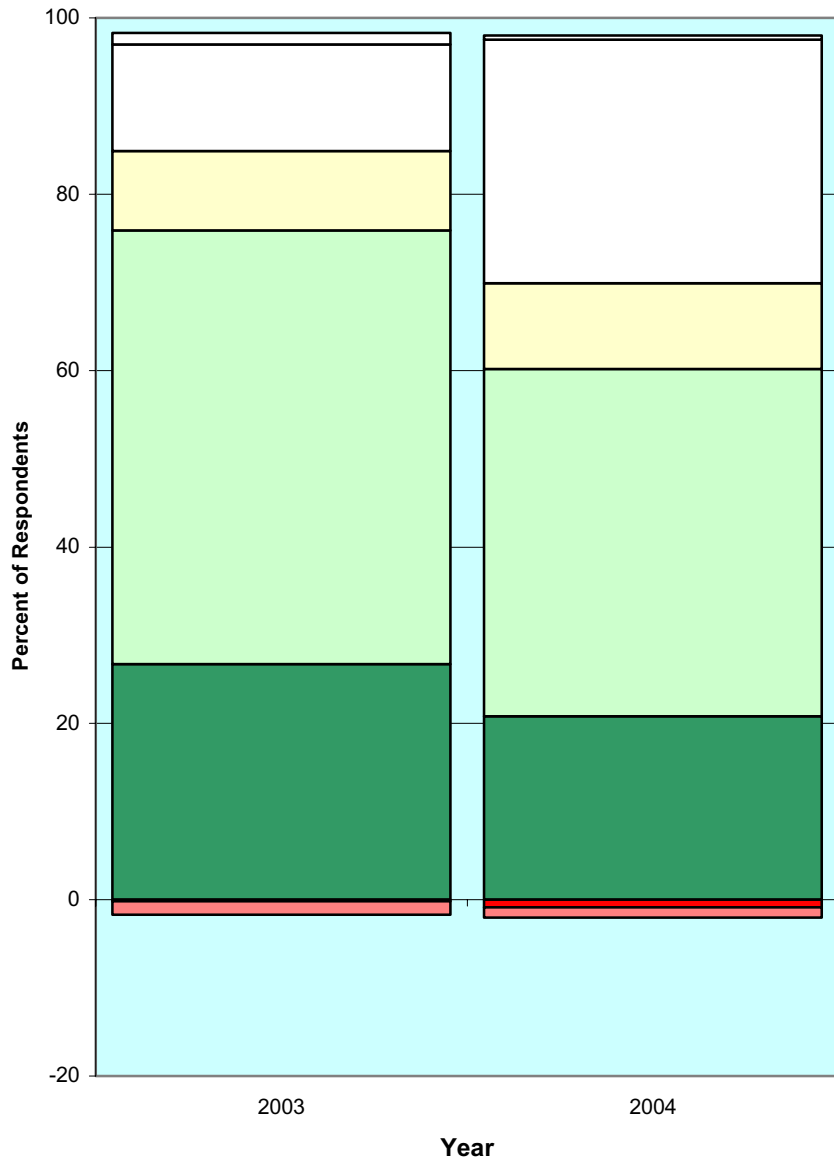
Suitable for Enjoying Flowers



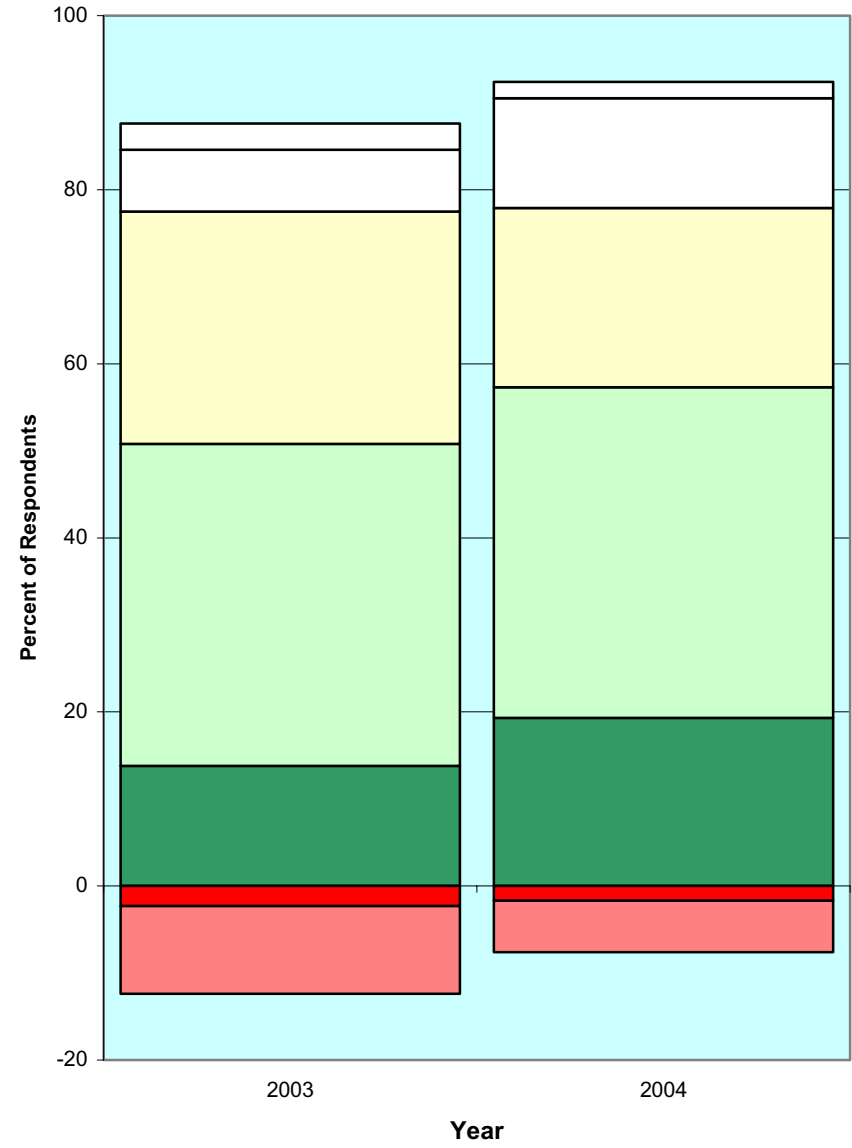
Suitable for Children's Play



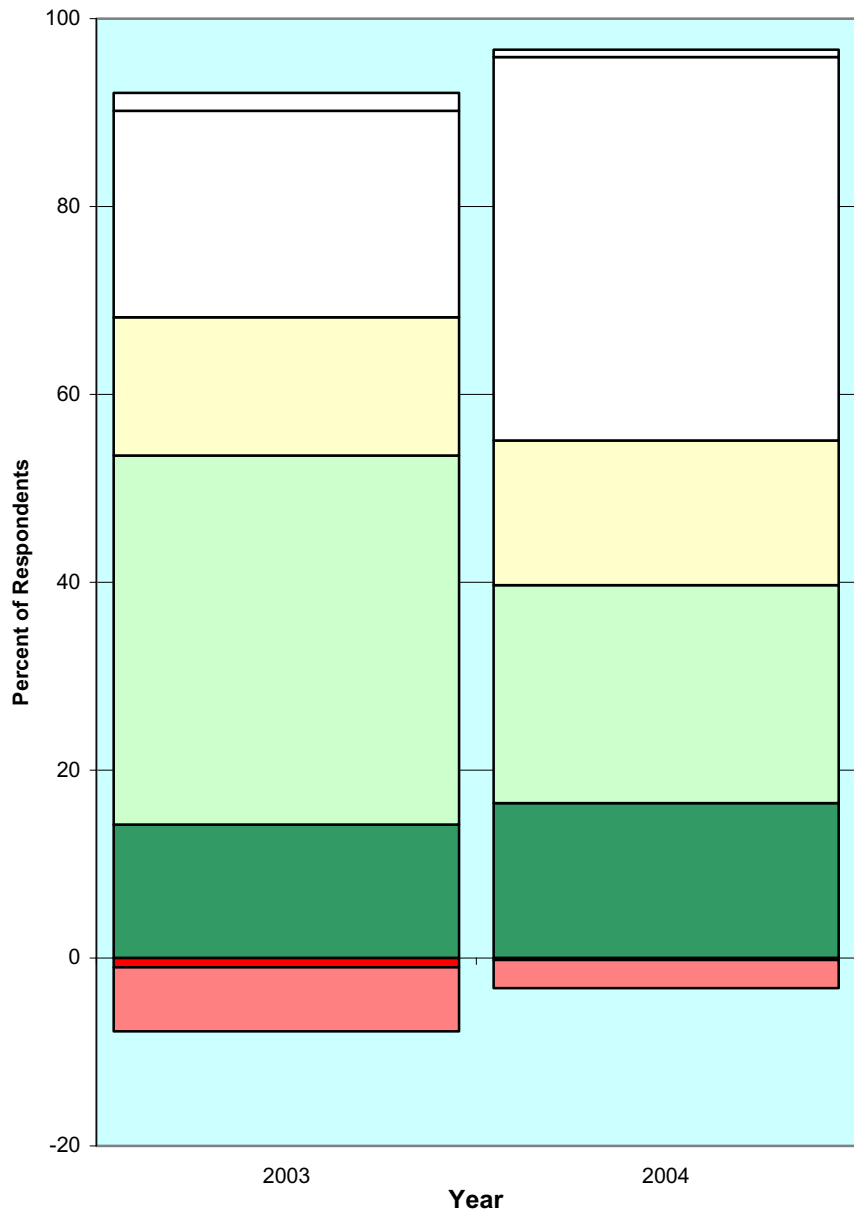
Suitable for Sports Run by a Club or Organisation



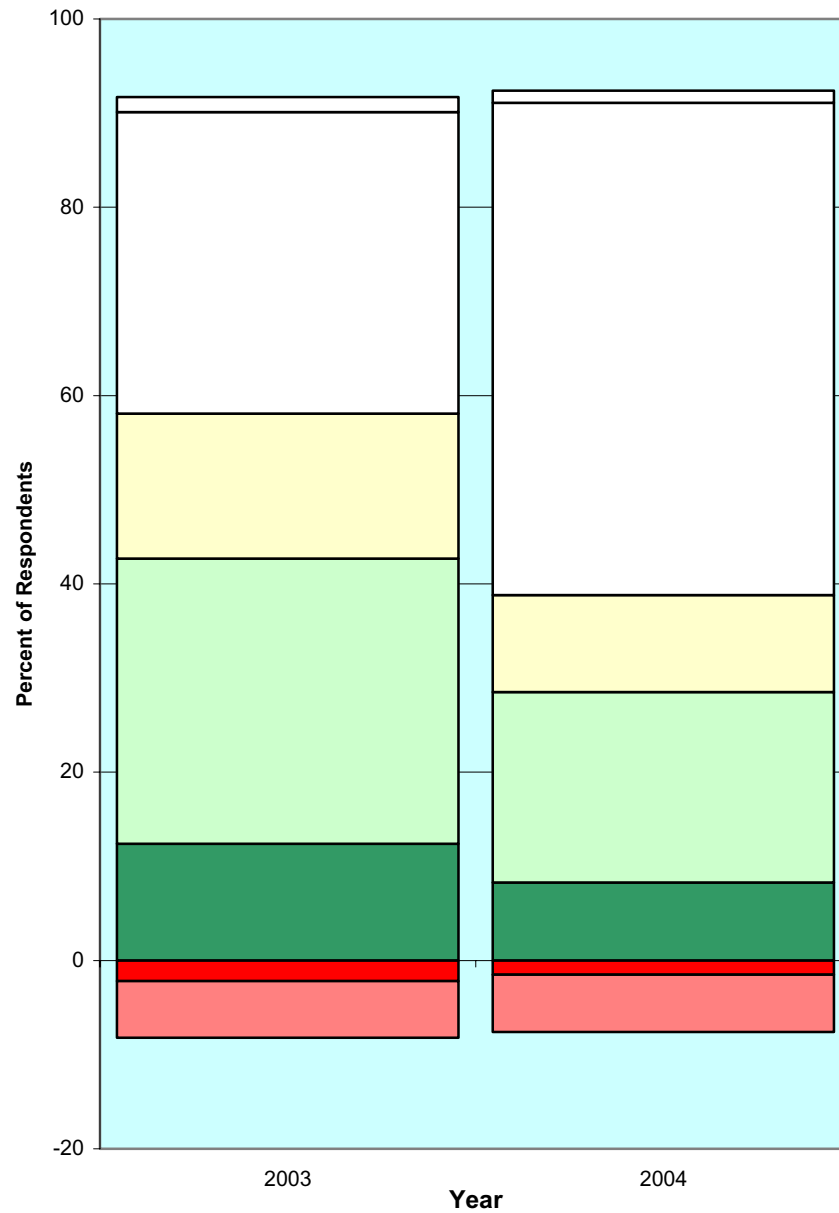
Suitable for Enjoying Parks without Dogs



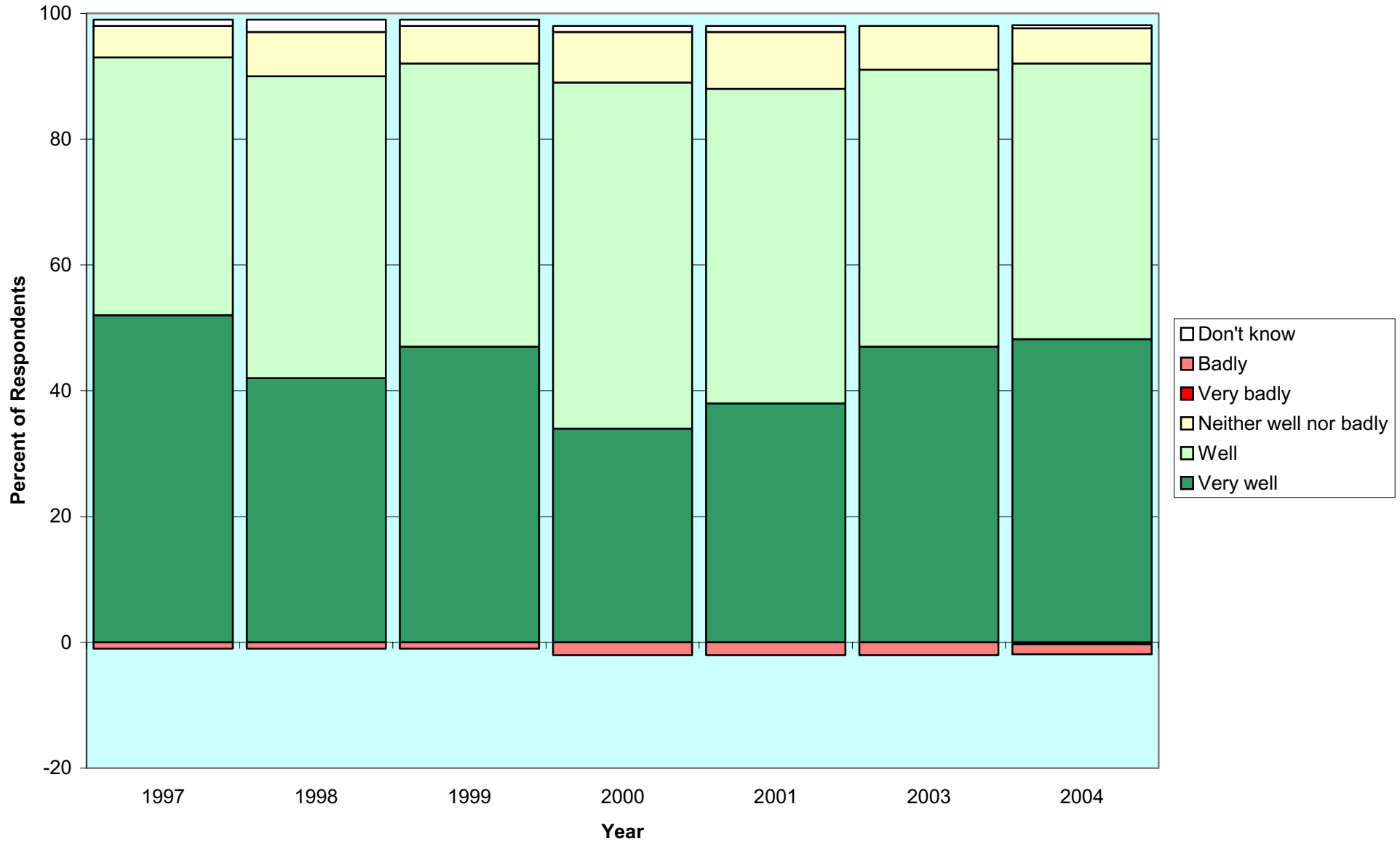
Suitable for Cycling



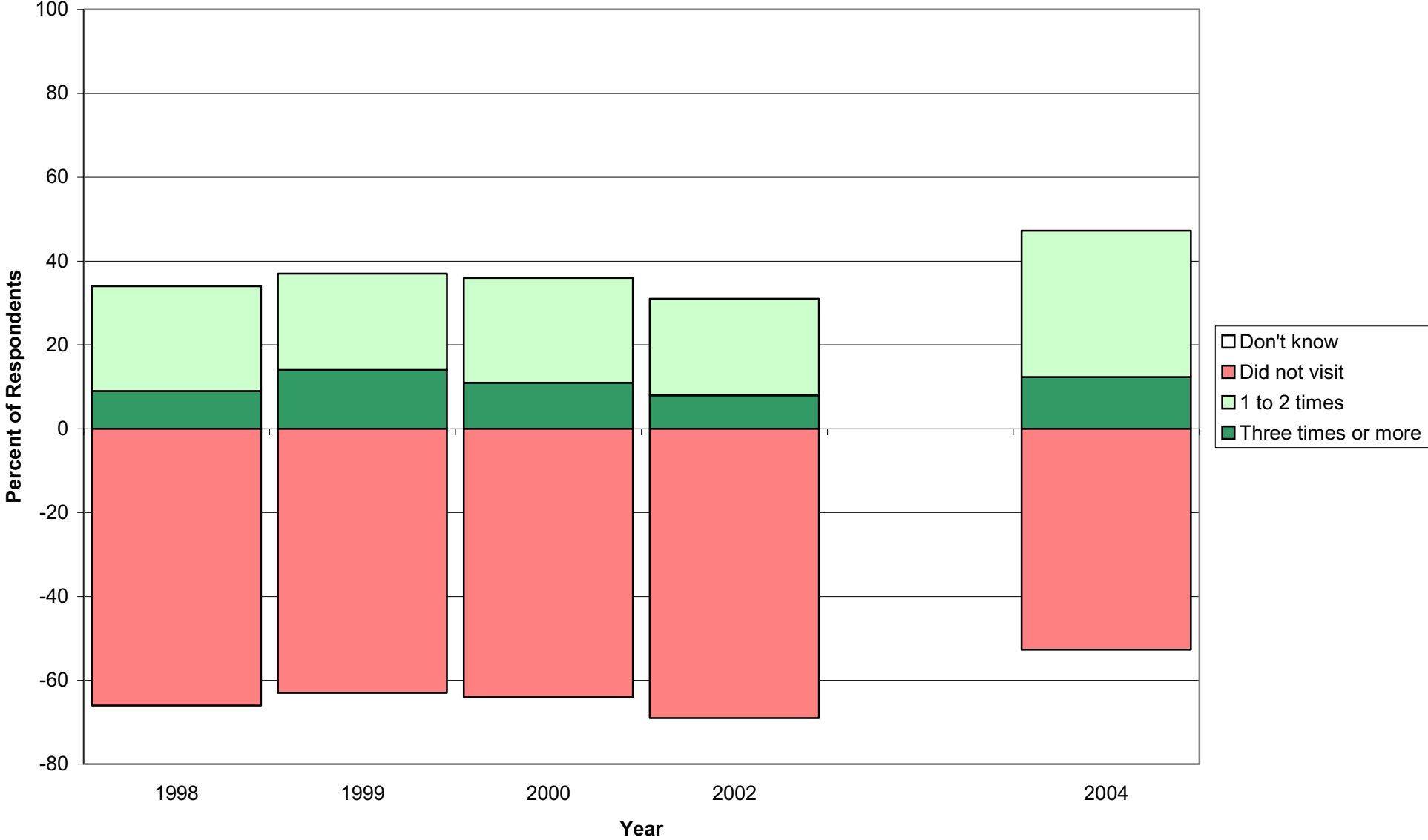
Suitable for Exercising Dogs



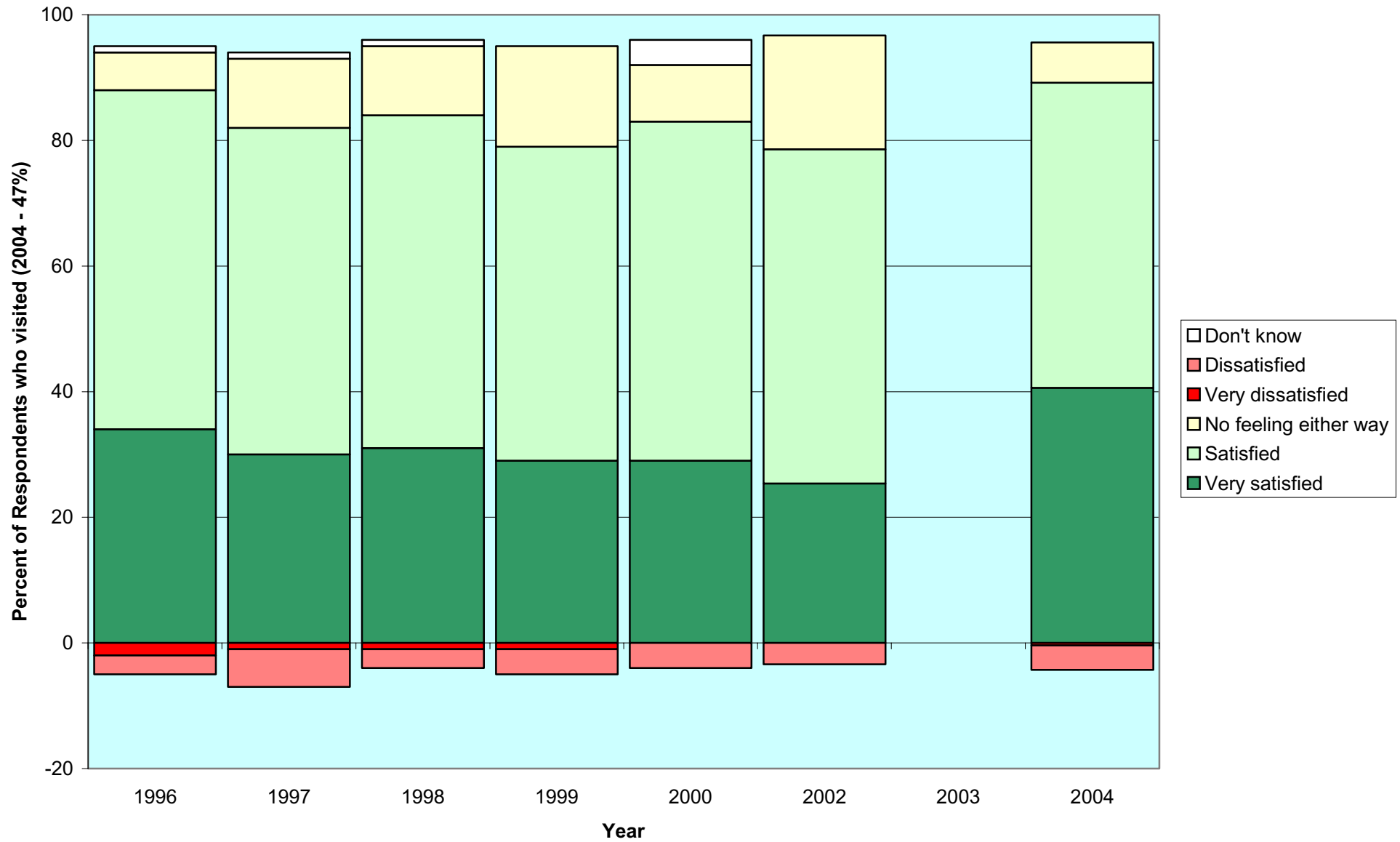
Overall, How Well Are Parks Looked After?



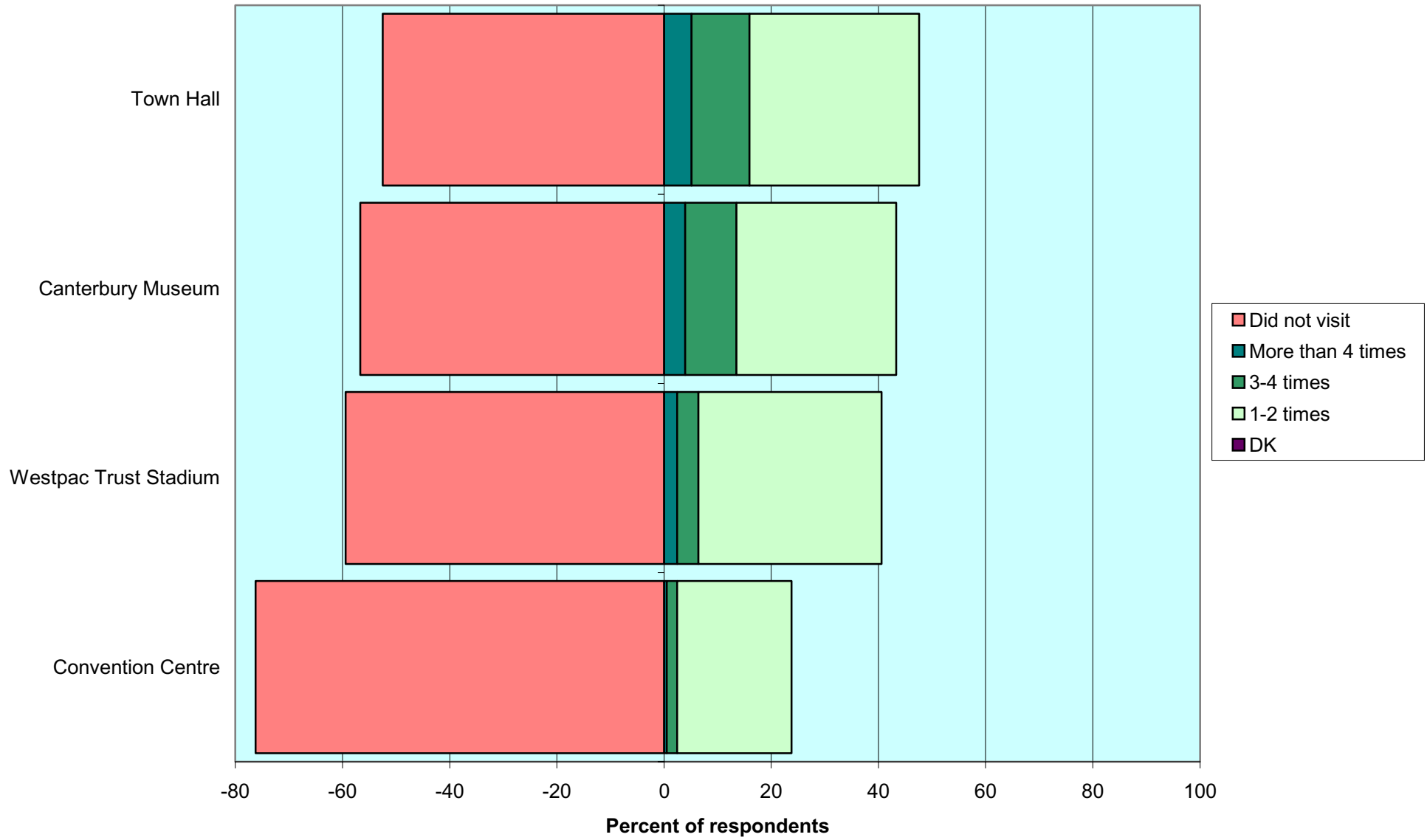
Visitors to the Art Gallery



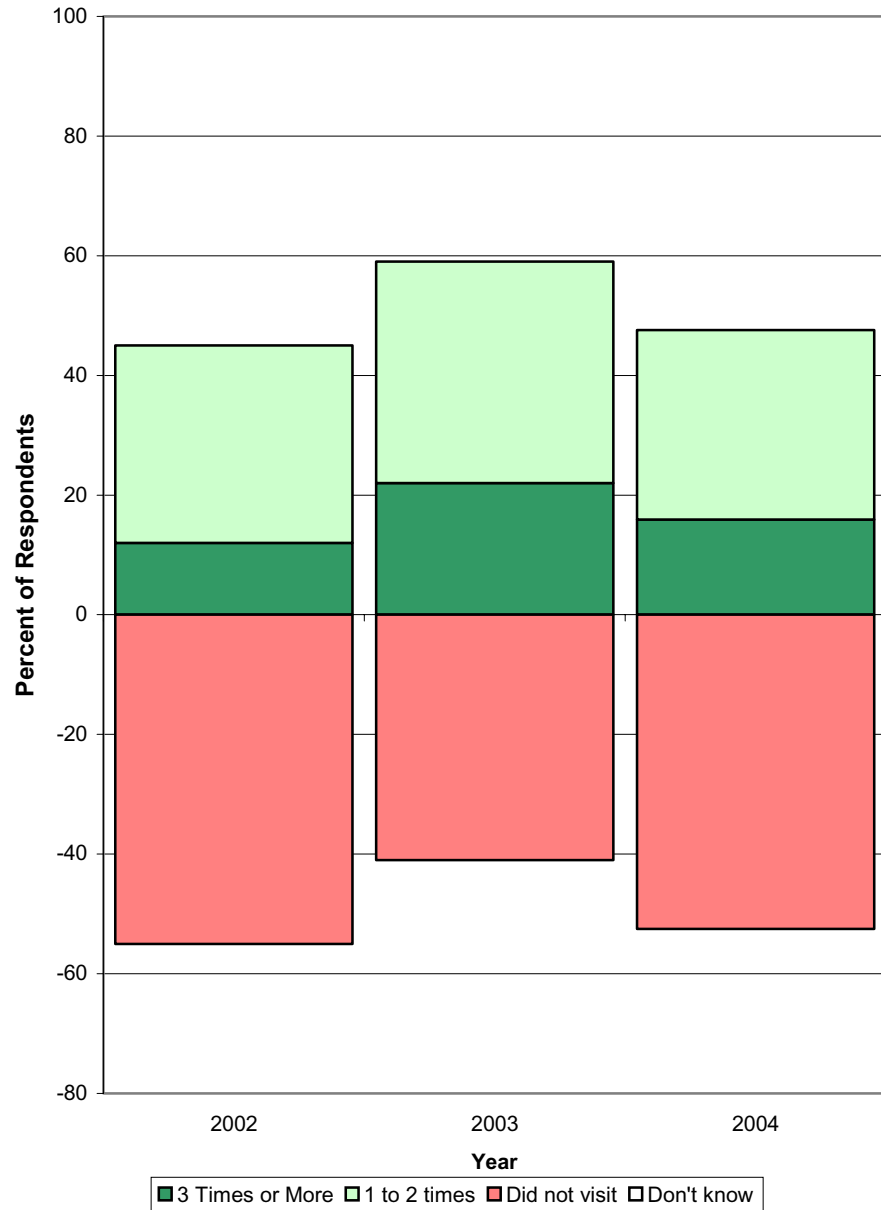
Satisfaction with visits to the Art Gallery



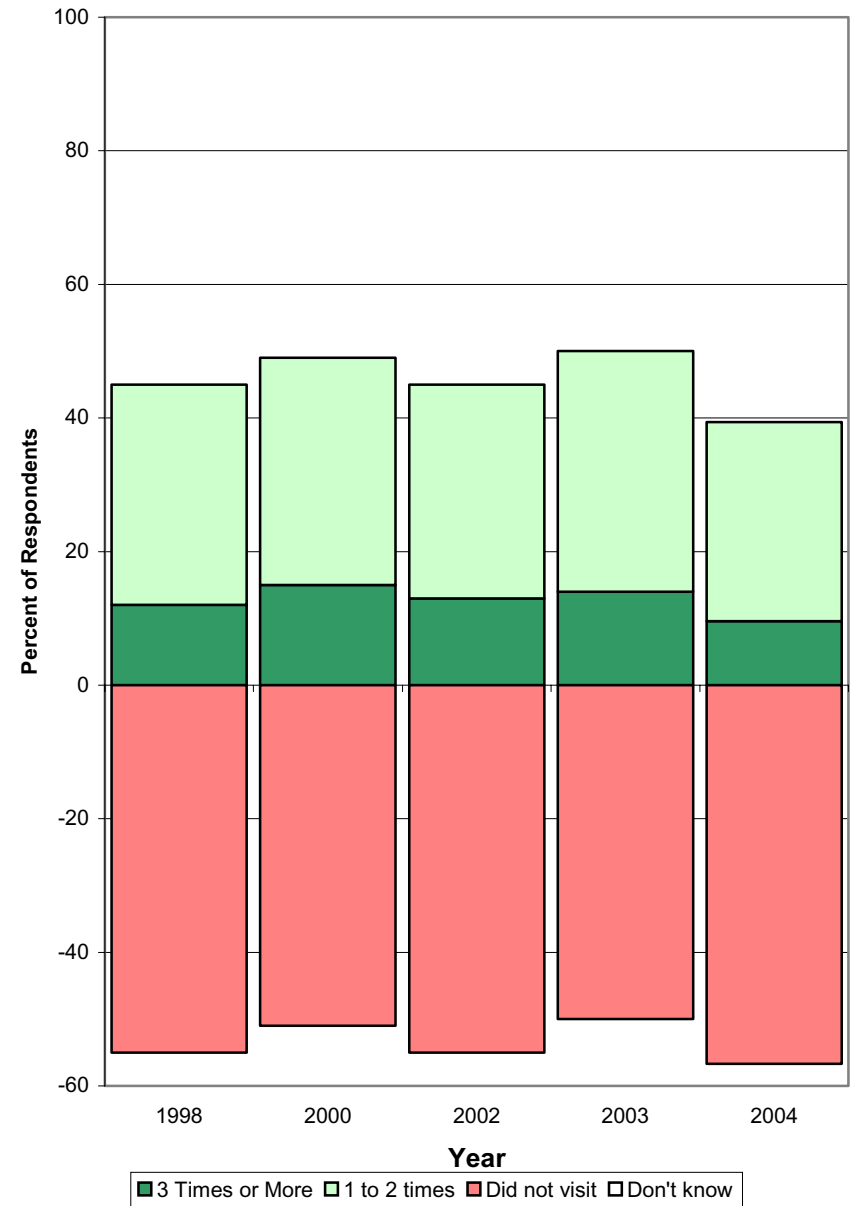
Whether respondents visited...



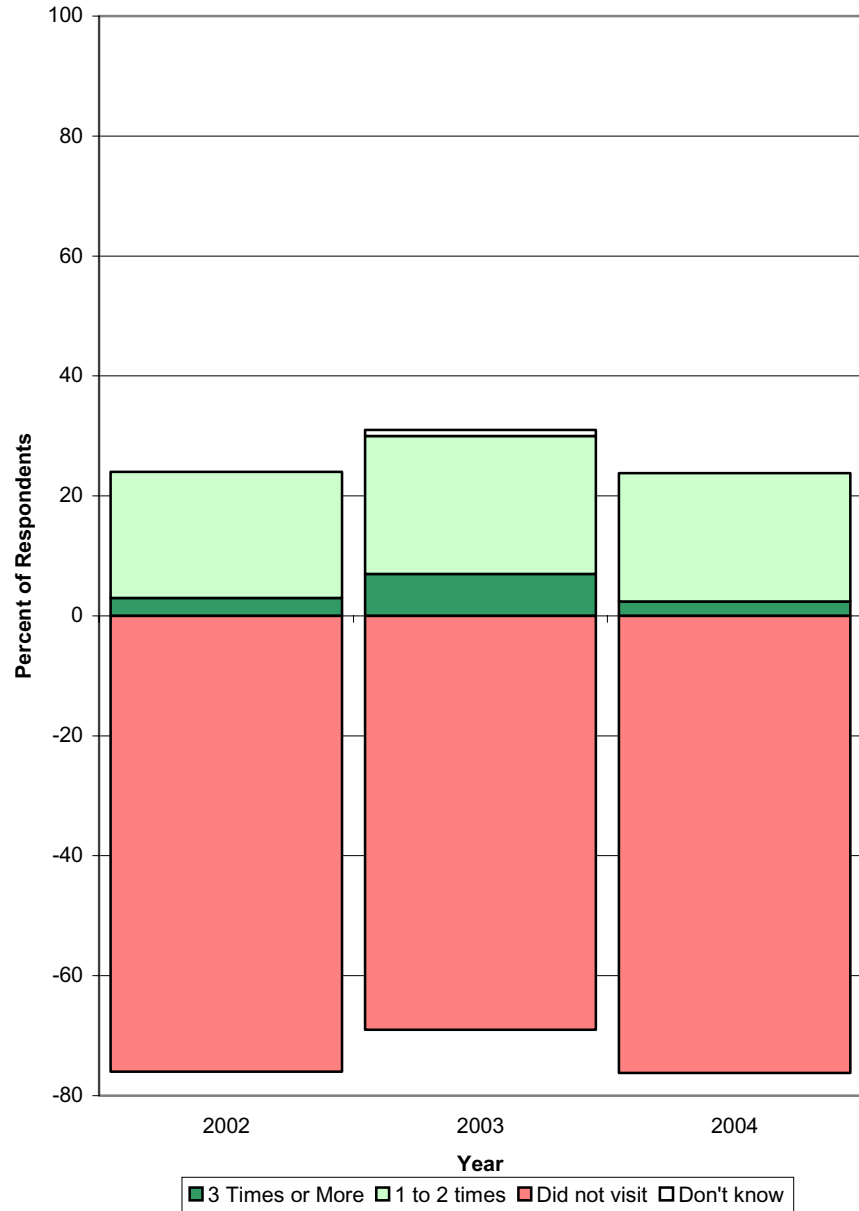
Visits to the Town Hall



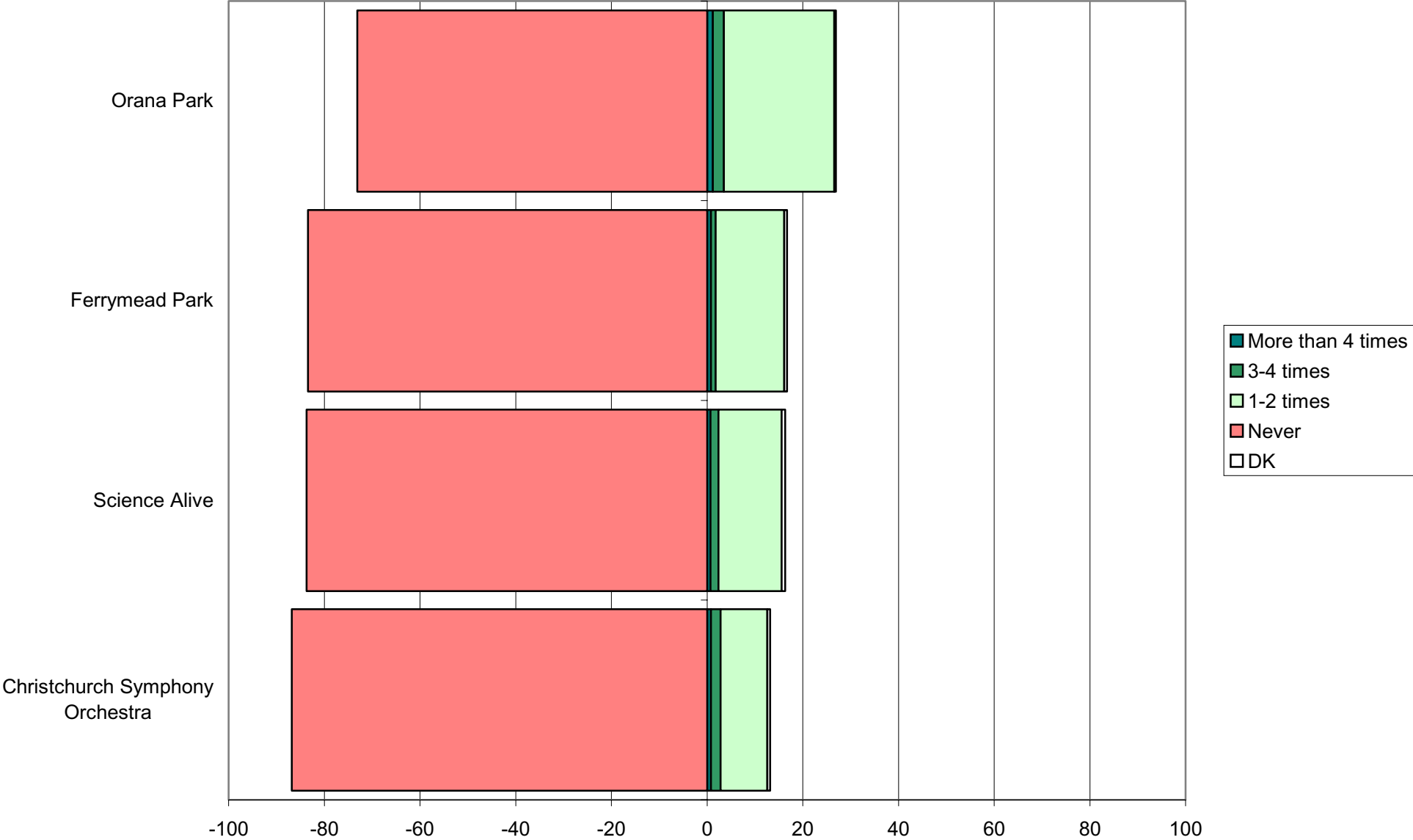
Visits to the Canterbury Museum



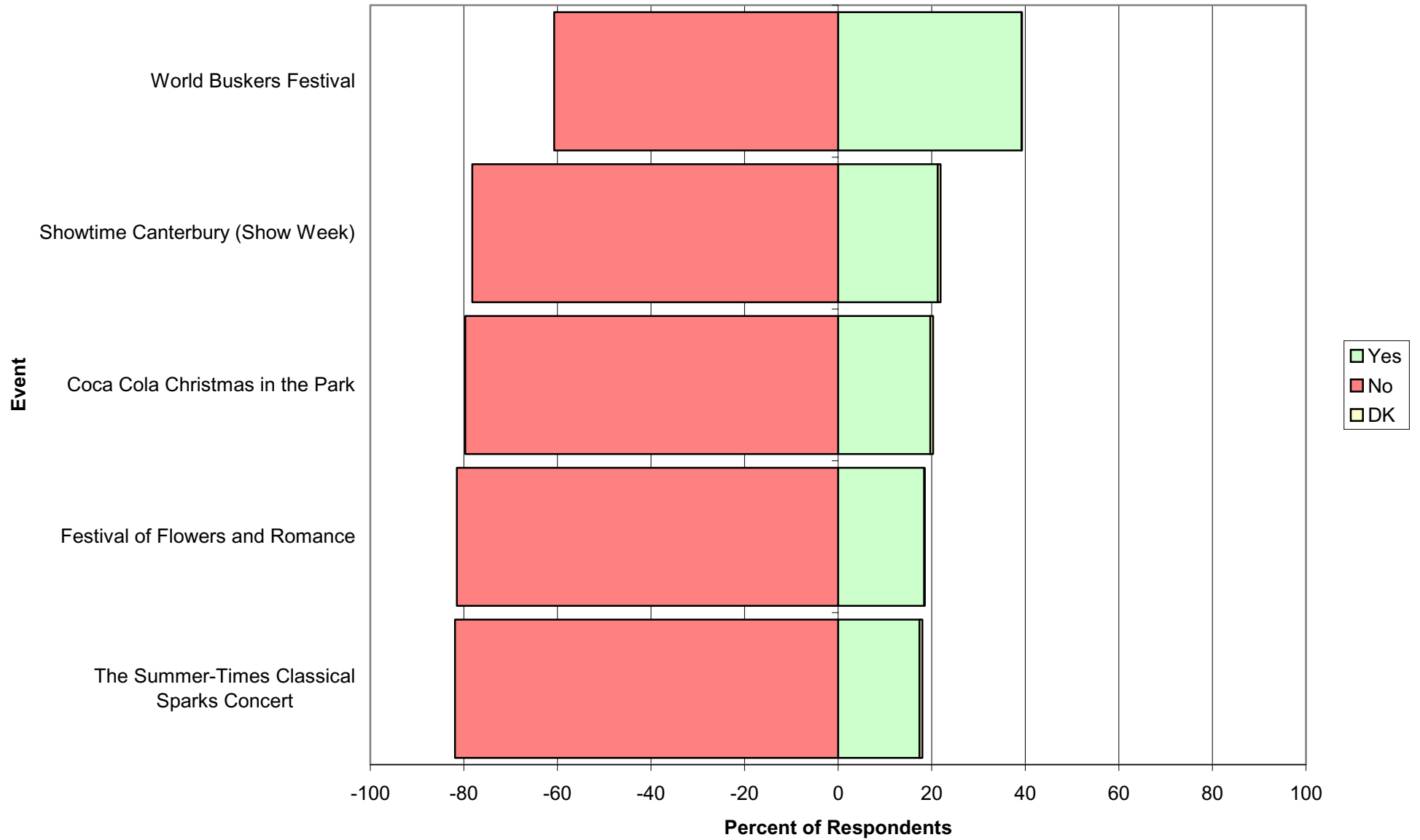
Visits to the Convention Centre



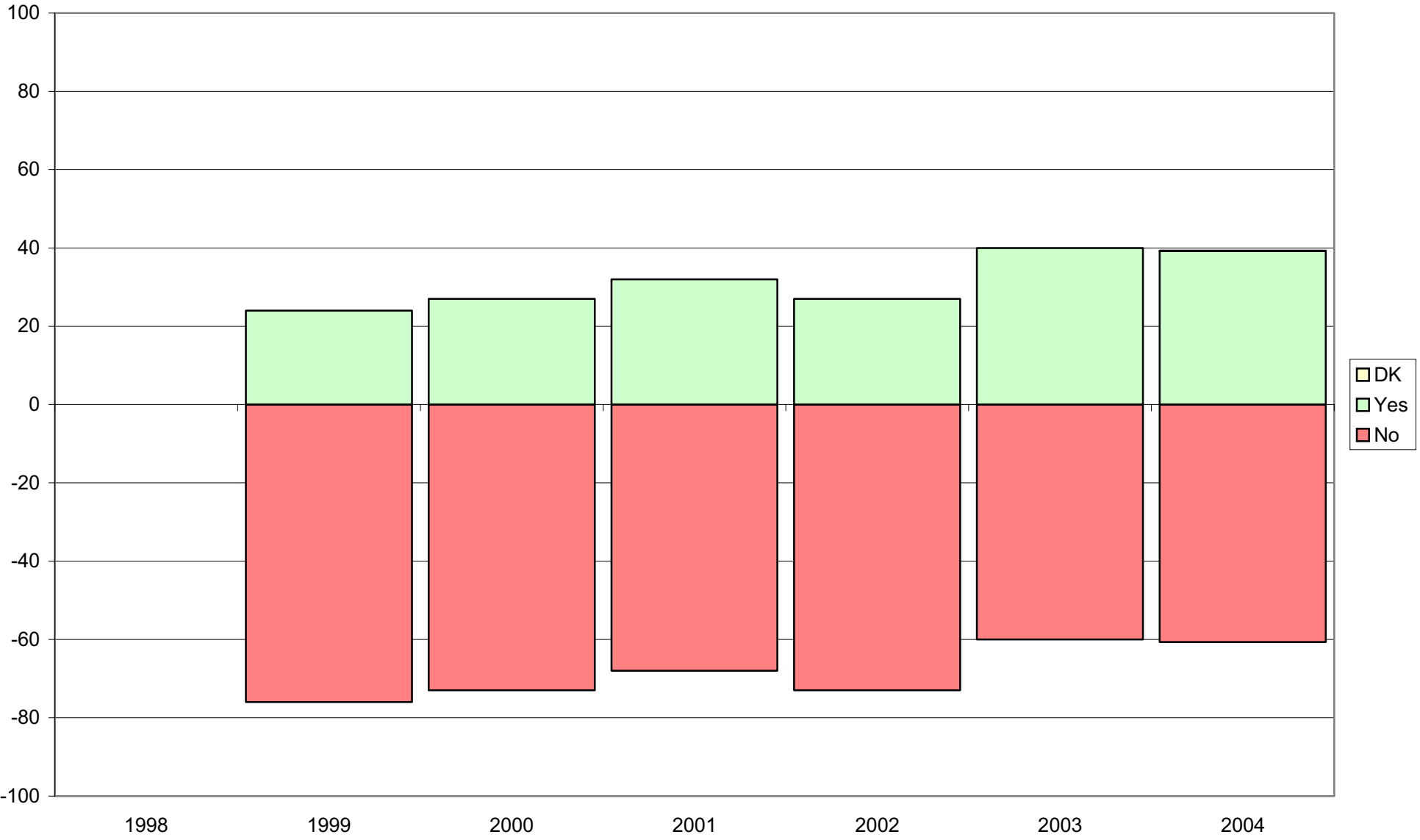
Attendance at selected attractions



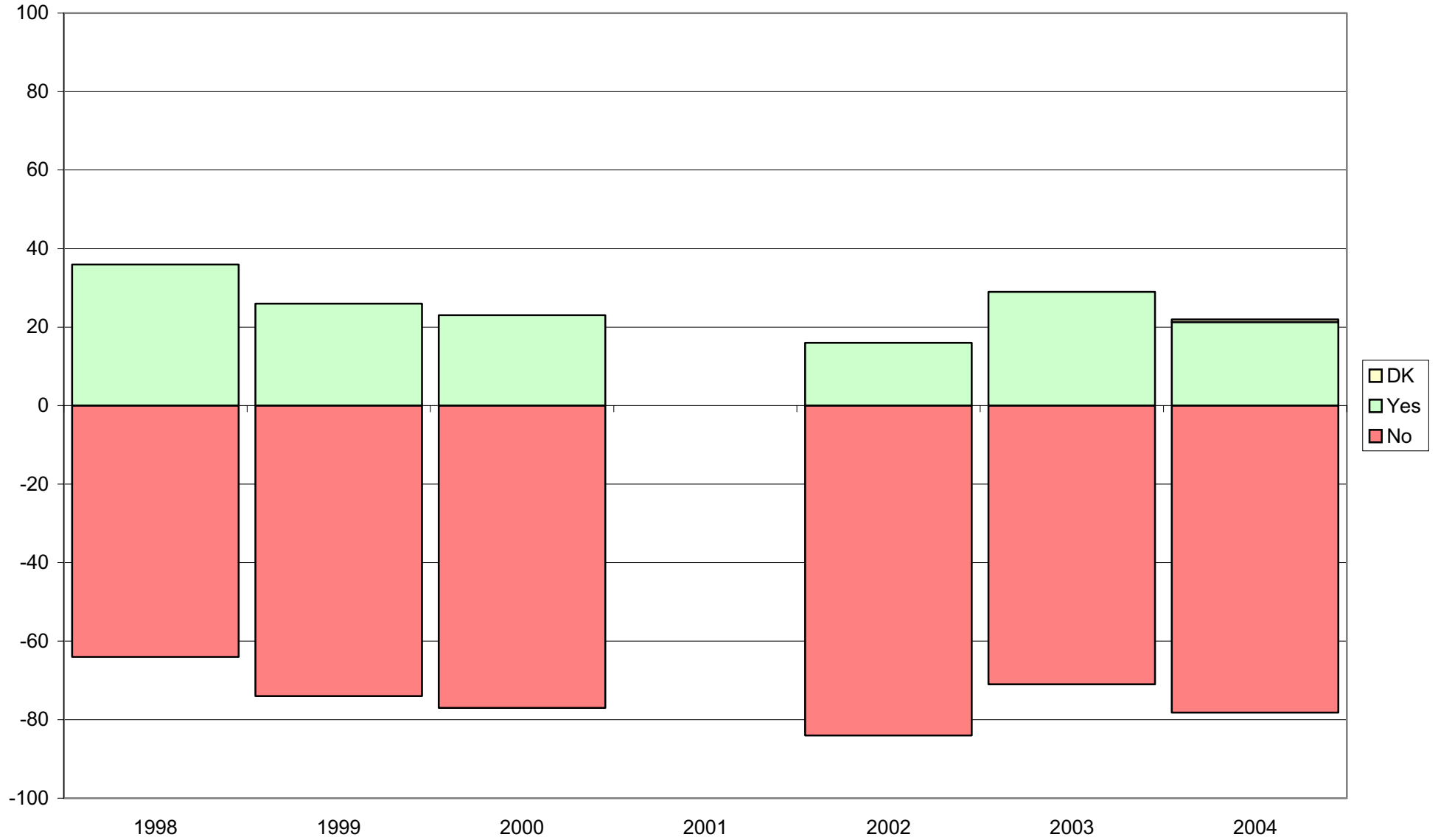
Attended Various Festivals and Events...



Attended the World Buskers Festival



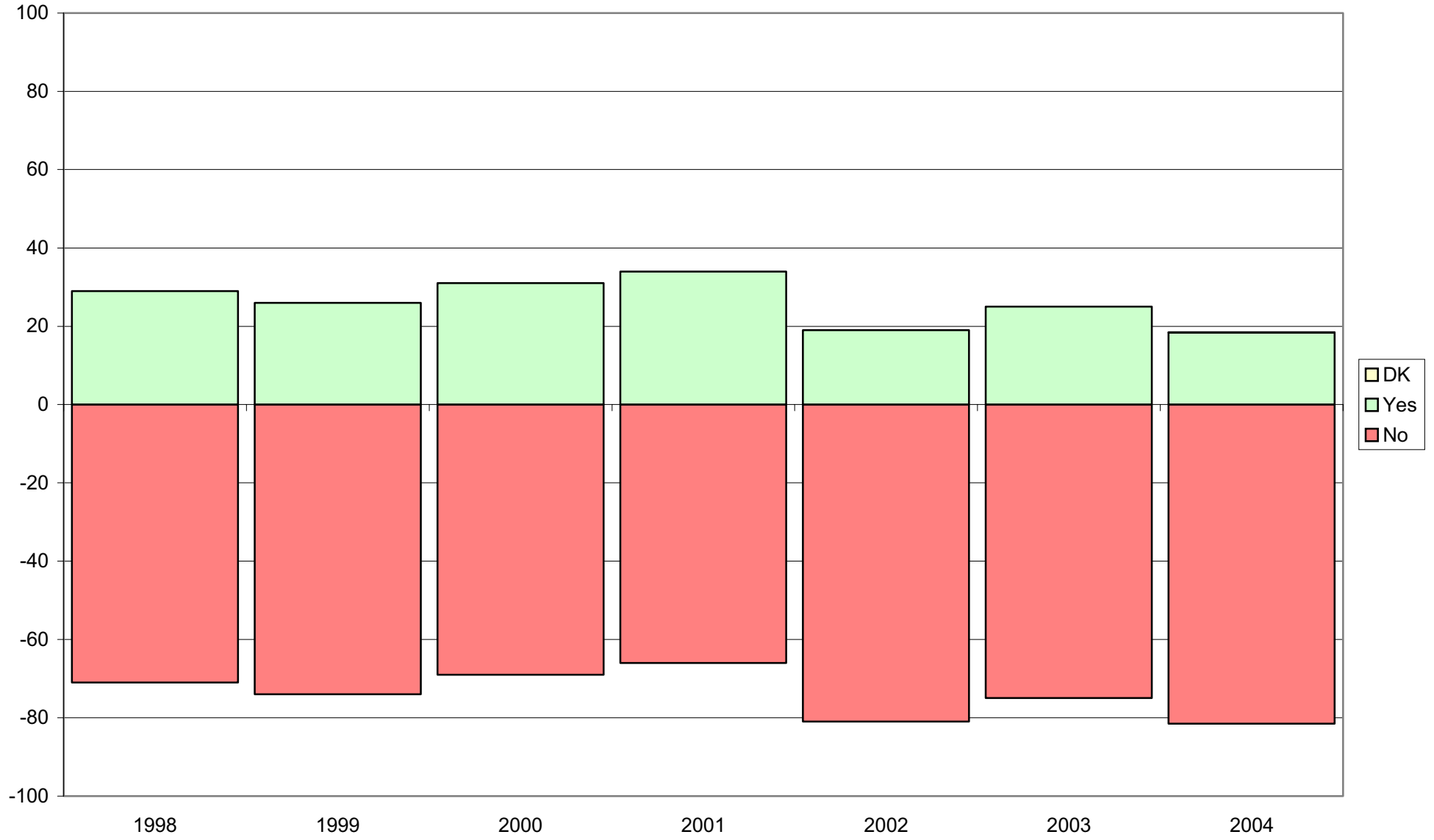
Attended Showtime Canterbury (Show Week)



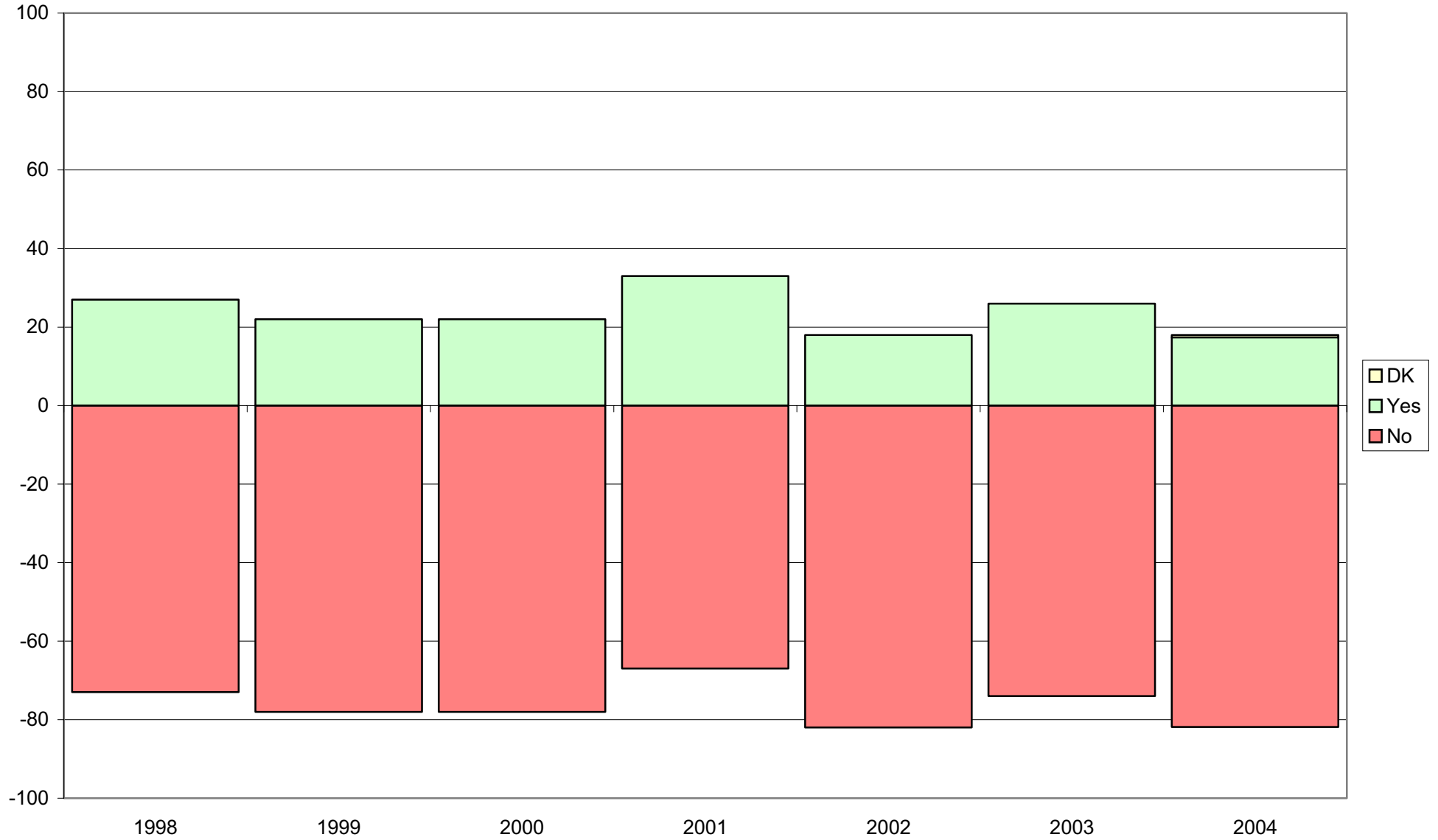
Attended Coca Cola Christmas in the Park



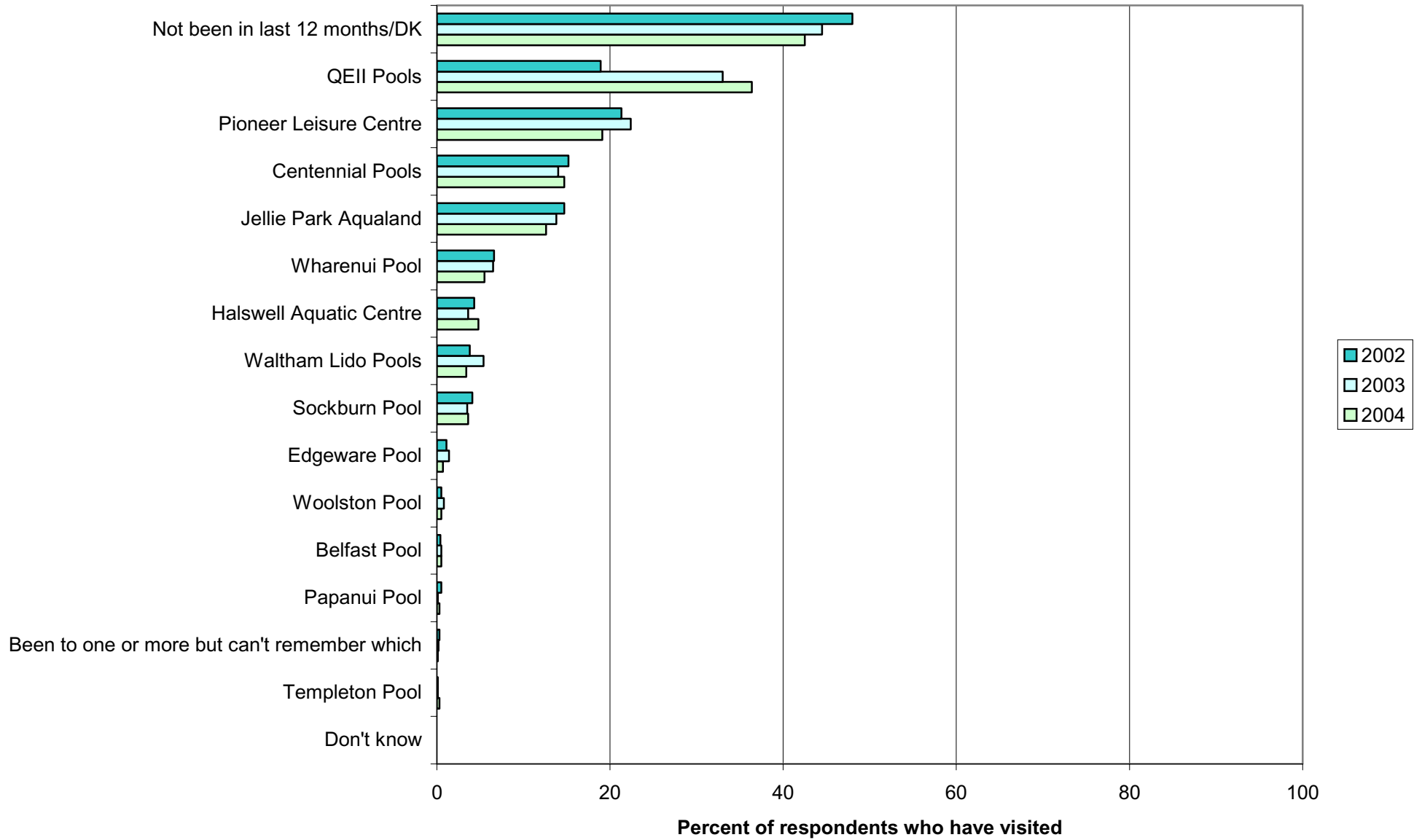
Attended the Festival of Flowers and Romance



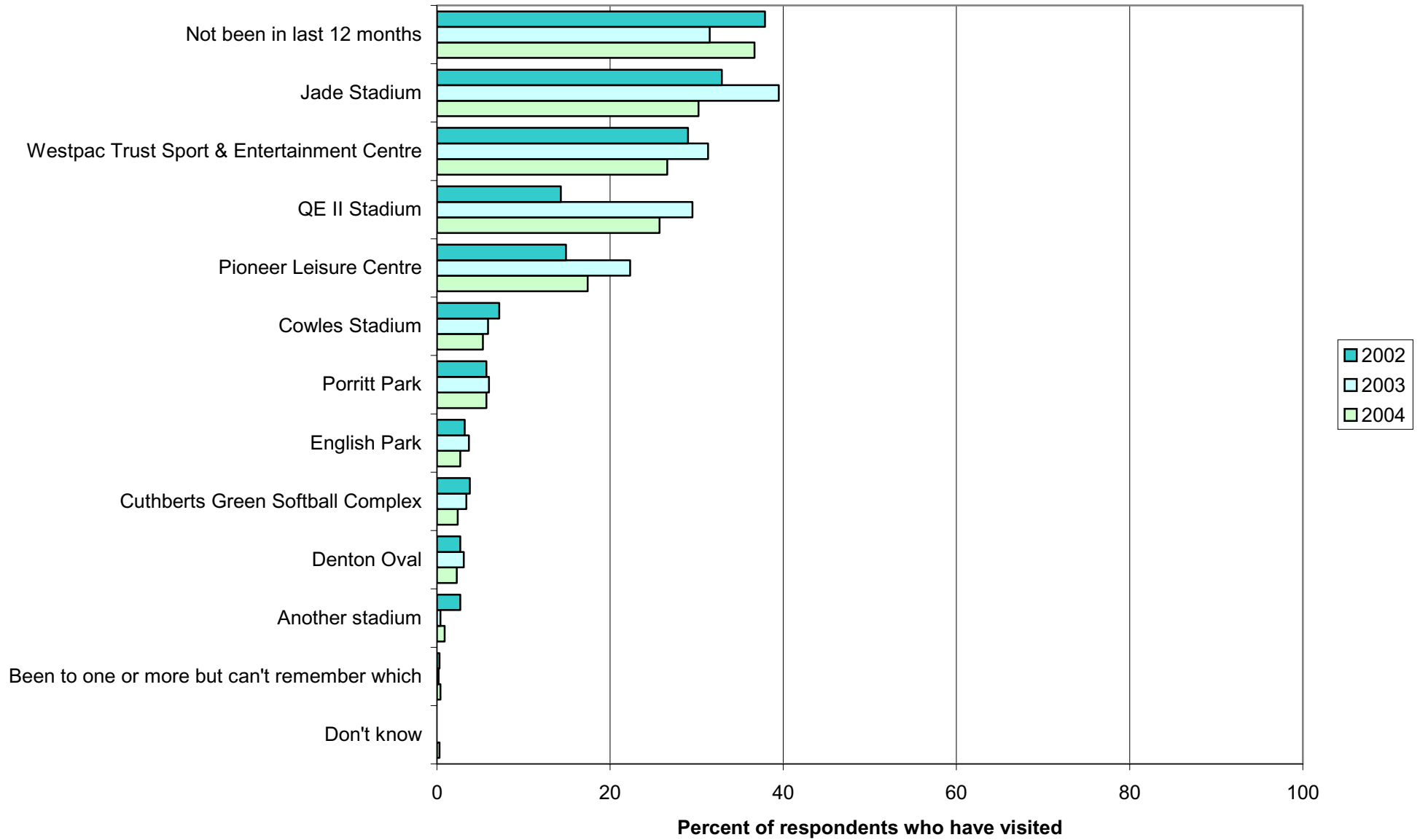
Attended the Classical Sparks Concert



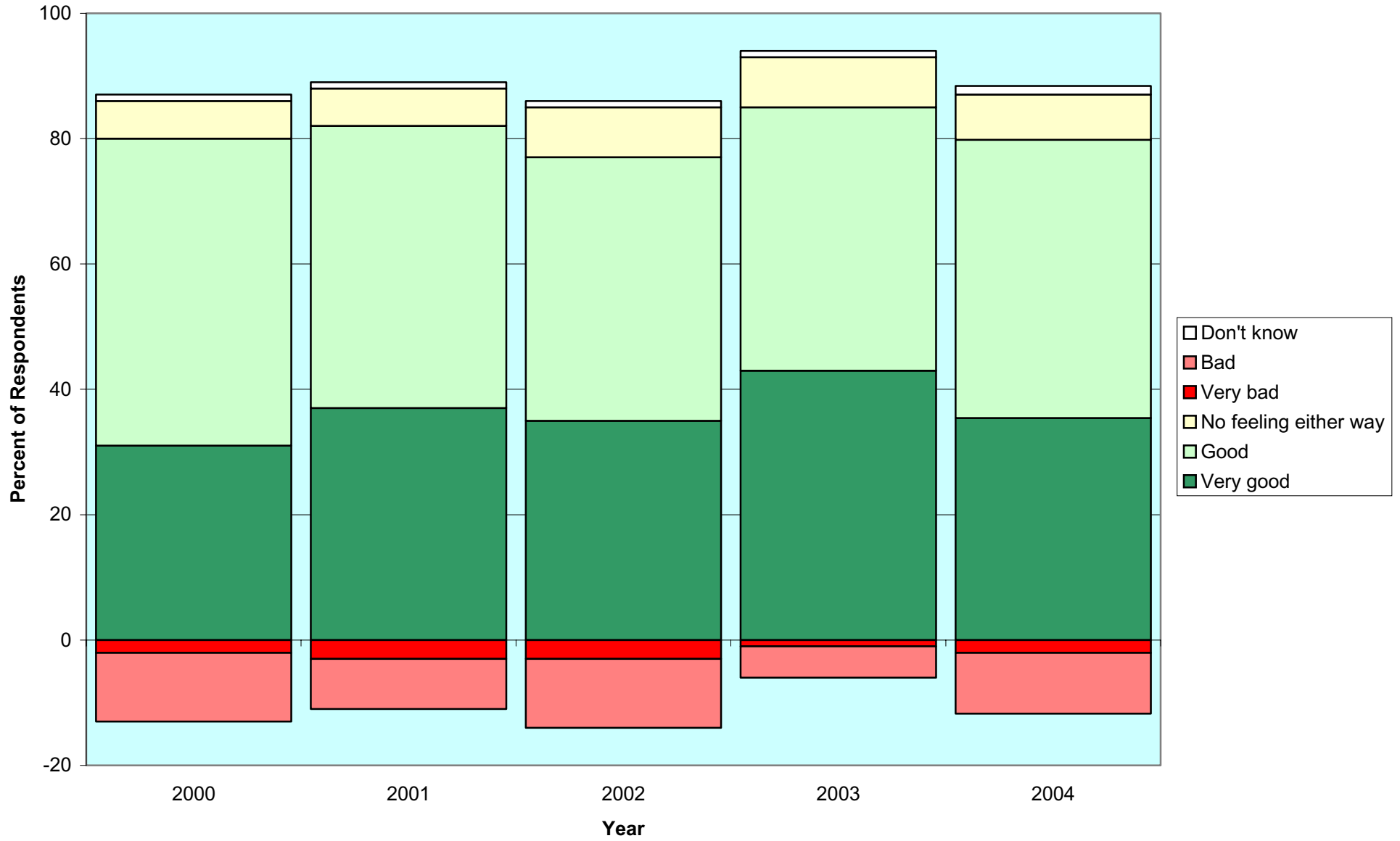
Respondents visits to swimming pools



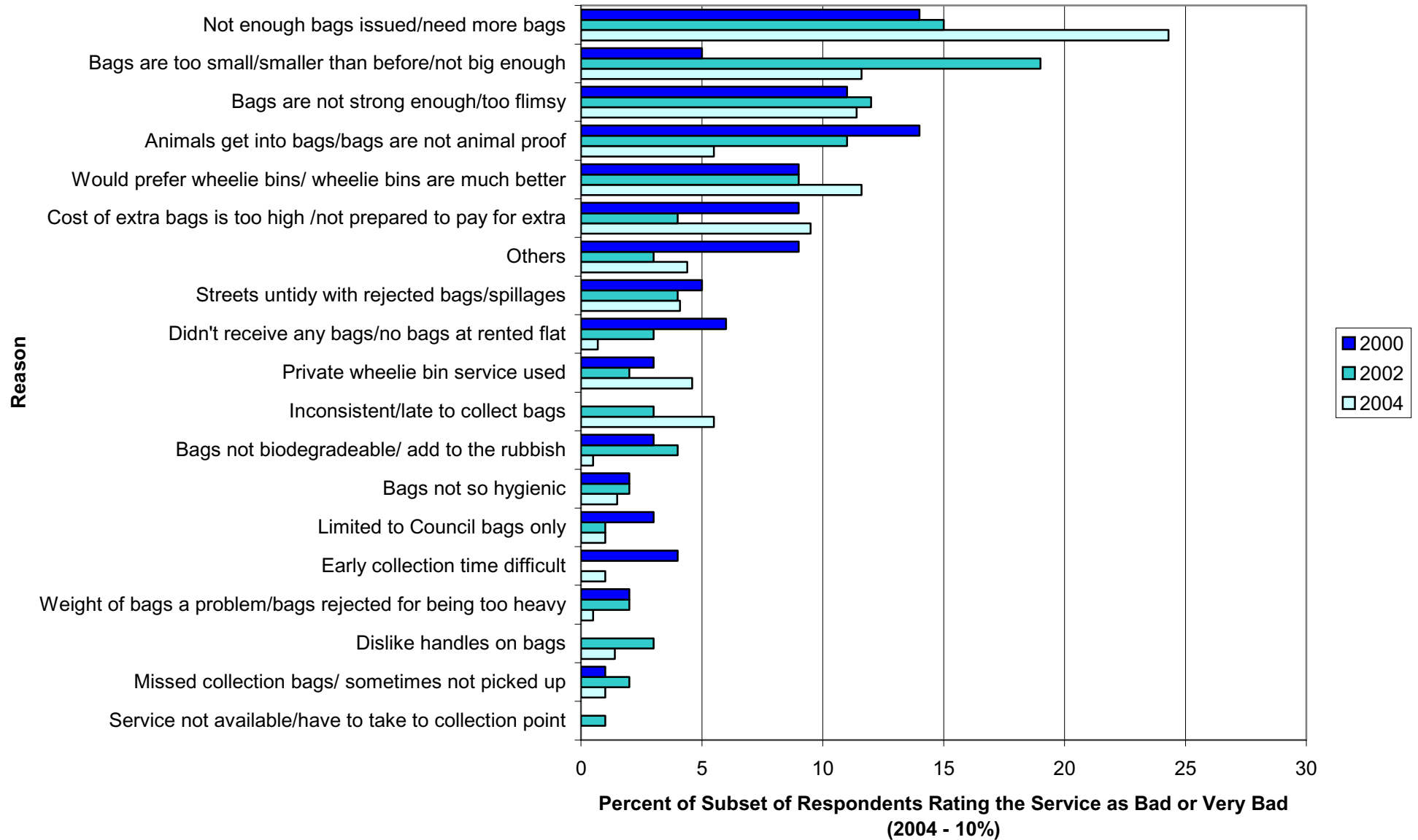
Respondents who have visited stadia



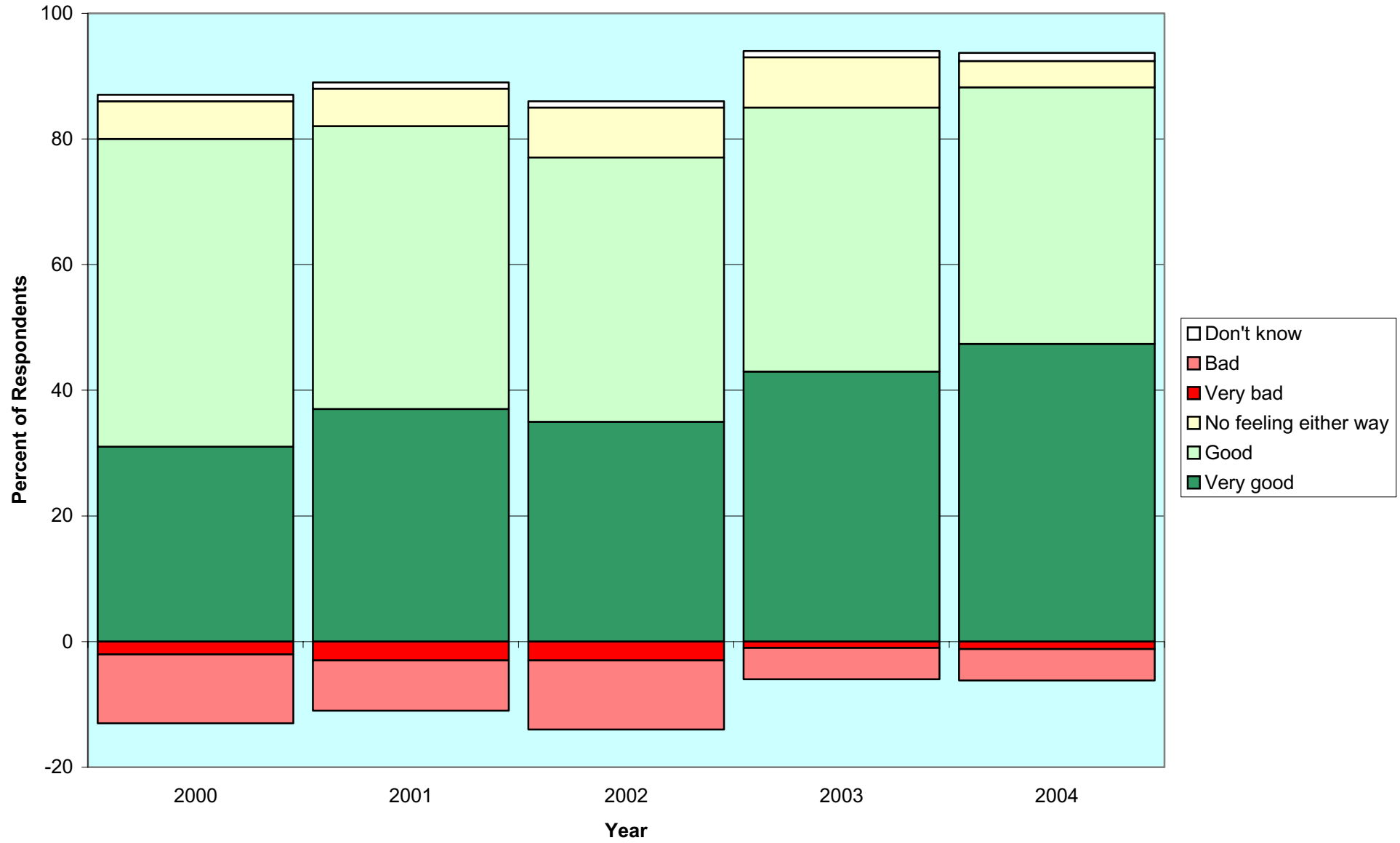
Quality of the Black Bag Collection Service



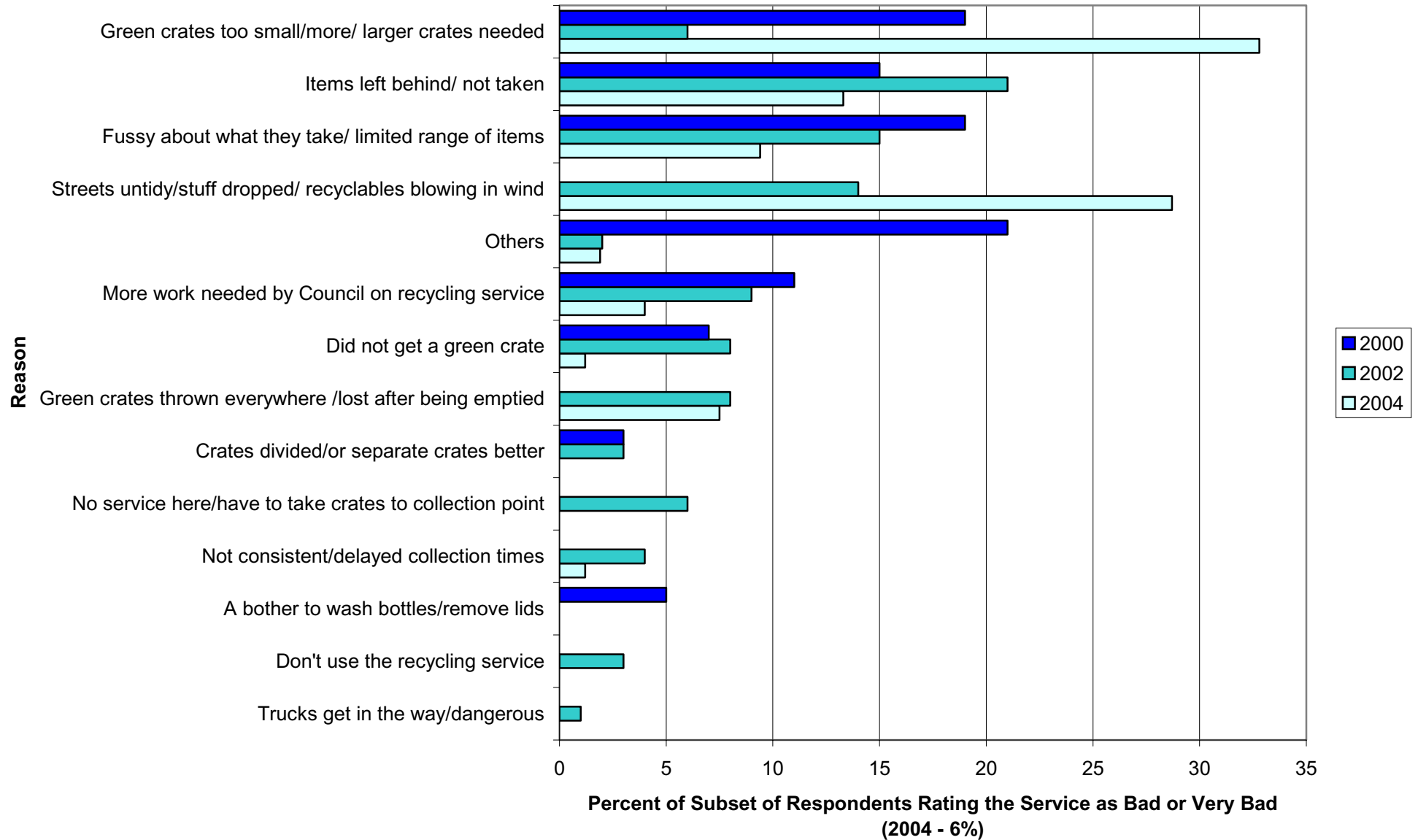
Reason for Rating the Service as Bad or Very Bad



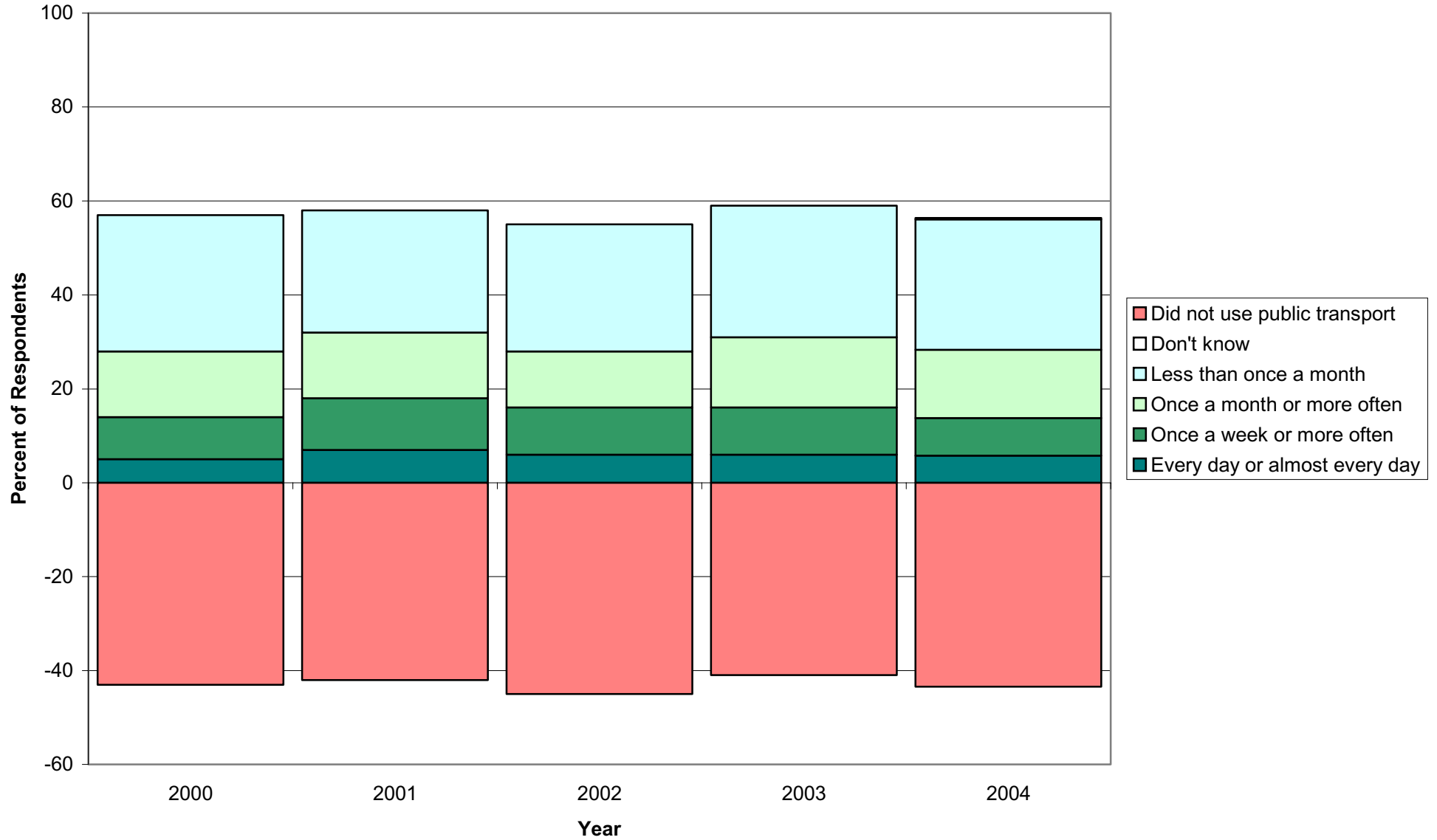
Quality of the Green Crate Collection Service



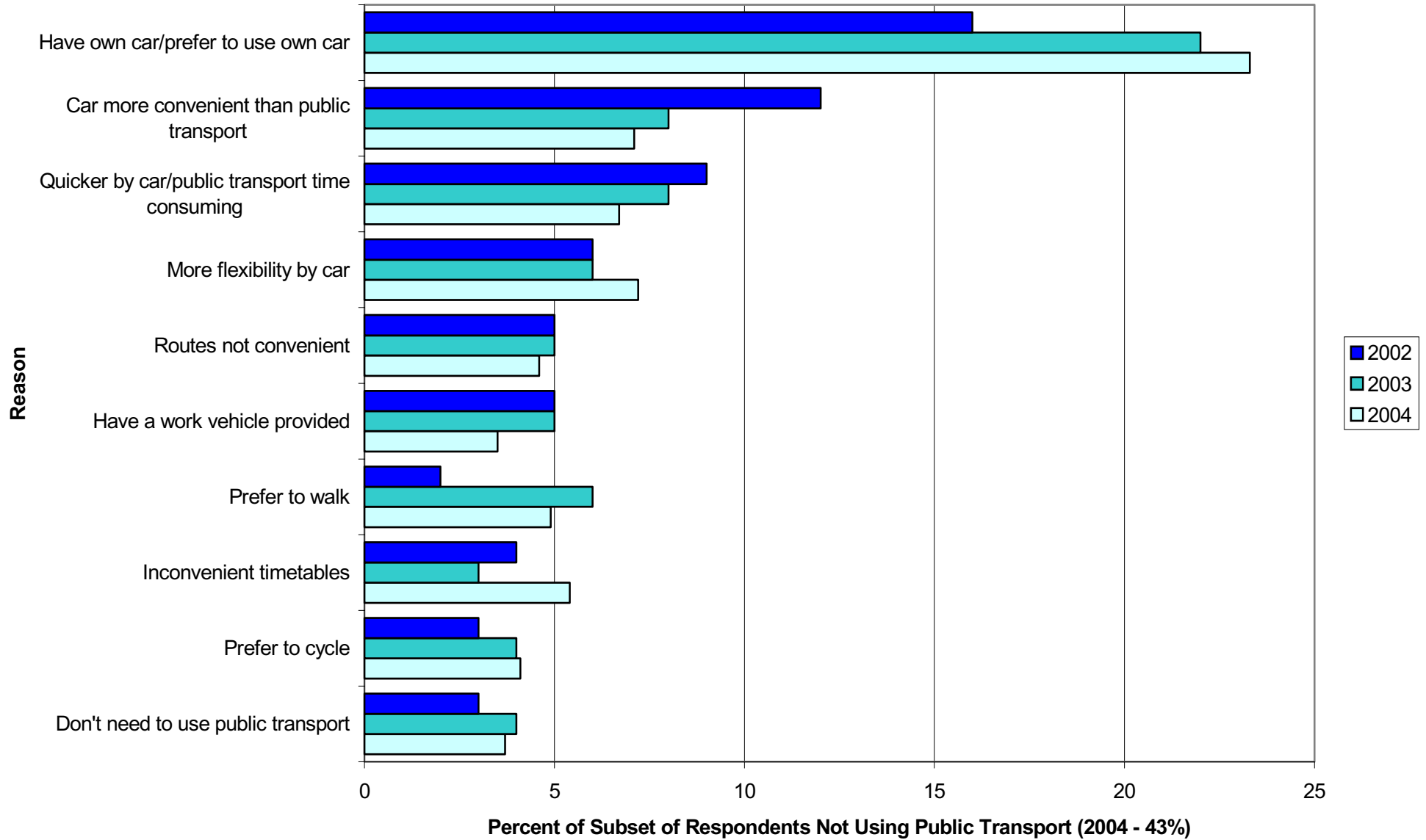
Reason for Rating the Service as Bad or Very Bad



Use of Public Transport



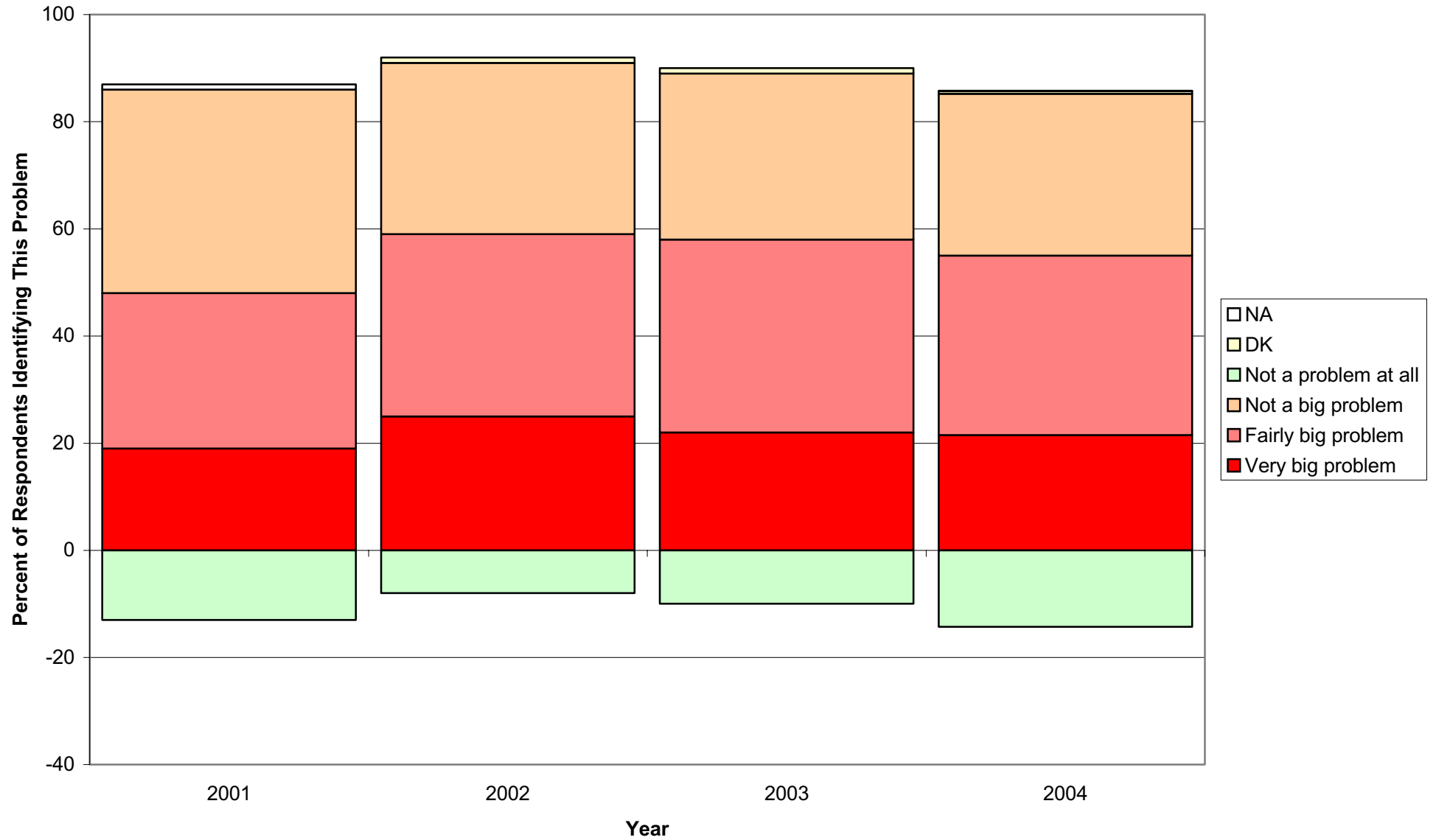
Top 10 Reasons for Not Using Public Transport



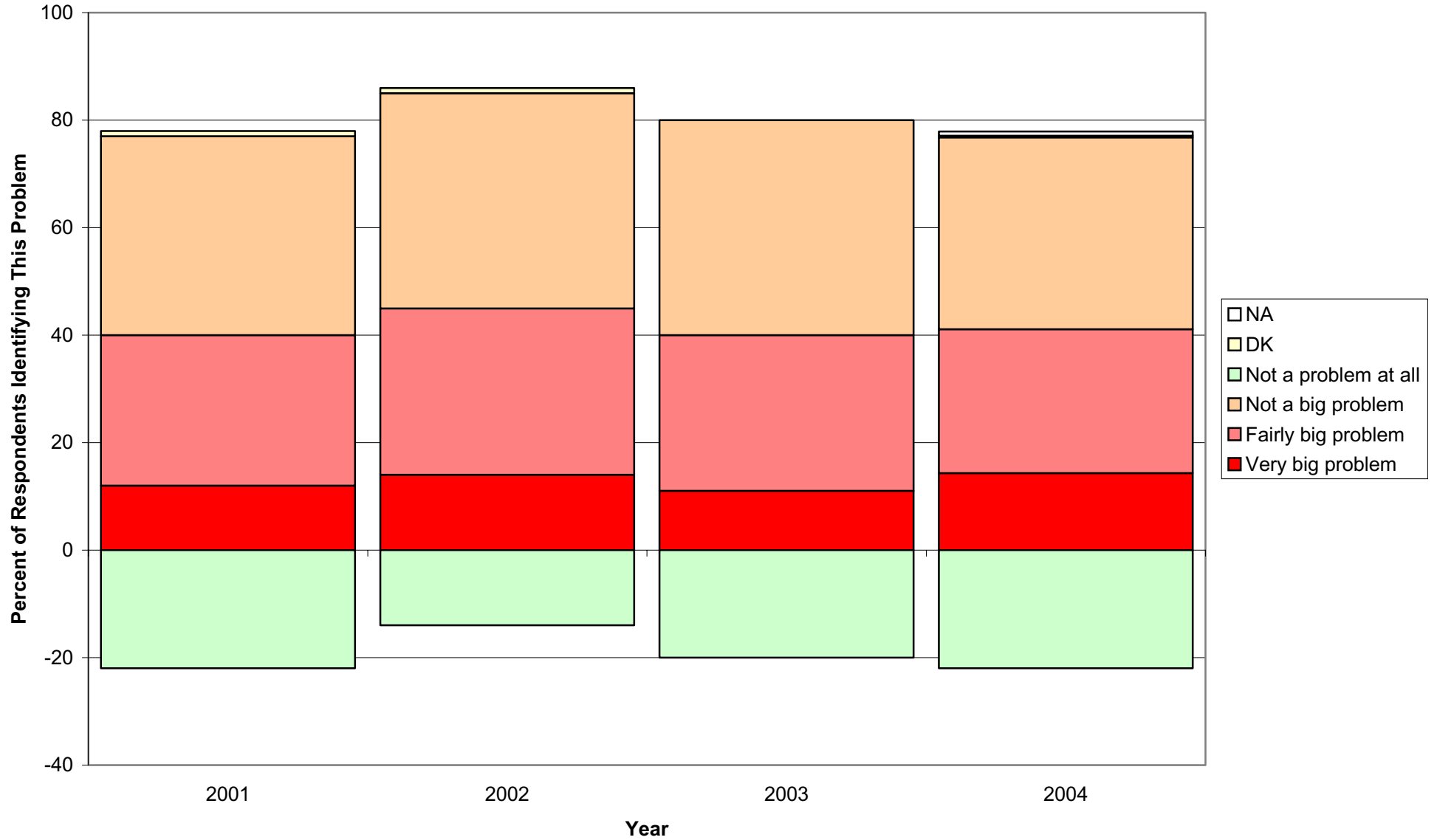
Problems experienced by respondents...



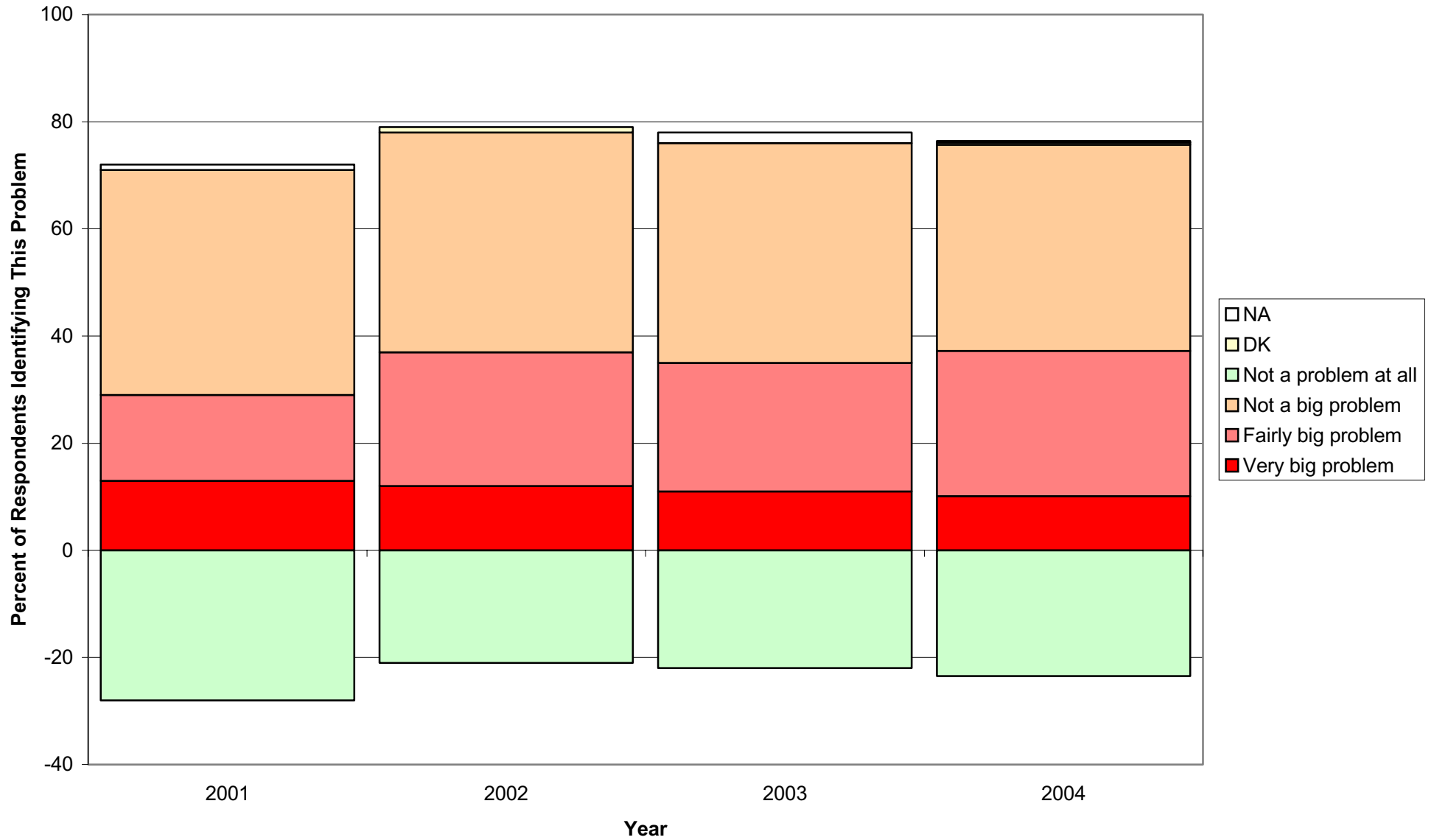
Dangerous driving, drink driving, speeding, hoons



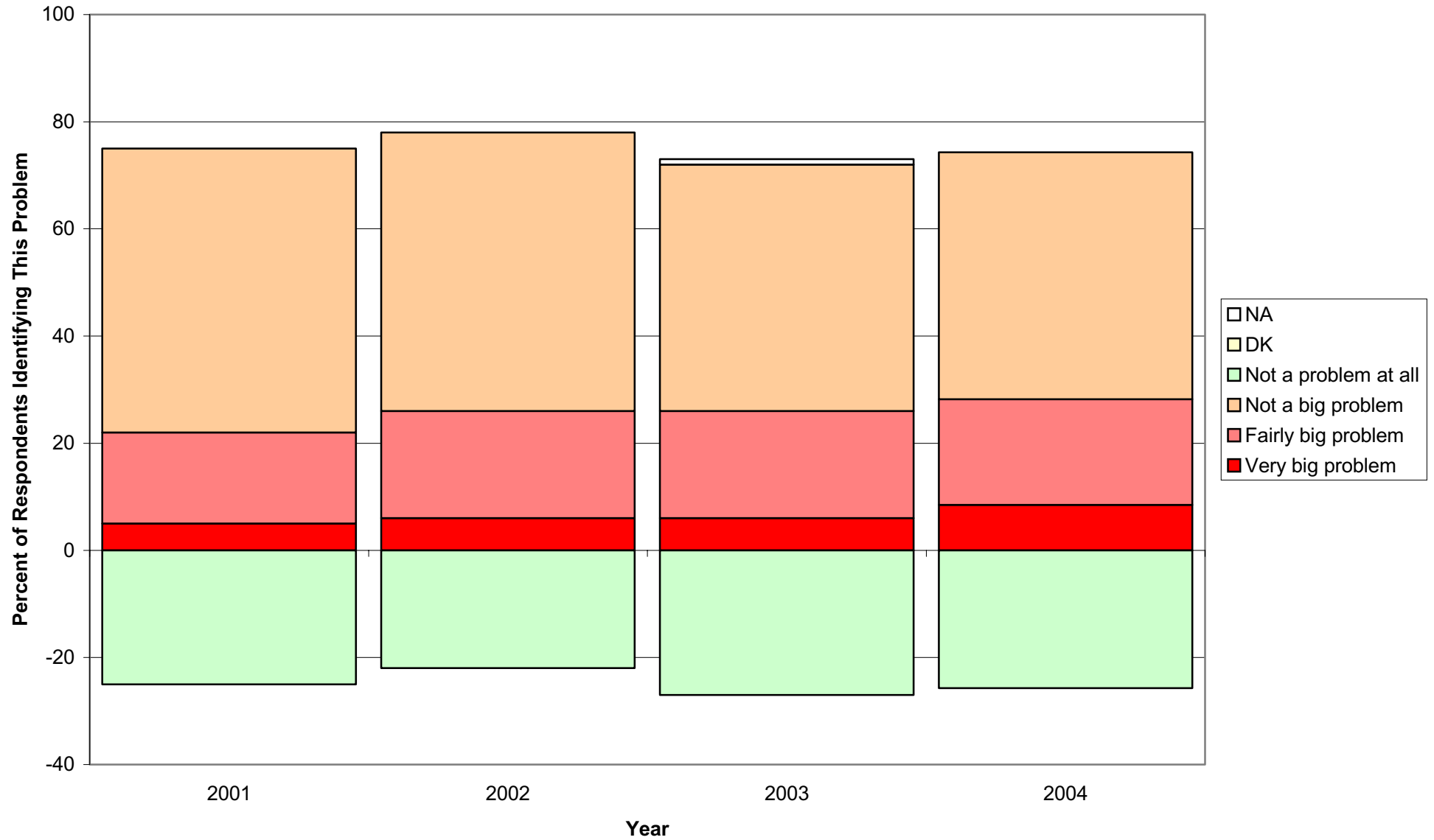
Risk from traffic for pedestrians or cyclists



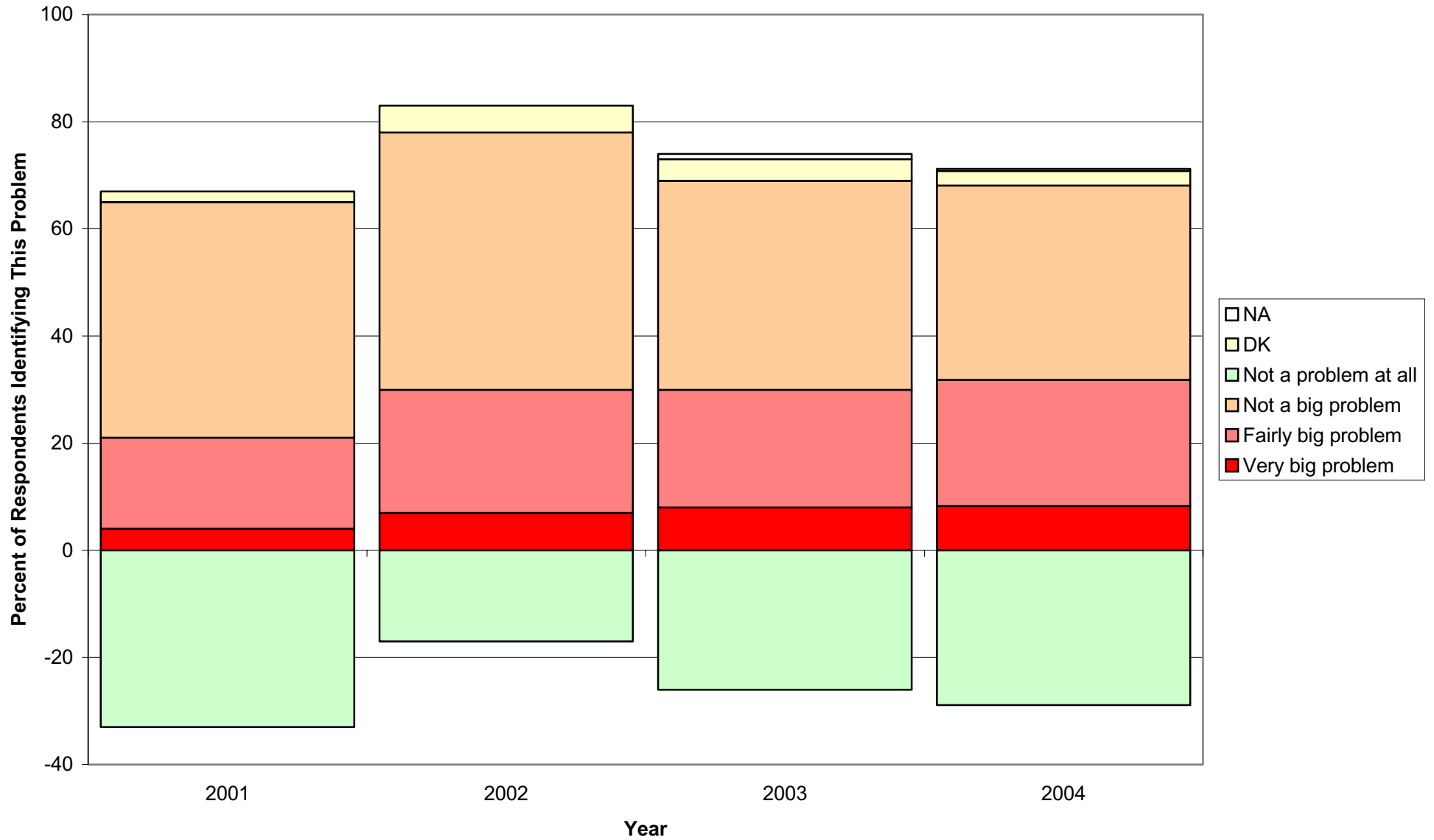
Graffiti on walls, schools, shops, bus shelters, etc.



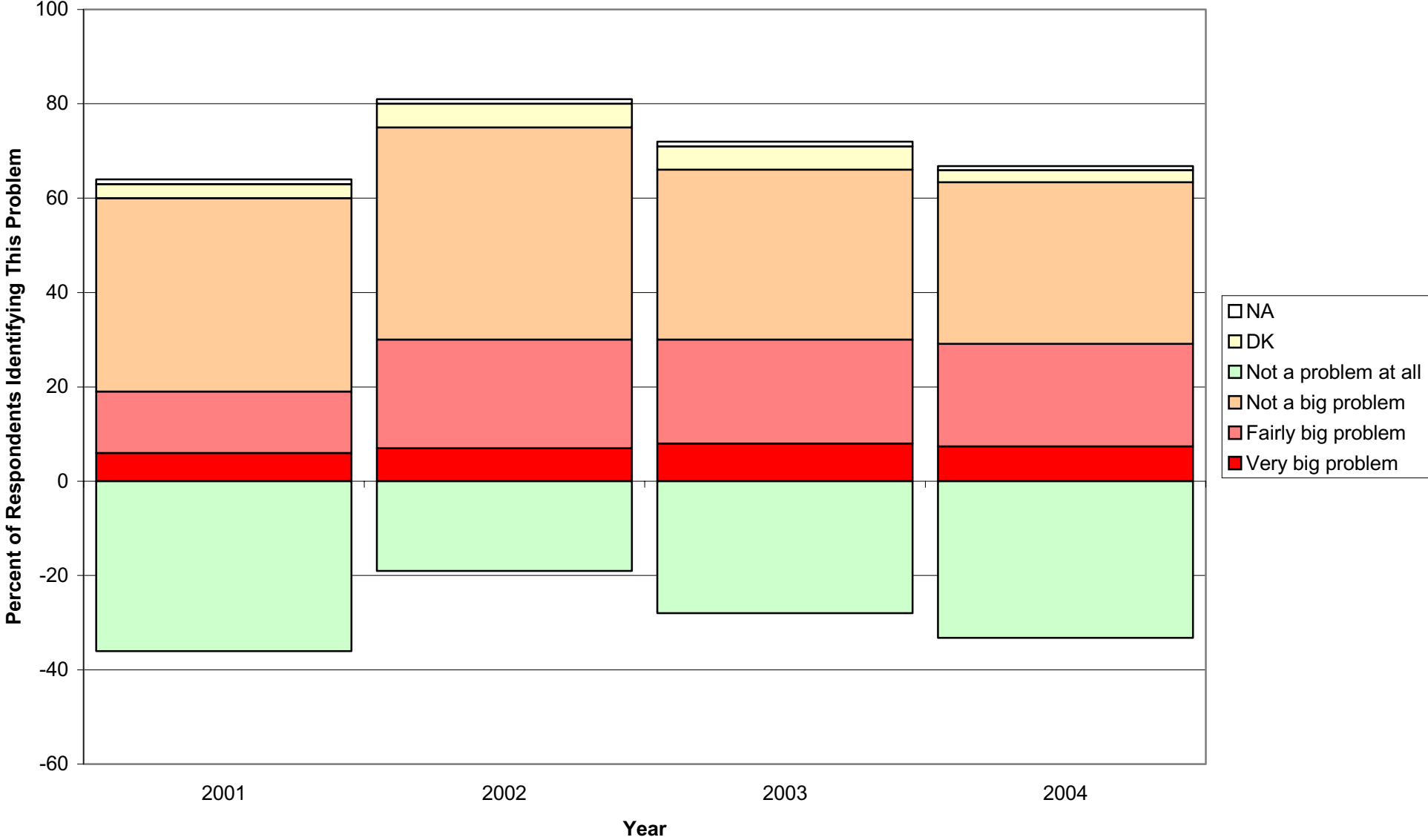
Rubbish or litter lying about in streets



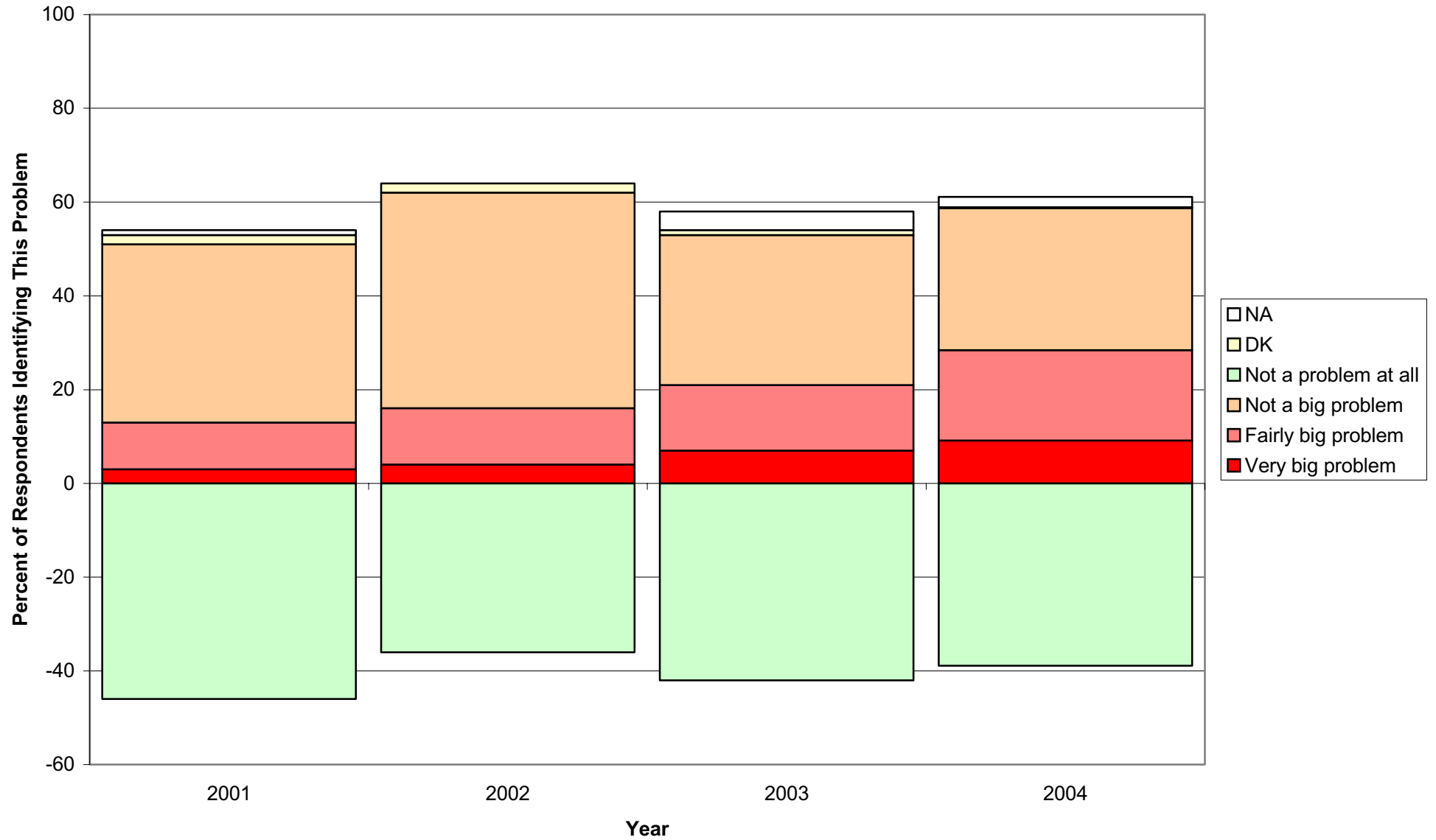
House burglaries, breakins or prowlers



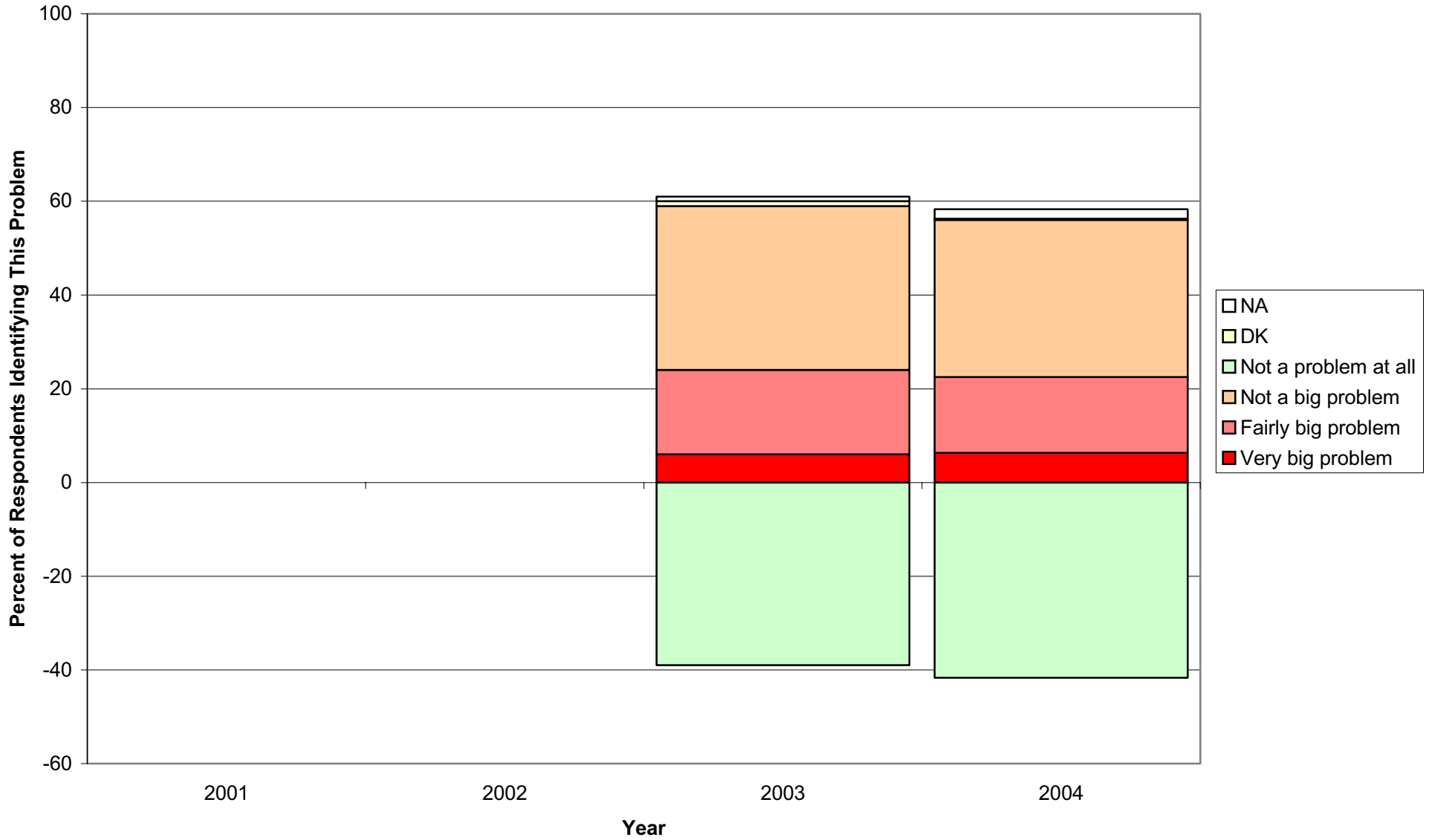
Car theft, damage to cars or theft from cars



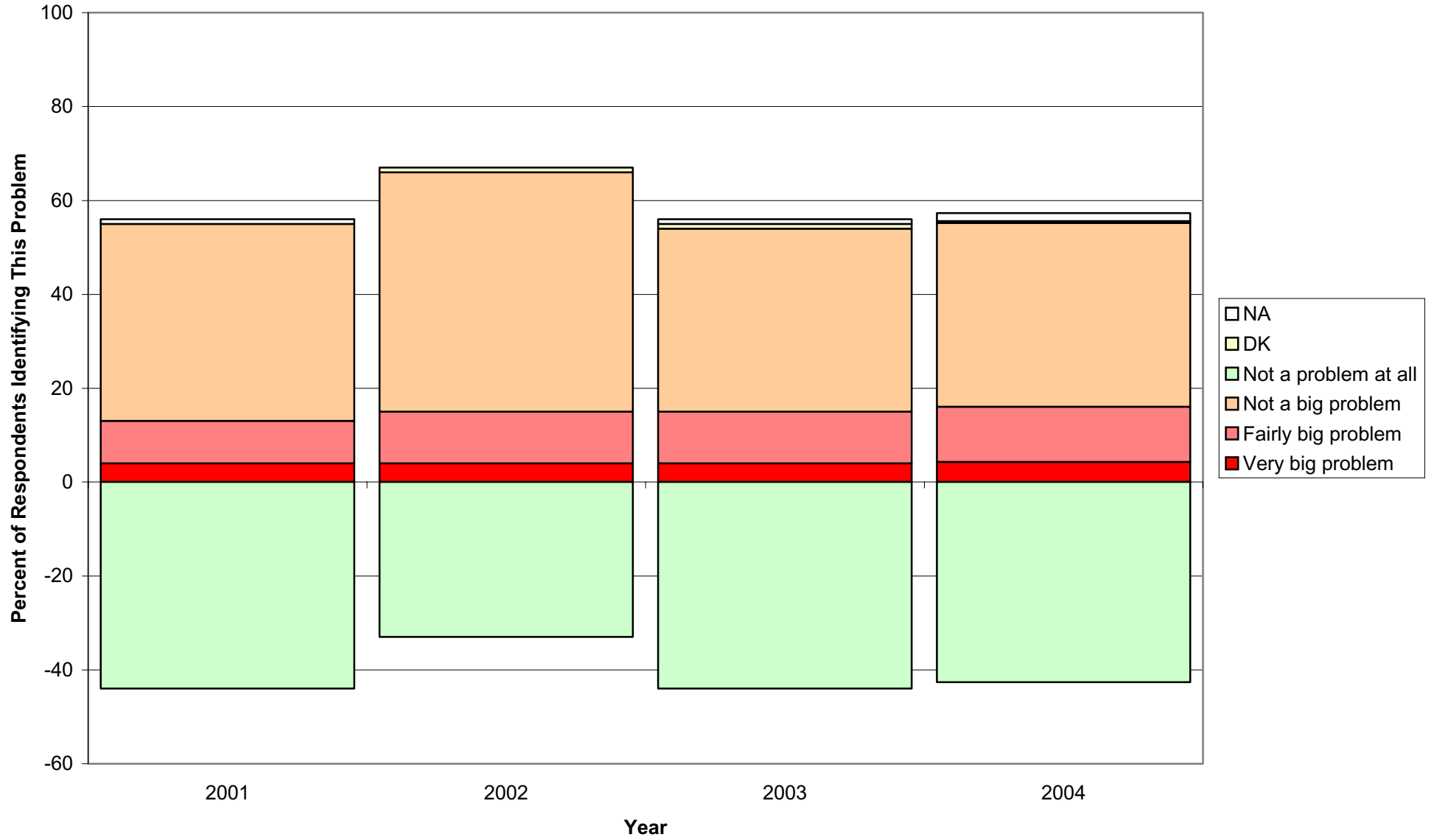
Broken windows in shops, public bldgs./oth. vandalism



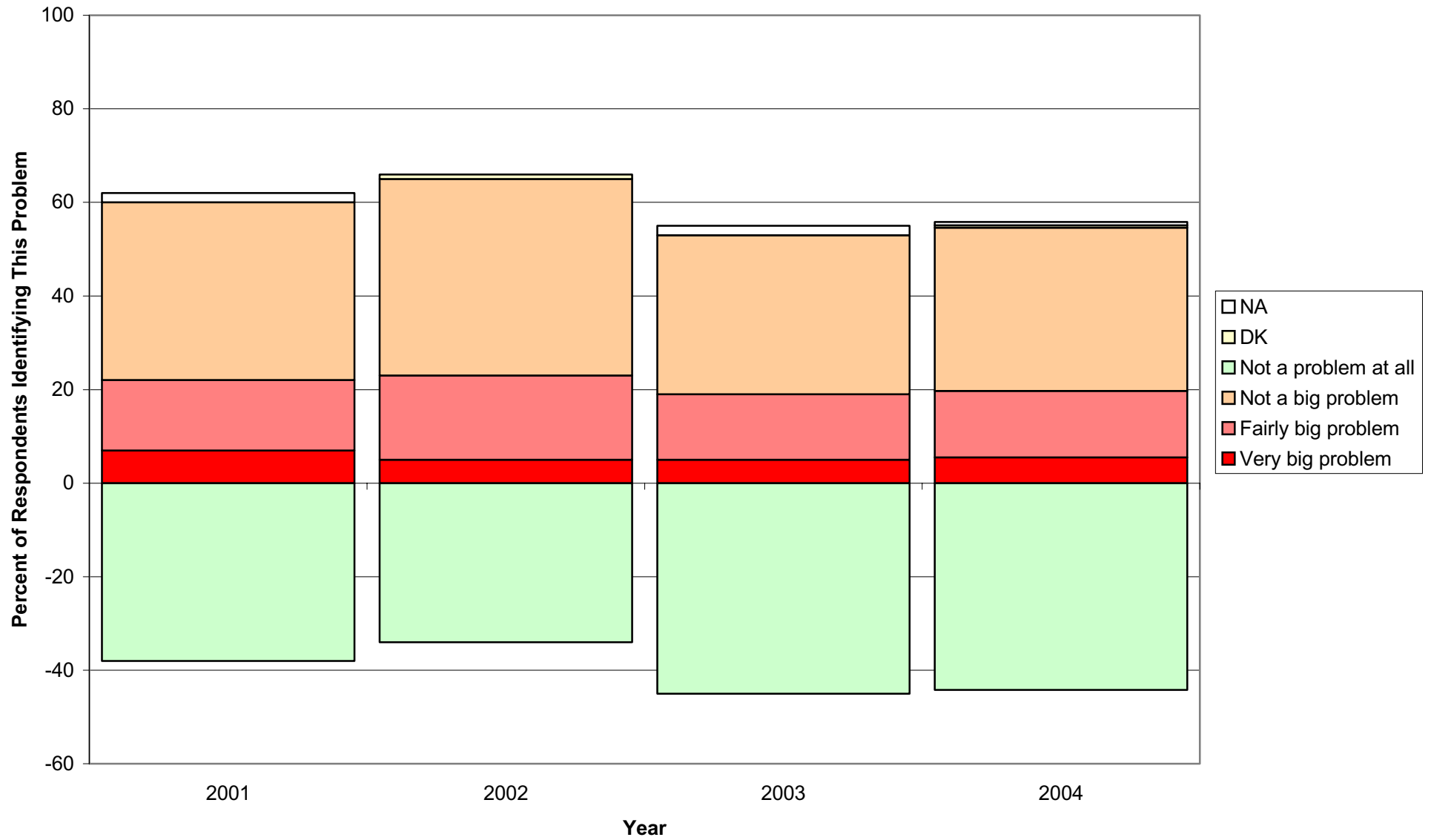
Pollution, grime or other environmental problems



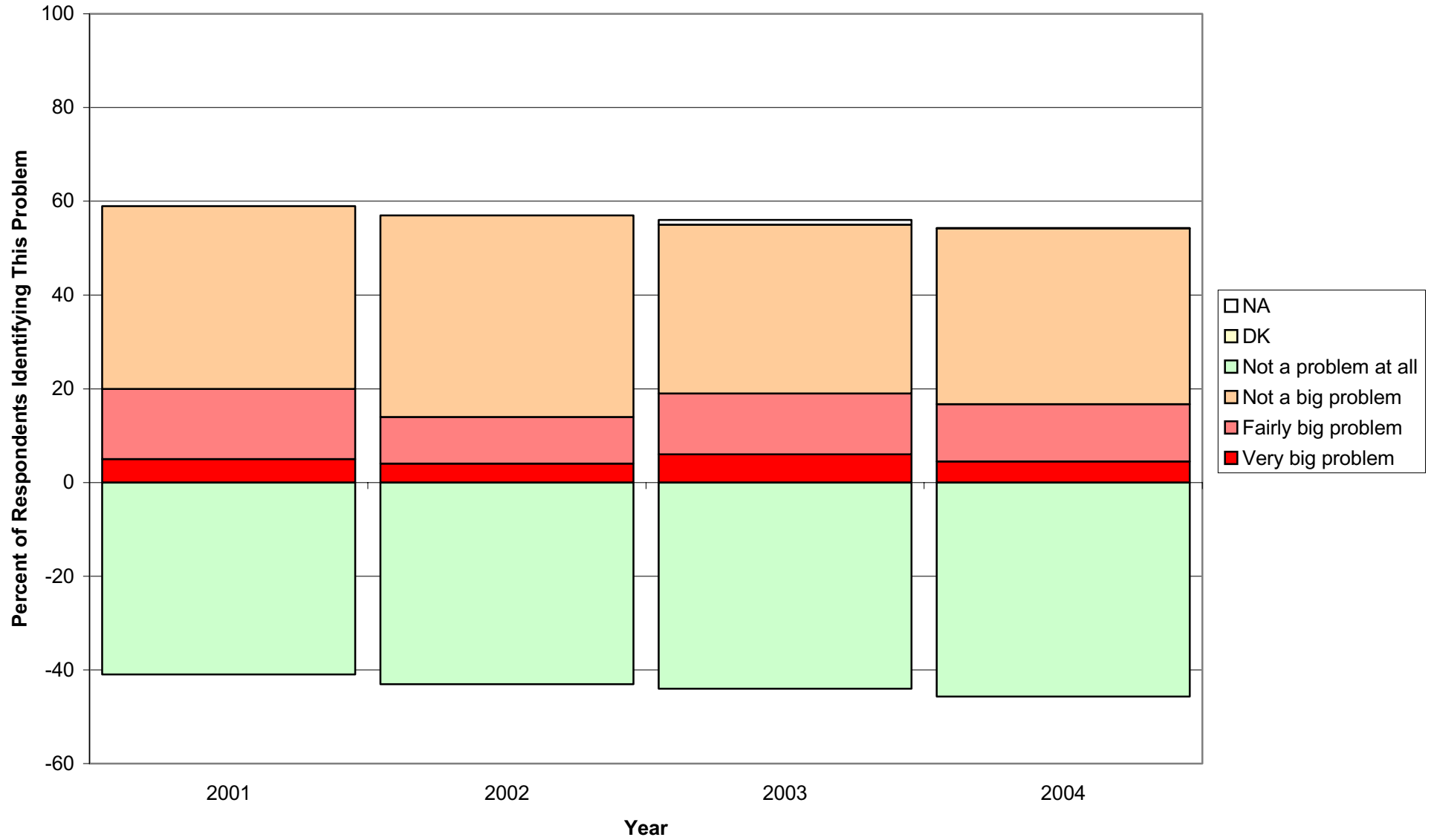
People you feel unsafe around



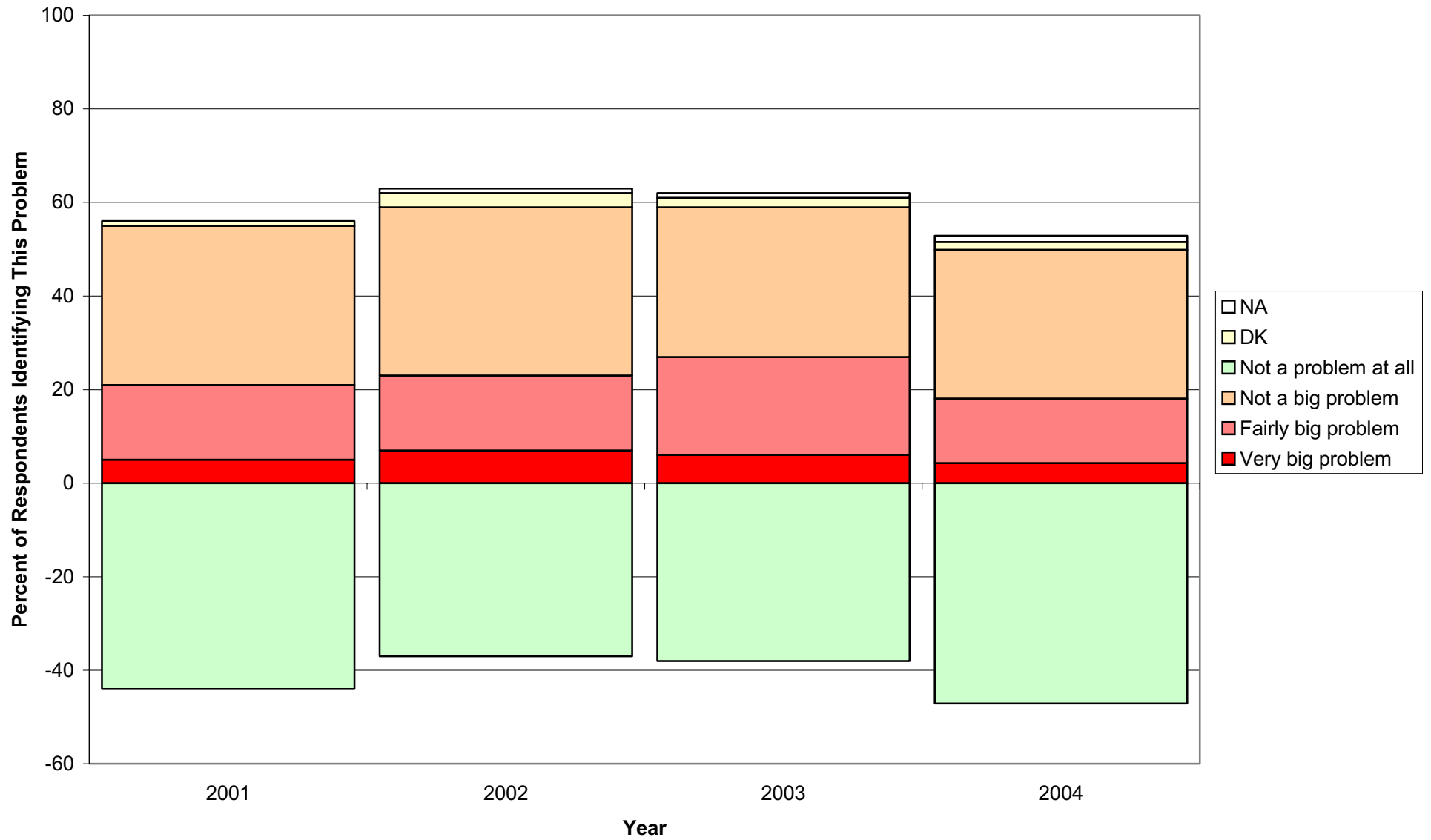
Footpaths in bad condition



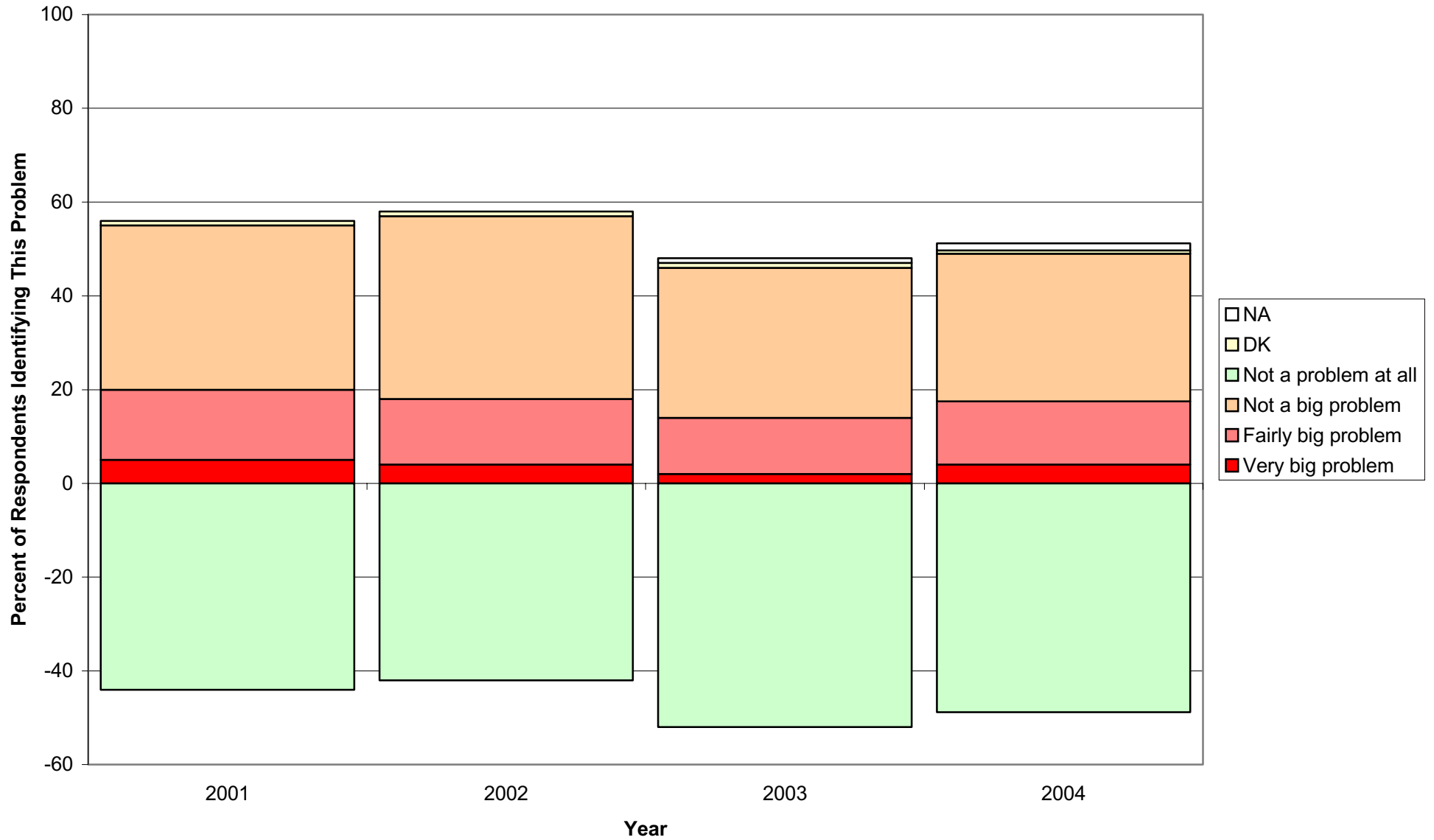
Wandering or uncontrolled dogs



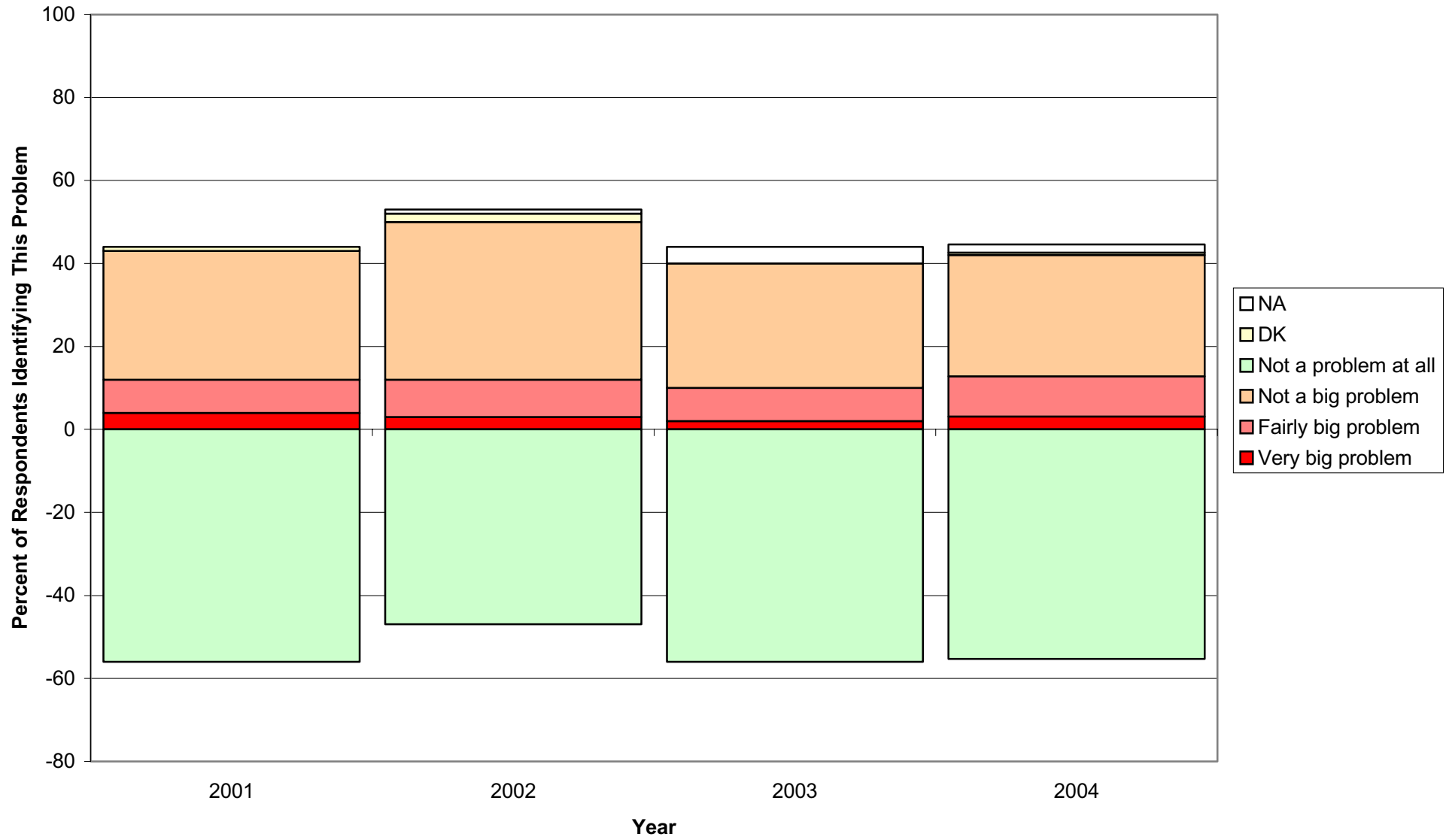
Smoke from indoor fires in your neighbourhood



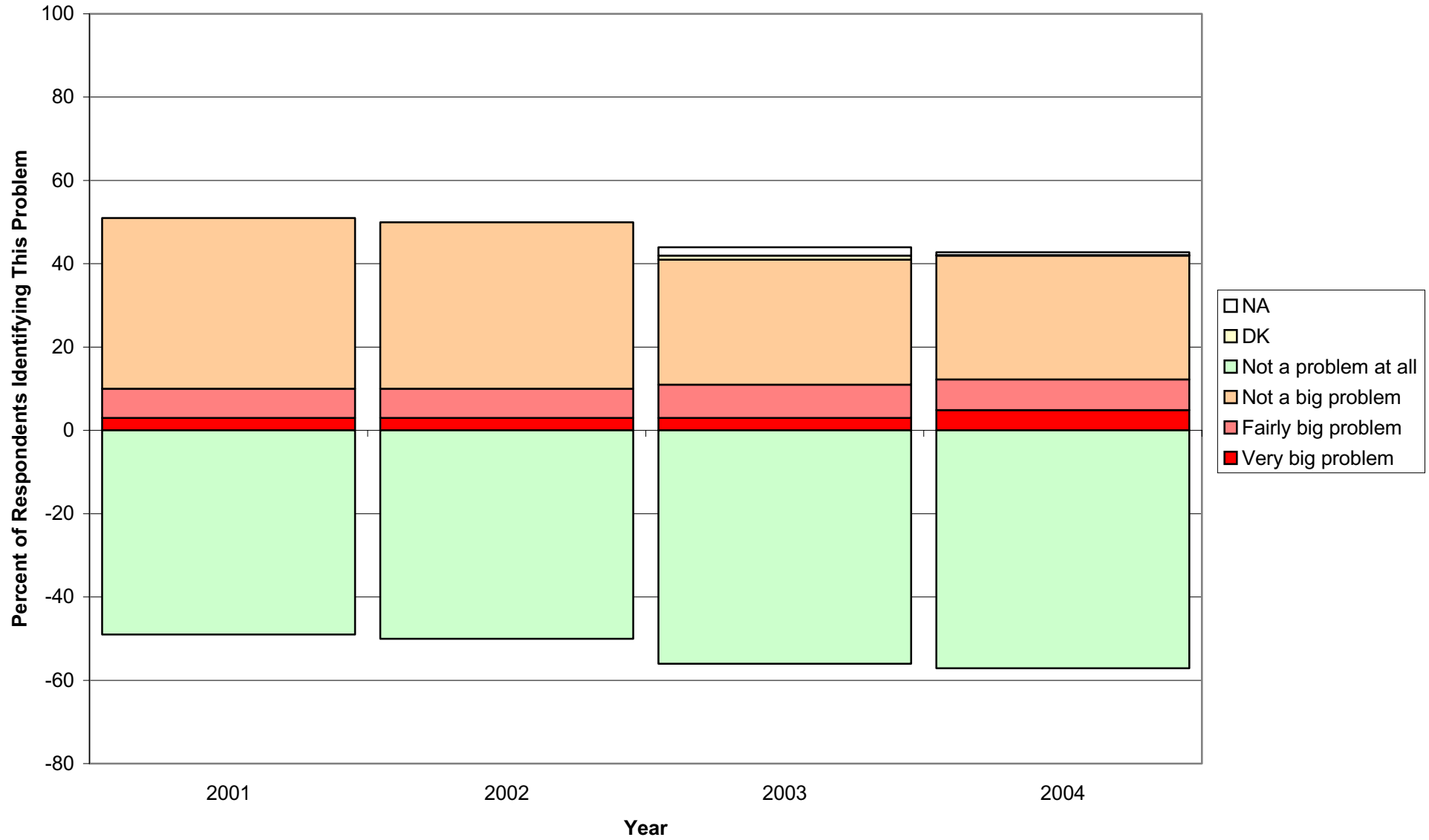
Not enough street lighting



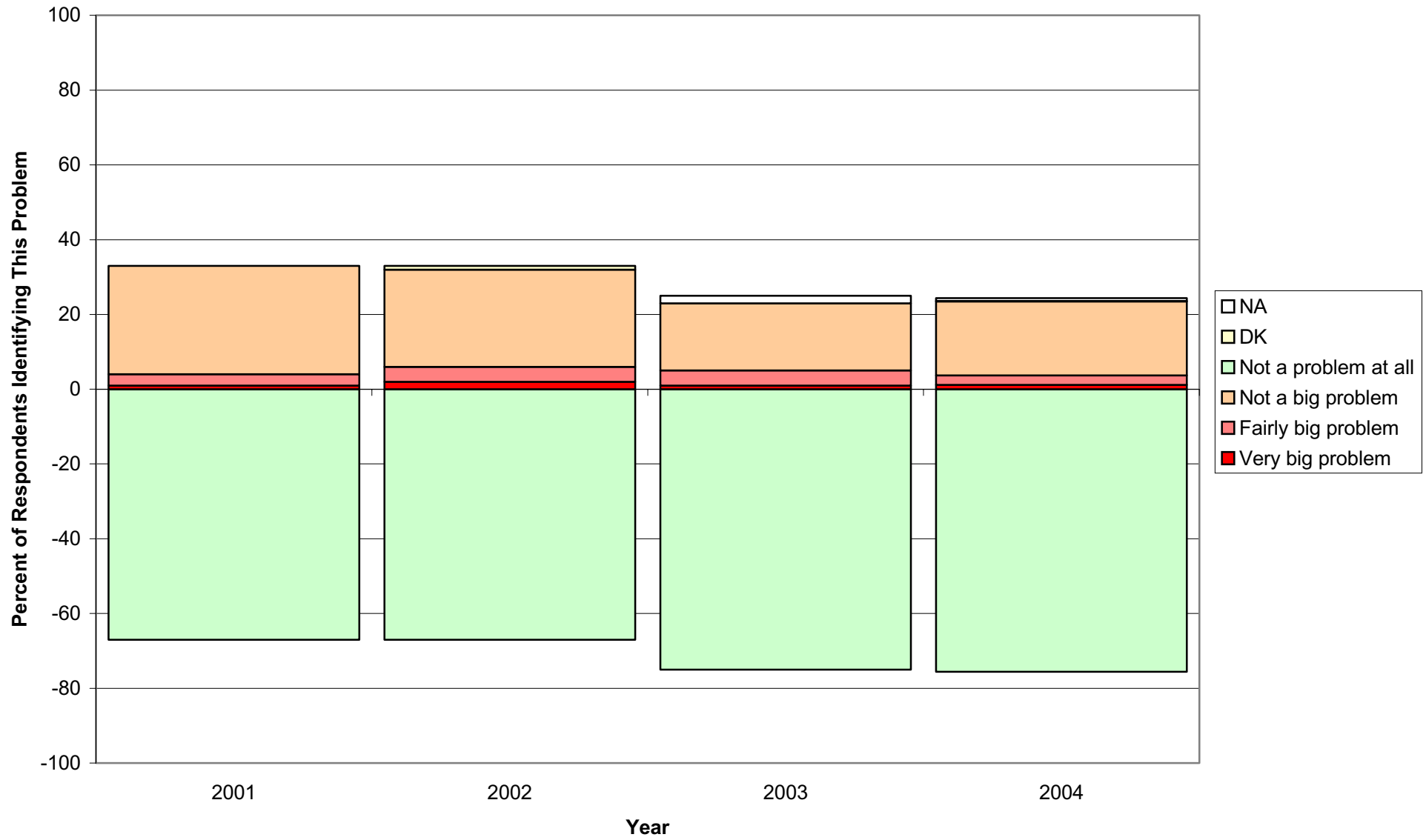
Increase in number of new houses/t'houses/apartments...



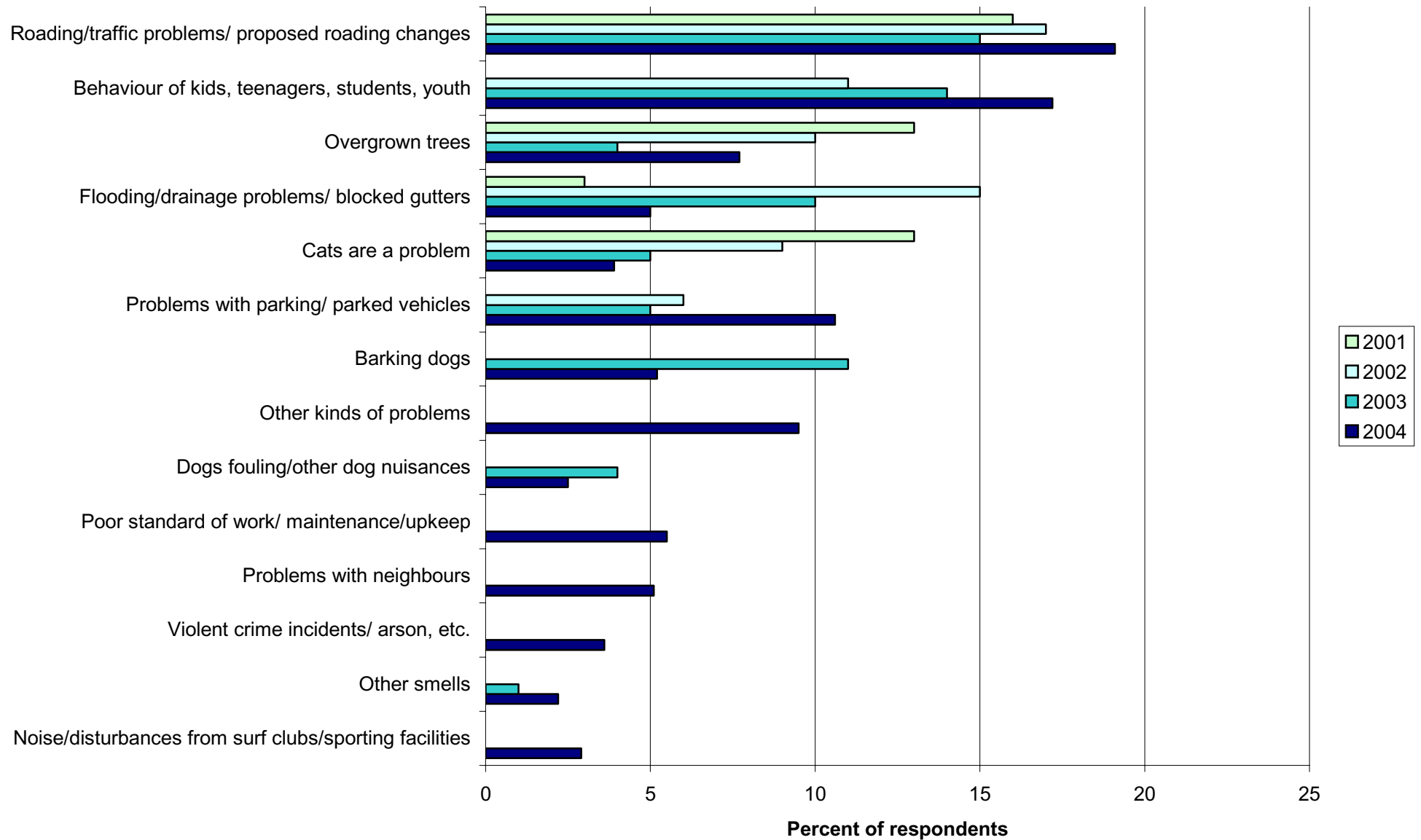
Noisy neighbours or loud parties



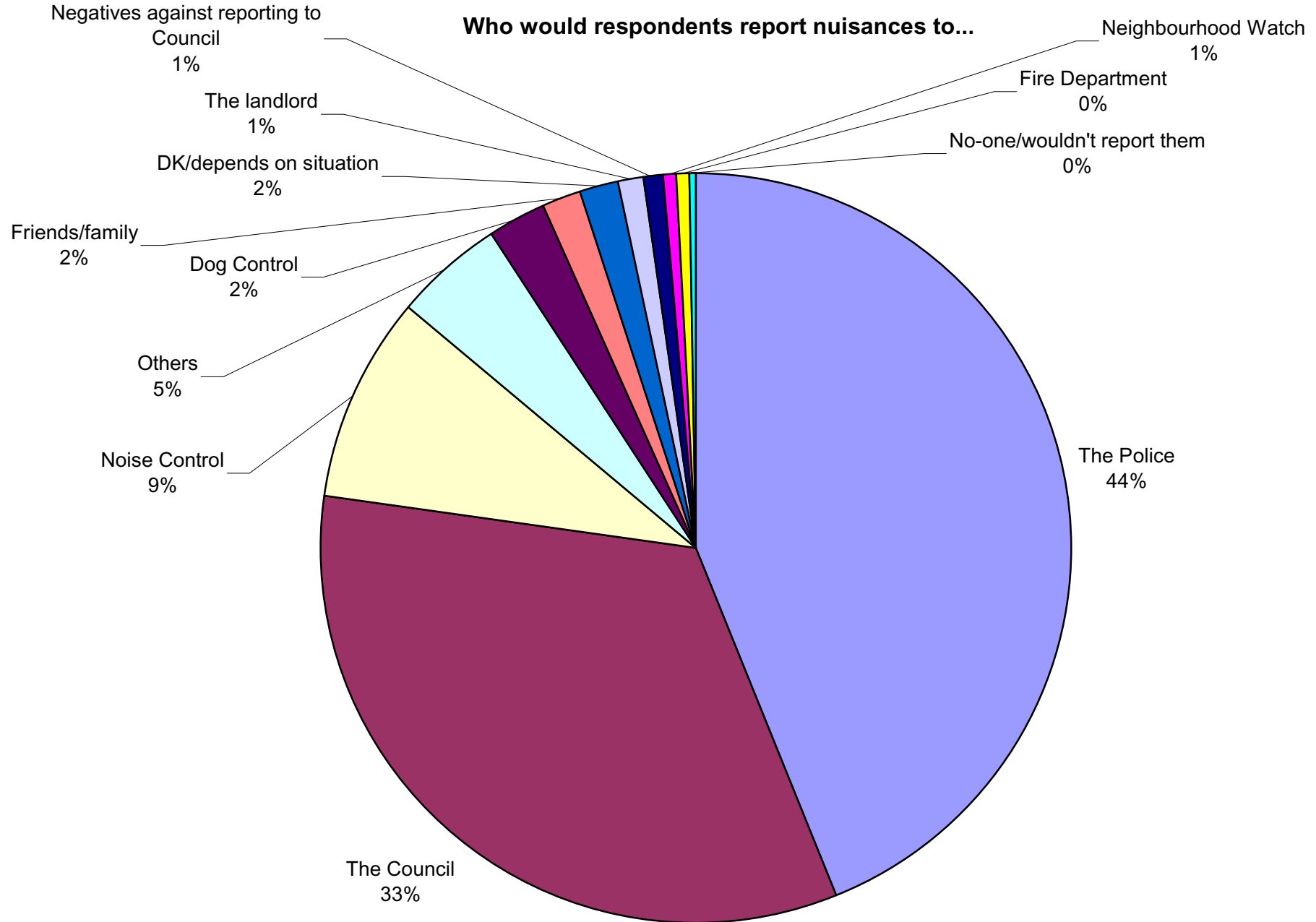
Lack of public open spaces or parks



Other kinds of problems identified...



Who would respondents report nuisances to...



New developments make respondents' areas ...

