

**CHRISTCHURCH
CITY COUNCIL**

**ANNUAL SURVEY
OF RESIDENTS**

MARCH 2003

**PART 2:
TABLES OF RESULTS**

**ANNUAL SURVEY OF
RESIDENTS**

MARCH 2003

**PART 2:
TABLES OF RESULTS**

COMMISSIONED BY THE:

CHRISTCHURCH CITY COUNCIL

PREPARED AND CONDUCTED BY:

NATIONAL RESEARCH BUREAU LTD



AUCKLAND

PHONE (09) 6300-655

FAX (09) 6387-846

CONTENTS

Page No.

PART 2: TABLES OF RESULTS	1
IMPACT ON THE CITY	2
Table 1: What, in respondents' opinions, are the best things the Christchurch City Council has done for Christchurch in the last few years? (Q.1a)	2
Table 2: What, in respondents' opinions, are the worst things the Christchurch City Council has done for Christchurch in the last few years? (Q.1b)	5
Table 3: What, in respondents' opinions, are the most important things the Christchurch City Council should do for Christchurch over the next few years? (Q.1c)	7
COUNCIL SERVICES	10
Table 4: Of all the services the respondent knows the Council provides, which are the most important to them? (Q2)	10
Table 5a: Any services that the respondent thinks the Council should provide, but are not being provided (Q3a)	12
Table 5b: List of services that the respondent thinks the Council should provide, but are not being provided for (Q3b)	13
Table 6a: Any services that the respondent thinks the Council should not provide, but are being provided for (Q3c)	15
Table 6b: List of services that the respondent thinks the Council should not provide (Q3d)	16
USAGE OF COUNCIL FACILITIES	18
Table 7: In the last 12 months, how often have respondents visited or made use of the following facilities ...? (Q4)	18
CHANGES IN CHRISTCHURCH	19
Table 8: Knowledge of any residential building, alterations, extensions, or new developments completed in your area in the last 12 months, and the effect on your area (Q5a + Q5b)	19
CHRISTCHURCH ENVIRONMENT	20
Table 9: Native plants respondents mention are found in their neighbourhood (Q.6a)	20
Table 10: Native birds respondents mention are found in their neighbourhood. (Q.6b)	22
Table 11: Which statement do respondents agree with most ...? (Q.7a)	23
Table 12: Which statement do respondents agree with most ...? (Q.7b)	23
Table 13: Which of the following do respondents prefer for Christchurch's <u>existing</u> parks, riversides and street landscaping ...? (Q8)	24
Table 14: Do respondents agree or disagree with the following statement:	
"I would like to learn more about plants and wildlife that are native to Christchurch". (Q.9) ...	24
Table 15a: Have respondents done any of the following in the past year ...? (Q.10a)	25
Table 15b: Have respondents done anything else to look after native wildlife? (Q.10b)	25
Table 15c: Other things respondents have done to look after native wildlife? (Q.10c)	26
Table 16a: Are respondents a member of an environmental organisation? (Q.11a)	27
Table 16b: Environmental organisations respondents are a member of (Q.11b)	28
Table 17: Do respondents agree or disagree with the following ...? (Q.12)	29
THE CITY CENTRE	21
Table 18: City workers who have visited the City Centre for purposes other than work in the last 12 months (Q13a+Q13b)	30
Table 19: Frequency of visits made to City Centre for non-work trips in the last 12 months (Q13c)	30
Table 20: Satisfaction with range of things to do in the City Centre in the last 12 months (Q14)	31
Table 21: What things should Council do to make the City Centre a better place to visit? (Q15)	32

CONTENTS (Cont'd)

Page No.

CITY IMAGE	34
Table 22: Where would respondents take visitors to show them Christchurch at its best? (Q16)	34
Table 23a: Satisfaction with the way the City, as a whole, looks and feels (Q17a)	37
Table 23b: Reasons why respondents are satisfied with the way the City, as a whole, looks and feels (Q17b)	38
Table 23c: Reasons why respondents are dissatisfied with the way the City, as a whole, looks and feels (Q17b)	40
COMMUNITY COHESION	41
Table 24: Strength of feeling regarding particular statements (Q18)	41
Table 25a: What kind of contact have respondents had with the people who live on their street, during the last 12 months? (Q19)	42
Table 25b: What kind of positive contact have respondents had with the people in their street? (2000 survey Q27)	42
Table 26a: Which group best describes the group or social network that matters most to respondents? (Q20)	43
Table 26b: Where is the group and network that matters most to respondents based? (2000 survey Q28)	43
COUNCIL CONSULTATION	44
Table 27a: Satisfaction with the way the Council involves the public in the decisions it makes (Q21a)	44
Table 27b: Reasons why respondents are dissatisfied with the way the Council involves the public in the decisions it makes (Q21b)	45
Table 28a: How much influence do respondents feel the public has on decisions that the Council makes? (Q22a)	46
Table 28b: Reasons why respondents feel the public has a small influence or no influence on decisions that the Council makes (Q22b)	47
Table 29: Strength of feeling regarding specific statements about Council (Q23)	48
EVENTS AND ENTERTAINMENT	49
Table 30: Have respondents been to any of the following ...? (Q24)	49
GENERAL ATTITUDE TO LIVING IN CHRISTCHURCH	51
Table 31: Strength of feeling of belonging to Christchurch (Q25)	51
Table 32: Satisfaction with Christchurch overall as a place to live, work, and to spend spare time in (Q26)	52
HEALTH	53
Table 33: Strength of feeling towards the following statements (Q27)	53
Table 34a: Have respondents ever felt lonely or isolated in the City in the last 12 months? (Q28)	54
Table 34b: How isolated have respondents felt in the last 12 months? (2000 survey Q79)	54
Table 35: In general, how good do respondents think their health is? (Q29)	55
Table 36: How do respondents rate their overall quality of life? (Q30)	56
Table 37: Generally speaking, would respondents say that people can be trusted? (Q31)	56
LEISURE AND RECREATION OPPORTUNITIES	57
Table 38: Satisfaction with their access to leisure and recreation opportunities, eg, beaches, clubs, sports, cafés, galleries and other leisure activities available to residents (Q32)	57
Table 39a: Is there anything that makes it difficult for respondents to take part in leisure activities that are important to them? (Q33a)	57
Table 39b: What things make it difficult for respondents to take part in leisure activities that are important to them? (Q33b)	58

CONTENTS (Cont'd)

Page No.

LIBRARIES	59
Table 40: Do respondents hold a Christchurch City Council library membership card? (Q34)	59
Table 41: Have respondents visited any of the Christchurch City Council public libraries in the last 12 months? (Q35)	59
Table 42: Main purpose of visit to library in the last 12 months (Q36)	60
Table 43a: Have respondents borrowed a book from a Council library in the last 12 months? (Q37a)	61
Table 43b: Satisfaction with borrowing books from library in the last 12 months (Q37b)	62
Table 44: Reason for not visiting a Council library in last 12 months. (Q38)	63
Table 45a: Have you tried to get any information from a Council library? (Q39a)	63
Table 45b: Satisfaction with information obtained from the library (Q39b)	64
Table 46: How often have respondents used each of the following, without going to a library? (Q40)	65
NUISANCES	66
Table 47a: How much each of the following have been a problem in respondent's local neighbourhood over the last 12 months? (Q41)	66
Table 47b: In the last 12 months, have there been other kinds of problems in respondent's local neighbourhood? (Q42a)	69
Table 47c: Other problems respondents have had in last 12 months (Q42b)	70
PARKS	71
Table 48: How satisfied or dissatisfied are respondents that they can use parks for each of the following? (Q43)	71
Table 49: How well parks are looked after (Q44)	72
PERCEPTION OF DIVERSITY	73
Table 50: Rating Christchurch as a place to live, taking into account the diverse nature of the City's population (Q45a)	73
Table 51a: Reasons why respondents feel Christchurch is a better place to live (Q.45b)	74
Table 51b: Reasons why respondents feel Christchurch is a worse place to live (Q45b)	75
PERSONAL SAFETY	76
Table 52: How safe do respondents feel in their own home? (Q46a+Q46b)	76
Table 53: How safe do respondents feel in their neighbourhood? (Q46c+Q46d)	76
Table 54: How safe respondents feel in the City Centre by themselves (Q46e+Q46f)	77
PUBLIC TRANSPORT	78
Table 55a: How often have respondents used public transport in the last 12 months? (Q47a+Q47b)	78
Table 55b: Why respondents don't use public transport or don't use it more often (Q47c)	79
Table 55c: Reasons why respondents don't use public transport (2001 Survey Q54)	81
RUBBISH & RECYCLING	82
Table 56: How good or bad do respondents think the green crate recyclables collection service is overall? (Q48)	82
Table 57: How good or bad do respondents think the black bag rubbish collection service is overall? (Q48)	82
SPORT AND SPARE TIME ACTIVITIES	83
Table 58: Has respondent taken part in, been a member of any sports club or association, or trained for any physically active sport, game or lesson run by a club or association in the last 12 months? (Q50)	83
Table 59: Has respondent taken part in any physical activity away from home in the last 12 months? (Q51)	83
Table 60: Main things respondents usually do in their leisure time (Q52)	84
Table 61: Have you taken part in any physical activity or exercise in the last 4 weeks? (Q53)	85
Table 62: Activities respondents have taken part in, in last 4 weeks (Q54+Q55)	86
Table 63: How many different days did respondents take part in sport or physical activity, for at least 30 minutes over the day, during the last 7 days? (Q56)	92

CONTENTS (Cont'd)

	Page No.
STADIUMS	93
Table 64a: Have respondents been to any of Christchurch City Council stadiums in the last 12 months? (Q57a)	93
Table 64b: Total visits to stadiums in the last 12 months (Q57b)	93
SWIMMING POOLS	94
Table 65a: Have respondents been to any of the Christchurch City Council swimming pools in the last 12 months? (Q58a)	94
Table 65b: Total visits to swimming pools in the last 12 months (Q58b)	95
TRAFFIC AND TRANSPORT	96
Table 66: How safe is riding a bicycle in Christchurch? (Q59)	96
Table 67: How safe is it travelling around the streets of Christchurch by car? (Q60)	97
WASTE AND WATER	98
Table 68: Satisfaction with water supplied to house/flat (Q61a+Q61b)	98
CONTACTS WITH COUNCIL STAFF	99
Table 69: Frequency of visits to any Council offices, including Service Centres, in the last 12 months (Q62a+Q62c)	99
Table 70: Which Council Office/Service Centre did respondents visit most often? (Q62b)	99
Table 71: How frequently have respondents e-mailed the Council, or a staff member of the Council, in the last 12 months? (Q63a+Q63b)	100
Table 72: How frequently have respondents visited a Christchurch City Council website in the last 12 months? (Q64a)	100
Table 73a: Frequency of telephoning Council offices in the last 12 months (Q65a+Q65b)	101
Table 73b: Frequency of telephoning Council offices in the last 12 months (2001 survey: Q61a+Q61b)	101
ACCESS TO INFORMATION TECHNOLOGY	102
Table 74: Where do respondents use e-mail and/or the world wide web? (Q66a+66b)	102
Table 75: Frequency of purchases over the world wide web in the last 12 months (Q67a+Q67b)	102
Table 76: On average, how often do respondents use e-mail for work, education or personal use? (Q68)	104
Table 77: On average, how often do respondents use the worldwide web for work, education or personal use? (Q69)	104
Table 78: How important is the worldwide web as a source of information that helps respondents make decisions? (Q69)	105
RATES	106
Table 79: Respondents' ratings of value for money for Council services/facilities (Q72a)	106
Table 80: Respondents' views as to whether the Council should spend more or less on services/facilities (Q70a+Q70c+Q70d+70e)	110
Table 81: Respondents' ratings of value for money for Council services/facilities, and whether the Council should spend more or less on services/facilities (Q70a+Q70c+Q70e)	111

PART 2:
TABLES OF RESULTS

IMPACT ON THE CITY

Table 1: What, in respondents' opinions, are the best things the Christchurch City Council has done for Christchurch in the last few years? (Q1a)

Note: This covers all persons (numbers and percentages). See Q1 responses in Section 3.

	2003	
	Number	Percent
Maintaining/upgrading parks and gardens	155	7
Recycling/kerbside recycling/green waste recycling	138	6
Road improvements/improved traffic flows	133	6
Summer - Times festival/concert/events	128	6
Beautifying/landscaping streets/general city	98	4
Free festivals/concerts/events/entertainment (unspecified)	92	4
General bus service improvements	86	4
New upgraded libraries	58	3
Art Gallery/new Art Gallery	58	3
Orbiter bus service	58	3
Upgrade of QEII	55	3
Good/improved rubbish collection/disposal	46	2
New/improved cycleways/promotion of cycling	43	2
Good/improved sporting/recreational facilities	41	2
City well run and maintained/good services provided	40	2
New bus depot/Bus Xchange	37	2
Other named festivals/concerts/events	37	2
Cleanliness of city/graffiti control	33	2
Good/improved swimming pool facilities (unspecified)	33	2
Free shoppers shuttle bus	31	1
Dealing with air pollution/banning open fires	30	1
The Square is better/improved	30	1
Arts Centre/support for the Arts	26	1
Promotion/support for physical activities	26	1
First hour free car parking	24	1

Continued

IMPACT ON THE CITY

Table 1: What, in respondents' opinions, are the best things the Christchurch City Council has done for Christchurch in the last few years? (Q1a) (continued)

Note: This covers all persons (numbers and percentages). See Q1 responses in Section 3.

	2003	
	Number	Percent
Tree planting/native tree planting	24	1
Brighton Pier	23	1
Addressing sewerage issues	22	1
Like the artwork/the Chalice in the Square	22	1
Provision of walkways/board walks/walking tracks	22	1
Redeveloping/revitalising the inner city	22	1
Trams in the City Centre	21	1
Waterways enhancement programme/wetlands	19	1
Landscaping of riverbanks/clean up of rivers/Avon River	17	1
Good/updated children's playgrounds	17	1
Westpac Trust Centre	17	1
Promoting Christchurch/tourism promotion	17	1
Updating Jade Stadium	16	1
New/improved footpaths	15	1
Addressing dog issues	15	1
Good consultation with public	14	1
Good water supply/no fluoridation in water	14	1
Sound investment/financial decisions	13	1
Upgrade of Pioneer Leisure Centre	13	1
Supporting social programmes/social services	12	1
Town Hall/Convention Centre	11	1
Catering for children/families/after school programmes	11	1
Public kept well informed/good communication	11	1
Cafés/bars/Oxford Terrace/good dining out opportunities	10	1
Catering for youth/facilities like skateboard parks etc.	10	0

Continued

IMPACT ON THE CITY

Table 1: What, in respondents' opinions, are the best things the Christchurch City Council has done for Christchurch in the last few years? (Q1a) (continued)

Note: This covers all persons (numbers and percentages). See Q1 responses in Section 3.

	2003	
	Number	Percent
More shopping/shopping mall extensions	10	0
Maintaining green areas/restricting developments	10	0
Liquor ban in the City Centre	9	0
Retention/restoration of heritage buildings	9	0
Outdoor markets/produce market	9	0
Provision of Council housing	8	0
Continuing the Garden City image	7	0
September 11 Memorial/Fire Fighters' Memorial	6	0
Job promotion/employment schemes	6	0
Business promotion	6	0
Upgrading/extension of airport	6	0
Nice environment/good environment control	5	0
Good road/street signage	5	0
City is safer/relatively crime-free	4	0
Museum/Canterbury Museum	4	0
Efforts to control the hoons	4	0
Others	36	2
None/Don't know	72	3
Total	2,160	100

0 = less than 0.5% of total responses

IMPACT ON THE CITY

Table 2: What, in respondents' opinions, are the worst things the Christchurch City Council has done for Christchurch in the last few years? (Q1b)

Note: This covers all persons (numbers and percentages). See Q1b responses in Section 3.

	2003	
	Number	Percent
The changes to the Square not attractive	256	19
Changes/proposed changes to rubbish bags	98	7
Lack of car parking/too many meters	47	3
Taking away rubbish bins from parks/public places	46	3
Dislike the sculpture/the Chalice in the Square	40	3
Rates going up/excessive increases/other rates issues	36	3
Problems with Bus Xchange	35	3
Slow to address air pollution problem	31	2
Not addressing sewerage problems/smells etc.	31	2
Not addressing traffic congestion	27	2
Other road changes not liked	24	2
Issues concerning trees/plantings	22	2
Overspending/inappropriate spending	22	2
Unsuitable building/too much infill housing	21	2
Narrowing of streets with landscaping	20	2
Deterioration of Brighton/Brighton Hall	20	1
Problems with the bus service/bus fares	19	1
Bickering/infighting/poor performance by Council	19	1
Banning open fires	19	1
Too many road works/unnecessary/inconvenient times	19	1
Lack of cleanliness/street cleaning not up to standard	18	1
Too many judder bars/speed bumps	17	1
Mayor/Councillors overpaid	17	1
Poor Council staff performance	16	1
Issues concerning sports and recreation facilities	16	1

Continued

IMPACT ON THE CITY

Table 2: What, in respondents' opinions, are the worst things the Christchurch City Council has done for Christchurch in the last few years? (Q1b) (continued)

Note: This covers all persons (numbers and percentages). See Q1b responses in Section 3.

	2003	
	Number	Percent
Lack of road maintenance	14	1
Not addressing hoons/loutish behaviour/crime	13	1
Landfill/refuse station/rubbish disposal issues	13	1
Not maintaining grass verges/roadsides/parks/rivers etc.	13	1
Dog issues	12	1
Landfill/transfer charges too high	12	1
Insufficient support for Lyttelton Marina	12	1
Recycling issues	11	1
Allowing urban sprawl/subdivision in green areas	11	1
Too many Councillors	9	1
Redevelopment/revitalisation of Inner City issues	8	1
Lack of footpath maintenance	8	1
Too much shopping for population	8	1
Against piped outfall to the sea	7	0
Poor planning/planning changes	7	0
Getting involved in activities not of Council's concern	7	0
Lack of funding/support for social services	5	0
Power shares issues	5	0
Dislike Brighton Pier	4	0
Others	107	8
None/Don't know	159	12
Total	1,381	100

0 = 0.5% or less of total responses

IMPACT ON THE CITY

Table 3: What, in respondents' opinions, are the most important things the Christchurch City Council should do for Christchurch over the next few years? (Q1c)

Note: This covers all persons (numbers and percentages). See Q1c responses in Section 3.

	2003	
	Number	Percent
Fix traffic congestion/improve traffic flow	141	9
Fix air pollution/smog problem/household fires etc.	111	7
Fix sewerage systems/need sea outfall, not into estuary	75	5
More/cheaper parking	56	4
Concentrate on public transport	56	4
Maintain/improve road conditions	55	3
Keep up/improve recycling	52	3
Better cleaning of streets/city/control of litter etc.	44	3
Fix the Square/add colour	40	3
Retain rubbish collection service with free bags	38	2
Continue beautification programme of streets	36	2
Safeguard the water supply/no fluoridation	35	2
Stop increasing rates/keep rates at reasonable level	35	2
More/better footpaths/better conditions for pedestrians	34	2
Sort out rubbish disposal/look at better ways	32	2
Provide more/sufficient/affordable sports facilities	31	2
Better financial management/reduce spending	30	2
Maintain/improve parks and gardens/Garden City image	30	2
More provision for youth/entertainment facilities etc.	29	2
Increase support for social services/community services	29	2
Make the City safer	29	2
Continue redevelopment/revitalisation of Inner City	28	2
Increase trees/plantings around City	27	2
Keep doing what they're doing now (general)	24	1
Improve rubbish collection service/provide wheelie bins	22	1

Continued

IMPACT ON THE CITY

Table 3: What, in respondents' opinions, are the most important things the Christchurch City Council should do for Christchurch over the next few years? (Q1c) (continued)

Note: This covers all persons (numbers and percentages). See Q1c responses in Section 3.

	2003	
	Number	Percent
Better/more tourism promotions/attraction	21	1
Continue with more cycle lanes/make cycling safer	21	1
Limit urban sprawl/limit subdivisions in green areas	21	1
More provision for dogs, with better dog control	18	1
Revitalise New Brighton/fix Brighton Mall	18	1
More events/festivals/entertainment in parks	17	1
Tighten subdivision requirements	16	1
Don't remove rubbish bins from parks/public places	16	1
Better consultation/communication	15	1
Curb/control boy racers	14	1
More provisions for children/playgrounds etc.	14	1
Continue with Council housing/housing help	13	1
Reduce the number of Councillors	13	1
Slow traffic with road humps/reduced speed limits	13	1
More business promotion	11	1
Maintain/upgrade grass verges/gutters/drive entries etc.	11	1
Continued expansion/improvement of libraries	11	1
Protect the environment/other environmental issues	10	1
Improve rivers/keep rivers clean/safeguard Avon river	9	1
Continue retaining/protecting heritage buildings	8	0
Improve drainage/flood control	8	0
More/better shopping/more bars and restaurants	7	0
Better overall future planning	7	0
Keep to core services	6	0

0 = 0.5% or less of total responses

Continued

IMPACT ON THE CITY

Table 3: What, in respondents' opinions, are the most important things the Christchurch City Council should do for Christchurch over the next few years? (Q1c) (continued)

Note: This covers all persons (numbers and percentages). See Q1c responses in Section 3.

	2003	
	Number	Percent
Offer more employment/work schemes	6	0
Don't charge for water	5	0
Clean up/develop saleyard site	5	0
Improved electricity supply/cheaper electricity	4	0
More/safer toilets	4	0
Stop expanding suburban malls	4	0
Others	77	5
None/Don't know	75	5
Total	1,617	100

0 = 0.5% or less of total responses

COUNCIL SERVICES

Table 4: Of all the services the respondent knows the Council provides, which are the most important to them? (Q2)

Note: This covers all persons (numbers and percentages). See Q2 responses in Section 3.

	1999		2001		2003	
	Number	Percent	Number	Percent	Number	Percent
Rubbish collection/rubbish unspecified	344	17	326	15	398	21
Water supply	290	14	247	12	262	13
Public transport/bus service/shuttle bus	108	5	154	7	154	8
Sewage disposal	147	7	149	7	143	7
Roading	270	13	275	13	142	7
Libraries	113	6	152	7	125	6
Parks & reserves/gardens	176	9	205	10	124	6
Recycling	68	3	54	3	99	5
Sports & recreational facilities	29	1	39	2	58	3
Street & gutter cleaning/ general cleanliness [†]	34	2	46	2	50	3
Rubbish disposal	-	-	32	1	32	2
Swimming pools	24	1	28	1	32	2
Rubbish bags	-	-	10	1	28	1
Events/festivals/entertainment/ activities	51	2	31	1	25	1
Footpaths/pedestrian crossings	38	2	32	1	22	1
Drainage/stormwater	41	2	30	1	22	1
Street lighting	13	1	17	1	13	1
Social services/community services	10	1	15	1	13	1
Waterways/coastal care*	-	-	16	1	13	1
Dog control	-	-	12	1	12	1
Traffic/traffic flow/traffic control	13	1	14	1	12	1
Waste management in general	-	-	-	-	11	1
Beautification and landscaping	36	2	15	1	11	1

- Reasons may have been included in 'other' section of the 1999 or 2001 surveys.

[†] Prior to 2003, this referred to street and gutter cleaning.

* Prior to 2003, this referred to waterways only.

Continued

COUNCIL SERVICES

Table 4: Of all the services the respondent knows the Council provides, which are the most important to them? (Q2) (continued)

Note: this covers all persons (numbers and percentages). See Q2 responses in Section 3.

	1999		2001		2003	
	Number	Percent	Number	Percent	Number	Percent
Power supply/Southpower	15	1	13	1	10	1
Public safety	-	-	5	0	10	1
Council housing/pensioner flats	17	1	15	1	10	1
Carparks/parking	-	-	9	1	10	1
Air/cleaning the air up	-	-	6	0	9	1
Arts and cultural support	-	-	8	0	8	0
Planning & inspection services	16	1	14	1	8	0
General City maintenance	-	-	8	0	8	0
Sports/recreation/sports activities	11	1	26	1	7	0
The environment	-	-	15	1	6	0
Management/administration	-	-	7	0	5	0
Local service centres	-	-	5	0	4	0
Rates/rates collection	-	-	8	0	4	0
Museums	-	-	6	0	4	0
Tourism/tourist attractions	-	-	5	0	3	0
Health/health services	-	-	5	0	2	0
Playgrounds	-	-	13	1	2	0
Public buildings/Council buildings	10	1	7	-	2	0
Employment	-	-	1	0	1	0
Public toilets	-	-	10	1	1	0
Road safety	-	-	2	0	0	0
Other	123	5	12	1	4	0
Don't know	21	1	24	1	29	1
Total	2,018	100	2,123	100	1,948	100

- Reasons may have been included in 'other' section of the 1999 or 2001 surveys.

0 = less than 0.5% of total responses.

COUNCIL SERVICES

Table 5a: Any services that the respondent thinks the Council should provide, but are not being provided (Q3a)

Note: this covers all persons (percentages).

	1997	1999	2001	2003
No	69	68	67	68
Yes (See Table 5b and Q3a in Section 3)	23	23	27	25
Don't know	7	9	6	7
Total	100	100	100	100

COUNCIL SERVICES

Table 5b: List of services that the respondent thinks the Council should provide, but are not being provided for (Q3b)

Note: this covers all persons who think that there are services which need providing but are not being provided for (numbers and percentages)
(1999: 180 persons, 213 responses; 2001: 209 persons, 213 responses; 2003: 192 persons, 232 responses). See Q3b responses in Section 3.

	1999		2001		2003	
	Number	Percent	Number	Percent	Number	Percent
Better rubbish collection	14	7	25	10	29	12
Improved recycling service	6	3	11	4	15	6
More parking/cheaper parking	15	7	12	5	14	6
Provision for organic waste collection/ garden waste	-	-	7	3	14	6
Better public transport	16	8	16	6	11	5
More rubbish bins in parks/ public places	-	-	-	-	10	4
Better roading/traffic control/ pedestrian crossings [†]	6	3	28	11	9	4
Upkeep of berms/lawn mowing/ tree pruning	9	4	4	2	9	4
Improved street cleaning/ cleaning of gutters ^{††}	4	2	8	3	8	4
A periodic inorganic rubbish collection	5	2	1	0	8	4
More youth activities	10	5	16	6	7	3
More services for elderly	4	2	3	1	7	3
Provision for other social services	-	-	10	4	6	3
Stronger crime measures	-	-	6	2	5	2
More dog laws/more dog control	-	-	-	-	5	2

- Reasons may have been included in 'other' section of the 1999 or 2001 surveys.

0 = less than 0.5% of total responses.

[†] Prior to 2003, this referred to better roading/traffic control.

^{††} Prior to 2003, this referred to improved street cleaning.

Continued

COUNCIL SERVICES

Table 5b: List of services that the respondent thinks the Council should provide, but are not being provided for (Q3b) (continued)

Note: this covers all persons who think that there are services which need providing but are not being provided for (numbers and percentages)
 (1999: 180 persons, 213 responses; 2001: 209 persons, 213 responses;
 2003: 192 persons, 232 responses). See Q3b responses in Section 3.

	1999		2001		2003	
	Number	Percent	Number	Percent	Number	Percent
Cheaper dump charges	-	-	-	-	5	2
More Council housing/improvements	8	4	7	3	4	2
Better information service/ customer service*	6	2	9	3	3	1
More public toilets/improved public toilets	8	4	4	2	3	1
Better footpaths	6	3	10	4	2	1
Provision for childcare facilities	-	-	3	1	2	1
Better services for dog owners	7	3	1	1	2	1
More parks for children/ safer play equipment**	7	3	-	-	2	1
Employment opportunities	-	-	7	3	1	0
Put wiring underground	-	-	4	2	-	-
Should be supplying electricity	8	4	2	1	-	-
Better water services	4	2	-	-	-	-
Others	70	32	58	23	51	22
Total	213	100	252	100	232	100

- Reasons may have been included in 'other' section of the 1999 or 2001 surveys.

0 = less than 0.5% of total responses.

* Prior to 2003, this referred to better information service.

** Prior to 2003, this referred to more parks for children.

COUNCIL SERVICES

Table 6a: Any services that the respondent thinks the Council should not provide, but are being provided for (Q3c)

Note: this covers all persons (percentages).

	1997	1999	2001	2003
No	83	74	77	82
Yes (See Table 6b & Q3d responses in Section 3)	11	18	14	10
Don't know	6	8	9	8
Total	100	100	100	100

COUNCIL SERVICES

Table 6b: List of services that the respondent thinks the Council should not provide (Q3d)

Note: This covers all persons who think there are any services or facilities that Council provides that they shouldn't (1999: 136 persons, 178 responses; 2001: 123 persons, 135 responses; 2003: 84 persons, 95 responses). See Q3d responses in Section 3.

	1999		2001		2003	
	Number	Percent	Number	Percent	Number	Percent
Not so much free entertainment/ concerts/festivals	12	7	8	6	13	14
Social services/welfare housing	12	7	20	15	11	12
Property/land development	-	-	-	-	6	6
Job creation/employment services	6	4	7	5	5	5
Over regulations/too many rules and regulations	-	-	-	-	5	5
Restricting parking/parking warden	-	-	-	-	4	5
Rubbish collection/recycling	7	4	2	2	4	4
Commercial operations/like Convention Centre [†]	8	5	1	1	3	3
The arts/Art Centre/Art Gallery	-	-	-	-	3	3
Sports funding/sports stadium	7	4	5	4	3	3
Public transport/subsidised buses	6	4	3	2	3	3
Unnecessary roadworks/changes	6	3	10	8	2	3
Public artworks/monuments etcetera	-	-	5	4	0	0
Buying up/funding old historic buildings	-	-	9	6	0	0
The Square redevelopment	12	7	7	5	-	-
Millennium Bridge	-	-	6	4	-	-

- Reasons may have been included in 'other' section of the 1999 or 2001 surveys.

0 = less than 0.5% of total responses.

[†] Prior to 2003, this referred to commercial operations only.

Continued

COUNCIL SERVICES

Table 6b: List of services that the respondent thinks the Council should not provide (Q3d) (continued)

Note: This covers all persons who think there are any services or facilities that Council provides that they shouldn't (1999: 136 persons, 178 responses; 2001: 123 persons, 135 responses; 2003: 84 persons, 95 responses). See Q3d responses in Section 3.

	1999		2001		2003	
	Number	Percent	Number	Percent	Number	Percent
Supply of electricity	-	-	3	2	-	-
Commercial property in shopping malls	6	3	2	2	-	-
Swimming pools	6	3	1	1	-	-
The tram	8	5	1	0	-	-
The Millennium festivities/party	24	13	-	-	*	*
The Brighton Pier	5	3	-	-	-	-
Roading should be contracted out	4	2	-	-	-	-
Others	49	27	45	33	33	34
Total	178	100	135	100	95	100

- Reasons may have been included in 'other' section of the 1999, 2001 or 2002 surveys.

0 = less than 0.5% of total responses.

* Applies only to 1999.

USAGE OF COUNCIL FACILITIES

Table 7: In the last 12 months, how often have respondents visited or made use of the following facilities ...? (Q4)

Note: This covers all persons (percentages).

	Year	Never	1-2 times	3 times or more	Don't know
The Canterbury Museum	1998	55	33	12	0
	2000	51	34	15	0
	2002	55	32	13	0
	2003	50	36	14	0
'The Christchurch Arts Centre	2003	36	26	38	0
The Botanic Gardens	2003	21	29	49	1
The Town Hall	2002	55	33	12	0
	2003	41	37	22	0
The Christchurch Convention Centre	2002	76	21	3	0
	2003	69	23	7	1

NB: Prior to 2003, respondents were only asked if they had visited these facilities.

CHANGES IN CHRISTCHURCH

Table 8: Knowledge of any residential building, alterations, extensions, or new developments completed in your area in the last 12 months, and the effect on your area (Q5a + Q5b)

Note: this covers all persons (percentages).

	1997	1998	1999	2000	2001	2003
No/don't know	42	43	46	53	50	47
Much better	9	8	8	6	5	11
Better	22	23	19	17	22	24
No different	16	15	19	18	14	9
Worse	9	8	6	5	6	7
Much worse	1	2	2	0	2	2
Don't know if area improved	1	1	0	1	1	0
Total	100	100	100	100	100	100

CHRISTCHURCH ENVIRONMENT

Table 9: Native plants respondents mention are found in their neighbourhood (Q6a)

Note: This covers all persons (numbers and percentages). See Q6a responses in Section 3.

	2003	
	Number	Percent
NZ flax	223	13
Cabbage trees	211	12
Kowhai	164	9
Native grasses	94	5
NZ ferns	86	5
Hebes	80	5
Pittosporum	75	4
Pohutukawa	53	3
Ake Ake	42	2
Punga	36	2
Lacewood	36	2
Toe Toe	36	2
Tussock	33	2
Totara	28	2
NZ Beech	23	1
Manuka	17	1
Pseudopanax/Five Finger	15	1
Rimu	14	1
Ngaio	13	1
Kauri	13	1
Rata	11	1
Coprosma	10	1
Kahikatea	10	1
Matai	9	1

Continued

CHRISTCHURCH ENVIRONMENT

Table 9: Native plants respondents mention are found in their neighbourhood (Q6a) (continued)

Note: This covers all persons (numbers and percentages). See Q6a responses in Section 3.

	2003	
	Number	Percent
Native shrubs/trees	8	0
Ribbonwood	7	0
Broadleaf	6	0
Lemonwood	6	0
Kaka Beak	5	0
Matipo	4	0
Clematis	4	0
Lacebark	2	0
Other native plant mentions	13	1
Other plant mentions that are not natives	104	6
Don't know/Not aware of any/None named	255	15
Total	1,746	100

0 = less than 0.5% of total responses

CHRISTCHURCH ENVIRONMENT

Table 10: Native birds respondents mention are found in their neighbourhood. (Q6b)

Note: This covers all persons (numbers and percentages). See Q6b responses in Section 3.

	2003	
	Number	Percent
Fantail	229	17
Silver-eye/Wax-eye/White-eye	143	11
Pukeko	59	4
Bellbird	54	4
Wood Pigeon	43	3
Tui	23	2
Paradise Duck	19	1
Scaup/Black Teal	14	1
Grey/Reef Heron	14	1
Kingfisher	14	1
Pied Shag	12	1
Blue Heron	11	1
Grey Warbler	9	1
South Island Robin	8	1
Pied Oyster Catcher	4	0
Other native bird mentions	33	3
Other bird mentions that are not natives	307	23
Very few/none seen around here	30	2
Don't know/can't name any species	301	23
Total	1,327	100

0 = less than 0.5% of total responses

CHRISTCHURCH ENVIRONMENT

Table 11: Which statement do respondents agree with most ...? (Q7a)

Note: This covers all persons (percentages).

	2003
I would like to see more native birds in my neighbourhood	72
I think the number of native birds in my neighbourhood is about right	22
I would like to see fewer native birds in my neighbourhood	3
Don't know	3
Total	100

Table 12: Which statement do respondents agree with most ...? (Q7b)

Note: This covers all persons (percentages).

	2003
I would like to see more native plants in my neighbourhood	58
I think the number of native plants in my neighbourhood is about right	35
I would like to see fewer native plants in my neighbourhood	3
Don't know	4
Total	100

CHRISTCHURCH ENVIRONMENT

Table 13: "Which of the following do respondents prefer for Christchurch's existing parks, riversides and street landscaping ...?" (Q8)

Note: This covers all persons (percentages).

	2003
Retain the English garden style plantings. Few, if any, native species would be introduced into our existing parks, riversides and street landscapes.	17
Introduce a few native plants into our parks, riversides and street landscapes, but keep English garden style plantings.	56
Replace some of the English garden style planting with native plants.	22
Replace most of the English garden style planting with native plants.	4
Don't know	1
Total	100

Table 14: Do respondents agree or disagree with the following statement: "I would like to learn more about plants and wildlife that are native to New Zealand". (Q9)

Note: This covers all persons (percentages).

	2003
Strongly agree	14
Agree	40
Neither agree nor disagree	36
Disagree	8
Strongly disagree	1
Don't know	1
Total	100

CHRISTCHURCH ENVIRONMENT

Table 15a: Have respondents done any of the following in the past year ...? (Q10a)

Note: This covers all persons (percentages).

	Yes	No	Don't know	Total
Planted native plants in their garden	40	59	1	100
Helped with an organised community planting activity	6	94	0	100
Provided food for native birds in their garden	49	49	2	100

Table 15b: Have respondents done anything else to look after native wildlife? (Q10b)

Note: This covers all persons (percentages).

	2003
Yes (See Table 15c and Q10c responses in Section 3)	17
No	82
Don't know	1
Total	100

CHRISTCHURCH ENVIRONMENT

Table 15c: Other things respondents have done to look after native wildlife? (Q10c)

Note: This covers all persons who said they had done something else to look after native wildlife. (2003: 143 persons, 147 responses) See Q10c responses in Section 3.

	2003	
	Number	Percent
Rescued/sought assistance for sick/injured wildlife	19	13
Protect birds from cats/bells around neck/keep indoors etc.	15	10
Feed ducks generally/not specifically native ducks	13	9
Working with organisations caring for environmental areas	11	8
Retain/maintain native plantings in my garden	8	5
Feed birds generally (not specifically native birds)	8	5
Avoid driving over them/avoid damaging them	7	5
Planted native plants elsewhere (not in my garden)	6	4
Provide an environment attractive for wildlife	6	4
Picking up/removing rubbish	6	4
Killed possums/magpies/concerned about predators	6	4
Don't have a cat/got rid of cat	5	3
Plant swan plants/other plants for monarch butterflies	4	3
Educate others/encourage others to care for environment	4	3
Putting bird bath in garden/providing water for birds	4	3
Visited Willowbank/Wildlife Park	3	2
Donated money to wildlife organisation	3	2
Plant trees/shrubs etc. generally (not specifically natives)	3	2
Feed/look after hedgehogs	2	2
Feed native birds/ducks elsewhere (not in my garden)	2	2
Others	12	7
Total	147	100

CHRISTCHURCH ENVIRONMENT

Table 16a: Are respondents a member of an environmental organisation? (Q11a)

Note: This covers all persons (percentages).

	2003
Yes (See Table 16b & Q11b responses in Section 3)	7
No	93
Total	100

CHRISTCHURCH ENVIRONMENT

Table 16b: Environmental organisations respondents are a member of (Q11b)

Note: This covers all persons who said they are a member of an environmental organisation. (2003: 51 persons, 67 responses)

	2003	
	Number	Percent
Greenpeace	18	27
Forest & Bird Society	6	9
Horticultural Society	4	6
World Wildlife Fund	3	4
SAFE	3	4
The Port Hills Preservation Society	2	3
QEII/QEII Trust	2	3
The Green Party	2	3
Willowbank Conservation Trust/Group	1	2
Garden Club	1	2
Other specified organisations (single mention)	25	37
Total	67	100

CHRISTCHURCH ENVIRONMENT

Table 17: Do respondents agree or disagree with the following ...? (Q12)

Note: This covers all persons (percentages).

	Strongly agree	Agree	No feeling either way	Disagree	Strongly disagree	Don't know/ No opinion	Total
Further housing development on the Port Hills	4	22	12	37	24	1	100
Further forestry development on the Port Hills	11	50	14	17	8	0	100
Further farming development on the Port Hills	2	27	28	35	6	2	100
Further tourist or recreational development on the Port Hills	10	51	16	17	5	1	100

THE CITY CENTRE

Table 18: City workers who have visited the City Centre for purposes other than work in the last 12 months (Q13a+Q13b)

Note: This covers all persons.

	† 1998	† 1999	† 2000	* 2001	† 2002	* 2003
Have not visited the City centre other than for work	2	1	2	4	4	5
Have visited the City centre for other purposes	96	98	96	94	94	94
Respondent lives or lived in the City centre	2	1	2	2	2	2
Not visited the City Centre	NA	NA	NA	0	NA	3
Don't know	0	0	0	0	0	0
Total	100	100	100	100	100	100

*All respondents were asked this question.

† All persons who worked (paid or unpaid) in the City Centre were asked this question. (1998: 365 persons; 1999: 295 persons; 2000: 280 persons; 2002: 276 persons)

NA = Not applicable

Table 19: Frequency of visits made to City Centre for non-work trips in the last 12 months (Q13c)

Note: This covers all persons who have visited the City Centre for non-work trips (percentages) (1998: 974 persons; 1999: 717 persons; 2000: 711 persons; 2001: 736 persons; 2002: 737 persons; 2003: 711 persons).

	1998	1999	2000	2001	2002	2003
Once a week or more often	48	57	51	45	45	50
Once a month or more	33	27	31	37	34	31
Once every three months or more	14	11	12	13	15	NA
Less than once a month (2003) Less often than that - previous years	5	5	6	5	6	19
Don't know	0	0	0	0	0	0
Total	100	100	100	100	100	100

NA = Not asked this

THE CITY CENTRE

Table 20: Satisfaction with range of things to do in the City Centre in the last 12 months (Q14)

Note: this covers all persons (percentages).

	1997	1998	1999	2000	2001	2003
Very satisfied	17	18	12	18	14	13
Satisfied	52	54	53	51	52	52
No feeling either way	19	16	20	18	21	21
Dissatisfied	7	7	10	10	10	11
Very dissatisfied	0	1	1	1	1	2
Don't know	4	4	4	2	2	1
Total	100	100	100	100	100	100

THE CITY CENTRE

Table 21: What things should Council do to make the City Centre a better place to visit? (Q15)

Note: This covers all persons (numbers and percentages). See Q15 responses in Section 3.

	2003	
	Number	Percent
More/better parking/free parking	169	14
Make it safer - by more policing/security/lighting, etc.	113	9
Improve the Square/brighten it up/make it friendlier	102	9
More greenery/trees/gardens	89	7
Relieve traffic congestion/address traffic problems	68	6
Have things to do/family activities/areas	56	5
Keep it clean and tidy/free of litter/graffiti	40	3
Better shops/more shopping options	39	3
More activities for children/young people	34	3
More entertainment/shows/concerts/picture theatres	31	3
More areas closed to traffic/better pedestrian facilities	31	3
More cafés/restaurants/eating places	28	2
Improve public transport/buses	27	2
Get rid of boy racers/hoons in cars	17	1
More cultural activities/exhibitions/artists/history	17	1
Other specified areas of city needing improvement	17	1
Relocate Bus Xchange/improve Bus Xchange	15	1
More seating/attractive areas to sit/umbrellas	13	1
Extend/enforce alcohol ban/get drunks out of City Centre	9	1
More tourist attractions	8	1
Upgrade buildings	7	1
Improved public toilets	6	1
Get rid of food stalls	6	1
Encourage/attract more businesses	6	1

Continued

THE CITY CENTRE

Table 21: What things should Council do to make the City Centre a better place to visit? (Q15) (continued)

Note: This covers all persons (numbers and percentages).

	2003	
	Number	Percent
Include more artworks/sculptures/murals, etc.	6	1
Encourage more residential development	4	0
Better signage	4	0
More amusement parks/theme parks	3	0
Covered walkways needed	2	0
Others	67	6
Nothing/can't think of anything/satisfied	106	9
Don't know	51	4
Total	1,191	100

0 = less than 0.5% of total responses

CITY IMAGE

Table 22: Where would respondents take visitors to show them Christchurch at its best? (Q16)

Note: This covers all persons (numbers and percentages). See Q16 responses in Section 3.

	2003	
	Number	Percent
Botanical gardens	425	17
Arts Centre/markets at the Arts Centre	296	12
Port Hills/Summit Road	291	12
Sumner/Sumner Beach	147	6
Museum/Canterbury Museum	132	5
Cathedral Square	127	5
Gondola	96	4
Avon River/the twin rivers	85	3
Hagley Park	63	3
Lyttelton	56	2
City Centre (unspecified)	51	2
Victoria Square	45	2
Oxford Terrace/Oxford Strip/The Strip	38	2
Brighton/Brighton Beach	35	2
Antarctic Centre	33	1
Town Hall/Convention Centre	33	1
Tram	31	1
Brighton Pier	27	1
Art Gallery/new Art Gallery/McDougall Art Gallery	27	1
Nightlife/restaurants/cafés/bars/clubs/pubs	26	1
Beaches/around the Bays (unspecified)	26	1
Mona Vale	25	1
Sign of the Takahe	22	1
Shops/City Centre shops/the shopping malls/Ballantynes	21	1
Sign of the Kiwi	19	1

Continued

CITY IMAGE

Table 22: Where would respondents take visitors to show them Christchurch at its best? (Q16) (continued)

Note: This covers all persons (numbers and percentages). See Q16 responses in Section 3.

	2003	
	Number	Percent
Victoria Park	19	1
Orana Park	18	1
QEII	15	1
The Cathedral	15	1
Worcester Boulevard/The Boulevard	14	1
Other specifically named Central City streets	14	1
Other named parks/parks (unspecified)	12	1
Area outside of Christchurch/Banks Peninsula, Akaroa etc.	11	1
Casino	10	1
Cashmere/Cashmere Hills/Dyers Pass Road	10	1
Taylors Mistake/Taylors Mistake Road/Scarborough Hill	10	1
Historic buildings/homes/Provincial Chambers, etc.	9	0
The Groynes	9	0
Lyttelton Tunnel	9	0
Gardens (unspecified)	9	0
Riccarton market	7	0
Golf clubs/courses/driving range	7	0
Take a bus tour/Orbiter/shuttle etc.	7	0
University	7	0
Specifically named hotels	6	0
Halswell Quarry Park	6	0
Bottle Lake Forest/other forest parks	6	0
Rolleston Avenue	5	0

0 = less than 0.5% of total responses, except for three with 10 responses which were rounded up to 1 due to the high number of responses below 0.5%.

Continued

CITY IMAGE

Table 22: Where would respondents take visitors to show them Christchurch at its best? (Q16) (continued)

Note: This covers all persons (numbers and percentages). See Q16 responses in Section 3.

	2003	
	Number	Percent
Airport	5	0
Willowbank Wildlife Park	5	0
Jade Stadium	4	0
Ferrymead	4	0
Riccarton Bush/Deans Bush	4	0
Around suburbs	3	0
Wigram/ Air Force Museum	3	0
Christ College	2	0
Other	27	1
Don't know	4	0
Total	2,473	100

0 = 0.4% or less of total responses

CITY IMAGE

Table 23a: Satisfaction with the way the City, as a whole, looks and feels (Q17a)

Note: This covers all persons (percentages).

	2000	2001	2002	2003
Very satisfied (See Table 23b & Q17b responses in Section 3)	27	17	22	21
Satisfied (See Table 23b & Q17b responses in Section 3)	56	62	55	62
No feeling either way	8	9	8	10
Dissatisfied (See Table 23c & Q17b responses in Section 3)	9	10	14	7
Very dissatisfied (See Table 23c & Q17b responses in Section 3)	0	1	1	0
Don't know/No opinion	0	1	0	0
Total	100	100	100	100

CITY IMAGE

Table 23b: Reasons why respondents are satisfied with the way the City, as a whole, looks and feels (Q17b)

Note: This covers all persons who are satisfied/very satisfied with the way the City looks and feels (2002: 597 persons, 1887 responses; 2003: 633 persons, 1854 responses). See Q17b responses in Section 3.

	2002		2003	
	Number	Percent	Number	Percent
Clean city/no litter/clean and tidy	193	10	139	8
Beautiful city/attractive/pretty	119	6	113	6
Attractive gardens/lovely flowers	112	6	100	6
Beautiful parks/lots of parks	133	7	86	5
Many attractions/activities	50	3	82	4
Not too much traffic/easy to get around	72	4	76	4
Love the trees/large English trees	81	4	75	4
Nice green city/clean green looking	57	3	61	3
Good size/right population size	30	2	60	3
Love Christchurch/like it/nice place	65	3	59	3
Most things convenient/handy	41	2	55	3
Great place to live/always lived here	58	3	53	3
Well laid out/spacious	46	2	52	3
Slow pace/no rush/relaxed/quiet, etc.	34	2	50	3
Good facilities and services	49	3	49	3
The Avon/the river flowing through City	44	2	49	3
Attractive buildings/old buildings preserved	32	2	44	2
Compared well with other NZ/overseas cities	56	3	41	2
Reasonably safe city/trouble-free	47	3	40	2
Good transport/bus service very good	19	1	39	2
Feels good/feels comfortable	39	2	38	2
Helpful, friendly people/welcoming	47	3	34	2
Flat	13	1	30	2
Good cultural amenities/activities	18	1	26	1
Great place to shop/nice shopping malls	17	1	26	1
Nice beaches/good access to beaches	19	1	25	1
Good roading/roads well maintained	22	1	20	1

Continued

CITY IMAGE

Table 23b: Reasons why respondents are satisfied with the way the City, as a whole, looks and feels (Q17b) (continued)

Note: This covers all persons who are satisfied/very satisfied with the way the City looks and feels (2002: 597 persons, 1887 responses; 2003: 633 persons, 1854 responses). See Q17b responses in Section 3.

	2002		2003	
	Number	Percent	Number	Percent
Go ahead/progressive place/positive place	23	1	19	1
Council are doing a good job	43	2	19	1
Oxford Terrace/bars/the café scene	14	1	19	1
The Port Hills/nice to see the hills	13	1	18	1
Improving the Square/slowly getting the Square right	14	1	15	1
Good weather/nice climate	13	1	15	1
Like the City Centre	28	1	14	1
Good sporting facilities/activities/opportunities	20	1	14	1
Nice atmosphere/good atmosphere	6	0	13	1
Access to mountains/skiing opportunities	13	1	13	1
People are proud of the City	12	1	12	1
Has an old English traditional character	9	0	11	1
Good Council events/festivals	21	1	10	1
Lives up to its Garden City image	21	1	10	1
People take a pride in houses/gardens	7	0	9	0
Low cost of living/not an expensive place to live	8	0	8	0
Good reputation/visitors like it	14	1	8	0
Different cultures and lifestyles	2	0	7	0
Buzzy/vibrant/lively/exciting place	11	1	6	0
Good educational facilities	5	0	4	0
Good water supply/nice water to drink	14	1	4	0
Clean air/no pollution	8	0	3	0
Looks bright/colourful	16	1	1	0
Satisfied, but still room for improvement	-	-	39	2
No complaints/nothing bothers me	14	1	14	1
Other (See Q17b responses in Section 3)	20	1	23	1
Don't know/no particular reason/no reply	5	0	4	0
Total	1,887	100	1,854	100

0 = 0.5% or less of total responses.

- May be included in 'others' section of the 2002 survey.

CITY IMAGE

Table 23c: Reasons why respondents are dissatisfied with the way the City, as a whole, looks and feels (Q17b)

Note: This covers all persons who are dissatisfied/very dissatisfied with the way the City looks and feels (2001: 94 persons, 141 responses; 2002: 121 persons, 212 responses; 2003: 59 persons, 111 responses). See Q17b responses in Section 3.

	2001		2002		2003	
	Number	Percent	Number	Percent	Number	Percent
Square redevelopment a disaster	25	18	37	17	15	14
Roading issues/roadworks/traffic problems*	2	1	24	12	10	9
Looks dirty/rubbish everywhere	16	11	38	18	10	9
Safety concerns/young people hanging about/hoons†	16	11	16	8	10	9
Drab/dowdy looking/needs sprucing up	13	9	9	4	7	6
Loss of trees/need more trees planted	5	4	10	5	7	6
Level of attention/standards vary	11	8	4	2	5	5
New buildings/big buildings/high rises	7	5	3	1	5	5
Loss of green areas	-	-	5	2	4	3
Graffiti/vandalism	8	6	10	5	3	3
Better maintenance/tidy up needed	10	7	9	4	3	2
Smog/air pollution	-	-	2	1	3	2
Old buildings pulled down	4	3	6	3	2	2
Empty buildings/closed shops	4	3	5	2	2	2
Inadequate shopping in City Centre	-	-	6	3	2	1
State of footpaths	-	-	4	2	-	-
Others (See Q17b responses in Section 3)	20	14	24	11	23	22
Total	141	100	212	100	111	100

- Responses may have been included in 'others' section of the 2000/2001/2003 surveys.

* Prior to 2002, this referred to roadworks only.

* Prior to 2003, this referred to safety concerns only.

COMMUNITY COHESION

Table 24: Strength of feeling regarding particular statements (Q18)

Note: This covers all persons (percentages).

		Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know/ No opinion	Total
I feel a sense of community with others in my local neighbourhood - eg, share interests and concerns with them	2001	10	37	24	23	5	1	100
	2002	11	35	27	22	4	1	100
	2003	11	40	23	22	3	1	100
It's important to me to feel a sense of community with people in my local neighbourhood	2001	17	52	22	9	0	0	100
	2002	15	52	23	9	1	0	100
	2003	15	56	21	8	0	0	100
People across the City work together and support each other	2001	3	37	29	23	4	4	100
	2002	3	36	30	24	1	6	100
	2003	4	37	32	21	1	5	100

COMMUNITY COHESION

Table 25a: What kind of contact have respondents had with the people who live on their street, during the last 12 months? (Q19)

Note: This covers all persons (percentages).

	2001	2002	2003
Positive contact - visit, chat when I see them, ask small favours, tell them if I'm going away	56	57	55
Limited positive contact - nod or say hello	34	34	35
No particular contact	8	8	9
Limited negative contact - we don't get on	1	1	0
Negative contact - there's outright tension or disagreement	0	0	1
Don't know	1	0	0
Total	100	100	100

NB: A similar question was asked in 2000. The following are the relevant results:

Table 25b: What kind of positive contact have respondents had with the people in their street? (2000 survey Q27)

Note: This covers all persons (percentages).

	2000
Lots of positive contact (eg, socialise with neighbours, part of social network)	20
Some positive contact (eg, stop and chat, tell them when going away, asking small favours)	45
Limited positive contact (eg, give a nod, sometimes say hello)	27
No positive contact	8
Total	100

COMMUNITY COHESION

Table 26a: Which group best describes the group or social network that matters most to respondents? (Q20)

Note: This covers all persons (percentages).

	2001	2002	2003
It is mostly made up of people who live in the same area as me (ie, my local neighbourhood)	14	14	13
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	62	61	63
It is mostly made up of people I work with	9	8	8
There are no particular groups or networks that I feel I belong to	14	17	15
Other (See Q20 responses in Section 3)	1	0	1
Total	100	100	100

0 = Less than 0.5% of total respondents.

NB: A similar question was asked in 2000. The corresponding results are as follows:

Table 26b: Where is the group and network that matters most to respondents based? (2000 survey Q28)

Note: This covers all persons (percentages).

	2000
Mainly based around where they live (ie, local neighbourhood)	28
Mainly based on their interests, ethnic group, beliefs, lifestyle or social networks	60
There is no community that I feel I belong to	12
Total	100

COUNCIL CONSULTATION

Table 27a: Satisfaction with the way the Council involves the public in the decisions it makes (Q21a)

Note: This covers all persons (percentages).

	2000*	2001	2002	2003
Very satisfied	3	4	5	5
Satisfied	34	33	30	34
Neither satisfied nor dissatisfied	24	28	32	29
Dissatisfied (See Table 27b & Q21b responses in Section 3)	25	22	23	23
Very dissatisfied (See Table 27b & Q21b responses in Section 3)	6	5	4	5
Don't know/no opinion	8	8	6	4
Total	100	100	100	100

* In 2000, respondents were asked: "Are you satisfied with the way the Council involves people in decision making?". In 2001, 2002 and 2003, respondents were asked: "How satisfied are you with the way Council involves the public in the decisions it makes?".

COUNCIL CONSULTATION

Table 27b: Reasons why respondents are dissatisfied with the way the Council involves the public in the decisions it makes (Q21b)

Note: This covers all persons who said they were dissatisfied/very dissatisfied with the way the Council involves the public in the decisions it makes (2001: 212 persons, 296 responses; 2002: 203 persons, 297 responses; 2003: 209 persons, 257 responses). See Q21b responses in Section 3.

	2001		2002		2003	
	Number	Percent	Number	Percent	Number	Percent
No consultation/involvement	40	13	54	18	60	24
Don't listen to public opinion	58	19	29	10	41	16
Do what they want/have own agendas	43	15	34	11	36	14
Not enough consultation	33	11	16	5	29	11
Lack of publicity/information	18	6	54	18	23	9
Don't involve public early enough	17	6	22	8	17	7
Specific actions/decisions by Council	25	8	19	7	14	5
Waste money/spend money too freely	17	6	19	6	11	4
Lack of consultation with all parties affected	-	-	10	3	10	4
Not given enough time for submissions	-	-	5	2	2	1
Should be more open	10	3	14	5	2	1
Suggestions for improving communication	17	6	6	2	-	-
Submission process unclear	5	2	-	-	-	-
Others (See Q21b responses in Section 3)	11	4	15	5	12	4
No particular reason/just dissatisfied	2	1	0	0	0	0
Total	296	100	297	100	257	100

- Responses may have been included in 'others' section of the 2001/2002/2003 surveys.

COUNCIL CONSULTATION

Table 28a: How much influence do respondents feel the public has on decisions that the Council makes? (Q22a)

Note: This covers all persons (percentages).

	2000*	2001	2002	2003
Large influence	8	6	4	8
Some influence	38	41	41	45
Small influence (See Table 28a & Q22a responses in Section 3)	36	37	39	35
No influence (See Table 28a & Q22a responses in Section 3)	12	10	11	8
Don't know/no opinion	6	6	5	4
Total	100	100	100	100

* In 2000, respondents were asked: "How do you rate the public's ability to influence Council decision making?". In 2001, 2002 and 2003, respondents were asked "How much influence do you feel the public has on decisions that the Council makes?".

COUNCIL CONSULTATION

Table 28b: Reasons why respondents feel the public has a small influence or no influence on decisions that the Council makes (Q22b)

Note: This covers all persons who said they thought that the public had a small influence or no influence on the decisions that the Council makes (2001: 374 persons, 474 responses; 2002: 395 persons, 533 responses; 2003: 335 persons, 387 responses).
See Q22b responses in Section 3.

	2001		2002		2003	
	Number	Percent	Number	Percent	Number	Percent
Do what they want/mind is made up	111	23	132	25	121	31
Don't listen to public opinion	104	22	94	17	96	25
No contact/consultation	59	13	57	11	42	11
Only find out after it has happened	24	5	24	4	17	4
Have to battle/group together to influence	20	4	23	4	12	3
Lack of communication/publicity/information	30	6	50	10	11	3
Particular individuals/groups exert more influence	-	-	18	3	10	3
Public should have more say/influence	12	2	14	3	10	2
Public apathy	-	-	-	-	9	2
Actions/decisions by Council cause problems	30	6	23	4	8	2
Not necessary to have influence	26	6	32	6	8	2
Only have influence at election time	8	2	12	2	7	2
Should be more open	5	1	9	2	5	1
No evidence of changes	-	-	5	1	2	1
Cost influences decisions more than public opinion	-	-	5	1	1	0
Others (See Q22b responses in Section 3)	30	7	26	5	22	6
Don't know	15	3	9	2	6	2
Total	474	100	533	100	387	100

- Responses may have been included in 'others' section of the 2001/2002/2003 surveys.
0 = less than 0.5% of total responses

COUNCIL CONSULTATION

Table 29: Strength of feeling regarding specific statements about Council (Q23)

Note: This covers all persons (percentages).

		Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know	Total
The issues that Council deals with don't really affect me*	2001	1	18	15	53	11	2	100
	2002	1	17	15	56	10	1	100
	2003	1	15	14	59	11	0	100
Voting in Council elections gives people like me a chance to influence decisions made about my community	2001	6	57	19	13	3	2	100
	2002	9	53	21	13	3	1	100
	2003	8	54	20	15	2	1	100
I don't really understand how the Council makes decisions†	2001	3	34	24	34	5	0	100
	2002	3	35	22	35	4	1	100
	2003	3	29	24	36	6	2	100
I'm not very interested in what the Council does, as long as they do their job	2001	2	31	16	44	7	0	100
	2002	3	31	16	42	7	1	100
	2003	3	24	13	53	6	1	100
I like to know what the Council is doing, but I'm happy to let them get on with it	2001	4	64	17	13	2	0	100
	2002	5	63	16	13	2	1	100
	2003	4	62	17	14	2	1	100
I would like to have more of a say in what the Council does	2001	6	39	35	19	1	0	100
	2002	6	36	33	24	0	1	100
	2003	6	38	32	22	1	1	100
I have confidence that the Council makes decisions that are in the best interest of the City♦	2003	4	50	24	18	4	0	100

* In previous years, statement worded as follows: "The Council doesn't really affect me".

† In previous years, statement worded as follows: "I don't really understand how my Council works".

♦ Not asked in previous years.

EVENTS AND ENTERTAINMENT

Table 30: Have respondents been to any of the following ...? (Q24)

Note: This covers all persons (percentages).

	Year	Yes	No	Total
Coca Cola Christmas in the Park*	2001	32	68	100
	2002	14	86	100
	2003	23	77	100
Buskers Festival**	1999	24	76	100
	2000	27	73	100
	2001	32	68	100
	2002	27	73	100
	2003	40	60	100
Festival of Flowers (the Floral Festival)†	1998	29	71	100
	1999	26	74	100
	2000	31	69	100
	2001	34	66	100
	2002	19	81	100
	2003	25	75	100
The Summer-Time Classical Sparks Concerts††	1998	27	73	100
	1999	22	78	100
	2000	22	78	100
	2001	33	67	100
	2002	18	82	100
	2003	26	74	100

* In 2001, referred to as Christmas in the Park.

** In 2001, referred to as the International Buskers Festival.

† In 2001, referred to as the International Festival of Flowers.

†† In 2001 referred to as the Classical Sparks Concert.

Continued

EVENTS AND ENTERTAINMENT

Table 30: Have respondents been to any of the following ...? (Q24) (Continued)

Note: This covers all persons (percentages).

	Year	Yes	No	Total
Other Summer-Time Festival Events	1998	26	74	100
	1999	37	63	100
	2000	33	67	100
	2001	NA	NA	NA
	2002	15	85	100
	2003	34	66	100
Valentine's Day Dance♦	2003	2	98	100
Showtime Canterbury (Show Week)	1998	36	64	100
	1999	26	74	100
	2000	23	77	100
	2001	NA	NA	NA
	2002	16	84	100
	2003	29	71	100

NA: Not asked in 2001

♦ Not asked prior to 2003

GENERAL ATTITUDE TO LIVING IN CHRISTCHURCH

Table 31: Strength of feeling of belonging to Christchurch (Q25)

Note: This covers all persons (percentages).

	1995	1997	1999	2003
Very strongly	33	28	31	23
Strongly	44	46	47	49
Moderately	16	16	18	25
Only a little	2	3	2	2
Not at all	0	1	1	0
Don't know	5	5	1	1
Total	100	100	100	100

GENERAL ATTITUDE TO LIVING IN CHRISTCHURCH

Table 32: Satisfaction with Christchurch overall as a place to live, work, and to spend spare time in (Q26)

Note: This covers all persons (percentages).

	1998	1999	2000	2001	2002	2003
Very satisfied	46	49	41	37	35	41
Satisfied	48	44	52	55	58	51
No feeling either way	4	5	5	6	5	5
Dissatisfied	2	2	2	2	2	2
Very dissatisfied	0	0	0	0	0	1
Don't know	0	0	0	0	0	0
Total	100	100	100	100	100	100

HEALTH

Table 33: Strength of feeling towards the following statements (Q27)

Note: This covers all persons (percentages).

		Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not applicable	Don't know	Total
I think I spend too much time working	2001	8	29	16	40	3	4	0	100
	2002	10	28	15	40	4	0	3	100
	2003	14	32	14	31	3	6	0	100
At the end of the day, I often feel that I haven't accomplished what I set out to do	2001	7	44	16	30	2	0	1	100
	2002	6	38	19	33	3	0	1	100
	2003	7	41	15	32	4	1	0	100
I worry I don't spend enough time with family and friends	2001	5	31	14	44	4	1	1	100
	2002	5	35	13	41	5	0	1	100
	2003	6	30	14	43	6	1	0	100
I feel trapped in a daily routine	2001	5	23	14	51	6	1	0	100
	2002	5	22	16	49	7	0	1	100
	2003	5	21	14	48	10	2	0	100

HEALTH

Table 34a: Have respondents ever felt lonely or isolated in the City in the last 12 months? (Q28)

Note: This covers all persons (percentages).

	2001	2002	2003
Always	1	0	0
Most of the time	1	1	2
Sometimes	19	18	14
Rarely	24	29	25
Never	54	52	58
Don't know/No opinion	1	0	1
Total	100	100	100

NB: In 2000, a similar question was asked. The following are the relevant results:

Table 34b: How isolated have respondents felt in the last 12 months? (2000 survey Q79)

Note: This covers all persons (percentages).

	2000
Always felt lonely or isolated	1
Usually felt lonely or isolated	2
Sometimes felt lonely or isolated	18
Hardly ever or never felt lonely or isolated	78
Don't know	1
Total	100

HEALTH

Table 35: In general, how good do respondents think their health is? (Q29)

Note: This covers all persons (percentages).

	2001	2003
Very good	36	46
Good	46	37
Fair	12	12
Not very good	5	4
Poor	1	1
Don't know	0	0
Total	100	100

HEALTH

Table 36: How do respondents rate their overall quality of life? (Q30)

Note: This covers all persons (percentages).

	2001	2002	2003
Very good	38	40	44
Good	49	49	45
Fair	10	9	9
Not very good	3	2	2
Poor	0	0	0
Don't know	0	0	0
Total	100	100	100

Table 37: Generally speaking, would respondents say that people can be trusted? (Q31)

Note: This covers all persons (percentages).

	2002	2003
People can almost always be trusted	5	7
People can usually be trusted	56	53
You can't be too careful	34	35
You almost always can't be too careful	4	4
Don't know	1	1
Total	100	100

LEISURE AND RECREATION OPPORTUNITIES

Table 38: Satisfaction with their access to leisure and recreation opportunities, e.g. beaches, clubs, sports, cafés, galleries and other leisure activities available to residents (Q32)

Note: This covers all persons (percentages).

	2002	2003
Very satisfied	43	40
Satisfied	47	53
No feeling either way	6	4
Dissatisfied	3	2
Very dissatisfied	0	0
Don't know	1	1
Total	100	100

Table 39a: Is there anything that makes it difficult for respondents to take part in leisure activities that are important to them? (Q33a)

Note: This covers all persons (percentages).

	2003
Yes (See table 39b and responses to Q33b in Section 3)	38
No	61
Don't have important leisure activities	1
Total	100

LEISURE AND RECREATION OPPORTUNITIES

Table 39b: What things make it difficult for respondents to take part in leisure activities that are important to them? (Q33b)

Note: This covers all persons who said there were things that made it difficult to take part in leisure activities that are important to them. (2003: 272 persons, 353 responses)
See Q33b responses in Section 3.

	2003	
	Number	Percent
Too busy/do other things/can't fit it in	81	23
Activity too far away/don't have transport	51	15
Poor health/physically cannot participate	51	14
Activity costs too much/can't afford it	50	14
Lack of parking	21	6
No facilities exist	20	6
Not at a convenient time	13	4
Awareness that they exist/are happening	10	3
The weather	7	2
Access problems/access for disabled	5	1
Arranging childcare	4	1
Others	40	11
Total	353	100

LIBRARIES

Table 39: Do respondents hold a Christchurch City Council library membership card? (Q34)

Note: This covers all persons (percentages).

	2003
No	32
Yes	68
Total	100

Table 40: Have respondents visited any of the Christchurch City Council public libraries in the last 12 months? (Q35)

Note: This covers all persons (percentages).

	1998	1999	2000	2001	2002	2003
No	33	29	27	24	30	26
Yes	67	70	73	75	70	74
Total	100	100	100	100	100	100

LIBRARIES

Table 42: Main purpose of visit to library in the last 12 months (Q36)

Note: This covers all persons who have visited a Council library in the last 12 months (1998: 681 persons; 2000: 553 persons; 2002: 545 persons; 2003: 567 persons).

	1998	2000	2002	2003
To borrow or return books	62	59	65	57
To borrow or return records, etc.	4	4	3	3
To get information	19	18	19	18
To browse and read	4	9	4	7
To study or do school work	2	1	2	3
Used the Internet terminals	-	-	2	1
Attended a library programme or event	-	-	0	0
Just to have a look	-	-	0	1
Accompanying a friend	-	-	1	NA
To bring the children	6	6	4	7
To enjoy the quiet and atmosphere	0	0	-	1
To use photocopier	-	1	-	NA
To attend the opening	-	1	-	NA
To pay rates	-	-	-	0
No other reasons	0	0	0	0
Other reasons (See Q36 responses in Section 3)	3	1	0	2
Total	100	100	100	100

- Reasons may have been included in 'other reasons' section of the 1998/2000 survey.

0 = Less than 0.6% of total responses in 2002.

0 = Less than 0.5% of total responses in 2003.

NA = Not asked in 2003.

LIBRARIES

Table 43a: Have respondents borrowed a book from a Council library in the last 12 months? (Q37a)

Note: This covers all persons who have visited a Council Library in the last 12 months (2003: 567 persons)

	2003
No	27
Yes	73
Total	100

LIBRARIES

Table 43b: Satisfaction with borrowing books from library in the last 12 months (Q37b)

Note: This covers all persons who have borrowed a book from a Christchurch City Council library in the last 12 months* (percentages). (1999: 529 persons; 2000: 456 persons; 2001: 589 persons; 2002: 545 persons; 2003: 416 persons).

* In previous years, all those who had visited a Christchurch City Council library in the last 12 months were asked this question.

	Year	Very satisfied	Satisfied	No feeling	Dissatisfied	Very dissatisfied	Don't know/ Not applicable
Range of books	1999	33	47	9	6	1	4
	2000	31	55	6	7	0	1
	2001	35	47	6	6	1	5
	2002	35	46	5	3	0	11
	2003	41	47	4	8	0	0
Ease of finding a book	1999	29	48	8	10	1	4
	2000	26	58	6	7	1	2
	2001	26	55	7	8	0	4
	2002	24	54	5	7	0	10
	2003	31	52	8	8	1	0
Time taken to issue book	1999	42	45	5	1	0	7
	2000	44	44	7	1	0	4
	2001	41	44	6	1	0	8
	2002	46	35	4	0	0	15
	2003	49	48	2	1	0	0
Time taken for reserved books or requested an interloan	1999	13	28	11	3	1	44
	2000	14	29	11	3	2	41
	2001	12	30	12	3	-	43
	2002	15	24	7	3	1	50
	2003	20	29	13	4	0	34
Helpfulness of staff	1999	52	39	4	1	0	4
	2000	54	35	6	1	0	4
	2001	53	35	4	2	0	6
	2002	51	33	4	0	0	12
	2003	58	37	4	1	0	0
Politeness and courteousness of staff †	1999	55	36	4	1	0	4
	2000	56	35	5	1	0	3
	2001	50	38	6	1	0	5
	2002	52	32	4	0	0	12
	2003	59	37	2	2	0	0

† Prior to 2002, respondents were asked to say how satisfied they were with the politeness of staff.

LIBRARIES

Table 44: Reason for not visiting a Council library in last 12 months. (Q38)

Note: This covers all persons who did not visit a Council library (percentages)
(1995: 273 persons; 1997: 253 persons; 1999: 230 persons; 2003: 193 persons).

	1995	1997	1999	2003
Too busy doing other things	38	30	36	29
Don't read books	12	14	15	13
Use other type of library	10	7	11	12
Buy own books or magazines	28	32	25	32
Libraries not conveniently located/hard to get to	2	1	4	1
Bad eyesight/trouble with eyes	-	-	3	-
My spouse collects books for me	-	-	2	-
English is my second language	-	-	1	-
Don't need to/books from other sources	-	-	-	4
Other reason (see Q38 responses in Section 3)	9	15	3	8
Don't know	0	1	0	1
Total	100	100	100	100

- Responses may have been included in 'other reasons' section of the 1995/1997/1999/2003 surveys.

Table 45a: Have you tried to get any information from a Council library? (Q39a)

Note: This covers all persons who have visited a library in the last 12 months
(percentages) (1995: 479 persons; 1997: 550 persons; 1999: 529 persons;
2001: 589 persons; 2003: 567 persons).

	1995	1997	1999	2001	2003
No/Don't know	60	59	60	65	51
Yes	40	41	40	35	49
Total	100	100	100	100	100

LIBRARIES

Table 45b: Satisfaction with information obtained from the library (Q39b)

Note: This covers all persons who have visited a Christchurch City Council library in the last 12 months to get information (percentages) (1998: 289 persons; 1999: 209 persons; 2000: 249 persons; 2001: 221 persons; 2002: 98 persons*; 2003: 281 persons).

	Year	Very satisfied	Satisfied	No feeling	Dissatisfied	Very dissatisfied	Don't know
Ease of finding information	1999	29	51	7	10	3	0
	2000	35	51	8	6	0	0
	2001	32	51	8	7	1	1
	2002	37	55	4	1	3	0
	2003	34	57	5	3	1	0
Quality of information	1999	30	55	7	5	2	1
	2000	36	54	6	4	0	0
	2001	37	46	8	6	2	1
	2002	42	44	8	4	2	0
	2003	36	53	6	5	0	0
How quick to get help	1999	37	41	10	6	2	4
	2000	39	45	9	3	0	4
	2001	40	42	11	3	1	3
	2002	33	46	8	0	1	12
	2003	38	49	7	4	0	2
Helpfulness of staff	1999	57	32	6	2	0	3
	2000	51	39	4	1	0	5
	2001	55	30	11	0	1	3
	2002	43	40	2	0	0	15
	2003	50	43	4	2	0	1
Politeness and courteousness of staff †	1999	63	28	6	0	0	3
	2000	54	37	3	1	0	5
	2001	56	33	7	1	0	3
	2002	46	40	2	0	0	12
	2003	55	41	2	1	0	1

† Prior to 2002, respondents were asked to say how satisfied they were with the politeness of staff.

* In 2002, only those who said their main reason for visiting a Council library was to get information, were asked this question.

LIBRARIES

Table 46: How often have respondents used each of the following, without going to a library? (Q40)

Note: This covers all persons (percentages).

	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
Library website	0	2	6	14	78	0
Library catalogue	0	2	5	12	81	0
CINCH - the Community Information Database	0	1	1	7	91	0
Other library databases	1	1	3	6	89	0

NUISANCES

Table 47a: How much each of the following have been a problem in respondent's local neighbourhood over the last 12 months? (Q41)

Note: This covers all persons (percentages).

	Year	Very big problem	Fairly big problem	Not a big problem	Not a problem at all	Don't know	Not applicable	Total
Rubbish or litter lying about on streets	2001	5	17	53	25	0	0	100
	2002	6	20	52	22	0	0	100
	2003	6	20	46	27	0	1	100
Graffiti on walls, schools, shops, bus shelters, etc.	2001	13	16	42	28	0	1	100
	2002	12	25	41	21	1	0	100
	2003	11	24	41	22	0	2	100
Broken windows in shops, public buildings, or other vandalism	2001	3	10	38	46	2	1	100
	2002	4	12	46	36	2	0	100
	2003	7	14	32	42	1	4	100
House burglaries, break-ins or prowlers	2001	4	17	44	33	2	0	100
	2002	7	23	48	17	5	0	100
	2003	8	22	39	26	4	1	100
Car theft, damage to cars or theft from cars	2001	6	13	41	36	3	1	100
	2002	7	23	45	19	5	1	100
	2003	8	22	36	28	5	1	100
Dangerous driving, including drink driving, speeding or hoons	2001	19	29	38	13	0	1	100
	2002	25	34	32	8	1	0	100
	2003	22	36	31	10	1	0	100
Risk from traffic for pedestrians or cyclists	2001	12	28	37	22	1	0	100
	2002	14	31	40	14	1	0	100
	2003	11	29	40	20	0	0	100

Continued

NUISANCES

Table 47a: How much each of the following have been a problem in respondent's local neighbourhood over the last 12 months? (Q41) (Continued)

Note: This covers all persons (percentages).

	Year	Very big problem	Fairly big problem	Not a big problem	Not a problem at all	Don't know	Not applicable	Total
People who you feel unsafe around because of their behaviour, attitude or appearance	2001	4	9	42	44	0	1	100
	2002	4	11	51	33	1	0	100
	2003	4	11	39	44	1	1	100
Assaults, including sexual assaults	2001	3	5	30	58	4	0	100
	2002	3	6	38	44	8	1	100
	2003	4	6	28	53	5	4	100
Drug dealing or drug use in the neighbourhood	2001	4	8	25	55	7	1	100
	2002	5	7	32	42	14	0	100
	2003	3	8	24	51	11	3	100
Not enough street lighting	2001	5	15	35	44	1	0	100
	2002	4	14	39	42	1	0	100
	2003	2	12	32	52	1	1	100
Lack of public open spaces or parks	2001	1	3	29	67	0	0	100
	2002	2	4	26	67	1	0	100
	2003	1	4	18	75	0	2	100
Increase in the number of new houses, townhouses or apartments in the neighbourhood	2001	4	8	31	56	1	0	100
	2002	3	9	38	47	2	1	100
	2003	2	8	30	56	0	4	100
Footpaths in bad condition	2001	7	15	38	38	0	2	100
	2002	5	18	42	34	1	0	100
	2003	5	14	34	45	0	2	100

Continued

NUISANCES

Table 47a: How much each of the following have been a problem in respondent's local neighbourhood over the last 12 months? (Q41) (continued)

Note: This covers all persons (percentages).

	Year	Very big problem	Fairly big problem	Not a big problem	Not a problem at all	Don't know	Not applicable	Total
Smoke from indoor fires in your neighbourhood	2001	5	16	34	44	1	0	100
	2002	7	16	36	37	3	1	100
	2003	6	21	32	38	2	1	100
Pollution, grime or other environmental problems caused by traffic or industry	2003	6	18	35	39	1	1	100
Wandering or uncontrolled dogs [†]	2001	5	15	39	41	0	0	100
	2002	4	10	43	43	0	0	100
	2003	6	13	36	44	0	1	100
Noisy neighbours or loud parties*	2001	3	7	41	49	0	0	100
	2002	3	7	40	50	0	0	100
	2003	3	8	30	56	1	2	100
Street noise (from traffic, businesses or factories)**	2001	5	13	33	48	0	1	100
	2002	7	13	36	43	1	0	100
	2003	6	12	33	48	0	1	100

[†] In 2002, problem was described as wandering dogs.

* In 2002, problem was described as noise from parties.

* In 2002, problem was described as noise from traffic.

NUISANCES

Table 47b: In the last 12 months, have there been other kinds of problems in respondent's local neighbourhood? (Q42a)

Note: This covers all persons (percentages).

	2001	2002	2003
Yes (See Table 46b and Q42a responses in Section 3)	13	14	19
No	87	86	81
Total	100	100	100

100100NUISANCES

Table 47c: Other problems respondents have had in last 12 months (Q42b)

Note: This covers all persons who said there were other problems in their local neighbourhood.

(2001: 105 persons, 115 responses; 2002: 116 persons, 117 responses,

2003: 141 persons, 158 responses).

See Q42b responses in Section 3.

	2001		2002		2003	
	Number	Percent	Number	Percent	Number	Percent
Roading/traffic problems/ proposed roading changes*	18	16	20	17	24	15
Behaviour of kids, teenagers, students, youth	-	-	13	11	22	14
Barking dogs [†]	-	-	†	†	17	11
Flooding/drainage problems	4	3	18	15	16	10
Poor standard of work/maintenance/upkeep	-	-	6	5	9	6
Problems with parking/parked vehicles	-	-	7	6	8	5
Cats that are a problem	15	13	10	9	8	5
Overgrown trees	14	13	12	10	7	4
Dogs fouling/other dog nuisances [†]	-	-	†	†	6	4
Problems with neighbours	-	-	7	6	5	3
Other smells [†]	-	-	†	†	2	1
Burglar or car alarms [†]	-	-	†	†	1	1
Smoke from backyard fires [†]	-	-	†	†	1	1
Lack of cleaning of gutters/drains	11	9	-	-	-	-
Heavy traffic/traffic congestion*	11	9	*	*	*	*
Ugly overhead powerlines	5	5	-	-	-	-
Kids on bikes/skateboards	3	3	-	-	-	-
Refused to say	-	-	1	1	0	0
Other problems (See Q42b responses in Section 3)	34	29	23	20	32	20
Total	115	100	117	100	158	100

- Responses may have been included in 'other problems' section of the 2001/2002/2003 surveys.

* In 2001 this was split into two: roads in poor condition (16%) and heavy traffic/traffic congestion (9%).

[†]In 2002, included in main problem section.

PARKS

Table 48: How satisfied or dissatisfied are respondents that they can use parks for each of the following? (Q43)

Note: This covers all persons (percentages).

	Very satisfied	Satisfied	No feeling either way	Dissatisfied	Very dissatisfied	Don't know	I don't use parks for this
Sport run by a club or organisation	27	49	9	2	0	1	12
For casual games among friends	26	60	4	1	0	1	8
For picnics	31	54	7	2	0	0	6
For enjoying flowers	24	47	16	6	0	1	6
For exercising dogs	13	30	15	6	2	2	32
For quiet enjoyment	24	62	8	2	0	0	4
For children's play	27	52	5	3	0	1	12
For families wanting to enjoy themselves together	27	60	6	1	0	1	5
For walking or jogging	31	57	4	2	0	0	6
For cycling	14	39	15	7	1	2	22
For enjoying natural areas and native plants and wildlife	18	55	12	8	1	1	5
For enjoying parks without dogs	14	37	27	10	2	3	7

PARKS

Table 49: How well parks are looked after (Q44)

Note: this covers all persons (percentages).

	1997	1998	1999	2000	2001	2003
Parks are looked after very well	52	42	47	34	38	47
Parks are looked after well	41	48	45	55	50	44
Parks are looked after neither well nor badly	5	7	6	8	9	7
Parks are looked after badly	1	1	1	2	2	2
Parks are looked after very badly	0	0	0	0	0	0
Don't know how well parks are looked after	1	2	1	1	1	0
Total	100	100	100	100	100	100

PERCEPTION OF DIVERSITY

Table 50: Rating Christchurch as a place to live, taking into account the diverse nature of the City's population (Q45a)

Note: This covers all persons (percentages).

	1999*	2000	2002	2003
A much better place to live	11	18	16	12
A better place to live	35	39	33	37
Makes no difference	39	32	34	30
A worse place to live (See Table 49a & Q45a responses in Section 3)	13	10	15	18
A much worse place to live (See Table 49a & Q45a responses in Section 3)	1	0	1	1
Don't know	1	1	1	2
Total	100	100	100	100

* In 1999 the respondents were asked: "Christchurch is becoming home for an increasing number of people from different nations and races".

In 2000, 2002 and 2003 the question was worded slightly differently: "Christchurch is becoming home for an increasing number of people with different lifestyles and cultures, and from different countries".

PERCEPTION OF DIVERSITY

Table 51a: Reasons why respondents feel Christchurch is a better place to live (Q45b)

Note: This covers all persons who say Christchurch is a better/much better place to live in (2003: 372 persons, 690 responses)

See Q45b responses in Section 3.

	2003	
	Number	Percent
Like cultural diversity/mix of cultures	134	19
Variety of foods/restaurants/different cuisine	71	10
Can learn about different cultures/learn from each other	61	9
Opens our minds/broadens our outlook	60	9
Brings new/different ideas/views into City	59	9
Makes Christchurch more interesting/fun/vibrant	57	8
Leads to greater understanding/tolerance	46	7
Learn to live with each other/more accepting	32	5
Good for the economy/more prosperous community	19	3
Enjoy meeting new people/making new friends	17	2
Chance for a better lifestyle in a good environment	16	2
Good for children to learn about cultural diversity	16	2
Immigrants make good citizens	15	2
Cultural entertainment/music/activities/art etc.	12	2
More job opportunities/diversity of jobs	7	1
Variety in clothing/dress styles	5	1
A need to retain your own culture	3	0
Better, but specified concerns that need to be addressed	36	5
Others	20	3
Don't know	4	1
Total	690	100

0 = less than 0.5% of total responses

PERCEPTION OF DIVERSITY

Table 51b: Reasons why respondents feel Christchurch is a worse place to live (Q45b)

Note: This covers all persons who say Christchurch is a worse/much worse place to live in (2002: 113 persons, 228 responses; 2003: 136 persons, 281 responses). See Q45b responses in Section 3.

	2002		2003	
	Number	Percent	Number	Percent
Lack of integration into NZ society/don't mix	38	17	63	23
Too many Asian immigrants	11	5	25	9
Poor driving skills	18	8	24	9
Inability to communicate/speak English	9	4	22	8
Too many foreigners/too many different cultures	11	5	17	6
Arrogant/disrespectful/ill mannered people	14	6	17	6
Taking us over/taking our shops, etcetera	15	7	16	6
Causes racial disharmony/racial tension	21	9	15	5
Use our welfare/education systems, etcetera	13	6	13	5
Increase in crime/gangs	20	9	10	3
Buy their way in/bring large amounts of money	-	-	8	3
Don't look after their homes/property	-	-	7	2
Christchurch is becoming overcrowded/overpopulated	3	1	7	2
Allowing the wrong kind of people in	6	2	6	2
Congregate in public places/are intimidating	-	-	5	2
Don't contribute to our economy	8	3	4	2
Creates unemployment/take our jobs	6	2	4	1
Immigrants not helped enough/no follow-up	19	9	4	1
Others (See Q45b responses in Section 3)	16	7	14	5
Total	228	100	281	100

- Responses may have been included in 'others' section of the 2002 survey.

PERSONAL SAFETY

Table 52: How safe do respondents feel in their own home? (Q46a+Q46b)

Note: This covers all persons (percentages).

	During the daytime				After dark			
	2000	2001	2002	2003	2000	2001	2002	2003
Very safe	48	36	42	47	29	21	25	28
Safe	48	60	54	47	61	68	65	56
Neither safe nor unsafe	-	-	-	4	-	-	-	10
Unsafe	4	4	3	1	8	10	9	5
Very unsafe	0	0	1	1	2	1	1	1
Don't know	0	0	0	0	0	0	0	0
Total	100	100	100	100	100	100	100	100

- Not asked in 2000, 2001 or 2002.

Table 53: How safe do respondents feel in their neighbourhood? (Q46c+Q46d)

Note: This covers all persons (percentages).

	During the daytime				After dark			
	2000	2001	2002	2003	2000	2001	2002	2003
Very safe	40	32	35	42	16	10	13	13
Safe	56	65	62	52	56	57	57	46
Neither safe nor unsafe	-	-	-	5	-	-	-	21
Unsafe	4	3	2	1	22	28	24	16
Very unsafe	0	0	1	0	4	4	4	3
Don't know	0	0	0	0	2	1	2	1
Total	100	100	100	100	100	100	100	100

- Not asked in 2000, 2001 or 2002.

PERSONAL SAFETY

Table 54: How safe respondents feel in the City Centre by themselves (Q46e+Q46f)

Note: This covers all persons (percentages).

	During the daytime				After dark			
	2000	2001	2002	2003	2000	2001	2002	2003
Very safe	21	16	23	21	3	2	2	2
Safe	66	73	67	59	26	24	30	16
Neither safe nor unsafe	-	-	-	13	-	-	-	25
Unsafe	8	7	6	5	42	47	44	38
Very unsafe	1	2	1	0	21	22	19	14
Don't know	4	2	3	2	8	5	5	5
Total	100	100	100	100	100	100	100	100

- Not asked in 2000, 2001 & 2002

PUBLIC TRANSPORT

**Table 55a: How often have respondents used public transport in the last 12 months?
(Q47a+Q47b)**

Note: This covers all persons (percentages).

	2000	2001	2002	2003
Did not use public transport (See Table 53b & Q47b responses in Section 3)	43	42	45	41
Every day or almost every day (155 times or more often)	5	7	6	6
Once a week or more often (25 - 154 times)	9	11	10	10
Once a month or more often (6 - 24 times)	14	14	12	15
Less than once a month (1 - 5 times) (See Table 53b & Q47b responses in Section 3)	29	26	27	28
Don't know	0	0	0	0
Total	100	100	100	100

PUBLIC TRANSPORT

Table 55b: Why respondents don't use public transport or don't use it more often (Q47c)

Note: This covers all persons who said, in the last 12 months, they have not used public transport or have used it less than once a month (2002: 572 persons, 1188 responses; 2003: 541 persons, 1007 responses). See Q47c responses in Section 3.

	2002*		2003	
	Number	Percent	Number	Percent
Have own car/prefer to use own car	186	16	227	22
Car more convenient than public transport	141	12	81	8
Quicker by car	104	9	80	8
More flexibility by car	74	6	58	6
Prefer to walk	29	2	56	6
Have a work vehicle provided	60	5	53	5
Routes not convenient	65	5	49	5
Don't need to use public transport	34	3	45	4
Prefer to cycle	35	3	39	4
Inconvenient timetables	44	4	30	3
Don't like waiting at bus stops	50	4	28	3
Health reasons/mobility reasons	38	3	23	2
Car better with baby/children	45	4	22	2
Car better for carrying stuff/shopping, etc.	32	2	22	2
Work unsociable hours/shiftworker	20	2	22	2
No public transport near us/live in rural area	22	2	19	2
Have to catch two or more buses	33	3	18	2
Don't go to town/don't go out	28	2	17	2

* In previous years, only those respondents who did not use public transport in the last 12 months were asked this question. See Table 53c for relevant data.

Continued

PUBLIC TRANSPORT

**Table 55b: Why respondents don't use public transport or don't use it more often (Q47c)
(continued)**

Note: This covers all persons who said, in the last 12 months, they have not used public transport or have used it less than once a month
(2002: 572 persons, 1188 responses; 2003: 541 persons, 1007 responses).
See Q47c responses in Section 3.

	2002*		2003	
	Number	Percent	Number	Percent
Unpleasant experience to use public transport	13	1	16	2
Cost of public transport	18	1	13	1
Only use on odd occasions	11	1	11	1
Lazy/can't be bothered	20	2	10	1
Car gives me independence/freedom	8	1	10	1
Use taxis	10	1	9	1
Carpool/get lifts from other people	15	1	8	1
Carpark provided/car parking no issue so use car	7	1	6	1
Don't like public transport	7	1	6	1
Lack of knowledge of routes etcetera	12	1	5	0
Safety concerns	12	1	4	0
Taken by my family instead	5	0	4	0
Other reasons (See Q30c responses in Section 3)	8	1	16	2
Don't know	2	0	0	0
Total	1188	100	1007	100

* In previous years, only those respondents who did not use public transport in the last 12 months were asked this question. See next table for relevant data.

0 = Less than 0.5% of total responses in 2002.

0 = Less than 0.6% of total responses in 2003.

PUBLIC TRANSPORT

Table 55c: Reasons why respondents don't use public transport (2001 Survey Q54)

Note: This covers those persons who don't use public transport

(2000: 340 persons, 586 responses; 2001: 339 persons, 658 responses).

	2000		2001	
	Number	Percent	Number	Percent
Have own car/prefer to use own car	181	31	177	27
Car more convenient than public transport	78	13	62	9
Quicker by car	22	4	42	6
Routes not convenient	27	5	38	6
Prefer to walk	17	3	38	6
Don't need to use public transport	27	5	37	6
Have a work vehicle provided	23	4	31	5
Prefer to cycle	18	3	30	5
More flexibility with car	41	7	23	4
Inconvenient timetables	20	3	21	3
Live in rural area/too far out	10	2	20	3
Have to catch 2 or more buses	14	2	18	3
Health reasons/mobility reasons	16	3	17	2
Don't like waiting at bus stops	9	2	14	2
Car better with baby/children	9	1	13	2
Don't like public transport	6	1	10	1
Use taxis	9	1	9	1
Cost of public transport	4	1	9	1
Shift worker/work unsociable hours	10	2	8	1
Too much to carry	-	-	7	1
Taken by my family instead	4	1	6	1
Lack of knowledge of routes, etc	-	-	6	1
Carpool/get lifts from other people	-	-	5	1
Don't go to town/don't go out	9	1	5	1
Lazy/can't be bothered	3	1	3	1
Car gives me independence/freedom	8	1	1	0
Others	21	3	8	1
Total	586	100	658	100

0 = Less than 0.5% of total responses.

RUBBISH & RECYCLING

Table 56: How good or bad do respondents think the green crate recyclables collection service is overall? (Q48)

Note: This covers all persons (percentages).

	2000	2001	2002	2003
Very good	44	52	54	53
Good	42	39	34	40
No feeling either way	3	3	4	4
Bad	8	3	4	2
Very bad	1	1	2	0
Don't know	2	2	2	1
Total	100	100	100	100

Table 57: How good or bad do respondents think the black bag rubbish collection service is overall? (Q49)

Note: This covers all persons (percentages).

	2000	2001	2002	2003
Very good	31	37	35	43
Good	49	45	42	42
No feeling either way	6	6	8	8
Bad	11	8	11	5
Very bad	2	3	3	1
Don't know	1	1	1	1
Total	100	100	100	100

SPORT AND SPARE TIME ACTIVITIES

Table 58: Has respondent taken part in, been a member of any sports club or association, or trained for any physically active sport, game or lesson run by a club or association in the last 12 months? (Q50)

Note: This covers all persons (percentages).

	1998	1999	2000	2002 [†]	2003
No	65	66	68	65	62
Yes	35	34	32	35	38
Total	100	100	100	100	100

[†] In 2002 this question was worded slightly differently, in that the phrase "been a member of any sports club or association" was mentioned.

Table 59: Has respondent taken part in any physical activity away from home in the last 12 months? (Q51)

Note: This covers all persons (percentages).

	1998	1999	2000	2002	2003
No	26	27	26	26	22
Yes	74	73	74	74	78
Total	100	100	100	100	100

SPORT AND SPARE TIME ACTIVITIES

Table 60: Main things respondents usually do in their leisure time (Q52)

Note: This covers all persons (percentages). See Q52 responses in Section 3.

	2001		2002		2003	
	Number	Percent	Number	Percent	Number	Percent
Gardening	448	10	478	10	295	13
Watching TV / videos	661	14	613	13	278	12
Socialising with friends in cafés, bars etc.	472	10	487	10	247	11
Taking part in sports or other physical activity individually or with an informal group (including walking, swimming, etc.)	330	7	429	9	241	11
Family or child-focused activities	361	8	375	8	206	9
Reading	564	12	519	11	166	7
Taking part in sports or other physical activity with a club, team or organised group	194	4	213	5	144	6
Shopping or window shopping	446	10	470	10	131	6
Attending theatre, concerts or going to see films	319	7	365	8	111	5
Home entertaining	6	0	15	0	103	5
Creative activity such as arts, crafts, music	206	4	219	5	79	4
Church or religious activities	152	3	139	3	78	4
Club/group membership	5	0	13	0	53	2
Surfing the net	213	5	184	4	52	2
Voluntary or unpaid community work	145	3	128	3	47	2
Attending community education/evening classes	73	2	69	1	9	0
Home renovation/decorating	4	0	6	0	3	0
Playing computer games	6	0	8	0	-	-
Watching live sport	3	0	5	0	-	-
Playing cards	7	0	4	0	-	-
Listening to radio/music	7	0	4	0	-	-
Working on cars/boats	4	0	4	0	-	-
Animal-focused activities	4	0	3	0	-	-
Other (See Q52 responses in Section 3)	16	1	16	0	15	1
None of the above/No reply	1	0	0	0	1	0
Total	4,647	100	4,766	100	2,259*	100

0 = mentioned by less than 0.5 of total responses.

* In 2003, respondents were asked to list the three main things they do in their leisure time.

- Reasons may have been included in 'other' section of the 2003 survey.

SPORT AND SPARE TIME ACTIVITIES

Table 61: Have you taken part in any physical activity or exercise in the last 4 weeks? (Q53)

Note: This covers all persons (percentages).

	2001	2002	2003
Yes	91	92	89
No	9	8	11
Don't know	0	0	0
Total	100	100	100

SPORT AND SPARE TIME ACTIVITIES

Table 62: Activities respondents have taken part in, in last 4 weeks (Q54+Q55)

Note: This covers all persons who have taken part in any physical activity or exercise in last 4 weeks (2001: 709 persons; 2002: 719 persons; 2003: 670 persons).

		Number	Percent* (Based on respondents)	Average No. of Days
Gardening	2001	399	56	8
	2002	426	59	7
	2003	351	52	8
Walking for enjoyment and/or exercise: over 30 minutes	2001	312	43	11
	2002	340	47	11
	2003	312	46	12
Walking for enjoyment and/or exercise: 10-30 minutes	2001	315	44	12
	2002	305	43	12
	2003	268	40	12
Swimming	2001	156	22	5
	2002	134	19	4
	2003	152	23	4
Exercising at home	2001	144	20	15
	2002	151	21	13
	2003	150	22	13
Cycling - recreational (not mountain biking)	2001	126	18	11
	2002	118	17	10
	2003	112	17	9
Exercise classes/going to the gym/ weight training	2001	98	14	10
	2002	86	12	9
	2003	107	16	8
Running/jogging/marathon/cross-country	2001	73	10	9
	2002	102	14	8
	2003	95	14	8

* To allow comparison with the SPARC results.

Continued

SPORT AND SPARE TIME ACTIVITIES

Table 62: Activities respondents have taken part in, in last 4 weeks (Q54+Q55) (cont'd)

Note: This covers all persons who have taken part in any physical activity or exercise in last 4 weeks (2001: 709 persons; 2002: 719 persons; 2003: 670 persons).

		Number	Percent* (Based on respondents)	Average No. of Days
Golf	2001	80	11	4
	2002	114	16	4
	2003	84	13	4
Fishing	2001	45	6	4
	2002	61	9	3
	2003	59	9	4
Touch football	2001	59	8	3
	2002	40	6	5
	2003	47	7	4
Mountain biking	2001	45	6	5
	2002	49	7	3
	2003	46	7	5
Tennis	2001	53	7	4
	2002	45	6	3
	2003	45	7	4
Tramping	2001	23	3	3
	2002	42	6	3
	2003	42	6	3
Cricket - outdoors	2001	45	6	3
	2002	50	7	6
	2003	31	5	5
Aerobics	2001	37	5	8
	2002	24	3	6
	2003	29	4	7

* To allow comparison with the SPARC results.

Continued

SPORT AND SPARE TIME ACTIVITIES

Table 62: Activities respondents have taken part in, in last 4 weeks (Q54+Q55) (cont'd)

Note: This covers all persons who have taken part in any physical activity or exercise in last 4 weeks (2001: 709 persons; 2002: 719 persons; 2003: 670 persons).

		Number	Percent* (Based on respondents)	Average No. of Days
Surfing/body boarding	2001	27	4	5
	2002	26	4	4
	2003	27	4	3
Netball	2001	26	4	3
	2002	22	3	3
	2003	27	4	4
Basketball	2001	31	4	6
	2002	22	3	5
	2003	25	3	4
Yachting/sailing/dinghy sailing	2001	13	2	3
	2002	15	2	2
	2003	18	3	2
Squash	2001	18	3	6
	2002	26	4	3
	2003	17	3	5
Soccer	2001	23	3	5
	2002	17	2	4
	2003	16	2	3
Motor sports (motorcycling, trail biking, motor-racing)	2001	17	2	5
	2002	27	4	4
	2003	16	2	5
Bowls - outdoor/lawn over 30 minutes	2001	15	2	7
	2002	13	2	8
	2003	15	2	7

* To allow comparison with the SPARC results.

Continued

SPORT AND SPARE TIME ACTIVITIES

Table 62: Activities respondents have taken part in, in last 4 weeks (Q54+Q55) (cont'd)

Note: This covers all persons who have taken part in any physical activity or exercise in last 4 weeks (2001: 709 persons; 2002: 719 persons; 2003: 670 persons).

		Number	Percent* (Based on respondents)	Average No. of Days
Bowls - indoor	2001	9	1	4
	2002	12	2	2
	2003	14	2	3
Shooting (rifle and pistol)	2001	11	2	2
	2002	14	2	3
	2003	12	2	2
Athletics (track and field)	2001	9	1	3
	2002	7	1	3
	2003	12	2	7
Rugby Union	2001	21	3	5
	2002	21	3	4
	2003	11	2	4
Volleyball	2001	11	2	4
	2002	9	1	3
	2003	11	2	3
Cricket - indoors	2001	8	1	3
	2002	10	1	5
	2003	10	1	5
Aquarobics (aqua jogging, water jogging)	2001	26	4	3
	2002	6	1	4
	2003	10	2	3
Badminton	2001	17	2	3
	2002	8	1	5
	2003	9	1	4

* To allow comparison with the SPARC results.

Continued

SPORT AND SPARE TIME ACTIVITIES

Table 62: Activities respondents have taken part in, in last 4 weeks (Q54+Q55) (cont'd)

Note: This covers all persons who have taken part in any physical activity or exercise in last 4 weeks (2001: 709 persons; 2002: 719 persons; 2003: 670 persons).

		Number	Percent* (Based on respondents)	Average No. of Days
Hockey	2001	4	1	2
	2002	7	1	5
	2003	8	1	3
Softball	2001	5	1	4
	2002	6	1	5
	2003	7	1	4
Skiing - snow, grass	2001	1	0	1
	2002	3	1	10
	2003	7	1	1
Triathlon	2001	0	0	1
	2002	8	1	2
	2003	6	1	1
Horse riding/Equestrian	2001	8	1	7
	2002	4	1	5
	2003	6	1	11
Cycling - competitive	2001	2	0	6
	2002	2	0	1
	2003	5	1	2
Rowing	2001	8	1	12
	2002	1	0	28
	2003	4	1	4
Rugby League	2001	7	1	2
	2002	6	1	4
	2003	2	0	16

* To allow comparison with the SPARC results.

Continued

SPORT AND SPARE TIME ACTIVITIES

Table 62: Activities respondents have taken part in, in last 4 weeks (Q54+Q55) (cont'd)

Note: This covers all persons who have taken part in any physical activity or exercise in last 4 weeks (2001: 709 persons; 2002: 719 persons; 2003: 670 persons).

		Number	Percent* (Based on respondents)	Average No. of Days
Surf lifesaving	2001	2	0	5
	2002	1	0	8
	2003	1	0	1
Other sports/physical activities	2001	75	11	9
	2002	61	9	6
	2003	86	13	7
Total	2001	2,404	335	†6
	2002	2,441	343	†6
	2003	2,312	345	†5

* To allow comparison with the SPARC results.

0 = Mentioned by less than 0.5% of total respondents.

† Average no. of days.

This year, interviewers were told not to count activities such as lawn mowing or housework.

SPORT AND SPARE TIME ACTIVITIES

Table 63: How many different days did respondents take part in sport or physical activity, for at least 30 minutes over the day, during the last 7 days? (Q56)

Note: This covers all persons (percentages).

	2002	2003
None	16	18
One	8	9
Two	14	11
Three	15	13
Four	9	10
Five	9	10
Six	5	6
Seven	23	23
Don't know/Can't remember	1	0
Total	100	100

0 = 0.5% or less of total responses

STADIUMS

Table 64a: Have respondents been to any of Christchurch City Council stadiums in the last 12 months? (Q57a)

Note: This covers all persons (percentages).

	1998	1999	2000	2002	2003
Yes	43	51	43	62	69
No	57	49	57	38	31
Total	100	100	100	100	100

Table 64b: Total visits to stadiums in the last 12 months (Q57b)

Note: This covers all persons who have been to one or more stadiums (percentages of visits) (1998: 416 persons, 657 visits; 1999: 352 persons, 573 visits; 2000: 311 persons, 449 visits; 2002: 434 persons, 910 visits; 2003: 486 persons, 1103 visits).

	1998	1999	2000	2002	2003
Porritt Park	9	10	9	5	4
Cuthberts Green Softball Complex	6	5	5	3	2
Denton Oval	6	5	4	2	2
English Park	4	7	4	3	3
Cowles Stadium	9	9	10	6	4
Pioneer Leisure Centre	24	21	25	13	15
QEII Stadium	31	29	29	12	20
Jade Stadium	NA	NA	NA	28	27
Westpac Trust Sport & Entertainment Centre	NA	NA	NA	25	22
Another stadium	10	14	13	3	1
Can't remember which	1	0	1	-	0
Total	100	100	100	100	100

NA: Not asked in previous years.

- = less than 0.5% of total responses.

SWIMMING POOLS

Table 65a: Have respondents been to any of the Christchurch City Council swimming pools in the last 12 months? (Q58a)

Note: This covers all persons (percentages).

	1998	2000	2002	2003
Yes	49	46	52	56
No	51	54	48	44
Total	100	100	100	100

SWIMMING POOLS

Table 65b: Total visits to swimming pools in the last 12 months (Q58b)

Note: This covers all persons who have been to one or more swimming pools (percentages of visits) (1998: 508 persons, 838 visits; 2000: 349 persons, 570 visits; 2002: 358 persons, 715 visits; 2003: 395 persons, 801 visits).

	1998	2000	2002	2003
Sockburn Pool	5	8	4	3
Halswell Aquatic Centre	7	5	5	4
Centennial Leisure Centre	1	14	17	13
Waltham Lido Pools	7	6	4	5
Jellie Park Aqualand	26	21	16	13
QEII Pools	39	33	21	31
Wharenui Pool	10	8	7	6
Papanui Pool	1	1	1	-
Templeton Pool	1	1	-	-
Edgware Pool	2	2	1	1
Woolston Pool	1	1	1	1
Pioneer Leisure Centre	NA	NA	23	21
Belfast Pool	NA	NA	-	1
Been to one or more, but can't remember which	NA	NA	-	1
Don't know	0	-	0	0
Total	100	100	100	100

NA: Not asked in previous years.

TRAFFIC AND TRANSPORT

Table 66: How safe is riding a bicycle in Christchurch? (Q59)

Note: This covers all persons (percentages).

	Year	Total*
Very safe	1997	1
	1999	2
	2001	1
	2003	1
Safe	1997	15
	1999	17
	2001	26
	2003	20
Neither safe nor dangerous	1997	19
	1999	19
	2001	23
	2003	26
Dangerous	1997	46
	1999	48
	2001	39
	2003	42
Very dangerous	1997	14
	1999	12
	2001	7
	2003	9
Don't know	1997	4
	1999	2
	2001	4
	2003	2
Total	1997	100
	1999	100
	2001	100
	2003	100

* Prior to 2001, figures were obtained for cyclists/non-cyclists separately.

TRAFFIC AND TRANSPORT

Table 67: How safe is it travelling around the streets of Christchurch by car? (Q60)

Note: This covers all persons (percentages).

	1995	1997	1999	2001	2003
Very safe	4	6	4	4	2
Safe	44	43	46	44	47
Neither safe nor dangerous	29	29	32	35	33
Dangerous	16	17	14	15	16
Very dangerous	2	1	1	2	1
Don't know	4	4	3	0	1
Total	100	100	100	100	100

WASTE AND WATER

Table 68: Satisfaction with water supplied to house/flat (Q61a+Q61b)

Note: This covers all persons (percentages).

	Year	Not on water supply	Very satisfied	Satisfied	No feeling	Dissatisfied	Very dissatisfied	Don't know	Total
Taste	1998	4	50	38	3	4	1	0	100
	1999	4	58	31	3	3	1	0	100
	2000	4	52	36	2	4	1	1	100
	2002*	3	55	36	3	2	1	0	100
	2003	2	60	31	3	3	1	0	100
Appearance	1998	4	45	40	5	5	1	0	100
	1999	4	53	33	4	5	1	0	100
	2000	4	47	40	4	4	1	0	100
	2002*	3	50	37	4	5	1	0	100
	2003	2	52	37	3	5	1	0	100
Pressure	1998	4	39	43	3	8	3	0	100
	1999	4	44	36	4	10	2	0	100
	2000	4	39	41	3	10	3	0	100
	2002*	3	44	42	4	6	1	0	100
	2003	2	44	39	4	10	1	0	100
Reliability of supply	2002†	3	61	34	1	1	0	0	100
	2003	2	57	38	2	0	1	0	100

* Not asked in 2001.

† Not asked in previous years.

CONTACTS WITH COUNCIL STAFF

Table 69: Frequency of visits to any Council offices, including Service Centres, in the last 12 months (Q62a+Q62c)

Note: This covers all persons (percentages).

	2003
Did not visit	54
One to two times	23
Three to four times	18
Five or more times	5
Total	100

Table 70: Which Council Office/Service Centre did respondents visit most often? (Q62b)

Note: This covers all persons who said they had visited a Council Office/Service Centre in the last 12 months (2003: 362 persons).

	2003
The Civic Centre on Tuam Street	38
The Beckenham Service Centre	9
The Fendalton Service Centre	6
The Linwood Service Centre	16
The Papanui Service Centre	7
The Riccarton Service Centre	4
The Shirley Service Centre	11
The Sockburn Service Centre	9
Total	100

CONTACTS WITH COUNCIL STAFF

Table 71: How frequently have respondents e-mailed the Council, or a staff member of the Council, in the last 12 months? (Q63a+Q63b)

Note: This covers all persons (percentages).

	2003
Did not e-mail	84
Don't have e-mail	9
One to two times	4
Three to four times	2
Five or more times	1
Don't know	0
Total	100

Table 72: How frequently have respondents visited a Christchurch City Council website in the last 12 months? (Q64a)

Note: This covers all persons (percentages).

	2003
Never	67
Not connected to the Internet	11
One to two times	10
Three to four times	5
Five or more times	7
Don't know	0
Total	100

CONTACTS WITH COUNCIL STAFF

Table 73a: Frequency of telephoning Council offices in the last 12 months (Q65a+Q65b)

Note: This covers all persons (percentages).

	2002*	2003
Did not telephone Council	59	53
One to two times	25	26
Three to four times	8	11
Five or more times	8	10
Don't know	0	0
Total	100	100

* Prior to 2002, the frequency scale differed: see table below for relevant data.

Table 73b: Frequency of telephoning Council offices in the last 12 months (2001 survey: Q61a+Q61b)

Note: This covers all persons (percentages).

	1998	1999	2000	2001
Did not telephone Council	58	53	54	53
One or two times	26	29	29	27
Three to eleven times	14	14	13	15
Twelve or more times	2	4	4	5
Don't know how many times	0	0	0	0
Total	100	100	100	100

ACCESS TO INFORMATION TECHNOLOGY

Table 74: Where do respondents use e-mail and/or the worldwide web? (Q66a+66b)

Note: This covers all persons (percentages).

Prior to 2003, this covered all persons who had used e-mail and/or the worldwide web (2001: 438 persons, 785 responses; 2002: 442 persons, 814 responses).

	2000		2001		2003	
	Number	Percent	Number	Percent	Number	Percent
Don't have access	NA	NA	NA	NA	198	17
At home	329	42	367	45	441	37
At work	225	29	228	28	250	21
At a friend's or relative's house	89	11	79	10	102	8
At school or other educational institution	87	11	77	10	92	8
At a library	37	5	35	4	58	5
At an internet café or similar	18	2	26	3	38	3
Don't use either	NA	NA	NA	NA	7	1
Other (See Q66b responses in Section 3)	-	-	2	0	0	0
Total	785	100	814	100	1,186	100

- Not mentioned in 2001.

0 = Less than 0.5% of total responses.

NA: Not applicable

ACCESS TO INFORMATION TECHNOLOGY

Table 75: Frequency of purchases over the worldwide web in the last 12 months (Q67a+Q67b)

Note: This covers all persons who have access to the Internet (2003: 505 persons).

	2003
Did not make any purchases	63
One to two times	18
Three to four times	8
Five or more times	11
Don't know	0
Total	100

ACCESS TO INFORMATION TECHNOLOGY

Table 76: On average, how often do respondents use e-mail for work, education or personal use? (Q68)

Note: This covers all persons who have access to the Internet (2003: 505 persons).

Prior to 2003, all residents were asked this question. Hence, compared to 2003, the never used e-mail reading is significantly higher as this includes those who did not have Internet access, while usage is notably lower.

	2001	2002	2003
Daily	31	35	52
Several times a week	14	14	20
Once a week	4	3	6
Several times a month	4	5	5
Once a month	1	1	3
Less often than once a month	5	3	7
Never used e-mail	41	39	7
Total	100	100	100

Table 77: On average, how often do respondents use the worldwide web for work, education or personal use? (Q69)

Note: This covers all persons who have access to the Internet (2003: 505 persons).

Prior to 2003, all residents were asked this question. Hence, compared to 2003, the never used the worldwide web reading is significantly higher as this includes those who did not have Internet access, while usage is notably lower.

	2001	2002	2003
Daily	18	22	32
Several times a week	16	16	29
Once a week	8	6	11
Several times a month	6	7	8
Once a month	3	3	6
Less often than once a month	7	7	5
Never used the worldwide web	42	39	9
Total	100	100	100

ACCESS TO INFORMATION TECHNOLOGY

Table 78: How important is the worldwide web as a source of information that helps respondents make decisions? (Q70)

Note: This covers all persons who have used the worldwide web
(2001: 406 persons; 2002: 414 persons; 2003: 456 persons).

	2001	2002	2003
Very important	26	37	38
Important	40	31	37
Neither important nor unimportant	22	22	19
Unimportant	10	8	5
Very unimportant	2	2	1
Don't know	0	0	0
Total	100	100	100

RATES

Table 79: Respondents' ratings of value for money for Council services/facilities (Q72a)

Note*: This excludes all persons who live in Council or pensioner housing
(1999: 607 persons; 2000: 731 persons; 2001: 780 persons; 2002: 744 persons;
2003: 757 persons).

	Year	Very good	Good	No feeling either way	Bad	Very bad	Don't know	Total
Looking after roads and footpaths	1999	9	50	21	16	2	2	100
	2000	8	53	16	16	2	5	100
	2001	7	61	14	13	2	3	100
	2002	7	52	18	17	2	4	100
	2003	10	55	24	10	0	1	100
Making sure traffic moves smoothly and safely	1999	4	45	27	19	3	2	100
	2000	9	49	18	18	4	2	100
	2001	5	52	17	21	2	3	100
	2002	6	50	17	20	3	4	100
	2003	6	45	29	18	2	0	100
Overall City and environmental planning	1999	6	47	29	13	2	3	100
	2000	9	50	27	9	1	4	100
	2001	5	50	28	11	1	5	100
	2002	7	51	26	8	1	7	100
	2003	5	50	33	10	1	1	100
Regulating activities and investigating nuisances	1999	5	42	36	12	2	3	100
	2000	3	41	36	11	2	7	100
	2001	3	40	35	13	1	8	100
	2002	4	39	32	13	1	11	100
	2003	3	39	43	11	1	3	100
Sewage disposal In years prior to 2001, this also included land drainage.	1999	18	55	18	6	2	1	100
	2000	12	58	17	7	1	5	100
	2001	16	62	13	4	1	4	100
	2002	16	53	17	6	2	6	100
	2003	13	54	22	8	1	2	100

* In 1999, persons who were unable to give an estimation of the annual rates on their property were excluded.

Continued

RATES

**Table 79: Respondents' ratings of value for money for Council services/facilities (Q72a)
(Continued)**

Note*: This excludes all persons who live in Council or pensioner housing
(1999: 607 persons; 2000: 731 persons; 2001: 780 persons; 2002: 744 persons;
2003: 757 persons).

	Year	Very good	Good	No feeling either way	Bad	Very bad	Don't know	Total
Refuse collection and disposal	1999	29	53	10	6	1	1	100
	2000	19	62	8	6	2	3	100
	2001	24	59	8	5	1	3	100
	2002	24	53	13	4	2	4	100
	2003	24	53	14	8	1	0	100
Water supply services	1999	30	51	13	3	1	2	100
	2000	25	61	8	3	0	3	100
	2001	22	64	7	2	1	4	100
	2002	30	52	11	1	1	5	100
	2003	31	53	14	1	0	1	100
Entertainment and convention facilities (Westpac Trust Centre, Town Hall, Convention Centre) NB: Surveys before 2000 relate to the Town Hall only.	1999	12	47	31	7	0	3	100
	2000	18	53	18	5	1	5	100
	2001	23	54	15	4	0	4	100
	2002	25	49	16	3	1	6	100
	2003	20	52	22	4	0	2	100
Public libraries	1999	20	51	19	8	1	1	100
	2000	22	54	14	5	0	5	100
	2001	27	52	10	6	1	4	100
	2002	28	48	15	4	1	4	100
	2003	28	46	19	6	0	1	100
Putting on events and festivals	1999	29	49	16	4	1	1	100
	2000	31	51	10	4	1	3	100
	2001	34	49	11	3	1	2	100
	2002	33	46	13	3	1	4	100
	2003	27	47	20	4	1	1	100

* In 1999, persons who were unable to give an estimation of the annual rates on their property were excluded.

Continued

RATES

**Table 79: Respondents' ratings of value for money for Council services/facilities (Q72a)
(Continued)**

Note*: This excludes all persons who live in Council or pensioner housing
(1999: 607 persons; 2000: 731 persons; 2001: 780 persons; 2002: 744 persons;
2003: 757 persons).

	Year	Very good	Good	No feeling either way	Bad	Very bad	Don't know	Total
Parks and playing fields	1999	22	57	14	5	1	1	100
	2000	20	61	13	3	0	3	100
	2001	22	61	10	4	1	2	100
	2002	26	54	10	6	1	3	100
	2003	26	57	14	2	0	1	100
Swimming pools In surveys prior to 2001, this also included stadiums.	1999	17	53	24	4	0	2	100
	2000	17	61	15	3	0	4	100
	2001	18	59	14	3	0	6	100
	2002	21	54	16	3	0	6	100
	2003	22	53	20	2	1	2	100
Promoting and supporting sport and recreation	1999	11	50	28	9	0	2	100
	2000	13	54	20	6	1	6	100
	2001	10	58	19	7	0	6	100
	2002	16	52	20	7	0	5	100
	2003	15	51	28	4	0	2	100
Getting tourists to come to Christchurch	1999	8	49	29	11	1	2	100
	2000	15	44	22	10	2	7	100
	2001	15	48	20	11	2	4	100
	2002	17	49	18	9	1	6	100
	2003	12	50	29	6	1	2	100
Getting businesses to create new jobs in Christchurch	1999	7	32	30	23	3	5	100
	2000	5	33	28	22	4	8	100
	2001	5	36	27	18	4	10	100
	2002	6	37	30	16	1	10	100
	2003	6	32	42	12	2	6	100

* In 1999, persons who were unable to give an estimation of the annual rates on their property were excluded.

Continued

RATES

**Table 79: Respondents' ratings of value for money for Council services/facilities (Q72a)
(Continued)**

Note*: This excludes all persons who live in Council or pensioner housing
(1999: 607 persons; 2000: 731 persons; 2001: 780 persons; 2002: 744 persons;
2003: 757 persons).

	Year	Very good	Good	No feeling either way	Bad	Very bad	Don't know	Total
Supporting voluntary groups and community organisations	1999	9	50	30	7	1	3	100
	2000	10	49	25	9	0	7	100
	2001	7	50	28	6	1	8	100
	2002	9	47	29	5	1	9	100
	2003	6	50	35	4	1	4	100
Recycling programme†	2001	26	55	8	7	1	3	100
	2002	26	54	11	4	1	4	100
	2003	24	54	13	7	1	1	100
Looking after waterways, wetlands and land drainage†	2001	10	57	19	7	1	6	100
	2002	14	49	23	6	1	7	100
	2003	13	54	24	7	1	1	100
Stadiums†	2001	8	56	22	6	1	7	100
	2002	17	53	19	4	1	6	100
	2003	17	51	26	2	1	3	100
Promoting and developing the City Centre**	2002	6	43	23	19	3	6	100
	2003	6	40	30	19	3	2	100
Landscaping the City's streets**	2002	10	55	20	9	1	5	100
	2003	9	52	27	10	1	1	100
Supporting the Canterbury Museum**	2002	11	56	22	4	0	7	100
	2003	9	52	29	7	1	2	100

* In 1999, persons who were unable to give an estimation of the annual rates on their property were excluded.

† Not asked, or not asked separately, prior to 2001.

** Not asked, or not asked separately, prior to 2002.

RATES

Table 80 Respondents' views as to whether the Council should spend more or less on services/facilities (Q70a+Q70c+Q70d+70e)

Note*: This excludes all persons who live in Council or pensioner housing
(1999: 607 persons; 2000: 731 persons; 2001: 780 persons; 2002: 744 persons;
2003: 757 persons).

	Spend more					Spend less					No preference expressed				
	1999	2000	2001	2002	2003	1999	2000	2001	2002	2003	1999	2000	2001	2002	2003
Looking after roads and footpaths	13	13	13	12	10	2	3	3	2	2	85	84	84	86	88
Making sure traffic moves smoothly and safely	17	18	15	21	19	1	1	1	1	0	82	81	84	78	81
Overall City and environmental planning	6	11	5	5	6	3	1	2	2	2	91	88	93	93	92
Regulating activities and investigating nuisances	4	5	4	3	3	1	4	1	3	3	95	91	95	94	94
Sewage disposal (Prior to 2001, this included land drainage.)	4	5	4	8	7	2	1	2	1	1	94	94	94	91	92
Refuse collection and disposal	5	6	4	5	13	0	0	0	0	0	95	94	96	95	87
Water supply services	4	1	3	2	1	0	0	1	0	0	96	99	96	98	99
Entertainment & convention facilities NB: surveys before 2000 relate to the Town Hall only	1	1	2	1	2	5	8	4	5	4	94	91	94	94	94
Public libraries	3	2	2	2	1	6	7	12	6	10	91	91	86	92	89
Putting on events and festivals	8	6	5	6	6	4	3	2	4	3	88	91	93	90	91
Parks and playing fields	3	5	4	4	4	2	3	3	4	1	95	92	93	92	95
Swimming pools (Prior to 2001, this included stadiums.)	2	2	2	2	2	2	2	2	1	2	96	96	96	97	96
Promoting and supporting sport and recreation	3	4	4	4	3	5	2	3	3	2	92	94	93	93	95
Getting tourists to come to Christchurch	16	17	17	12	8	3	3	2	2	2	81	80	81	86	90
Getting businesses to create new jobs in Christchurch	23	25	20	15	10	4	3	2	4	6	73	72	78	81	84
Supporting voluntary groups and community organisations	10	10	6	8	6	3	1	1	3	2	87	89	93	89	92
Recycling programme†	-	-	18	11	20	-	-	0	0	0	-	-	82	89	80
Looking after waterways, wetlands and land drainage†	-	-	6	5	6	-	-	2	1	3	-	-	92	94	91
Stadiums†	-	-	2	2	0	-	-	5	4	4	-	-	93	94	96
Promoting & developing the City Centre**	-	-	-	9	10	-	-	-	5	4	-	-	-	86	86
Landscaping the City's streets**	-	-	-	4	4	-	-	-	5	5	-	-	-	91	91
Supporting the Canterbury Museum**	-	-	-	2	1	-	-	-	2	5	-	-	-	96	94

* In 1999, persons who were unable to give an estimation of the annual rates on their property were excluded.

† Not asked, or not asked separately prior to 2001.

** Not asked, or not asked separately prior to 2002.

RATES

Table 81: Respondents' ratings of value for money for Council services/facilities, and whether the Council should spend more or less on services/facilities (Q70a+Q70c+Q70e)

Note*: This excludes all persons who live in Council or pensioner housing
(1999: 607 persons; 2000: 731 persons; 2001: 780 persons; 2002: 744 persons;
2003: 757 persons).

	Rating	Spend more				Spend less				No preference				Total			
		2000	2001	2002	2003	2000	2001	2002	2003	2000	2001	2002	2003	2000	2001	2002	2003
Looking after roads and footpaths	Very good	0	1	1	0	0	0	0	0	8	6	6	10	8	7	7	10
	Good	3	5	3	3	1	1	0	1	49	55	49	51	53	61	52	55
	No feeling	2	2	2	3	1	1	1	1	13	11	15	20	16	14	18	24
	Bad	7	5	5	4	0	1	1	0	9	7	11	6	16	13	17	10
	Very bad	2	1	1	0	0	0	0	0	0	1	1	0	2	2	2	0
	Don't know	1	0	0	0	0	0	0	0	4	3	4	1	5	3	4	1
Making sure traffic moves smoothly and safely	Very good	1	1	0	0	0	0	0	0	8	4	6	6	9	4	6	6
	Good	5	3	7	4	0	0	0	0	44	49	44	41	49	52	51	45
	No feeling	2	2	4	6	0	0	1	0	16	15	12	23	18	17	17	29
	Bad	7	8	8	7	0	0	0	0	11	13	11	10	18	21	19	17
	Very bad	3	1	1	1	0	0	0	0	1	1	2	1	4	2	3	2
	Don't know	0	0	0	0	0	0	0	0	2	3	4	1	2	3	4	1
Overall City and environmental planning	Very good	1	0	0	0	0	0	0	0	8	5	7	5	9	5	7	5
	Good	4	1	1	1	1	1	1	1	45	48	49	48	50	50	51	50
	No feeling	3	2	2	2	0	0	1	0	24	26	23	31	27	28	26	33
	Bad	3	2	1	2	0	1	0	1	6	8	7	7	9	11	8	10
	Very bad	0	0	0	0	0	0	0	0	1	1	1	1	1	1	1	1
	Don't know	0	0	0	0	0	0	0	0	4	5	7	1	4	5	7	1
Regulating activities and investigating nuisances	Very good	0	0	0	0	0	1	0	0	3	2	4	3	3	3	4	3
	Good	1	1	0	1	1	0	1	0	39	39	38	38	41	40	39	39
	No feeling	1	0	1	1	1	1	1	1	34	34	30	40	36	35	32	42
	Bad	2	2	2	1	1	0	1	1	8	10	10	9	11	12	13	11
	Very bad	0	0	0	0	1	0	0	0	1	1	1	1	2	1	1	1
	Don't know	0	0	0	0	0	0	0	0	7	9	11	4	7	9	11	4

Continued

RATES

Table 81: Respondents' ratings of value for money for Council services/facilities, and whether the Council should spend more or less on services/facilities (Q70a+Q70c+Q70e) (Continued)

Note*: This excludes all persons who live in Council or pensioner housing
(1999: 607 persons; 2000: 731 persons; 2001: 780 persons; 2002: 744 persons;
2003: 757 persons).

	Rating	Spend more				Spend less				No preference				Total			
		2000	2001	2002	2003	2000	2001	2002	2003	2000	2001	2002	2003	2000	2001	2002	2003
Sewage disposal (Prior to 2001, this included land drainage)	Very good	1	1	1	0	0	0	0	0	11	16	15	13	12	17	16	13
	Good	2	2	3	2	0	1	0	0	56	59	50	52	58	62	53	54
	No feeling	1	0	2	1	0	0	0	0	16	13	15	21	17	13	17	22
	Bad	1	1	2	3	1	0	0	0	5	3	4	5	7	4	6	8
	Very bad	0	0	1	1	0	1	0	0	1	0	1	0	1	1	2	1
	Don't know	1	0	0	0	0	0	0	0	4	3	6	2	5	3	6	2
Refuse collection and disposal	Very good	0	1	1	3	0	0	0	0	19	24	24	21	19	25	25	24
	Good	3	1	1	4	0	0	0	0	59	58	51	49	62	59	52	53
	No feeling	1	1	1	2	0	0	0	0	7	7	12	12	8	8	13	14
	Bad	2	1	2	4	0	0	0	0	4	4	2	4	6	5	4	8
	Very bad	0	0	1	0	0	0	0	0	3	1	1	1	3	1	2	1
	Don't know	0	0	0	0	0	0	0	0	2	2	4	0	2	2	4	0
Water supply services	Very good	0	1	0	0	0	0	0	0	25	21	30	31	25	22	30	31
	Good	1	1	0	0	0	1	0	0	60	62	52	53	61	64	52	53
	No feeling	0	0	0	0	0	0	0	0	8	7	11	14	8	7	11	14
	Bad	0	0	1	0	0	0	0	0	3	2	1	1	3	2	2	1
	Very bad	0	0	0	0	0	0	0	0	0	1	0	0	0	1	0	0
	Don't know	0	0	0	0	0	0	0	0	3	4	5	1	3	4	5	1
Entertainment & convention facilities (Westpac Trust Centre, Town Hall, Convention Centre) NB: surveys before 2000 relate to the Town Hall only.	Very good	0	0	0	0	0	1	1	1	18	22	25	19	18	24	26	20
	Good	0	1	0	1	3	2	1	1	50	52	48	50	53	54	49	52
	No feeling	0	1	0	0	2	0	2	1	16	14	14	21	18	15	16	22
	Bad	0	1	0	1	2	0	1	0	3	3	2	3	5	4	3	4
	Very bad	0	0	0	0	1	0	0	0	0	0	0	0	1	0	0	0
	Don't know	0	0	0	0	1	0	0	0	4	4	6	2	5	4	6	2

Continued

RATES

Table 81: Respondents' ratings of value for money for Council services/facilities, and whether the Council should spend more or less on services/facilities (Q70a+Q70c+Q70e) (Continued)

Note*: This excludes all persons who live in Council or pensioner housing
(1999: 607 persons; 2000: 731 persons; 2001: 780 persons; 2002: 744 persons;
2003: 757 persons).

	Rating	Spend more				Spend less				No preference				Total			
		2000	2001	2002	2003	2000	2001	2002	2003	2000	2001	2002	2003	2000	2001	2002	2003
Public libraries	Very good	1	0	1	1	1	1	0	1	20	27	27	26	22	28	28	28
	Good	1	1	1	0	3	4	2	2	50	47	45	44	54	52	48	46
	No feeling	0	0	0	0	2	3	1	3	12	7	14	16	14	10	15	19
	Bad	0	0	0	0	1	4	2	3	4	2	2	3	5	6	4	6
	Very bad	0	0	0	0	0	1	0	0	0	0	1	0	0	1	1	0
	Don't know	0	0	0	0	1	0	0	0	4	3	4	1	5	3	4	1
Putting on events and festivals	Very good	2	1	2	1	0	0	0	0	29	33	31	26	31	34	33	27
	Good	2	3	2	2	1	1	2	1	48	45	42	44	51	49	46	47
	No feeling	1	0	2	2	1	1	1	1	8	10	10	17	10	11	13	20
	Bad	1	1	1	1	1	0	0	1	2	2	2	3	4	3	3	5
	Very bad	0	0	0	0	0	0	0	0	1	0	0	0	1	0	0	0
	Don't know	0	0	0	0	0	0	0	0	3	3	5	1	3	3	5	1
Parks and playing fields	Very good	1	1	0	1	0	0	0	0	19	21	26	25	20	22	26	26
	Good	2	2	2	2	2	2	2	1	57	58	50	54	61	62	54	57
	No feeling	0	0	0	0	1	1	1	0	12	8	9	13	13	9	10	13
	Bad	1	1	1	1	0	0	1	0	2	3	4	2	3	4	6	3
	Very bad	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1	0
	Don't know	0	0	0	0	0	0	0	0	3	3	3	1	3	3	3	1
Swimming pools Prior to 2001, this included stadiums.	Very good	1	0	0	1	0	0	0	0	16	17	21	21	17	17	21	22
	Good	1	1	1	1	1	1	0	1	59	57	53	51	61	59	54	53
	No feeling	0	1	0	1	1	0	0	0	14	14	16	19	15	15	16	20
	Bad	1	1	0	0	0	0	1	0	2	3	2	2	3	4	3	2
	Very bad	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1
	Don't know	0	0	0	0	0	0	0	0	4	0	6	2	4	5	6	2

Continued

RATES

Table 81: Respondents' ratings of value for money for Council services/facilities, and whether the Council should spend more or less on services/facilities (Q70a+Q70c+Q70e) (Continued)

Note*: This excludes all persons who live in Council or pensioner housing
(1999: 607 persons; 2000: 731 persons; 2001: 780 persons; 2002: 744 persons;
2003: 757 persons).

	Rating	Spend more				Spend less				No preference				Total			
		2000	2001	2002	2003	2000	2001	2002	2003	2000	2001	2002	2003	2000	2001	2002	2003
Promoting and supporting sport and recreation	Very good	0	0	0	1	1	0	1	0	12	10	15	14	13	10	16	15
	Good	1	2	1	1	1	2	1	0	52	56	50	50	54	59	52	51
	No feeling	0	0	1	1	0	1	1	1	20	18	18	26	20	19	20	28
	Bad	1	1	1	0	0	6	1	0	5	5	5	4	6	7	7	4
	Very bad	0	0	0	0	0	0	0	0	1	0	0	0	1	0	0	0
	Don't know	0	0	1	0	0	0	0	0	6	5	4	2	6	5	5	2
Getting tourists to come to Christchurch	Very good	3	2	3	1	0	0	0	0	12	13	14	12	15	15	17	13
	Good	5	6	5	4	1	0	0	1	38	42	44	45	44	48	49	50
	No feeling	2	2	1	2	1	1	1	1	19	16	17	26	22	19	19	29
	Bad	6	6	3	2	0	1	0	0	4	5	5	4	10	12	8	6
	Very bad	0	1	0	0	0	0	0	0	2	1	1	0	2	2	1	0
	Don't know	0	0	1	0	0	0	0	0	7	4	5	2	7	4	6	2
Getting businesses to create new jobs in Christchurch	Very good	1	1	1	0	0	0	0	0	4	4	5	6	5	5	6	6
	Good	7	4	6	2	1	0	0	0	25	32	31	30	33	36	37	32
	No feeling	5	4	3	4	1	1	1	3	22	23	26	35	28	28	30	42
	Bad	10	8	5	3	1	0	2	2	11	9	9	7	22	17	16	12
	Very bad	2	2	0	1	0	0	1	0	2	2	0	1	4	4	1	2
	Don't know	1	1	0	0	0	0	0	0	7	9	10	6	8	10	10	6
Supporting voluntary groups and community organisations	Very good	1	1	1	1	0	0	0	0	9	6	8	6	10	7	9	7
	Good	4	2	4	2	0	0	1	0	45	48	42	47	49	50	47	49
	No feeling	1	1	2	2	1	1	1	1	23	26	26	32	25	28	29	35
	Bad	3	2	1	1	0	0	1	0	6	4	4	3	9	6	6	4
	Very bad	0	0	0	0	0	0	0	0	0	1	0	1	0	1	0	1
	Don't know	0	0	1	0	0	0	0	0	0	8	8	4	7	8	9	4

Continued

RATES

Table 81: Respondents' ratings of value for money for Council services/facilities, and whether the Council should spend more or less on services/facilities (Q70a+Q70c+Q70e) (Continued)

Note*: This excludes all persons who live in Council or pensioner housing
(1999: 607 persons; 2000: 731 persons; 2001: 780 persons; 2002: 744 persons;
2003: 757 persons).

	Rating	Spend more				Spend less				No preference				Total			
		2000	2001	2002	2003	2000	2001	2002	2003	2000	2001	2002	2003	2000	2001	2002	2003
Recycling programme†	Very good	-	6	2	5	-	0	0	0	-	20	24	19	-	26	26	24
	Good	-	7	6	7	-	0	0	0	-	48	48	47	-	55	54	54
	No feeling	-	1	1	3	-	0	0	0	-	7	10	10	-	8	11	13
	Bad	-	3	1	4	-	0	0	0	-	4	3	3	-	7	4	7
	Very bad	-	1	0	1	-	0	0	0	-	0	1	0	-	1	1	1
	Don't know	-	0	0	0	-	0	0	0	-	3	4	1	-	3	4	1
Looking after waterways, wetlands and land drainage†	Very good	-	0	1	1	-	0	0	0	-	9	13	12	-	9	14	13
	Good	-	2	2	1	-	0	0	1	-	55	47	51	-	57	49	53
	No feeling	-	1	1	1	-	1	1	1	-	18	21	23	-	20	23	25
	Bad	-	2	1	2	-	1	0	1	-	4	5	4	-	7	6	7
	Very bad	-	1	0	1	-	0	0	0	-	1	1	0	-	2	1	1
	Don't know	-	0	0	0	-	0	0	0	-	5	7	1	-	5	7	1
Stadiums†	Very good	-	0	0	0	-	0	0	0	-	7	17	17	-	7	17	17
	Good	-	1	1	0	-	1	1	1	-	55	51	50	-	57	53	51
	No feeling	-	0	0	0	-	2	2	2	-	20	17	25	-	22	19	27
	Bad	-	0	0	0	-	2	1	1	-	4	3	1	-	6	4	2
	Very bad	-	0	0	0	-	0	0	0	-	1	1	0	-	1	1	0
	Don't know	-	0	0	0	-	0	0	0	-	7	6	3	-	7	6	3
Promoting and developing the City Centre**	Very good	-	-	0	0	-	-	0	0	-	-	6	6	-	-	6	6
	Good	-	-	2	2	-	-	1	1	-	-	40	37	-	-	43	40
	No feeling	-	-	2	3	-	-	1	2	-	-	20	26	-	-	23	31
	Bad	-	-	4	3	-	-	2	1	-	-	13	14	-	-	19	18
	Very bad	-	-	0	1	-	-	1	1	-	-	2	2	-	-	3	4
	Don't know	-	-	0	0	-	-	0	0	-	-	6	1	-	-	6	1

† Not asked, or not asked separately, prior to 2001.

** Not asked, or not asked separately, prior to 2002.

RATES

Table 81: Respondents' ratings of value for money for Council services/facilities, and whether the Council should spend more or less on services/facilities (Q70a+Q70c+Q70e) (Continued)

Note*: This excludes all persons who live in Council or pensioner housing
(1999: 607 persons; 2000: 731 persons; 2001: 780 persons; 2002: 744 persons;
2003: 757 persons).

	Rating	Spend more				Spend less				No preference				Total			
		2000	2001	2002	2003	2000	2001	2002	2003	2000	2001	2002	2003	2000	2001	2002	2003
Landscaping the City's streets**	Very good	-	-	0	0	-	-	0	1	-	-	10	8	-	-	10	9
	Good	-	-	2	1	-	-	1	2	-	-	52	49	-	-	55	52
	No feeling	-	-	1	1	-	-	1	2	-	-	18	24	-	-	20	27
	Bad	-	-	1	1	-	-	2	1	-	-	6	8	-	-	9	10
	Very bad	-	-	0	0	-	-	0	0	-	-	1	1	-	-	1	1
	Don't know	-	-	0	0	-	-	0	0	-	-	5	1	-	-	5	1
Supporting the Canterbury Museum**	Very good	-	-	1	0	-	-	0	0	-	-	10	9	-	-	11	9
	Good	-	-	1	1	-	-	0	1	-	-	55	50	-	-	56	52
	No feeling	-	-	0	0	-	-	1	2	-	-	21	26	-	-	22	28
	Bad	-	-	0	0	-	-	0	1	-	-	3	5	-	-	3	6
	Very bad	-	-	0	0	-	-	0	1	-	-	1	1	-	-	1	2
	Don't know	-	-	0	0	-	-	0	0	-	-	7	3	-	-	7	3

** Not asked, or not asked separately, prior to 2002.