

 INTERNATIONAL RESEARCH CONSULTANTS LTD <small>STRATEGIC PLANNING & BRAND SOLUTIONS</small>	JOB NUMBER 0503197	DECEMBER 2009
JOB DESCRIPTION: HAMILTON CITY COUNCIL 2009 RESIDENTS SURVEY		

Hello, I'm from DigiPoll in Hamilton. We are calling on behalf of Hamilton City Council.

May I speak to a person in the house who is at least 18 years old and whose birthday comes next?

Hamilton City Council has commissioned us to carry out a survey of residents of the city to seek opinions on a number of council provided services and facilities. This information will help your Council to understand the issues which are important to you and other people of Hamilton.

Stream 1----- 1

Stream 2----- 2

The interview will take about 20 - 25 minutes.

Stream 3----- 3

The interview will take about 7 - 8 minutes.

Can we talk now?

Qa Do you live in the Hamilton City Council area?

Yes ----- 1 → Continue

No ----- 2 → Thank and terminate

REINTRODUCE IF NECESSARY:
INTERVIEWER RECORD START TIME

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QC Route control – Alternate on interviews ?

Stream 1----- 1 → Go to Q1

Stream 2----- 2 → Go to Q5

Stream 3----- 3 → Go to QD

QD Which ethnic group do you most closely relate to? (circle one only)

New Zealander of Maori descent ----- 1 → **Go to Q24**

New Zealander of European descent----- 2 → Thank and terminate

Pacific Islander----- 3 → Thank and terminate

Asian ----- 4 → Thank and terminate

Other (SPECIFY) _____ ---- 6 → Thank and terminate

DO NOT READ OUT If respondent does not give any other answer but describes themselves only as a New Zealander or Kiwi 5	→ Thank and terminate
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Q1 I'm going to read out a list of different services and facilities. For each one, please tell me how often you've used that service or facility in the past 12 months.

	Facility / Service	Daily	Weekly	Monthly	At least once in last 12 months	Used but less than once in last 12 months	Not used in past 12 months	No Answer
A	Waikato Stadium	1	2	3	4	5	6	7
B	Seddon Park (the cricket ground)	1	2	3	4	5	6	7
C	Gallagher Aquatic Centre at Melville	1	2	3	4	5	6	7
D	Waterworld at Te Rapa	1	2	3	4	5	6	7
E	Waikato Museum	1	2	3	4	5	6	7
F	ArtsPost (next to Museum)	1	2	3	4	5	6	7
G	Clarence Street Theatre (near Pak N Save) (formerly known as the WestpacTrust Community Theatre)	1	2	3	4	5	6	7
H	Founders Theatre	1	2	3	4	5	6	7
I	The Meteor (on corner of Bridge & Victoria Streets)	1	2	3	4	5	6	7
J	Hamilton Zoo	1	2	3	4	5	6	7
K	Central Library	1	2	3	4	5	6	7
L	Your Community Library (Branch Library)	1	2	3	4	5	6	7
M	Claudelands Event Centre at Claudelands Showgrounds	1	2	3	4	5	6	7
N	Hamilton City Leisure Centre (the YMCA in Pembroke Street)	1	2	3	4	5	6	7
O	Hamilton Park Cemetery and Crematorium at Newstead	1	2	3	4	5	6	7

Q2. (Programme written to only ask for those services used in the past year (Codes 1-5 in q1)
I'm going to read out a list of different services and facilities you have used and using the scale where 0 is very dissatisfied to 10 being very satisfied, how satisfied are you with ...? (CIRCLE ONE ONLY)

		Very Dissatisfied			Neutral						Very Satisfied		Don't Know DK
		0	1	2	3	4	5	6	7	8	9	10	
A	Waikato Stadium	0	1	2	3	4	5	6	7	8	9	10	99
B	Seddon Park (the cricket ground)	0	1	2	3	4	5	6	7	8	9	10	99
C	Gallagher Aquatic Centre at Melville	0	1	2	3	4	5	6	7	8	9	10	99
D	Waterworld at Te Rapa	0	1	2	3	4	5	6	7	8	9	10	99
E	Waikato Museum	0	1	2	3	4	5	6	7	8	9	10	99
F	ArtsPost (next to Museum)	0	1	2	3	4	5	6	7	8	9	10	99
G	Clarence Street Theatre Note if respondent cant recall was (formerly known as the WestpacTrust Community Theatre)	0	1	2	3	4	5	6	7	8	9	10	99
H	Founders Theatre	0	1	2	3	4	5	6	7	8	9	10	99
I	The Meteor (Theatre)	0	1	2	3	4	5	6	7	8	9	10	99
J	Hamilton Zoo	0	1	2	3	4	5	6	7	8	9	10	99
K	Central Library	0	1	2	3	4	5	6	7	8	9	10	99
L	Your Community Library (Branch Library)	0	1	2	3	4	5	6	7	8	9	10	99
M	Claudeland's Event Centre at Claudeland's Showgrounds	0	1	2	3	4	5	6	7	8	9	10	99
N	Hamilton City Leisure Centre (the YMCA in Pembroke Street)	0	1	2	3	4	5	6	7	8	9	10	99
O	Hamilton Park Cemetery and Crematorium at Newstead	0	1	2	3	4	5	6	7	8	9	10	99

Q3. (PROGRAMME WRITTEN TO ONLY ASK FOR THOSE SERVICES IF RATED AS LOWER THAN 8>)

IF ANY RATED LOWER THAN (VARIES BY QUESTION) – OTHER WISE SKIP? Can you tell me why you were not totally satisfied with <Facility / Service>?

		If SS less than 8 ask but only in the following quarters Why you were not totally satisfied with <Facility / Service>			
		Quarter 1	Quarter 2	Quarter 3	Quarter 4
A	Waikato Stadium				
B	Seddon Park				
C	Gallagher Aquatic Centre	Yes		Yes	
D	WaterWorld	Yes		Yes	
E	Waikato Museum		Yes		Yes
F	ArtsPost	Yes		Yes	
G	Clarence Street Theatre		Yes		Yes
H	Founders Theatre	Yes		Yes	
I	The Meteor		Yes		Yes
J	Hamilton Zoo		Yes		Yes
K	Central Library	Yes		Yes	
L	Your Community Library (Branch Library)	Yes		Yes	
M	Claudeland's Event Centre	Yes		Yes	
N	Hamilton City Leisure Centre		Yes		Yes
O	Hamilton Park Cemetery and Crematorium				

IF RESPONDENT HAS VISITED A BRANCH LIBRARY (Q1L) GO TO Q4 OTHERWISE SKIP TO Q8

X	Garden Place in Central Hamilton	0	1	2	3	4	5	6	7	8	9	10	99
Y	Hamiltons Central Business District (down town) at night time	0	1	2	3	4	5	6	7	8	9	10	99

Q7. (PROGRAMME WRITTEN TO ONLY ASK FOR THOSE SERVICES IF RATED AS LOWER THAN ???>)

IF ANY RATED LOWER THAN (VARIES BY QUESTION) – OTHER WISE SKIP? Can you tell me why you were not totally satisfied with <Facility / Service>?

		If SS less than 8 ask but only in the following quarters Why you were not totally satisfied with <Facility / Service>			
		Quarter 1	Quarter 2	Quarter 3	Quarter 4
P	Parks and Gardens in the City in general	Yes		Yes	
Q	Hamilton Gardens		Yes		Yes
R	Hamilton Lake	Yes		Yes	
S	Neighbourhood Parks i.e. the small local park with swings within walking distance, not local sports fields	Yes		Yes	
T	Children's Playground equipment in the neighbourhood park		Yes		Yes
U	City Walkways (including walkways along river and around Hamilton Lake)		Yes		Yes
V	Porritt Stadium	Yes		Yes	
W	Sports Areas not including Waikato Stadium/ Westpac Park or the swimming pools		Yes		Yes
X	Garden Place in Central Hamilton	Yes		Yes	
Y	Hamiltons Central Business District (down town) at night time		Yes		Yes

Type	INSTRUCTION
Stream 1	GO TO Q8
Stream 2	GO TO Q11
Stream 3	GO TO Q24

Q8 I'm going to read out a list of other services and facilities. For each one, please tell me how often you've used that service or facility in the past 12 months.

		Daily	Weekly	Monthly	At least once in last 12 months	Used but less than once in last 12 months	Not used in past 12 months	No Answer
AB	Kerbside Recyclable Collection of paper, plastic, glass and cans	1	2	3	4	5	6	7
AC	The Refuse Transfer Station in Lincoln Street for recycling or for other waste disposal	1	2	3	4	5	6	7
AD	Hamilton Organic Centre in Wickham Street for garden waste	1	2	3	4	5	6	7
AK	Councils Dog Control Service	1	2	3	4	5	6	7
AL	Public Toilets	1	2	3	4	5	6	7
AM	Contacted Council with a noise complaint	1	2	3	4	5	6	7

Q9. (PROGRAMME WRITTEN TO ONLY ASK FOR THOSE SERVICES USED IN THE PAST YEAR (CODES 1-5 IN Q8) OR THOSE WHICH ARE NOT USAGE DRIVEN)

I'm going to read out a list of these services and facilities you have used as well as a range of other services and facilities that Council provides. Using the scale where 0 is very dissatisfied to 10 being very satisfied, how satisfied are you with ...? (CIRCLE ONE ONLY)

		Very Dissatisfied		Neutral						Very Satisfied		Don't Know DK	
		0	1	2	3	4	5	6	7	8	9		10
X	City Beautification (includes planting of traffic islands, street trees and the tree-scape of the city in general)	0	1	2	3	4	5	6	7	8	9	10	99
AA	Household Refuse Collection	0	1	2	3	4	5	6	7	8	9	10	99
AB	Kerbside Recyclable Collection of paper, plastic, glass and cans	0	1	2	3	4	5	6	7	8	9	10	99
AC	The Refuse Transfer Station in Lincoln Street for recycling or for other waste disposal	0	1	2	3	4	5	6	7	8	9	10	99
AD	Hamilton Organic Centre	0	1	2	3	4	5	6	7	8	9	10	99
AE	The City's Wastewater Drainage and Treatment System (drainage and treatment of sewage i.e. toilet & wash water)	0	1	2	3	4	5	6	7	8	9	10	99
AF	The City's Stormwater Drainage System (drainage of rain water including those open drains and streams managed by Council)	0	1	2	3	4	5	6	7	8	9	10	99
AG	The continuity of water supply	0	1	2	3	4	5	6	7	8	9	10	99
AH	The pressure of the water supply	0	1	2	3	4	5	6	7	8	9	10	99
AI	The clarity of the water supplied	0	1	2	3	4	5	6	7	8	9	10	99
AJ	The taste and odour of the water supplied	0	1	2	3	4	5	6	7	8	9	10	99
AK	Councils Dog Control Service	0	1	2	3	4	5	6	7	8	9	10	99
AL	Public Toilets	0	1	2	3	4	5	6	7	8	9	10	99
AN	The outcome of your noise complaint	0	1	2	3	4	5	6	7	8	9	10	99
AO	The way Council staff handled your noise complaint	0	1	2	3	4	5	6	7	8	9	10	99

Q10. (PROGRAMME WRITTEN TO ONLY ASK FOR THOSE SERVICES IF RATED AS LOWER THAN 7>)

IF ANY RATED LOWER THAN (VARIES BY QUESTION) – OTHER WISE SKIP? Can you tell me why you were not totally satisfied with <Facility / Service>?

		If SS less than 7 ask but only in the following quarters Why you were not totally satisfied with <Facility / Service>			
		Quarter 1	Quarter 2	Quarter 3	Quarter 4
X	City Beautification (includes planting of traffic islands, street trees and the tree-scape of the city in general)		Yes		Yes
AA/A B	Household Refuse Collection / Kerbside Recyclable Collection	Yes		Yes	
AC	The Refuse Transfer Station in Lincoln Street for recycling or for other waste disposal	Yes		Yes	
AD	Hamilton Organic Centre for garden waste		Yes		Yes
AE	The City's Wastewater Drainage and Treatment System	Yes		Yes	
AF	The City's Stormwater Drainage System		Yes		Yes
AG	The continuity of water supply		Yes		Yes
AH	The pressure of the water supply	Yes		Yes	
AI	The clarity of the water supplied	Yes		Yes	
AJ	The taste and odour of the water supplied		Yes		Yes
AK	Councils Dog Control Service		Yes		Yes
AL	Public Toilets	Yes		Yes	
AN/A O	The outcome or the way Council staff handled your noise complaint		Yes		Yes

Type	INSTRUCTION
Stream 1	GO TO Q17
Stream 2	GO TO Q11
Stream 3	GO TO Q24

Q11 I'm going to read out a list of transport services and facilities. For each one, please tell me how often you've used that service or facility in the past 12 months.

		Daily	Weekly	Monthly	At least once in last 12 months	Used but less than once in last 12 months	Not used in past 12 months	No Answer
BB	The cycling facilities in Hamilton e.g. roads and cycle lanes	1	2	3	4	5	6	7
BQ	The pedestrian facilities in the city (e.g. footpaths, pedestrian crossings, median islands etc)	1	2	3	4	5	6	7
BC	The Hamilton City bus service	1	2	3	4	5	6	7
BE	The bus passenger facilities at the Hamilton Transport Centre e.g. the bus shelters, toilets and other facilities.	1	2	3	4	5	6	7
BL	Central City Car parking in general	1	2	3	4	5	6	7
BM	The multi-level car park in Knox Street	1	2	3	4	5	6	7
BQ	The underground carpark by Garden Place off Alexandra Street	1	2	3	4	5	6	7
BN	Other Council operated uncovered off street car parking on the fringe of the CBD, car parks are River Rd, Meteor	1	2	3	4	5	6	7

Theatre, Museum, Founders Theatre,
Caro Street, Kent St.,)

Continued over page

Q12 (PROGRAMME WRITTEN TO ONLY ASK FOR THOSE SERVICES USED IN THE PAST YEAR (CODES 1-5 IN Q11) OR THOSE WHICH ARE NOT USAGE DRIVEN)

Now thinking specifically about the streets in your area as well as the streets in general across the city, I'm going to read out a list of different factors and using the scale where 0 is very dissatisfied to 10 being very satisfied, how satisfied are you with ...? (Circle one only)

		Very Dissatisfied		Neutral						Very Satisfied		Don't Know	
		0	1	2	3	4	5	6	7	8	9	10	DK
BA	Pedestrian areas and facilities (crossings, overpasses/ underpasses and refuge islands)	0	1	2	3	4	5	6	7	8	9	10	99
BR	The safety of pedestrian areas	0	1	2	3	4	5	6	7	8	9	10	99
BS	The convenience of the location of pedestrian crossings, paths and access ways	0	1	2	3	4	5	6	7	8	9	10	99
BB	The cycling facilities in the city e.g. roads and cycle lanes	0	1	2	3	4	5	6	7	8	9	10	99
BC	The Hamilton City bus service	0	1	2	3	4	5	6	7	8	9	10	99
BE	The bus passenger facilities at the Hamilton Transport Centre e.g. the bus shelters, toilets and other facilities.	0	1	2	3	4	5	6	7	8	9	10	99
BF	Street lighting in general throughout the city	0	1	2	3	4	5	6	7	8	9	10	99
BG	Street lighting in your area	0	1	2	3	4	5	6	7	8	9	10	99
BH	Footpaths in general throughout the city	0	1	2	3	4	5	6	7	8	9	10	99
BI	Footpaths in your area	0	1	2	3	4	5	6	7	8	9	10	99
BJ	Traffic Management (road markings, lights, signs & traffic islands)	0	1	2	3	4	5	6	7	8	9	10	99
BT	Ease of getting around the city in weekends and non peak traffic times	0	1	2	3	4	5	6	7	8	9	10	99
BU	Ease of getting around the city in peak traffic times	0	1	2	3	4	5	6	7	8	9	10	99
BL	Central City Car parking in general	0	1	2	3	4	5	6	7	8	9	10	99
BM	The multi-level car park in Knox Street	0	1	2	3	4	5	6	7	8	9	10	99
BQ	The underground carpark by Garden Place off Alexandra Street	0	1	2	3	4	5	6	7	8	9	10	99
BN	Other Council operated uncovered off street car parking on the fringe of the CBD	0	1	2	3	4	5	6	7	8	9	10	99
BO	The Streets in general throughout the city	0	1	2	3	4	5	6	7	8	9	10	99
BP	The Streets in your area	0	1	2	3	4	5	6	7	8	9	10	99

Q13. (PROGRAMME WRITTEN TO ONLY ASK FOR THOSE SERVICES IF RATED AS LOWER THAN 7>)

IF ANY RATED LOWER THAN (VARIES BY QUESTION) – OTHER WISE SKIP? Can you tell me why you were not totally satisfied with <Facility / Service>?

		If SS less than 7 ask but only in the following quarters Why you were not totally satisfied with <Facility / Service>			
		Quarter 1	Quarter 2	Quarter 3	Quarter 4
BA	Pedestrian areas and facilities (crossings, overpasses/ underpasses and refuge islands)	Yes		Yes	
BR	The safety of pedestrian areas		Yes		Yes
BS	The convenience of the location of pedestrian crossings, paths and access ways	Yes		Yes	
BB	The cycling facilities in the city e.g. road and cycle lanes	Yes		Yes	
BC	The Hamilton City bus service		Yes		Yes
BE	The bus passenger facilities at the Hamilton Transport Centre e.g. the bus shelters, toilets and other facilities.		Yes		Yes
BF	Street lighting in general throughout the city	Yes		Yes	
BG	Street lighting in your area		Yes		Yes
BH	Footpaths in general throughout the city	Yes		Yes	
BI	Footpaths in your area		Yes		Yes
BJ	Traffic Management (road markings, lights, signs & traffic islands)	Yes		Yes	
BT	Ease of getting around the city		Yes		Yes
BU	Ease of getting around the city in peak traffic times		Yes		Yes
BL	Central City Car parking in general	Yes		Yes	
BM	The multi-level car park in Knox Street	Yes		Yes	
BQ	The underground carpark by Garden Place off Alexandra Street		Yes		Yes
BN	Other Council operated uncovered off street car parking on the fringe of the CBD		Yes		Yes
BO	The Streets in general throughout the city	Yes		Yes	
BP	The Streets in your area		Yes		Yes

Q14. Council is looking at improving how people move in and around the City particularly between 8 and 9 am and 4.30 -5.30 pm during weekdays. How often have you travelled to work or for other purposes during these times?.

- Every work day-----1
- 3 or 4 times per week -----2
- 1 - 3 times per week -----3
- 1 - 3 times per month-----4
- Less often -----5
- Don't travel at those times -----6 GO TO SKIP INSTRUCTION
- No Answer -----7 GO TO SKIP INSTRUCTION

Q15. What is your main method of travel during these times?.

- Private vehicle----- 1
- Getting a ride with others -----2
- Public transport (buses or train) -----3
- Cycling -----4
- Walking-----5
- Other (specify) _____6

Type	INSTRUCTION
Stream 1	GO TO Q17
Stream 2	GO TO Q20
Stream 3	GO TO Q24

Q17 I'm going to read out some other services. For each one, please tell me how often you've used that service in the past 12 months.

		Daily	Weekly	Monthly	At least once in last 12 months	Used but less than once in last 12 months	Not used in past 12 months	No Answer
CA	City News (Council's news publication to Hamilton households)	1	2	3	4	5	6	7
CB	Hamilton City Council Website (www.hamilton.co.nz or www.hcc.govt.nz)	1	2	3	4	5	6	7
CC	The Visitor Information Centre in Garden Place	1	2	3	4	5	6	7

Q18. (Programme written to only ask for those services used in the past year (Codes 1-5 in q17) or those which are not usage driven)

I'm going to read out these services you have used as well as a range of other services that Council provides. Using the scale where 0 is very dissatisfied to 10 being very satisfied, how satisfied are you with ...? (CIRCLE ONE ONLY)

		Very Dissatisfied										Neutral			Very Satisfied		Don't Know DK
		0	1	2	3	4	5	6	7	8	9	10	99				
CA	City News	0	1	2	3	4	5	6	7	8	9	10	99				
CB	Hamilton City Council Website	0	1	2	3	4	5	6	7	8	9	10	99				
CC	The Visitor Information Centre in Garden Place	0	1	2	3	4	5	6	7	8	9	10	99				
CF	The Council night patrol team to make the Central City safer in the evenings and weekends.	0	1	2	3	4	5	6	7	8	9	10	99				

Q19. (Programme written to only ask for those services if rated as lower than ???>)

IF ANY RATED LOWER THAN (VARIES BY QUESTION) – OTHER WISE SKIP? Can you tell me why you were not totally satisfied with <Facility / Service>?

		If SS less than 8 ask but only in the following quarters Why you were not totally satisfied with <Facility / Service>			
		Quarter 1	Quarter 2	Quarter 3	Quarter 4
CA	City News		Yes		Yes
CB	Hamilton City Council Website	Yes		Yes	

CC	The Visitor Information Centre in Garden Place	Yes		Yes	
CF	The Council night patrol team to make the Central City safer		Yes		Yes

Type	INSTRUCTION
Stream 1	GO TO Q20
Stream 2	GO TO Q20
Stream 3	GO TO Q24

Q20 Thinking now about personal safety, and using a scale where 0 = very unsafe and 10 = very safe; how safe do you feel in:

		Very Unsafe		Neutral								Very Safe	Don't Know
		0	1	2	3	4	5	6	7	8	9	10	DK
A	The neighbourhood you live in	0	1	2	3	4	5	6	7	8	9	10	99
E	In Hamilton's Central City area at night (after 8:00 pm)	0	1	2	3	4	5	6	7	8	9	10	99

Q20c <ASKED IF Q20B = 0 TO 10 IF 98 OR 99 SKIP TO Q21>. Why do you feel that way about Hamilton's Central City area at night (after 8:00 pm)?

Type	INSTRUCTION
Stream 1	GO TO Q21
Stream 2	GO TO Q21
Stream 3	GO TO Q24

Q21a Using a 10 point scale where 0 = a big problem and 10 = not a problem at all, can you tell me how much of a problem noise pollution has been in your neighbourhood over the past 12 months?

Big Problem		Not a problem at all										Don't know
0	1	2	3	4	5	6	7	8	9	10	99	

Q21b <ASKED IF Q21 = 0 TO 6 IF 98 OR 99 SKIP TO Q21>. What was the noise pollution in your neighbourhood?

Q22 Using a 10 point scale where 0 = a big problem and 10 = not a problem at all, can you tell me how much of a problem graffiti has been in your neighbourhood over the past 12 months?

Big Problem		Not a problem at all										Don't know
0	1	2	3	4	5	6	7	8	9	10	99	

Q22b The Council operates programmes to clean up graffiti once it has been reported. Using the same scale where 0 is very dissatisfied to 10 being very satisfied, how satisfied are you with the Council's programme to clean up graffiti in the past year?

Very Dissatisfied	Neutral										Very Satisfied	Don't know
0	1	2	3	4	5	6	7	8	9	10	99	

Type	INSTRUCTION
Stream 1	GO TO Q23
Stream 2	GO TO Q23
Stream 3	GO TO Q24

Stream 1----- 1 → Continue

Stream 2----- 2 → Go to Q23c

Type	INSTRUCTION
Type	INSTRUCTION
Stream 1	GO TO Q24
Stream 2	GO TO Q24
Stream 3	GO TO Q24

Q24 How often have you been involved in Council decision making (e.g. making submissions to draft plans, involved in working parties etc) in the past 12 months.

Daily	Weekly	Monthly	At least once in last 12 months	Involved but less than once in last 12 months	Not involved in past 12 months	No Answer
1	2	3	4	5	6	7
Go TO Q25					Go TO Q26B	

Q25. (IF USED IN THE PAST YEAR) Using the scale where 0 is very dissatisfied to 10 being very satisfied, how satisfied are you with ...? (CIRCLE ONE ONLY)

		Very Dissatisfied	Neutral										Very Satisfied	Don't Know
		0	1	2	3	4	5	6	7	8	9	10	DK	
A	The process Council used for this involvement	0	1	2	3	4	5	6	7	8	9	10	99	
B	The outcome of your being involved in Council decision making (e.g. submissions etc)	0	1	2	3	4	5	6	7	8	9	10	99	

Quarter	INSTRUCTION
Quarters 1 and Quarters 3	GO TO Q26A
Quarters 2 and Quarters 4	GO TO Q26B

Q26A ASKED IF SS OF 25A OR 25B LESS THAN 8– ASKED ONLY IN Q1 AND Q3. Why are you less than satisfied with the outcome or process of your being involved in Council decision making?

Q26B (IF NOT USED IN THE PAST YEAR – ASKED ONLY IN Q2 AND Q4). What would encourage you to participate more in the Council decision making processes?

Type	INSTRUCTION
Stream 1	GO TO Q27
Stream 2	GO TO Q27
Stream 3	GO TO Q27

Q27 Council tries to ensure that the community has meaningful input into decision making on significant Council projects, processes and policy. Using a scale where 0 = very dissatisfied and 10 = very satisfied, how would you rate the opportunities Council provides for community involvement in decision making (e.g. making submissions to draft plans, involvement in working parties etc)?

Very Dissatisfied	Neutral										Very Satisfied	Don't know
0	1	2	3	4	5	6	7	8	9	10	99	
IF 5 OR LESS ↗					IF MORE THAN 5 GO TO Q29						GO TO Q29	

Q28 IF Q27 RATED AT 5 OR LESS Why do you feel this way?

Q29 Council tries to ensure that it provides adequate information to the community about its services, facilities, projects and plans. Using the same scale where 0 = very dissatisfied and 10 = very satisfied, how do you rate Council's provision of this type of information?

Very Dissatisfied	Neutral										Very Satisfied	Don't know
0	1	2	3	4	5	6	7	8	9	10	99	

Type	INSTRUCTION
Stream 1	GO TO Q31
Stream 2	GO TO Q31
Stream 3	GO TO Q31

Q31 Do you pay residential or commercial rates to Hamilton City Council?

- Residential Rates-----1
- Commercial Rates (Business rates)-----2 →Go to Q33
- Both-----3

No rates-----4 →Go to Q33

Q32 Thinking now about all Council provided services and facilities, and using a 10 point scale where 0 = very poor and 10 = very good, overall, what value do you think you get from your residential rates?

Very Poor	Neutral										Very Good	Don't know
0	1	2	3	4	5	6	7	8	9	10	99	

Q33 Using the scale where 0 = very dissatisfied and 10 = very satisfied, how do you rate Hamilton as a place to live?

Very Dissatisfied	Neutral										Very Satisfied	Don't know
0	1	2	3	4	5	6	7	8	9	10	99	

Q36 And using a 10 point scale where 0 = greatly deteriorated and 10 = greatly improved, overall how would you rate the quality of Council facilities and services in the past 12 months:

Greatly Deteriorated	Neutral										Greatly improved	Don't know
0	1	2	3	4	5	6	7	8	9	10	99	
IF 5 OR LESS ↗						IF MORE THAN 5 Go TO Q40						Go TO Q40

Q37 **IF Q36 RATED AT 5 OR LESS** Why do you feel this way?

Q40 Council is made up of two main groups – the elected members (the Councillors and Mayor) and secondly the staff of Council that provide the various services and manage the various facilities. Using the same scale where 0 is very dissatisfied to 10 being very satisfied, how satisfied are you with the overall performance of the elected members of Council in the past year (i.e. the Mayor and Councillors)?

Very Dissatisfied	Neutral										Very Satisfied	Don't know
0	1	2	3	4	5	6	7	8	9	10	99	
IF 7 OR LESS ↗							IF MORE THAN 7 Go TO Q42A				Go TO Q42A	

Q41 Why do you feel this way?

Q42a How often have you had contact with the Mayor or Councillors in the past 12 months?

- Daily ----- 1
- Weekly-----2

- Monthly -----3
- At least once in last 12 months -----4
- Contacted but less than once in last 12 months -----5
- Not had any contact in past 12 months -----6
- No Answer -----7

Q42b How often have you had contact with Council staff over the past 12 months? (by Council staff we mean staff at all Council facilities including Libraries, Waterworld, Gallagher Aquatic Centre, the Waikato Museum, Hamilton Zoo, Community Houses, Theatres, as well as staff in the main Council office in Garden Place).

- Daily ----- 1
- Weekly -----2
- Monthly -----3
- At least once in last 12 months -----4
- Contacted but less than once in last 12 months -----5
- Not had any contact in past 12 months -----6 GO TO Q45
- No Answer -----7 GO TO Q45

Q43 Thinking about the staff at all Council facilities and using the same scale where 0 is very dissatisfied to 10 being very satisfied, how satisfied are you with the overall performance of Council staff in the past 12 months?

Very Dissatisfied			Neutral				Very Satisfied			Don't know	
0	1	2	3	4	5	6	7	8	9	10	99
IF 7 OR LESS ↗							IF MORE THAN 7 GO TO Q45			GO TO Q45	

Q44 Why do you feel this way?

Q45 Thinking not only about the elected members and Council staff but also the services and facilities the Council provides and using the same scale where 0 is very dissatisfied to 10 being very satisfied, how satisfied are you with the overall performance of Council in the past 12 months

Very Dissatisfied			Neutral				Very Satisfied			Don't know	
0	1	2	3	4	5	6	7	8	9	10	99

Q46 Why do you feel this way?

Q47 What in your opinion, are the three main issues that Council should be looking at?

(PLEASE PROBE FULLY IDENTIFYING THE ACTUAL ISSUE E.G. IF ROAD CONGESTION FIND OUT WHAT ROADS, TIMES OF DAY ETC)

Q47b Thinking now about the services that Council provides for you and the dealings you have had with them, in your opinion, what single thing could Council do to improve the way they provide services to you? (PROBE FULLY)

Q48 Finally, we wish to obtain some information about people participating in the survey to make sure we get a representative cross section of the community. Can you tell me what year you were born?

RECORD YEAR _____

DO NOT READ OUT Refused -----9

Q50 What type of accommodation do you have? (CIRCLE ONE ONLY)

- Own or live in family home ----- 1
- Rent or lease ----- 2
- Board ----- 3
- Other (SPECIFY) _____ -- 4

Q52 Do you have a dog? (CIRCLE ONE - REASSURE THAT THIS IS ONLY TO HELP US UNDERSTAND THE ANSWERS AND WILL REMAIN CONFIDENTIAL)

- Yes ----- 1
- No ----- 2

Q54a Do you own or operate your own business in Hamilton?

- Yes ----- 1
- NO ----- 2 SKIP TO Q55

Q54b IF Q54A = 1 Ask> How many employees does your company employ? (IF MANY PART TIMERS, PLEASE ESTIMATE "FULL TIME EQUIVALENTS")

- 1 to 2 full time equivalents ----- 1
- 3 – 5 full time equivalents ----- 2
- 6 – 10 full time equivalents ----- 3
- Over 10 full time equivalents -- 4
- Other (specify) _____ ----- 5

Q55 Remembering the results of this survey are completely confidential, can you tell me which of these categories best matches the total annual income of your whole household before tax? (CIRCLE ONE)

- Less than \$20,000 ----- 1
- \$20,000 to \$30,000 -----2
- \$30,000 to \$40,000----- 3
- \$40,000 to \$50,000 -----4
- \$50,000 to \$70,000----- 5
- \$70,000 to \$100,000-----6
- More than \$100,000----- 7

DO NOT READ OUT: REFUSED----- 8

Q56 Interviewer **CIRCLE ONE ONLY**

- Male ----- 1
- Female ----- 2

Type	INSTRUCTION
Stream 1	GO TO Q57
Stream 2	GO TO Q57
Stream 3	GO TO Q58

Q57 Which ethnic group do you most closely relate to? (circle one only)

- New Zealander of Maori descent----- 1
- New Zealander of European descent-----2
- Pacific Islander-----3
- Asian -----4
- Other (SPECIFY)_____ ----6

DO NOT READ OUT If respondent does not give any other answer but describes themselves only as a New Zealander or Kiwi ----- 5

Q58 Do you currently work in paid employment, either full time or part time?

- Full time----- 1
- Part Time-----2
- Non working-----3

Type	INSTRUCTION
Stream 1	GO TO Q58A
Stream 2	GO TO Q58A
Stream 3	GO TO Q59

Q59 Did you vote in the last Hamilton City Council elections?

- Yes ----- 1
- No ----- 2

Q60 Can you tell me where you live so that I can code your area?

Bader	1	Horsham Downs	22
Beerescourt	2	Huntington	23
Bryant	3	Insoll	24
Brymer	4	Maeroa	25
Burbush	5	Melville	26
Chartwell	6	Nawton	28
Chedworth	7	Naylor	27
Clarkin	8	Peachgrove	29
Claudelands	9	Peacocke	30
Crawshaw	42	Porritt	31

Dinsdale North	11
Dinsdale South	12
Enderley	13
Fairview Downs	14
Flagstaff	15
Frankton Junction	16
Glenview	17
Grandview	43
Hamilton Central	19
Hamilton East	18
Hamilton Lake	20
Hillcrest	21

Pukete	32
Pukete West	33
Queenwood	37
Riverlea	34
Rotokauri	35
Rototuna	36
Silverdale	10
Swarbrick	39
Sylvester	38
Te Rapa	40
Templeview	44
University	41

Type	INSTRUCTION
Stream 1	Go TO Q61
Stream 2	Go TO Q61
Stream 3	Go TO END

Q61 To allow us to analyse the data by census area, can you please tell us the nearest intersection to your property?

First Road		Second Road	
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Thank you very much for your time. The information that you gave us will be used to help Hamilton City Council improve the services they provide to the people of Hamilton.

If you have any questions about this research, you are welcome to ring our office, on 07 834-7655. My name is Xxx, and the company name is Digipoll Ltd. **(REPEAT IF NECESSARY)**