

**CHRISTCHURCH  
CITY COUNCIL**

**ANNUAL SURVEY  
OF RESIDENTS**

**MARCH 2003**

**PART 1:  
METHODOLOGY AND  
QUESTIONNAIRE**

# **ANNUAL SURVEY OF RESIDENTS**

**MARCH 2003**

## **PART 1: METHODOLOGY AND QUESTIONNAIRE**

**COMMISSIONED BY THE:**

**CHRISTCHURCH CITY COUNCIL**

**PREPARED AND CONDUCTED BY:**

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## **SURVEYOR**

The Annual Survey of Residents was conducted by Statistics New Zealand from 1991 to 1997, and by National Research Bureau Ltd from 1998 to 2003.

## **OBJECTIVES**

The objectives of the survey were:

- (a) to obtain information on the opinions of residents in the Christchurch City Council area on the performance of the services supplied by the Christchurch City Council (CCC);
- (b) to ascertain residents' use of and satisfaction with, a range of Christchurch City Council facilities and services;
- (c) to measure changes from year to year, over a ten year period beginning April 1994.

The survey has been designed to produce statistical indicators which will provide measures of performance as set down in the Council's performance indicators for specified service delivery areas.

The statistical indicators combined with additional factors will aid Council decision making and policy formulation, and help to determine priorities for resource allocation.

## **SCOPE AND COVERAGE**

The population for the survey was defined as all people aged 18 or over:

- who had lived in Christchurch for the 12 months before the date of interview (ignoring short trips away); and
- who at the date of interview lived in private households in permanent dwellings in the Christchurch area.

The following people were excluded:

- people who were too ill physically or mentally to take part;
- people who were away from their address for the whole of the survey period.

## **SAMPLE SELECTION**

The sample design was a three-stage, cluster design. First, clusters of dwellings within Christchurch were chosen, then dwellings within those clusters and finally a respondent within each dwelling. The clusters in this case correspond to Statistics New Zealand 2001 defined meshblocks. We have called these Primary Sampling Units (PSUs). Christchurch is divided up into 2,710 PSUs. 100 of these PSUs were randomly selected within CCC boundaries.

For each selected PSU, every  $x$ th private dwelling was identified and listed. Our objective was to obtain an average of 12.28 initial homes from each of the 100 PSUs, giving approximately 1,228 homes before ineligibility, refusals and so on are taken into account. Since the PSUs have unequal household numbers, this needed to be accomplished by varying the number of homes sampled in the second step of sampling and is achieved by approaching every  $x$ th dwelling where  $x$  is  $\text{households}/12.28$ . To allow for ineligibles, unoccupied dwellings and households with no-one resident in the CCC area for the last 12 months and refusals, 1,223 households were selected (second stage of sampling). Given the normal assumptions of ineligibles and non-response, it was expected that the achieved sample size would be 750-760 (this would give a sample error of the order of 3% at the 90% confidence level).

Please note that one of the chosen PSUs was classified by Statistics New Zealand as confidential, and thus the 1,223 households were enumerated from 99 PSUs.

At the end of the initial interviewing period (30th March), 692 interviews had been completed from the 99 PSUs. A further 9 PSUs were chosen in early April, to ensure that a minimum of 58 extra interviews could be conducted, and interviewing in these PSUs was conducted from 12th April to 18th May. These 9 PSUs yielded an extra 109 households to approach.

The third stage of sampling was the selection of one respondent from every eligible household. This is discussed in the Fieldwork section.

## **FIELDWORK**

### **Training**

Interviewers attended a day briefing and training and were then tested on their knowledge of the questionnaire and survey procedure.

### **Interviewing**

Interviews were carried out face-to-face at respondents' homes, by 42 interviewers, between Saturday 1st March and Sunday 30th March 2003, and Saturday 12th April to Sunday 18th May.

Once contact had been made at a household, a responsible adult was interviewed to get some basic information about each person and select the respondent. The Screening Form was used to record that information (see Appendix B).

The respondent was selected using a procedure designed to avoid interviewer bias. The names of all normally resident household members were listed, and the age of each person established. Further questions were asked to determine the eligibility of each person. The selection of a respondent from each household was randomised, by using the Kish grid method (see Appendix B).

## **QUESTIONNAIRE DEVELOPMENT**

The survey undertaken in 1991, 1992 and 1993 comprised a set of 65 questions which were consistent over the three years to allow measurement of changes in performance from year to year. In addition, there were a further 10 questions each year to collect information on topical, "one-off" issues of interest to the Council.

In developing the questionnaire for the 1994 and subsequent surveys, and in order to cover a wider range of topics, a different approach was taken. The questionnaire included:

- (a) a set of questions which will be standard over the years 1994, 1995, 1996, 1997, 1998, 1999, 2000, 2001, 2002 and 2003. This will allow for measurement of changes in performance as for the previous survey;
- (b) bi-annual questions which will be asked in 1994, 1996, 1998, 2000 and 2002 with different questions developed for 1995, 1997, 1999, 2001 and 2003; and
- (c) supplementary questions which will differ from year to year and will collect information on topical "one-off" issues.

The questionnaire for 2003 comprised 73 questions ranging over 29 topics. These covered the Christchurch City Council's main areas of service delivery. The question type - standard, bi-annual and supplementary, were interspersed throughout the 29 topics. The final questionnaire was produced after repeated consultation with the Council.

### ***Note:***

Changes in wording and in the order of questions may affect the response patterns of respondents, particularly for attitudinal surveys. Due to changes in wording of core questions between 1994 and 2003, and changes to the order of some questions between 1994 and 2003, the user should be wary when making comparisons between these years.

### **Other documents**

A Rating Sheet was produced for every address which was enumerated. This showed the approximate rates for the address and the amount from those rates spent on each of the 23 items in question 72.

This excluded 7 enumerated addresses which were Council or pensioner households.

For 242 enumerated addresses, where rates were unknown, an average rating sheet was prepared. This was comprised of 133 addresses from the initial enumeration, and the 109 households approached in the second wave of interviewing.

## RESPONSE

### 2003

A total of 760 interviews were completed and the response rate was 63%.  
A detailed analysis of participation rates is given in the following table.

#### Response Analysis

##### *Number*

TOTAL ADDRESSES DRAWN FOR SAMPLE	1,332
Ineligible potential respondents	90
Total participating in survey	760
Non-contacts	57
Vacant houses	32
Eligible non-respondents	393

#### Notes:

- (i) If a household or household members did not meet the scope and coverage rules, they were classified as ineligible.
- (ii) If a household could not be contacted (as a rule eight attempts were made) and there was no evidence that they were absent for the whole survey period, the address was classified as a non-contact.

<sup>1</sup> Response rate =

$$\frac{\text{eligible respondents}}{\text{eligible respondents} + \text{eligible non-respondents} + \text{an estimate of non-contactable respondents who are eligible}}$$

For comparative purposes, the response rates for previous surveys are shown on the following pages.

**2002**

A total of 780 interviews were completed and the response rate was 65%.  
 A detailed analysis of participation rates is given in the following table.

**Response Analysis***Number*

TOTAL ADDRESSES DRAWN FOR SAMPLE	1,328
Ineligible potential respondents	92
Total participating in survey	780
Non-contacts	83
Vacant houses	26
Eligible non-respondents	347

**2001**

A total of 788 interviews were completed and the response rate was 68%.  
 A detailed analysis of participation rates is given in the following table.

**Response Analysis***Number*

TOTAL ADDRESSES DRAWN FOR SAMPLE	1,280
Ineligible potential respondents	95
Total participating in survey	788
Non-contacts	85
Vacant houses	21
Eligible non-respondents	291

**2000**

A total of 755 interviews were completed and the response rate was 64%.  
 A detailed analysis of participation rates is given in the following table.

**Response Analysis***Number*

TOTAL ADDRESSES DRAWN FOR SAMPLE	1,324
Ineligible addresses	49
Total participating in survey	755
Non-contacts	101
Refusals	322

**1999**

A total of 759 interviews were completed and the response rate was 63%.  
 A detailed analysis of participation rates is given in the following table.

**Response Analysis***Number*

TOTAL ADDRESSES DRAWN FOR SAMPLE	1,240
Ineligible addresses	26
Total participating in survey	759
Non-contacts	188
Refusals	267

**1998**

A total of 1031 interviews were completed and the response rate was 67%.  
 A detailed analysis of participation rates is given in the following table.

**Response Analysis***Number*

TOTAL ADDRESSES DRAWN FOR SAMPLE	1,595
Ineligible addresses	57
Total participating in survey	1031
Non-contacts	191
Refusals	316

**1997**

A total of 803 interviews were completed and the response rate was 78%.  
 A detailed analysis of participation rates is given in the following table.

**Response Analysis***Number*

TOTAL ADDRESSES DRAWN FOR SAMPLE	1,168
Ineligible addresses	132
Total participating in survey	803
Non-contacts	53
Refusals	108

**1996**

A total of 789 interviews were completed and the response rate was 75%.  
 A detailed analysis of participation rates is given in the following table.

**Response Analysis***Number*

TOTAL ADDRESSES DRAWN FOR SAMPLE	1,167
Ineligible addresses	116
Total participating in survey	789
Non-contacts	117
Refusals	145

**1995**

A total of 752 interviews were completed and the response rate was 72%.  
 A detailed analysis of participation rates is given in the following table.

**Response Analysis***Number*

TOTAL ADDRESSES DRAWN FOR SAMPLE	1,167
Ineligible addresses	119
Total participating in survey	752
Non-contacts	84
Refusals	212

**1994**

A total of 826 interviews were completed and the response rate was 79%.  
 A detailed analysis of participation rates is given in the following table.

**Response Analysis***Number*

TOTAL ADDRESSES DRAWN FOR SAMPLE	1,165
Ineligible addresses	110
Total participating in survey	826
Non-contacts	74
Refusals	155

**1993**

A total of 833 interviews were completed and the response rate was 82%.  
 A detailed analysis of participation rates is given in the following table.

**Response Analysis***Number*

TOTAL ADDRESSES DRAWN FOR SAMPLE	1,105
Ineligible addresses	79
Total participating in survey	833
Non-contacts	52
Refusals	141

**1992**

A total of 792 interviews were completed and the response rate was 80%.  
 A detailed analysis of participation rates is given in the following table.

**Response Analysis***Number*

TOTAL ADDRESSES DRAWN FOR SAMPLE	1,097
Ineligible addresses	102
Total participating in survey	792
Non-contacts	49
Refusals	154

**1991**

A total of 754 interviews were completed and the response rate was 73%.  
 A detailed analysis of participation rates is given in the following table.

**Response Analysis***Number*

TOTAL ADDRESSES DRAWN FOR SAMPLE	1,146
Ineligible addresses	98
Total participating in survey	754
Non-contacts	156
Refusals	138

**AVERAGE INTERVIEW DURATIONS**

The following are the average interview durations for the years that the National Research Bureau has conducted the Christchurch City Council's Annual Survey of Residents:

<u>Year</u>	<u>Average Interview Duration</u>
1998	71 minutes
1999	75 minutes
2000	64 minutes
2001	69 minutes
2002	63 minutes
2003	71 minutes

## **RELIABILITY OF THE SURVEY ESTIMATES**

Two types of error are possible in an estimate based on a sample survey: non-sampling error and sampling error. For any survey, possible sources of non-sampling error include inaccuracies in recall or reporting by respondents, error in the recording of data, and errors made in the processing of data.

Steps taken to minimise and control non-sampling error included:

- the careful and systematic development of a questionnaire to meet the information requirements of the Christchurch City Council;
- the attendance of all interviewers at a training course to be instructed on the objectives, procedures and methods of the survey;
- the production of a manual which detailed fieldwork procedures, guidelines and checks for interviewers to follow;
- for each interviewer, field checks were completed to ensure the selected address was approached and the appropriate action was taken.

Due to changes in wording of core questions between 1994 and 2003, and changes to the order of some questions over the same period, the user should be wary when making comparisons between these years.

Sampling error is a measure of the variability that occurs by chance because a sample, rather than a whole population, is surveyed. The size of the sampling error is controlled by the size of the sample and depends on the variability of the target population. To ensure the method is consistent with the theory used to calculate the sampling error, random selection and sample allocation techniques must be employed.

As a multi-stage cluster design was used, the sample errors may not be the same even for questions with the same number of respondents. This is due to the correlation of responses within clusters (intracluster correlation).

The sample error for the surveys remains in the order of 3% at the 90% confidence interval for those questions applicable to all respondents.

It should be noted that the 1991-1993 surveys were conducted during February, the 1994-1997 surveys were conducted during May, the 1998, 1999, 2000 and 2001 surveys were conducted in March/April, the 2002 survey was conducted in March, and the majority of interviewing for the 2003 survey was conducted in March, with some interviewing in April and May. This may have a significant effect on ability to compare data between the surveys.

Changes in wording of questions, as well as changes in the order of the questions, also may have a significant effect on data comparability between survey years. In the 1991-1993 surveys, the first and main part of the questionnaire stayed unchanged to allow comparability between years. The user should be wary when making comparisons when these kind of changes have been made.

### **Sample Errors For Sub-populations**

The estimated sample errors for sub-populations in the survey are given in the table below. While given nominally at a 90% confidence level, care must be taken for small sub-populations due to possible biases with the commensurately small samples achieved in the survey:

Size of Sub-Sample	Estimated Sample Error
441-660	5%
316-440	6%
236-315	7%
186-235	8%
151-185	9%
121-150	10%
101-120	11%

### **ESTIMATION**

There was no imputation of individual responses, thus where a response was omitted, it was assigned to the "don't know" category. The standard assumption was made that those who refused are similar to those who participated in the survey.

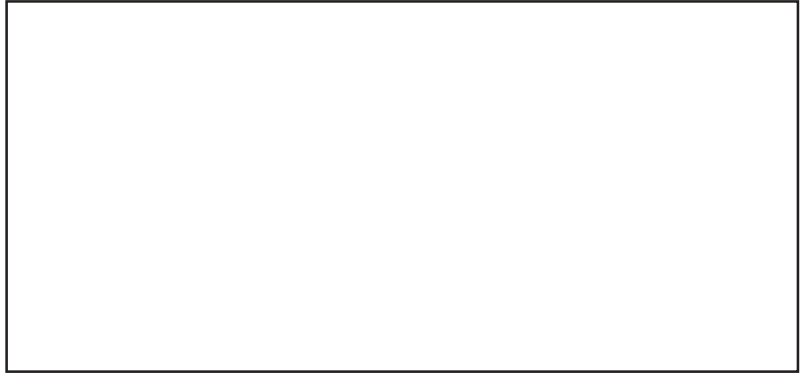
### **TABLES**

Percentages shown in this report have been re-weighted for household size, and benchmarked to age group and gender proportions for the City.

**Appendix A:  
Questionnaire**

03-032

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**CHRISTCHURCH CITY COUNCIL**

**ANNUAL SURVEY OF RESIDENTS**

**2003**



**IN CONFIDENCE**

START TIME: \_\_\_\_\_



**CHRISTCHURCH CITY COUNCIL**  
**ANNUAL SURVEY OF RESIDENTS**

"We would like your impressions on a number of aspects of the Christchurch City Council's services and activities on behalf of the people of the area, in order for Council to offer better services and facilities. For most of our questions, you don't have to have direct experience yourself. We are interested in your impressions based on anything you have heard, read about or experienced."

**IMPACT ON THE CITY**

Q.1a "In your opinion, what are the best things the Christchurch City Council has done for Christchurch in the last few years? Please mention a maximum of five things." (LIST ONLY THE FIRST FIVE MENTIONED)

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Q.1b "In your opinion, what are the worst things the Christchurch City Council has done for Christchurch in the last few years? Please mention a maximum of five things." (LIST ONLY THE FIRST FIVE MENTIONED)

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Q.1c "In your opinion, what are the most important things the Christchurch City Council should do for Christchurch over the next few years? Please mention a maximum of five things." (LIST ONLY THE FIRST FIVE MENTIONED)

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## COUNCIL SERVICES

Q.2 "Of all the services you know Council provides, which are the **most important** to you? Please mention a maximum of three services." (LIST ONLY THE FIRST THREE MENTIONED)

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Q.3a "Are there any services that you think the Council should provide, but is not providing at present?" (CIRCLE ONE)

Yes - 1



No - 2

Don't know - 3



GOTO Q.3c

Q.3b "What are they?" (RECORD ALL MENTIONED)

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Q.3c "Are there any services that Council provides, that you think it should not provide?" (CIRCLE ONE)

Yes - 1



No - 2

Don't know - 3



GOTO Q.4

Q.3d "What are they?" (RECORD ALL MENTIONED)

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## USAGE OF COUNCIL FACILITIES

Q.4 **SHOWCARD 4**

"In the last 12 months, how often have you visited, or made use of the following facilities?" (READ OUT AND CIRCLE ONE FOR EACH)

	1-2 times	3 times or more	Never	Don't know
a. "The Canterbury Museum"	1	2	3	4
b. "The Christchurch Arts Centre"	1	2	3	4
c. "The Botanic Gardens"	1	2	3	4
d. "The Town Hall"	1	2	3	4
e. "The Christchurch Convention Centre"	1	2	3	4

**CHANGES IN CHRISTCHURCH**

Q.5a "Do you know of any **residential** building alterations, extensions, or new developments that have been completed in your area in the last 12 months?"

(INCLUDE ANY DONE TO THE RESPONDENT'S OWN PROPERTY) (CIRCLE ONE)

Yes - 1

No - 2

Don't know - 3

GOTO Q.6a



Q.5b **SHOWCARD 5b**

"Thinking about the developments which have now been completed, do you think that overall those developments have made your area...?" (CIRCLE ONE ONLY)

Much better - 1

Better - 2

No different - 3

Worse - 4

Much worse - 5

Don't know - 6

**CHRISTCHURCH ENVIRONMENT**

Q.6a "What are some of the native plants that can be found in your neighbourhood?  
Please mention a maximum of five." (LIST ONLY THE FIRST FIVE MENTIONED)

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Don't know - Z

Q.6b "What are some of the native birds that can be found in your neighbourhood?  
Please mention a maximum of five." (LIST ONLY THE FIRST FIVE MENTIONED)

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Don't know - Z

Q.7a **SHOWCARD 7a**

"Which of the following statements do you agree with most?" (CIRCLE ONE ONLY)

"I would like to see more native birds in my neighbourhood" ----- 1

"I think the number of native birds in my neighbourhood is about right" ----- 2

"I would like to see fewer native birds in my neighbourhood" ----- 3

Don't know/No opinion ----- 4

Q.7b **SHOWCARD 7b**

"Which of the following statements do you agree with most?" (CIRCLE ONE ONLY)

"I would like to see more native plants in my neighbourhood" ----- 1

"I think my neighbourhood has about the right amount of native plants" ----- 2

"I would like to see fewer native plants in my neighbourhood" ----- 3

Don't know/No opinion ----- 4

**Q.8 SHOWCARD 8**

"It has been said that Christchurch parks, riversides and roadsides have an English image. Some people believe we should continue with this image; others believe the image should become based more on New Zealand's native plants. Which of the following do you prefer for our existing parks, riversides and street landscaping?" (CIRCLE ONE ONLY)

- "Retain the English garden style plantings. Few, if any, native species would be introduced into our existing parks, riversides and street landscapes" ----- 1
- "Introduce a few native plants into our parks, riversides and street landscapes, but keep English garden style plantings" ----- 2
- "Replace some of the English garden style planting with native plants" ----- 3
- "Replace most of the English garden style planting with native plants" ----- 4
- Don't know/No opinion ----- 5

**Q.9 SHOWCARD 9**

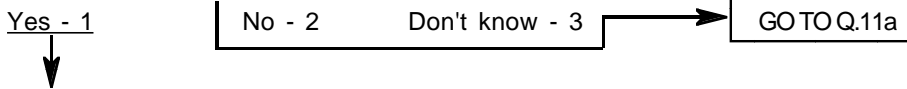
"Do you agree or disagree with the following statement: I would like to learn more about plants and wildlife that are native to New Zealand?" (CIRCLE ONE)

- Strongly agree - - - - - 1
- Agree - - - - - 2
- Nether agree nor disagree - - 3
- Disagree - - - - - 4
- Strongly disagree - - - - - 5
- Don't know/No opinion - - - - 6

Q.10a "Have you done any of the following in the past year...?"  
(READ OUT AND CIRCLE ONE FOR EACH)

i. "Planted native plants in your garden"	Yes - 1	No - 2	Don't know - 3
ii. "Helped with an organised community planting activity"	Yes - 1	No - 2	Don't know - 3
iii. "Provided food for native birds in your garden"	Yes - 1	No - 2	Don't know - 3

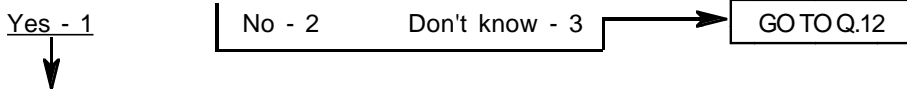
Q.10b "Have you done anything else, in the last 12 months, to look after native wildlife?" (CIRCLE ONE)



Q.10c "Please explain what you did." (PROBE FULLY & RECORD)

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Q.11a "Are you a member of an environmental organisation?" (CIRCLE ONE)



Q.11b "Which organisation/s is that?"  
(PROBE FULLY & RECORD ALL ORGANISATIONS RESPONDENT IDENTIFIES)

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**Q.12 SHOWCARD 12**

"At present the Port Hills are predominantly undeveloped open tussock land, with residential development on the lower spurs. The Council can influence whether proposals for developing the Port Hills should go ahead or not. Do you agree or disagree the Council should allow the following ...?"  
(READ OUT & CIRCLE ONE FOR EACH)

	Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree	Don't know/ No opinion
(a) "Further housing development on the Port Hills"	1	2	3	4	5	6
(b) "Further forestry development on the Port Hills"	1	2	3	4	5	6
(c) "Further farming development on the Port Hills"	1	2	3	4	5	6
(d) "Further tourist or recreational development on the Port Hills"	1	2	3	4	5	6

**CITY CENTRE**

**Q.13a MAP SHOWCARD**

"Thinking of the City centre as this area (TRACE YOUR FINGER AROUND THE AREA) between Bealey Avenue, Fitzgerald Avenue, Moorhouse Avenue, and Hagley Park:

In the last 12 months, have you gone into this City centre area (TRACE YOUR FINGER AROUND THE AREA) to work at a **paid or unpaid job**?" (CIRCLE ONE)

Yes - 1                      No - 2                      Don't know - 3

**Q.13b** "Not counting the trips that you made into the City centre to go to work, have you made any **other** trips into this City centre area over the last 12 months?" (CIRCLE ONE)

Yes - 1                      No - 2                      Don't know - 3  
Respondent lives or lived in City centre - 4

GO TO Q.14

**Q.13c SHOWCARD 13c**

"About how often over the last 12 months?" (CIRCLE ONE ONLY)

- About once a week or more often (50 times or more) ----- 1
- About once a month or more often (12 to 49 times) ----- 2
- Less than once a month (1 to 11 times) ----- 3
- Don't know ----- 4

**Q.14 SATISFACTION SHOWCARD**

"How satisfied or dissatisfied are you with the range of things to do in the City centre?" (CIRCLE ONE)

- Very satisfied ----- 1
- Satisfied ----- 2
- No feeling either way ----- 3
- Dissatisfied ----- 4
- Very dissatisfied ----- 5
- Don't know ----- 6

**Q.15** "What two or three things should Council do to make the City centre a better place to visit?"  
(LIST ONLY THE FIRST THREE MENTIONED)

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**CITY IMAGE**

Q.16 "When you are showing a visitor around the City, where would you take them to show Christchurch at its best? Please mention no more than three places"  
(LIST ONLY THE FIRST THREE PLACES MENTIONED)

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Q.17a **SATISFACTION SHOWCARD**

"Thinking about your City **as a whole**, how satisfied or dissatisfied are you with the way it looks and feels?"  
(CIRCLE ONE)

Very satisfied	----- 1	} →	GO TO Q.17b
Satisfied	----- 2		
No feeling either way	----- 3	→	GO TO Q.18
Dissatisfied	----- 4	} →	GO TO Q.17b
Very dissatisfied	----- 5		
Don't know/No opinion	----- 6	→	GO TO Q.18

Q.17b "Why do you say that?" (PROBE FULLY AND RECORD)

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**COMMUNITY COHESION**

**Q.18 SHOWCARD 18**

"Please tell me if you agree or disagree with these statements?" (READ OUT & CIRCLE ONE FOR EACH)

	Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree	Don't know/ No opinion
(a) "I feel a sense of community with others in my local neighbourhood - for example, share interests and concerns with them"	1	2	3	4	5	6
(b) "It's important to me to feel a sense of community with people in my local neighbourhood"	1	2	3	4	5	6
(c) "People across the City work together and support each other"	1	2	3	4	5	6

**Q.19 SHOWCARD 19**

"Which of these statements best describes the kind of contact you have had with the people who live on your street during the last 12 months?" (CIRCLE ONE ONLY)

- Positive contact - visit, chat when I see them,  
ask small favours, tell them if I'm going away ----- 1
- Limited positive contact - nod or say hello ----- 2
- No particular contact ----- 3
- Limited negative contact - we don't get on ----- 4
- Negative contact - there's outright tension or disagreements ----- 5
- Don't know ----- 6

**Q.20 SHOWCARD 20**

"We are interested in finding out about the social networks and groups that you are part of. Which of the following options best describes the group or social network that matters most to you?" (CIRCLE ONE ONLY)

- It is mostly made up of people who live in the same area as me  
(i.e. my local neighbourhood) ----- 01
- It is mostly made up of people who have the same interests, culture or  
beliefs as me, but who don't necessarily live in my area ----- 02
- It is mostly made up of people I work with ----- 03
- There are no particular groups or networks that I feel I belong to ----- 04
- Other (SPECIFY) \_\_\_\_\_

**CONSULTATION**

**READ OUT:** "Now a few questions regarding Council's consultation with residents."

**Q.21a SATISFACTION SHOWCARD**

"How satisfied are you with the way the Council involves the public in the decisions it makes?"  
(CIRCLE ONE)

Very satisfied .....	1	}	→	GO TO Q.22a
Satisfied .....	2			
Neither satisfied nor dissatisfied ...	3			
Dissatisfied .....	4	}	→	GO TO Q.21b
Very dissatisfied .....	5			
Don't know/No opinion .....	6	→		GO TO Q.22a

Q.21b "Why do you say that?" (PROBE FULLY & RECORD)

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**Q.22a SHOWCARD 22a**

"How much influence do you feel the public has on decisions that the Council makes?  
Would you say the public has a ...?" (CIRCLE ONE)

Large influence .....	1	}	→	GO TO Q.23
Some influence .....	2			
Small influence .....	3	}	→	GO TO Q.22b
No influence .....	4			
Don't know/No opinion .....	5	→		GO TO Q.23

Q.22b "Why do you say that?" (PROBE FULLY & RECORD)

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Q.23 **SHOWCARD 23**

"I'm going to read you some statements that some people say about Councils.  
Please tell me if you agree or disagree with each statement."  
(READ OUT & CIRCLE ONE FOR EACH)

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know/ No opinion
a. "The issues that Council deals with don't really affect me"	1	2	3	4	5	6
b. "Voting in Council elections gives people like me a chance to influence decisions made about my community"	1	2	3	4	5	6
c. "I understand how the Council makes decisions"	1	2	3	4	5	6
d. "I'm not very interested in what the Council does, as long as they do their job"	1	2	3	4	5	6
e. "I like to know what the Council is doing, but I'm happy to let them get on with it"	1	2	3	4	5	6
f. "I would like to have more of a say in what the Council does"	1	2	3	4	5	6
g. "I have confidence that the Council makes decisions that are in the best interest of the City"	1	2	3	4	5	6

<b>EVENTS &amp; ENTERTAINMENT</b>
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Q.24 **SHOWCARD 24**

"In the last 12 months, have you been to any of these events or festivals ...?"  
(CIRCLE ONE FOR EACH)

i. The Summer-Times Classical Sparks Concert?	Yes - 1	No - 2	Don't know - 3
ii. Other Summer-Times Festival events?	Yes - 1	No - 2	Don't know - 3
iii. Festival of Flowers (the Floral Festival)?	Yes - 1	No - 2	Don't know - 3
iv. The Buskers Festival?	Yes - 1	No - 2	Don't know - 3
v. Showtime Canterbury (Show Week)?	Yes - 1	No - 2	Don't know - 3
vi. Coca Cola Christmas in the Park?	Yes - 1	No - 2	Don't know - 3
vii. Valentine's Day Dance?	Yes - 1	No - 2	Don't know - 3

**GENERAL ATTITUDE TO LIVING IN CHRISTCHURCH**

**Q.25 SHOWCARD 25**

"How strongly do you think that people who live in Christchurch identify with the City and feel as if they belong here?" (CIRCLE ONE)

- Very strongly - - - - - 1
- Strongly - - - - - 2
- Moderately - - - - - 3
- Only a little - - - - - 4
- Not at all - - - - - 5
- Don't know - - - - - 6

**Q.26 SATISFACTION SHOWCARD**

"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?" (CIRCLE ONE)

- Very satisfied - - - - - 1
- Satisfied - - - - - 2
- No feeling either way - - - - - 3
- Dissatisfied - - - - - 4
- Very dissatisfied - - - - - 5
- Don't know - - - - - 6

**HEALTH**

**Q.27 SHOWCARD 27**

"Some people feel as if they don't have time to do everything that they want to do because they are too busy, while others feel they have enough time in the day to get things done. Do you agree or disagree with each of the following?" (READ OUT & CIRCLE ONE FOR EACH)

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not applicable	Don't know
a. "I think I spend too much time working"	1	2	3	4	5	6	7
b. "At the end of the day, I often feel that I haven't accomplished what I set out to do"	1	2	3	4	5	6	7
c. "I worry I don't spend enough time with family and friends"	1	2	3	4	5	6	7
d. "I feel trapped in a daily routine"	1	2	3	4	5	6	7

**Q.28 SHOWCARD 28**

"Some people tell us they feel lonely or isolated in the City, while others say they don't. In the last 12 months, have you ever felt lonely or isolated?" (CIRCLE ONE)

- Always - - - - - 1
- Most of the time - - - - - 2
- Sometimes - - - - - 3
- Rarely - - - - - 4
- Never - - - - - 5
- Don't know/No opinion - - 6

Q.29 **SHOWCARD 29**

"Compared to other people your age, would you say that, in general, your health is ...?" (CIRCLE ONE)

- Very good ----- 1
- Good ----- 2
- Fair ----- 3
- Not very good ----- 4
- Poor ----- 5
- Don't know ----- 6

Q.30 **SHOWCARD 29**

"Would you say that overall your quality of life is ...?" (CIRCLE ONE)

- Very good ----- 1
- Good ----- 2
- Fair ----- 3
- Not very good ----- 4
- Poor ----- 5
- Don't know ----- 6

Q.31 **SHOWCARD 31**

"Generally speaking, would you say that people can be trusted, or that you can't be too careful in dealing with people?" (CIRCLE ONE)

- People can almost always be trusted - - - - - 1
- People can usually be trusted - - - - - 2
- You usually can't be too careful - - - - - 3
- You almost always can't be too careful - - - - 4
- Don't know - - - - - 5

**LEISURE & RECREATION OPPORTUNITIES**

Q.32 **SATISFACTION SHOWCARD**

"How satisfied are you currently with your access to leisure and recreation opportunities, e.g. beaches, clubs, sports, cafés, galleries and other leisure activities available to you?" (CIRCLE ONE)

- Very satisfied ----- 1
- Satisfied ----- 2
- No feeling either way - - - - - 3
- Dissatisfied ----- 4
- Very dissatisfied ----- 5
- Don't know ----- 6

Q.33a "I'd like you to think about leisure activities that are important to you. Is there anything that makes it difficult for you to take part in these important activities in your free time? (CIRCLE ONE)

- Yes - 1
- No - 2
- Don't have important activities - 3
- Don't know - 4

GO TO Q.34

Q.33b "What makes it difficult?" (RECORD ALL MENTIONED)

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**LIBRARIES**

Q.34 "Do you hold a Christchurch City Council library membership card?" (CIRCLE ONE)

Yes - 1                      No - 2                      Don't know - 3

Q.35 **SHOWCARD 35**

"Have you visited any of these Christchurch City Council public libraries in the last 12 months?" (CIRCLE ONE)

Yes - 1

No - 2                      Don't know - 3

GO TO Q.38

Q.36 **SHOWCARD 36**

"Which of these describes your **main** reason for visiting a Council library over the last 12 months?" (CIRCLE OR RECORD ONE ONLY)

- To borrow or return books ----- 01
- To borrow or return records, cassettes, CDs & videos ----- 02
- To get information ----- 03
- To browse and read ----- 04
- To study ----- 05
- To bring the children ----- 06
- Used the Internet terminals ----- 07
- Because I enjoy the quiet and the atmosphere ----- 08
- Other reason (SPECIFY) \_\_\_\_\_

Q.37a "Have you borrowed a book from a Council library in the last 12 months?" (CIRCLE ONE)

Yes - 1

No - 2                      Don't know - 3

GO TO Q.39a

Q.37b **SATISFACTION SHOWCARD**

"Thinking just about borrowing books from a Council library in the last 12 months, how satisfied or dissatisfied were you with ..." (READ OUT AND CIRCLE ONE FOR EACH)

	Very satisfied	Satisfied	No feeling either way	Dissatisfied	Very dissatisfied	Don't know/ Not applicable
i. "The range of books at that library?"	1	2	3	4	5	6
ii. "How easy it was to find your way around that library by yourself and find what you wanted by yourself?"	1	2	3	4	5	6
iii. "How long you had to wait to get your books issued?"	1	2	3	4	5	6
iv. "How long you had to wait if you reserved a book or requested an interloan?"	1	2	3	4	5	6
v. "How helpful the staff were?"	1	2	3	4	5	6
vi. "How polite and courteous they were?"	1	2	3	4	5	6

GO TO Q.39a

Q.38 **SHOWCARD 38**

"Which one of these reasons best explains why you have **not** visited a public library in the last 12 months?" (CIRCLE ONE OR RECORD REASON MENTIONED)

- Too busy doing other things ----- 01
- Don't read books ----- 02
- Use other type of library, e.g. at work, school, polytech or university ----- 03
- Buy my own books or magazines ----- 04
- The libraries are not conveniently located/they are too hard to get to ----- 05
- Don't know ----- 06
- Another reason (SPECIFY) \_\_\_\_\_

GO TO Q.40

**Q.39a SHOWCARD 35**

"In the last 12 months, have you tried to get any information from any of these City Council libraries, other than from books you took home to use?" (CIRCLE ONE)

Yes - 1

No - 2

Don't know - 3

GO TO Q.40

**INTERVIEWER PLEASE INCLUDE:**

1. ANY SORT OF IN-LIBRARY SEARCHING TO FIND SOMETHING OUT, LOOKING UP THE ELECTORAL ROLL OR A REFERENCE BOOK, CHECKING A RECIPE, FINDING OUT ABOUT A HEALTH PROBLEM OR ABOUT COURSES/ACTIVITIES IN CHRISTCHURCH, RESEARCH FOR AN ASSIGNMENT OR FOR A DO-IT-YOURSELF PROJECT AT HOME ETC.
2. PHONE CALLS TO THE LIBRARY FOR INFORMATION.

**Q.39b SATISFACTION SHOWCARD**

"Thinking just about getting information at a Council library, how satisfied or dissatisfied were you with ...?" (READ OUT AND CIRCLE ONE FOR EACH)

	Very satisfied	Satisfied	No feeling either way	Dissatisfied	Very dissatisfied	Don't know
i. "How easy it was to find the information that you wanted?"	1	2	3	4	5	6
ii. "The quality of the information that you got?"	1	2	3	4	5	6
iii. "How quickly you could get help if you wanted it?"	1	2	3	4	5	6
iv. "How helpful the staff were?"	1	2	3	4	5	6
v. "How polite and courteous they were?"	1	2	3	4	5	6

**Q.40 SHOWCARD 40**

"The library provides a number of services that can be used without going to a library. How often have you used each of the following **without** going to a library?" (READ OUT & CIRCLE ONE FOR EACH)

	Every day or almost every day (155 times or more often)	About once a week or more often (25 to 154 times)	About once a month or more often (6 to 24 times)	Less than once a month (1 to 5 times)	Not at all	Don't know
a. "Library web site"	1	2	3	4	5	6
b. "Library catalogue"	1	2	3	4	5	6
c. "CINCH - the Community Information Data Base"	1	2	3	4	5	6
d. "Other library databases"	1	2	3	4	5	6

**NUISANCES**

**Q.41 SHOWCARD 41**

"Thinking now about your local neighbourhood as a place to live. For each of the following, can you tell me how much of a problem these things have been in your local neighbourhood over the last 12 months?"  
(READ OUT LIST 1 TO 19, CIRCLE ONE FOR EACH)

	Very big problem	Fairly big problem	Not a big problem	Not a problem at all	Don't know	Not applicable
1. "Rubbish or litter lying about on streets"	1	2	3	4	5	6
2. "Graffiti on walls, schools, shops, bus shelters, etc."	1	2	3	4	5	6
3. "Broken windows in shops, public buildings, or other vandalism"	1	2	3	4	5	6
4. "House burglaries, break-ins or prowlers"	1	2	3	4	5	6
5. "Car theft, damage to cars or theft from cars"	1	2	3	4	5	6
6. "Dangerous driving, including drink driving, speeding or hoons"	1	2	3	4	5	6
7. "Risk from traffic for pedestrians or cyclists"	1	2	3	4	5	6
8. "People who you feel unsafe around because of their behaviour, attitude or appearance"	1	2	3	4	5	6
9. "Assaults, including sexual assaults"	1	2	3	4	5	6
10. "Drug dealing or drug use in the neighbourhood"	1	2	3	4	5	6
11. "Not enough street lighting"	1	2	3	4	5	6
12. "Lack of public open spaces or parks"	1	2	3	4	5	6
13. "Increase in the number of new houses, townhouses or apartments in the neighbourhood"	1	2	3	4	5	6
14. "Footpaths in bad condition"	1	2	3	4	5	6
15. "Smoke from indoor fires in your neighbourhood"	1	2	3	4	5	6
16. "Pollution, grime or other environmental problems caused by traffic or industry"	1	2	3	4	5	6
17. "Wandering or uncontrolled dogs"	1	2	3	4	5	6
18. "Noisy neighbours or loud parties"	1	2	3	4	5	6
19. "Street noise (from traffic, businesses or factories)"	1	2	3	4	5	6

Q.42a "Have there been any **other** problems in your local neighbourhood over the last 12 months?"  
(CIRCLE ONE)

Yes - 1

No - 2

→ GO TO Q.43



Q.42b "What other problems have there been in your local neighbourhood?"  
(PROBE FULLY & RECORD)

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**PARKS**

**Q.43 SHOWCARD 43**

"The Council seeks to provide a range of parks suitable for a wide number of uses.

How satisfied or dissatisfied are you that you can use parks for ...?" (READ OUT & CIRCLE ONE FOR EACH)

	Very satisfied	Satisfied	No feeling either way	Dissatisfied	Very dissatisfied	Don't know	I don't use parks for this
a. "Sport run by a club or organisation"	1	2	3	4	5	6	7
b. "For casual games among friends"	1	2	3	4	5	6	7
c. "For picnics"	1	2	3	4	5	6	7
d. "For enjoying flowers"	1	2	3	4	5	6	7
e. "For exercising dogs"	1	2	3	4	5	6	7
f. "For quiet enjoyment"	1	2	3	4	5	6	7
g. "For children's play"	1	2	3	4	5	6	7
h. "For families wanting to enjoy themselves together"	1	2	3	4	5	6	7
i. "For walking or jogging"	1	2	3	4	5	6	7
j. "For cycling"	1	2	3	4	5	6	7
k. "For enjoying natural areas and native plants and wildlife"	1	2	3	4	5	6	7
l. "For enjoying parks without dogs"	1	2	3	4	5	6	7

**Q.44 SHOWCARD 44**

"Overall, how well or badly do you think that Christchurch parks are looked after?" (CIRCLE ONE)

Very well ----- 1

Well ----- 2

Neither well nor badly ----- 3

Badly ----- 4

Very badly ----- 5

Don't know ----- 6

**PERCEPTION OF DIVERSITY**

Q.45a **SHOWCARD 45a**

"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 ...?"  
(CIRCLE ONE)

A much better place to live - - - - -	1	}	→	GO TO Q.45b
A better place to live - - - - -	2			
Makes no difference - - - - -	3	→		GO TO Q.46
A worse place to live - - - - -	4	}	→	GO TO Q.45b
A much worse place to live - - - - -	5			
Don't know/No opinion - - - - -	6	→		GO TO Q.46

Q.45b "Why do you say that?" (PROBE FULLY AND RECORD)

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**PERSONAL SAFETY**

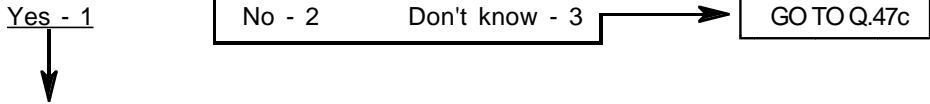
Q.46 **SHOWCARD 46**

"Thinking of your overall sense of freedom from crime, how safe or unsafe do you feel in the following situations?" (READ OUT AND CIRCLE ONE FOR EACH)

	Very safe	Safe	Neither safe nor unsafe	Unsafe	Very unsafe	Don't know
a. "In your home during the daytime"	1	2	3	4	5	6
b. "In your home after dark"	1	2	3	4	5	6
c. "In your local neighbourhood during the daytime"	1	2	3	4	5	6
d. "In your local neighbourhood after dark"	1	2	3	4	5	6
e. <b>MAP SHOWCARD</b> "In the City Centre during the daytime - the City Centre being (TRACE YOUR FINGER AROUND THE AREA) between Bealey Avenue, Fitzgerald Avenue, Moorhouse Avenue and Hagley Park"	1	2	3	4	5	6
f. <b>MAP SHOWCARD</b> "In the City Centre after dark"	1	2	3	4	5	6

**PUBLIC TRANSPORT**

Q.47a "In the last 12 months, have you used public transport?" (CIRCLE ONE)



Q.47b **SHOWCARD 47b**

"How often have you used public transport in the last twelve months?" (CIRCLE ONE)

- Every day or almost every day - - - - - 1  
(155 times or more often)
  - Once a week or more often - - - - - 2  
(25 to 154 times)
  - Once a month or more often - - - - - 3  
(6 to 24 times)
  - Less than once a month - - - - - 4  
(1 to 5 times)
  - Don't know - - - - - 5
- Arrows from options 2, 3, 4, and 5 point to boxes labeled 'GO TO Q.48', 'GO TO Q.47c', and 'GO TO Q.48' respectively.

Q.47c "Can you tell us why you don't use public transport, or don't use it more often?"  
(PROBE FULLY & RECORD)

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**RUBBISH & RECYCLING**

Q.48 **SHOWCARD 48**

"The Council provides each household with a green crate to put your recycleable rubbish out for collection, and black plastic bags to put the rest of your rubbish in, for collection each week. Thinking first about the **green crates**, how good or bad do you think this recycleables collection service is overall?" (CIRCLE ONE ONLY)

- Very good - - - - - 1
- Good - - - - - 2
- Neither good nor bad - - - - - 3
- Bad - - - - - 4
- Very bad - - - - - 5
- Don't know - - - - - 6

Q.49 **SHOWCARD 48**

"Thinking now about the **black bag** collection service for the rest of your rubbish, how good or bad do you think this collection service is overall?" (CIRCLE ONE ONLY)

- Very good - - - - - 1
- Good - - - - - 2
- Neither good nor bad - - - - - 3
- Bad - - - - - 4
- Very bad - - - - - 5
- Don't know - - - - - 6

**SPORT & SPARE-TIME ACTIVITIES**

Q.50 "In the last 12 months, have you been a member of any sports club or association, taken part in, or trained for, any physically active sport or game or lesson **run by a club or association?**" (CIRCLE ONE)

Yes - 1                      No - 2                      Don't know - 3

Q.51 "In the last 12 months, have you taken part in, or trained for, any physical activity on a casual or social basis away from your home. For example taking part in a friendly game of tennis or golf, jogging or walking for pleasure?" (CIRCLE ONE ONLY)

Yes - 1                      No - 2                      Don't know - 3

**NOTE:** "Away from your home" MEANS ANYWHERE WITHIN CHRISTCHURCH, EXCEPT THE RESPONDENT'S OWN HOME OR GARDEN.

ALSO INCLUDE ANY ACTIVITIES OUTSIDE CHRISTCHURCH THAT RESPONDENT LEFT THE CITY TO DO. FOR EXAMPLE: SKIING, TRAMPING, FISHING ETC.

Q.52 **SHOWCARD 52**

"People do lots of different things in their leisure time. Some take part in organised activities run by sports or other clubs, while others do things on their own or on a less organised basis with friends. For some people physical activity is very important in their leisure time, but others have less physically demanding interests. Thinking about all the different things you do in your free time, and other pastimes, what are the three main things you do in your free time (excluding time spent on household chores)?" (CIRCLE THE FIRST THREE MENTIONED - **ASK RESPONDENTS TO READ LIST FIRST BEFORE SAYING WHICH ARE THE THREE MAIN ACTIVITIES**)

INTERVIEWER: EMPHASISE TO RESPONDENTS THAT THIS IS THEIR USUAL ROUTINE AND DOES NOT RELATE TO ONE-OFF, INFREQUENT ACTIVITIES.

- Taking part in sports or other physical activity (including walking, swimming etc.) with a club, team or organised group - - - - - 01
- Taking part in sports or other physical activity individually or with an informal group (including walking, swimming, etc.) - - - - - 02
- Gardening - - - - - 03
- Socialising with friends in cafés, bars etc. - - - - - 04
- Shopping or window shopping - - - - - 05
- Attending theatre, concerts or going to see films - - - - - 06
- Creative activity such as arts, crafts, music - - - - - 07
- Surfing the net - - - - - 08
- Reading - - - - - 09
- Watching TV / videos - - - - - 10
- Church or religious activities - - - - - 11
- Voluntary or unpaid community work - - - - - 12
- Attending community education / evening classes - - - - - 13
- Family or child-focused activities - - - - - 14
- Home entertaining - - - - - 15
- Club/Group membership - - - - - 16
- Other (SPECIFY) \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

INTERVIEWER: CHECK THAT NO MORE THAN **THREE** THINGS ARE CIRCLED OR RECORDED ABOVE.

Q.53 "In the **last 4 weeks**, have you taken part in any physical activity or exercise?" (CIRCLE ONE)

Yes - 1

No - 2

Don't know - 3

GOTO Q.56



Q.54 **SHOWCARD 54**

"What are those activities?" (CIRCLE WHERE APPROPRIATE IN THE Q.54 COLUMN be;pw)

**INTERVIEWER: DO NOT COUNT ACTIVITIES SUCH AS LAWNMOWING, HOUSEWORK, HOUSE MAINTENANCE, OR ANY PHYSICAL ACTIVITY LINKED TO A RESPONDENT'S JOB.**

FOR EACH ONE CIRCLED IN THE Q.54 COLUMN, ASK Q.55.

Q.55 "On how many days **in the last 4 weeks** have you taken part in this activity?"  
(RECORD IN THE Q.55 COLUMN)

	Q.54 Taken part in last 4 weeks	Q.55 No. of days in last 4 weeks
Aerobics	01	
Aquarobics (aqua jogging, water jogging)	02	
Athletics (track and field)	03	
Badminton	04	
Basketball	05	
Bowls - outdoor/lawn	06	
Bowls - indoor	07	
Cricket - outdoors	08	
Cricket - indoors	09	
Cycling - competitive	10	
Cycling - recreational (not mountain biking)	11	
Exercise classes/going to the gym/weight training	12	
Exercising at home	13	
Fishing	14	
Gardening	15	
Golf	16	
Hockey	17	
Horse riding/Equestrian	18	
Motor sports (motorcycling, trail biking, motor-racing)	19	

	Q.54 Taken part in last 4 weeks	Q.55 No. of days in last 4 weeks
Mountain biking	20	
Netball	21	
Rowing	22	
Rugby League	23	
Rugby Union	24	
Running/jogging/marathon/cross-country	25	
Shooting (rifle and pistol)	26	
Skiing - snow, grass	27	
Soccer	28	
Softball	29	
Squash	30	
Surfing/body boarding	31	
Surf lifesaving	32	
Swimming	33	
Tennis	34	
Touch football	35	
Tramping	36	
Triathlon	37	
Volleyball	38	
Yachting/sailing/dinghy sailing	39	
Walking for enjoyment and/or exercise: 10-30 minutes	40	
Walking for enjoyment and/or exercise: over 30 minutes	41	
Other sports/physical activities	42	

Q.56 "Now I would like you to think about all of the sport and physical activity you've taken part in during **the last 7 days**. On how many different days did you take part for at least 30 minutes over the day? This is the total time spent on all sports and physical activities done that day, e.g. a 10 minute walk, 5 minutes of gardening, and a 15 minute bike ride = 30 minutes." (CIRCLE ONE)

0    1    2    3    4    5    6    7    Don't know/Can't remember - 8

**INTERVIEWER: CHECK THAT ANSWER ABOVE IS CONSISTENT WITH ANSWER AT Q.53.**

**STADIUMS**

Q.57a **SHOWCARD 57a**

"In the last 12 months, have you been to any of these Council stadiums - either to watch, or take part in sport or some other event?" (CIRCLE ONE)

Yes - 1



No - 2

Don't know - 3

GOTO Q.58a

Q.57b **SHOWCARD 57a**

"Which of these stadiums have you been to in the last 12 months?" (CIRCLE ALL MENTIONED)

- Porritt Park - - - - - 01
- Cuthberts Green Softball Complex - - - - - 02
- Denton Oval - - - - - 03
- English Park - - - - - 04
- Cowles Stadium - - - - - 05
- Pioneer Leisure Centre - - - - - 06
- QE II Stadium - - - - - 07
- Jade Stadium - - - - - 08
- Westpac Trust Sport & Entertainment Centre - - - - 09
- Another stadium  
(If not been to any listed stadium) - - - - - 10
- Been to one or more, but can't remember which - - - 11
- Don't know - - - - - 12

**SWIMMING POOLS**

Q.58a **SHOWCARD 58a**

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

Yes - 1



No - 2

Don't know - 3

GOTO Q.59

Q.58b **SHOWCARD 58a**

"Which of these pools have you been to in the last 12 months?" (CIRCLE ALL MENTIONED)

- Sockburn Pool - - - - - 01
- Halswell Aquatic Centre - - - - - 02
- Centennial Leisure Centre - - - - - 03
- Waltham Lido Pool - - - - - 04
- Jellie Park Aqualand - - - - - 05
- QE II Pools - - - - - 06
- Wharenui Pool - - - - - 07
- Papanui Pool - - - - - 08
- Templeton Pool - - - - - 09
- Edgware Pool - - - - - 10
- Woolston Pool - - - - - 11
- Pioneer Leisure Centre - - - - - 12
- Belfast Pool - - - - - 13
- Been to one or more, but  
can't remember which - - - - - 14
- Don't know - - - - - 15

**TRAFFIC AND TRANSPORT**

**Q.59 SHOWCARD 59**

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

- Very safe ----- 1
- Safe ----- 2
- Neither safe nor dangerous - - - - 3
- Dangerous ----- 4
- Very dangerous ----- 5
- Don't know ----- 6

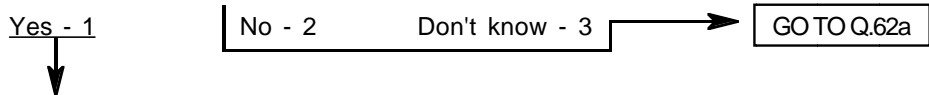
**Q.60 SHOWCARD 59**

"Thinking about the risk of having a traffic accident, how safe or how dangerous do you think your everyday travel around the streets of Christchurch **by car** is?" (CIRCLE ONE)

- Very safe ----- 1
- Safe ----- 2
- Neither safe nor dangerous - - - - 3
- Dangerous ----- 4
- Very dangerous ----- 5
- Don't know ----- 6

**WATER**

Q.61a "Is this house or flat connected to the main City water supply?" (CIRCLE ONE)



**Q.61b SATISFACTION SHOWCARD**

"Thinking about the water that is supplied to this house or flat, how satisfied or dissatisfied are you with..." (READ OUT ALL, CIRCLING ONE FOR EACH)

	Very satisfied	Satisfied	No feeling either way	Dissatisfied	Very dissatisfied	Don't know
a. "its taste?"	1	2	3	4	5	6
b. "its appearance?"	1	2	3	4	5	6
c. "the pressure?"	1	2	3	4	5	6
d. "the reliability of the supply?"	1	2	3	4	5	6

**CONTACTS WITH COUNCIL STAFF**

Q.62a "In the last 12 months, have you **visited** any Council Offices, including Council Service Centres? Don't count friendly visits to friends or relatives." (CIRCLE ONE)

Yes - 1

No - 2

Don't know - 3

GOTO Q.63a



Q.62b **SHOWCARD 62b**

"Which of these did you visit most often?" (CIRCLE ONE ONLY)

The Civic Centre on Tuam Street - - - 1

The Beckenham Service Centre - - - - 2

The Fendalton Service Centre - - - - - 3

The Linwood Service Centre - - - - - 4

The Papanui Service Centre - - - - - 5

The Riccarton Service Centre - - - - - 6

The Shirley Service Centre - - - - - 7

The Sockburn Service Centre - - - - - 8

Q.62c **SHOWCARD 62c**

"Thinking about all the visits you have made to a Council Office during the past 12 months, about how many times have you made such visits? Again, don't include personal visits to friends or relatives." (CIRCLE ONE)

1 to 2 times - - - - - 1

3 to 4 times - - - - - 2

5 or more times - - - - 3

Don't know - - - - - 4

Q.63a "In the last 12 months, have you **emailed** the Council, or a staff member of the Council? Don't count personal emails to friends or relatives." (CIRCLE ONE)

Yes - 1

No - 2

Don't have email - 3

Don't know - 4

GOTO Q.64a



Q.63b **SHOWCARD 62c**

"About how often in the last 12 months?" (CIRCLE ONE)

1 to 2 times - - - - - 1

3 to 4 times - - - - - 2

5 or more times - - - - 3

Don't know - - - - - 4

Q.64a "In the last 12 months, have you visited a Christchurch City Council web site?" (CIRCLE ONE)

Yes - 1

No - 2

Don't know - 4

GOTO Q.65a



Not connected to the Internet - 3

Q.64b **SHOWCARD 62c**

"About how often in the last 12 months?" (CIRCLE ONE)

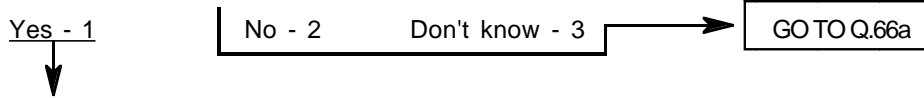
1 to 2 times - - - - - 1

3 to 4 times - - - - - 2

5 or more times - - - - 3

Don't know - - - - - 4

Q.65a "In the last 12 months, have you **telephoned** the Council for any reason?  
Don't count personal calls to friends or relatives." (CIRCLE ONE)



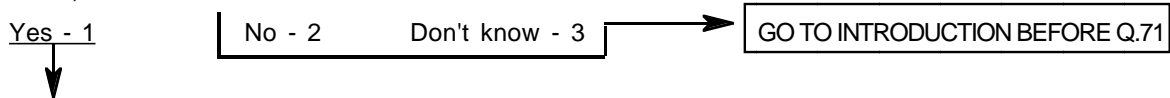
Q.65b **SHOWCARD 62c**

"About how often have you telephoned the Council in the last 12 months?" (CIRCLE ONE)

- 1 to 2 times    - - - - - 1
- 3 to 4 times    - - - - - 2
- 5 or more times - - - - 3
- Don't know    - - - - - 4

**ACCESS TO INFORMATION**

Q.66a "Do you have access to the world wide web or e-mail, from work, from home or some place else?"  
(CIRCLE ONE)

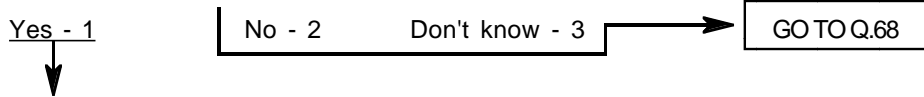


Q.66b **SHOWCARD 66b**

"Where do you use email and/or the world wide web?" (CIRCLE ALL MENTIONED)

- At work    - - - - - 0 1
- At home    - - - - - 0 2
- At school or other educational institution - - - - 0 3
- At a library - - - - - 0 4
- At a friend's or relative's house - - - - - 0 5
- At an internet café or similar - - - - - 0 6
- Don't use either - - - - - 0 7
- Other (SPECIFY)\_\_\_\_\_

Q.67a "In the last 12 months, have you made purchases over the world wide web?" (CIRCLE ONE)



Q.67b **SHOWCARD 62c**

"About how often?" (CIRCLE ONE)

- 1 to 2 times    - - - - - 1
- 3 to 4 times    - - - - - 2
- 5 or more times - - - - 3
- Don't know    - - - - - 4

Q.68 **SHOWCARD 68**

"In an average month, how often do you use **e-mail** for work, education or personal use?"  
(CIRCLE ONE)

- Daily ----- 1  
 Several times a week ----- 2  
 Once a week ----- 3  
 Several times a month ----- 4  
 Once a month ----- 5  
 Less often than once a month ----- 6  
 Never used e-mail ----- 7

Q.69 **SHOWCARD 69**

"In an average month, how often do you use the **world wide web** for work, education or personal use?"  
(CIRCLE ONE)

- Daily ----- 1  
 Several times a week ----- 2  
 Once a week ----- 3  
 Several times a month ----- 4  
 Once a month ----- 5  
 Less often than once a month ----- 6  
 Never used the worldwide web ----- 7

INTERVIEWER: IF (7) IS CIRCLED IN Q.69, SKIP TO INTRODUCTION BEFORE Q.71.

Q.70 **SHOWCARD 70**

"How important is the world wide web as a source of information that helps you make decisions - for example, consumer reviews, providing information for work or education projects, etcetera?"  
(CIRCLE ONE)

- Very important ----- 1  
 Important ----- 2  
 Neither important nor unimportant ----- 3  
 Unimportant ----- 4  
 Very unimportant ----- 5  
 Don't know ----- 6

**RATES**

READ OUT: "This final section is on rates."

**INTERVIEWER:** USE CORRECT RATING SHEET FOR THIS HOUSEHOLD - REFER SAMPLING SHEET.  
GIVE RESPONDENT THE RATING SHEET  
NB: CHECK SAMPLING SHEET - PENSIONER HOUSING RESPONDENTS SKIP TO Q.73.

Q.71 "The rates on a property like this, in this area, would be about \$XXX a year. This sheet shows how much of that was spent on some items of Council spending last year. You can see for instance that last year about \$XXX or XX% was spent out of your rates on **looking after roads and footpaths** and about \$XXX or XX% was spent on **making sure traffic moved smoothly and safely**. Take a moment to look at that."

Q.72a **SHOWCARD 72a**

"Now, what sort of value for money do you think that Christchurch as a whole gets for the amount that is spent on **looking after roads and footpaths?**" If you don't have any feeling about it at all, just say so." (CIRCLE IN GRID OPPOSITE IN THE Q.72a COLUMN)

"Now making sure **traffic moves smoothly and safely** - what sort of value for money do you think that Christchurch as a whole gets for the amount that is spent on that? If you don't have any feeling about it at all, just say so." (CIRCLE IN GRID OPPOSITE IN THE Q.72a COLUMN)

...AND SO ON. CONTINUE ASKING THIS QUESTION FOR EVERY ITEM LISTED OVERLEAF.

Q.72b "Are there any items on that list you think the Council should spend **more** on?"  
(CIRCLE ONE ONLY BELOW)

Yes - 1



No - 2



GO TO Q.72d

Q.72c "How many?"

**IF MORE THAN 3:** "Please tell me the three that you would **most** like to see the Council spending more on."  
(CIRCLE THE THREE ITEMS IN THE Q.72c COLUMN: **MORE**).

**IF 3 OR LESS:** "Which ones are they?" (CIRCLE IN THE Q.72c COLUMN: **MORE**).

Q.72d "Now are there any items on that list you think the Council should spend **less** on?"  
(CIRCLE ONE ONLY BELOW)

Yes - 1



No - 2



GO TO Q.73

Q.72e "How many?"

**IF MORE THAN 3:** "Please tell me the three that you would **most** like to see the Council spending less on."  
(CIRCLE THE THREE ITEMS IN THE Q.72e COLUMN: **LESS**).

**IF 3 OR LESS:** "Which ones are they?" (CIRCLE IN THE Q.72e COLUMN: **LESS**)

	Q.72a Value for Money						Q.72c Spend More	Q.72e Spend Less
	Very good	Good	No feeling either way	Bad	Very bad	Don't know		
1. "Looking after roads and footpaths"	1	2	3	4	5	6	7	8
2. "Making sure traffic moves smoothly and safely"	1	2	3	4	5	6	7	8
3. "Overall City and environmental planning"	1	2	3	4	5	6	7	8
4. "Regulating activities and investigating nuisances"	1	2	3	4	5	6	7	8
5. "Sewage disposal"	1	2	3	4	5	6	7	8
6. "Refuse collection and disposal"	1	2	3	4	5	6	7	8
7. "Water supply services"	1	2	3	4	5	6	7	8
8. "Entertainment and Convention Facilities" (Westpac Trust Centre, Town Hall, Convention Centre)	1	2	3	4	5	6	7	8
9. "Public libraries"	1	2	3	4	5	6	7	8
10. "Putting on events and festivals"	1	2	3	4	5	6	7	8
11. "Parks and playing fields"	1	2	3	4	5	6	7	8
12. "Swimming pools"	1	2	3	4	5	6	7	8
13. "Promoting and supporting sport and recreation"	1	2	3	4	5	6	7	8
14. "Getting tourists to come to Christchurch"	1	2	3	4	5	6	7	8
15. "Getting businesses to create new jobs in Christchurch"	1	2	3	4	5	6	7	8
16. "Supporting voluntary groups and community organisations"	1	2	3	4	5	6	7	8
17. "Recycling programme"	1	2	3	4	5	6	7	8
18. "Looking after rivers, wetlands and land drainage"	1	2	3	4	5	6	7	8
19. "Stadiums"	1	2	3	4	5	6	7	8
20. "Promoting and developing the City Centre"	1	2	3	4	5	6	7	8
21. "Landscaping the City's streets"	1	2	3	4	5	6	7	8
22. "Supporting the Canterbury Museum"	1	2	3	4	5	6	7	8



**DEMOGRAPHICS**

Q.74 **CODE GENDER OF RESPONDENT:** Male - 1 Female - 2

Q.75 **CODE AGE OF RESPONDENT (FROM SCREENER):**  
18 to 34 years - - - 1  
35 to 54 years - - - 2  
55+ years - - - - - 3

Q.76 **CODE NUMBER OF PEOPLE ELIGIBLE FOR INTERVIEW (I.E. THOSE CODED 1 AT Q.4 ON SCREENER)**  
1 2 3 4 5 +

**READ OUT:**

"I'd like to assure you that the information that you have given will be kept confidential."

"On behalf of the Christchurch City Council, thank you very much for talking with us.  
As I said, my name is Xxx and I'm from National Research Bureau. Here is our company card, should you wish to contact us for any reason." (HAND OVER THANK-YOU CARD AND GIFTS)

"May I just have your phone number in case we need to clarify anything?" (RECORD)

Respondent's Name: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

Respondent's Address: \_\_\_\_\_

END TIME: \_\_\_\_\_

Interview Duration: \_\_\_\_\_ minutes (RECORD)

-----

CERTIFICATION: I hereby certify that this is a true and accurate record of an interview conducted by me at the time and place specified. TICK WHEN CHECKED:

INTERVIEWER'S NAME: \_\_\_\_\_ Date: \_\_\_\_\_  
(Please PRINT)

Supervisor Sign: \_\_\_\_\_ Audit: \_\_\_\_\_

**Appendix B:  
Screening Form**

