

Christchurch City Council Annual Survey of Residents

March / April 2002

Graphical Analysis of Selected Results

Number of persons interviewed: 780

Qualifications for interview: 18 years or over
Resident of Christchurch

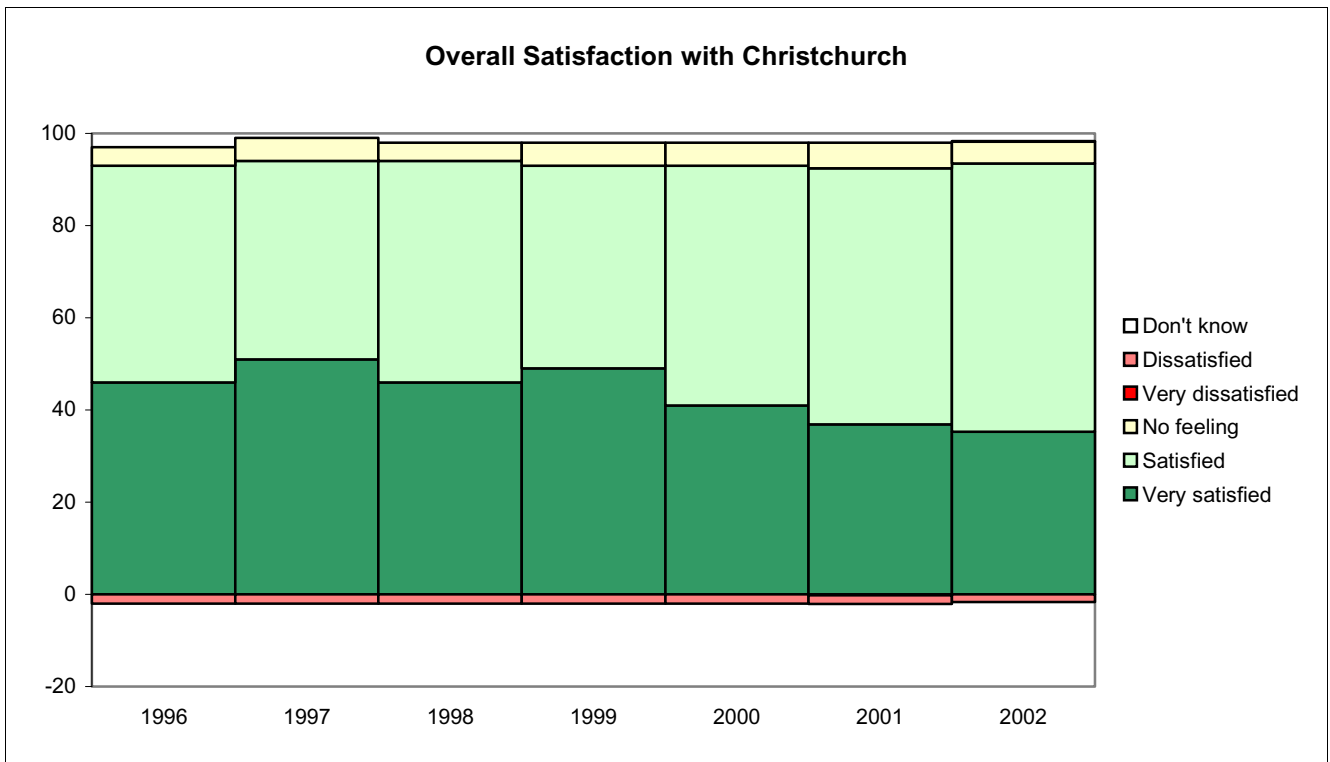
Accuracy: +/- 3% at the 90% confidence level

Full results are available on the Council's web site at
<http://www.ccc.govt.nz/ResidentsSurvey/2002/>

Christchurch as a Place to Live

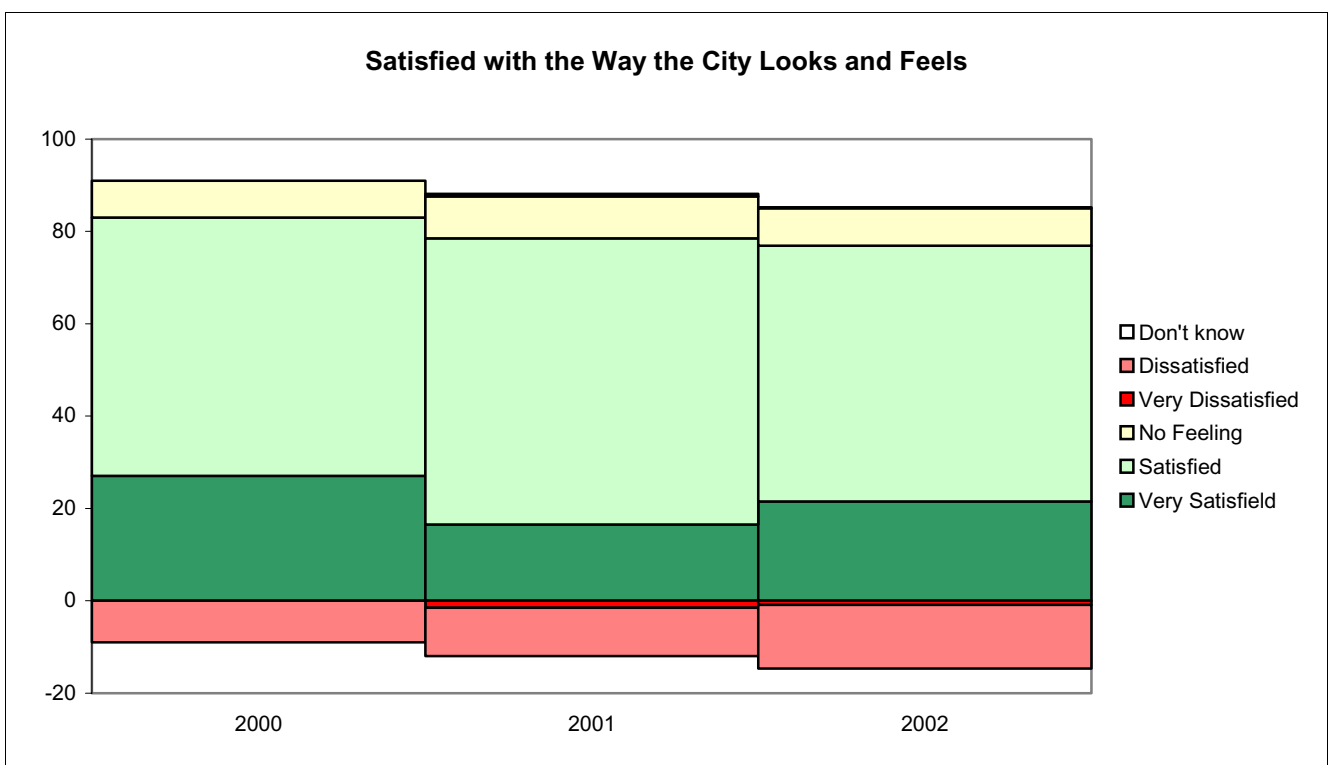
Overall Satisfaction

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

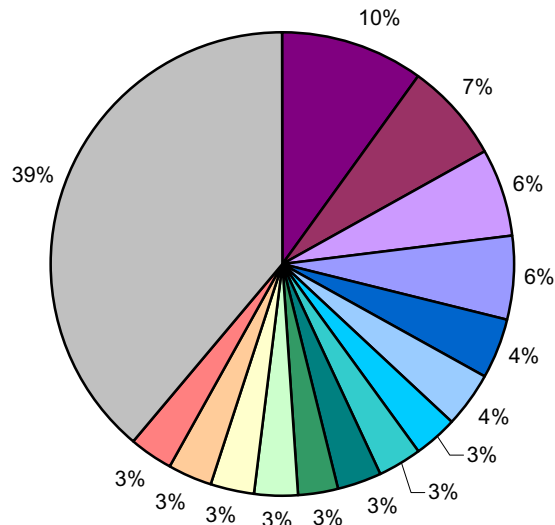


The Look and Feel of Christchurch

Respondents were asked “thinking about your City as a whole, how satisfied or dissatisfied are you with the way it looks and feels?”

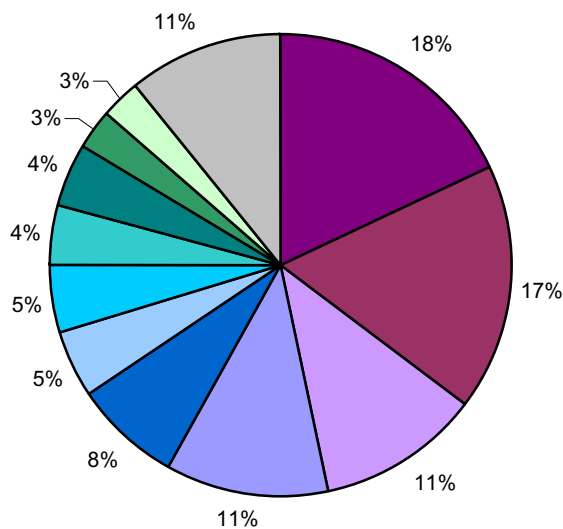


Reasons why people were satisfied or very satisfied with the look and feel of Christchurch...



- Clean city/no litter/clean and tidy
- Beautiful city/attractive/pretty
- Not too much traffic/easy to get around
- Reasonably safe city/trouble-free
- Many attractions/activities
- Helpful, friendly people/welcoming
- Good facilities and services
- Other
- Beautiful parks/lots of parks
- Attractive gardens/lovely flowers
- Love the trees/large English trees
- Nice green city/clean green looking
- Love Christchurch/like it/nice place
- Great place to live/always lived here
- Compared well with other NZ/overseas cities

Reasons why people were dissatisfied with the look and feel of Christchurch...



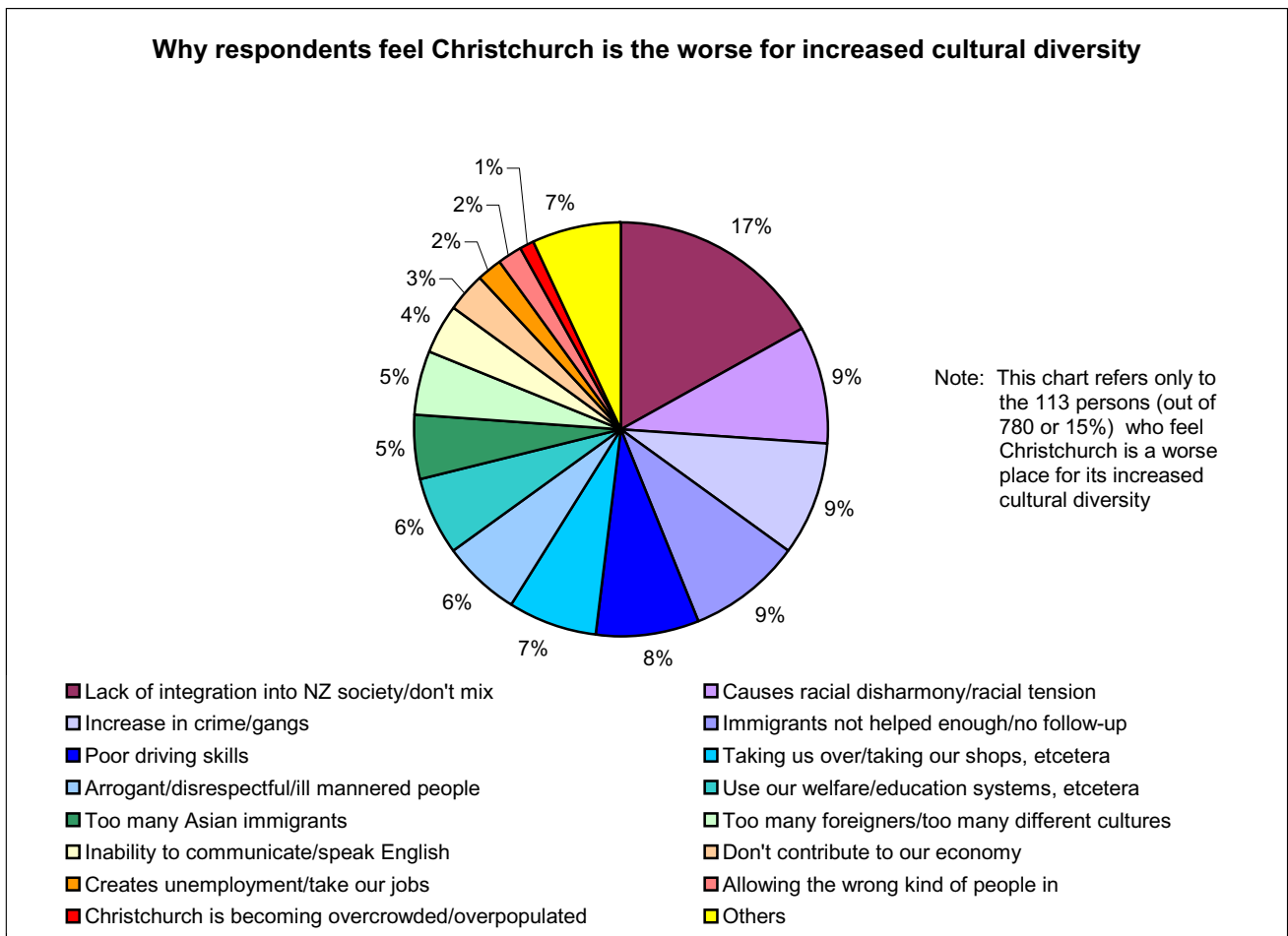
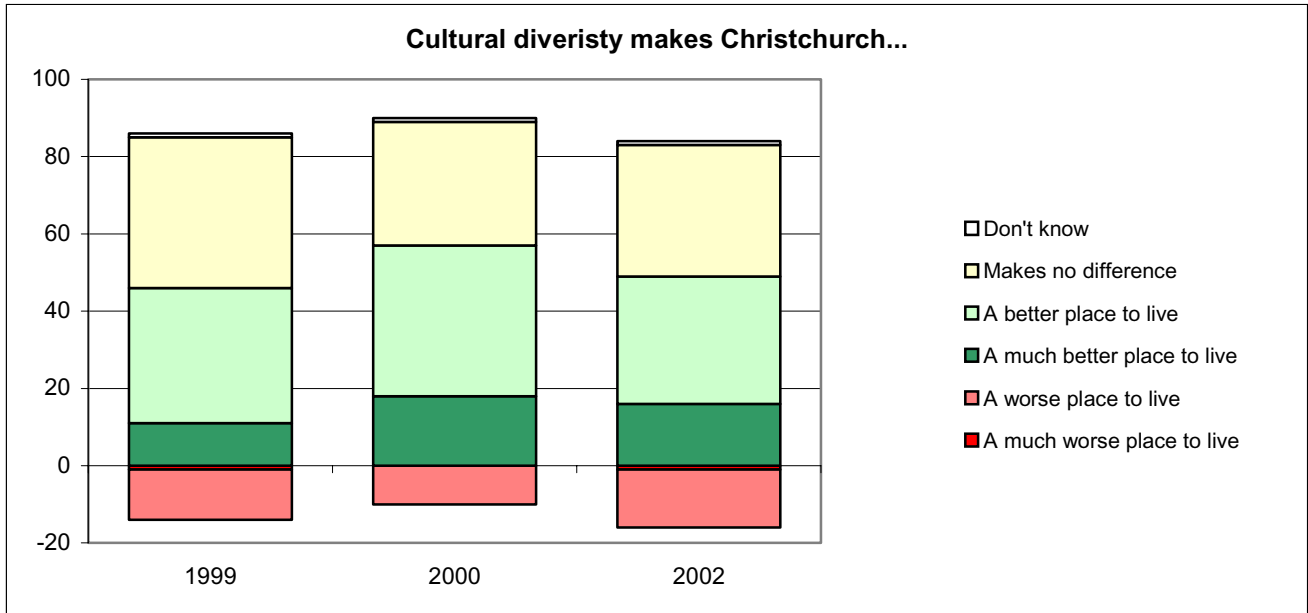
Note: This refers only to the 121 (out of 780 or 16%) who were dissatisfied or very dissatisfied with the look and feel of Christchurch

- Looks dirty/rubbish everywhere
- Others
- Graffiti/vandalism
- Old buildings pulled down
- Square redevelopment a disaster
- Safety concerns
- Better maintenance/ tidy up needed
- Inadequate shopping in the City Centre
- Roadworks
- Loss of trees/need more trees planted
- Drab/dowdy looking/ needs sprucing up
- Other

Ethnic, Cultural and Life Style Diversity

Respondents were asked “Christchurch is becoming home for an increasing number of people with different lifestyles and cultures, and from different countries. Overall, do you think this makes Christchurch

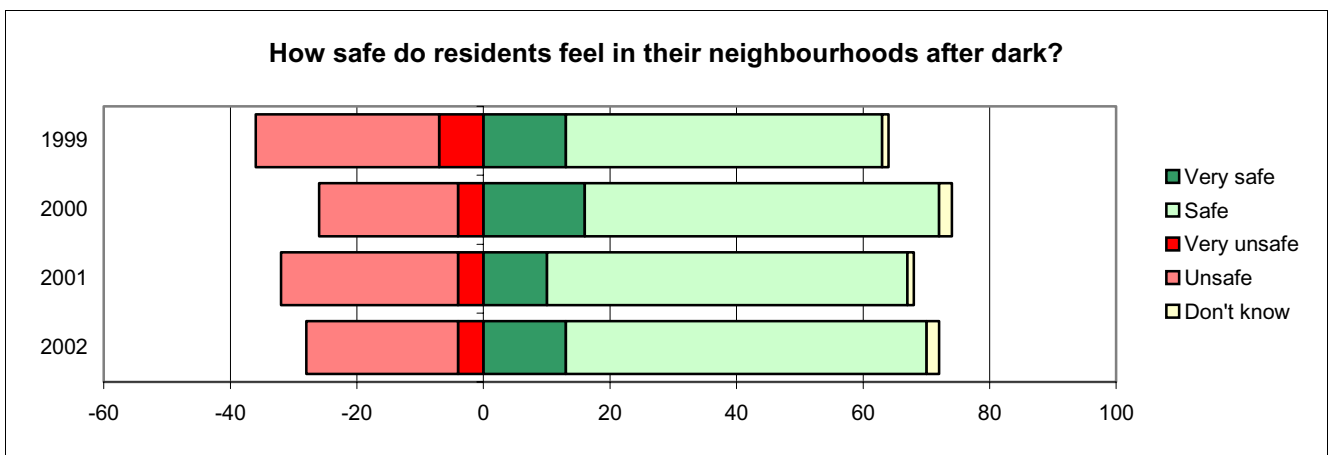
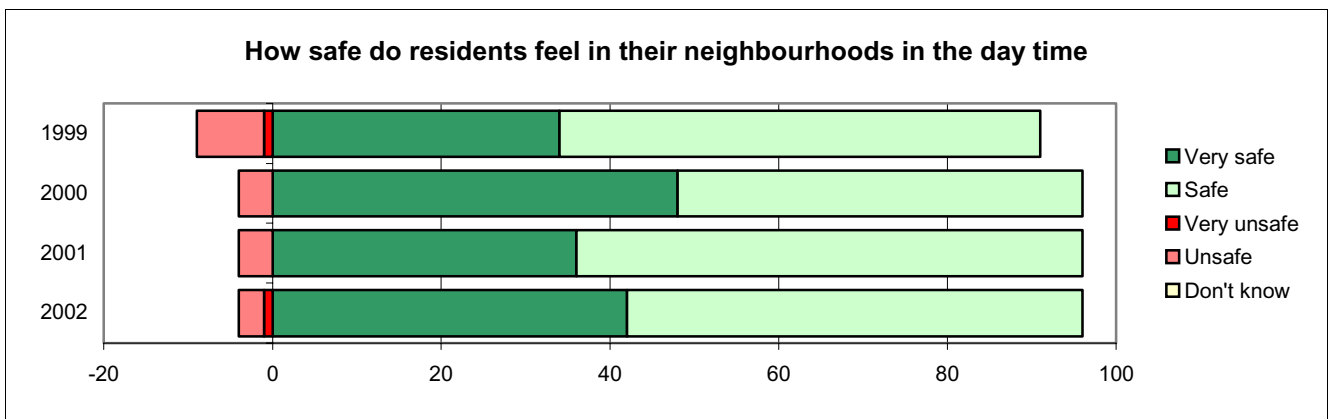
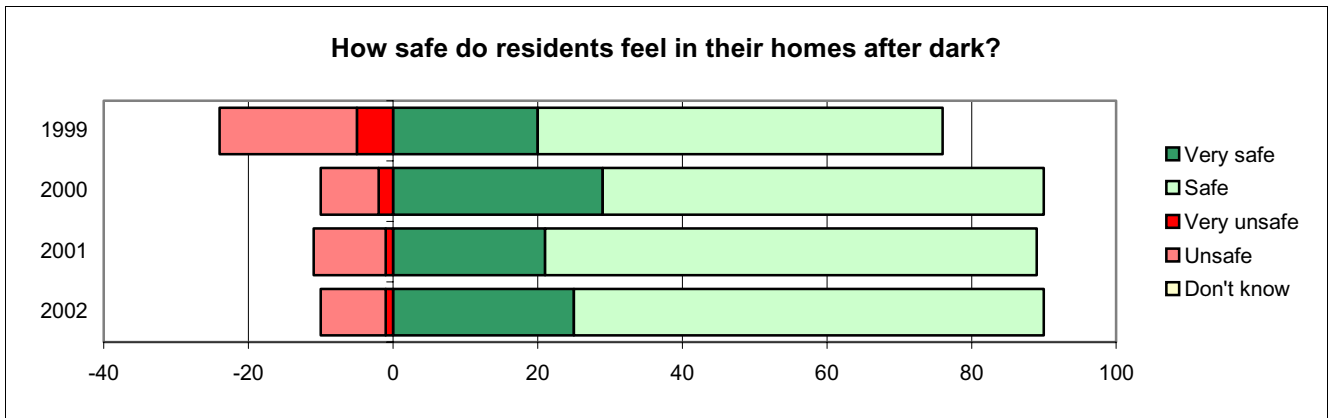
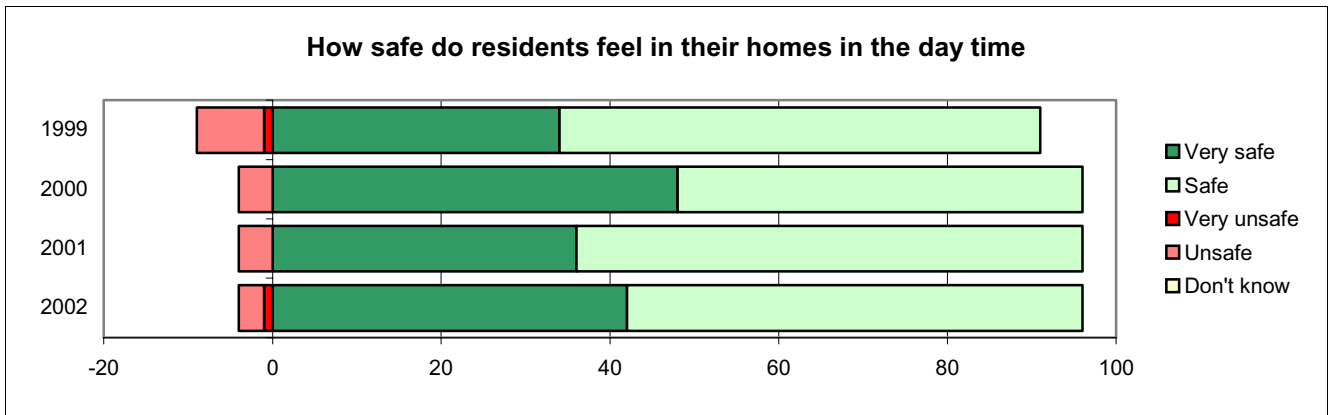
- A much better place to live
- A better place to live
- Makes no difference
- A worse place to live



Perceptions of Personal Safety

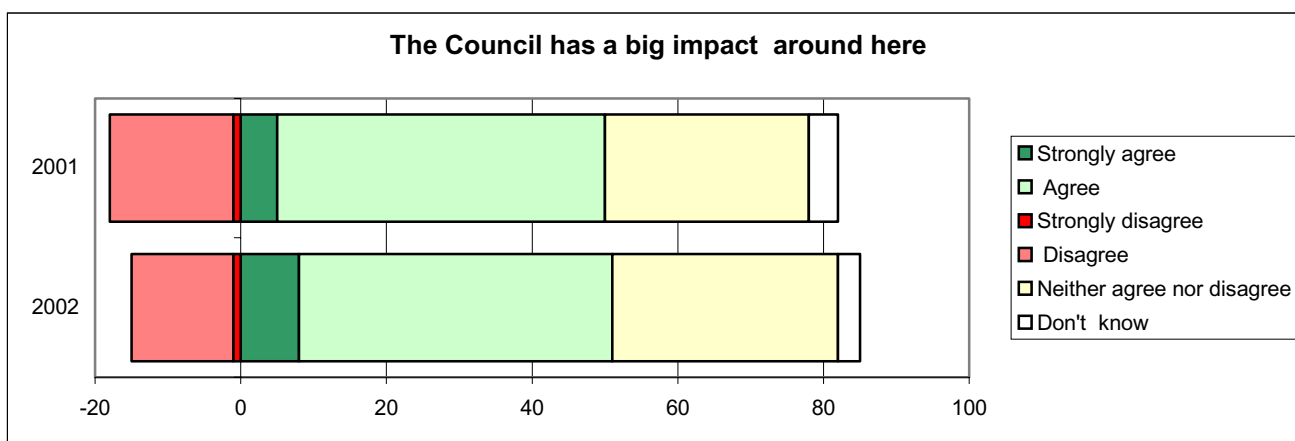
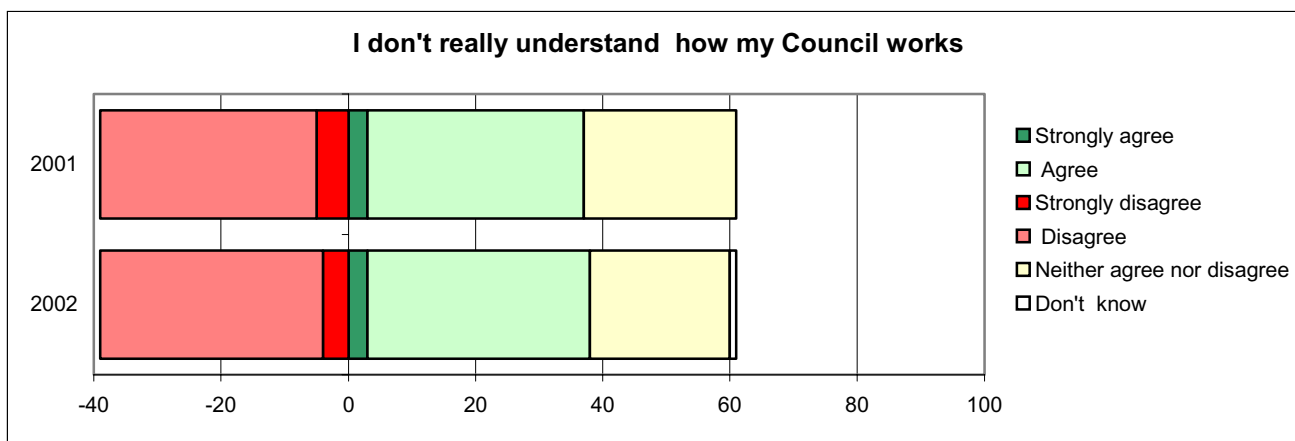
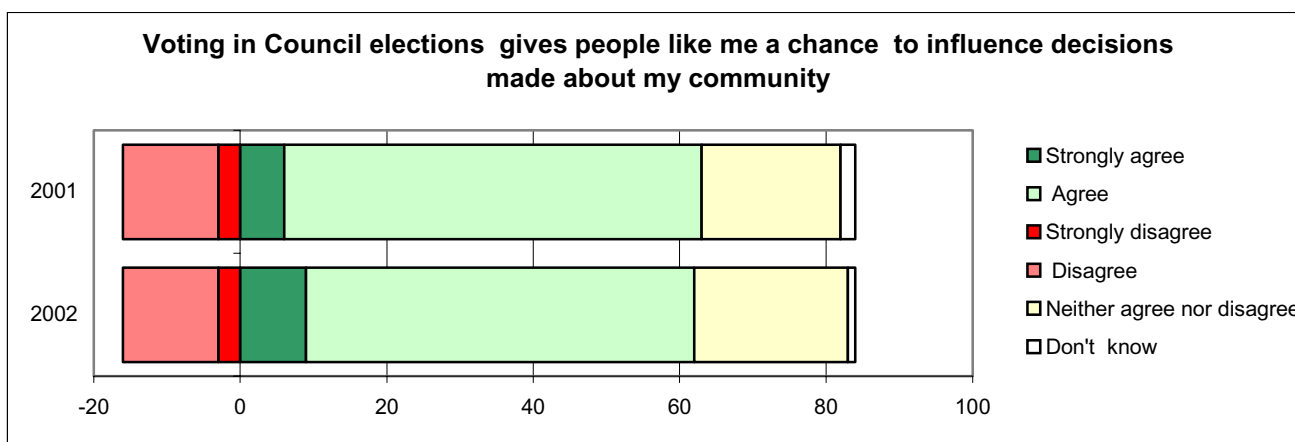
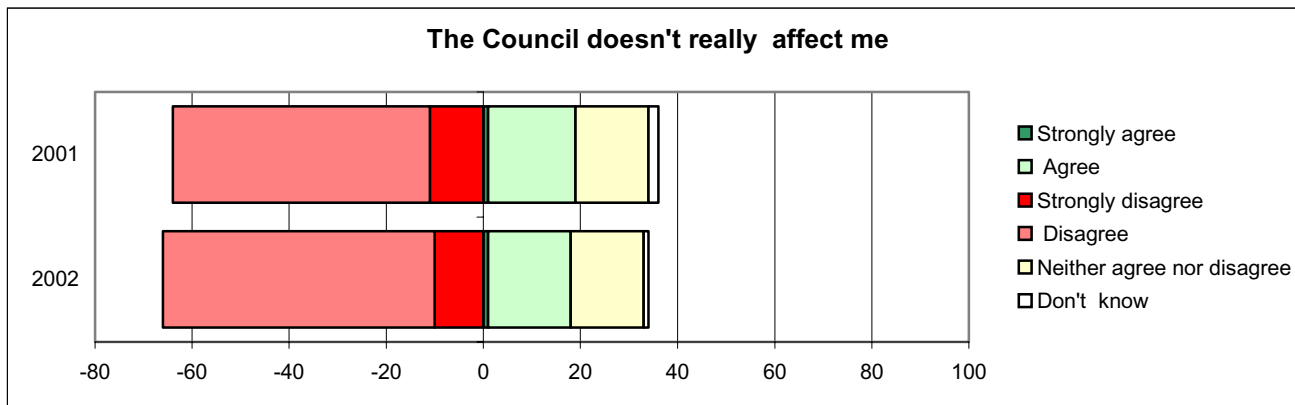
Respondents were asked “Thinking of your overall sense of freedom from crime, how safe or unsafe do you feel in the following situations?”

Please note: In 1999, the question asked was “how safe in your home do you feel from outside intruders?”

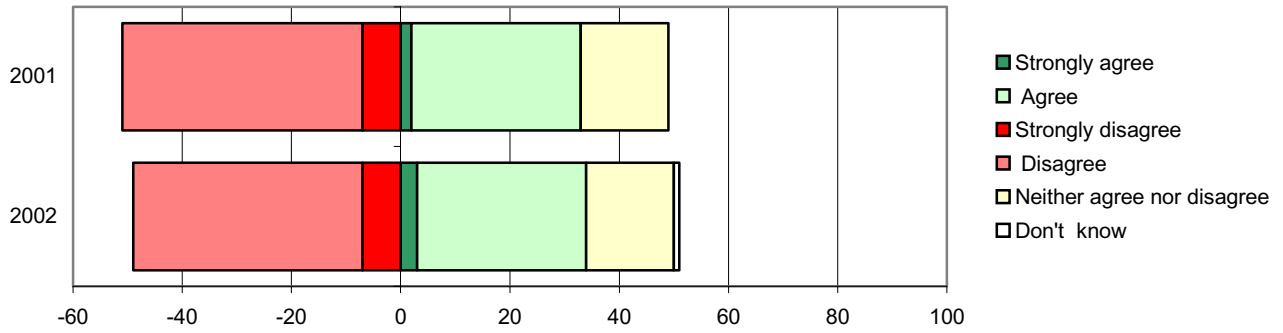


Local Democracy Council Processes

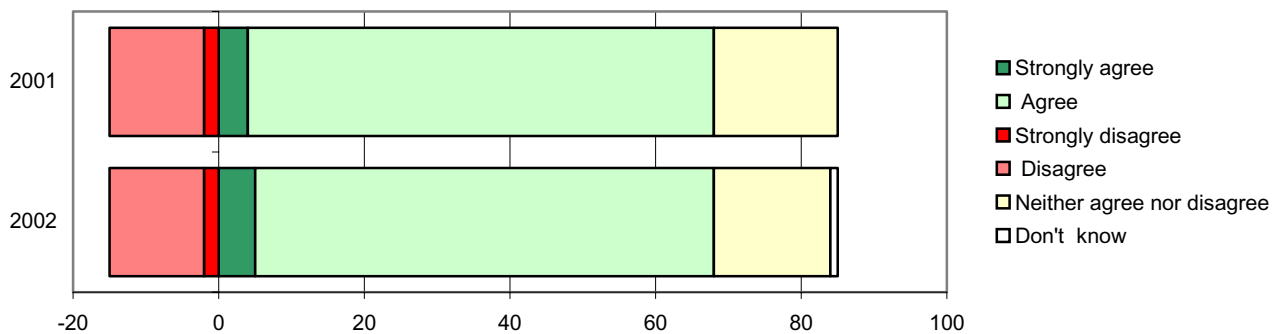
Respondents were asked whether they agreed or disagreed with selected statements about the Council and its processes...



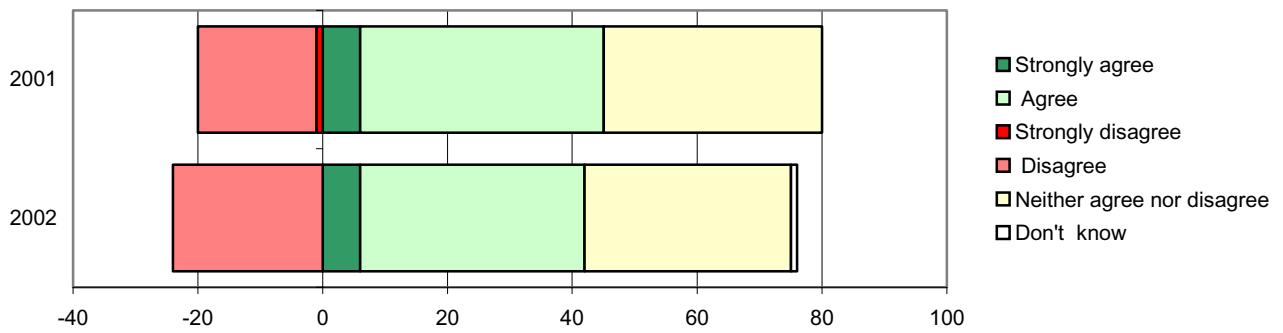
I'm not very interested in what the Council does, as long as they do their job



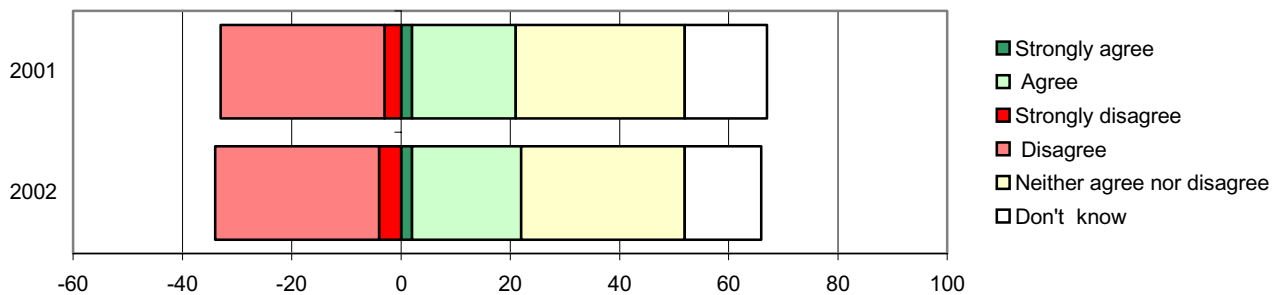
I like to know what the Council is doing, but I'm happy to let them get on with it



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

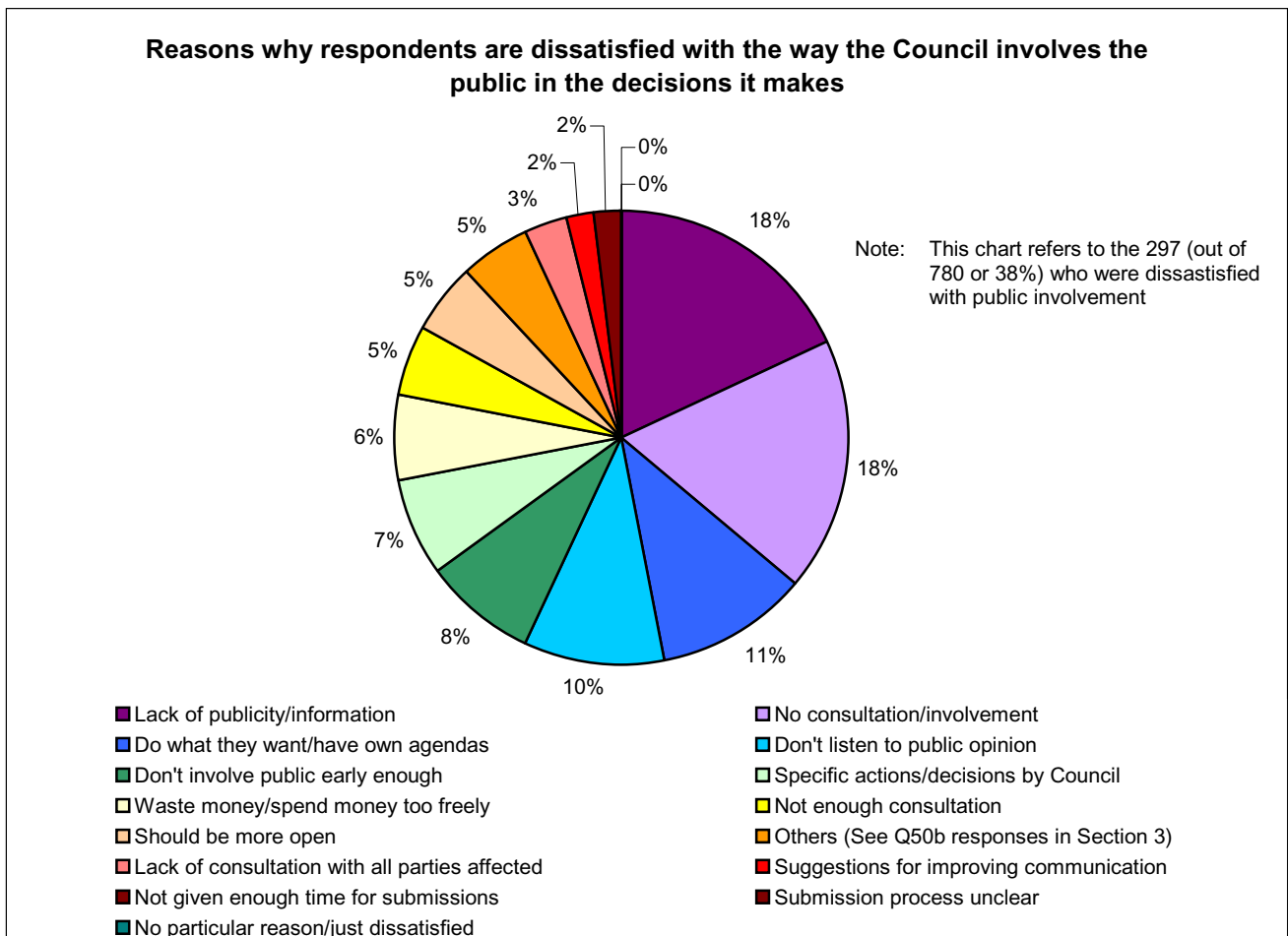
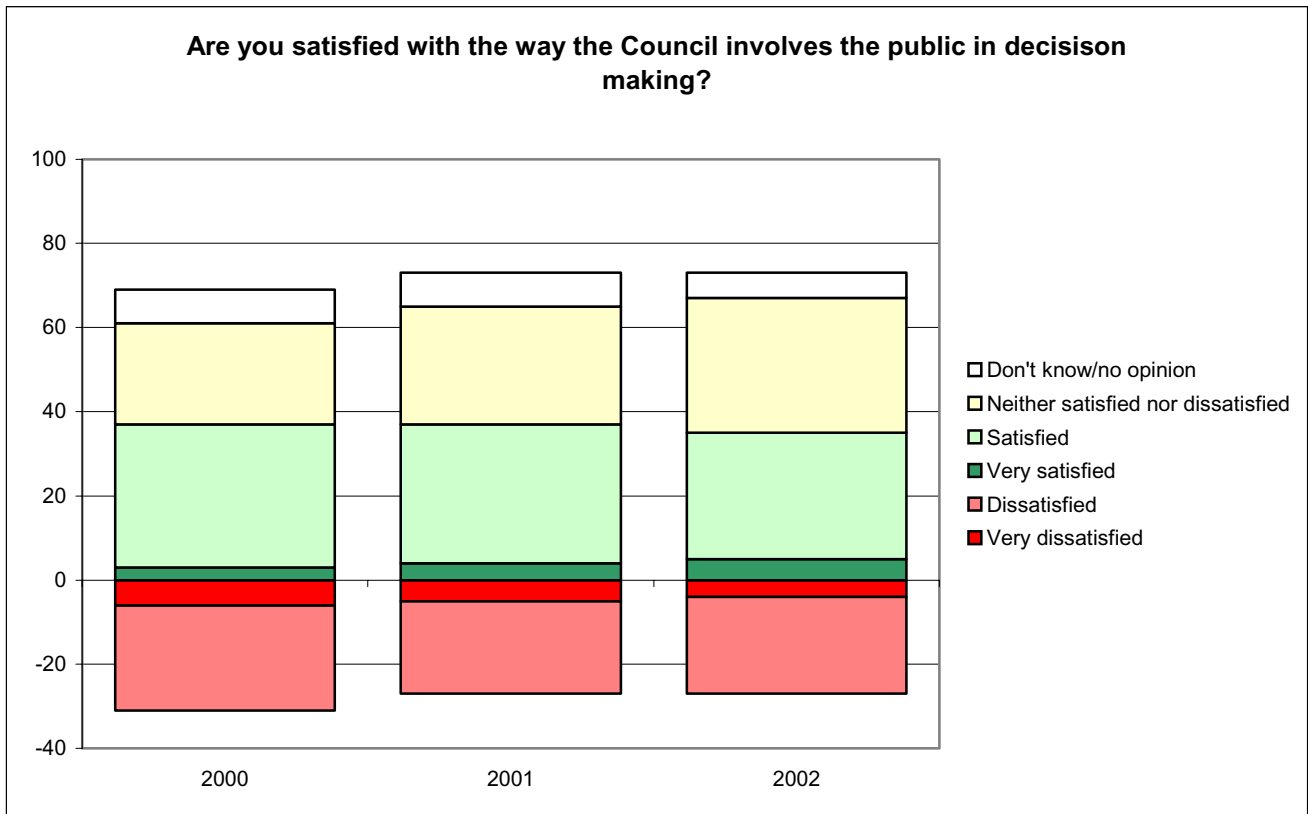


The Council has a big impact outside of our City (eg, at the national government level)



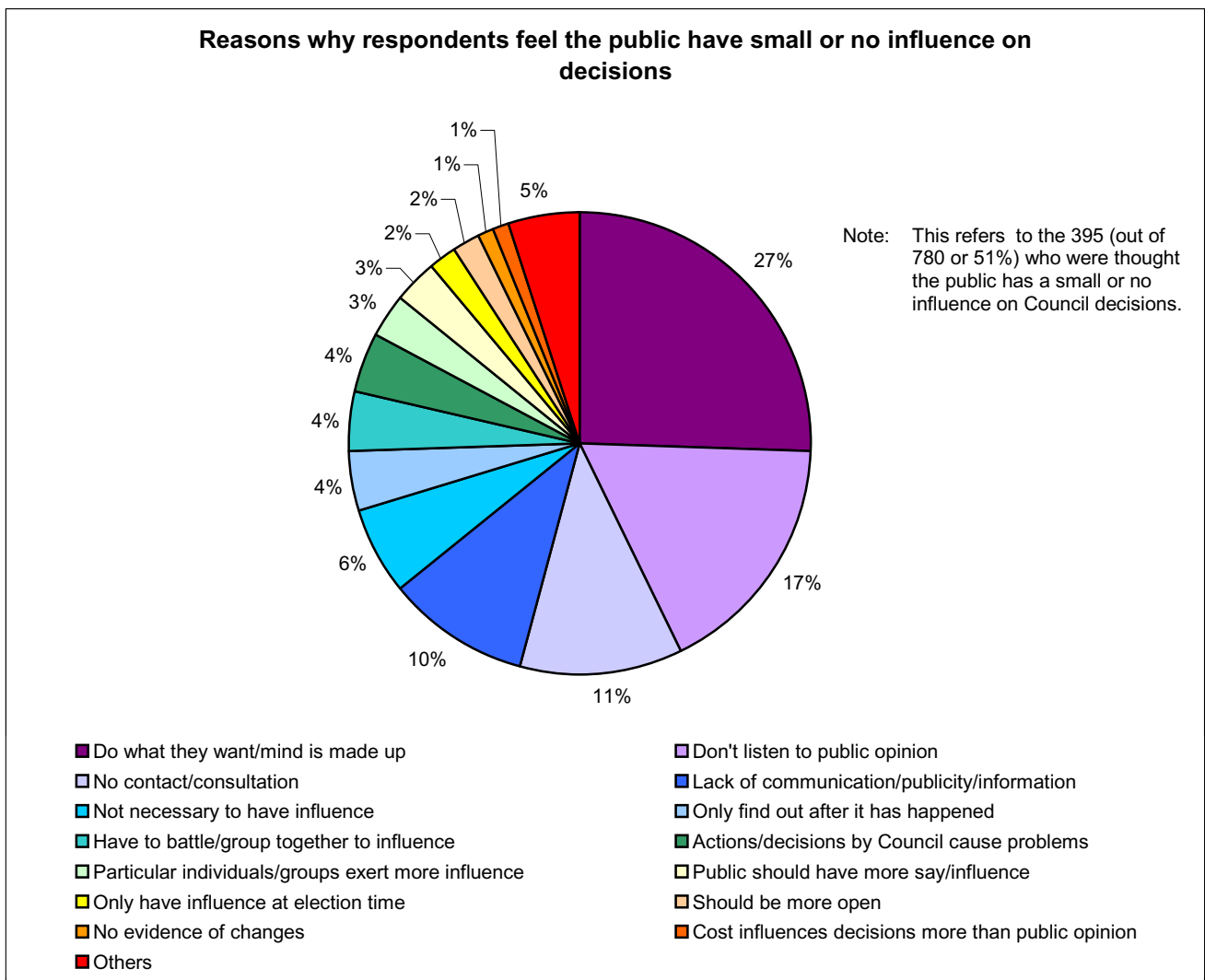
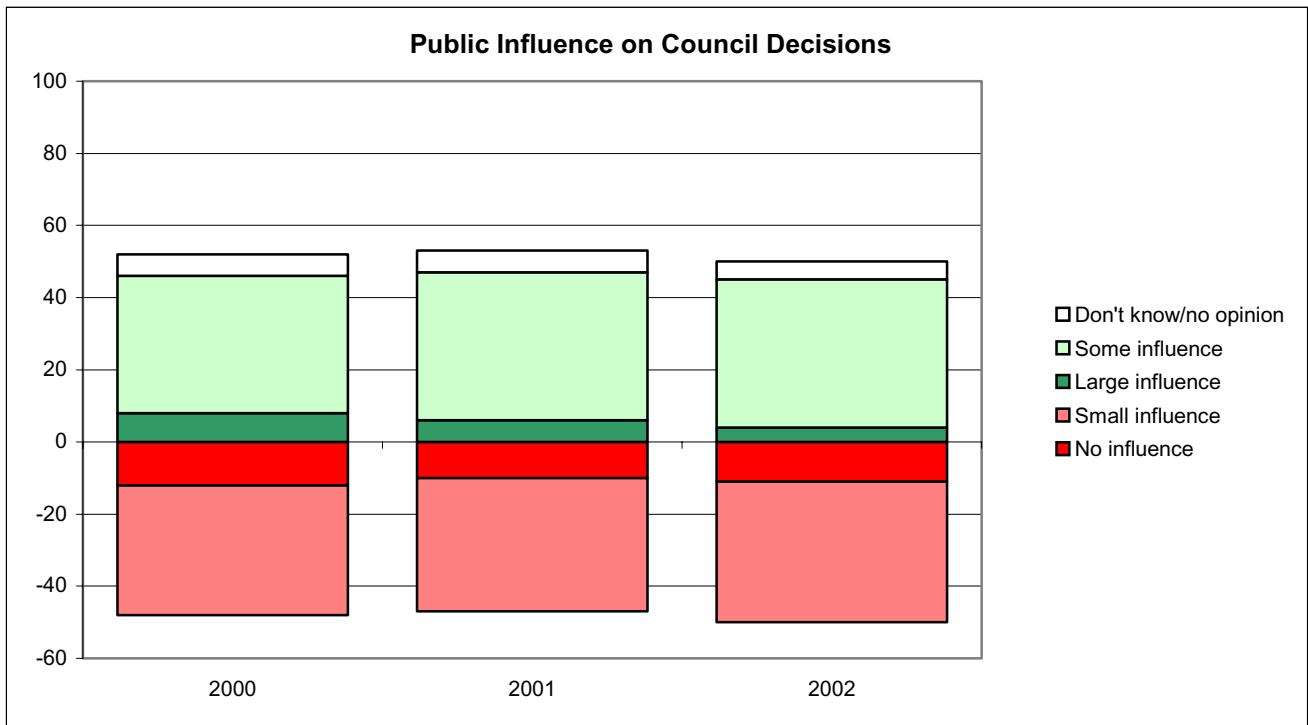
Involvement in Decision Making

Respondents were asked “How satisfied are you with the way the Council involves the public in the decisions it makes?”



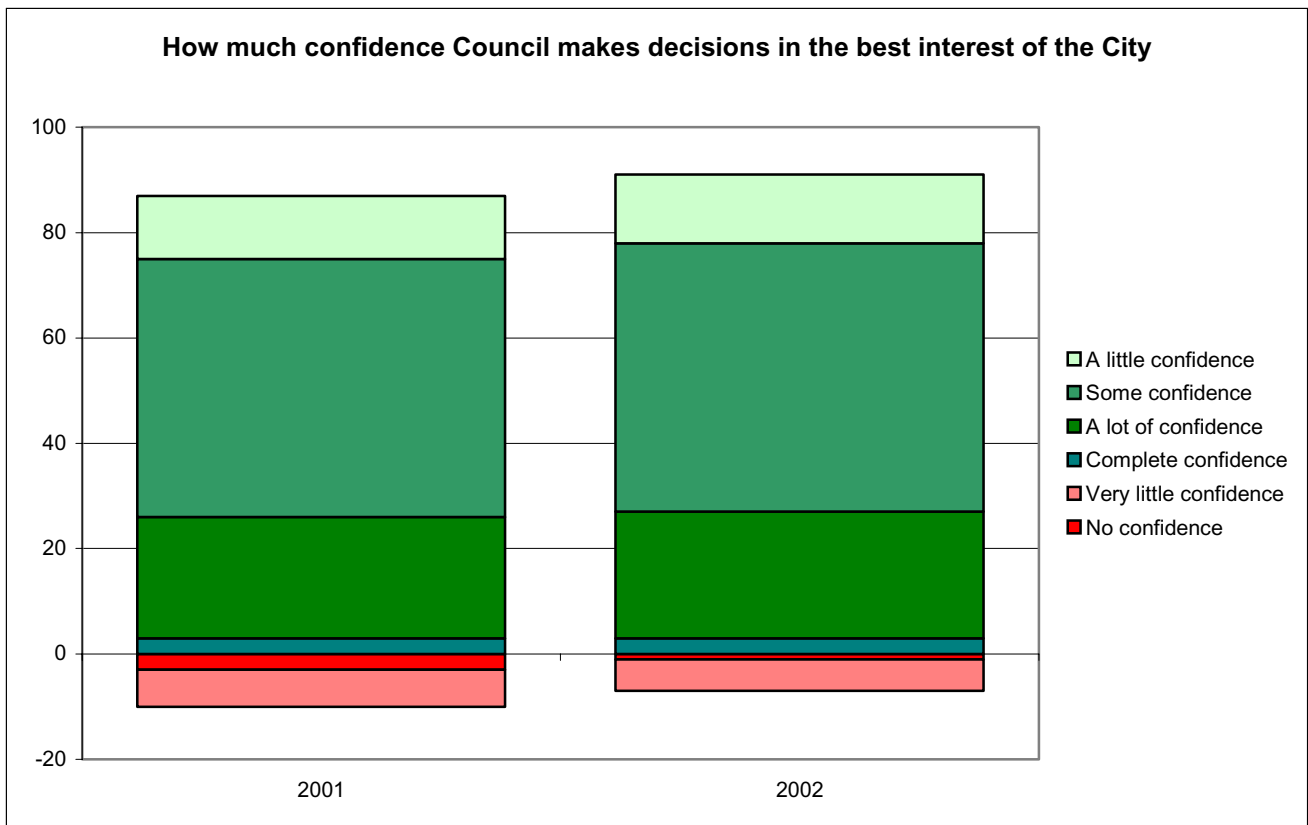
Ability to influence Decision Making

Respondents were asked "How much influence do you feel the public has on decisions that the Council makes?"

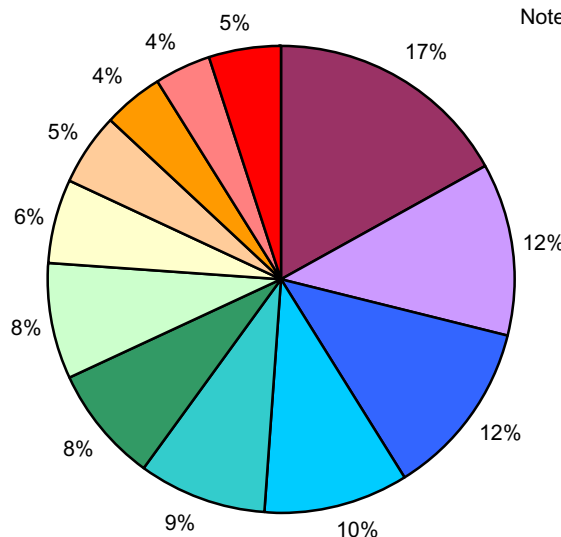


Confidence the Council will Make Decisions in the Best Interests of the City

Respondents were asked “How much confidence do you have in your local Council to make decisions that are in the best interests of the City?”



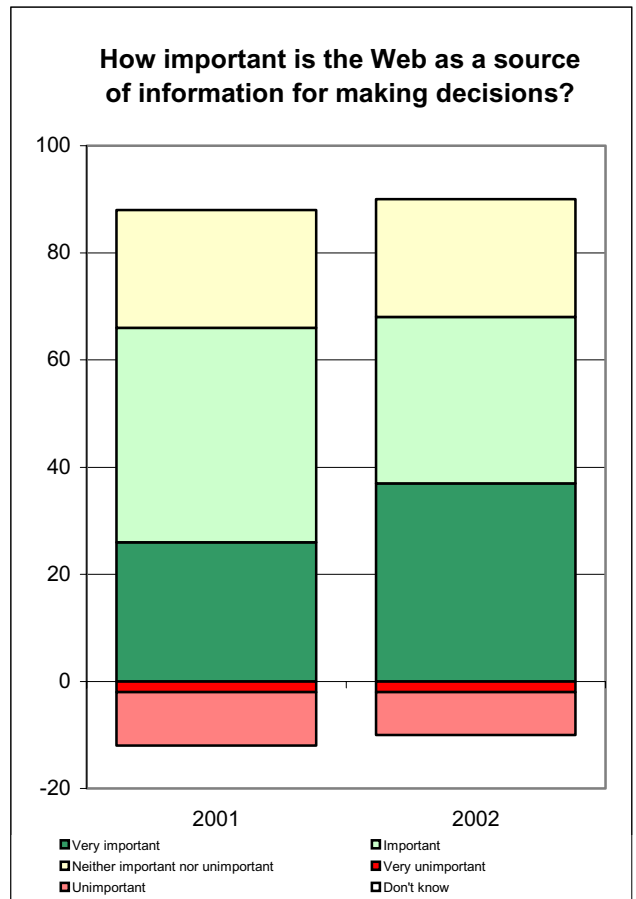
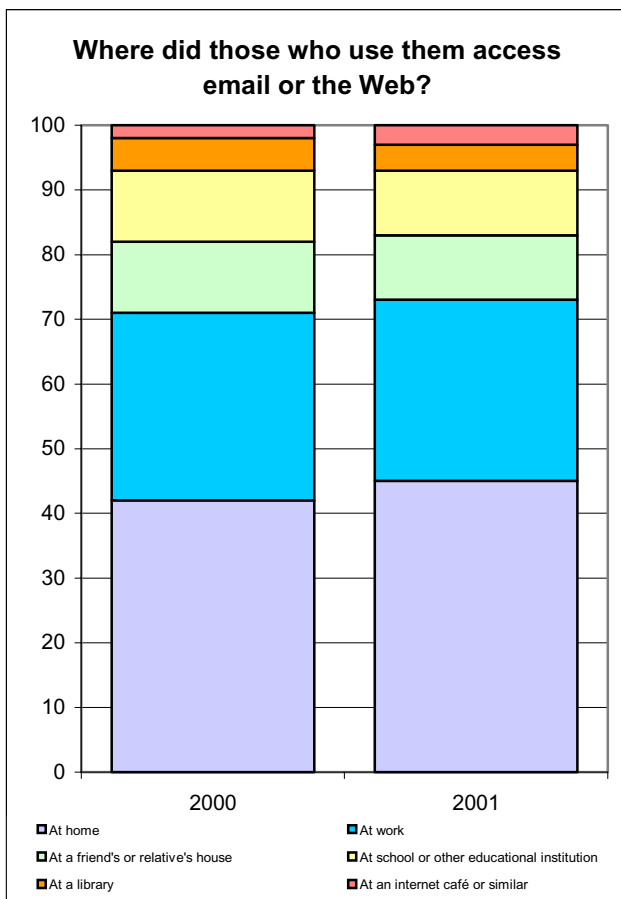
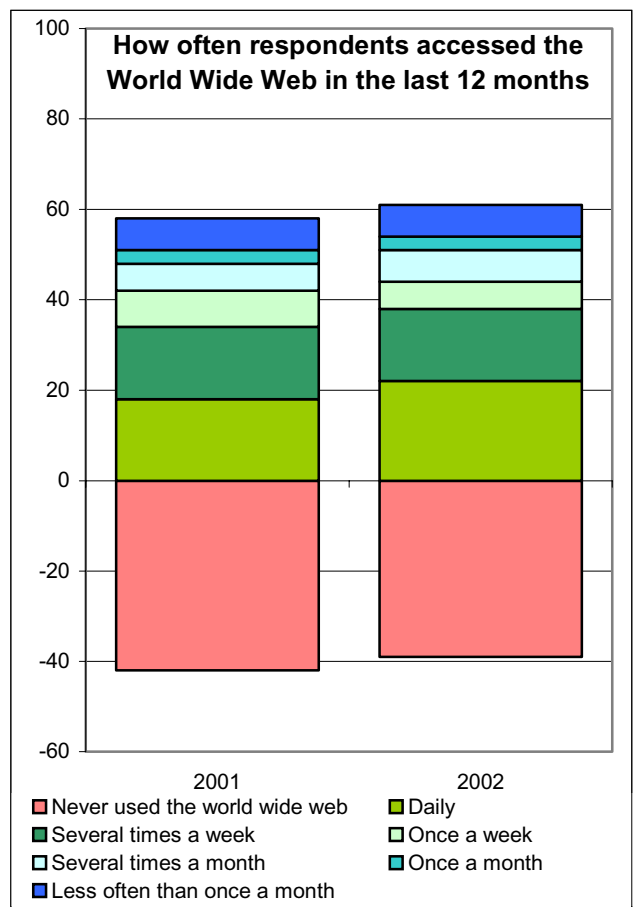
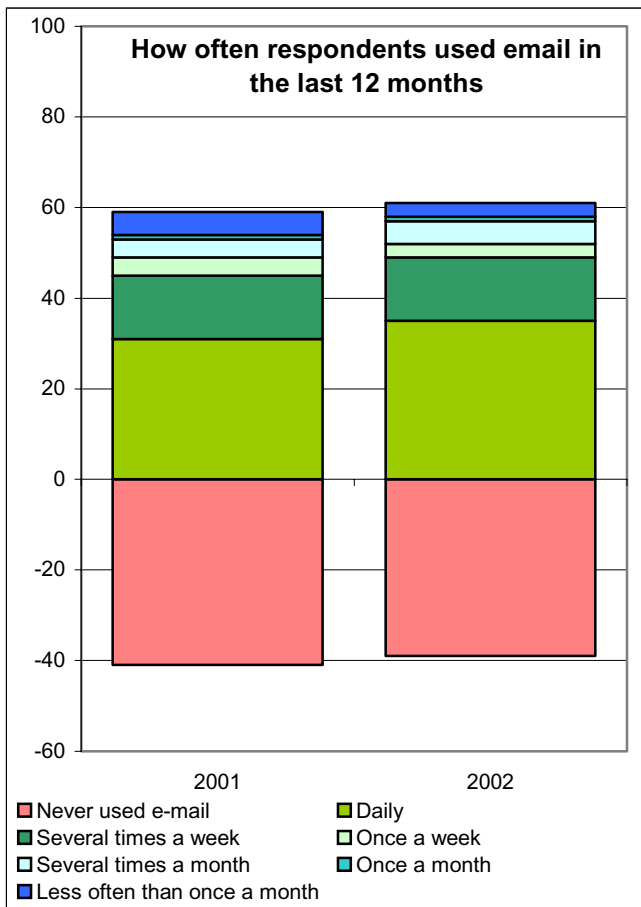
Why respondents had very little or no confidence in their local Council to make decisions that are in the best interests of the City



Note: This refers to the 66 persons (out of 780 or 9%) who had little or no confidence the Council would make decisions that are in the best interests of the City

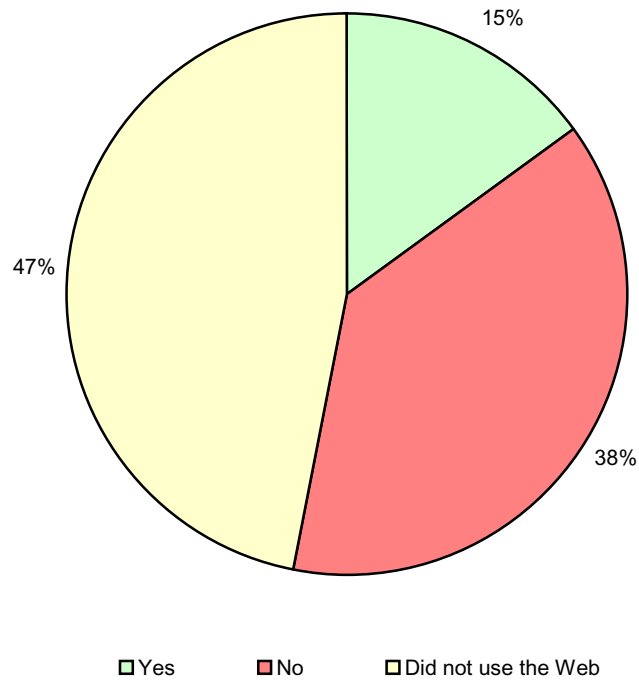
- Wasting/spending too much money
- Don't listen to residents
- The bad decisions/mistakes they have made
- Not doing what they should/going downhill
- Do what they want/mind is made up
- Incompetence of City Councillors
- Political or personal agendas
- Don't consult/involve residents/public
- Arguing/infighting/childish behaviour
- Outside influences on the Council
- Sneaky decisions/not open enough
- Others

The Internet Usage



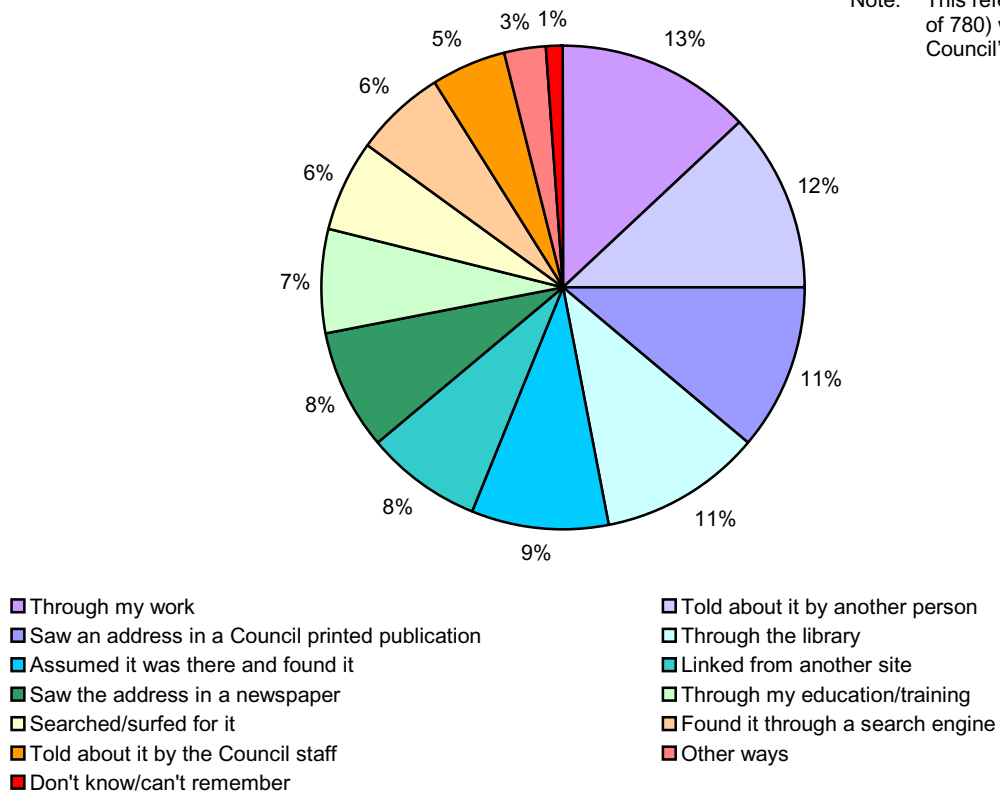
Council Web Site

Has respondent visited the Council web site in the last 12 months?



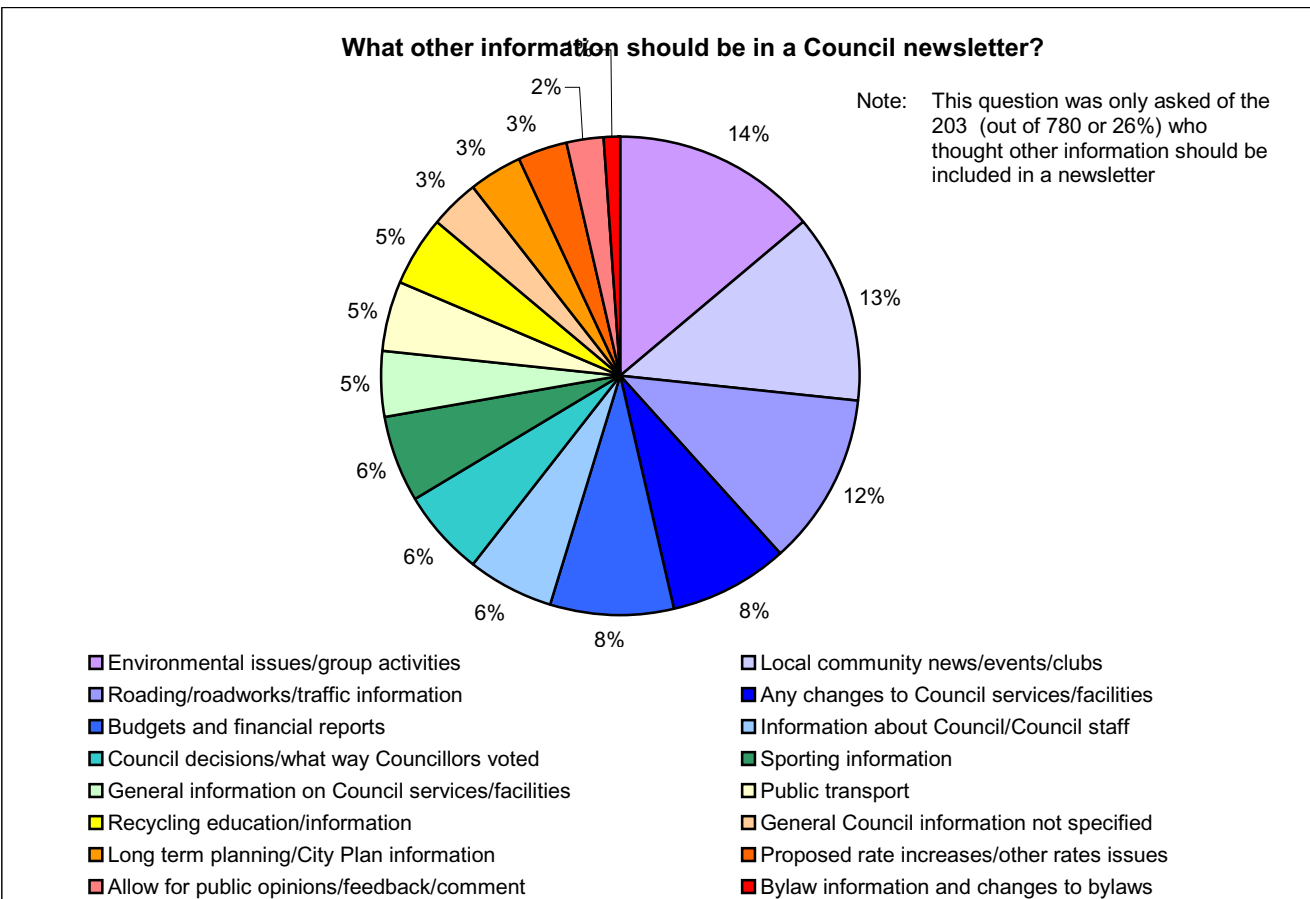
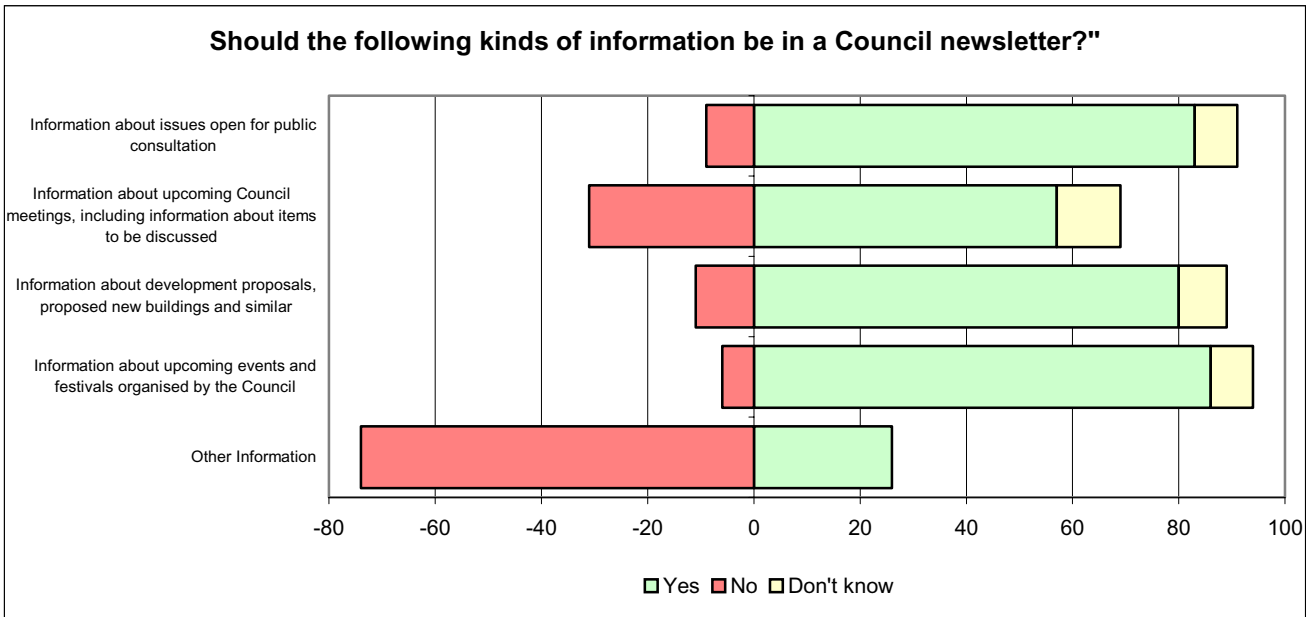
How did respondent learn about the Council's web site?

Note: This refers to the 118 (out of 780) who had visited the Council's Web site



Email Newsletter

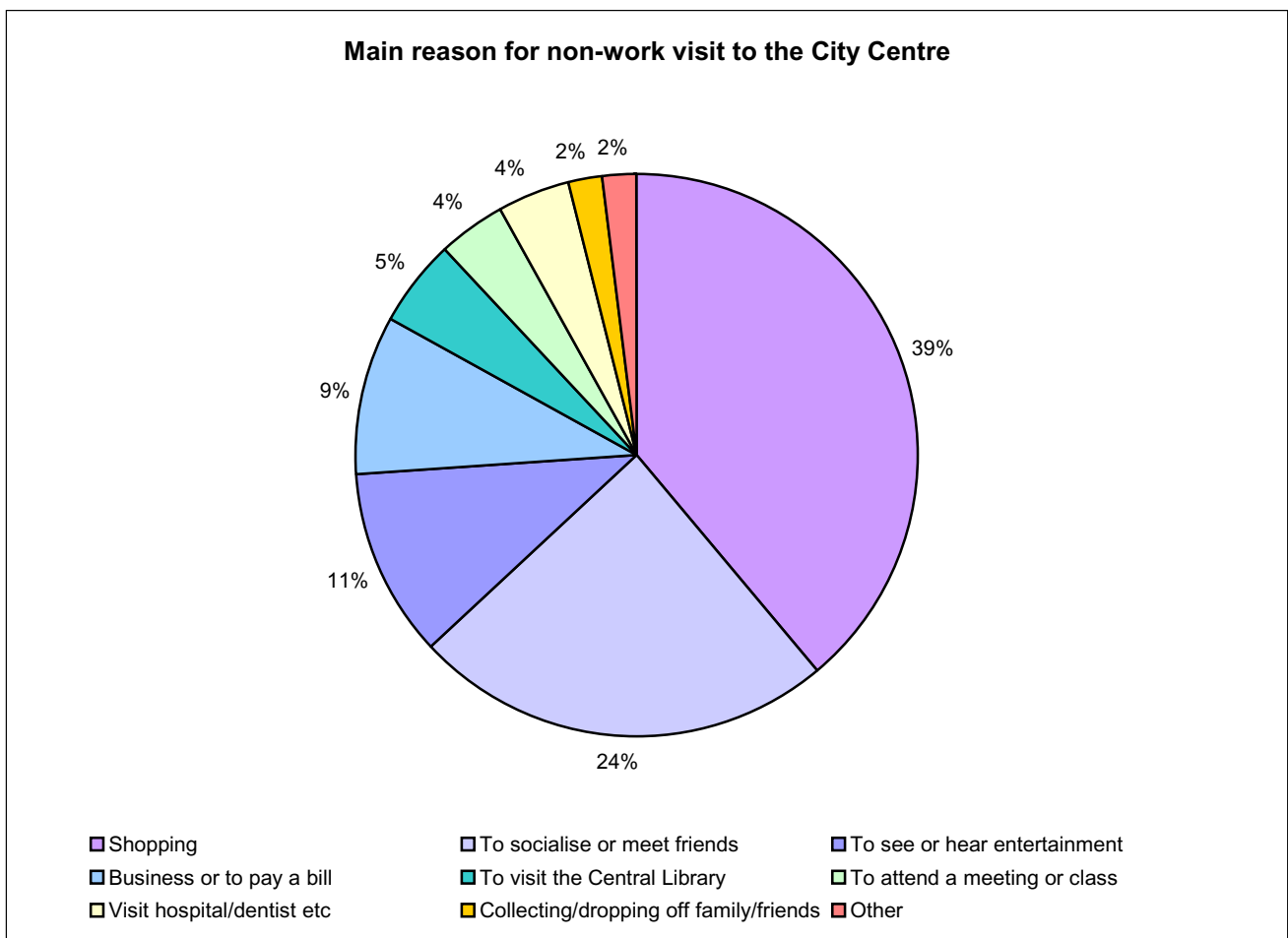
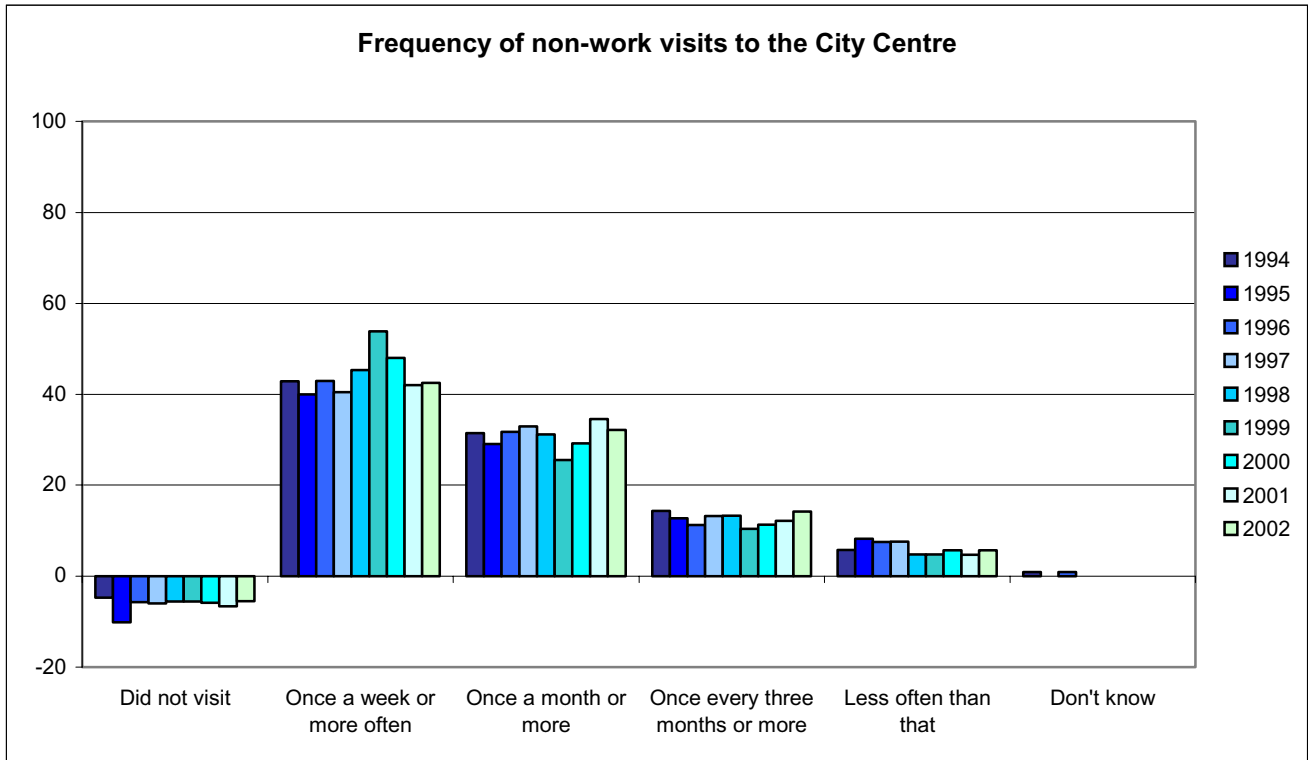
Respondents were asked questions to see if there is demand for a Council newsletter by email...



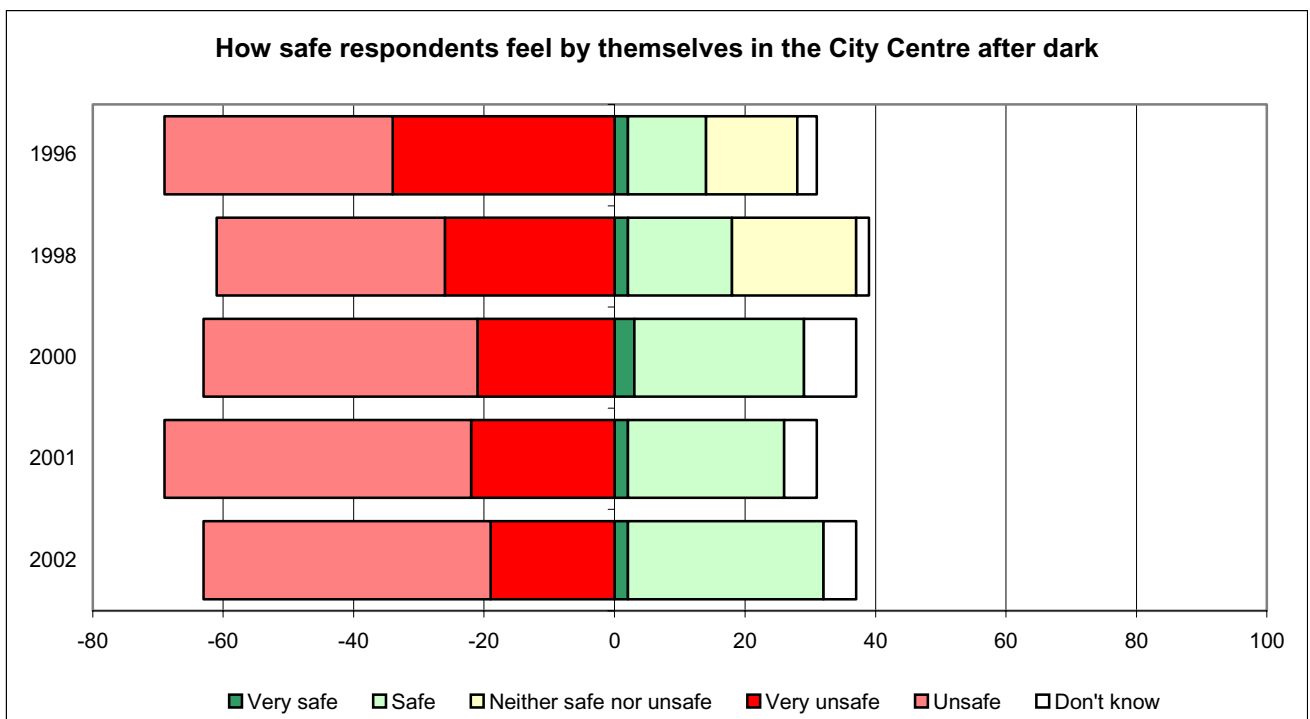
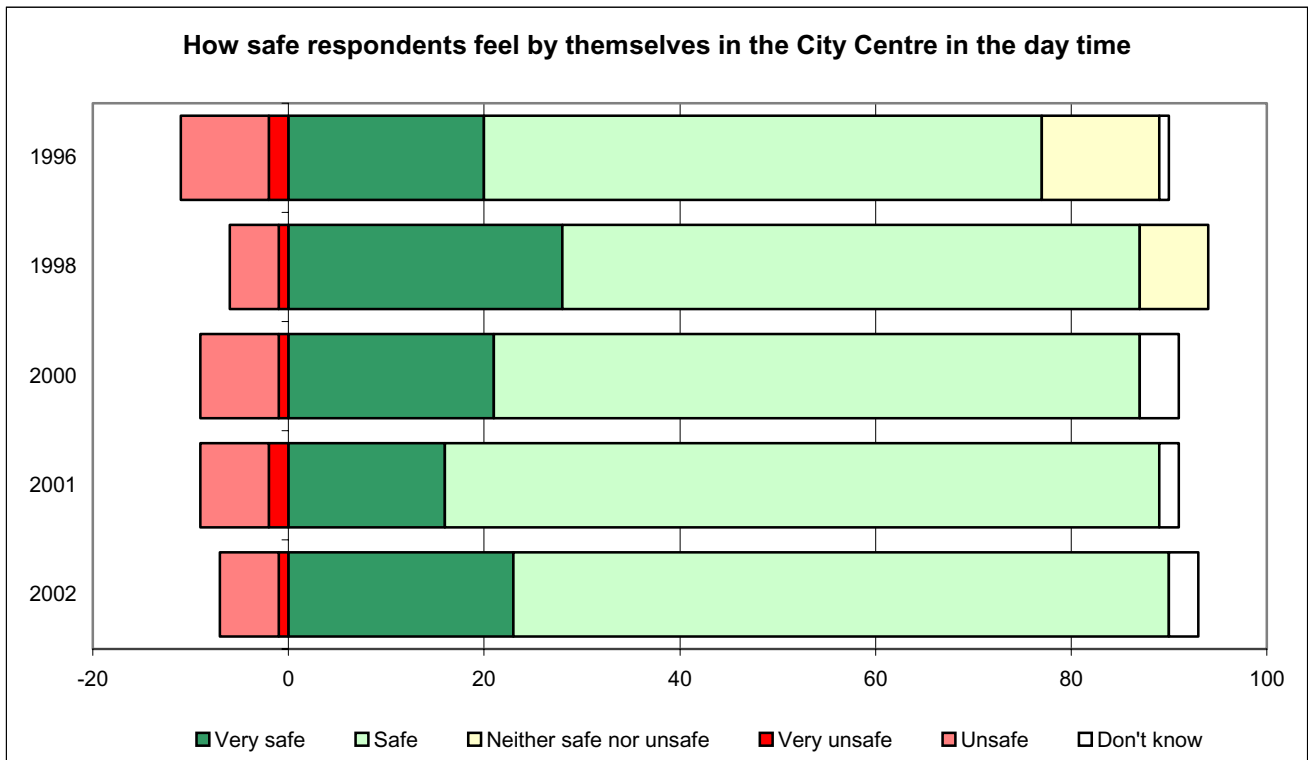
The City Centre

Visits to the City Centre

The graph below show the percentage of respondents who made **non-work related** visits to the City Centre.

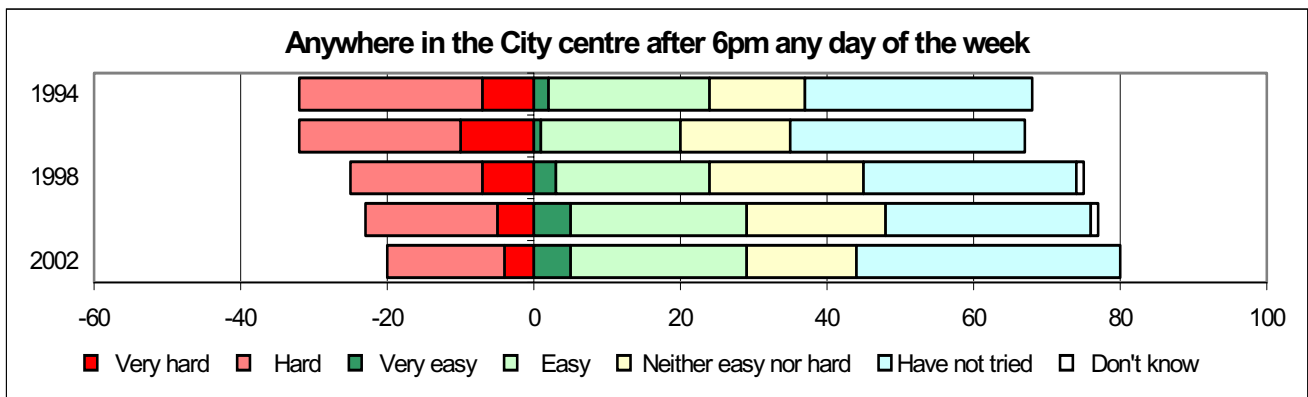
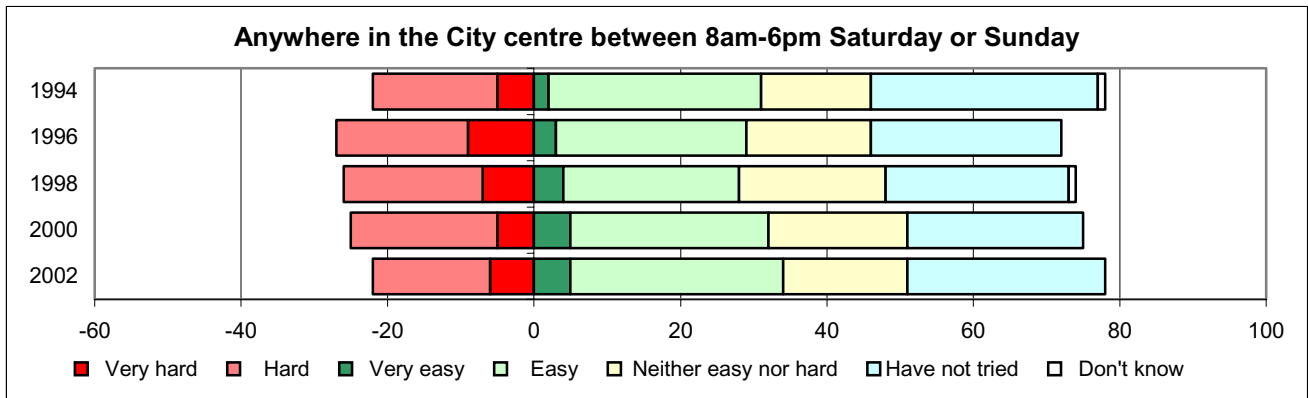
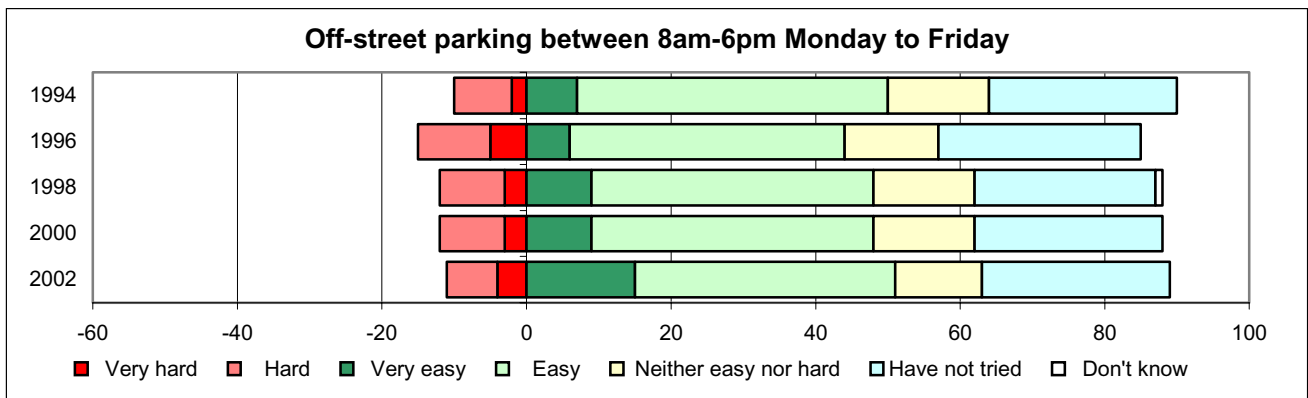
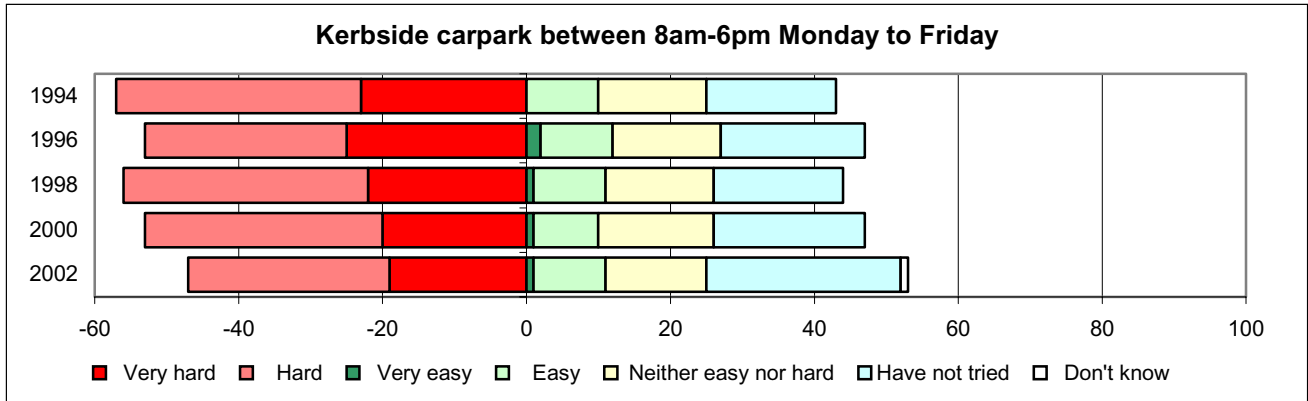


Safety in the City Centre



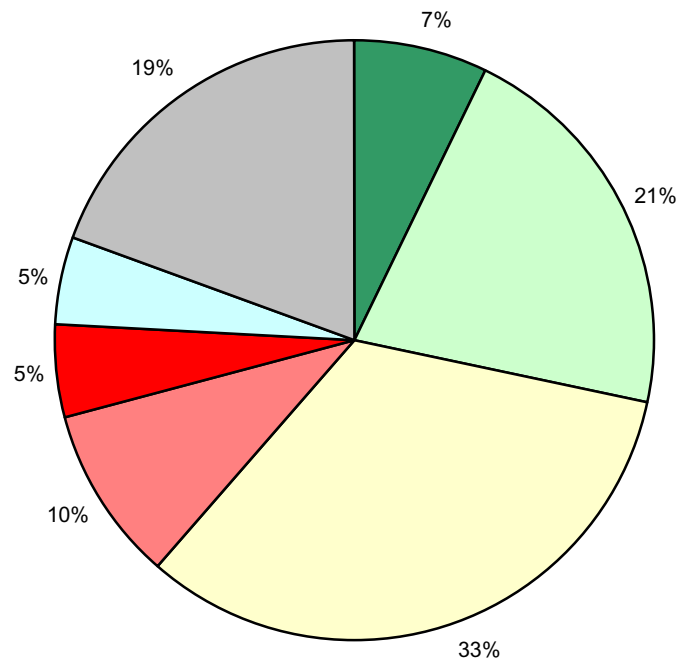
Car Parking in the City Centre

Respondents were asked how easy or hard has it been to find various sorts of car parks in the City



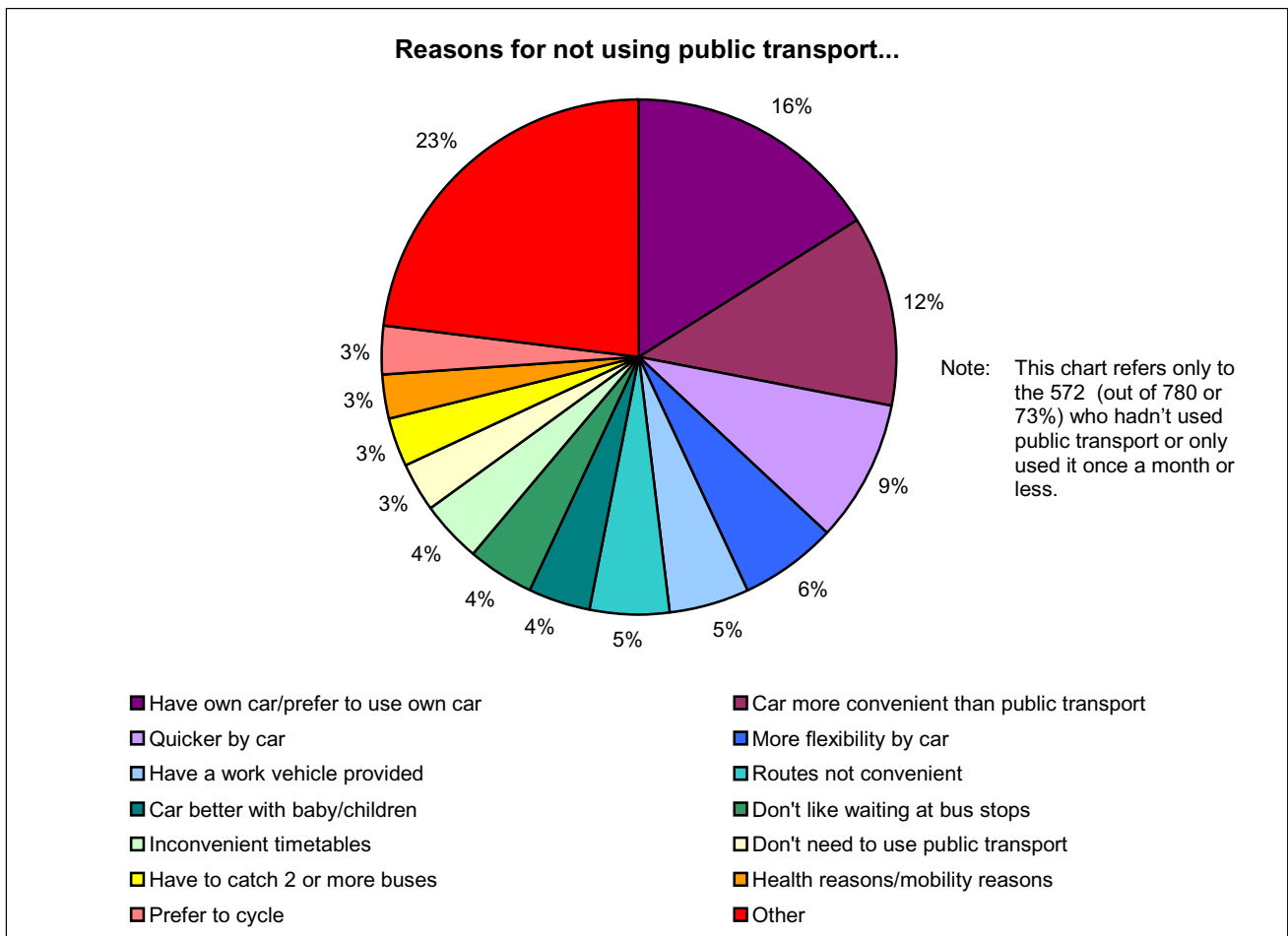
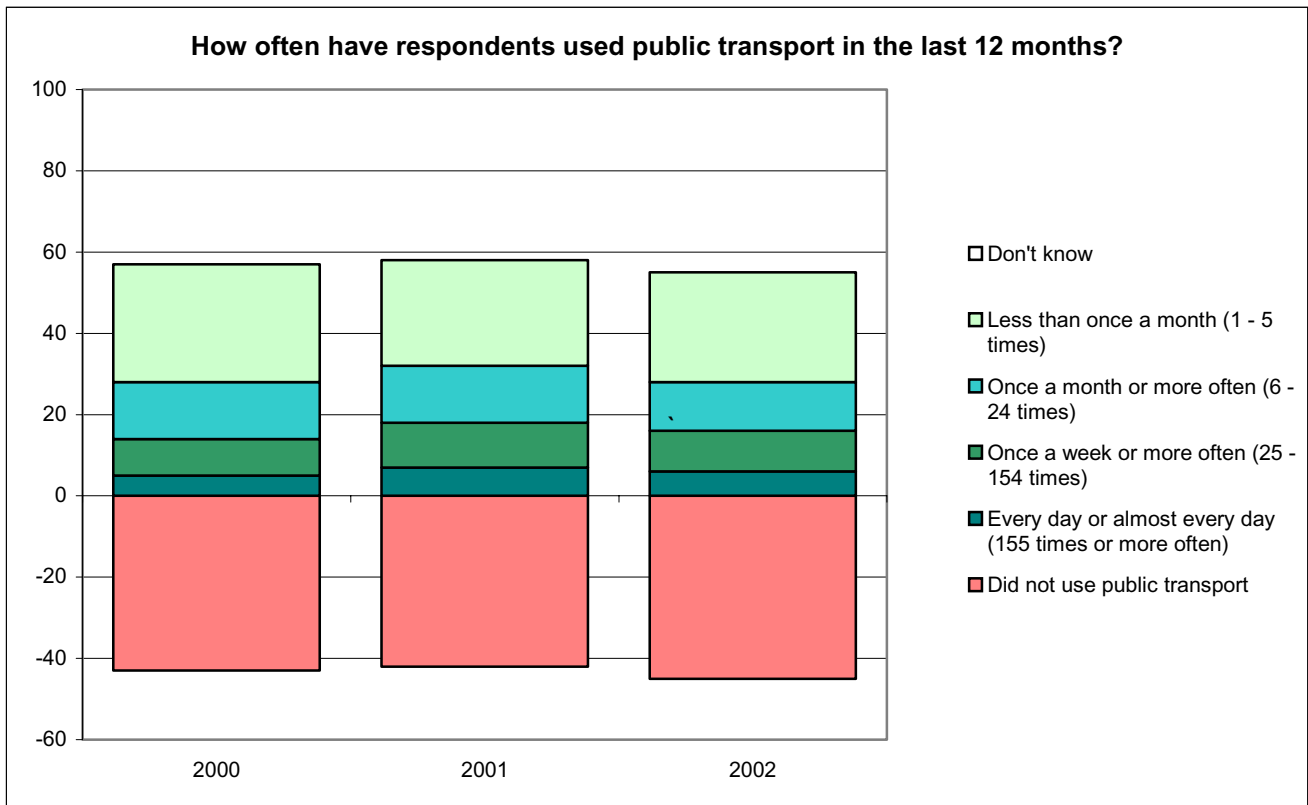
The Chalice

How respondents view the effect of the Chalice on the Square



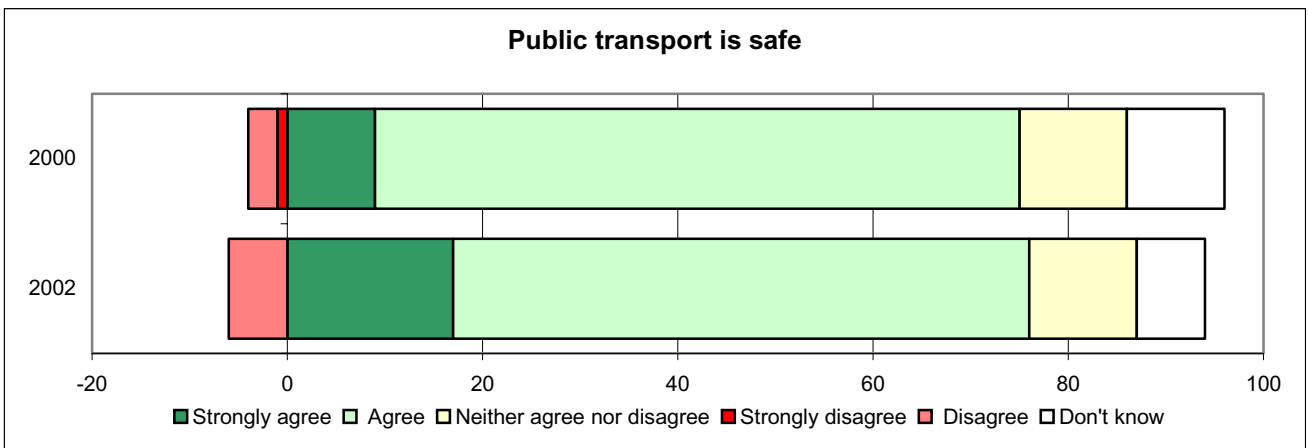
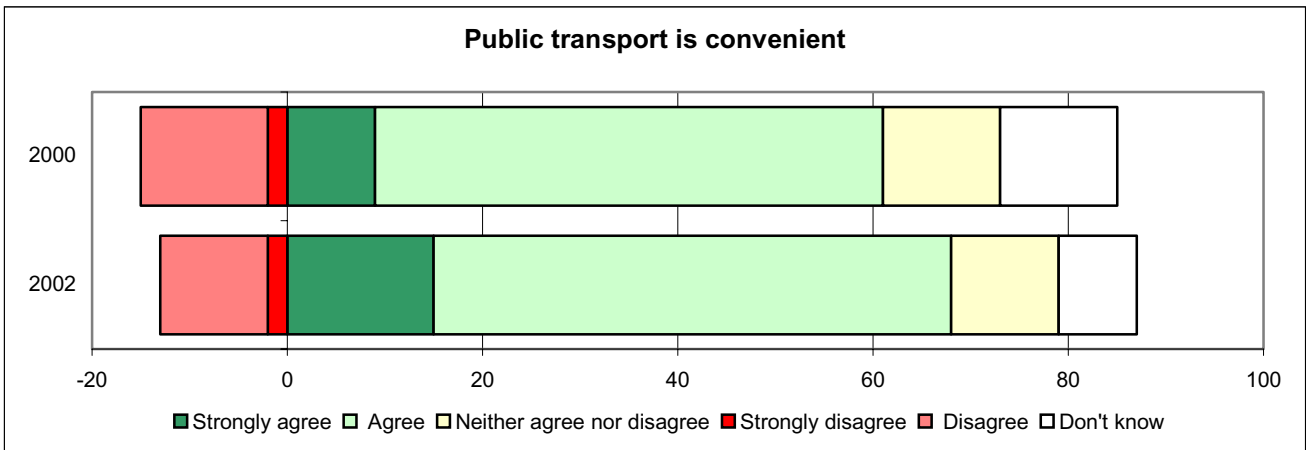
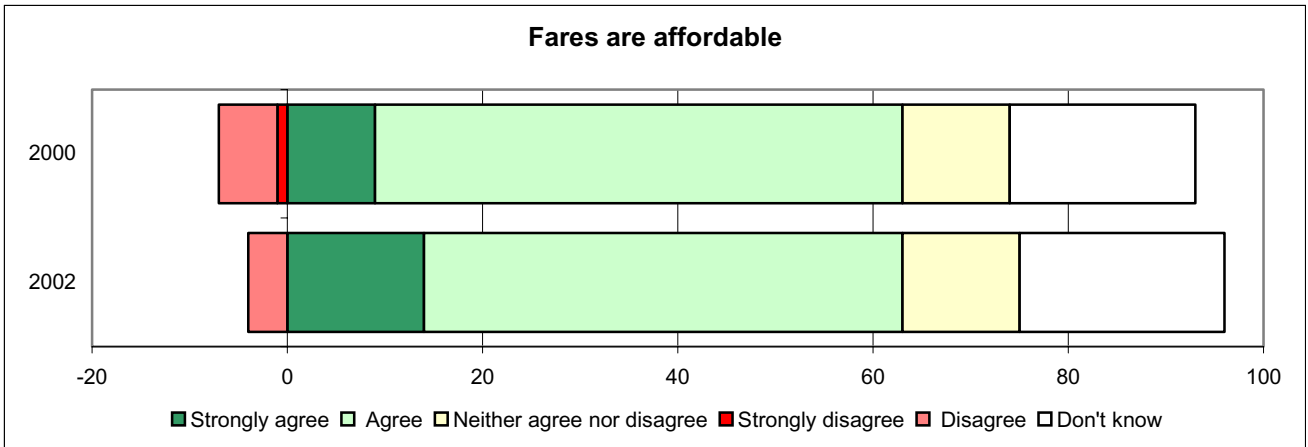
- The Square is a much better place for having the Chalice
- The Square is a better place for having the Chalice
- The Chalice doesn't make the Square better or worse
- The Square is a worse place for having the Chalice
- The Square is a much worse place for having the Chalice
- No opinion one way or another
- Haven't seen the Chalice

Public Transport Usage



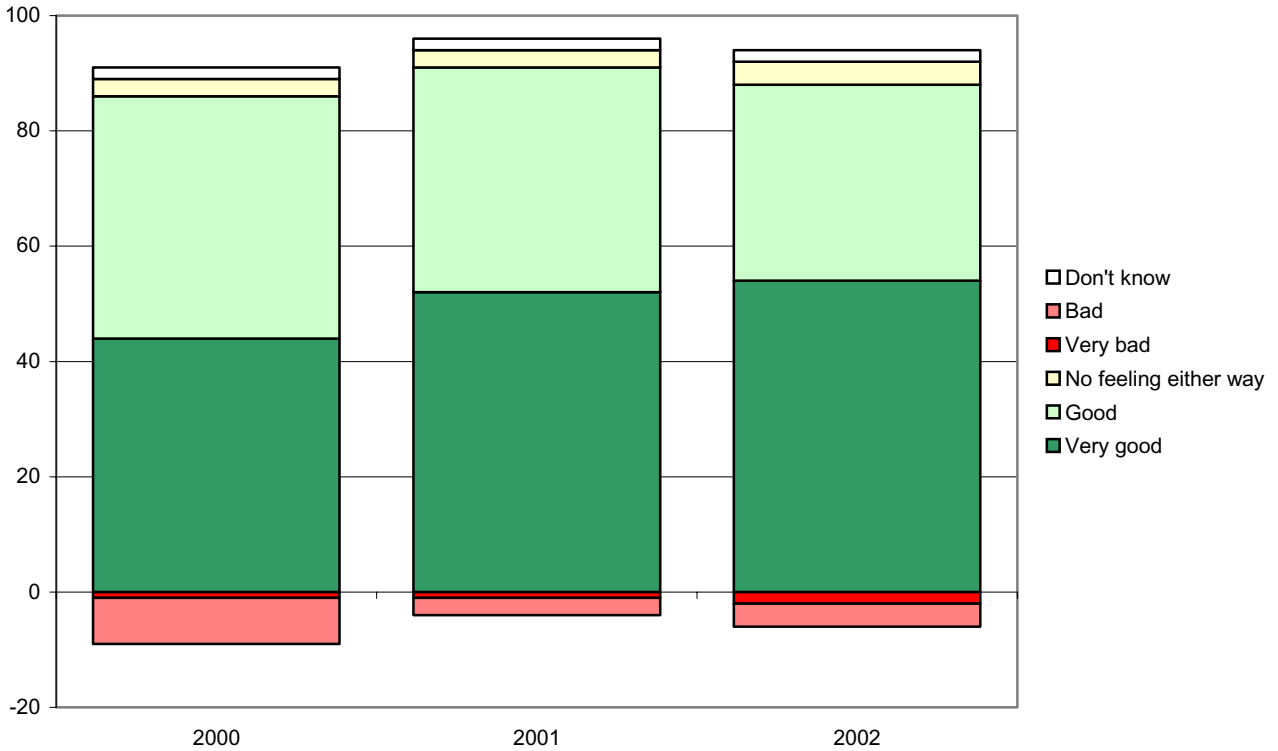
Perceptions of Public Transport

Respondents were asked whether they agreed or disagreed with various statements about public transport.

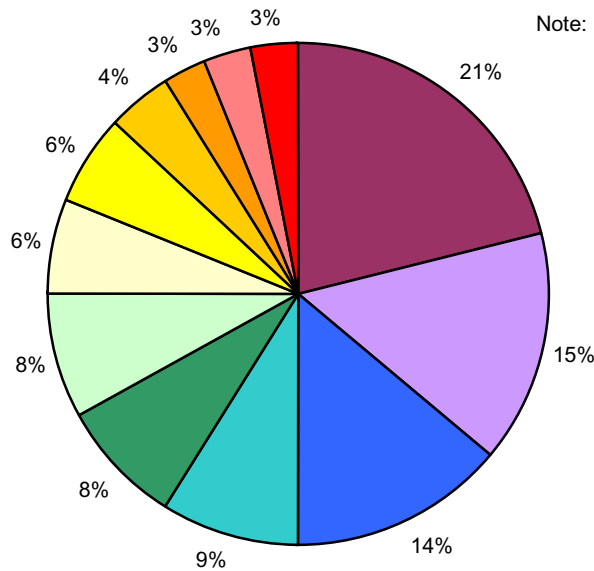


Recycling

Respondents view of the green crate collection service



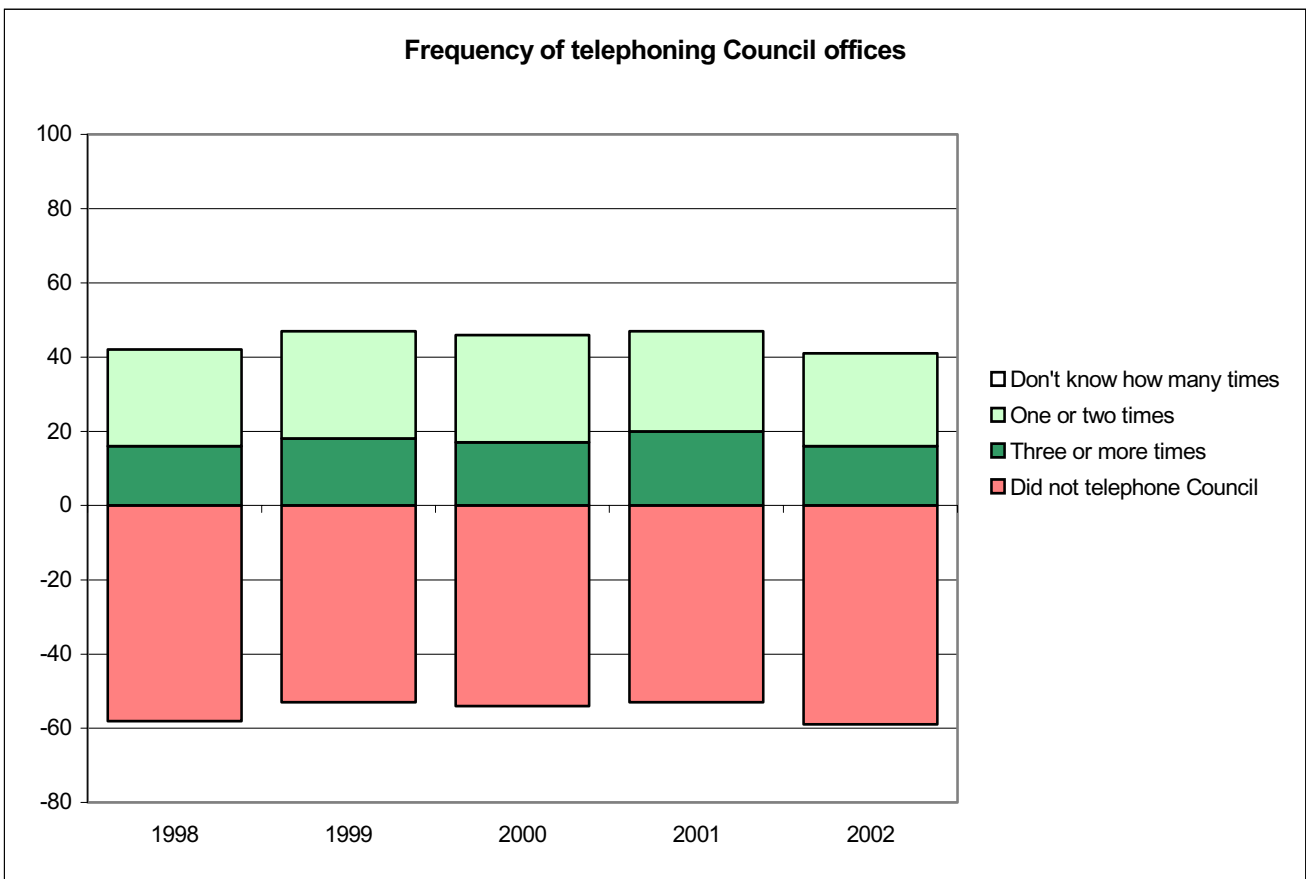
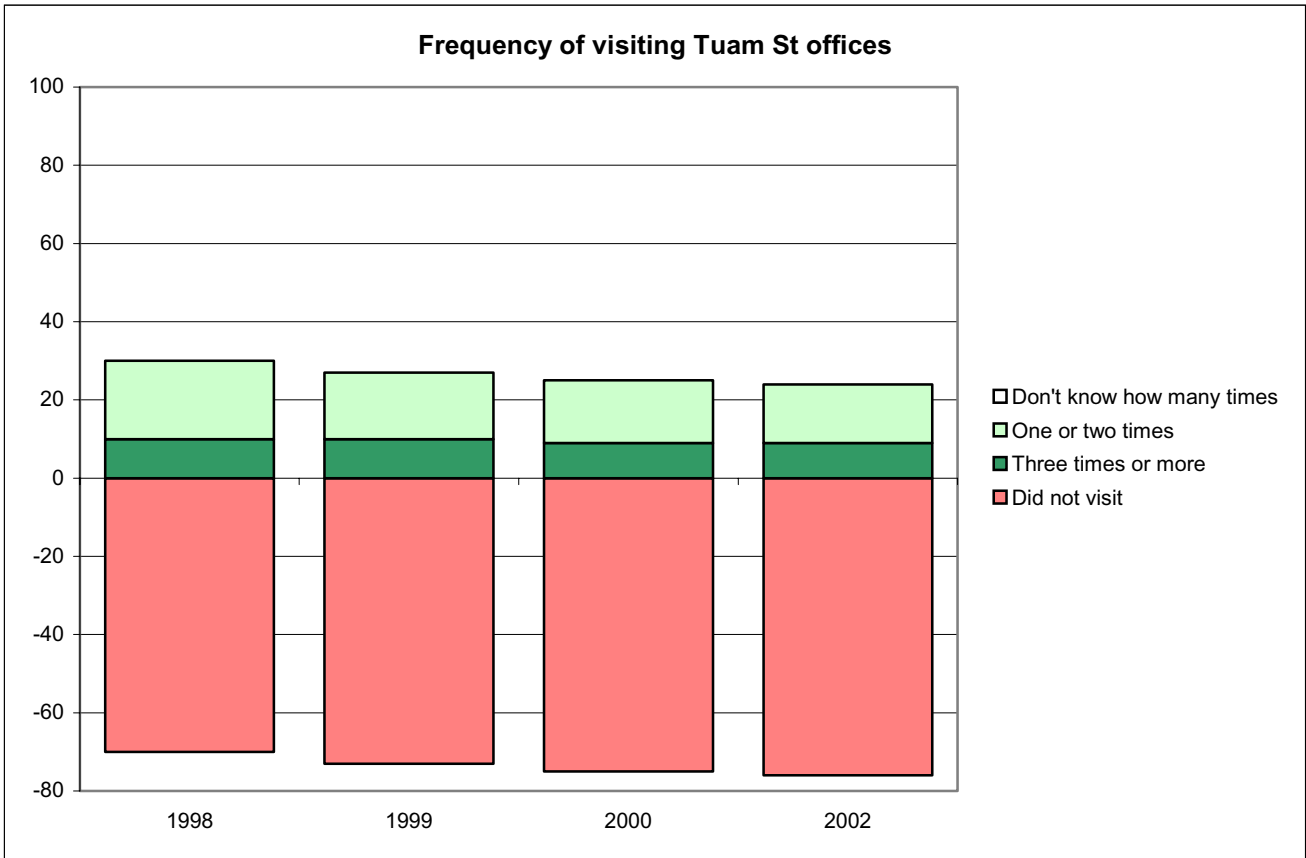
Reasons for rating green crate collection process as bad or very bad



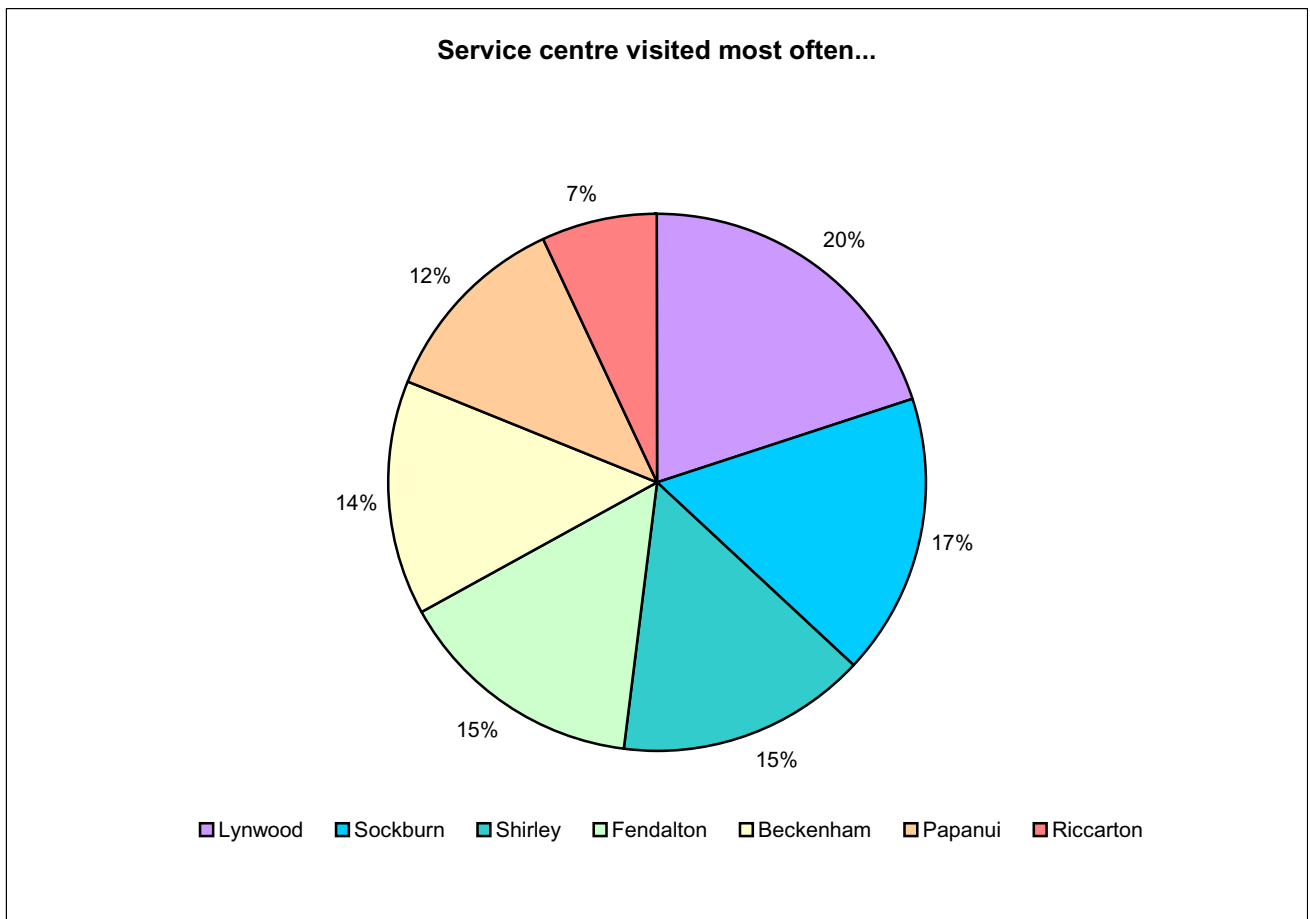
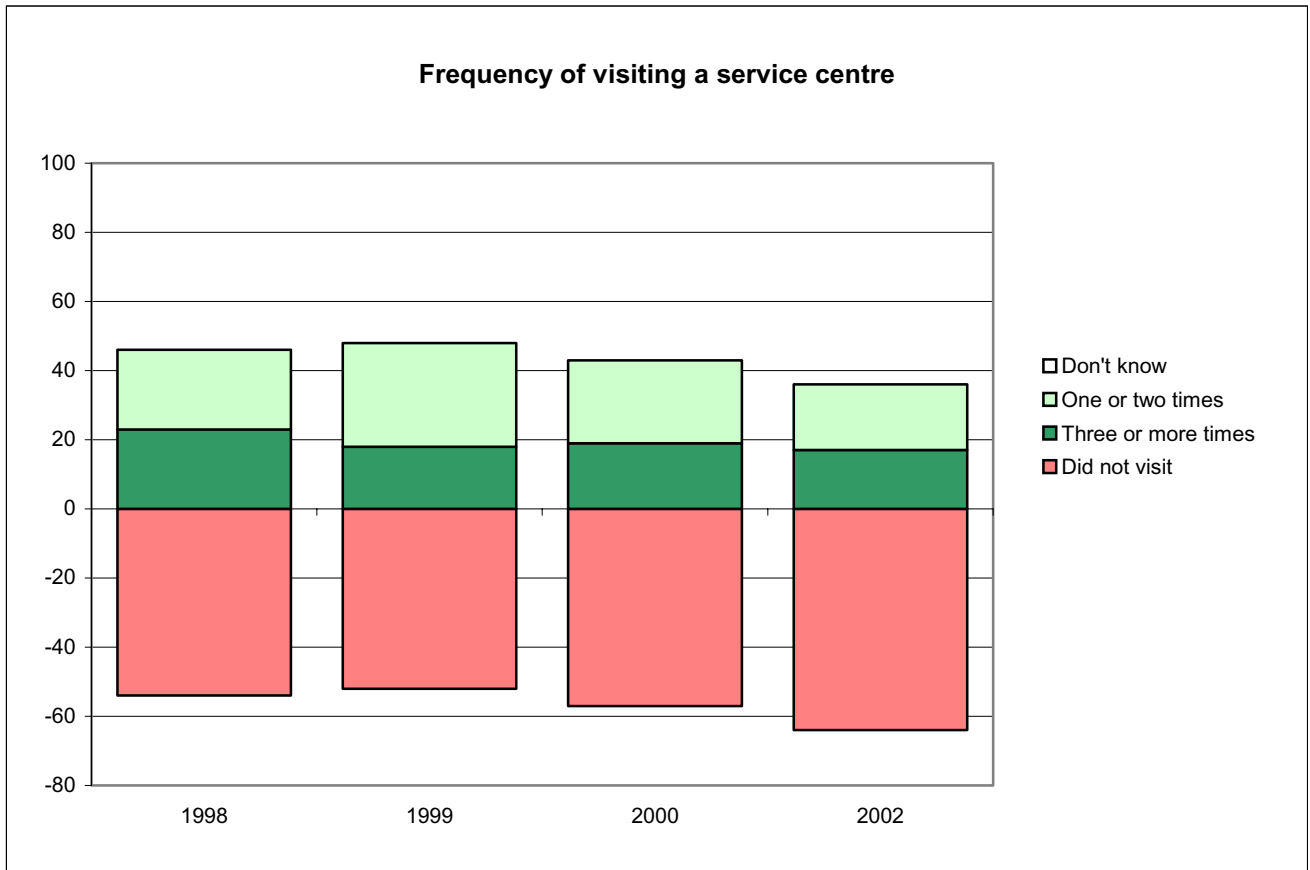
Note: This question was only asked of the 47 persons (out of 780 or 6%) who thought the green crate collection service was bad or very bad

- Items left behind/not taken
- Streets untidy/stuff dropped
- Green crates thrown everywhere
- No service here/have to take crates to collection point
- Not constant/delayed collection times
- Crates divided/or separate crates better
- Fussy about what they take/limited range of items
- More work needed by Council on recycling
- Did not get a green crate
- Green crates too small
- Don't use the recycling service
- Other

Contacts with the Council Civic Offices in Tuam St

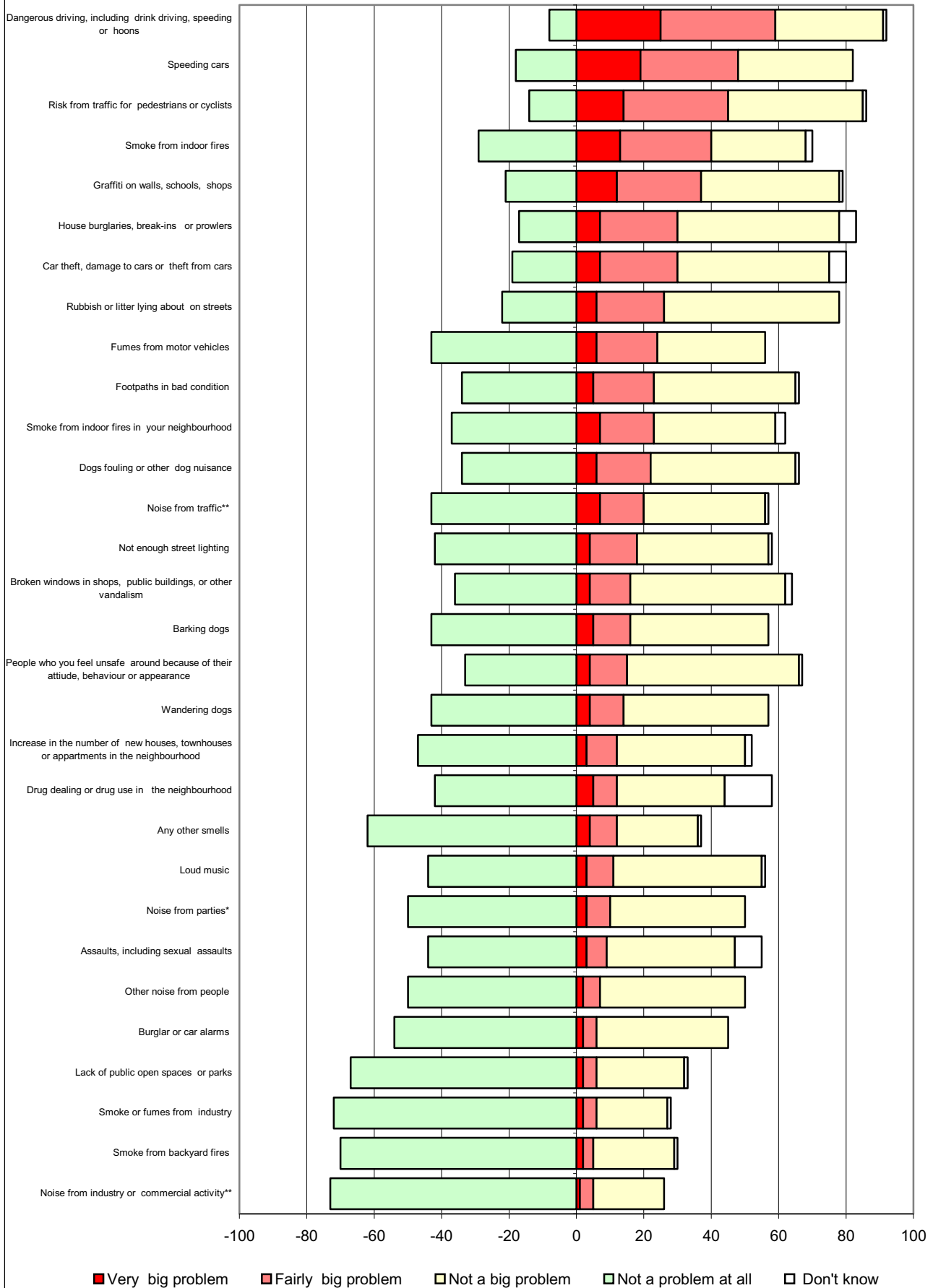


Service Centres



Problems and Nuisances

In the last 12 months, have any of these been a problem...



Annual Citizens Survey 2002

Respondents views on value for money for services paid for from rates, and on whether the Council should spend more or less on certain services






Each interviewee was advised of the rates payable on their property. They were then given a breakdown of the rates, showing how much of their rating dollar would go on each of various services provided by the Council

They were then asked , for each service in turn, What sort of value for money do you think that Christchurch as a whole gets for the amount that is spend on ... [each named service]




They were then asked to identify which, if any, of the services on which they would like to see the Council spend more or spend less.

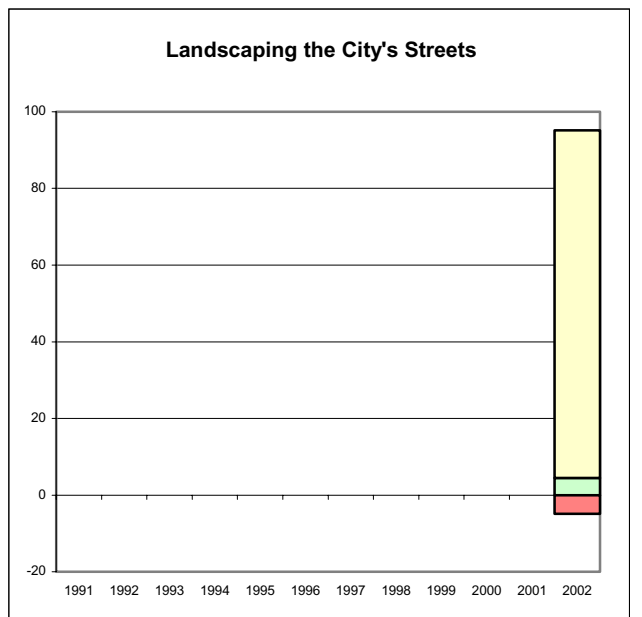
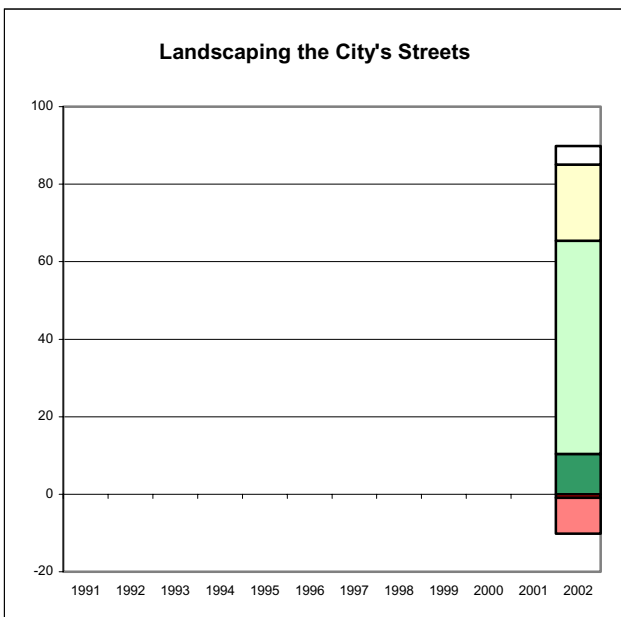
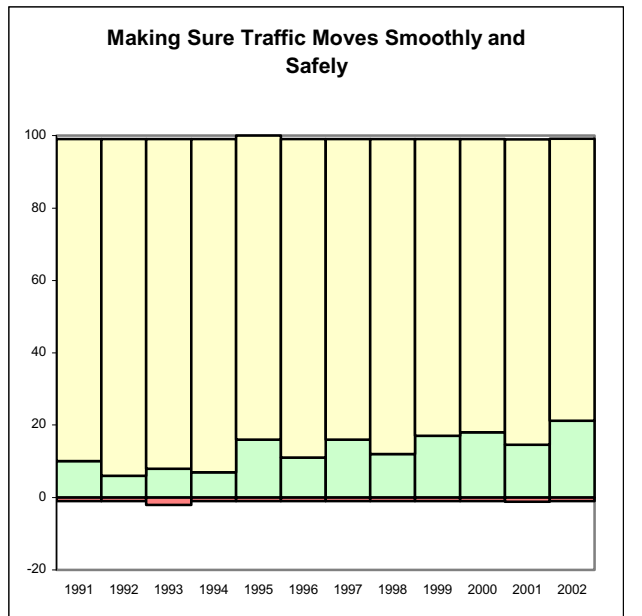
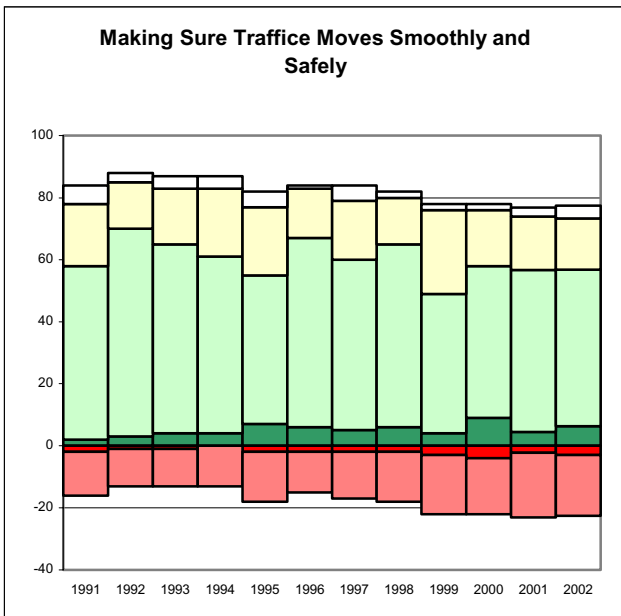
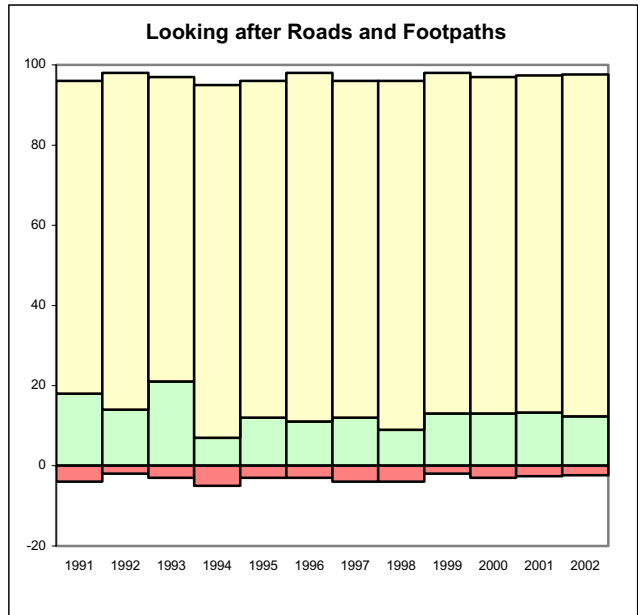
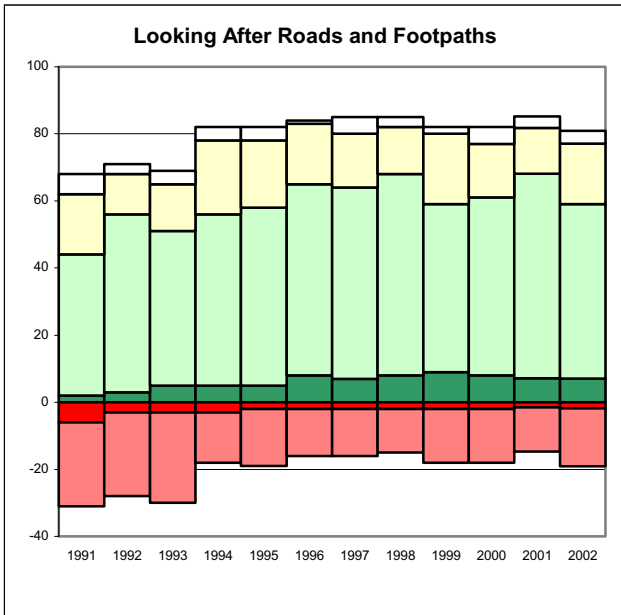
In the pages which follow, the graphs in the left hand column show respondent's feelings about the value for money being delivered, and the graphs in the right hand column show respondents feelings on whether the Council should spend more or less on the services.

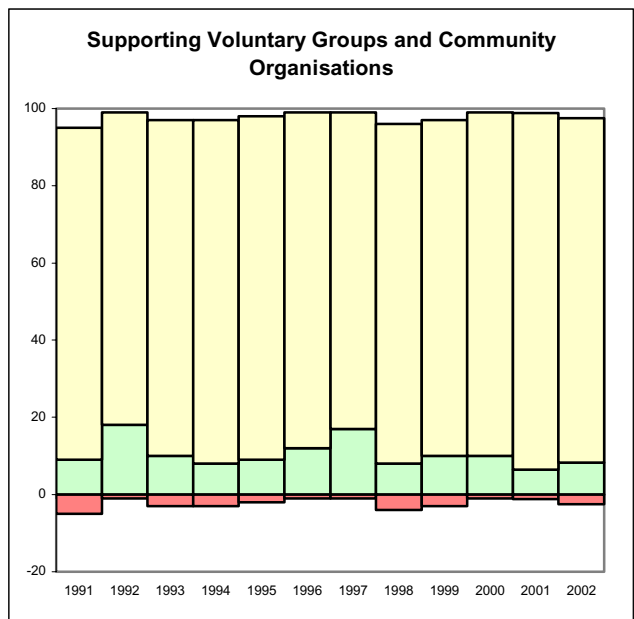
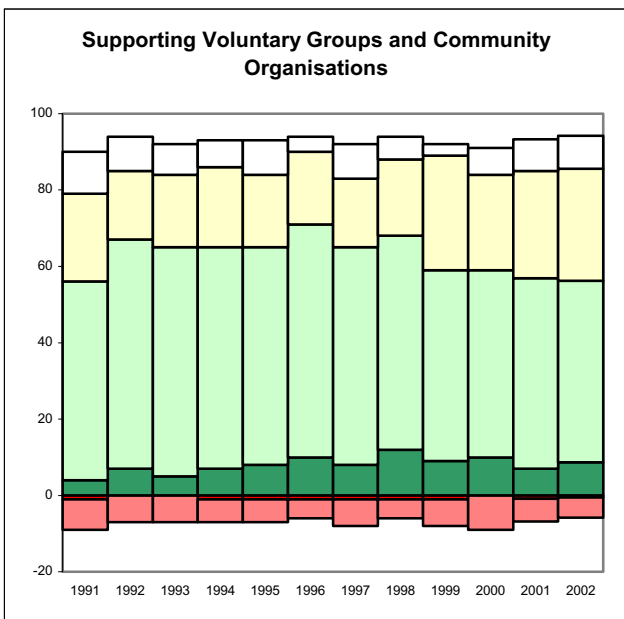
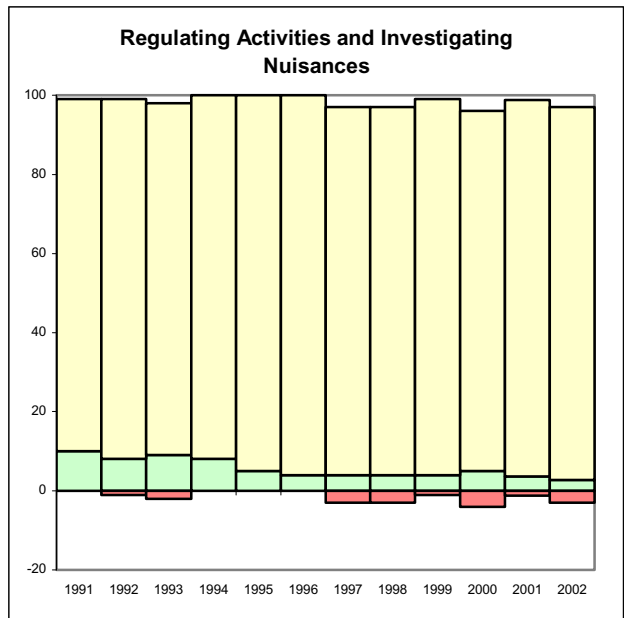
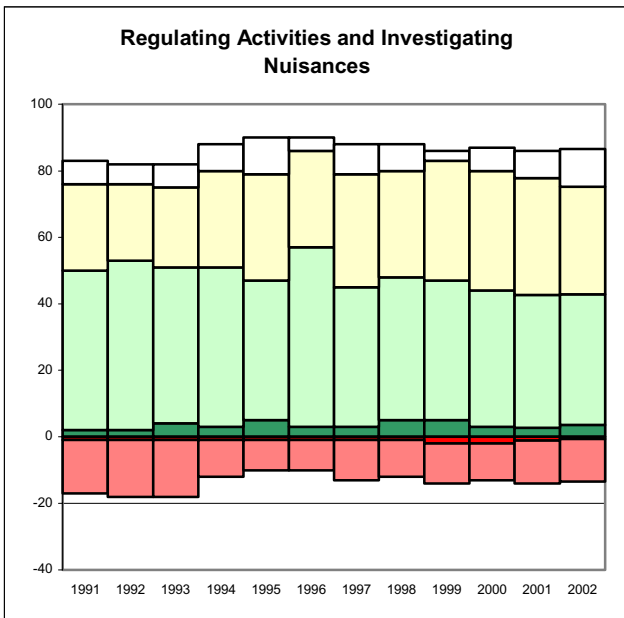
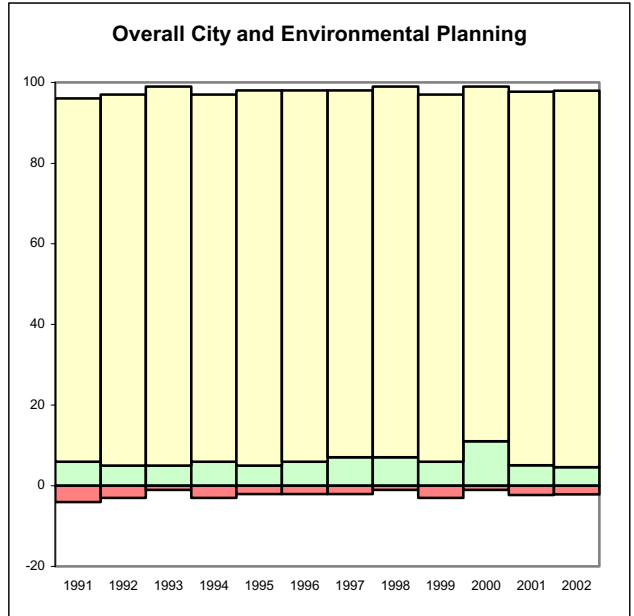
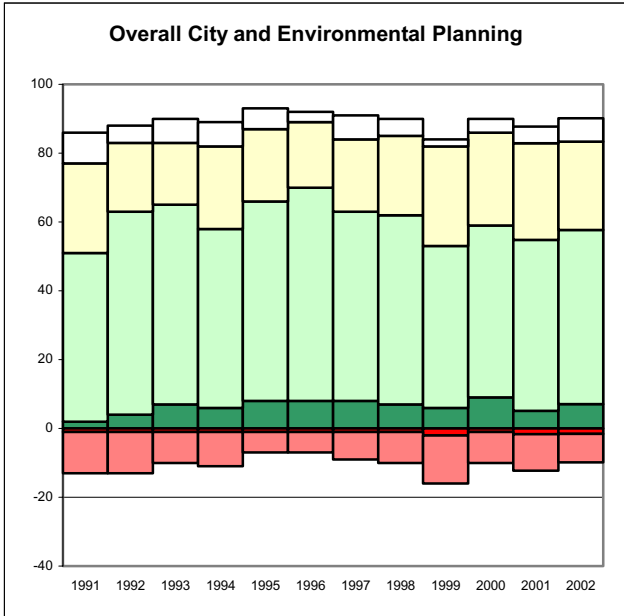
Value for Money

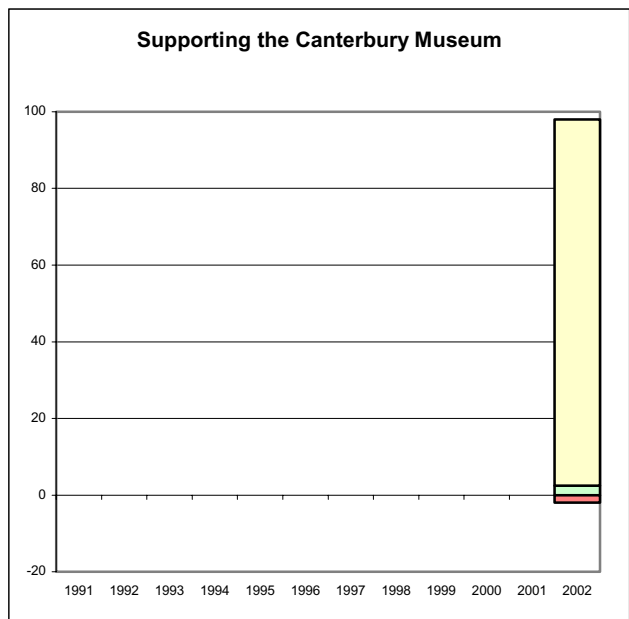
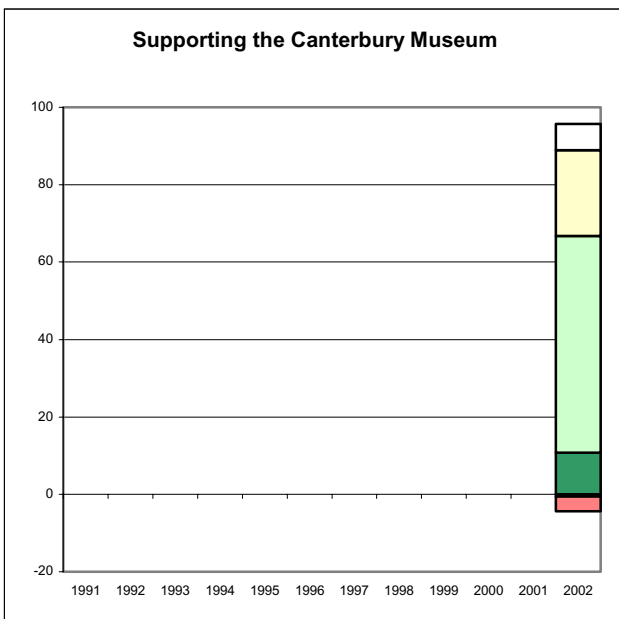
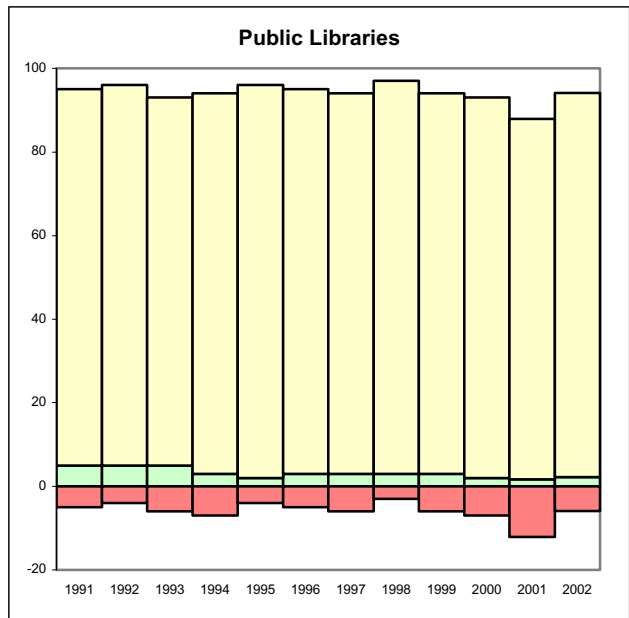
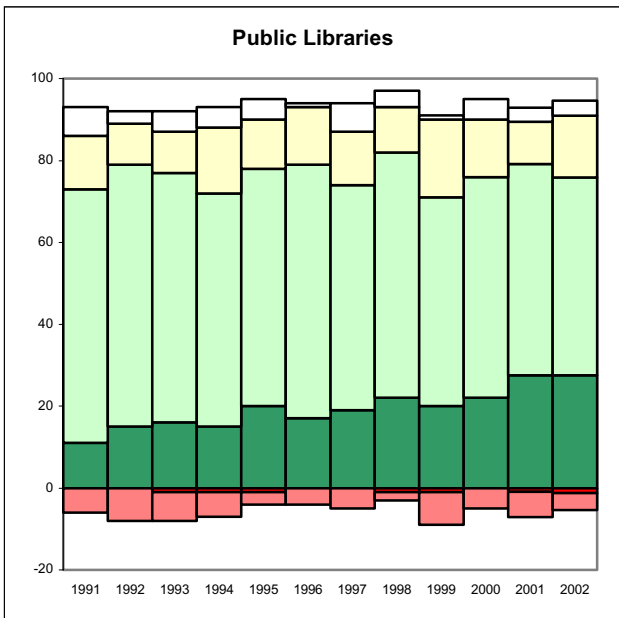
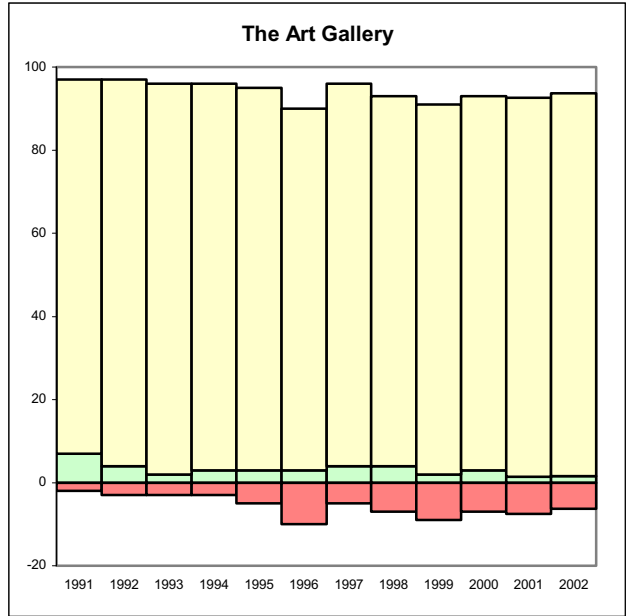
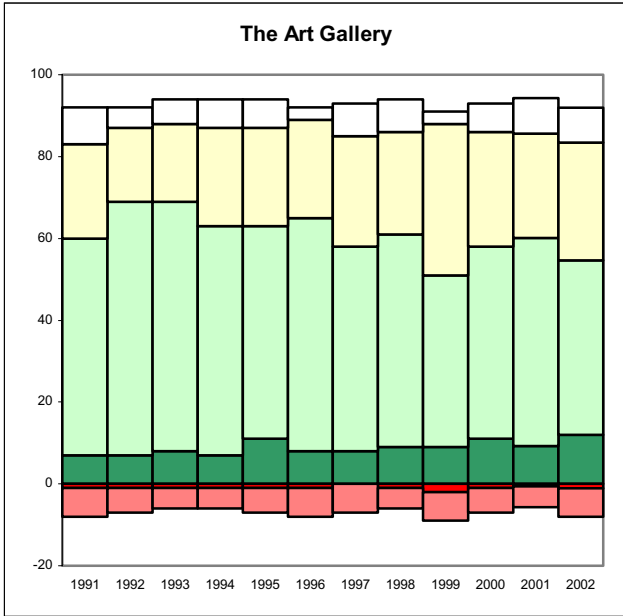
| | |
|-----------------------|---|
| Don't Know |  |
| No feeling either way |  |
| Good Value |  |
| Very Good Value |  |
| Very Poor Value |  |
| Poor Value |  |

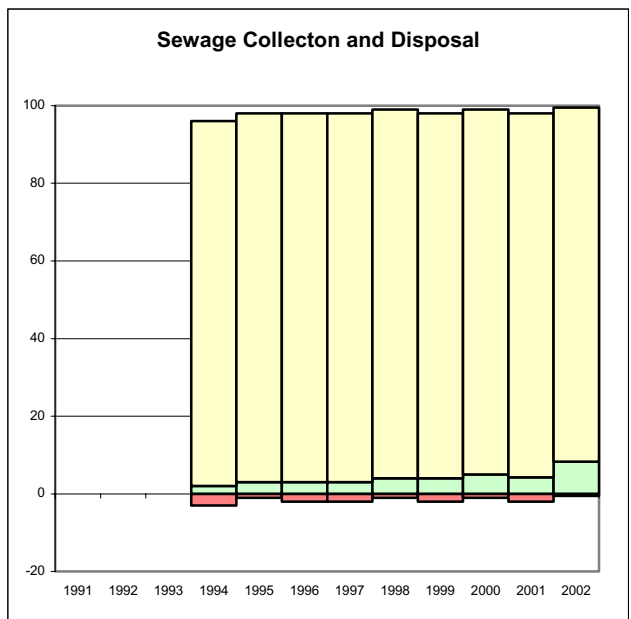
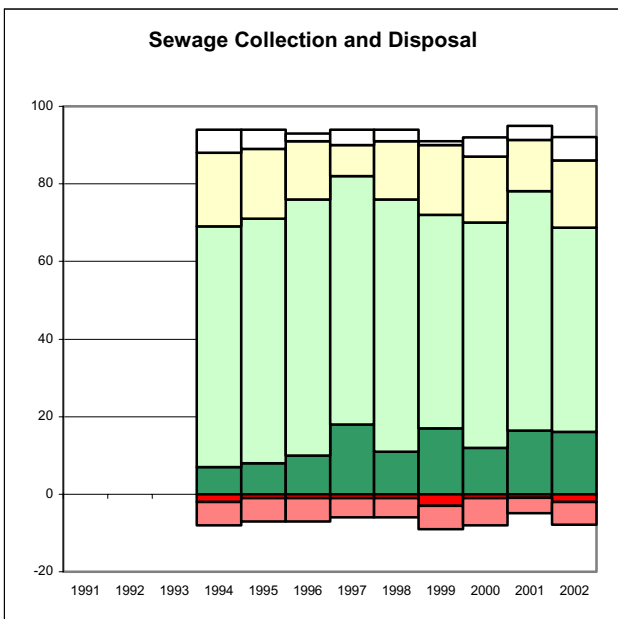
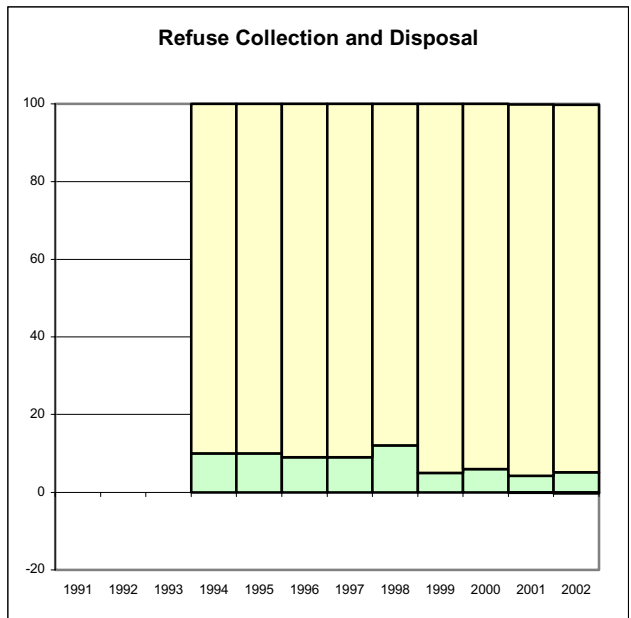
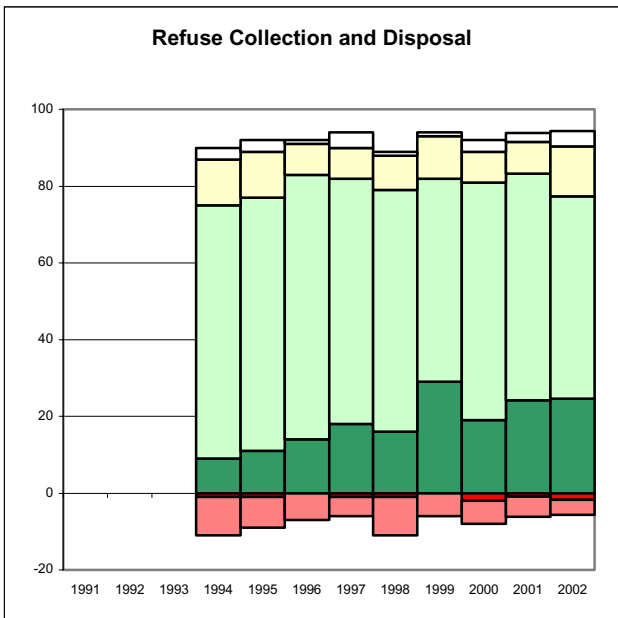
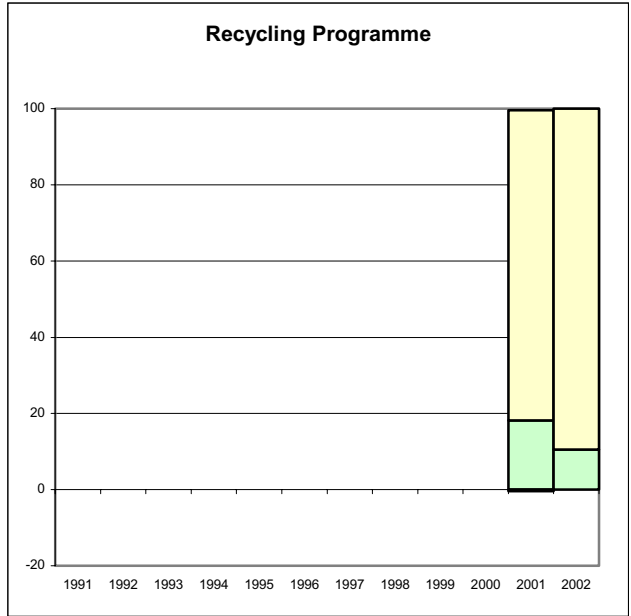
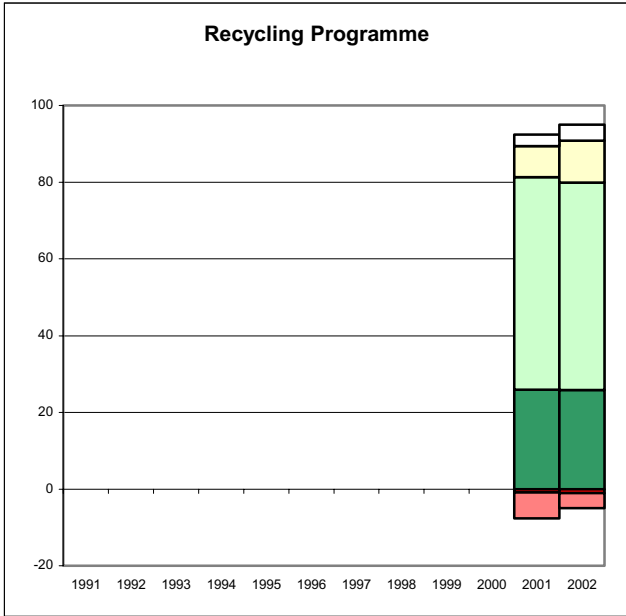
Spend More / Spend Less

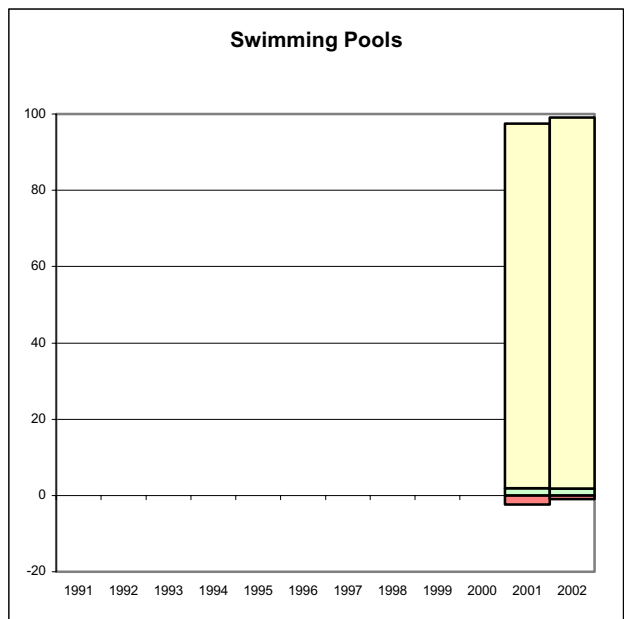
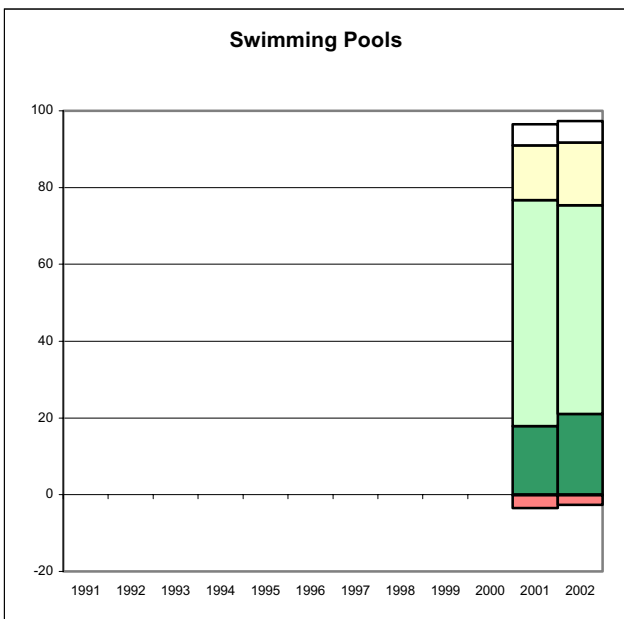
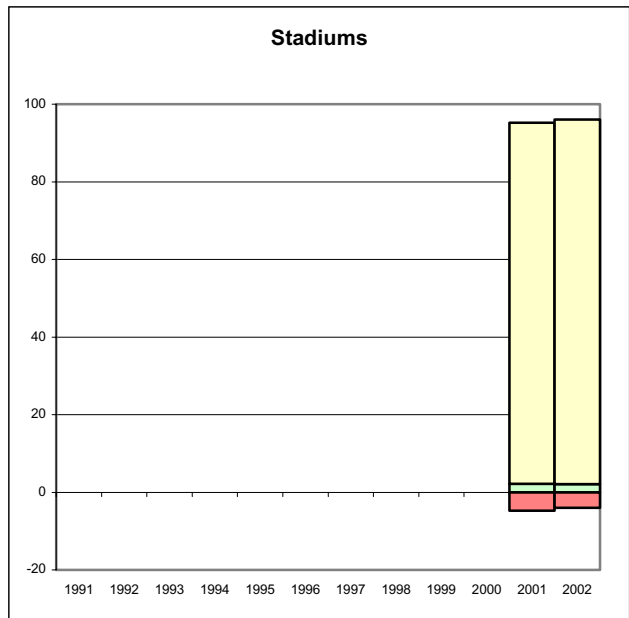
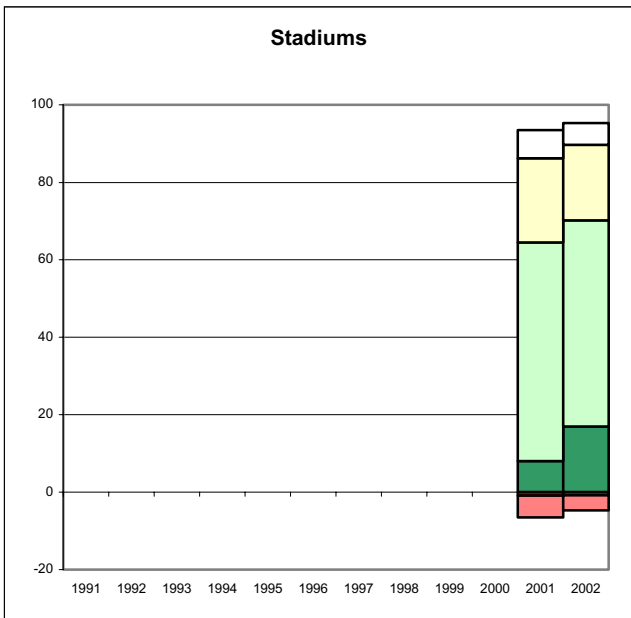
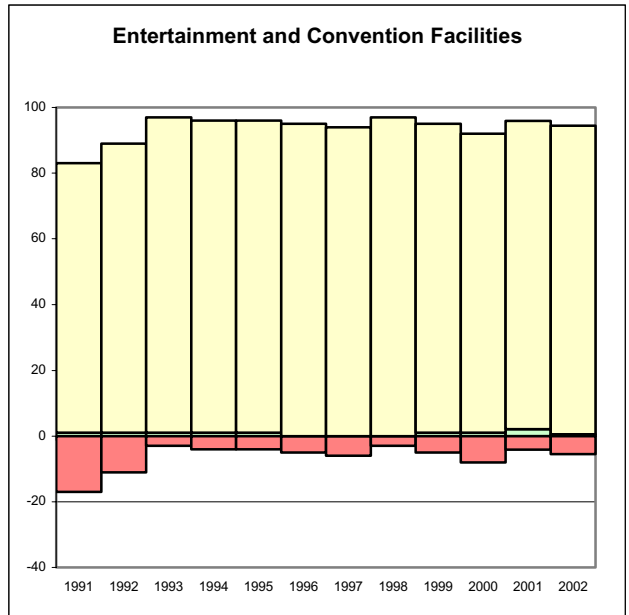
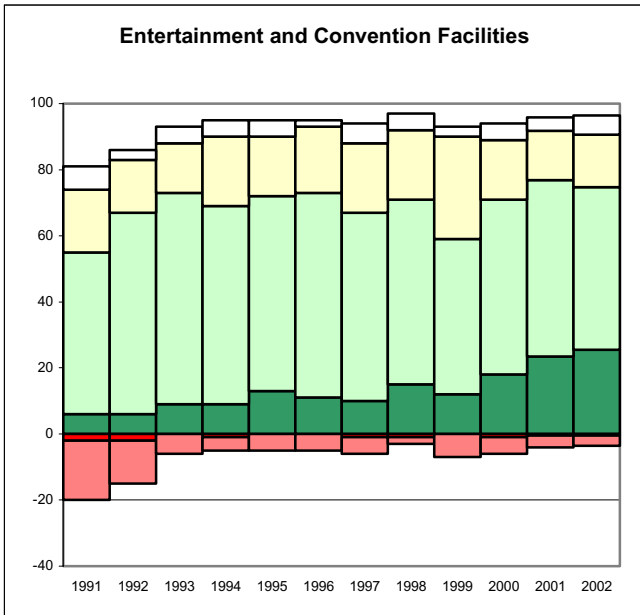
| | |
|------------------------------|---|
| Current Spending About Right |  |
| Spend More |  |
| Spend Less |  |

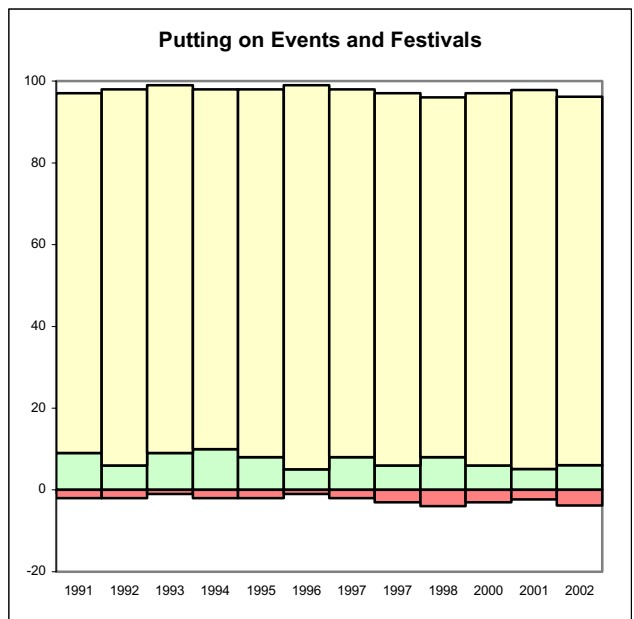
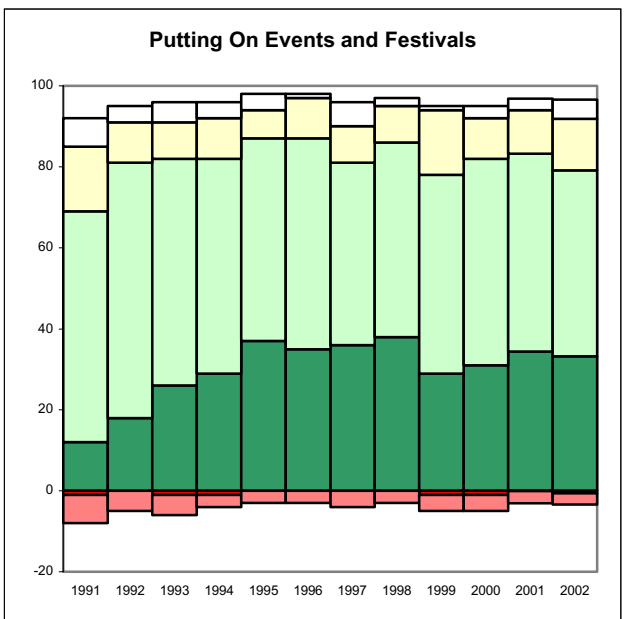
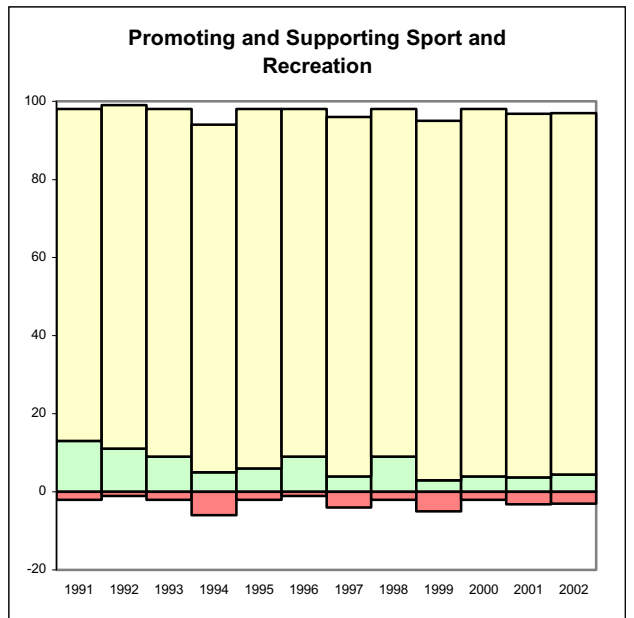
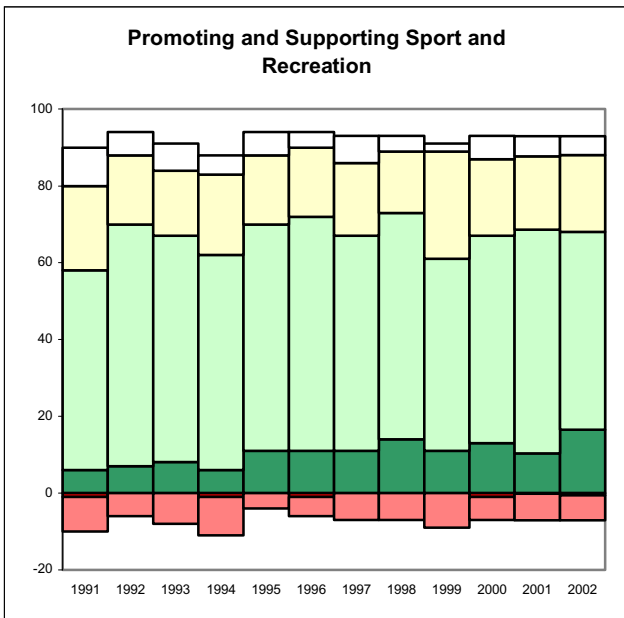
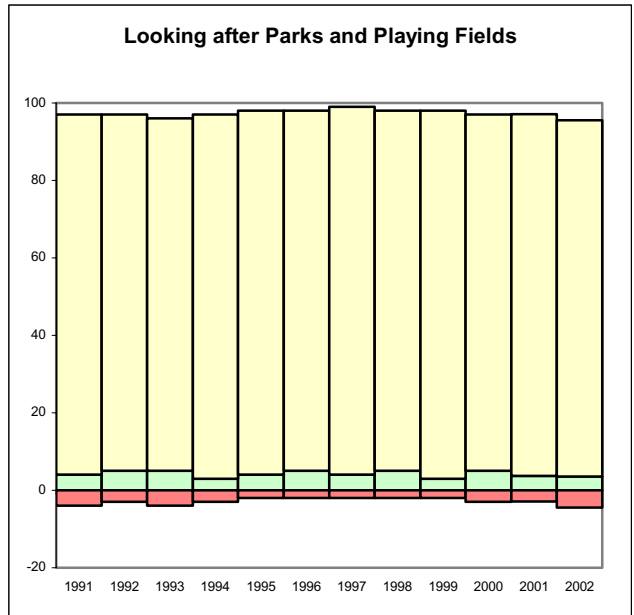
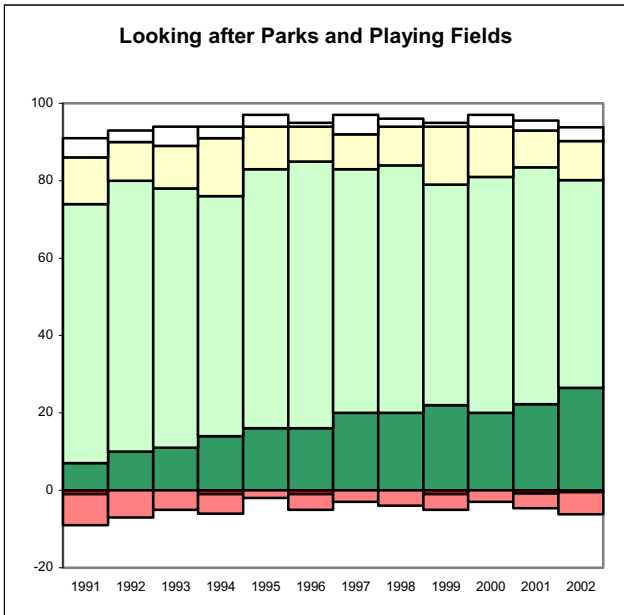


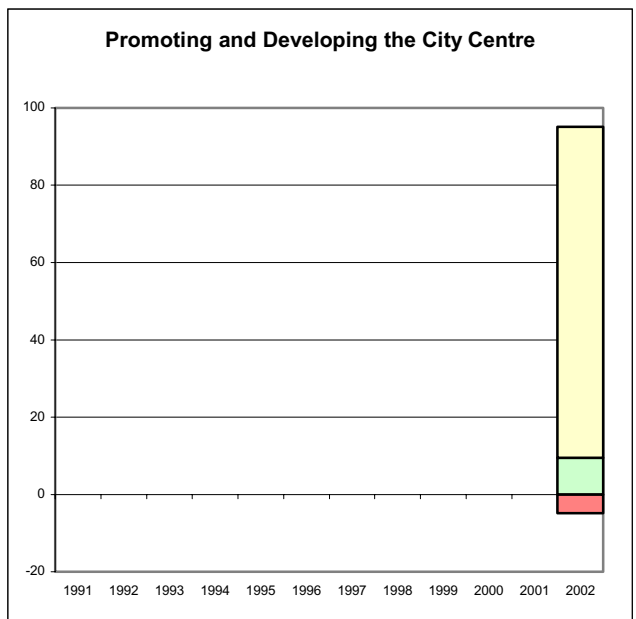
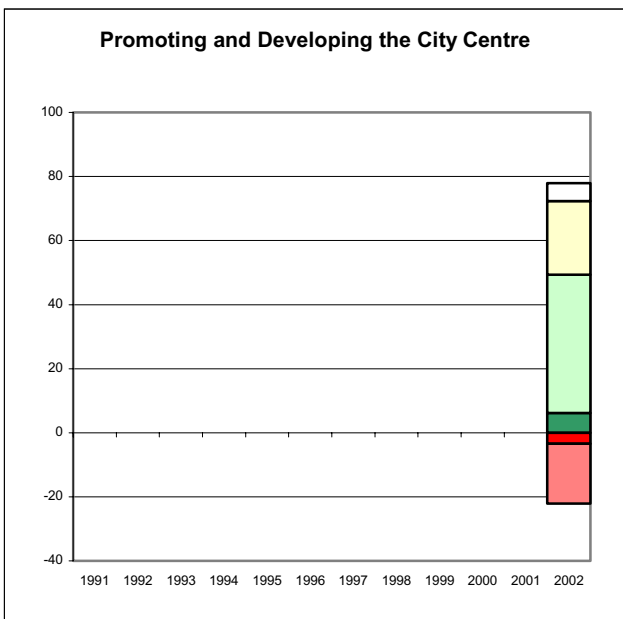
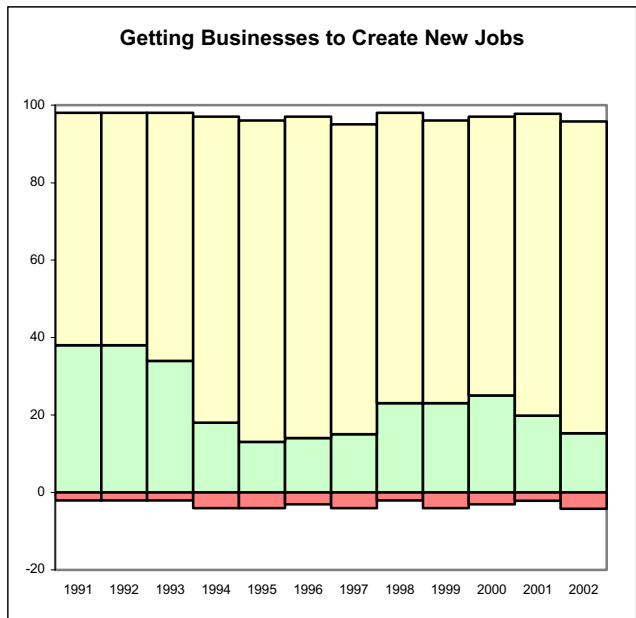
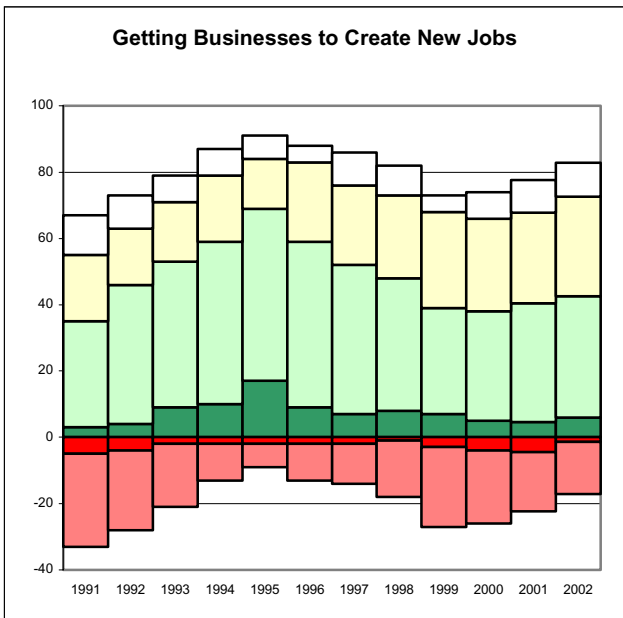
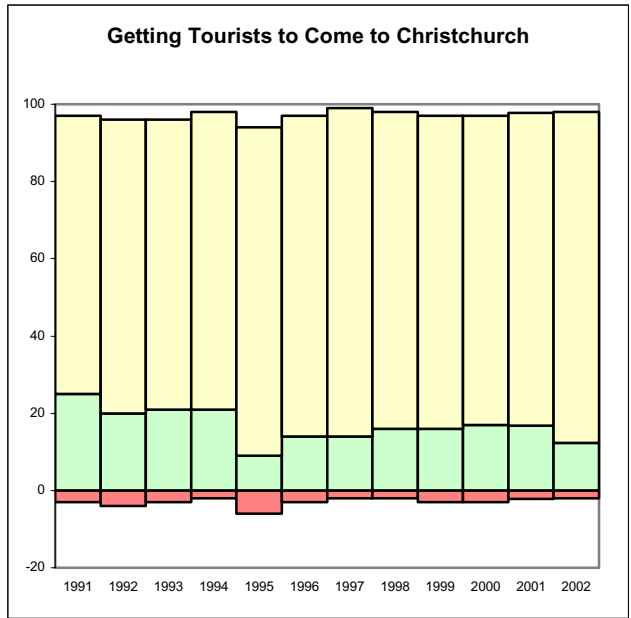
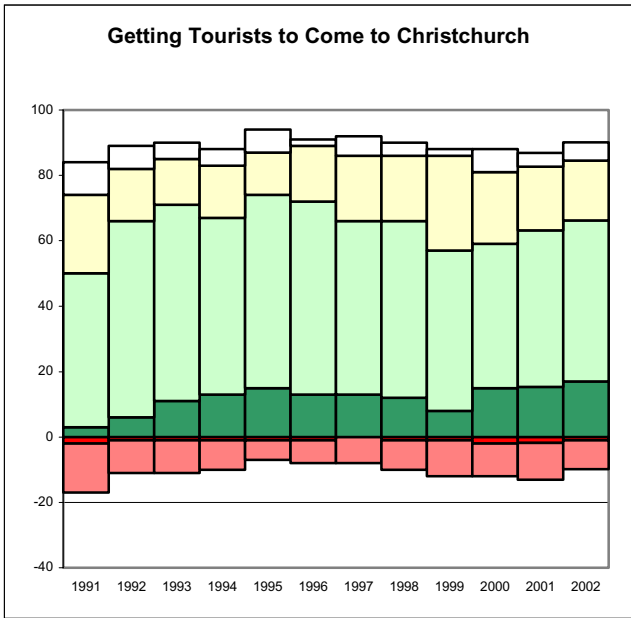




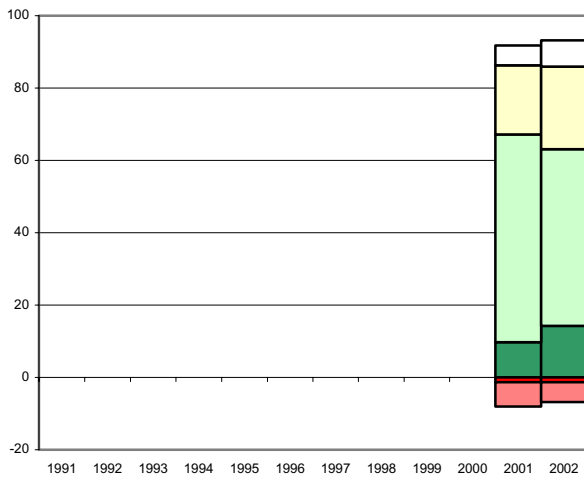




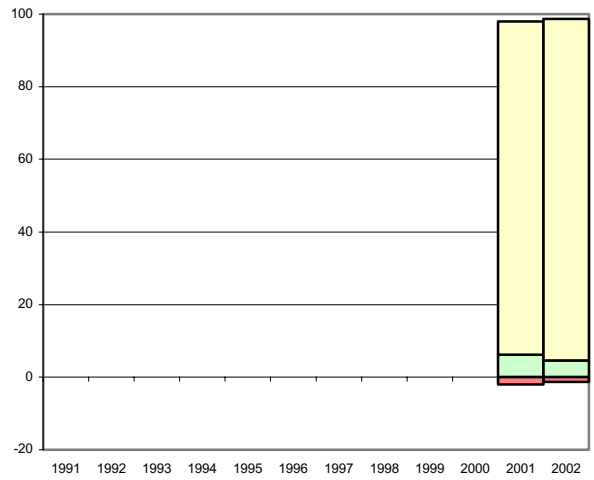




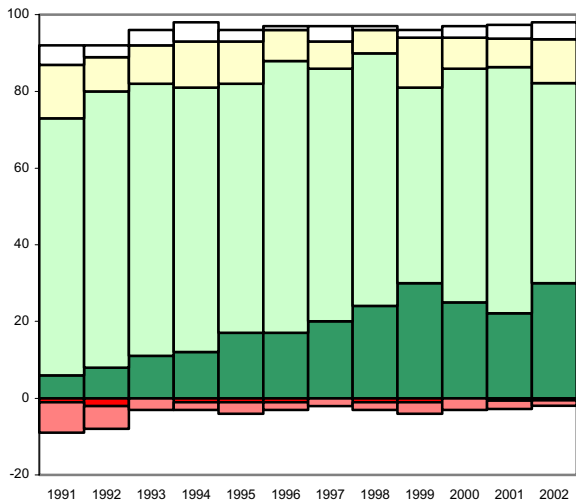
Looking after Waterways and Wetlands; Land Drainage



Looking after Waterways and Wetlands; Land Drainage



Water Supply Services



Water Supply Services

