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Longdill and Associates

Citizens' Perception Survey

June 2010

Prepared for : Manukau City Council

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Questionnaire

Background and Objectives

Manukau City Council follows the Balanced Scorecard approach for performance reporting. As part of this approach Council had a number of performance measures and targets in its 2009/2019 Long Term Council Community Plan, the Changing Face of Manukau (the social, economic and environmental monitoring report) and Tomorrow's Manukau (the City Vision) to report against.

The main objective of this survey was, therefore, to take a reading of the performance measures and targets and other key indicators.

Specifically we sought feedback from residents in the city on ...

- how people rate Manukau City as a place to live, work or do business in;
- the level of satisfaction with the way the city looks and feels;
- attitudes towards setting up or running a business in the city;
- perceptions of safety in their homes, neighbourhood and their town centres;
- use of public transport;
- opinions on the ease of travelling across Manukau City and the Auckland Region;
- the level of use of, and, satisfaction with
 - Council swimming pools
 - Council recreation centres
 - Council libraries
 - Council arts centres and arts services
 - Council sports fields
 - Council neighbourhood reserves
 - Council Call Centre
 - Citizens Advice Bureaux
 - Manukau Memorial Gardens
- the level of use of
 - Council's large parks
 - beaches and coastal reserves in the city
- the level of satisfaction with the city's infrastructure, and in particular
 - the state of the roads in the city
 - the city's water supply
 - the wastewater system
 - the stormwater drainage system
 - the weekly refuse collection and the annual inorganic collection
 - the state of the footpaths in local neighbourhoods
 - the standard of bus shelters in local neighbourhoods
- the level of satisfaction with their local town centre;

- whether particular issues are a neighbourhood problem or not, in particular:
 - rubbish or litter
 - graffiti
 - vandalism
 - car theft, damage, theft from cars
 - dangerous driving
 - people who make others feel unsafe
 - dogs which make people feel scared or in danger
 - water pollution
 - noise pollution

- the level of emergency planning;
- the proportion of residents who have been a victim of crime in the last 12 months
- the level of reporting of crime to the police and reasons why if not reported
- perceptions of Council as a leader;
- the level of satisfaction with public involvement in Council decision making processes;
- what residents see as being the three main issues Council should be looking at city wide;

Methodology

Sample Size

A total of 503 interviews were conducted.

Sample Spread

The sample was spread across all seven Wards in the city with a minimum of 70 interviews per Ward.

Within each Ward broad gender and ethnic quotas were applied to match the population make up within the Ward.

Interview Type

The interview was carried out by telephone. We make the usual assumption that the views expressed by telephone owning households are similar to those held by households without telephones.

Sample Selection

The sample frame was a listing of residential telephone numbers within Manukau City purchased from Telecom. This listing had the Census Area Unit for each number attached and this was used to allocate the interview to the correct Ward.

Respondent

All residents aged 15+ were eligible for interview. We initially asked to speak to the person who had the last birthday. That person was the chosen respondent in European households. For Maori, Pacific Island, Asian and other ethnicity households we checked with the chosen respondent as to whether it was appropriate for them to be interviewed or whether it was more appropriate for the interview to be conducted with the key speaker or leader of the house.

This approach was taken as research has indicated that better data results if culturally appropriate methods of data collection are undertaken. In many non European households it is not culturally appropriate for younger people to speak. This approach has been used in all the 'Annual Plan / Resident Perception' surveys.

Call Timings

All calls, other than those made after an appointment was agreed upon, were made during weekday evenings from 5.30pm to 8.30pm and at weekends between 9.00am and 8.30pm. This ensures the working population is correctly represented.

Call Backs

Two call backs were made to each number before it was replaced in the sample, that is, three calls in all. These call backs were either on a different day, or if on the same day, at least four hours later.

The Interviewers

Interviewing was carried out by Reid Research Ltd. The interviewers were personally briefed and provided with full written briefing notes on the conduct of the survey.

The Questionnaire

The questionnaire was developed in consultation with Council staff and included many questions from previous studies.

Data Weighting

No survey sample is a perfect match of the population. In addition, roughly equal numbers of interviews were conducted in Wards with differing populations. The data has been weighted on an age and gender basis to reflect the true proportion of the different groups in the city's adult population as determined in the National Census 2006.

Understanding the Statistical Significance of the Results

In taking a survey sample of the population rather than interviewing all the population we introduce a margin of error that is directly related to the size of the sample taken. The maximum margin of error for a sample of 507 at 90% confidence level is $\pm 3.6\%$ and at the 95% confidence level $\pm 4.4\%$. This means that if we took the entire population and divided it into separate samples of 507, the difference in results for 95 out of 100 of these samples would lie within the range of $\pm 4.4\%$. This difference is greatest where the population is divided 50 : 50 on a particular question and decreases as the division becomes greater.

The margin of error for different sample sizes is as follows.

SAMPLE SIZE	90% CONFIDENCE LEVEL	95% CONFIDENCE LEVEL
507	$\pm 3.6\%$	$\pm 4.4\%$
400	$\pm 4.1\%$	$\pm 4.9\%$
300	$\pm 4.7\%$	$\pm 5.7\%$
200	$\pm 5.8\%$	$\pm 6.9\%$
100	$\pm 8.2\%$	$\pm 9.8\%$
45	$\pm 12.2\%$	$\pm 14.7\%$
30	$\pm 15.0\%$	$\pm 17.9\%$

Comparisons with Previous Years

Throughout this report comparisons are made with previous years where appropriate. Differences that are statistically significant at the 95% confidence level are commented on.

Where differences are commented on between different groups of people these are also statistically significant at the 95% confidence level. As significant differences are dependent on the sample size within each group there may be instances where other groups appear to have larger or smaller figures than the groups commented on – these differences will not be significant due to smaller sample sizes.

Note also, that the surveys prior to 1999 were conducted by a different methodology - face to face interviews in the respondent's home. It is possible that the different methodology could produce slightly different results, particularly in the responses to open ended questions.

Timings

Interviews were conducted between May 17 to June 9, 2010.

Executive Summary

This report documents the findings of a telephone survey of 503 residents of Manukau City seeking feedback on a variety of issues related to Council performance or living in Manukau City.

Throughout the report any performance measures are reported as performance indices. This Index is a weighted mean of the responses to the question and is calculated using the following weights.

Excellent / very satisfied	x 100
Good / fairly satisfied	x 75
Neither good nor poor / satisfied or dissatisfied	x 50
Poor / fairly dissatisfied	x 25
Very poor / very dissatisfied	x 0

This Index takes into account the range of the responses rather than just looking at the percentage of people who felt a service was good or excellent or who were satisfied

Perceptions of Manukau City

- 85% of residents rate Manukau City as a good or excellent place to **live**
- 72% rate Manukau City as a good or excellent place to **work** which equates to 83% of those who had an opinion
- 74% rate the city as a good or excellent place to do **business** which equates to 80% of those who had an opinion
- 63% of those who either run a business, or were thinking of setting up in business, rate the city as a good or excellent place to **set up or operate a business** in which equates to 67% of those who had an opinion
- 71% of residents are satisfied with the way the city **looks and feels**

Perceptions of Crime and Safety

- 95% of residents feel safe in their **homes during the day** (this equates to 96% of those who had an opinion), with 60% feeling very safe
- 87% feel safe in their **homes at night**
- 91% feel safe in their **neighbourhood during the day**, with 51% feeling very safe
- 70% feel safe in their **neighbourhood at night**, which equates to 71% of those who had an opinion
- 91% feel safe in their **local town centre during the day**
- 34% feel **unsafe** in their **local town centre at night**, which equates to 37% of those who had an opinion and an increase on last year – Manurewa, Mangere, Hunters Corner Otaara, and Clendon are particular concerns

Opinions on Local Town Centres

- 83% of residents visit their local town centre at least once a week with 53% visiting more than once
- The average visit frequency is 2.1 times per week with the large centres (Botany Town Centre (1.7), Manukau City Centre (1.8) and Pakuranga (1.6) recording the lowest visit frequencies
- 94% are satisfied with how easy their town centre is to get to, compared with 96% last year
- 76% are satisfied with the availability of car parking, which equates to 78% of those with an opinion
- 47% are satisfied with the public transport to and from their town centre, which equates to 71% of those with an opinion
- 74% are satisfied with the way their town centre looks and feels
- 87% are satisfied with the cleanliness of their town centre
- 76% are satisfied with the range of shops and services available
- 86% are satisfied with the customer service received
- 79% are satisfied with their town centre overall
- Manukau City Centre rated consistently highly over most factors with public transport and / or parking stopping Pakuranga Plaza Botany Town Centre and Howick Village joining it
- A number of customers are particularly concerned about the look and feel and / or cleanliness of a number of centres – Mangere Town Centre, Manurewa, Otara, Clendon and Old Papatoetoe
- Manurewa still rates poorly although some gains from the last two years have been maintained

Travel in the City and Region

- 61% of residents with an opinion say it is easy to travel around the Auckland Region compared with 22% who feel it is difficult. Opinions are relatively static.
- Travel around Manukau City is perceived as being much easier with 78% of those with an opinion finding it easy compared with 11% who find it difficult. Opinions are static.
- Use of public transport continues to be static with 21% of residents using public transport at least once a week with a further 10% using once a month or more often. The numbers who do not use at all (48%) remain at much the same level as the last two years
- Those who use public transport more than once a week say the biggest factors in their use are cost – public transport being cheaper (65% say this is a big factor) and it being more convenient (64%)

Use of the City's Parks and Sportfields

- 80% of residents have been to a city sportsfield in the last 12 months with 39% visiting weekly or more often
- 88% have visited a neighbourhood park with 47% using weekly or more often
- 59% of residents have been to a large park in the city (one with bush areas or farm land) with 10% visiting weekly or more often – the number visiting is markedly down from 71% last year
- 78% of residents have been to a city beach or coastal park with 17% visiting weekly or more often
- Only 3% of residents have not been to a park or sportsfield in the city in the last 12 months, much the same as recorded last year

Use of Council Leisure Facilities

- 48% of residents have visited a Council **swimming pool** in the last year, much the same as the 45% last year
- 38% have visited a Council **Recreation Centre** (41% last year but trending down)
- 21% have visited a Council **Arts Centre** or used an Arts Service (17% last year)

Satisfaction with Council Leisure Facilities

The level of satisfaction with Council leisure facilities is ...

- Recreation centres – 57% satisfied which equates to 78% of residents who had an opinion
- Swimming pools – 63% satisfied or 78% of those with an opinion
- Arts centres / arts service – 34% satisfied or 59% of those with an opinion
- Council sportsfields – 75% satisfied or 81% of those with an opinion
- Neighbourhood parks, reserves and beaches – 82% satisfied

Council Information Services

- 66% of residents said they had visited a Council library in the last year (67% last year)
- 78% of residents are satisfied with the library service which equates to 90% of those who had an opinion
- 23% of residents have visited or contacted a CAB in the last year (up from 18% last year)
- 38% of residents are satisfied with the CAB which equates to 64% of those who had an opinion (60% last year)

Manukau Memorial Gardens

- 36% of residents have visited MMG in the last year (37% last year)
- 57% of residents are satisfied with the service provided by MMG, which equates to 77% of those with an opinion (78% last year)

Council Call Centre

- 31% of residents have contacted the Call Centre in the last year (28% last year)
- 41% of residents are satisfied with the Call Centre service, which equates to 64% of those who had an opinion

Satisfaction with the City Infrastructure

- 73% are satisfied with the state of the roads in the city, no change on last year
- 83% of residents are satisfied with the city water supply, equating to 84% of those with an opinion, no change on last year
- 73% of residents are satisfied with the wastewater system, equating to 74% of those with an opinion, no change on last year
- 74% of residents are satisfied with the stormwater system, equating to 76% of those with an opinion, no change on last year

- 96% of residents are satisfied with the weekly rubbish collection, no change on last year
- 82% of residents are satisfied with the annual inorganic collection, equating to 84% of those with an opinion, no change on last year
- 78% of residents are satisfied with the footpaths in their neighbourhood, no change on last year
- 54% of residents are satisfied with the standard of bus shelters in their neighbourhood, equating to 59% of those with an opinion, no change on last year

Neighbourhood Issues

- Main neighbourhood issues are seen to be ...
 - Dangerous driving including drink driving and speeding, a neighbourhood issue for 62%, unchanged from last year
 - Graffiti (47%, unchanged)
 - Car theft, theft from cars, damage to cars (42%, unchanged)
 - People residents feel unsafe around (41%, up from 34% last year)
 - Vandalism (37%, unchanged)
 - Rubbish and litter in the streets (40% up from 31% last year)
 - Noise pollution (36% up from 31% - significant at 90% confidence level)
 - Dogs that scare or intimidate (19%, unchanged)
 - Water pollution (22% unchanged)

Level of Crime

- 25% of residents report having been a victim of crime, including assault or crime against their property and possessions, in the last 12 months (21% last year)
- 23% of victims said they did not report the crime to police with the main reasons being:
 - there was no loss or damage / it was not worth reporting, mentioned by 31% of victims
 - they felt the police would not have bothered to do anything, too much trouble to report, inconvenient (27%)
 - too much trouble to report, inconvenient (24%)

Emergency Planning

- 87% have a first aid kit or supplies (85% last year)
- 86% of households report having three days supply of food on hand (88%)
- 56% have a battery radio and batteries for it (down from 67%)
- 38% have three days supply of water (down from 44%)
- 25% have all recommended supplies (unchanged) whilst 3% report having none
- 31% of households have an emergency plan (27% last year)
- 12% of households are in complete readiness for an emergency by having all supplies and an emergency plan (11% last year) whilst 3% are totally unprepared by having none of the supplies nor an emergency plan

Perceptions of Effective Governance

- 59% of residents agreed Council had shown leadership on key city issues in the last year (down on 69% last year), equating to 61% of those with an opinion
- 54% of residents said they were satisfied with the way Council involves the public in the decisions it makes, equating to 56% of those who had an opinion. No change from last year.

The Key Issues for Council to Address

The main issues that Council should be looking at city wide are ...

- Crime, policing, safety, crime prevention, mentioned as one of three key issues by 46% of residents
- Improving the look and feel of the city including graffiti, vandalism, cleanliness and shopping centre upkeep (20%)
- Improving public transport (14%)
- Lowering rates including water and wastewater charges (9%)
- Traffic congestion, better traffic management (8%)
- Attitude of youth, need respect for others, youth education, parent education (7%)
- Improving roading, more, better maintained (6%)
- Concerns over Supercity (6%)

Conclusions

A key objective of this survey is to measure the Council's performance and public perceptions on a number of key indicators. For some of the factors we are able to make comparisons with readings taken last year or in recent years. To make the comparisons we have run statistical calculations on the spread of answers to each question this year and last year (or earlier years).

This year has seen consolidation of a number of the gains made last year.

There are only three factors where opinions have improved or use increased:

- the percentage of the adult population who have contacted a Citizens Advice Bureau in the last year – 23% up from 18%
- the percentage of households with a first aid kit – trending up from 75% in 2007 to 81% in 2008, 85% in 2009 to 87% currently
- the percentage of the population who have visited a sportsfield, neighbourhood park, large park or coastal reserve or beach in the last year – trending up from 94% in 2007 to 97% currently

Factors where opinions have remained **static** are ...

- rating Manukau City as a place to live
- rating Manukau City as a place to work
- rating Manukau City as a place to do business
- rating Manukau City as a place to set up and operate a business
- satisfaction with the way the city looks and feels
- satisfaction with:
 - the state of the roads
 - the city's water supply
 - footpaths in the local neighbourhood
 - bus shelters in their neighbourhood
 - the weekly rubbish collection
 - the annual inorganic collection
 - the city's wastewater system
 - the city's stormwater drainage system
 - Council sportfields
 - neighbourhood parks, reserves and beaches
 - Council Arts Centres
 - Council Recreation Centres
 - Council library service
 - the CABs
 - the Council Call Centre
 - Manukau Memorial Gardens
- percentage of the adult population who have visited
 - a Council swimming pool in the last year

- a Council Arts Centre or Service in the last year
 - a city sportsfield in the last year
 - a neighbourhood park in the last year
 - a city beach or coastal park in the last year
 - a sportsfield, neighbourhood park, large park, beach or coastal park in the last year
 - Manukau Memorial Gardens in the last year
 - contacted the Call Centre in the last year

- opinions on the ease of travel around:
 - the Auckland Region generally
 - Manukau City

- the percentage of the adult population who:
 - use public transport at least once a week
 - never use public transport

- satisfaction with their local town centre:
 - how easy it is to get to
 - public transport to and from
 - the availability of car parking
 - cleanliness
 - range of shops and services
 - customer service
 - as a town centre overall

- perceptions of safety in their:
 - homes during the day
 - homes after dark
 - neighbourhoods during the day
 - neighbourhoods after dark
 - Town Centre during the day

- the number of residents reporting as a problem:
 - graffiti
 - dangerous driving including drink driving and speeding
 - vandalism, including broken windows in shops and public buildings
 - dogs that scare or make them feel in danger
 - water pollution

- the percentage of households with:
 - three days of food
 - all the recommended supplies for an emergency
 - with an emergency plan
 - in complete readiness for a disaster by having all recommended supplies plus an emergency plan

- the percentage reporting they have been victims of crime in the last 12 months
- the percentage of crime victims who have **not** reported the crime to police
- satisfaction with the level of public involvement in decision making

Factors where opinions have **deteriorated** or use dropped or trending down are ...

- satisfaction with:
 - the look and feel of their local Town Centre – CSI 71 from 76 – significant at 90% confidence level but not 95%
 - Council Swimming Pools – CSI of 78, down from 83 – significant at the 90% confidence level but not 95%

- perceptions of safety in their Town Centre after dark - 44% safe from 55%
- percentage of the population who have visited:
 - a large park in the city in the last year – 59% down from 71%
 - a Council library in the last year, continuing to trend down
 - a Council recreation centre in the last year – 38% from 41% last year and 45% in 2007

- the number of residents reporting as problems in their neighbourhood:
 - litter and rubbish – 40% up from 31%
 - car theft, damage to cars, theft from cars – trending up – 42% from 38% last year and 36% in 2007
 - people they feel unsafe around because of their behaviour, attitude or appearance – 41% from 34%
 - noise pollution – 36% up from 31% - significant at the 90% confidence level

- the percentage of households with a radio with batteries – 56% from 67% - significant at the 90% confidence level

- perceptions of Council as a leader – 59% agreeing Council has shown leadership on key city issues down from 69% - but still higher than in 2008

Crime, policing, personal safety and crime prevention remains the key issue facing Manukau City with 44% of residents mentioning this in their top three concerns (44% last year, 47% in 2008, 23% in 2007 and 30% in 2006).

The other key issues to be mentioned by 10% or more are ...

- the look and feel of the city, graffiti, vandalism, cleanliness, rubbish, shopping centre upkeep (20% compared with 15% last year)
- improvements to public transport (14% compared with 22% last year, 17% in 2008, 18% in 2007 and 21% in 2006)

Main Findings

This report documents the findings of a telephone survey of 503 residents of Manukau City seeking feedback on a variety of issues related to Council performance or living in Manukau City.

Throughout the report performance measures are reported as performance / satisfaction indices. This Index is a weighted mean of the responses to the question and is calculated using the following weights.

Excellent / very satisfied	x 100
Good / fairly satisfied	x 75
Neither	x 50
Poor / fairly dissatisfied	x 25
Very poor / very dissatisfied	x 0

This Index takes into account the range of the responses rather than just looking at the percentage of people who felt a service was good or excellent or who were satisfied.

1. Perceptions of Manukau City

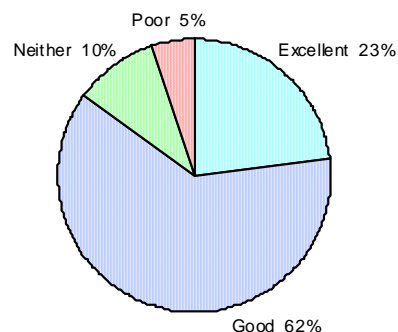
a. The City as a Place to Live

Residents were asked to say how good or poor they felt Manukau City was as a place to live in.

The large majority of Manukau residents (85%) rated Manukau City as a good or excellent place to live with 23% rating it as excellent.

A further 10% rated the city as neither good nor poor whilst 5% rated it as poor and none very poor.

There has been no significant change in opinions since last year.

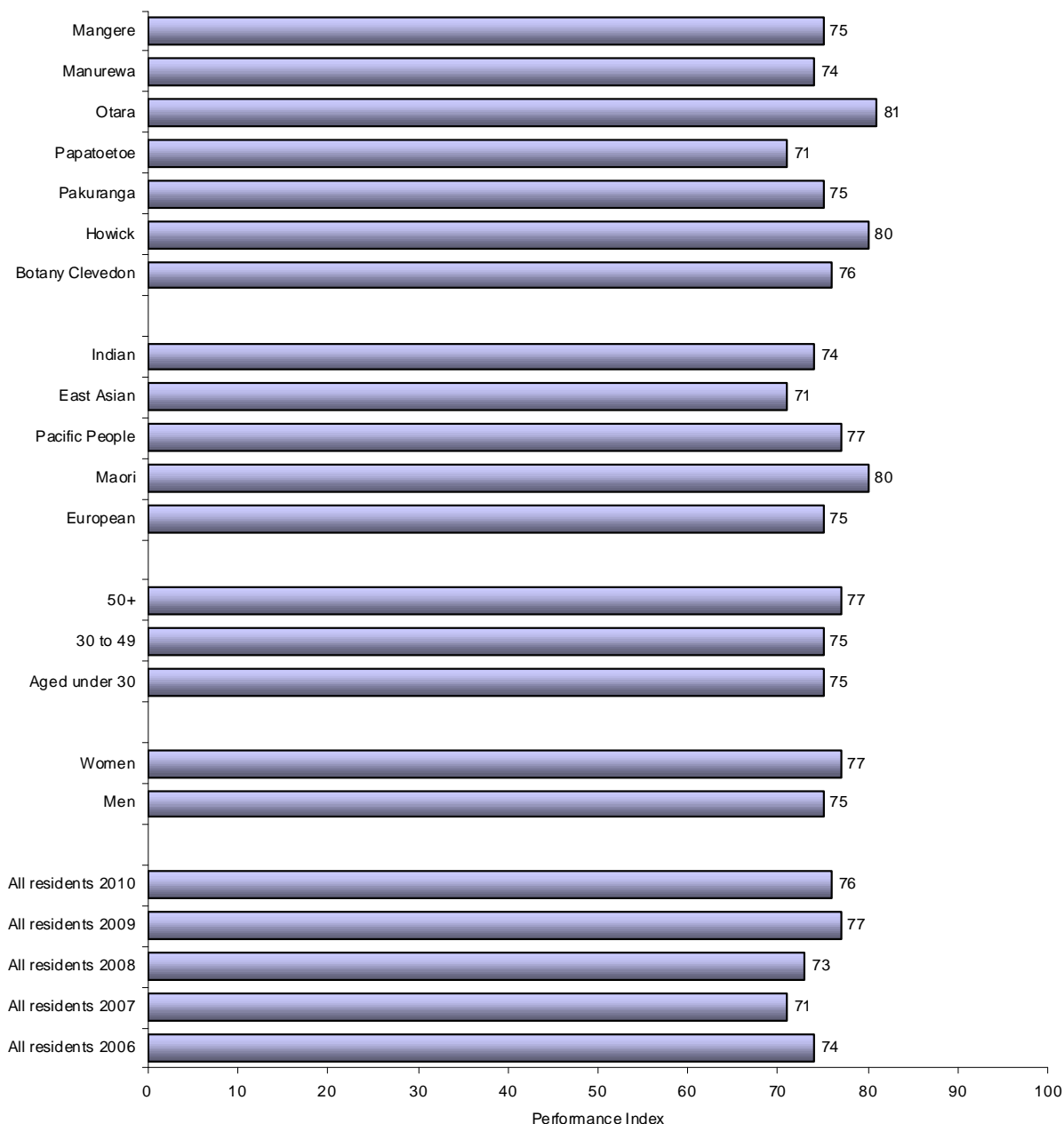


The Performance Index stands at 76, relatively unchanged on the 77 recorded last year and still significantly higher than the 73 recorded in 2008.

Those **more likely** to feel Manukau City is a good or excellent place to live include ...

- over 60s, performance index of 79
- Howick Ward residents (80)
- Otara Ward residents (81)

Papatoetoe Ward residents stand out from others as being **less likely** to feel Manukau City is a good place to live.



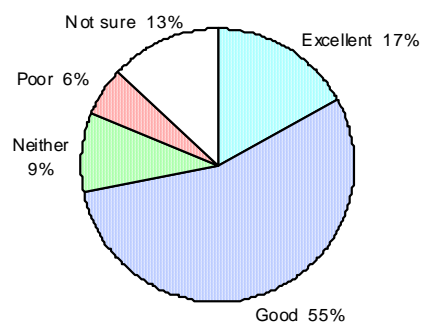
b. The City as a Place to Work

Residents were asked to say how good or poor they felt Manukau City was as a place to work.

Just under three quarters three (72%) rated Manukau City as a good or excellent place to work with 17% rating it as excellent.

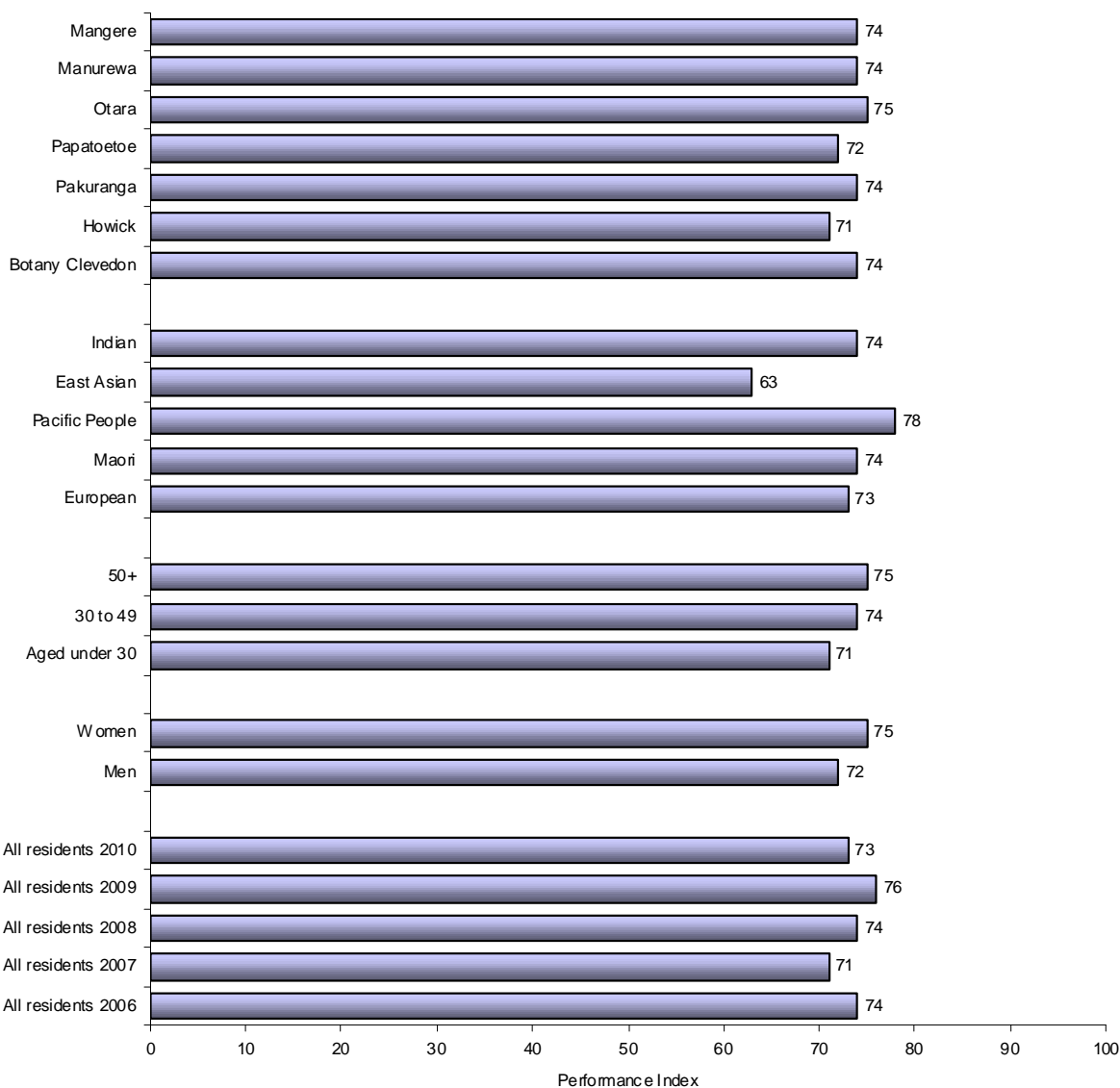
A further 9% rated the city as neither good nor poor whilst 5% rated it as poor and 1% very poor.

The balance of 13% could not comment.



The Performance Index stands at 73. There has been no significant change in recent years.

Pacific People are more likely than others to feel the city is a good place to work whilst 20 to 29 year olds and East Asians are more likely to feel it is a poor place.



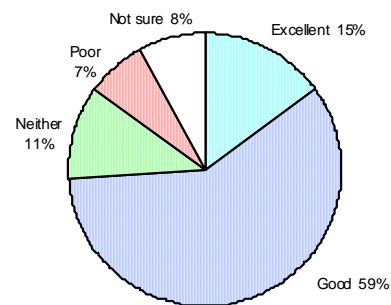
c. The City as a Place to do Business

About three quarters of residents (74%) rated Manukau City as a good or excellent place to do business in, although only 15% actually rated it as excellent.

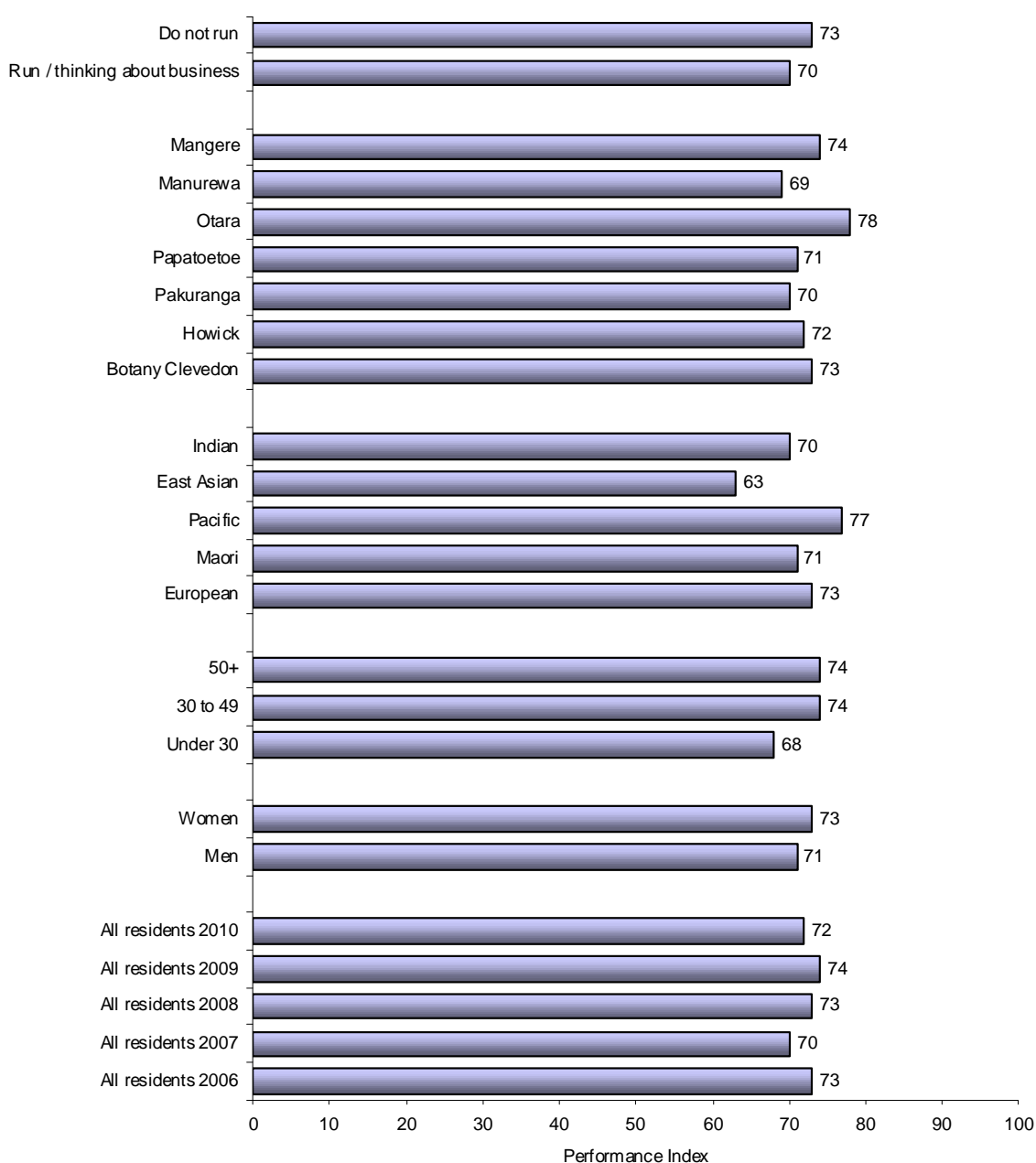
Some 11% rated the city as neither good nor poor whilst 7% rated it as poor.

Some 8% were not prepared to rate this aspect.

The Performance Index stands at 72, unchanged from the last two years.



Pacific People and Otara Ward residents stand out as the group more likely to feel the city is a good or excellent place to do business in whilst East Asians are less likely than others to feel this way.



d. Attitudes to Running a Business in the City

Respondents were asked whether they or any of their family ran a business, or had been thinking about setting up a business.

Some 40% indicated they did – compared with 37% last year, 33% in 2008, 28% in 2007, and 31% in 2006.

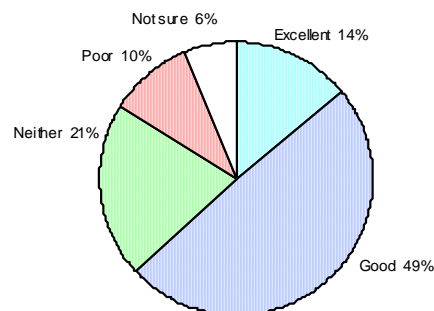
East Asians were more likely (48%) than those from other ethnic groups to say they ran or were thinking of setting up a business.

Those who either ran a business or were thinking of setting up were asked to rate Manukau City as a place to set up or operate a business in.

Just under two thirds (63%) rated Manukau City as a good or excellent place to set up or operate a business with 14% rating it as excellent.

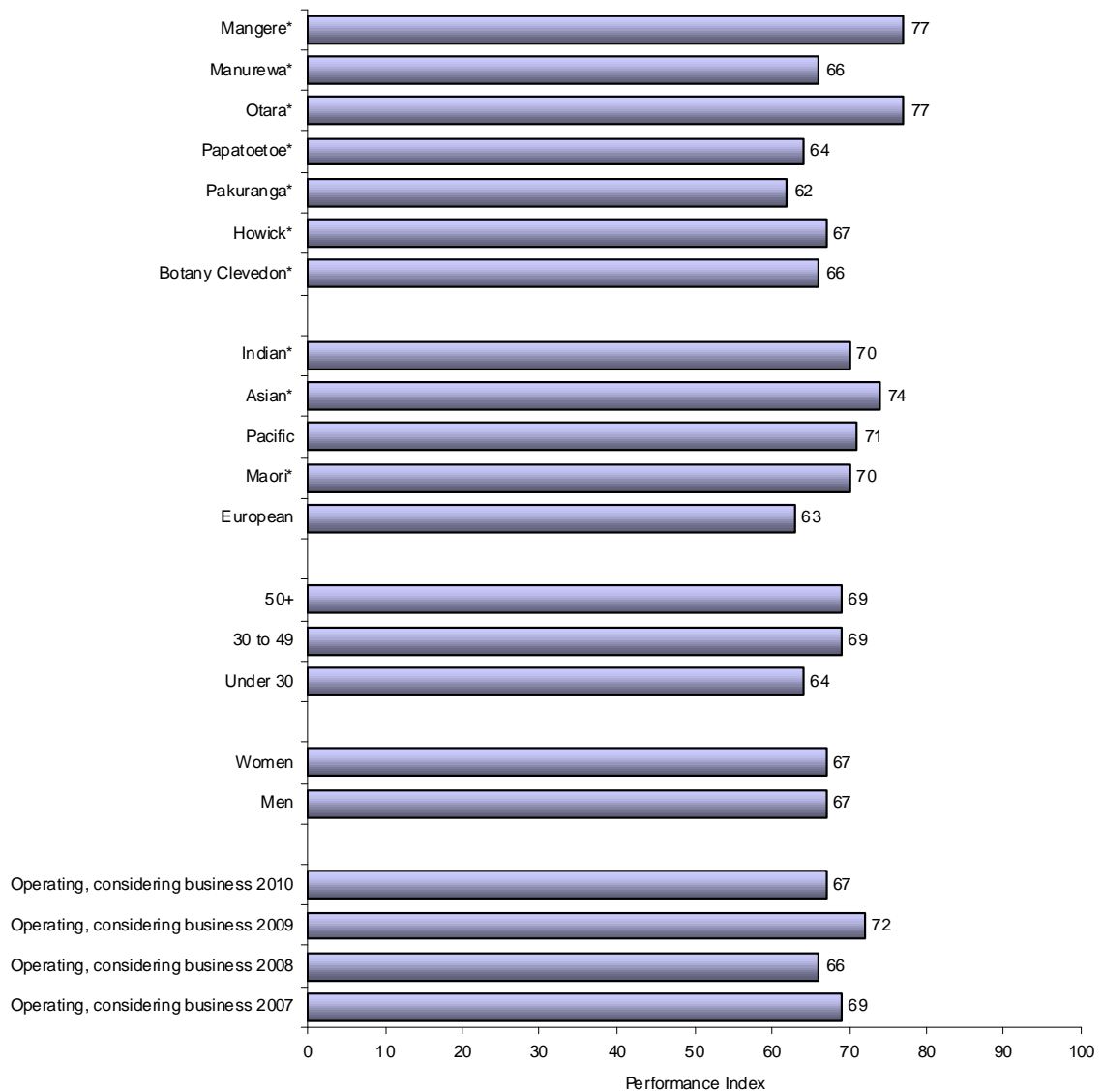
Some 21% rated the city as neither good nor poor whilst 10% rated it as poor or very poor. The balance of 6% had no opinion.

Performance Index of 67 with the difference from 72 last year not statistically significant.



No one group was **more likely** to feel Manukau City is a good or excellent place to set up and operate a business.

Europeans were **less likely** than others to feel the city is a good or excellent place to set up or operate a business with 50% rating it as good or excellent, PI of 63.



* = caution small base

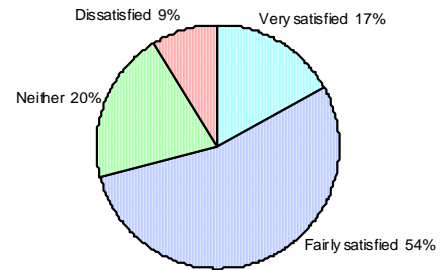
2. Satisfaction with the Look and Feel of the City

Respondents were asked how satisfied they were with the way the city looks and feels.

Just under three quarters of residents (71%) are satisfied with the way the city looks and feels, with 17% very satisfied.

Some 20% are neither satisfied nor dissatisfied whilst 9% are dissatisfied, 2% very much so.

The Satisfaction Index stands at 69 relatively unchanged from 71 last year and 68 in 2008.

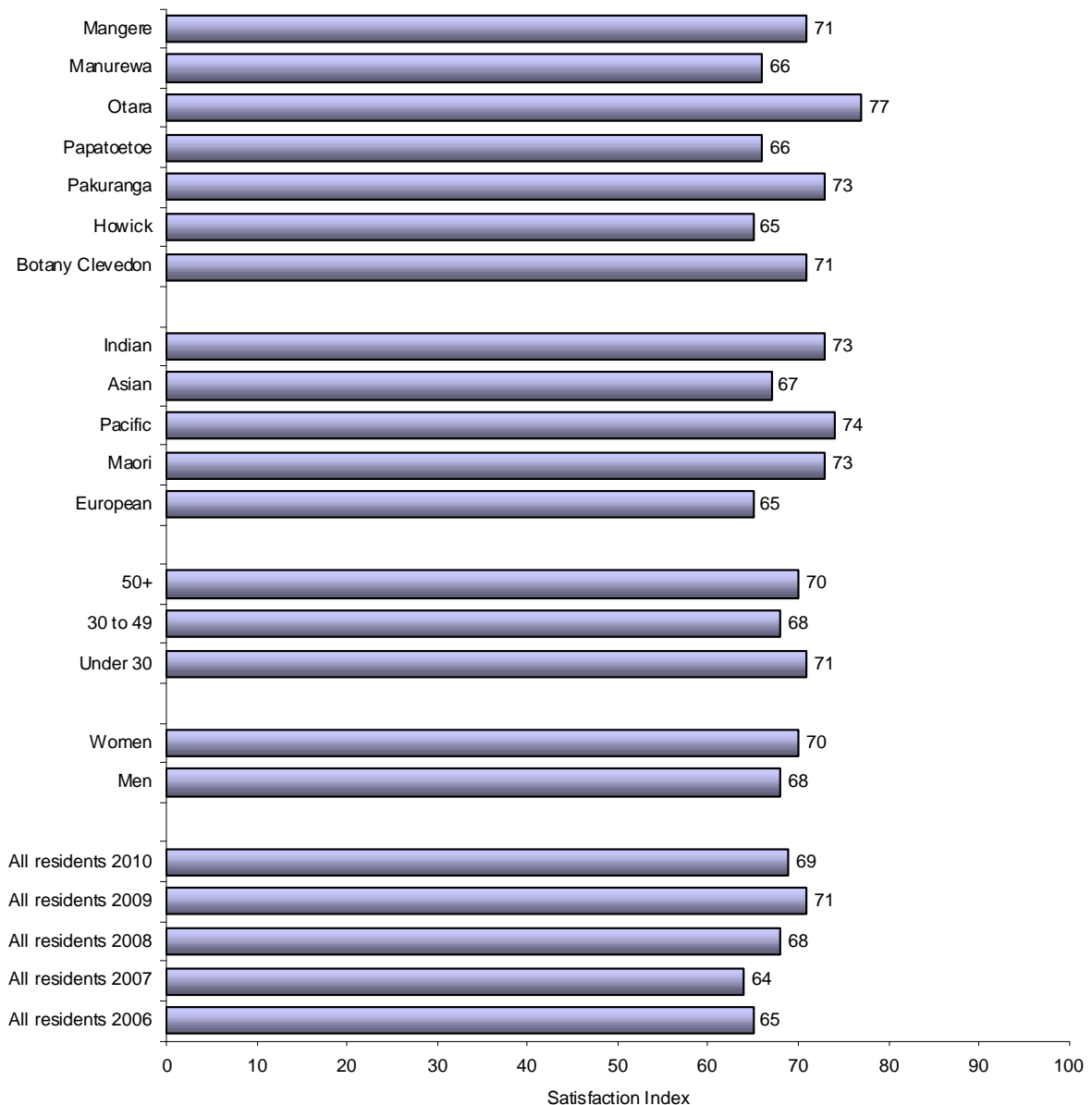


Those **more likely** to be satisfied with the way the city looks and feels are ...

- Pacific People, 82% satisfied, Index of 74
- Otara Ward residents, 88% satisfied, Index of 77

Those **less likely** to be satisfied include ...

- Europeans, 62% satisfied, Index of 65
- Howick Ward residents, 60% satisfied, Index of 65, particularly those living in the coastal areas, Index of 61
- Manurewa Ward residents, 62% satisfied, Index of 66, particularly those living in central and eastern areas, Index of 63



3. Perceptions of Safety

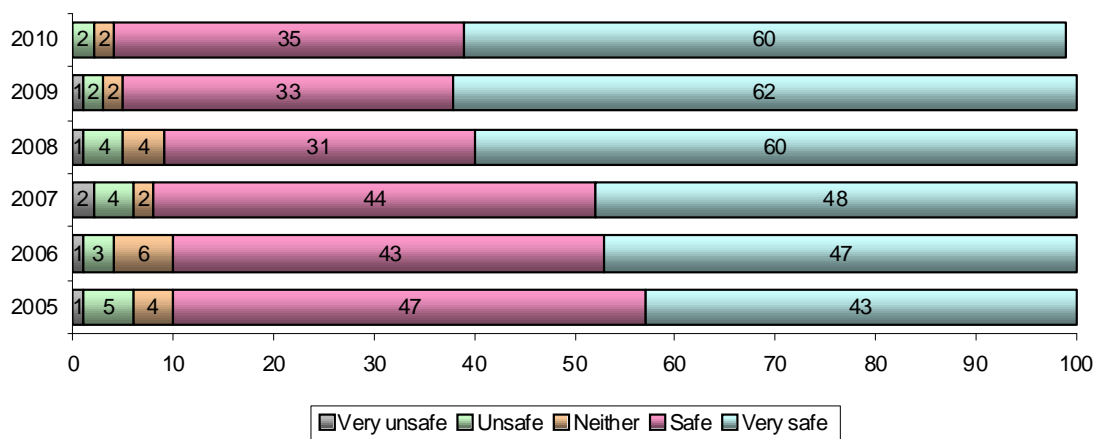
a. Perceptions of Home Safety

Respondents were asked how safe they felt in their home during the daytime and after dark.

i. In the Home During Day Time

The large majority of residents (95%) said they felt safe in their homes during the day time, with a high 60% indicating they felt very safe.

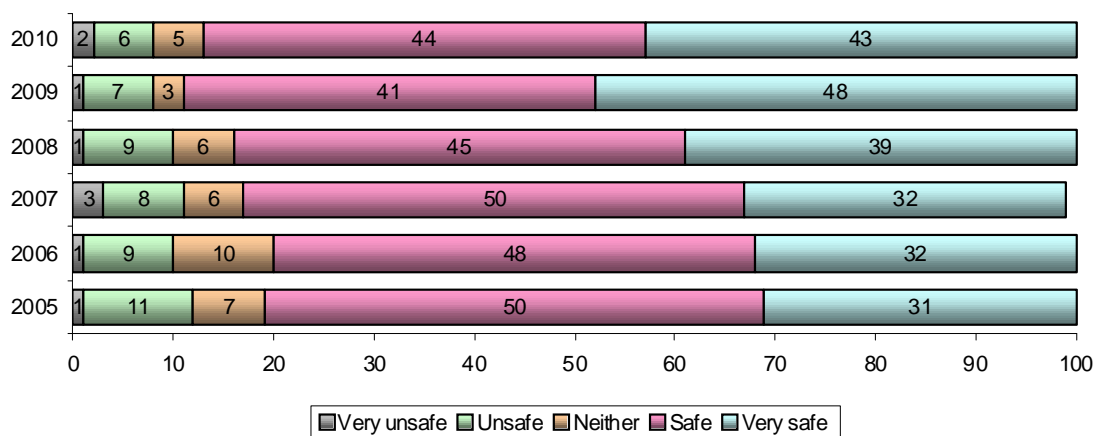
The improvement first seen in 2008 has been sustained for the third year.



ii. In the Home After Dark

Safety perceptions drop marginally after dark, with 87% feeling safe in their homes, compared with 95% during the daytime.

The improvement seen last year has been maintained.

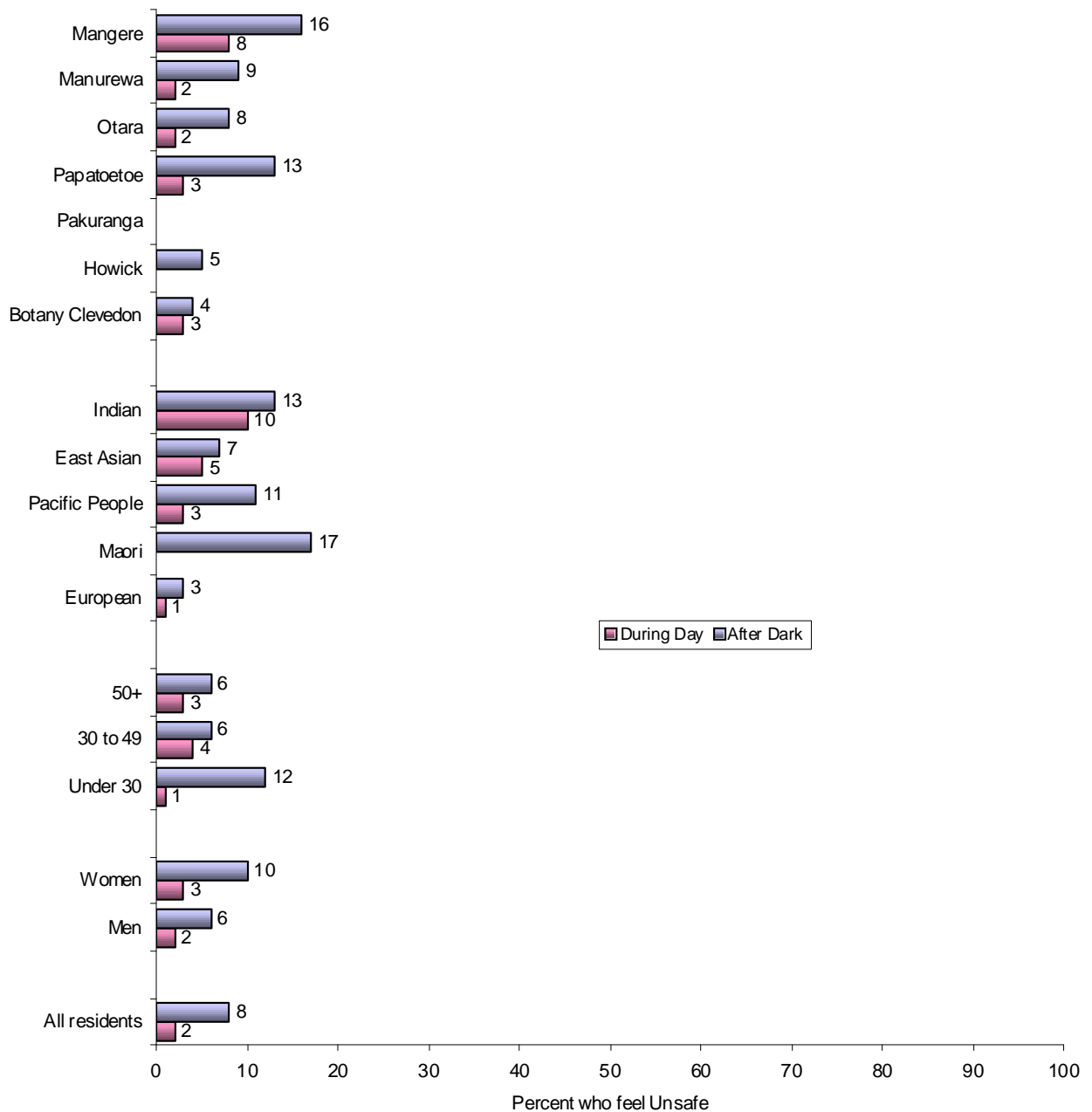


Those more likely to feel **unsafe** in their home during the **day** include ...

- Indians, 10% report feeling unsafe
- Mangere Ward residents (8%)

Groups to stand out as being more likely to feel unsafe in their home **after dark** are ...

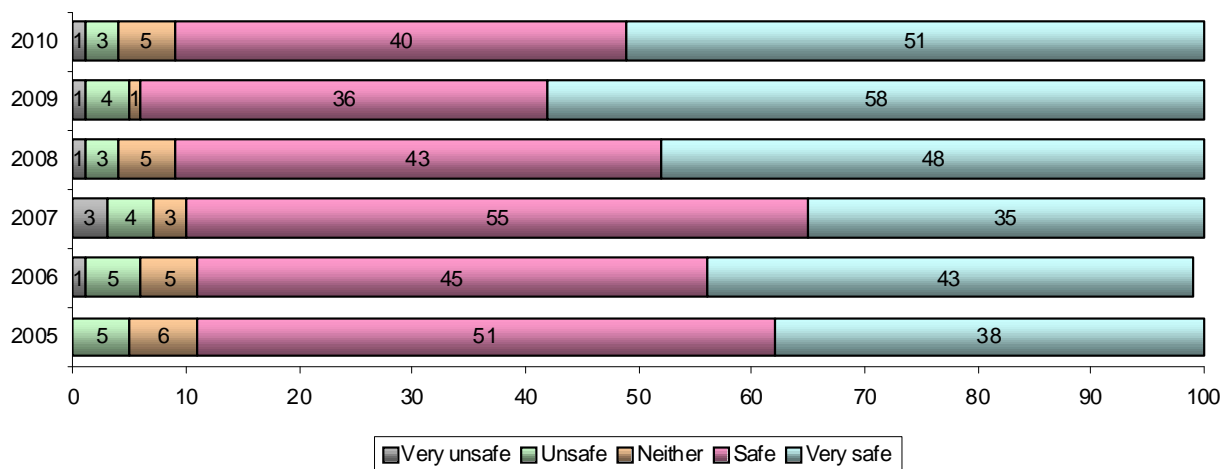
- Those aged 20 to 29, 18% feel unsafe
- Maori (17%)
- Mangere Ward residents (16%)



b. Neighbourhood Safety

i. During the Daytime

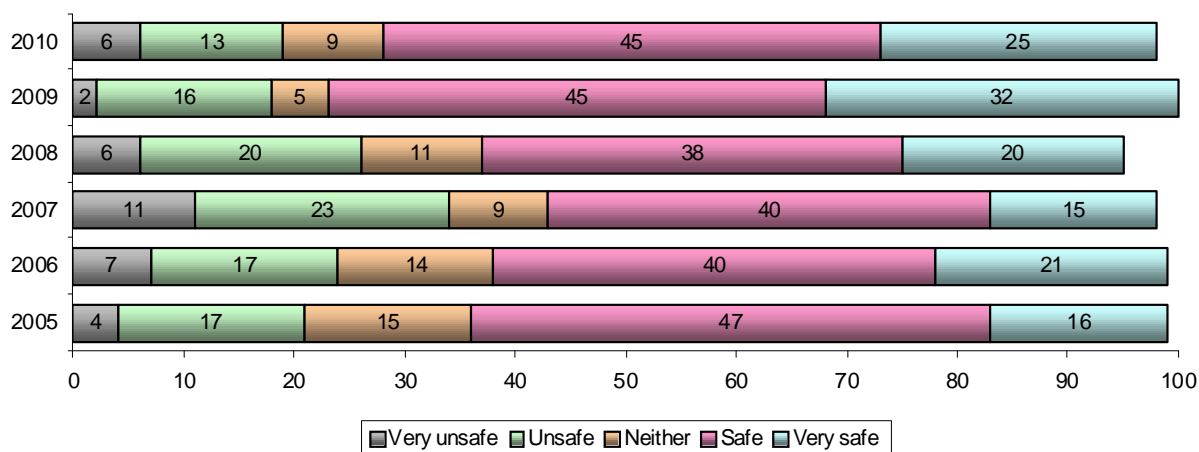
The large majority of people (91%) do feel safe in their local neighbourhood during the day. The change since last year is not statistically significant.



ii. After Dark

Just under three quarters of residents (70%) of residents report they feel safe in their neighbourhood after dark, with 25% saying they feel very safe.

The improvement seen last year has been maintained.



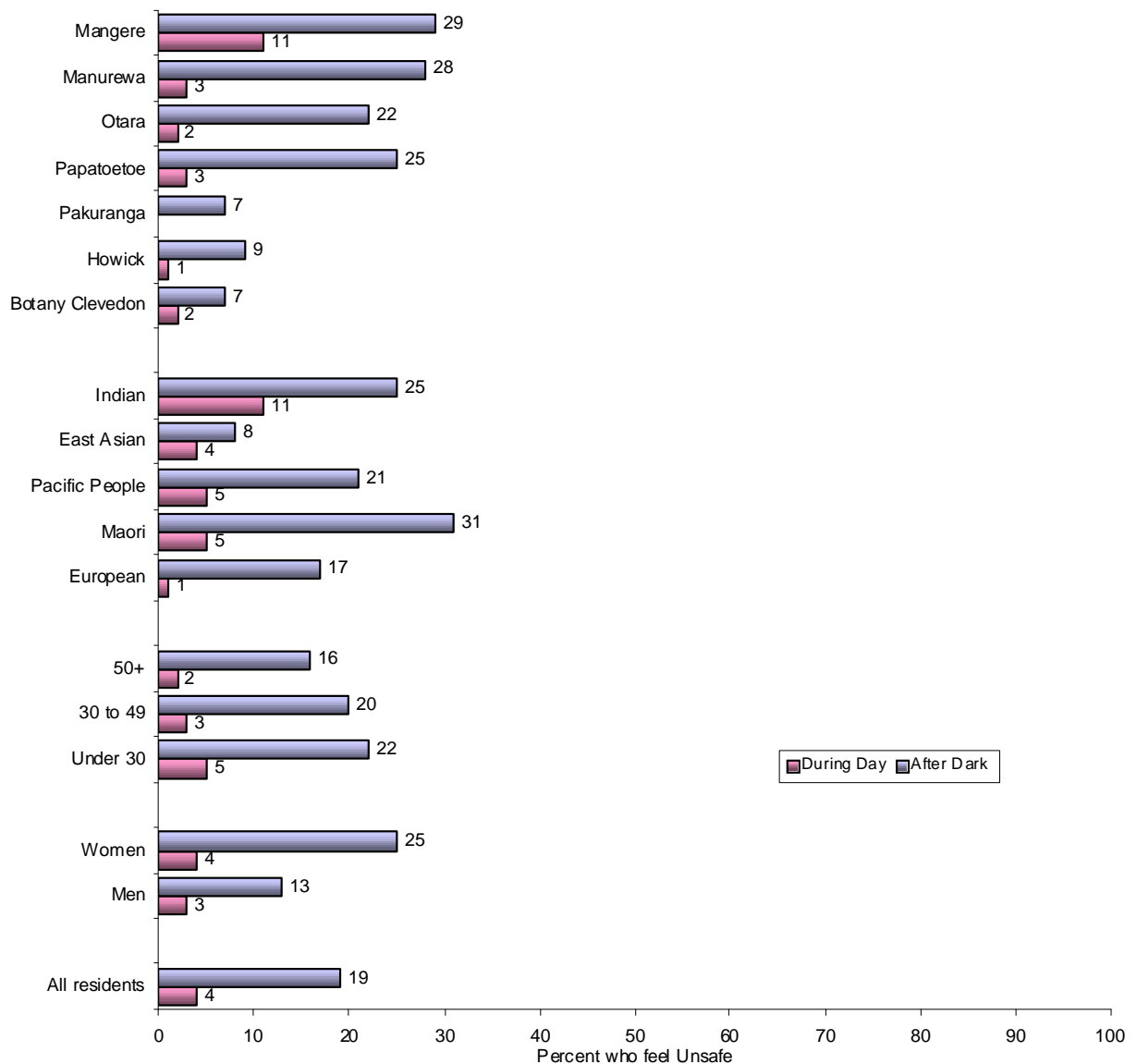
Groups to stand out as being more likely to feel **unsafe** in their neighbourhood during the **day** include ...

- ❑ Indians, 11% feel unsafe
- ❑ Mangere Ward residents (11%)

Groups to stand out as being more likely to feel **unsafe** in their neighbourhood **after dark** include ...

- ❑ women (25%)
- ❑ those aged 20 to 29 (29%)
- ❑ Maori (31%)
- ❑ Mangere Ward residents (29%)
- ❑ Manurewa Ward residents (28%)

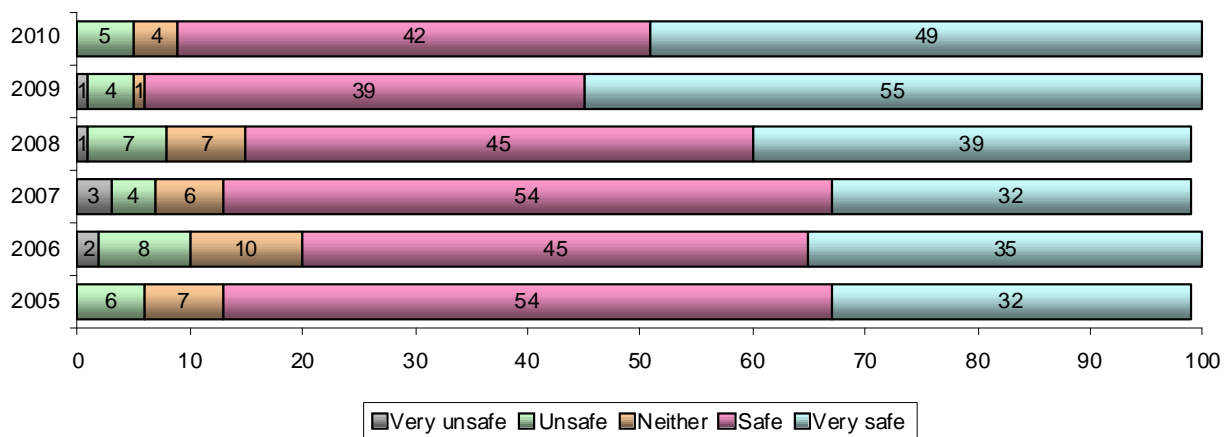
Note that Manurewa Ward residents have stood out as being amongst those most likely to feel unsafe for the last eight years.



c. Safety in the Local Town Centre

i. During the Daytime

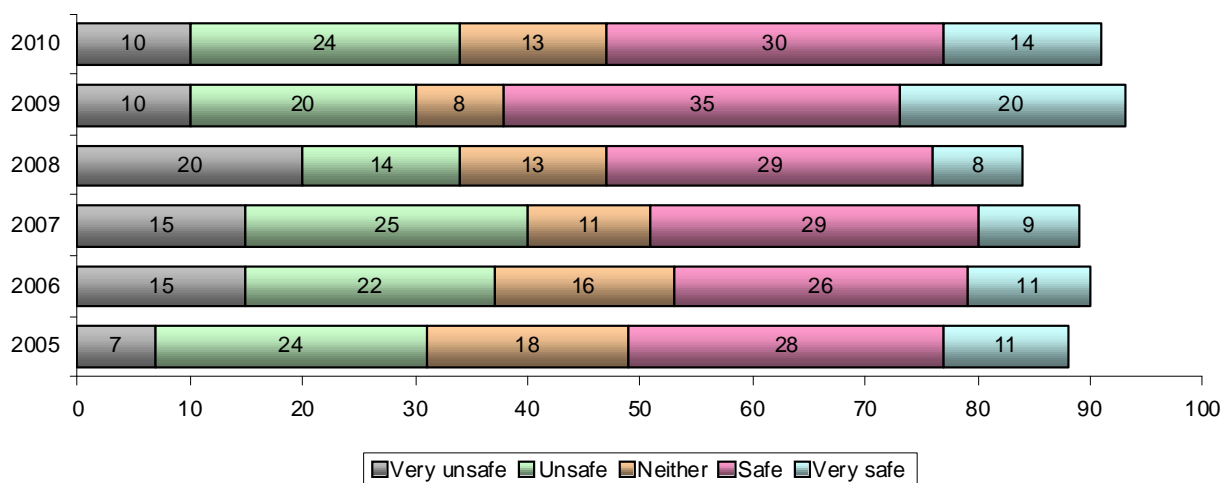
Nearly everyone (91%) feels safe in their local town centre during the daytime. The improvement in safety perceptions seen last year has been maintained.



ii. After Dark

Some 34% report they feel **unsafe** in their local Town Centre after dark, with a further 13% feeling neither safe nor unsafe.

The rise in perceptions seen last year has been reversed with opinions now back close to 2008 levels.



Those most likely to say they feel unsafe in their local town centre **during the day** include ...

- Indians, 11% report feeling unsafe

Those most likely to say they feel unsafe in their local town centre **after dark** include ...

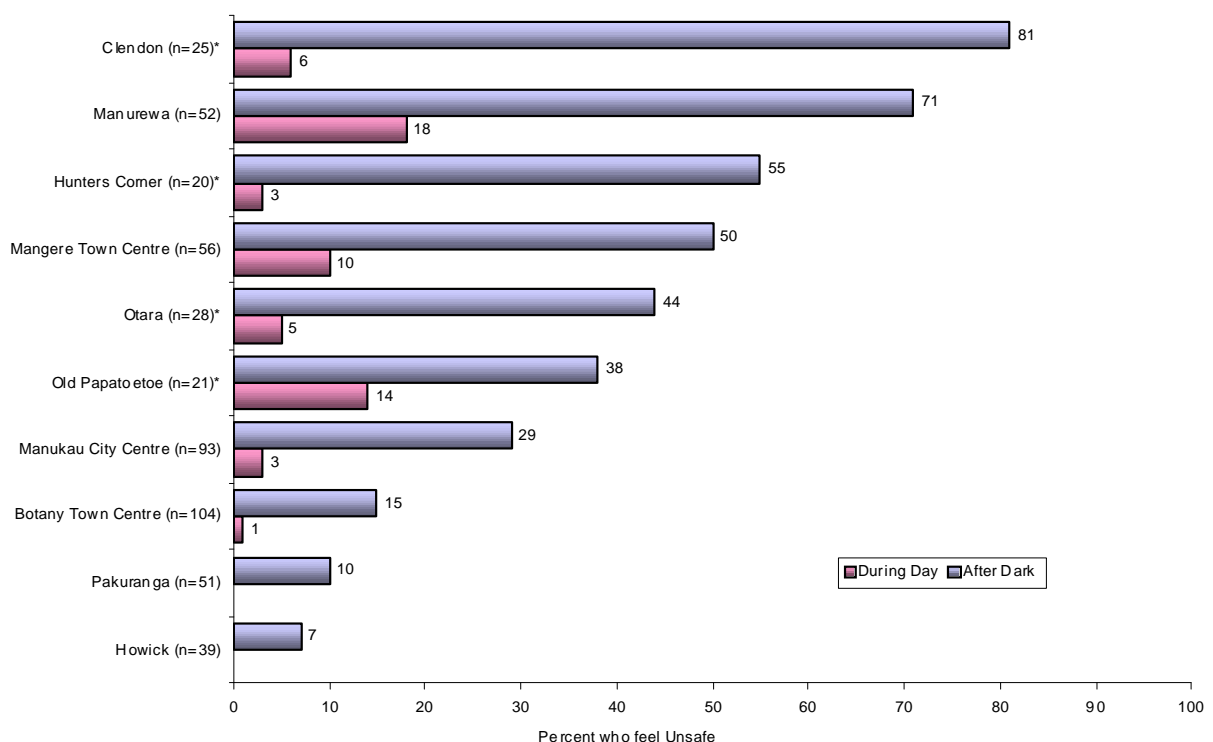
- women, 40% report feeling unsafe, including 13% who feel very unsafe
- under 30s (42%)
- Indians (48%)
- Maori (47%)
- Manurewa Ward residents (57%)
- Mangere Ward residents (50%)

Although the numbers of people referring to each town centre area are relatively small (from 20 to 104) it is apparent that several town centres generate a greater level of unease than others, particularly after dark, with ...

- Manurewa Town Centre (18% during the day, 71% after dark, including 45% very unsafe)
- Mangere Town Centre (10% during the day, 50% after dark, including 32% very unsafe)

... standing out as those where people are significantly more likely to feel unsafe.

Note that if the sample sizes had been larger in Clendon, Hunters Corner and Otara these would also be in that group.



* caution small base

4. Opinions on Local Town Centres

a. Local Town Centre

The respondents were asked to name what they saw as being their local Town Centre. They were then asked to rate that Centre ...

- for the way it looks and feels*
- for being easy to get to*
- the availability of car parking*
- for public transport to and from*
- it's cleanliness*
- for the range of shops and services there*
- for the customer service received*
- as a town centre overall*

As would be expected residents tended to name their closest town centre as being their local town centre.

The Centres named were ...

- Botany Clevedon Ward residents tended to name Botany Town Centre (94%), Beachlands Township (2%), Clevedon Village (1%), Howick Village (2%) or Whitford Village (1%)
- Howick residents named Howick Village (54%), Botany Town Centre (39%), Pakuranga Town Centre (4%)
- Mangere residents named Mangere Town Centre (71%), Manukau City Centre (12%), Mangere East (7%) or Mangere Bridge (5%)
- Manurewa Ward residents named Manurewa Town Centre (46%), Manukau City Centre (31%), or Clendon (22%)
- Otara Ward residents named Otara Town Centre (59%) or Manukau City Centre (41%)
- Pakuranga Ward residents named Pakuranga Town Centre (76%), Botany Town Centre (14%), Howick Village (6%) or Highland Park (3%) or
- Papatoetoe Ward residents named Manukau City Centre (39%), Old Papatoetoe (31%) or Hunters Corner (30%),

In four Wards there has been a move back to shopping locally:

- Howick - 54% to Howick from 39% last year, fewer going to Botany Town Centre
- Mangere – 71% to Mangere Town Centre from 57% last year
- Otara - 59% to Otara Town Centre from 42% last year
- Pakuranga - 76% to Pakuranga Town Centre from 53% last year

b. Frequency of Visiting

Residents were asked how often they visited their local town centre.

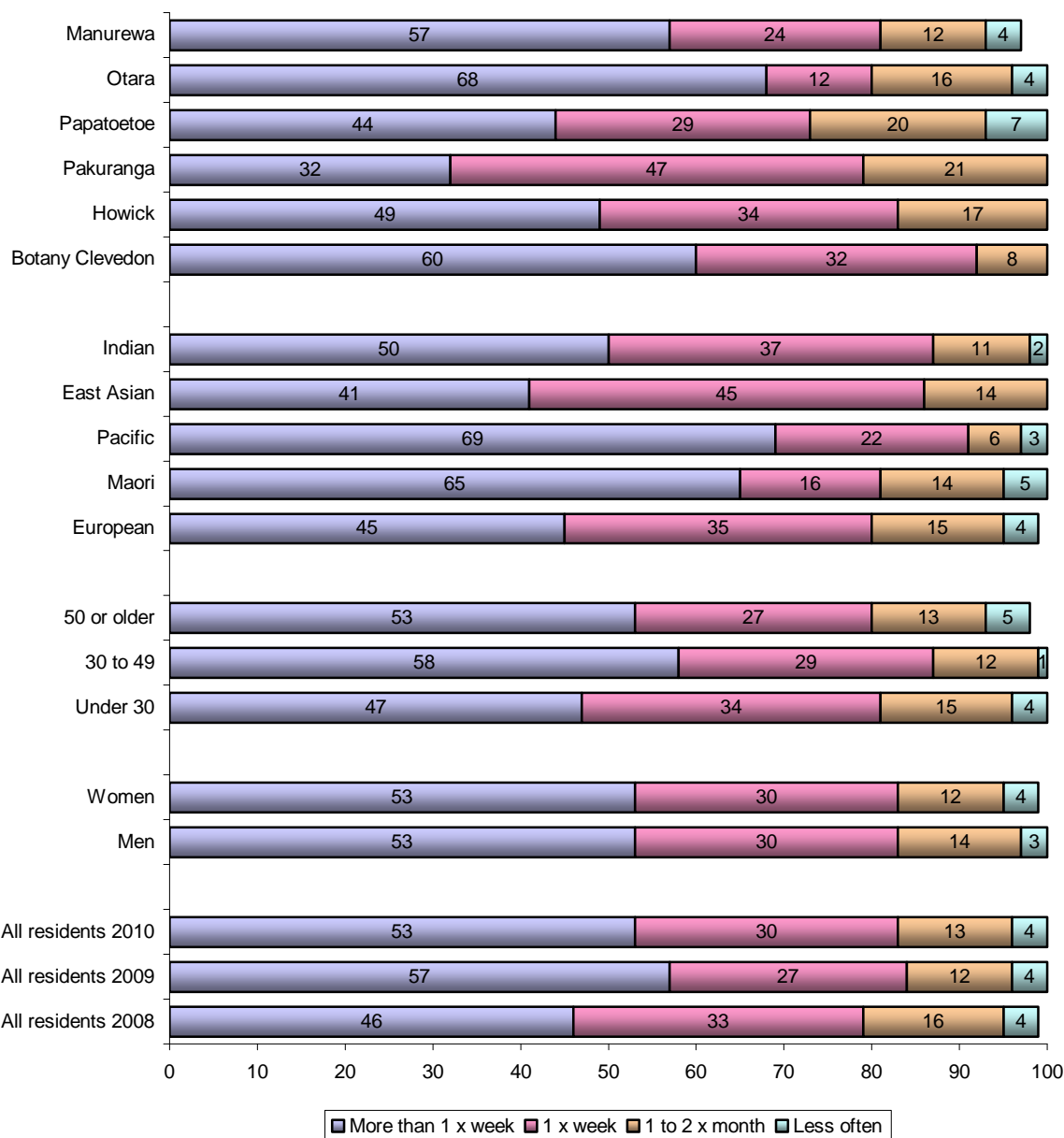
Just over half (53%) of residents reported visiting their local town centre more than once a week with 15% saying it was every day or more often and 38% two or three times. A further 30% visit weekly with the balance mainly visiting once or twice a month (13%).

Visit frequency is much the same as last year.

Those to stand out as very frequent visitors (more than once a week) were ...

- Pacific People, 69% visit more than once a week.
- Otara Ward residents (68%)

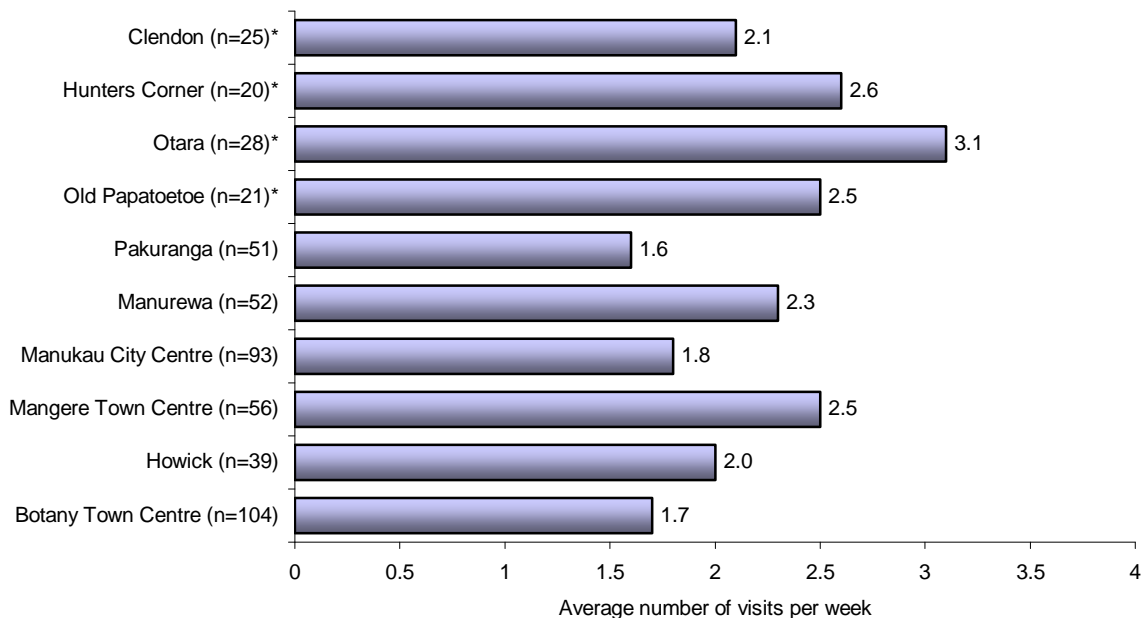
In contrast, Europeans tend to visit less often with just 45% visiting more than once a week as do Pakuranga Ward residents (32%).



The average visit frequency is 2.1 times per week, the same as last year.

The average visit frequency varies across the different town centres from a low of about 1.7 times per week at Manukau City Centre and Pakuranga to a high of 3.1 times per week at Otara.

The three large shopping centres (Manukau City Centre, Pakuranga Town Centre and Botany Town Centre) have a lower visit frequency most other centres in the city with just 44%, 41% and 49% respectively visiting more than once a week.



c. Opinions on the Shopping Centres

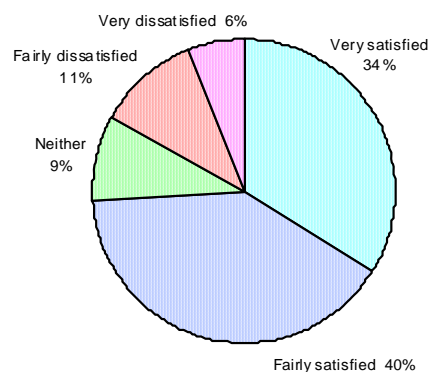
The look and feel

About three quarters (74%) are satisfied with the way their town centre looks and feels. A further 9% are neither satisfied nor dissatisfied whilst 17% are dissatisfied, 6% very much so.

The Customer Satisfaction Index stands at 71, with the drop from 76 last year statistically significant at the 90% confidence level but not at the 95% level.

Groups more likely to be dissatisfied include users of:

- Manurewa Town Centre (50%)
- Mangere Town Centre (36%)



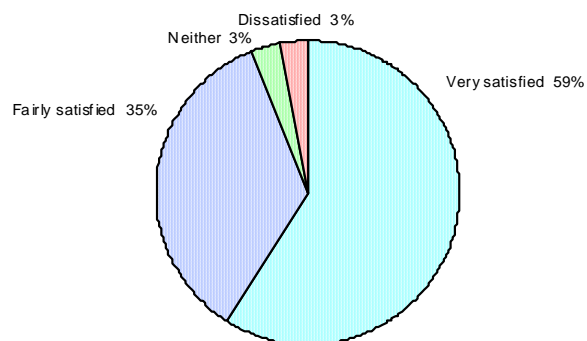
Being easy to get to

Virtually all (94%) are satisfied with how easy it is to get to their local Town Centre with 59% very satisfied.

A further 3% are neither satisfied nor dissatisfied with just 3% dissatisfied, 1% very much so.

The Customer Satisfaction Index is 88 much the same as the 90 seen last year.

No one centre stands out as being less easy to get to than others.



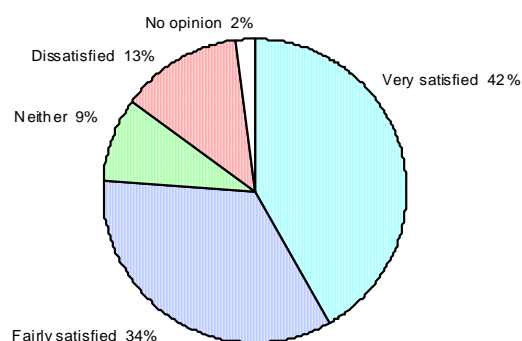
The availability of car parking

About three quarters (76%) are satisfied with the car parking at their local town centre with 42% very satisfied.

A further 9% are neither satisfied nor dissatisfied with 13% dissatisfied, 3% very much so.

The Customer Satisfaction Index stands at 76, the same as last year.

No one centre stands out as having more dissatisfied customers than others.

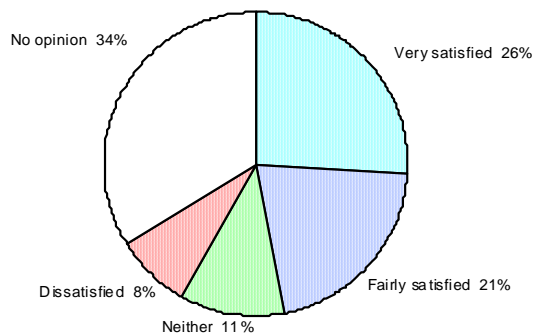


Public transport to and from

Only two thirds (66%) had an opinion on public transport with 71% of this group (47% of all residents) satisfied. Of the balance 17% of those with an opinion ate neither satisfied nor dissatisfied and 12% dissatisfied.

The Customer Satisfaction index stands at 73, unchanged from the 74 seen last year and 73 in 2008.

No one centre stands out as being more likely than others to have customers dissatisfied with public transport access.



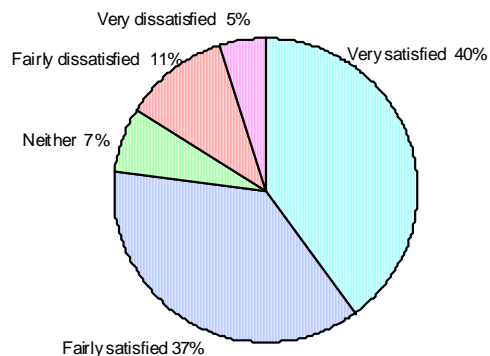
Cleanliness

About three quarters of residents (87%) are satisfied with the cleanliness of their town centre, with 40% very satisfied.

A further 7% are neither satisfied nor dissatisfied whilst 16% are dissatisfied, 5% very much so.

The Customer Satisfaction Index stands at 74, with the drop from 78 not statistically significant.

Manurewa Town Centre (52% dissatisfied, Otara Town Centre (31%) and Mangere Town Centre (30%) stand out as ones with large numbers of customers dissatisfied with the level of cleanliness.



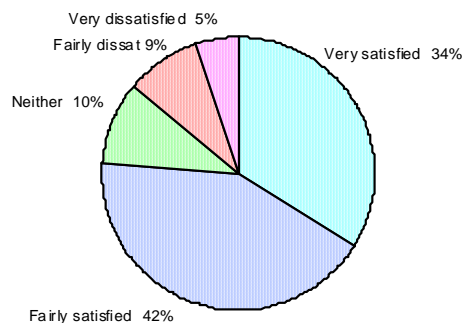
Range of shops and services

About three quarters of residents (76%) are satisfied with the range of shops and services with 34% very satisfied.

A further 10% are neither satisfied nor dissatisfied whilst 14% are dissatisfied, 5% very much so.

The Customer Satisfaction Index stands at 73, relatively unchanged from 75 and 74 in the last two years.

Manurewa Town Centre stands out – it has 36% of customers dissatisfied with the range.



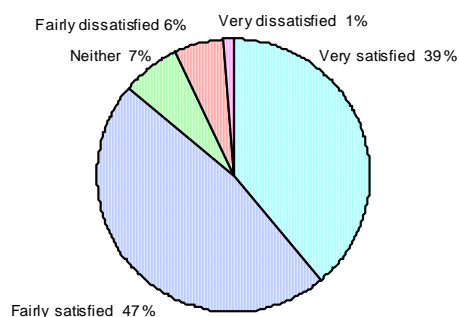
Customer Service

Most residents (86%) are satisfied with the customer service received at their town centre.

A further 7% are neither satisfied nor dissatisfied whilst 7% are dissatisfied, 1% very much so.

The Customer Satisfaction Index stands at 80 compared with 83 and 80 in the last two years.

Again Manurewa Town Centre stands out – it has 23% of customers dissatisfied with customer service.



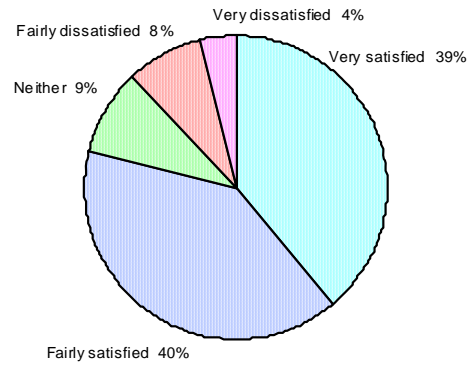
As a Town Centre Overall

Well over three quarters of residents (79%) are satisfied with their town centre overall, with 39% very satisfied.

Some 9% are neither satisfied nor dissatisfied whilst 12% are dissatisfied, 4% very much so.

The Customer Satisfaction Index stands at 76, relatively unchanged from the 79 and 76 recorded in the last two years.

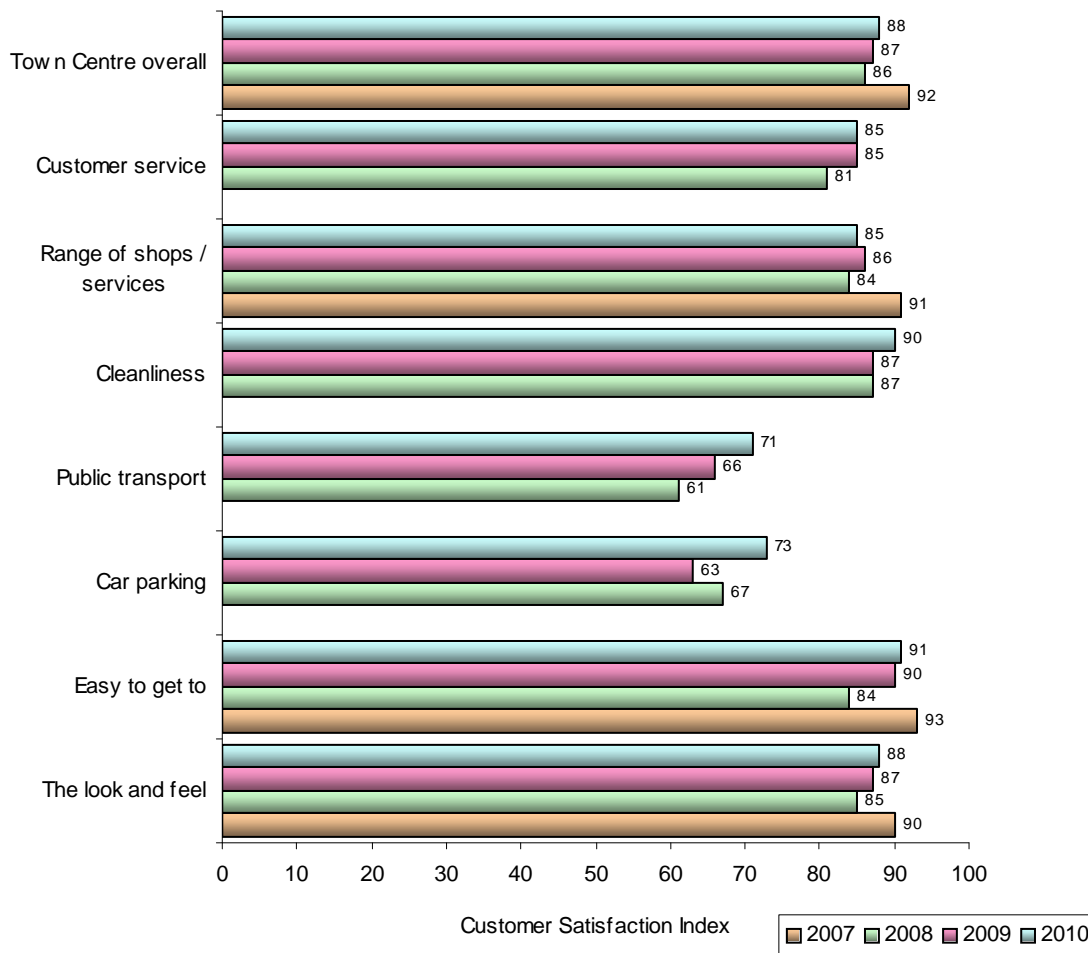
Manurewa Town Centre again stands out as the centre with significantly higher numbers of dissatisfied customers – 36% are dissatisfied overall with their town centre.



Botany Town Centre

Some 104 residents named Botany Town Centre as their local town centre.

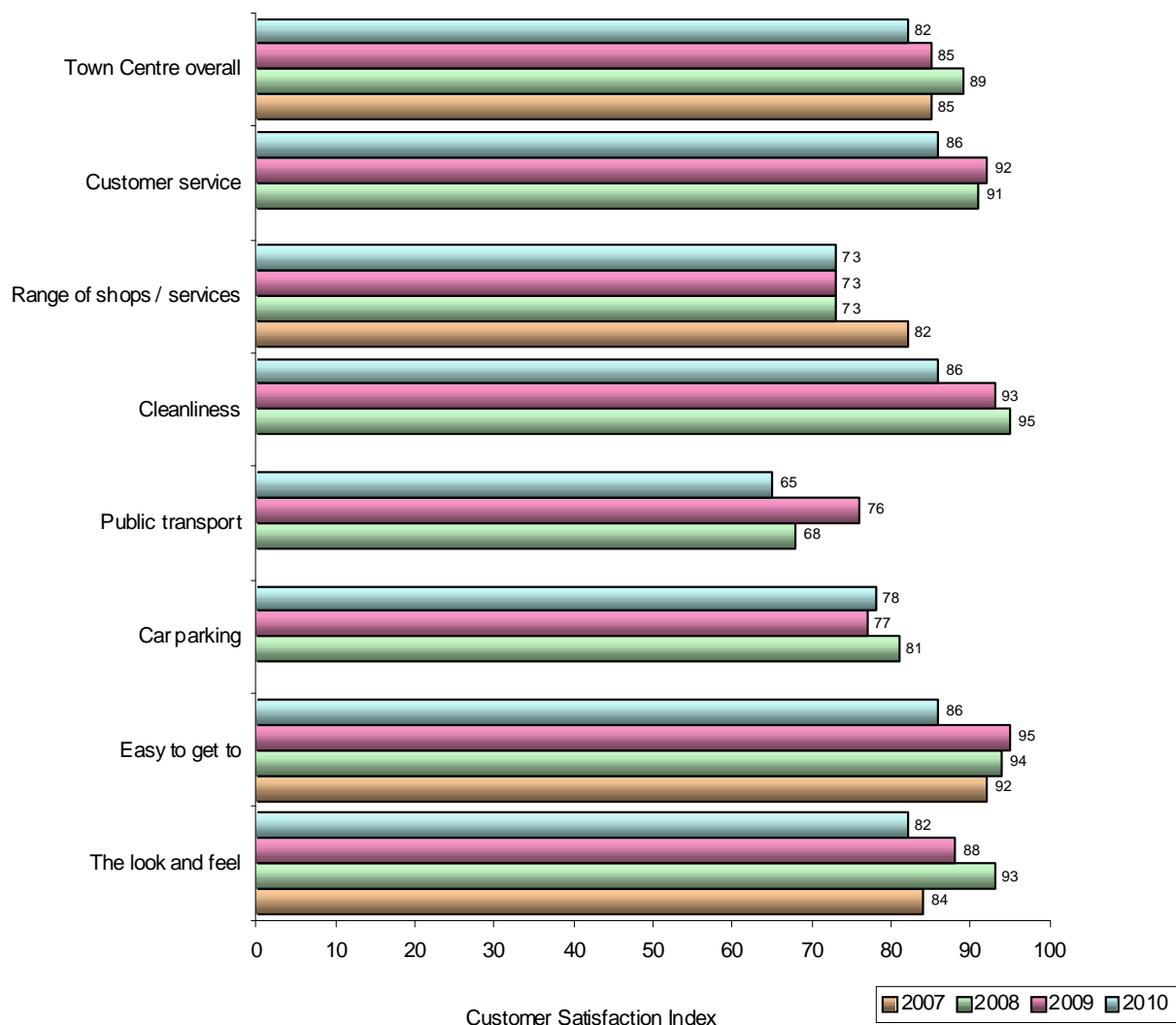
It was one of the higher rated centres with just car parking and public transport access being marked down, although showing an improvement on last year.



Howick Village

Some 39 residents named Howick Village as their local town centre.

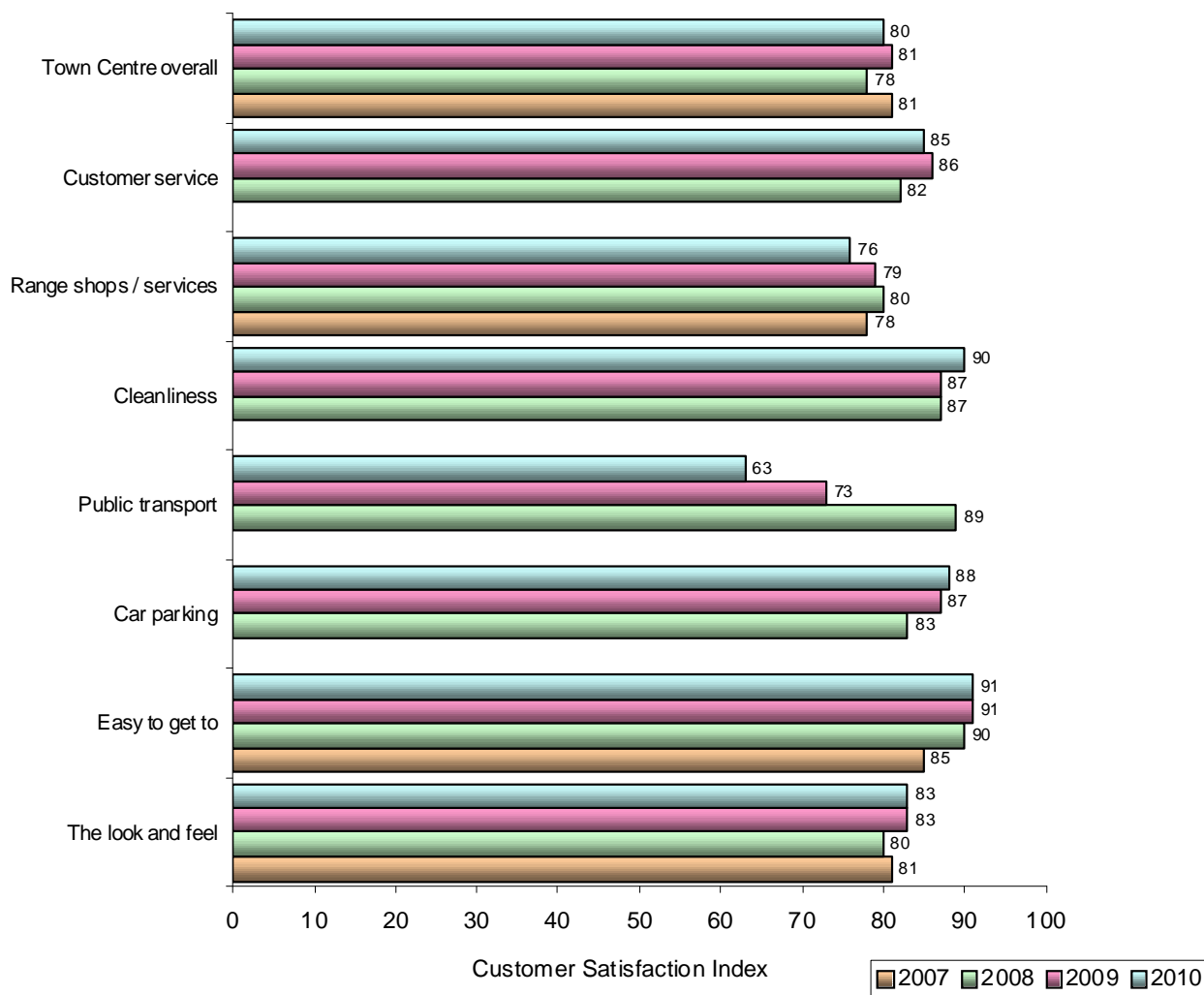
Howick Village was rated very highly on most factors although the range of shops and services, public transport links and car parking recorded lower satisfaction levels.



Westfield Pakuranga

Some 51 residents named Westfield Pakuranga as their local town centre.

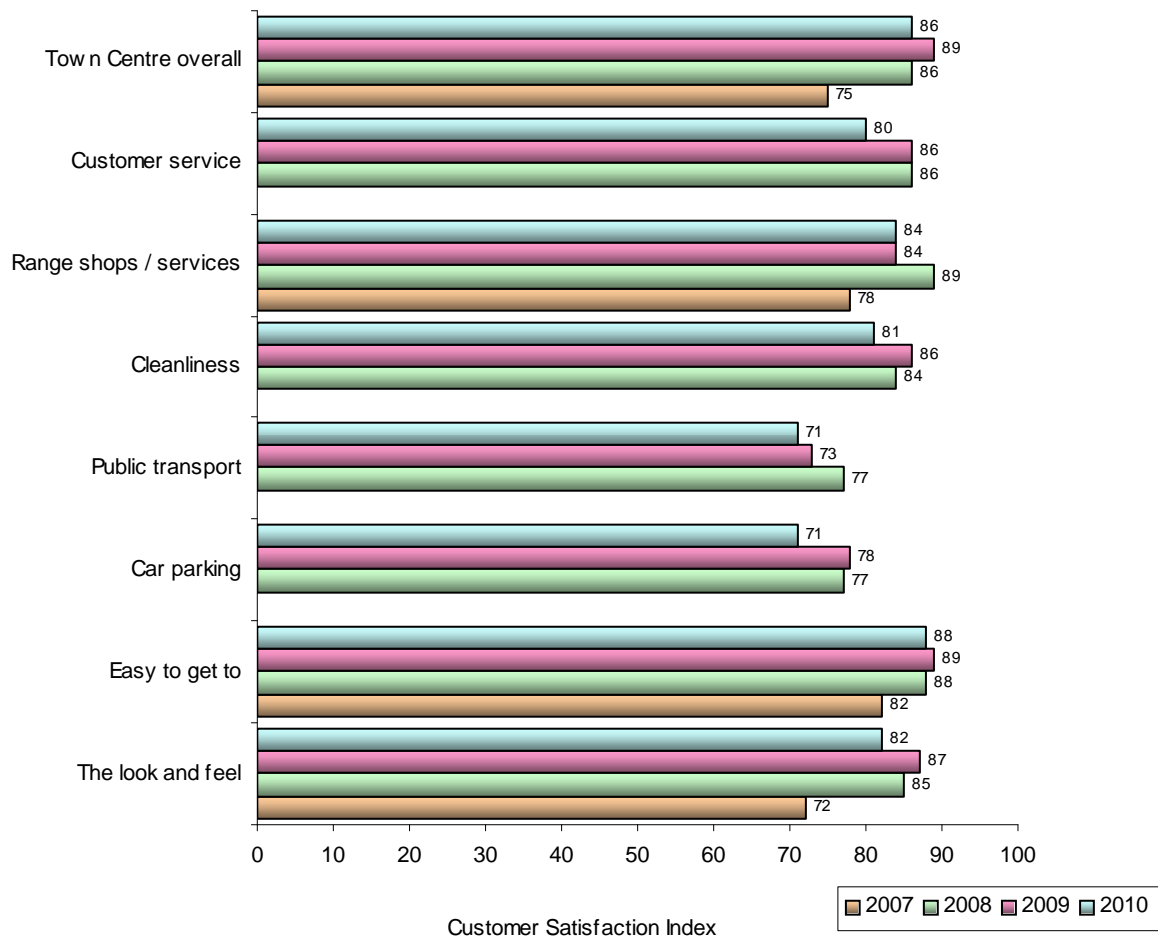
It achieved relatively high ratings on all factors other than public transport links.



Manukau City Centre

Some 93 residents named the Manukau City Centre as their local town centre.

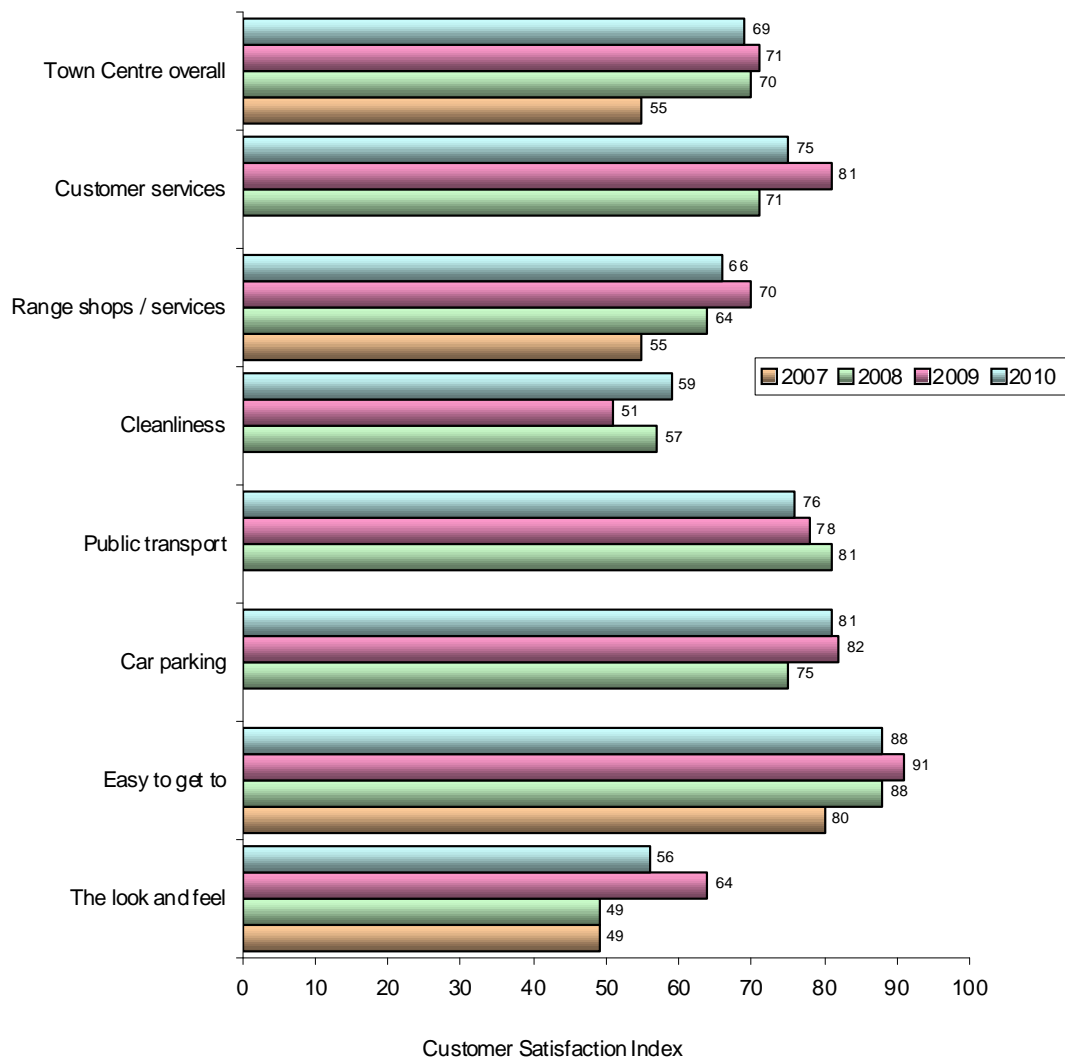
Manukau City Centre scores over 80 on all factors other than car parking and public transport.



Mangere Town Centre

Some 56 residents named the Mangere Town Centre as their local town centre.

The improvements seen in the last two years have generally been sustained, other than the look and feel of the centre. However the main issues for customers still relate to the look and feel of the centre with 36% dissatisfied with this aspect, up from 23% last year.



Manurewa Town Centre

Some 52 residents named the Manurewa Town Centre as their local town centre.

Perceptions of Manurewa Town Centre have slipped over the last year on the look and feel and cleanliness of the area.

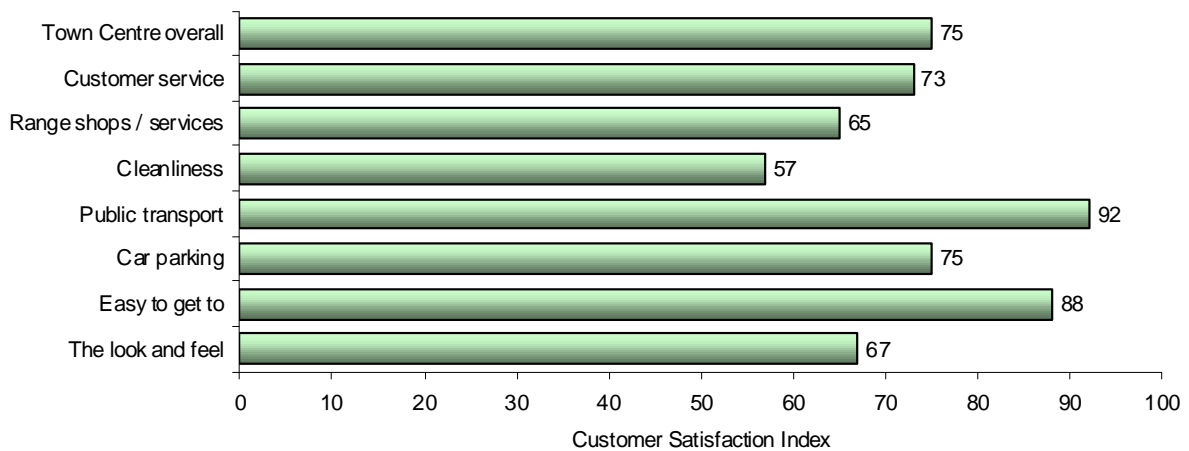
Whilst overall opinions on the centre have maintained the higher level achieved last year they are still unacceptably low.



Otara Town Centre

Only 28 residents named the Otara Town Centre as their local town centre, hence caution is needed.

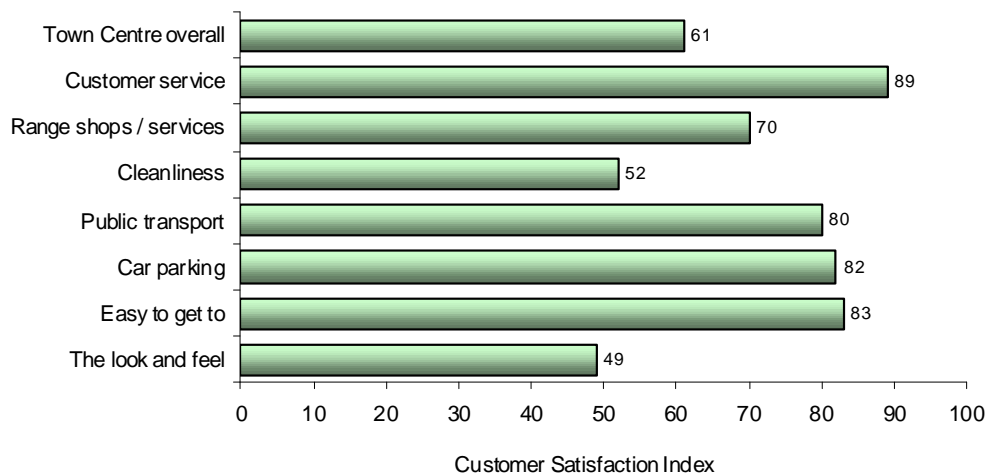
As was the case in the last two years, the appearance of the town centre is the factor that generates most dissatisfaction – cleanliness and the look and feel.



Clendon

Some 25 residents said Clendon Town Centre was their local town centre.

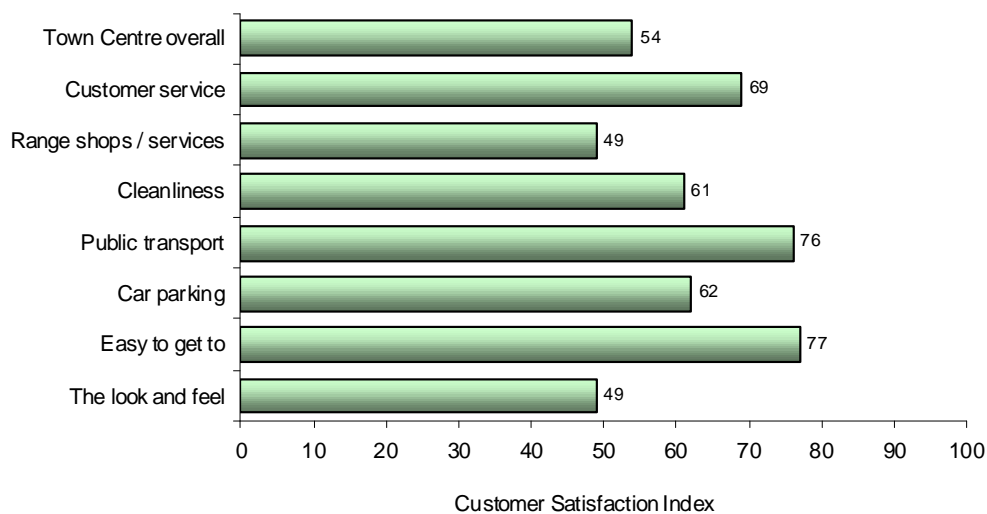
Customers are happy with access to Clendon Town Centre but the appearance of the centre is a significant concern – the look and feel and cleanliness.



Old Papatoetoe / St Georges Town Centre

Only 21 residents named Old Papatoetoe as their local town centre. Caution is needed due to the small sample size.

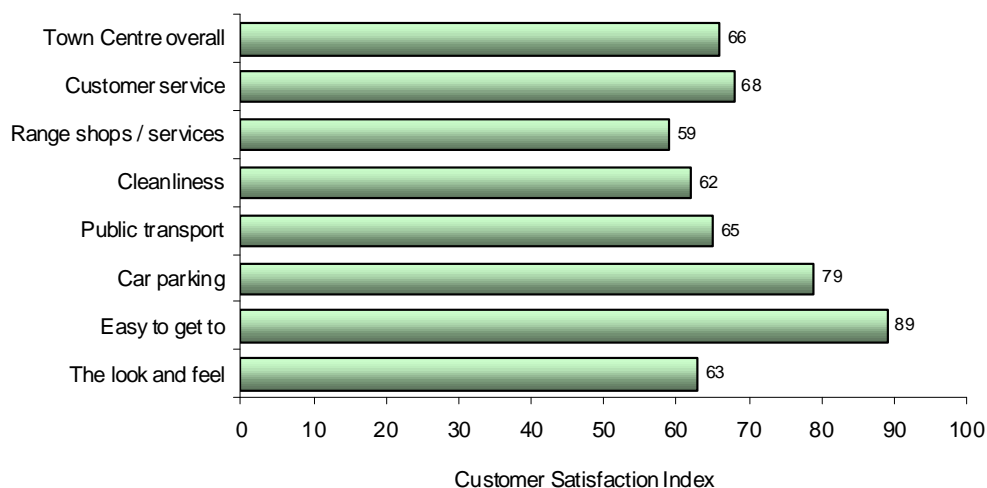
The CSI figures for Old Papatoetoe are fairly high for access but low for look and feel, the range of shops and services and as a town centre overall.



Hunters Corner

Only 20 residents named Hunters Corner as their local town centre, hence caution is needed.

The CSI figures for Hunters Corner are high for access but average for all other factors.



5. Opinions on Travel in the City and Region

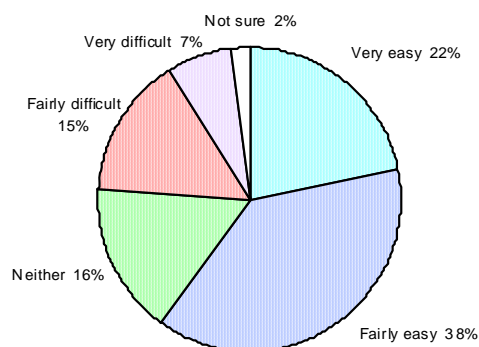
a. Ease of Travel around the Auckland Region

Respondents were asked how easy or difficult they found it to travel around the Auckland Region.

Well under two thirds of residents (60%) say it is easy to travel around the Auckland Region compared with 22% who feel it is difficult.

Opinions are much the same as they were last year.

The ease of travel index is 63 relatively unchanged from 64 last year and 62 in 2008, but still well above previous readings of 49 in 2007, 52 in 2006, 46 in 2005 and 49 in 2002.

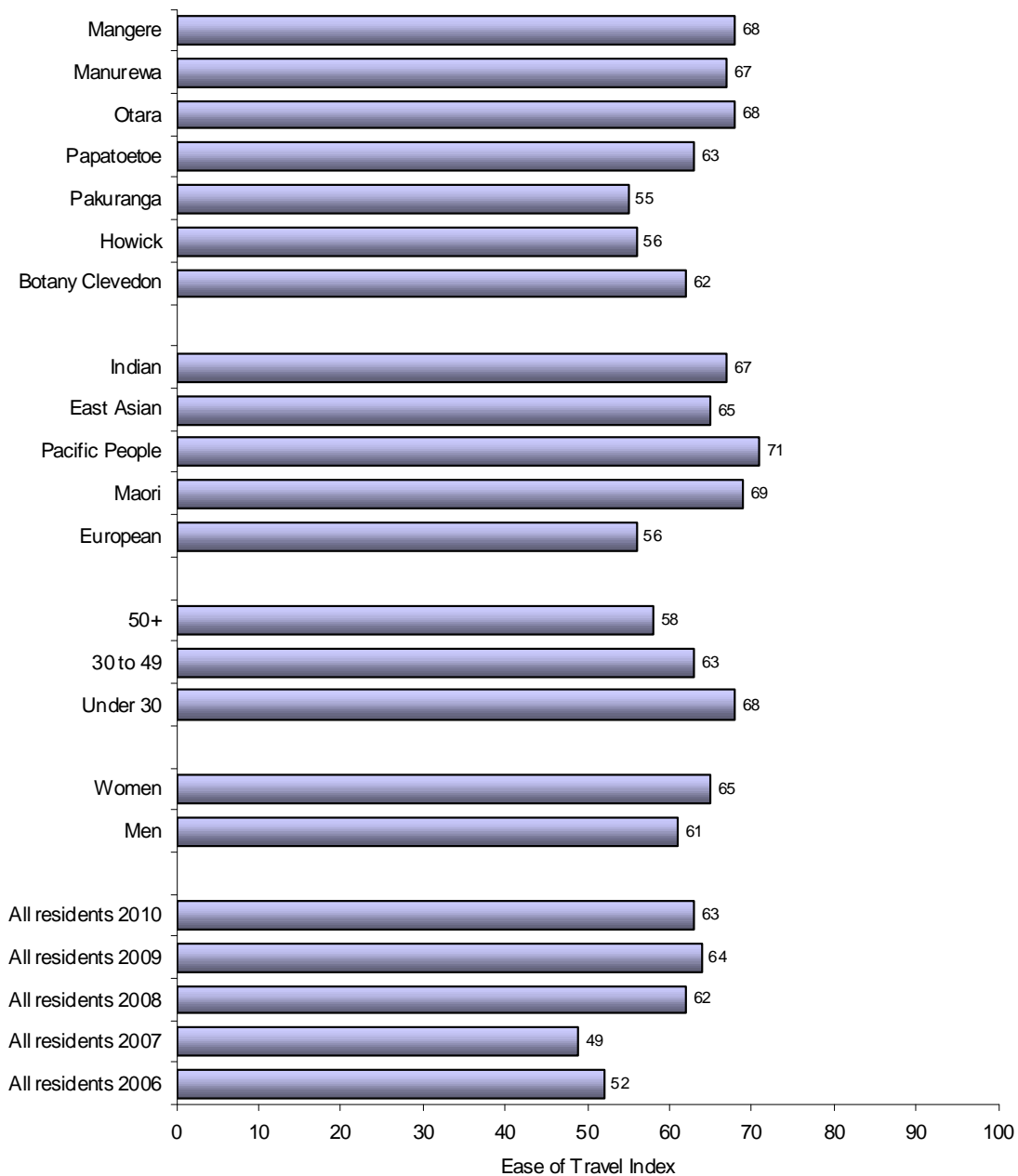


Those more likely to say it is **easy** to travel around the Auckland Region include ...

- Under 30s (69% easy, Index of 68)
- Pacific People (70% easy, Index of 71)

Those more likely to say it is **difficult** to travel around the region include ...

- Men (28% difficult, Index of 61)
- Europeans (30% difficult, Index of 56)
- Pakuranga Ward residents (31% difficult, Index of 55)



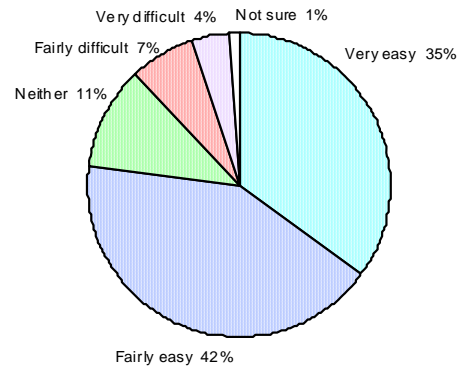
b. Ease of Travel around the Manukau City

Respondents were asked how easy or difficult they found it to travel around Manukau City (defined as the area from Pakuranga, to Papatoetoe, to Mangere to Takanini in the south and out to Beachlands, Maraetai and Kawakawa Bay).

Just over three quarters (77%) reported they find it easy to travel around Manukau City, compared with 81%, 76% in 2008, 71% in 2007, 79% in 2006 and 68% in previous years.

In contrast some 11% find it difficult.

As with travel in the region generally opinions about travel in Manukau City are relatively unchanged with the ease of travel index now at 74 compared with 76 last year.

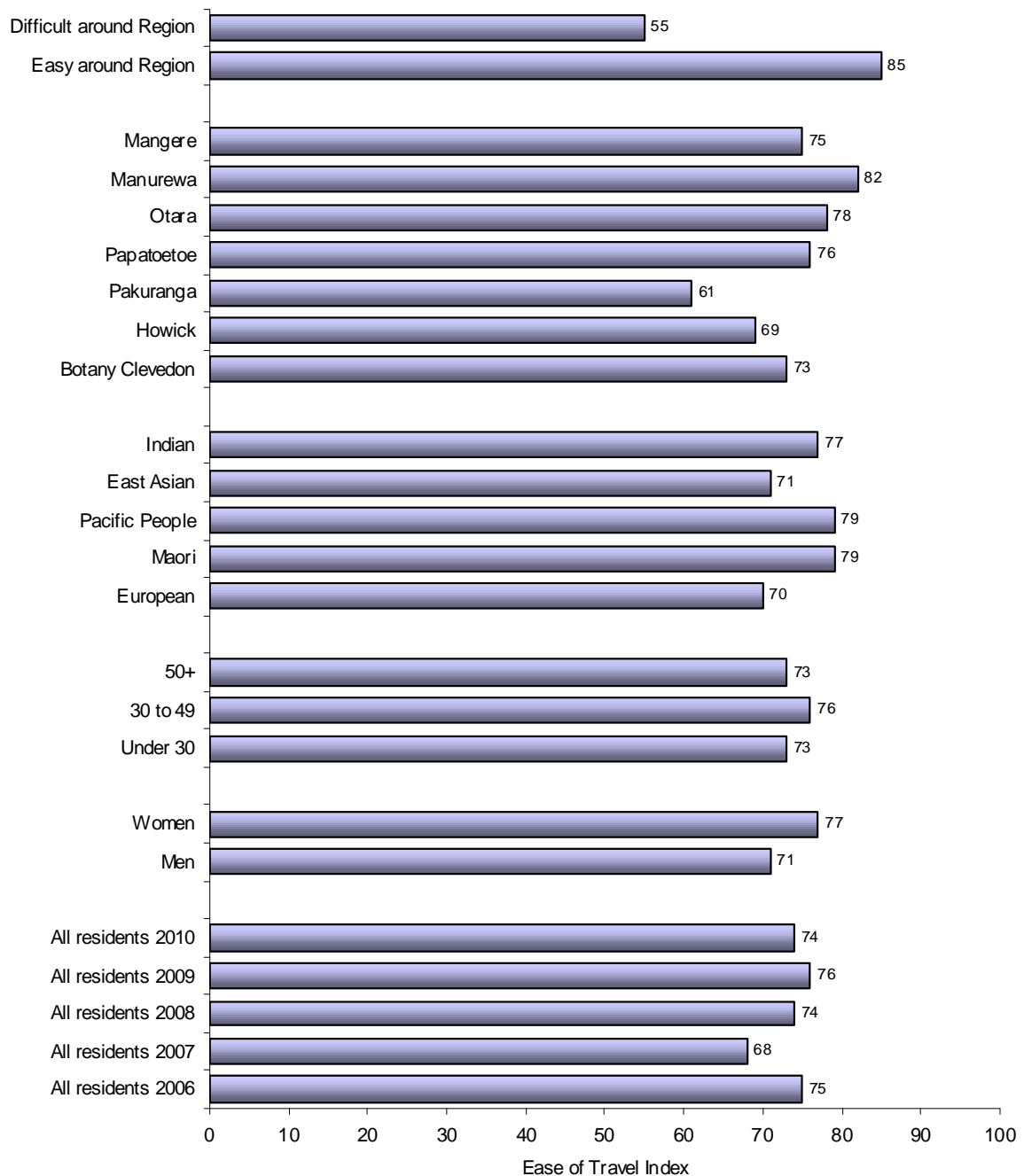


Those more likely to say it is **easy** to travel around Manukau City include ...

- Those who say it is easy to travel around the Auckland Region, (91% easy, Index of 85)

Those more likely to say it is **difficult** to travel around the city include ...

- Men (15% difficult, Index of 71)
- Pakuranga Ward residents (24% difficult, Index of 61)
- those who said it was difficult to travel around the region (36% difficult, Index of 55)



c. Frequency of Use of Public Transport

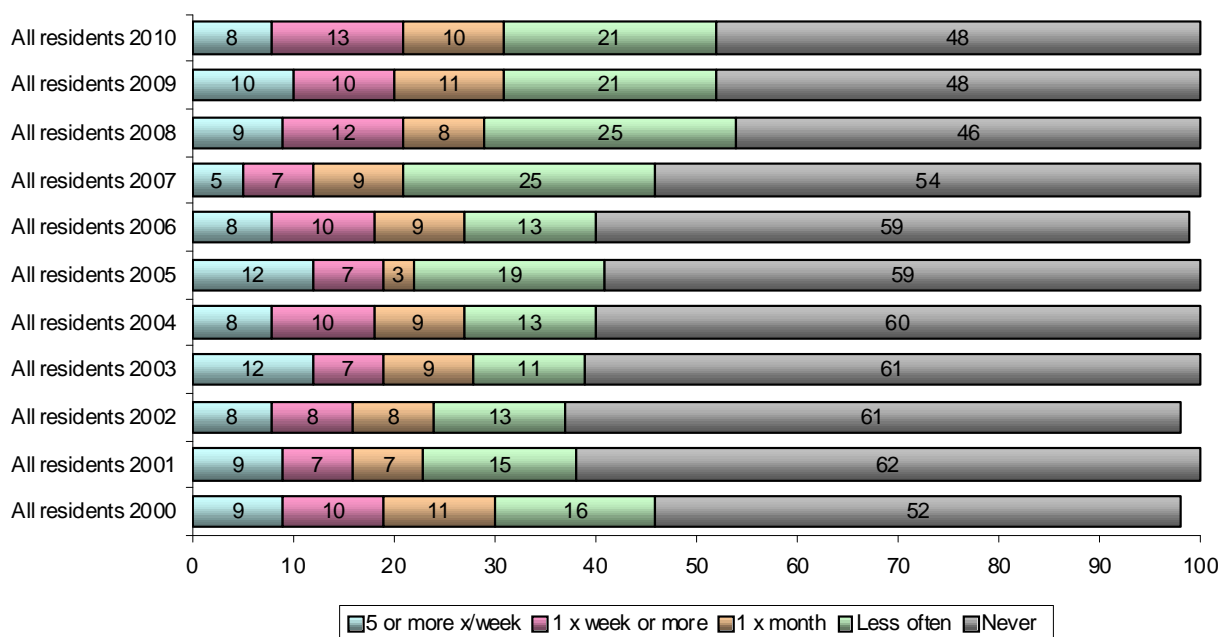
Respondents were asked how often, in the last 12 months, they had used public transport (defined as meaning buses, including school buses, trains and ferries but not taxis).

Note as the question wording and frequency of use options changed a little in 2007 from previous years to align with the Quality of Life Survey caution is needed in comparing with earlier years.

There has been no significant change in the level of use of public transport with 21% reporting they use public transport once a week or more often including 8% using daily.

A further 10% use once a month with 21% being more infrequent users.

The number of people not using public transport at all has levelled off at 48%.



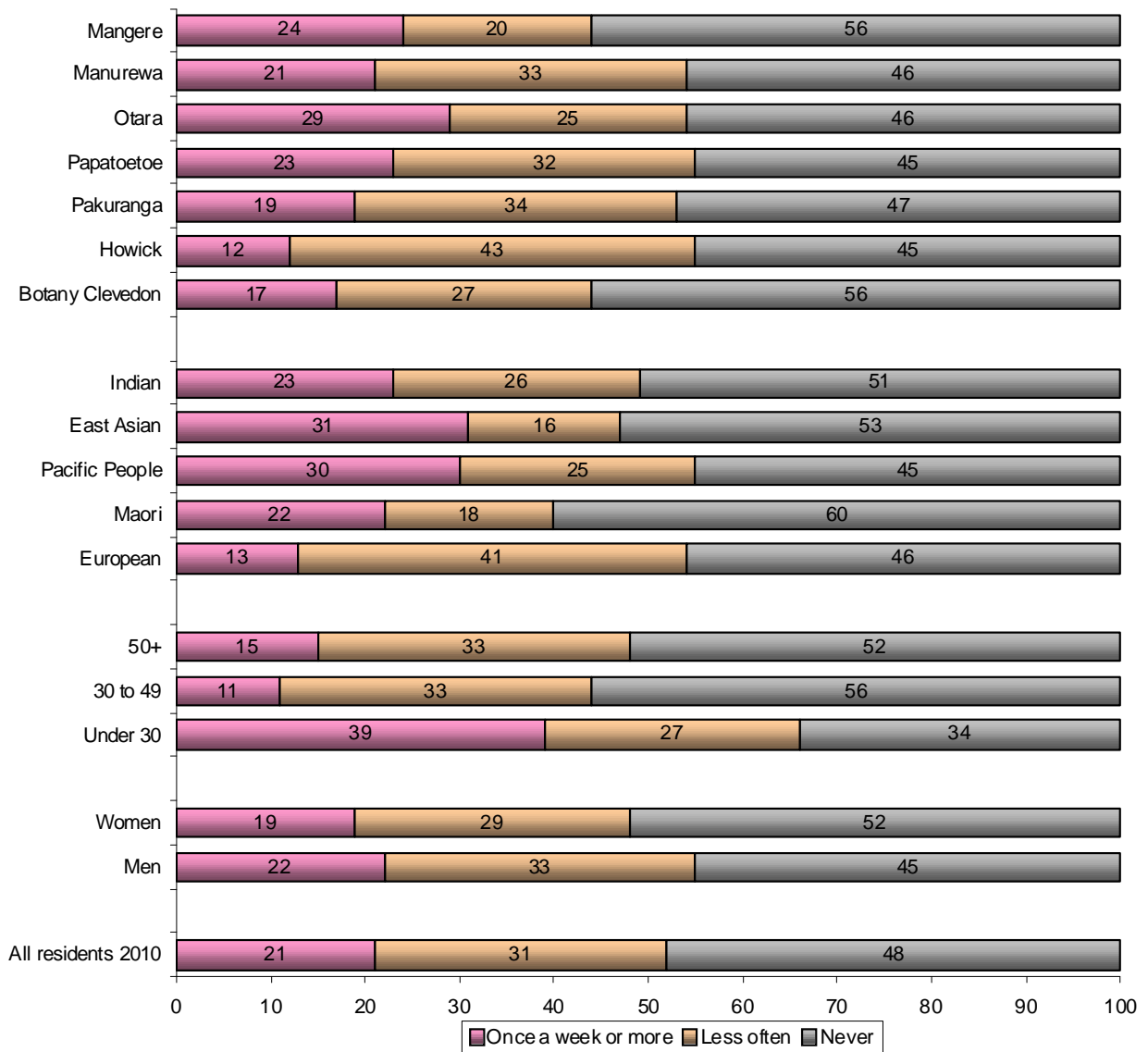
Prior to 2008 5 or more times a week was asked / recorded as every day or nearly every day.

Regular public transport users (at least once a week) are more likely to be ...

- ❑ under 30s, 39% use at least once a week, and 15 to 19s in particular (53%)
- ❑ Pacific People (30%)

Those who **do not use** at all are more likely to be ...

- ❑ Those aged 30 to 49 (56% do not use)



d. Reasons for Frequent Use

Frequent public transport users (use more than once a week, n = 80) were asked how much of a factor each of the following was in their decision to use public transport:

There is no car for you to use

You don't have a driver's licence

Cost – public transport is cheaper

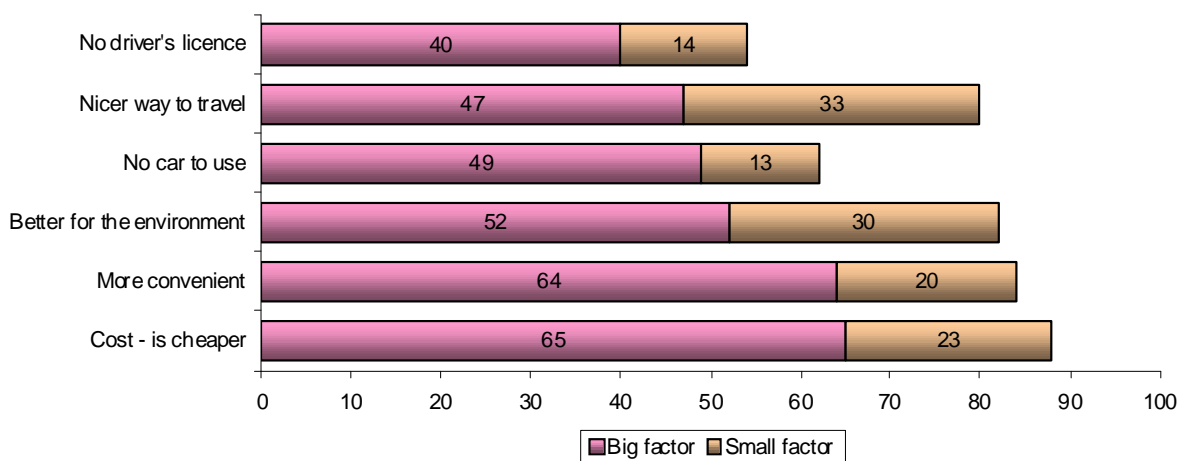
Nicer way to travel – less stressful

Better for the environment

More convenient

Cost (a factor for 88% of regular public transport users), travel convenience (84%) and environmental concerns (82%) are the main drivers for regular public transport users with feeling it is a nicer way to travel (30%) also an important factor.

Not having a driver's licence is a factor for about half.



Whilst concern for the environment is a very significant driver of public transport use it is less important than it was a year ago.

Changes in other factors are not statistically significant.

By categorising people on their answers we can determine what percentage of regular public transport users have little choice (ie have no car or no driver's licence) and what percentage choose public transport because they like the convenience and way of travel. Note that with the small sample size this is indicative only.

- Well over half of frequent public transport users either have no car or no drivers licence
- About a fifth have a licence and a car but say cost is a factor.

6. Use of the City's Parks and Sportfields

a. Sportsfields

Residents were asked how often, in the last 12 months, they had been to a sportsfield on a park within Manukau City either to play or watch sport or just walk around. They were told not to include school sportsfields.

In total 80% of residents reporting visiting a city sportsfield in the last 12 months with 39% visiting weekly or more often, 20% monthly or more and 21% once a year or more.

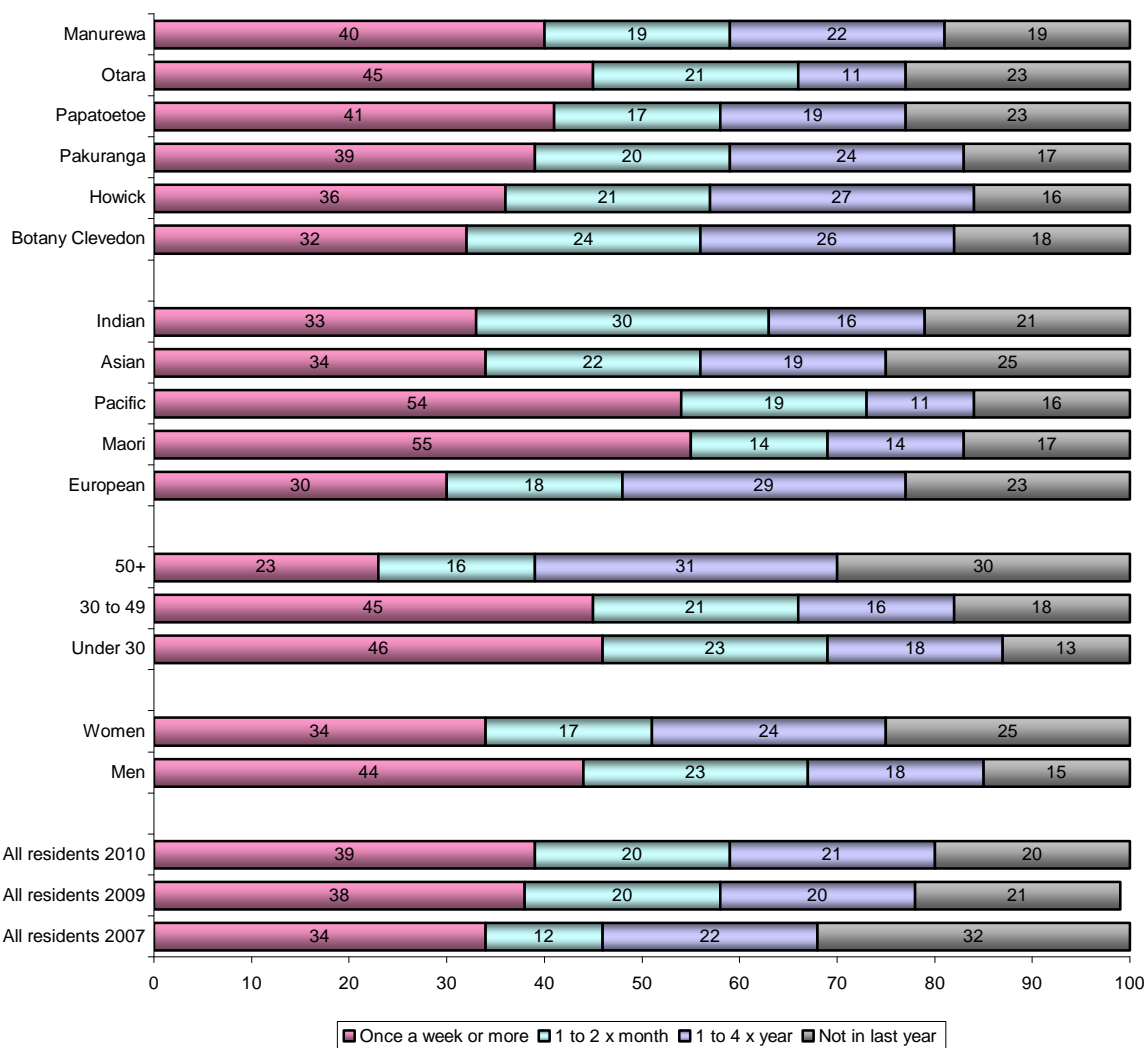
The frequency of sports field use is the same as that recorded last year.

Groups more likely to have visited **weekly** or more often include ...

- men, 44% have visited weekly or more often
- under 50s, 45% have visited weekly or more
- Maori (55%) and Pacific People (54%)

In contrast groups to stand out as being **less likely** to have visited a sports field during the last year include ...

- women, 25% have not visited
- 50s and older (30%)



b. Neighbourhood Parks

Residents were asked how often, in the last 12 months, they had been to a park in their neighbourhood either to walk, sit and relax, kick a ball, play at a playground or some other outdoor activity.

In total 89% of residents reported visiting a neighbourhood park in the last 12 months with 47% visiting weekly or more often, 25% monthly or more and 16% once a year or more.

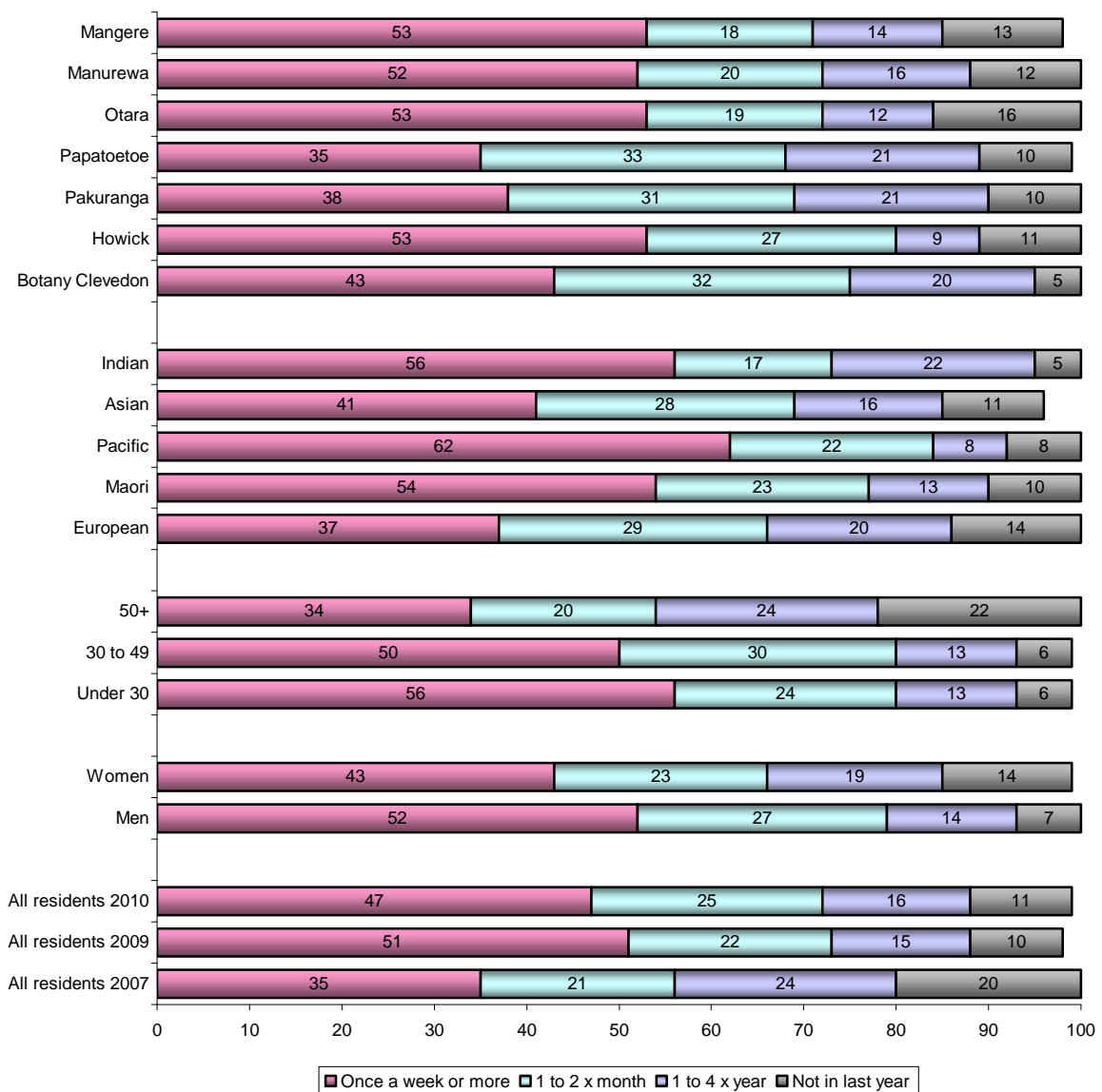
As with sports fields there has been no change in the frequency of visiting over the last year.

Groups more likely to have visited **weekly** or more often include ...

- Under 30s (56%)
- Pacific People (62%)

In contrast groups to stand out as being **less likely** to have visited a neighbourhood park during the last year include ...

- 60s and older (31% have not visited)
- Europeans (14%)

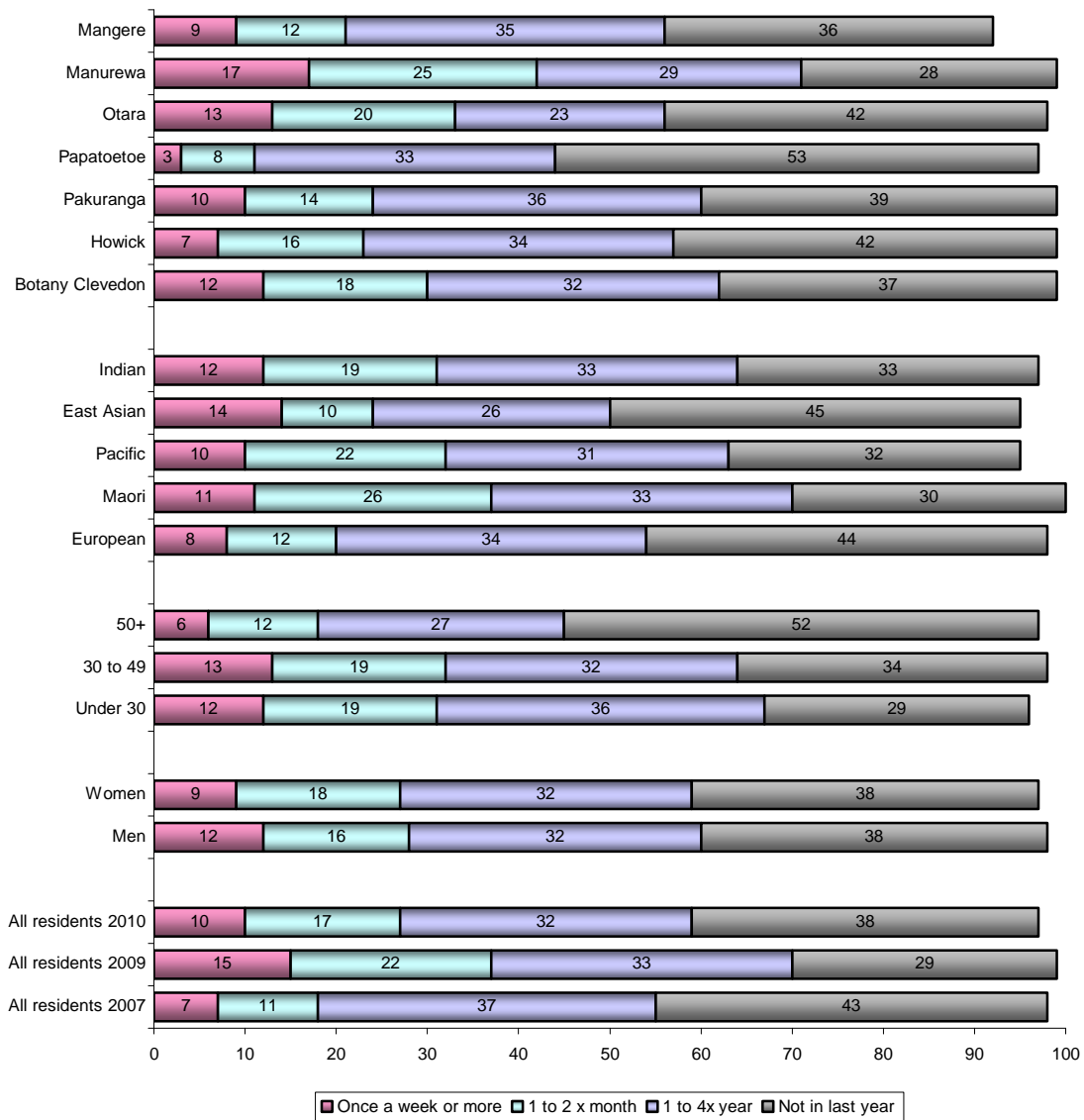


b. Large Parks in the City

Residents were asked how often, in the last 12 months, they had been to one of the large parks in Manukau City to do some outdoor activity. They were told that large parks meant ones with bush areas or farm land on them.

Visits to large parks have dropped markedly in the last year from 71% visiting to 59%.

Under 30s (are the group more **likely** than others to have visited in the last year (71%), whilst their over 60 counterparts (40%) and Papatoetoe Ward residents (44%) are groups **less likely**.



d. Beaches and Coastal Parks

Residents were asked how often, in the last 12 months, they had been to one of Manukau city's beaches or coastal parks.

Although some 78% of residents report visiting a city beach or coastal park in the last 12 months relatively few, only 17% visit weekly or more often, with 30% visiting once a month or more and 31% just one to four times a year. Some 21% have not visited in the last year.

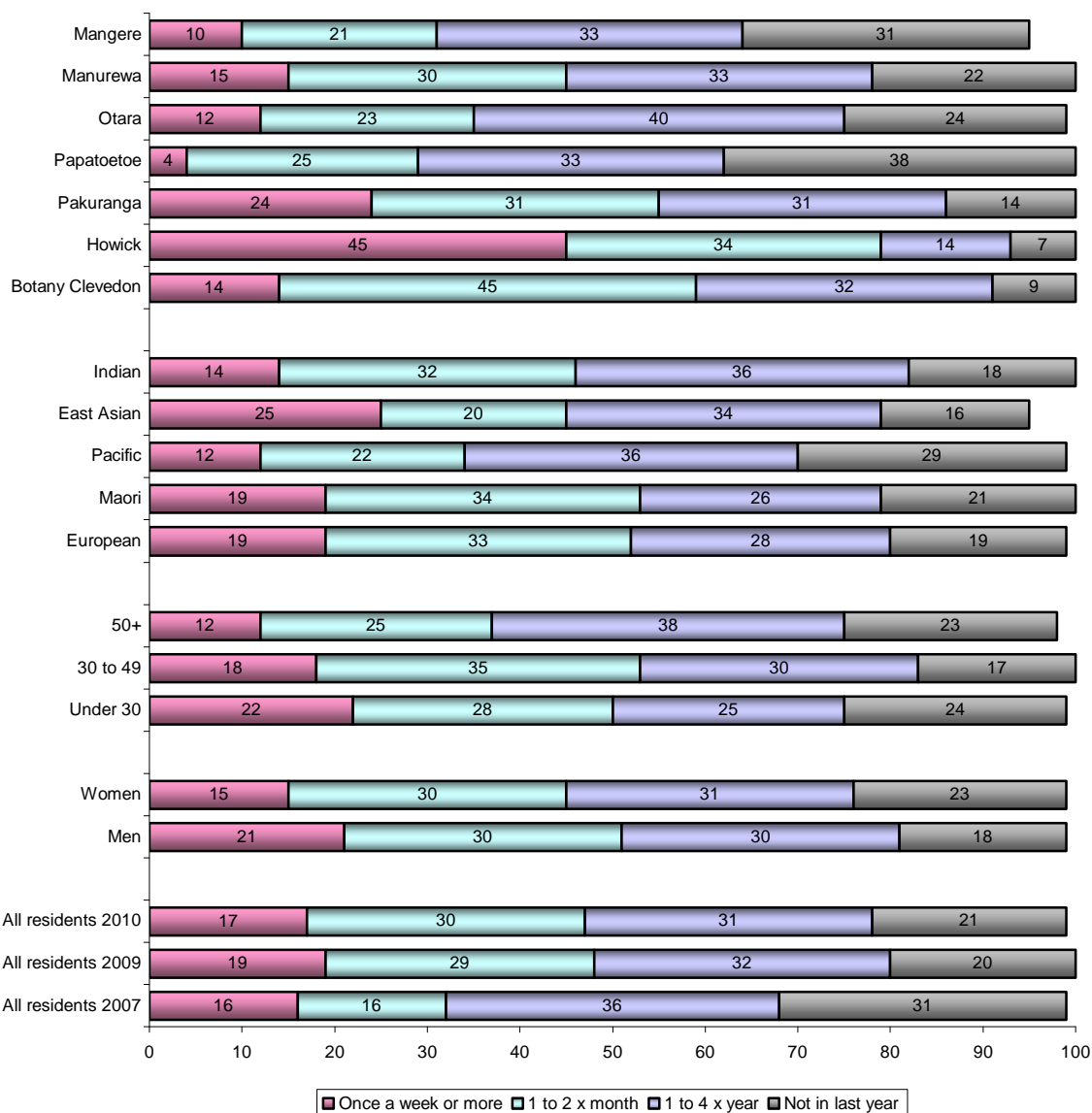
There has been no change in visit frequency over the last year.

Groups more likely to visit **weekly** or more often include ...

- Howick Ward residents, 45% have visited weekly or more
- Pakuranga Ward residents (24%)

In contrast groups to stand out as being **less likely** to have visited at all during the last year include ...

- Pacific People (29% have **not** visited)
- Papatoetoe Ward residents (38%)
- Mangere Ward residents (31%)



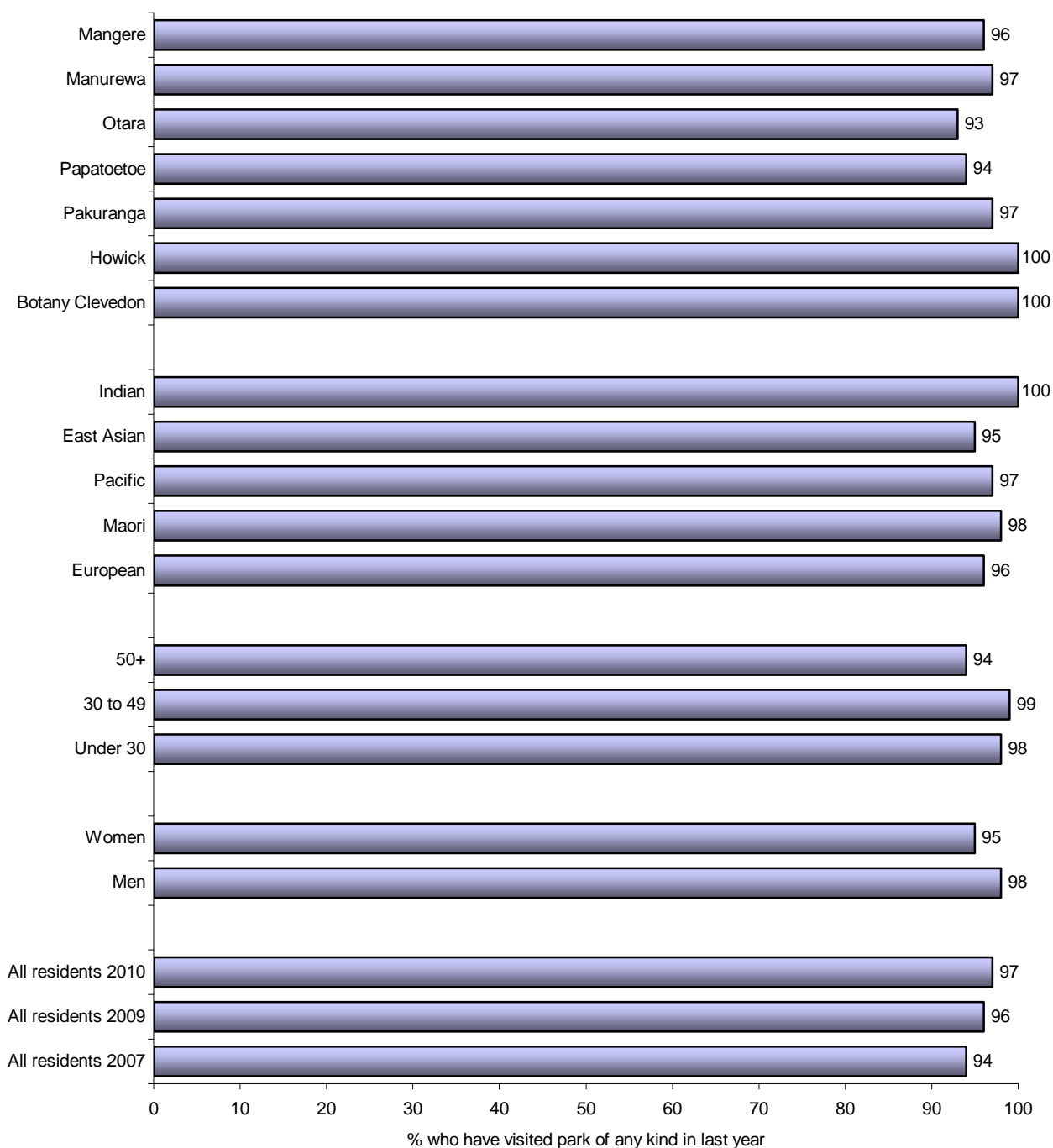
e. Overall use of Parks, Sportsfields and Beaches

To determine the overall use of the city's parks and open spaces we have summed the responses to the questions about the frequency of their visiting sports fields, neighbourhood parks, large parks and beaches and coastal reserves. If a person had visited any of the different types of parks they have been classified as a park user.

On this basis the proportion of the population using a Manukau park in the last 12 months is 97%, much the same as the 96% recorded last year but up on 94% in 2007.

Those **less likely** to have visited any type of park include ...

- those over the age of 60, 10% have not visited



7. Use of Council Leisure Facilities

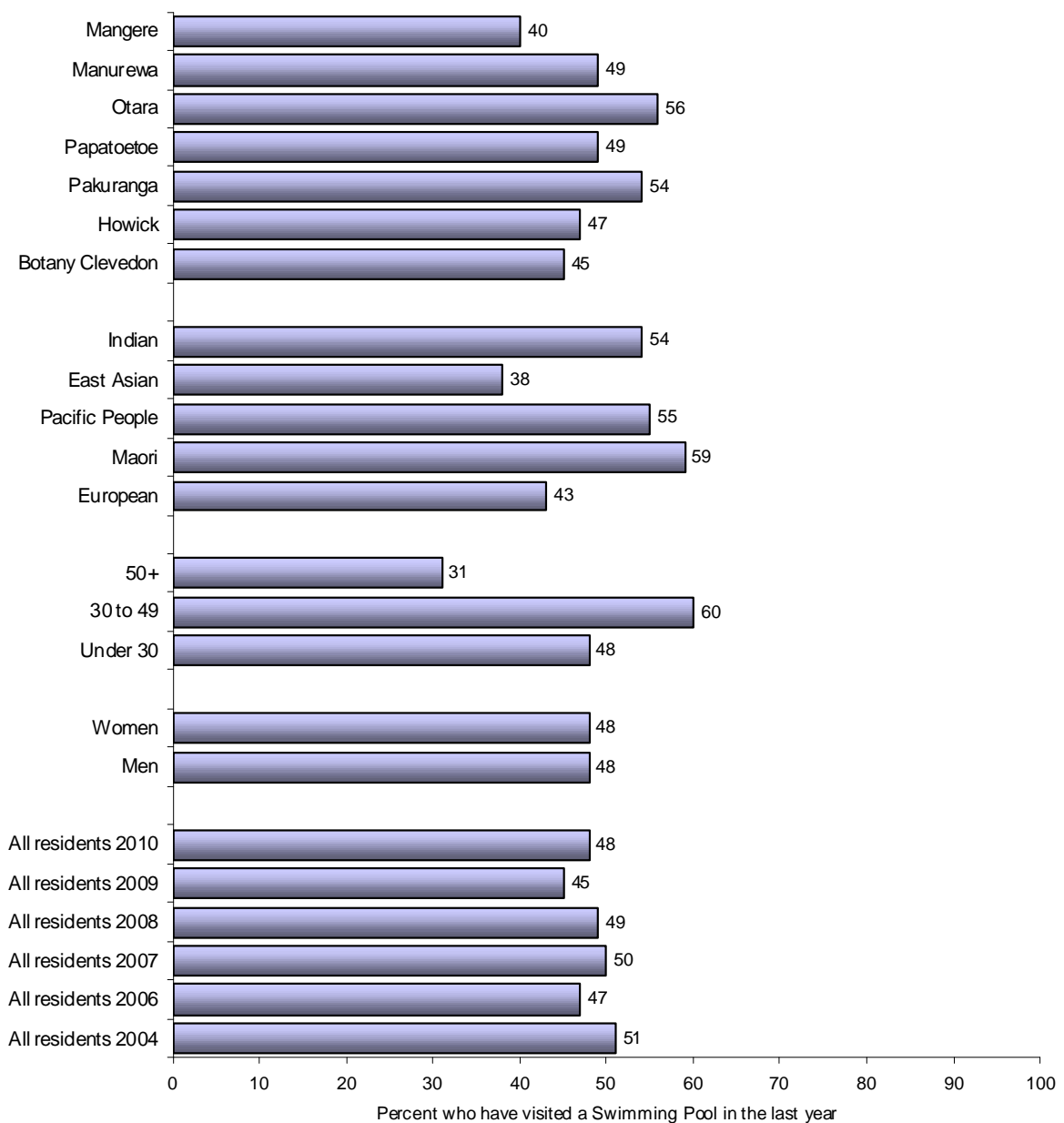
a. Swimming Pools Use

Residents were asked whether they had visited a Council swimming pool during the last year.

There has been no change in the numbers visiting the pools with 48% now saying they have been during the last year compared with 45% last year and 49% in 2008.

Those significantly **less likely** to have visited include

- those over the age of 50 (31%)



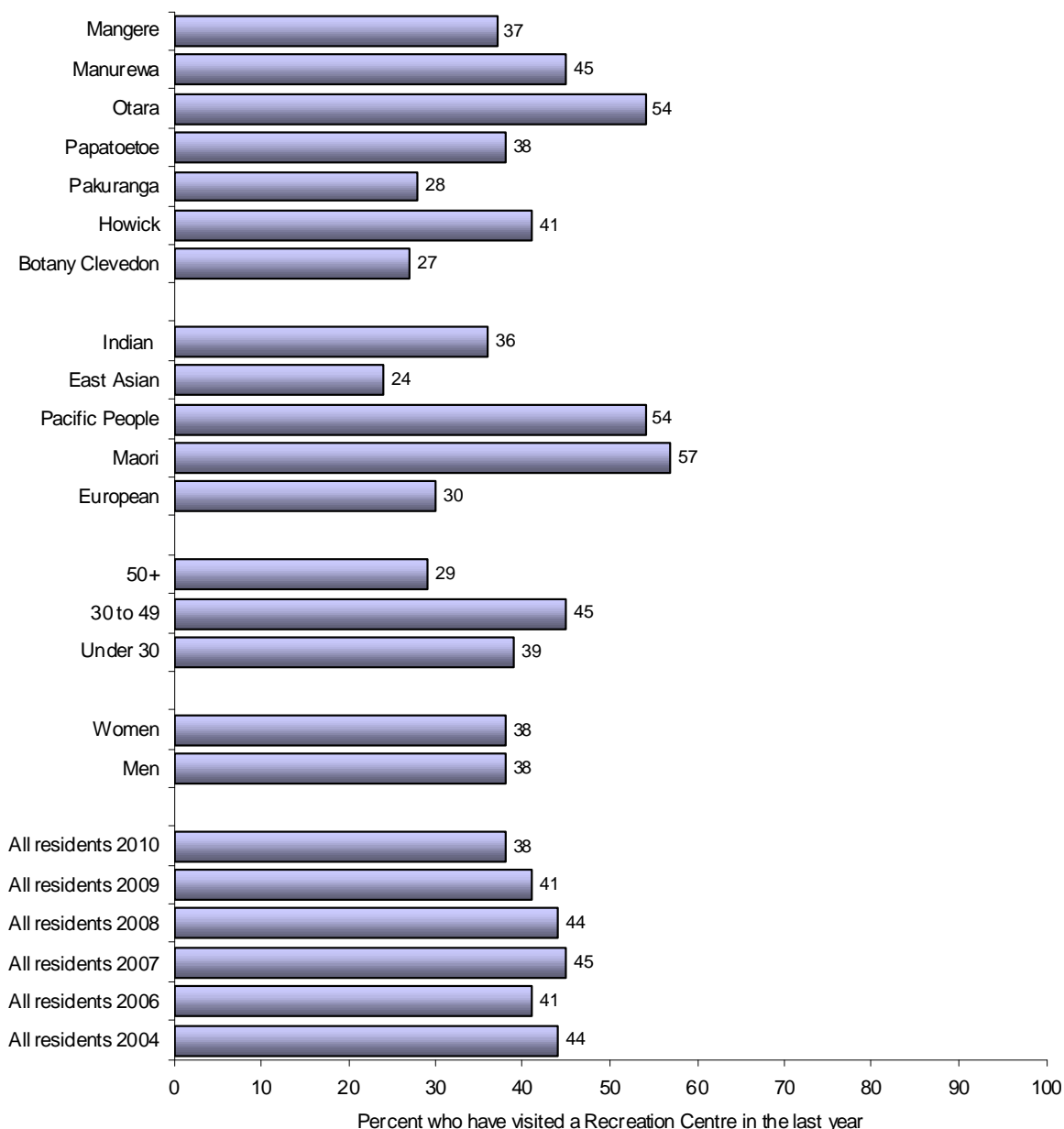
b. Recreation Centre Use

Residents were asked if they had visited a Manukau City Council Recreation Centre during the last year. As with the pools the question for 2003 asked for frequency of use.

Use of Recreation Centres appears to be trending down with 38% using compared with 41% last year and 45% in 2007.

Those significantly **less likely** to have visited include ...

- those over the age of 50, 29% have visited, including just 24% of over 60s
- Europeans (30%)
- Botany Clevedon Ward residents (27%)



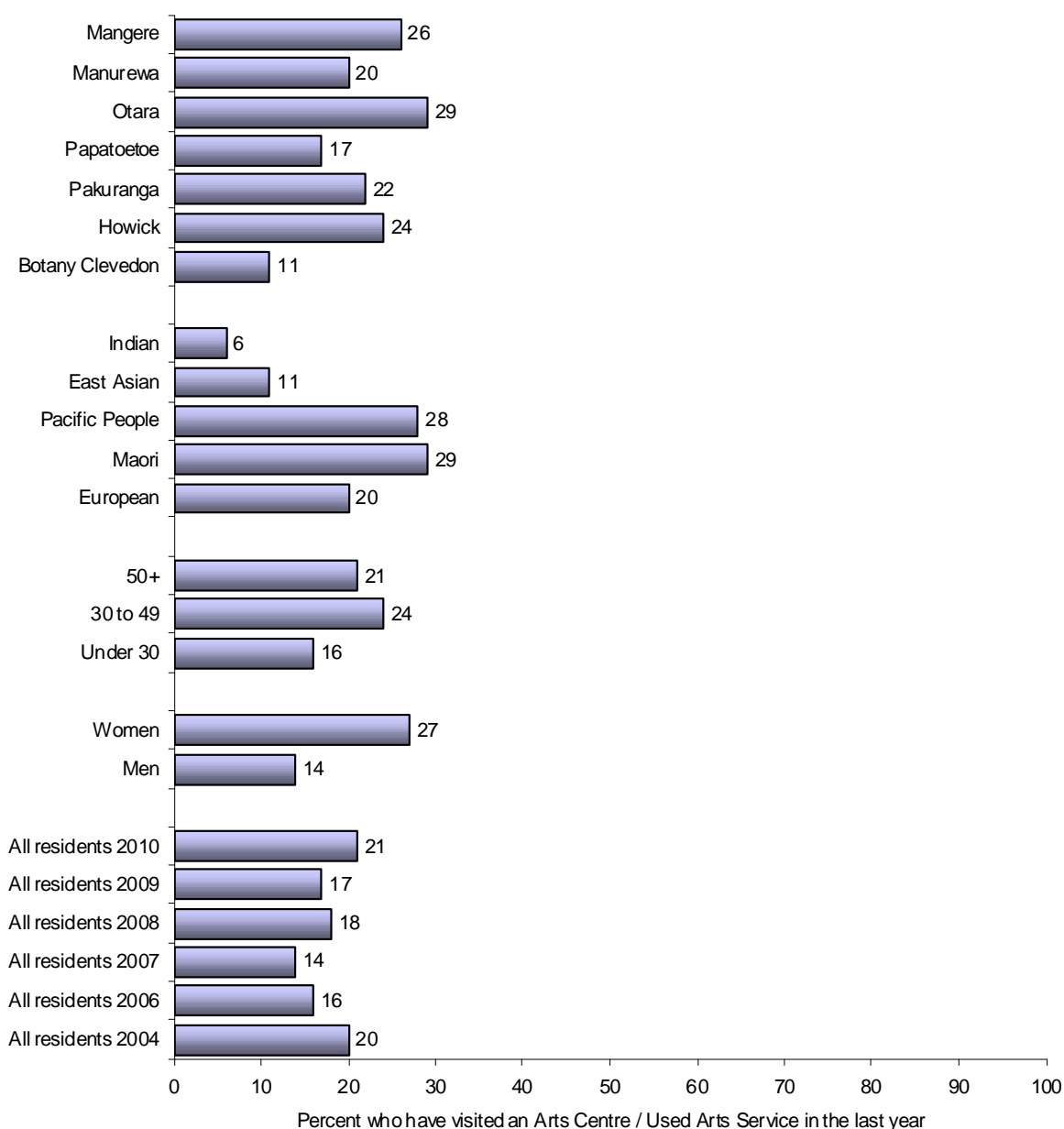
c. Arts Centre Use

Residents were asked if they had visited / used a Manukau City Council Arts Centre / arts service in the last year.

Some 21% of residents reported having visited or used a Council Arts Centre or arts service during the last year, relatively unchanged from last year.

Those **less likely** to visit include:

- Men, 14% have visited
- Indians (6%)
- Botany Clevedon Ward residents (11%)



8. Satisfaction with Council Leisure Facilities

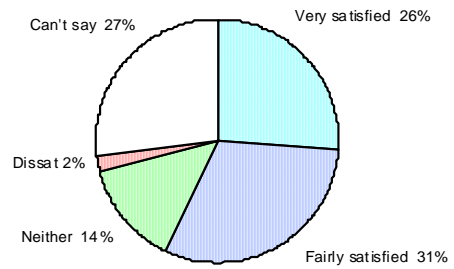
a. Council Recreation Centres

Some 57% of residents are satisfied with the Council Recreation Centres, with 26% very satisfied.

Some 14% are neither satisfied nor dissatisfied whilst only 2% are dissatisfied.

A large 27% felt they could not comment.

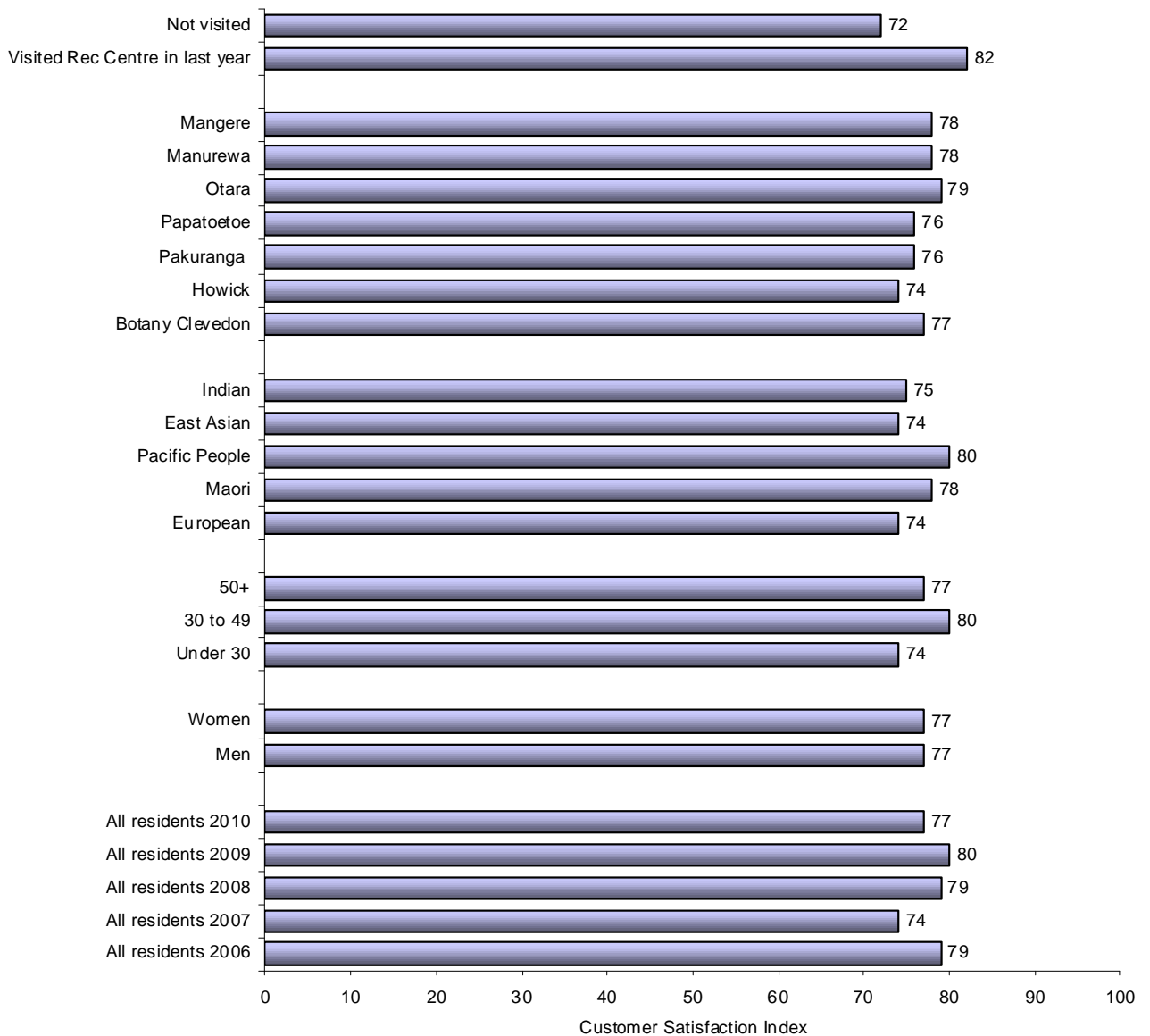
If just those with a view are considered 78% are satisfied, compared with 81% last year.



The Satisfaction Index stands at 77, little changed from the 80 and 79 in the last two years.

Those who have actually visited a Centre in the last year are more positive (CSI = 82) than those who have not (CSI = 72)

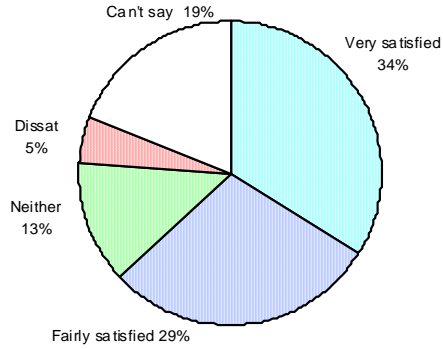
No one group is more dissatisfied than others.



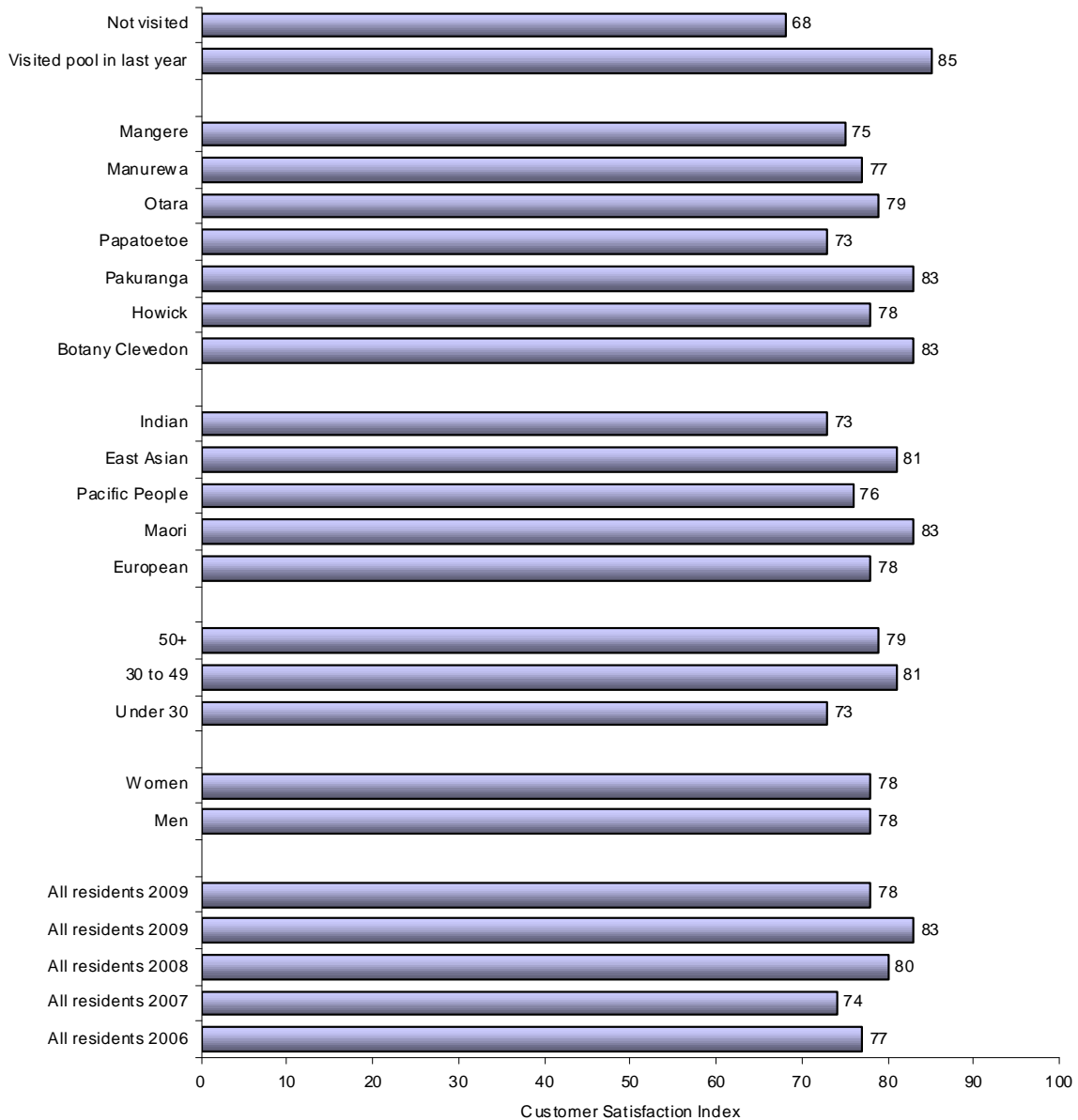
b. Council Swimming Pools

Just under two thirds (63%) said they were satisfied with the Council swimming pools, with 34% very satisfied. A further 13% are neither satisfied nor dissatisfied, whilst 5% are dissatisfied. A large 19% could not comment.

If just those who had a view are considered 78% are satisfied down from 85% and 84% in the last two years.



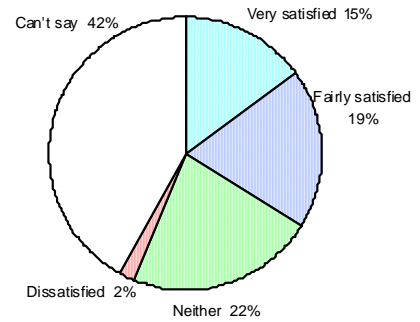
The Performance Index stands at 78 with the drop from last year's 83 statistically significant at the 90% confidence level but not the 95% level. The index for those who have actually visited a pool in the last year is higher than for non visitors (85 to 68). Under 30s and Indians stand out as being more dissatisfied than others, Index of 73.



c. Council Arts Centres

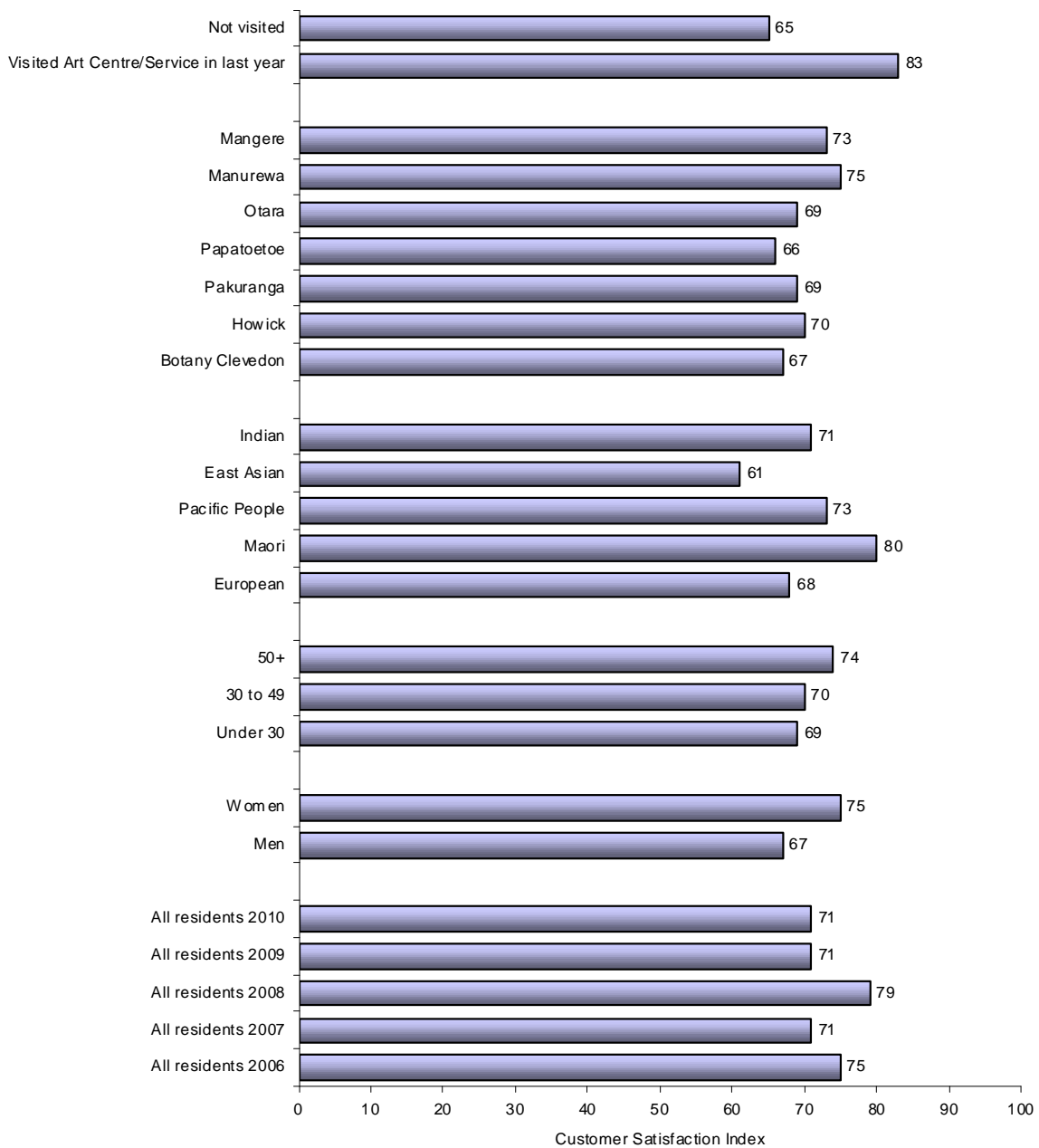
About a third (34%) said they were satisfied with the Council Arts Centres with 15% very satisfied. A further 22% are neither satisfied nor dissatisfied with 2% actually dissatisfied. A very high 42% could not comment.

If just those with a view are considered 59% are satisfied, close to the 62% seen last year.



The Customer Satisfaction Index stands at 71, the same as last year. The figure for those who have visited an Arts Centre in the last year is 83.

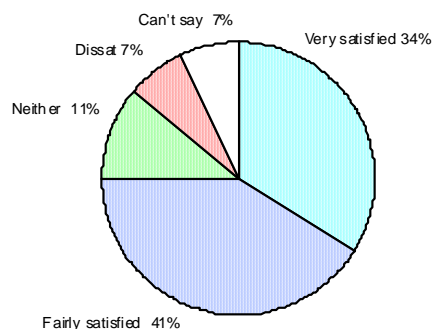
No one group stands out from others as being more likely to be dissatisfied.



d. Council Sportsfields

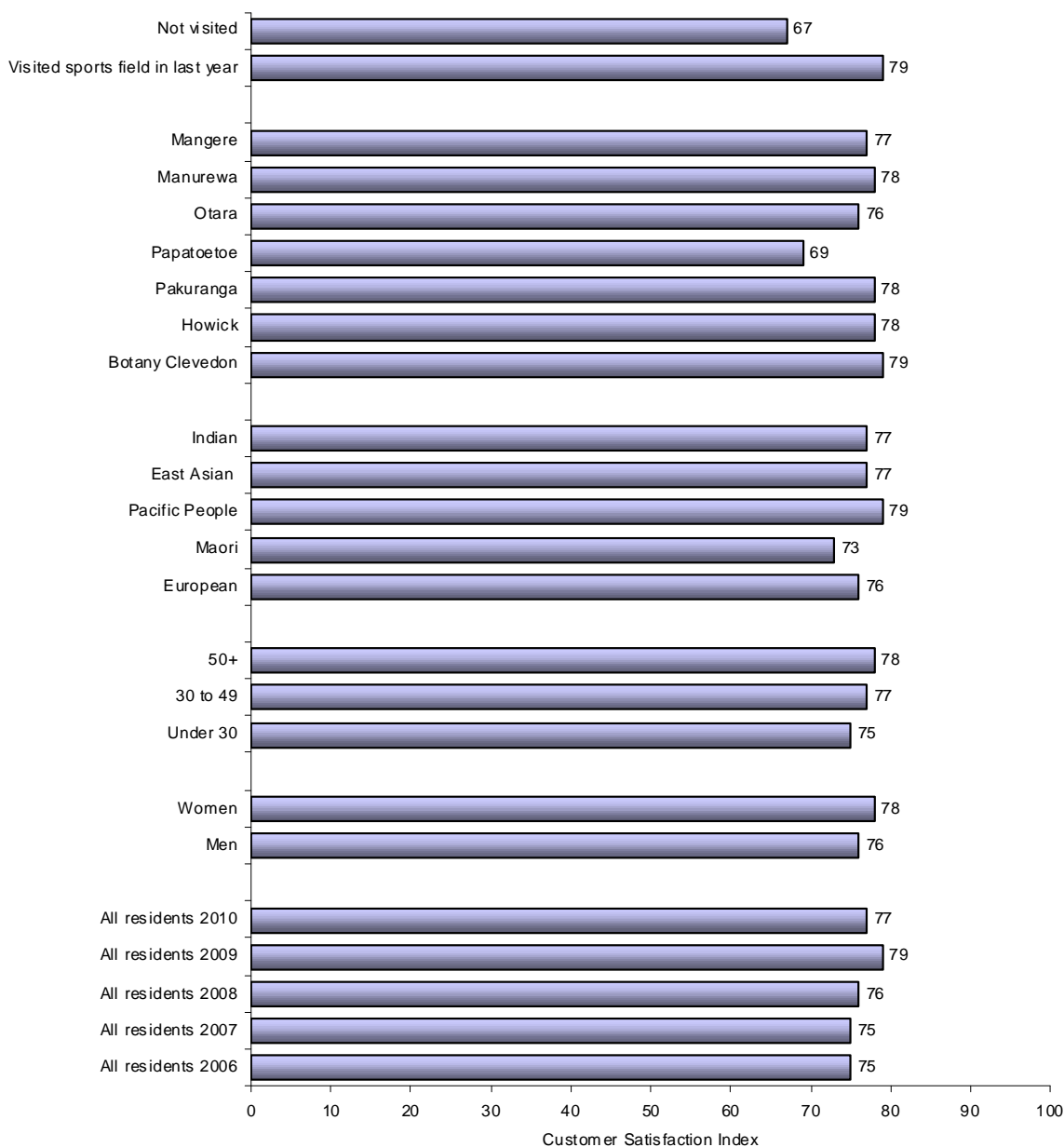
Three quarters of residents (75%) said they were satisfied with the Council sports fields with 34% very satisfied. A further 11% are neither satisfied nor dissatisfied, whilst 7% are dissatisfied, 2% very much so. The balance of 7% did not have a view.

If just those with a view are considered 81% are satisfied compared with 83% last year.



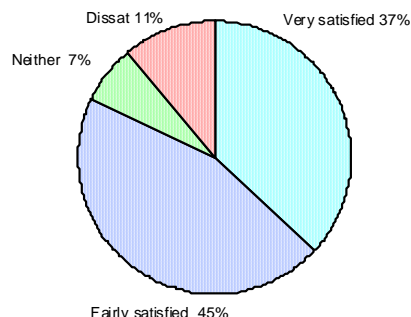
The Customer Satisfaction Index is 77, relatively unchanged from 79 last year.

No one group are more likely than others to be dissatisfied.



e. Neighbourhood Parks, Reserves and Beaches – Look and Feel

The large majority of residents (82%) said they were satisfied with the **look and feel** with their **neighbourhood** parks, reserves and beaches with 37% very satisfied. A further 7% are neither satisfied nor dissatisfied, whilst 11% are dissatisfied, 2% very much so.

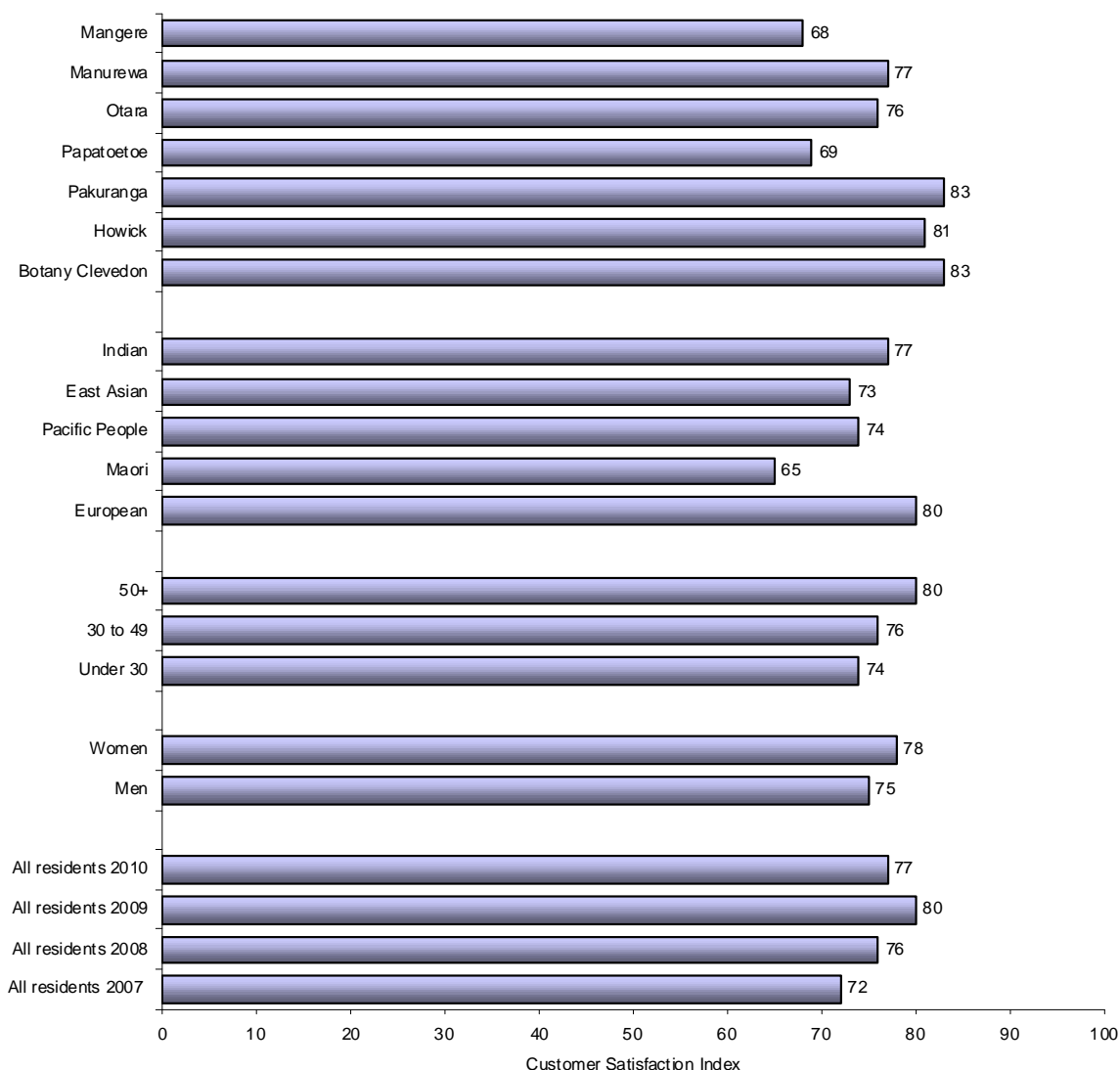


There has been no significant change since last year.

The Customer Satisfaction Index stands at 77, compared with 80 last year and 76 in 2008.

Those more likely than others to be **dissatisfied** with the look and feel of neighbourhood parks, reserves and beaches include ...

- Maori, 22% dissatisfied, Index of 65
- Mangere Ward residents, 23% dissatisfied, Index of 68



9. Use of Council Information Services

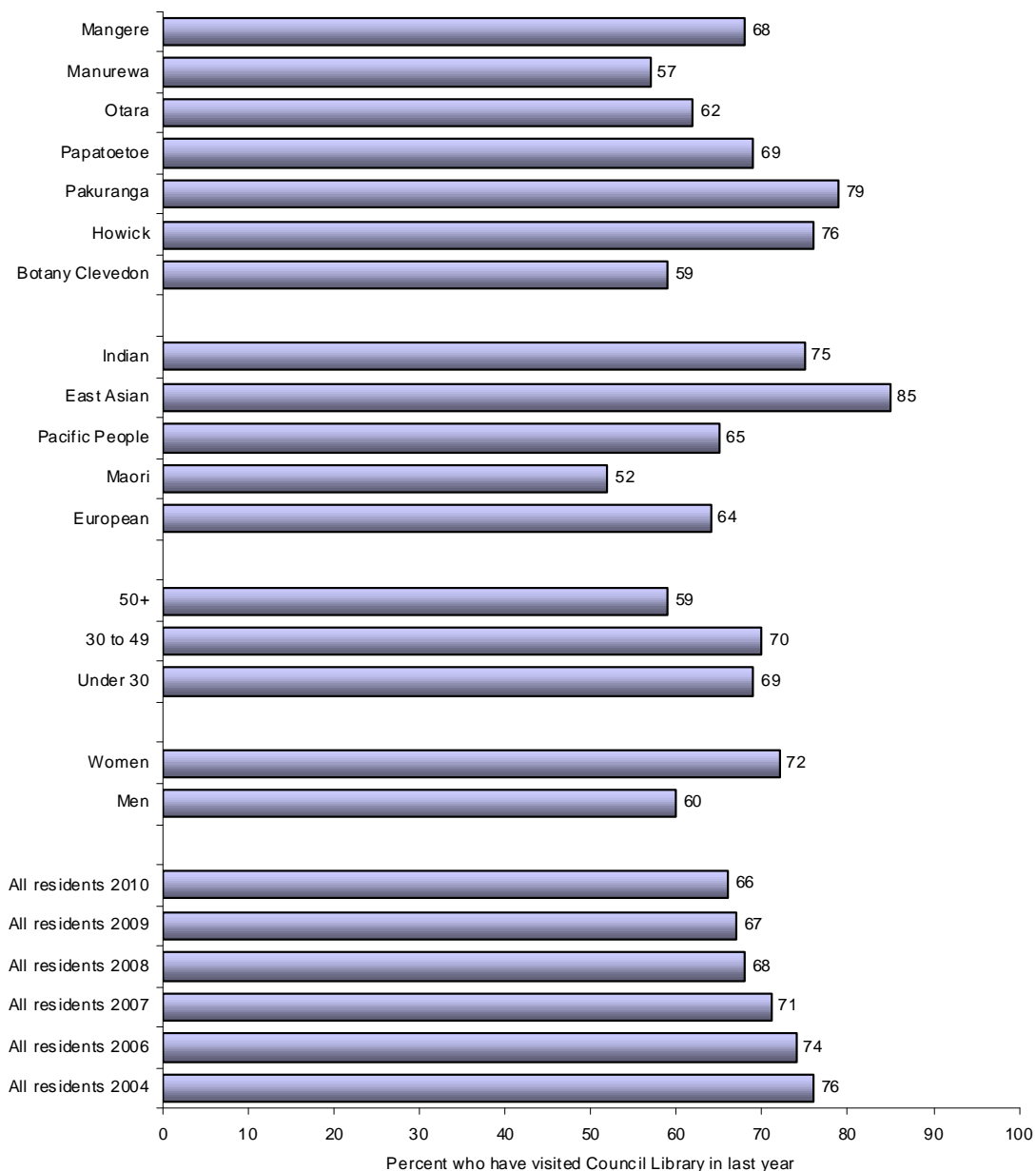
a. Library Use

Residents were asked if they had visited a Manukau City Council Library in the last year.

Two thirds of residents aged 15+ (66%) have visited a Council Library in the last year. Use continues to trend slowly down with the numbers using now down 10 percentage points on 2004.

Those significantly **less likely** to have visited include ...

- men (60%, compared with 72% of women)
- Maori (52%)



b. Use of Citizen Advice Bureaux

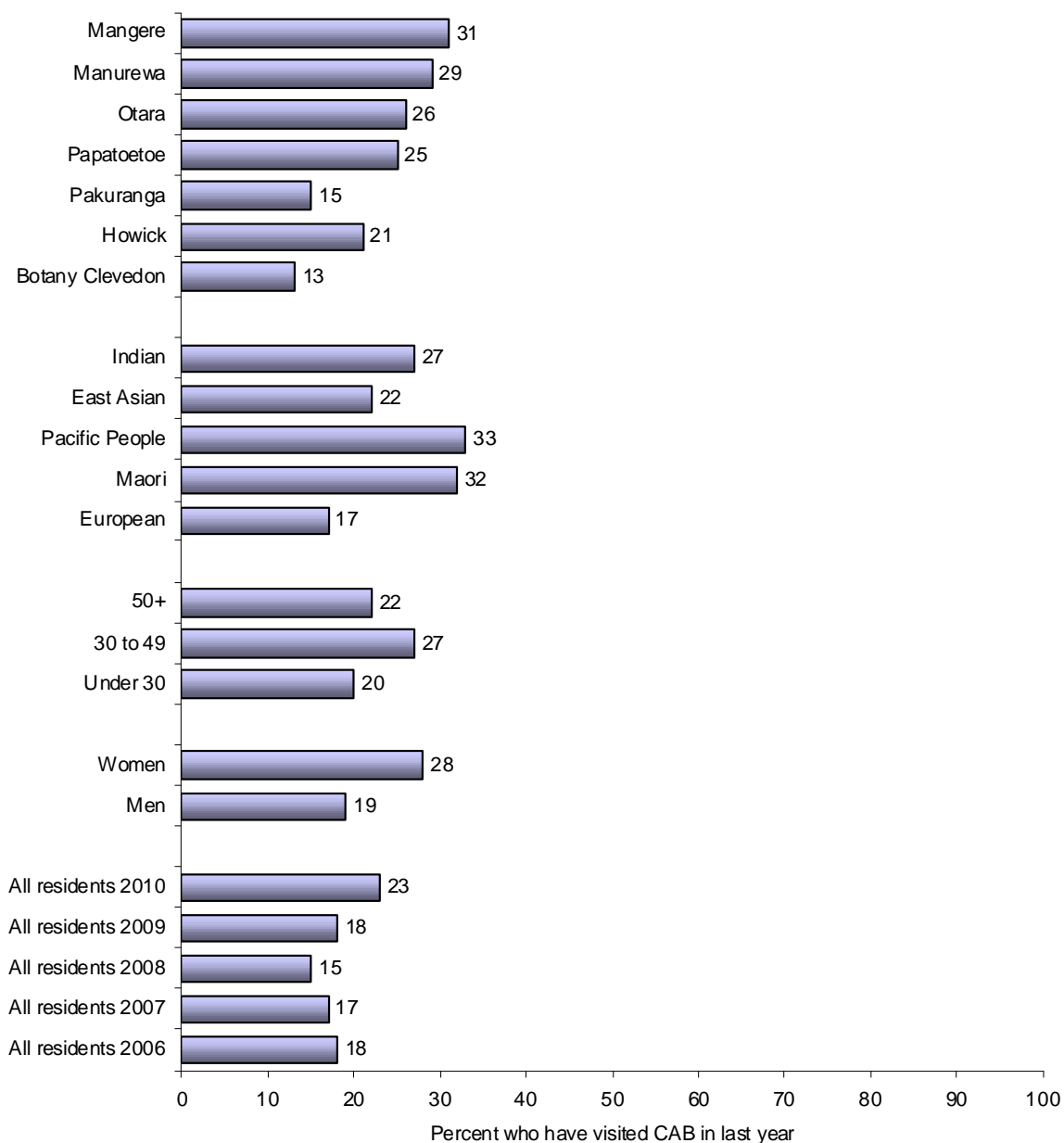
About one in four residents (23%) report they have visited or contacted a Citizens Advice Bureau in the last year, a statistically significant increase from 18% last year.

Those **more likely** to have used include ...

- women, 28% have visited or contacted
- Maori and Pacific People (32%)

Those **less likely** to have used include ...

- men (19%)
- European (17%)
- Those living in Botany Clevedon Ward (13%)



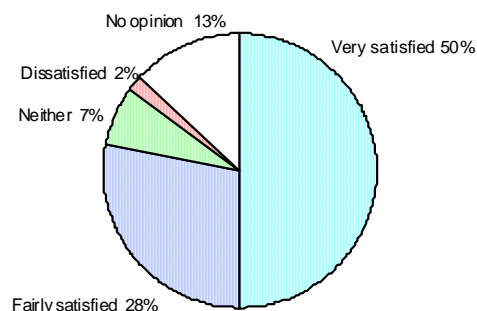
10. Satisfaction with Council Information Services

a. Library Services

Just over three quarters (78%) of residents are satisfied with the library service, with 50% very satisfied.

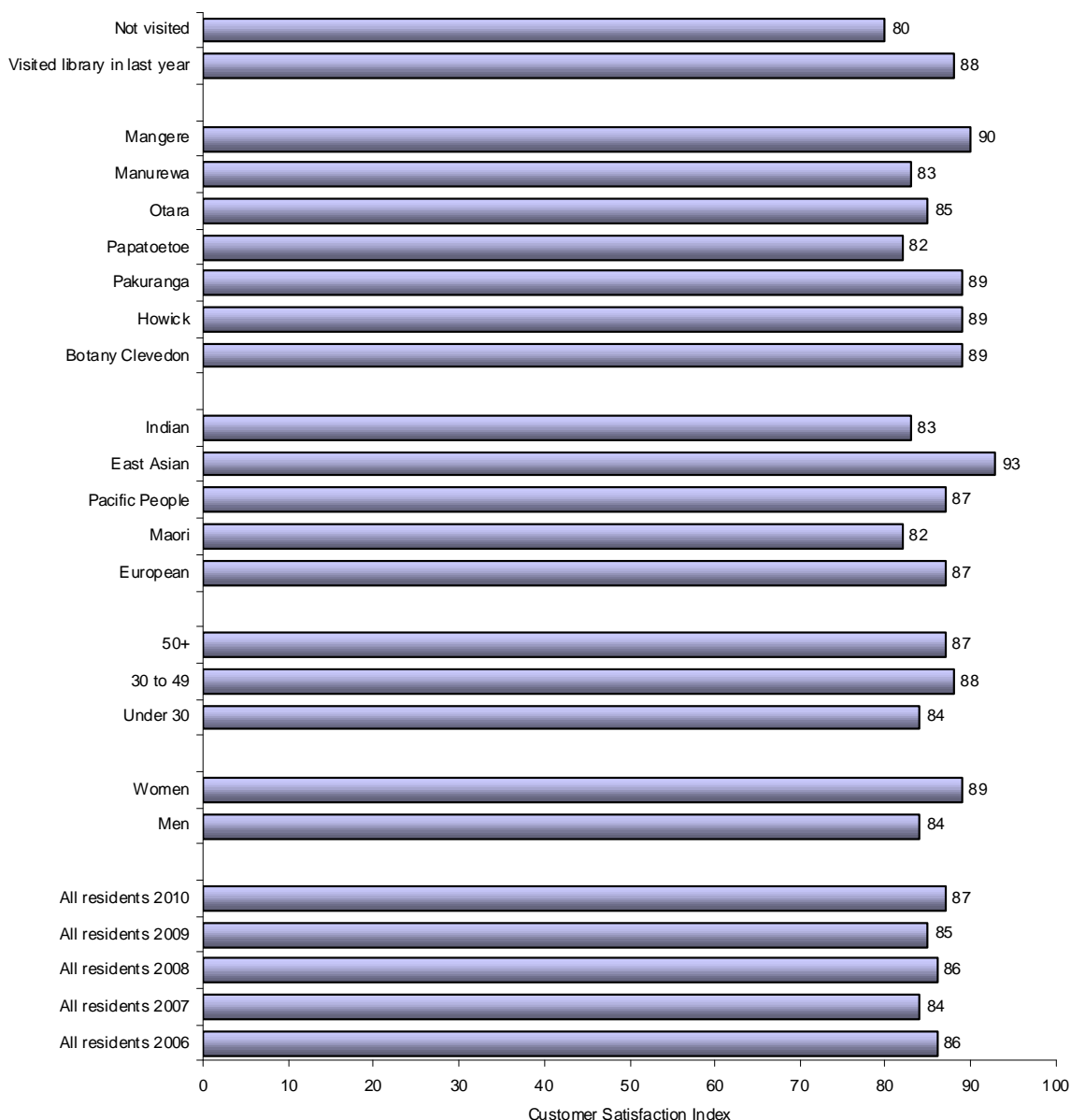
A further 7% are neither satisfied nor dissatisfied whilst only 2% are actually dissatisfied. The balance of 14% did not have an opinion.

If we re percentage just on those with an opinion, some 90% are satisfied compared with 88% last year and 94% in 2008.



The Customer Satisfaction Index stands at 87, relatively unchanged in recent years.

No one group is more likely to be dissatisfied than others.



b. Citizens Advice Bureaux

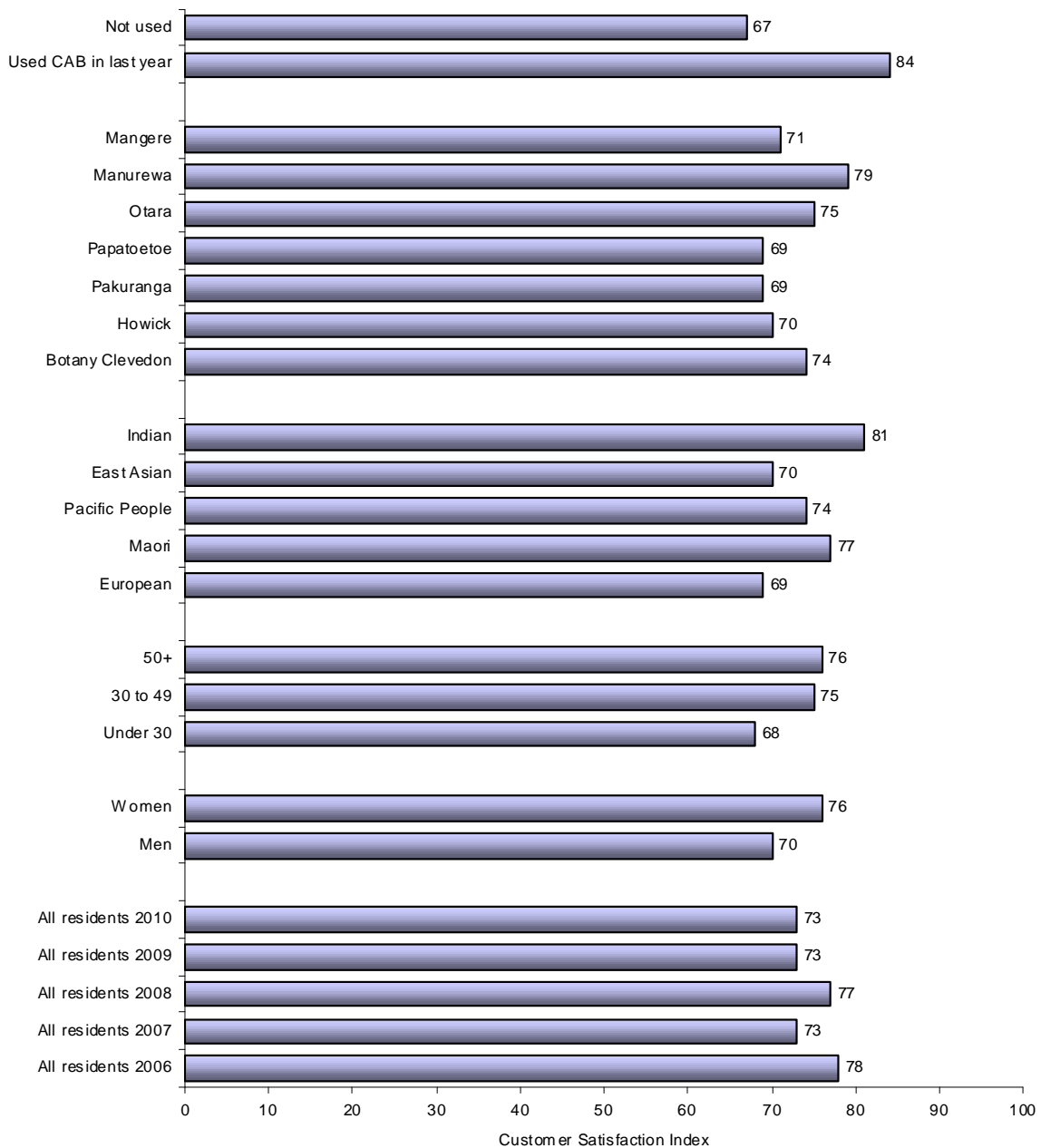
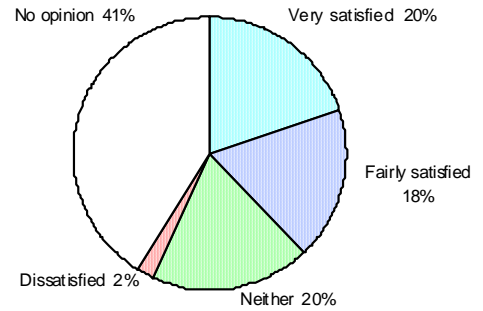
Over a third (38%) of residents are satisfied with the CABs, with 20% very satisfied.

A further 20% are neither satisfied nor dissatisfied whilst only 2% are actually dissatisfied. A very large proportion (41%) did not have an opinion.

If we re percentage just on those with an opinion, some 64% are satisfied compared with 60% last year and 76% in 2008.

The Customer Satisfaction Index stands at 73, unchanged from last year.

No one group stands out as being more likely to be dissatisfied than others.



11. Opinions on Manukau Memorial Gardens

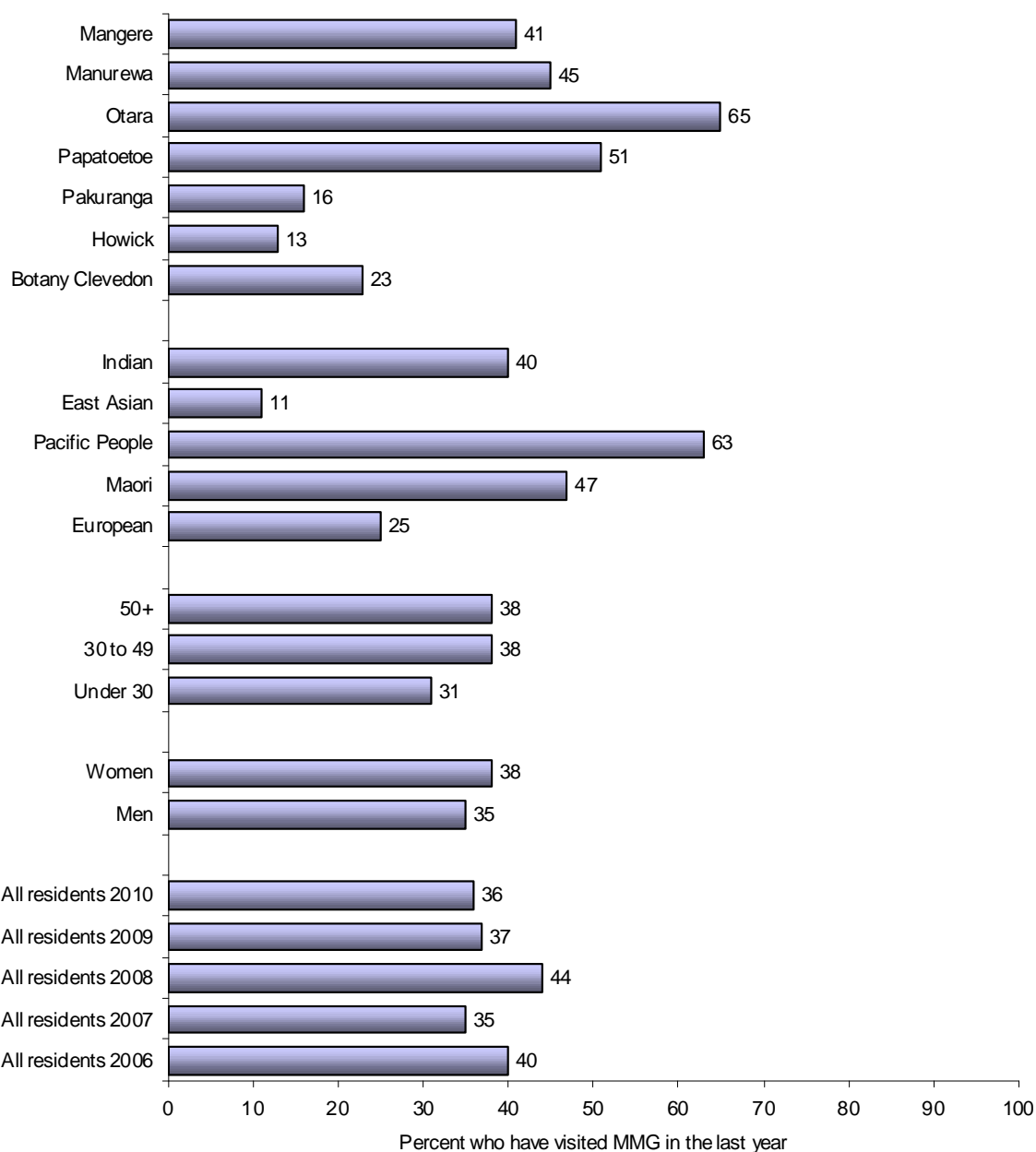
a. Use / Visiting

Residents were asked if they had visited Manukau Memorial Gardens (the cemetery and crematorium in Puhinui Rd) or been to a funeral or cremation service there, or just to visit, in the last year.

Some 36%, have visited, virtually unchanged from last year.

Those **less** likely to have visited include ...

- East Asians (11%)
- Europeans (25%)
- Howick Ward residents (13%)
- Pakuranga Ward residents (16%)
- Botany Clevedon Ward residents (23%)



b. Satisfaction with Manukau Memorial Gardens

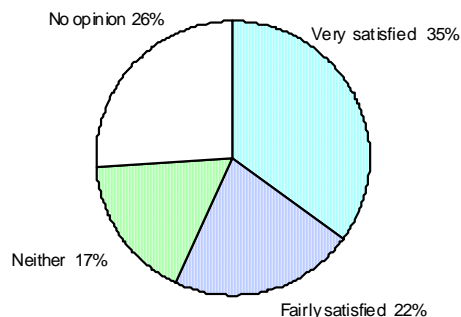
Just over half (57%) of residents expressed satisfaction with MMG, with 35% very satisfied.

Some 17% said they were neither satisfied nor dissatisfied with none actually dissatisfied.

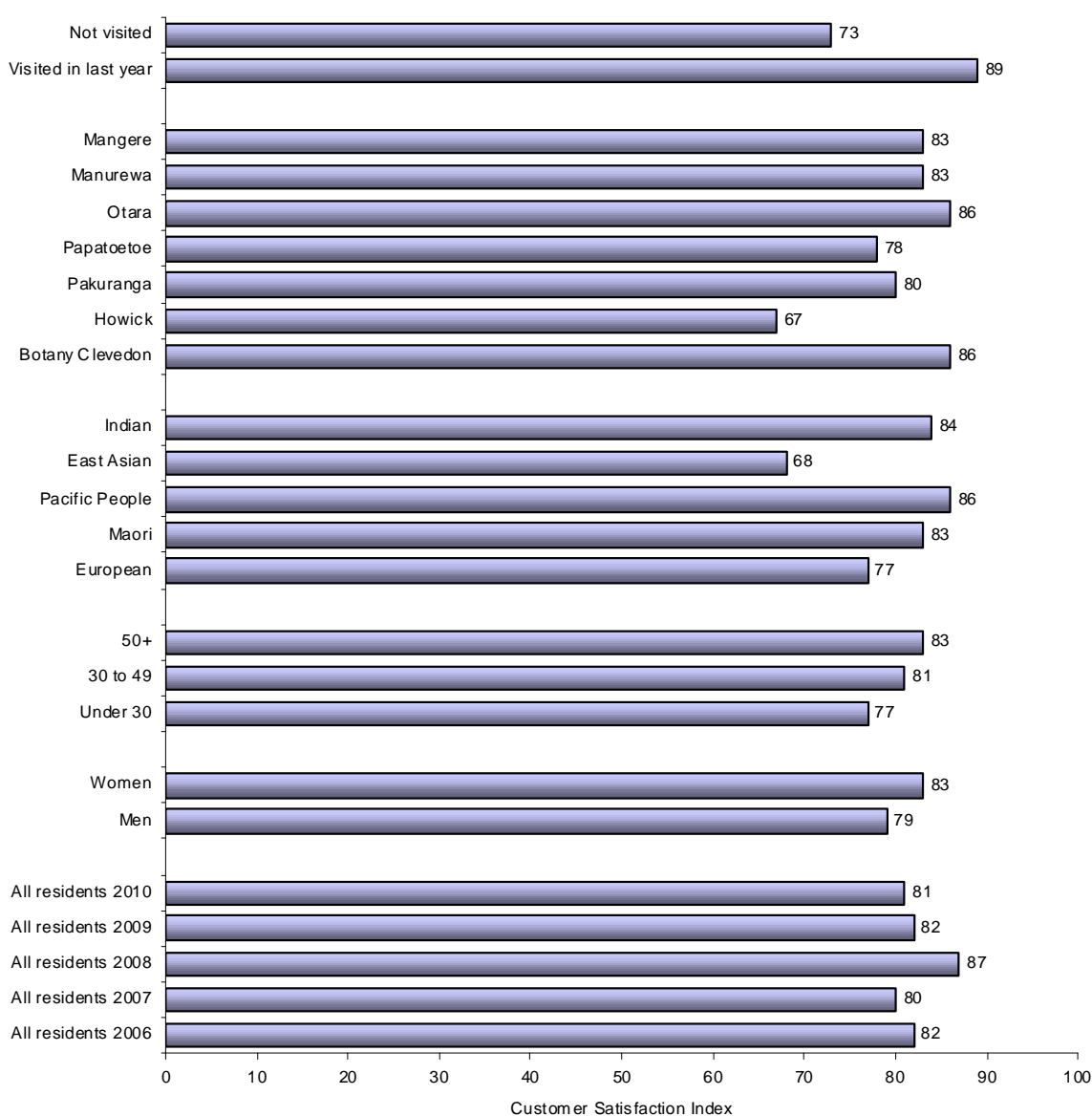
A large number (26%) did not have an opinion.

If we re percentage just on those who had a view some 77% were satisfied compared with 78% last year and 94% in 2008.

The Customer Satisfaction Index is 81, much the same as last year.



No one group stands out as being more likely to be actually dissatisfied.



12. Opinions on the Council Call Centre

a. Use of the Call Centre

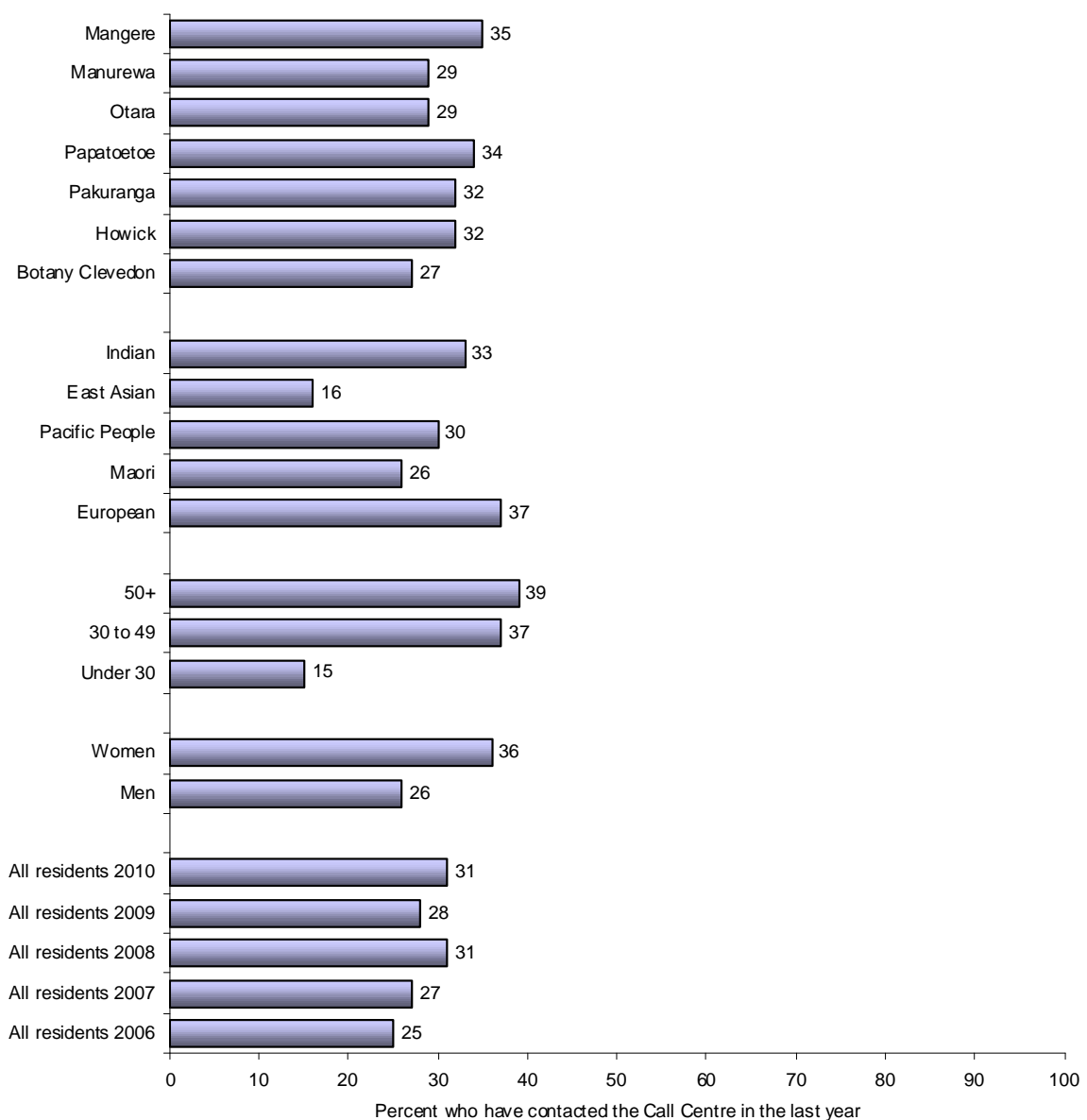
Just under a third (31%) have contacted the Call Centre during the last year, relatively unchanged for a number of years.

Those significantly **more likely** to have contacted include ...

- European residents, 37% have contacted
- those aged 30+ (38%)

Those significantly **less likely** to have contacted include ...

- under 30s (15%)
- East Asians (16%)



b. Satisfaction with Call Centre Service

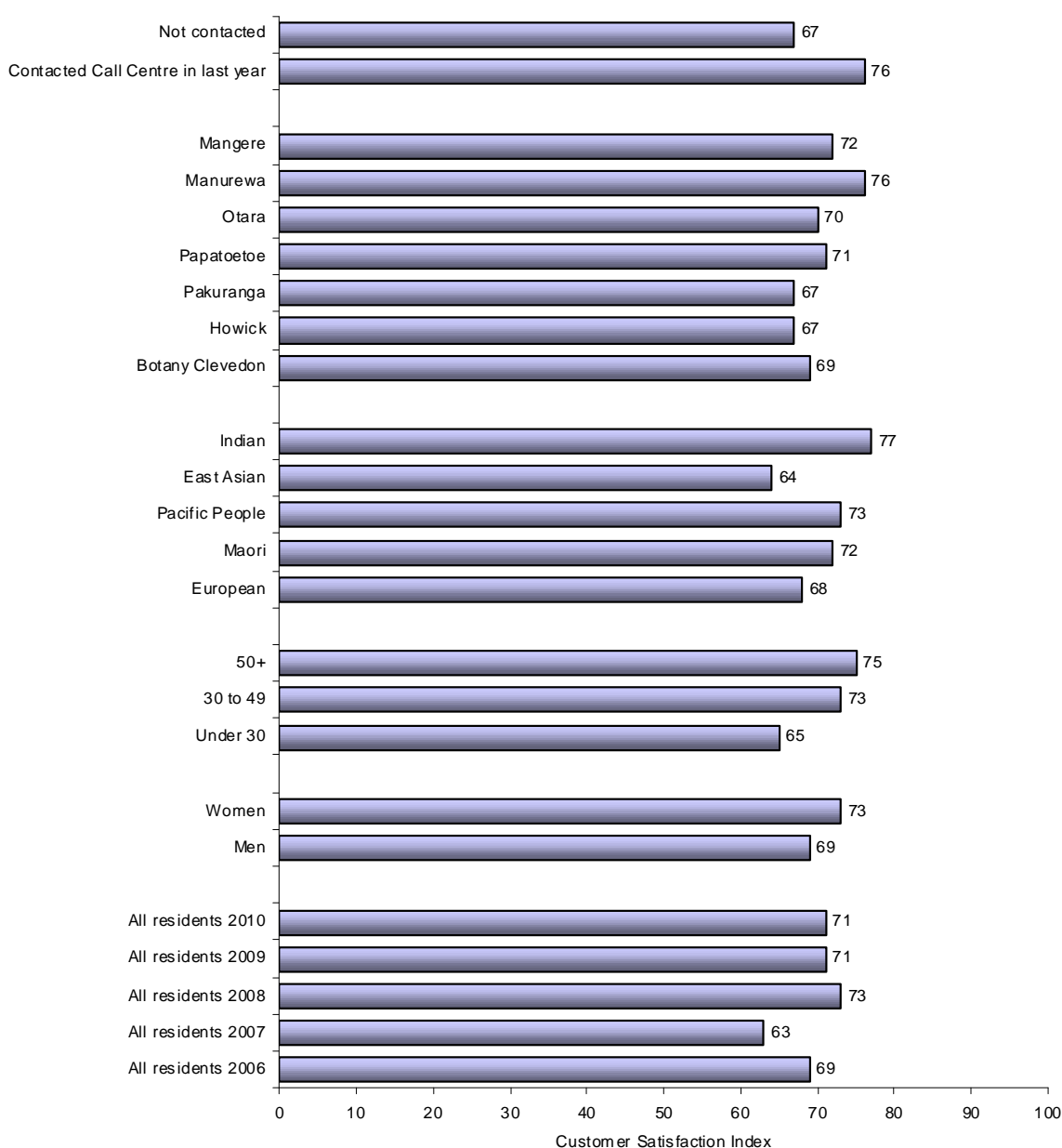
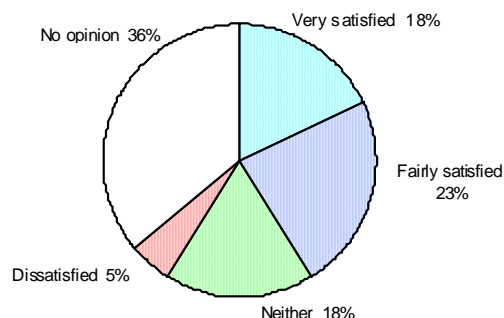
Under half (41%) of residents said they were satisfied with the Call Centre service, with 18% very satisfied.

A further 18% are neither satisfied nor dissatisfied whilst 5% are actually dissatisfied. The balance of 36% did not have a view.

If we re percentage just on those with a view some 64% are satisfied compared with 69% last year and 75% in 2008.

The Customer Satisfaction index is 71, the same as last year.

The Index for those who have contacted the Call Centre is 76, although 11% of those who called were dissatisfied.



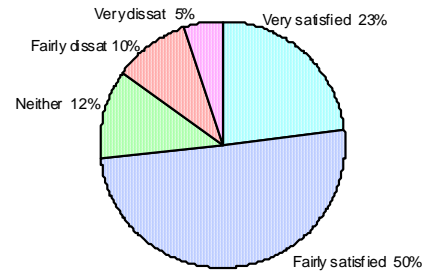
13. Satisfaction with the City Infrastructure

a. State of the Roads

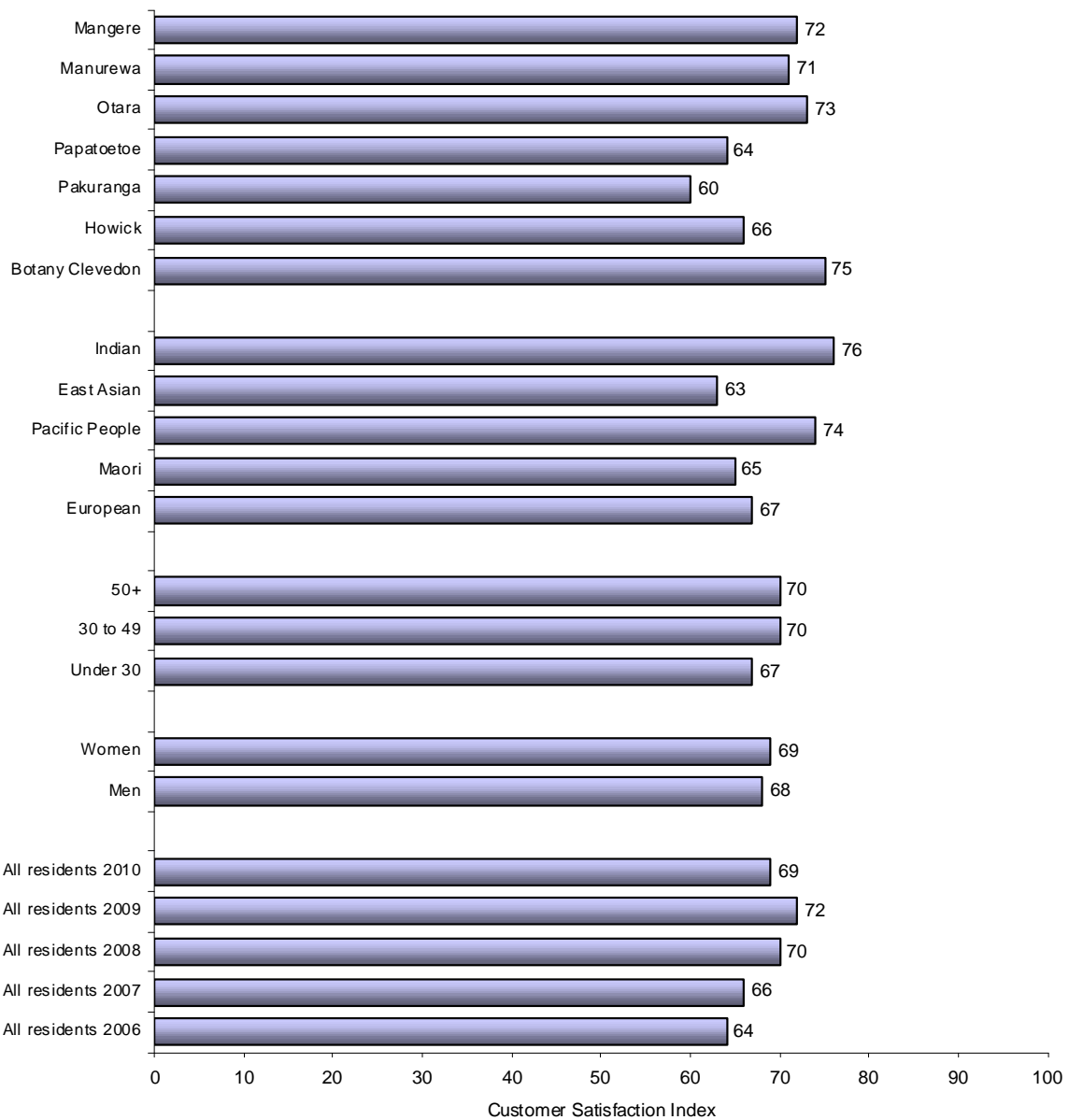
Just under three quarters of residents (73%) said they were satisfied with the state of the roads in the city, with 23% very satisfied.

Some 12% are neither satisfied nor dissatisfied whilst 15% are dissatisfied, 5% very much so.

The Customer Satisfaction index stands at 69, close to the 72 seen last year.



No one group stands out as being more likely than others to be dissatisfied.

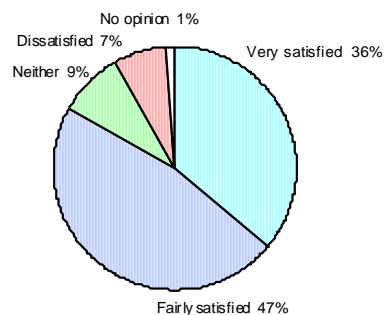


b. The City's Water Supply

The large majority of city residents (83%) are satisfied with the city's water supply with 36% saying they are very satisfied.

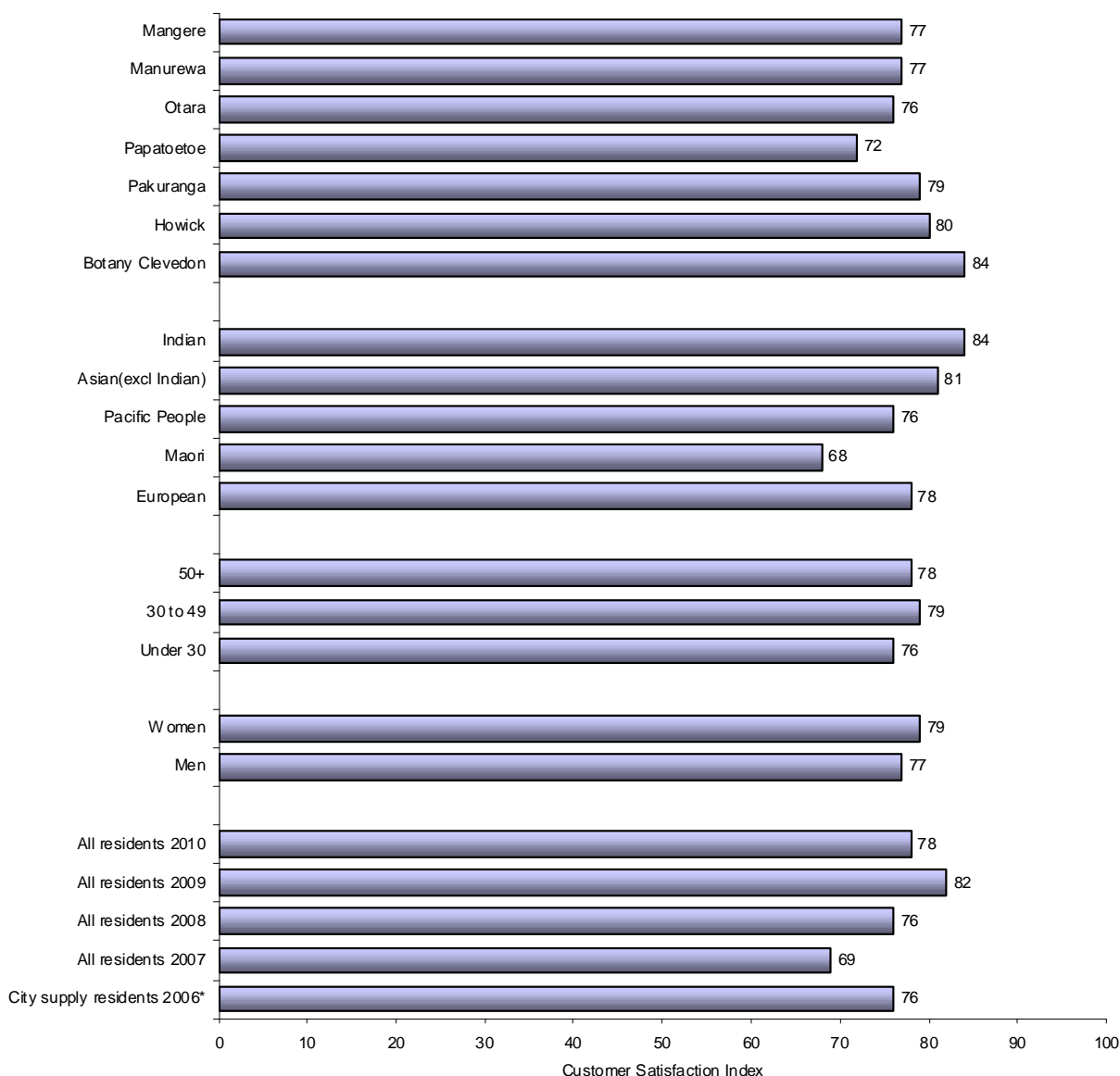
A further 9% are neither satisfied nor dissatisfied whilst 7% are actually dissatisfied, 4% very much so.

The Customer Satisfaction Index of 78 compares with 82 last year and 69 in 2008.



Groups to stand out as being more likely to be **dissatisfied** with the city's water supply include ...

- Maori, 16% dissatisfied, CSI of 68
- Those living in Papatoetoe West and South, 16% dissatisfied, CSI of 67
- Those living in Otara (excluding Flat Bush and Clover Park) (15%, 74)



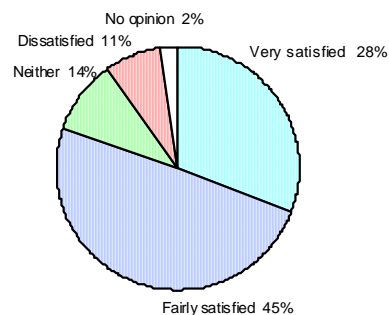
* asked only of those on the city supply

c. The Wastewater System

Some 73% of residents said they were satisfied with the wastewater system (76% last year), with 28% very satisfied.

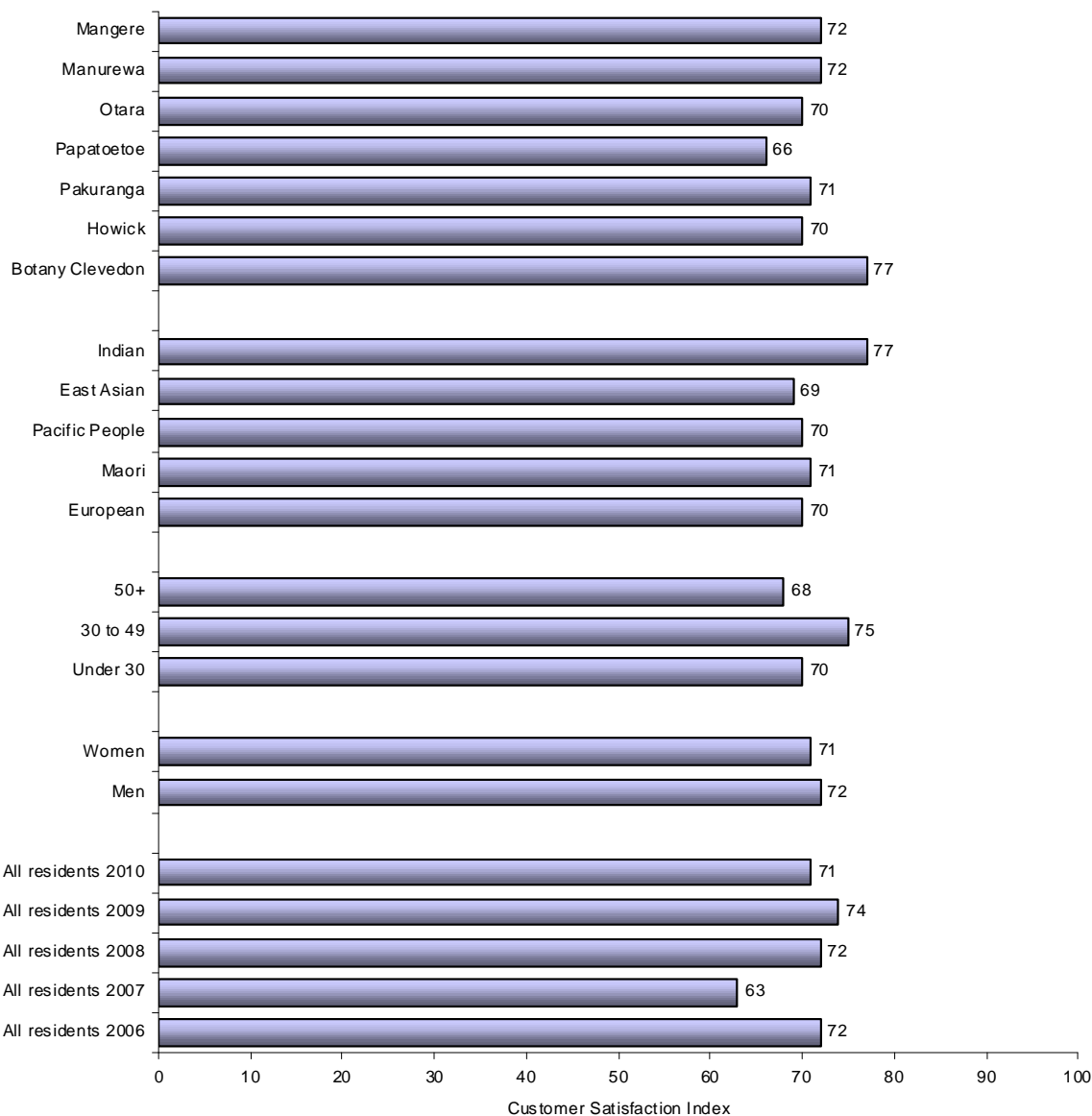
A further 11% are neither satisfied nor dissatisfied whilst 11% are actually dissatisfied, 5% very much so.

The Customer Satisfaction index is 71 with the drop from last year's 74 not statistically significant.



Those significantly more likely to be **dissatisfied** include ...

- over 50s, 18% dissatisfied, CSI = 68

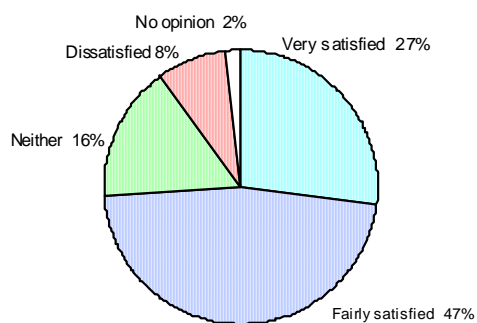


d. The Stormwater Drainage System

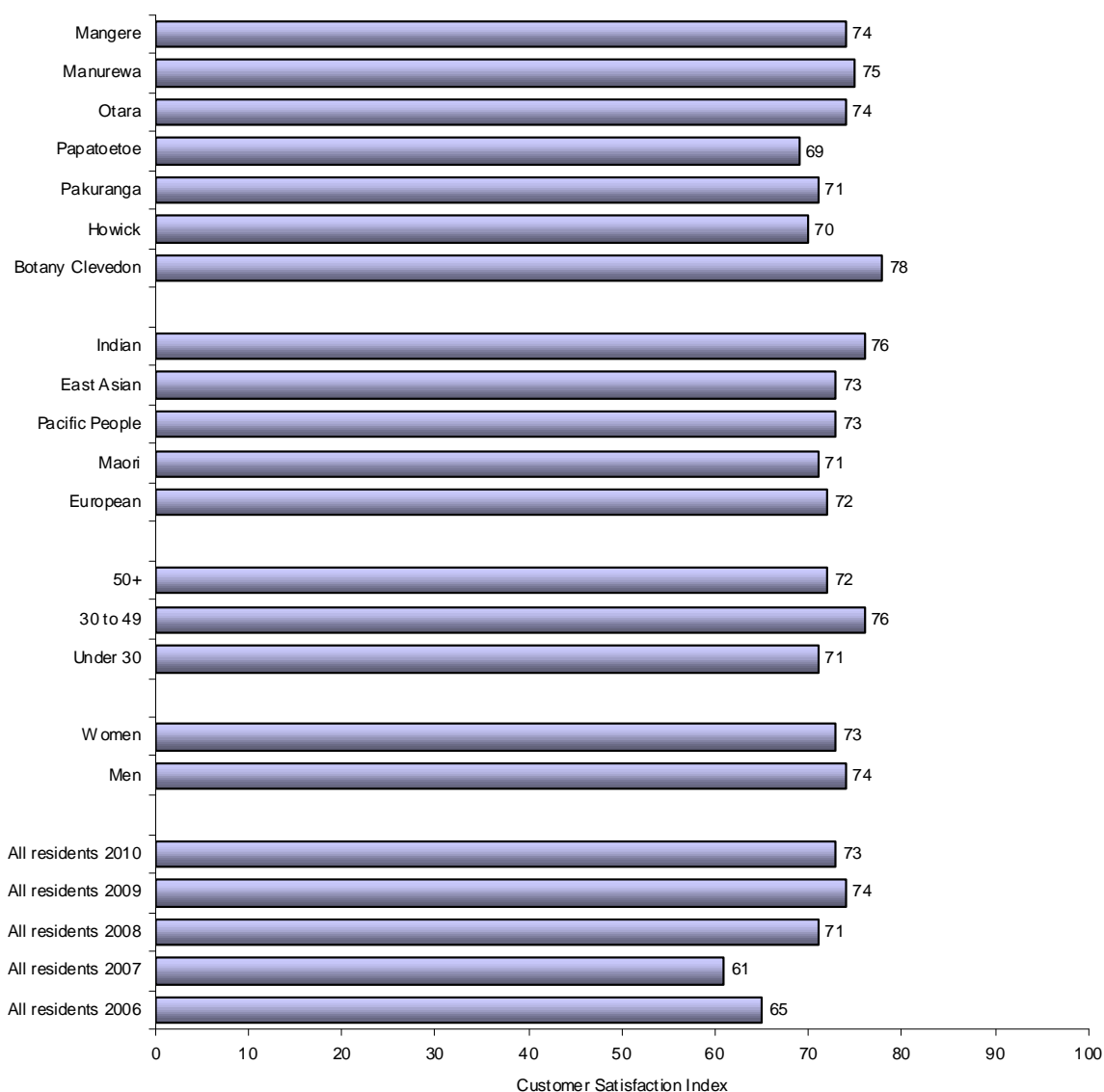
About three quarters of residents (74%) are satisfied with the stormwater drainage system, with 27% very satisfied.

Some 16% are neither satisfied nor dissatisfied whilst 8% are actually dissatisfied, 3% very much so.

The Customer Satisfaction Index is 73, relatively unchanged over the last two years.



No one group stands out as being more likely than others significantly to be dissatisfied.

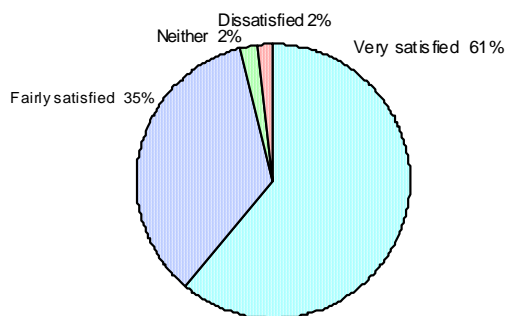


e. The Weekly Rubbish Collection

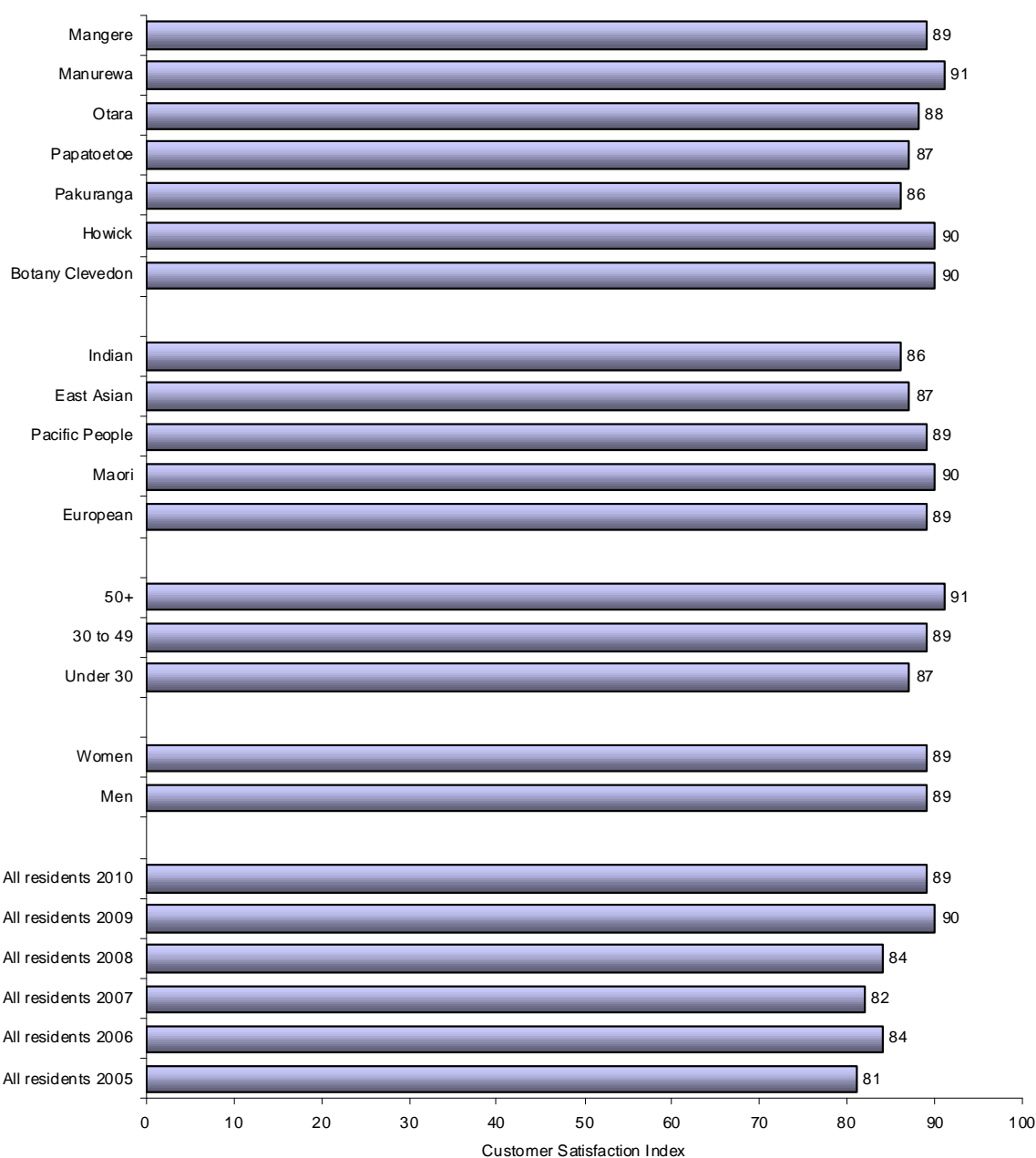
Nearly all residents (96%) are satisfied with the weekly rubbish collection, with a high 61% very satisfied.

Some 2% are neither satisfied nor dissatisfied whilst only 2% are actually dissatisfied, just 1% very much so.

The Customer Satisfaction index is 89, maintaining the high level reached last year.



Some 6% of Pakuranga Ward residents are dissatisfied, Index of 86.

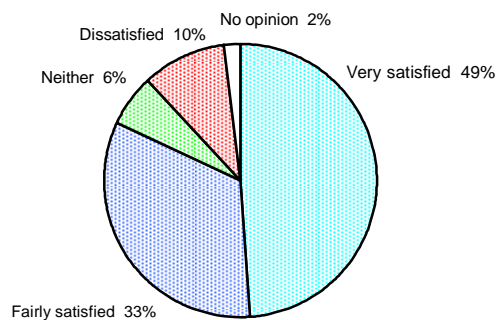


f. The Annual Inorganic Collection

Well over three quarters of residents (82%) are satisfied with the annual inorganic collection, with 49% very satisfied.

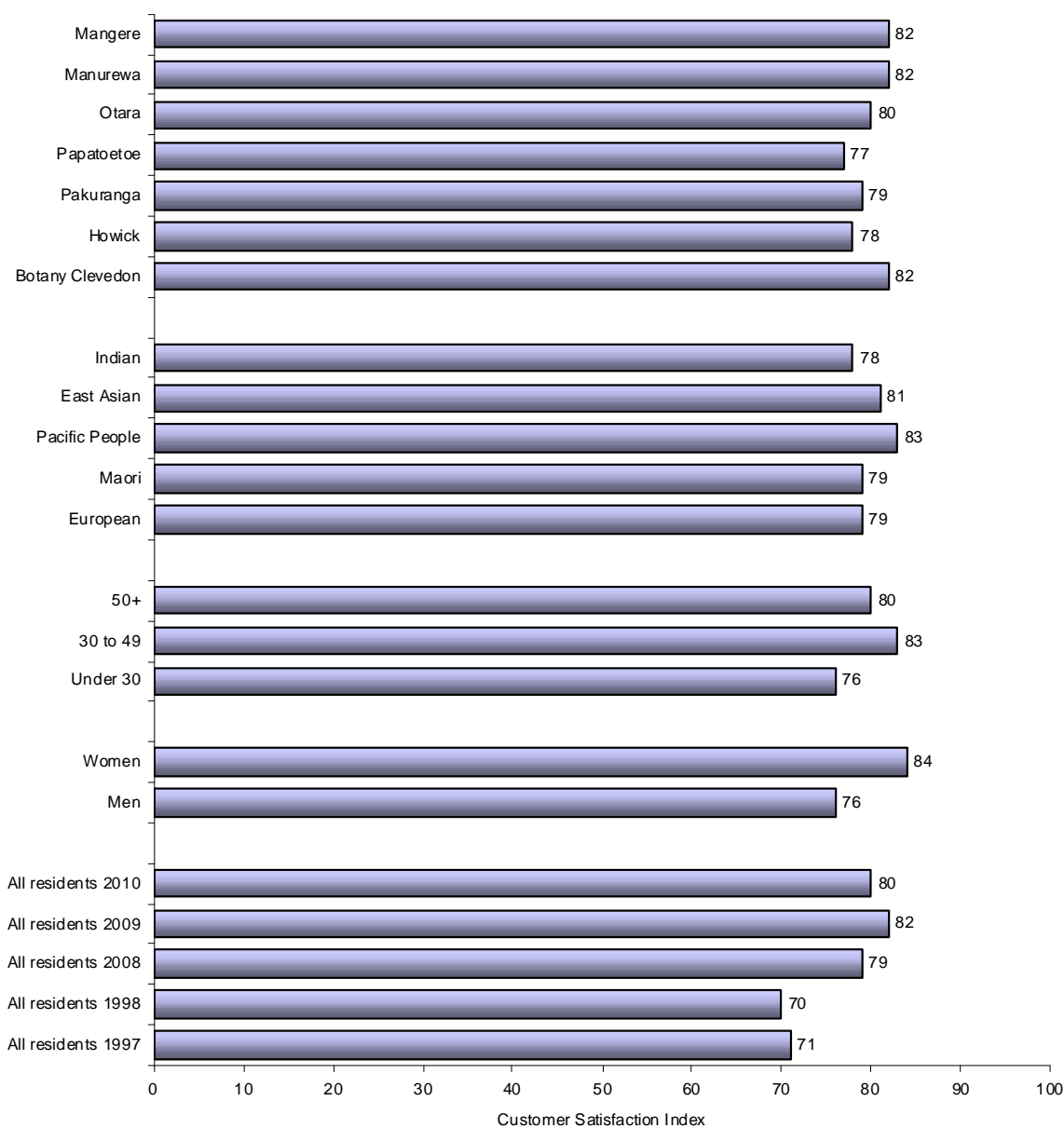
Some 6% are neither satisfied nor dissatisfied whilst 10% are dissatisfied, 3% very much so.

The Customer Satisfaction index is 80, close to the 82 seen last year.



Those more likely to be dissatisfied include:

- men, 13% dissatisfied, Index of 76
- those living in Papatoetoe South and West, Mangere East and Harania, 22% dissatisfied, Index of 73

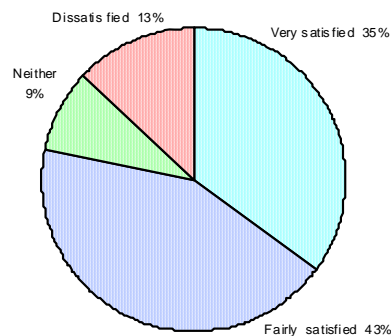


g. Footpaths – Local Neighbourhood

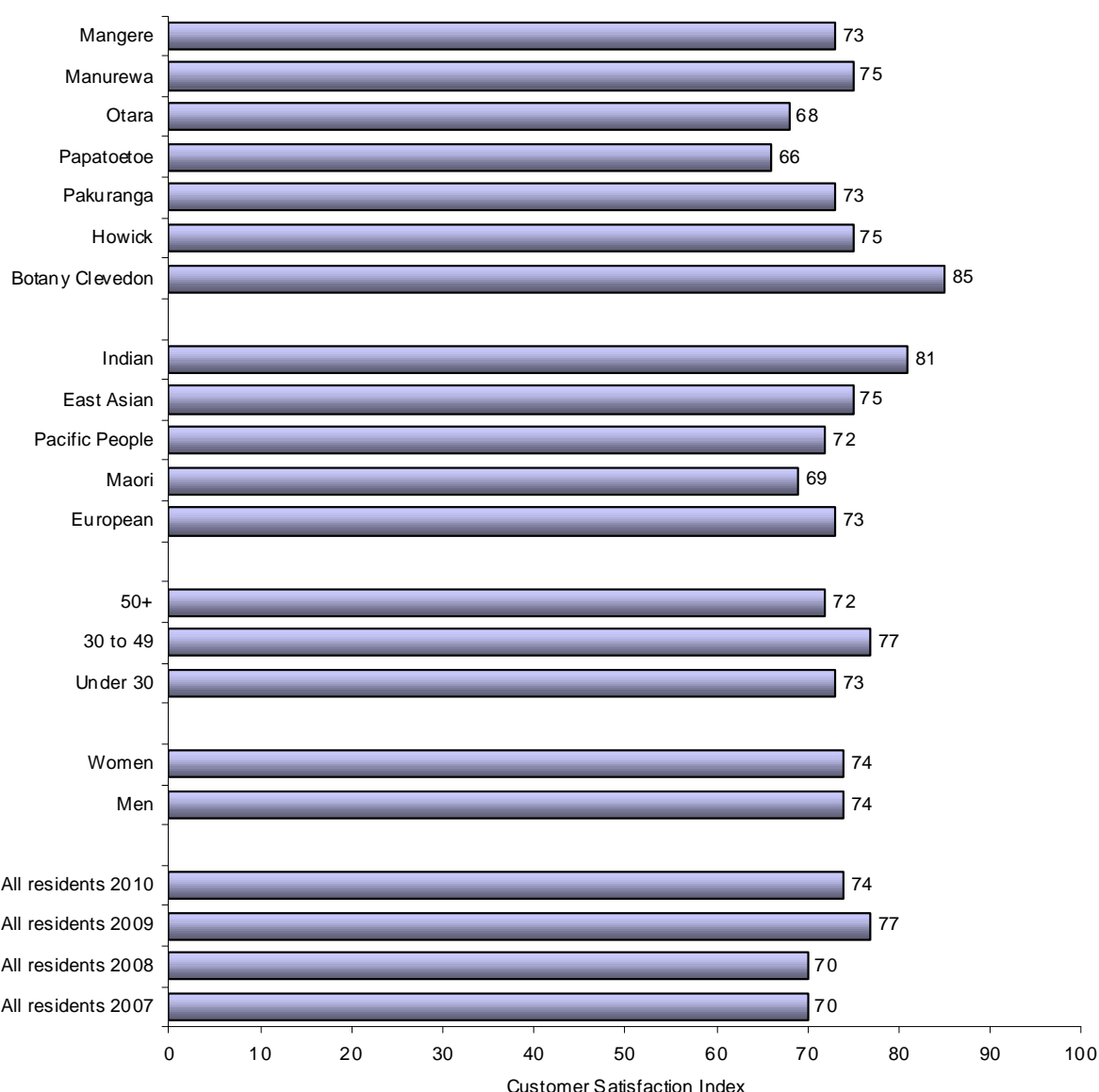
Over three quarters of residents (78%) are satisfied with the footpaths in their neighbourhood, with 35% very satisfied.

Some 9% are neither satisfied nor dissatisfied whilst 13% are dissatisfied, 4% very much so.

The Customer Satisfaction Index stands at 74, relatively unchanged since last year.



No group stands out as more likely to be **dissatisfied** than others with the footpaths in their neighbourhood.

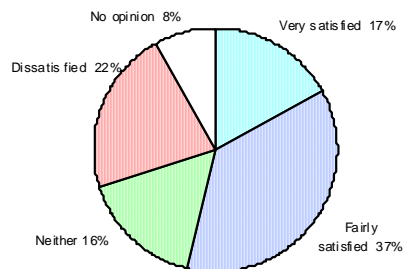


h. Bus Shelters – Local Neighbourhood

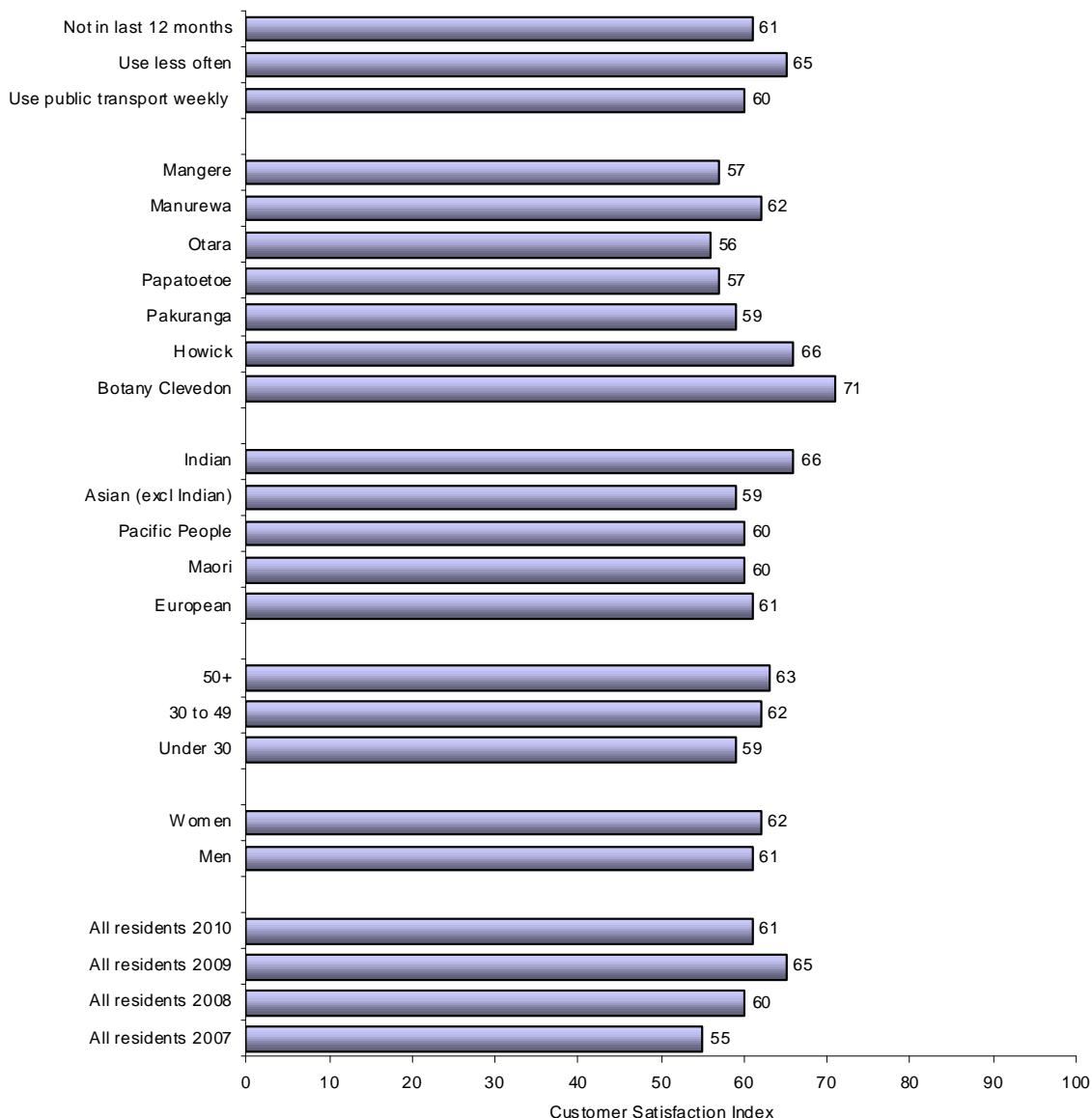
About half the residents (54%) are satisfied with the standard of the bus shelters in their neighbourhood, with 17% very satisfied.

Some 16% are neither satisfied nor dissatisfied whilst 22% are dissatisfied, 7% very much so.

The Customer Satisfaction Index is 61 with the drop from last year's 65 not statistically significant.



No one groups stands out as being more likely to be **dissatisfied** than others.



14. Neighbourhood Issues

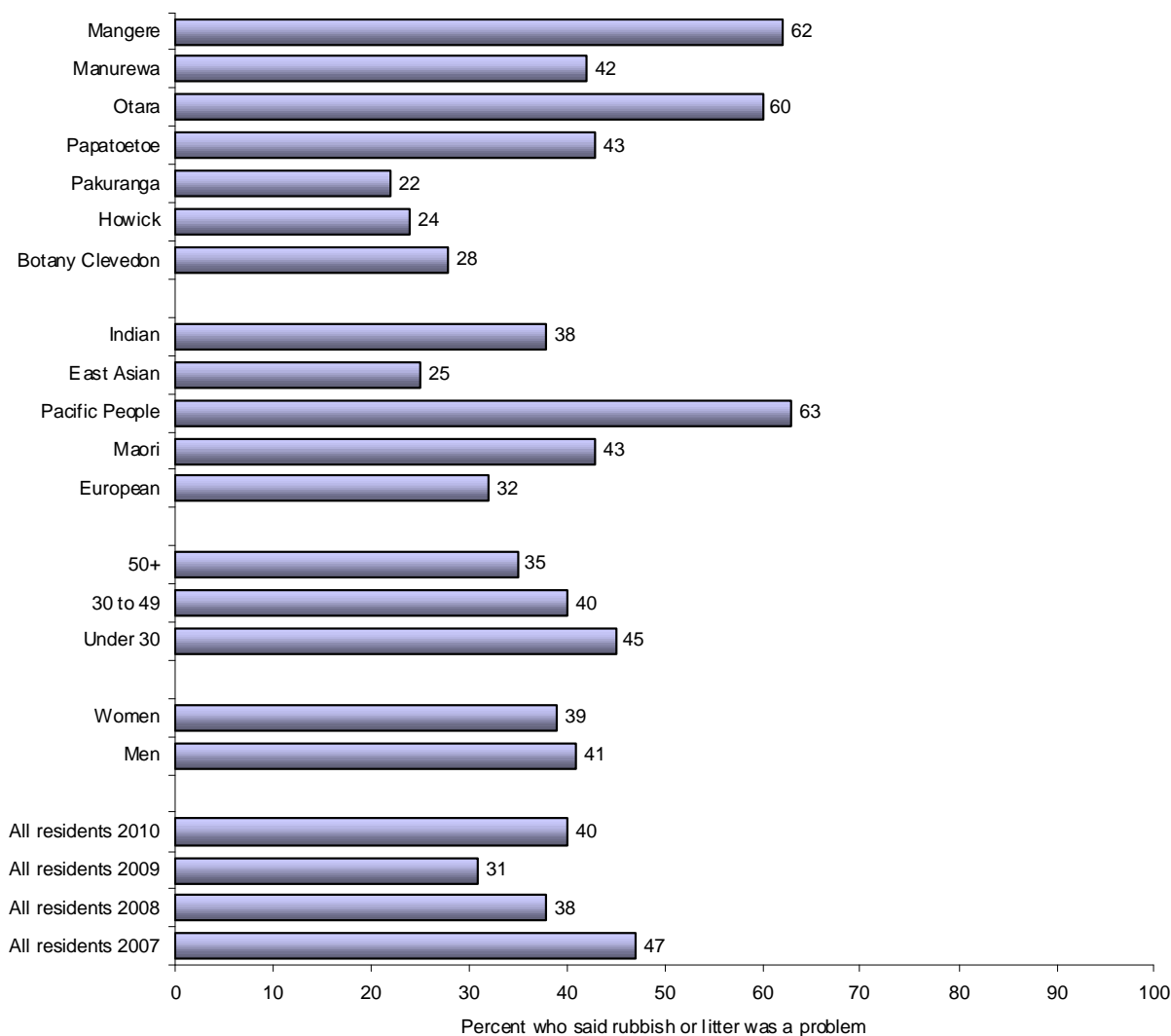
Residents were asked whether different issues had been a problem in their neighbourhood over the last 12 months.

a. Rubbish or Litter in the streets

Some 40% of residents reported rubbish or litter lying in the streets was a problem in their neighbourhood – markedly up from the 31% seen last and back to levels seen in 2008.

Areas whose residents are more likely to report this include ...

- Otara Ward (60%)
- Mangere Ward (62%)
- the western and Clendon / Weymouth areas of Manurewa (62%)

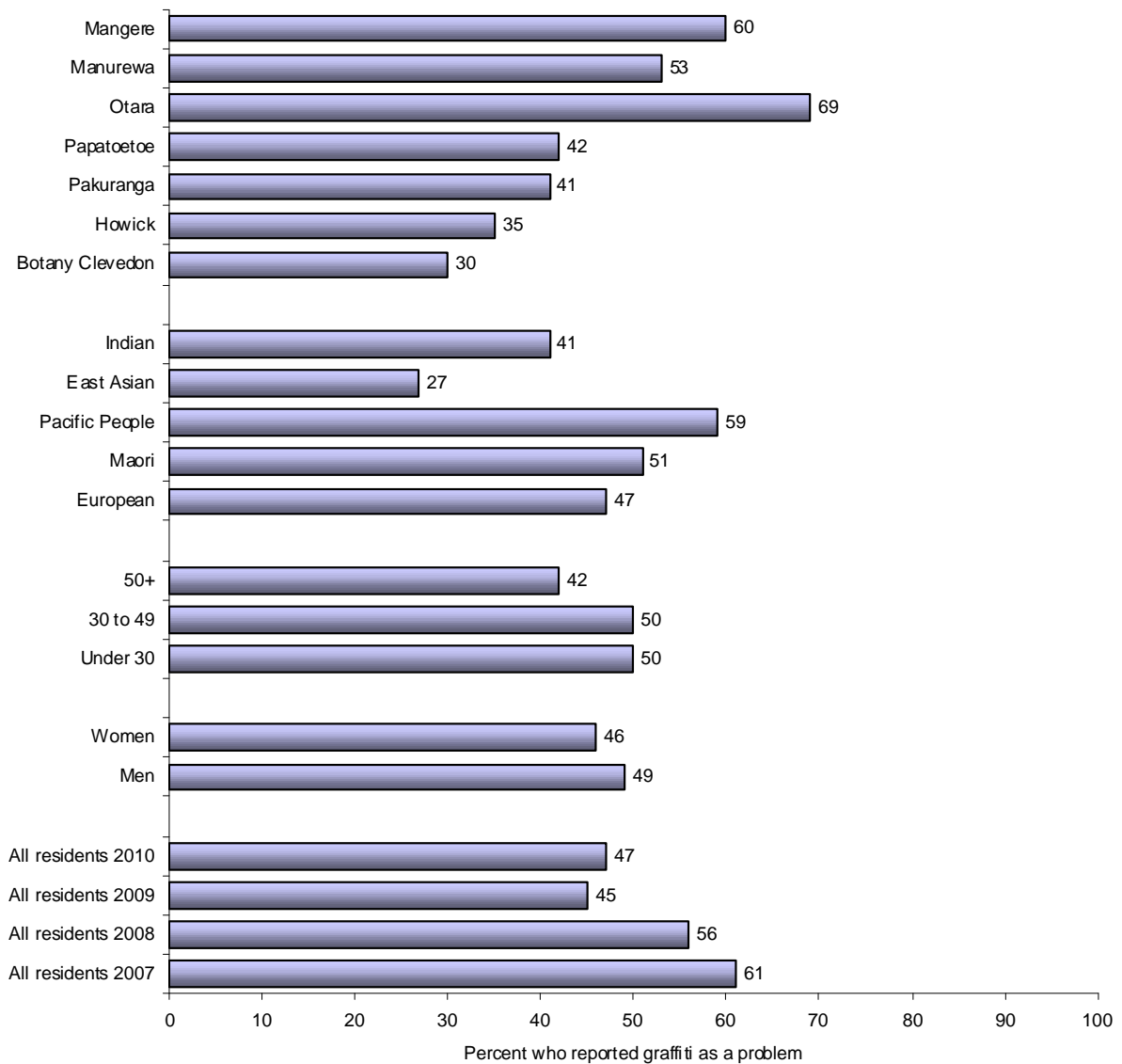


b. Graffiti

Just under half (47%) the residents reported graffiti had been a problem in their neighbourhood, much the same percentage as last year.

Areas whose residents are more likely to report this include ...

- Otara Ward (69%) and particular the 'old' Otara areas (73%)
- Mangere Ward (60%) and in particular Mangere Bridge and Mangere Central (66%)

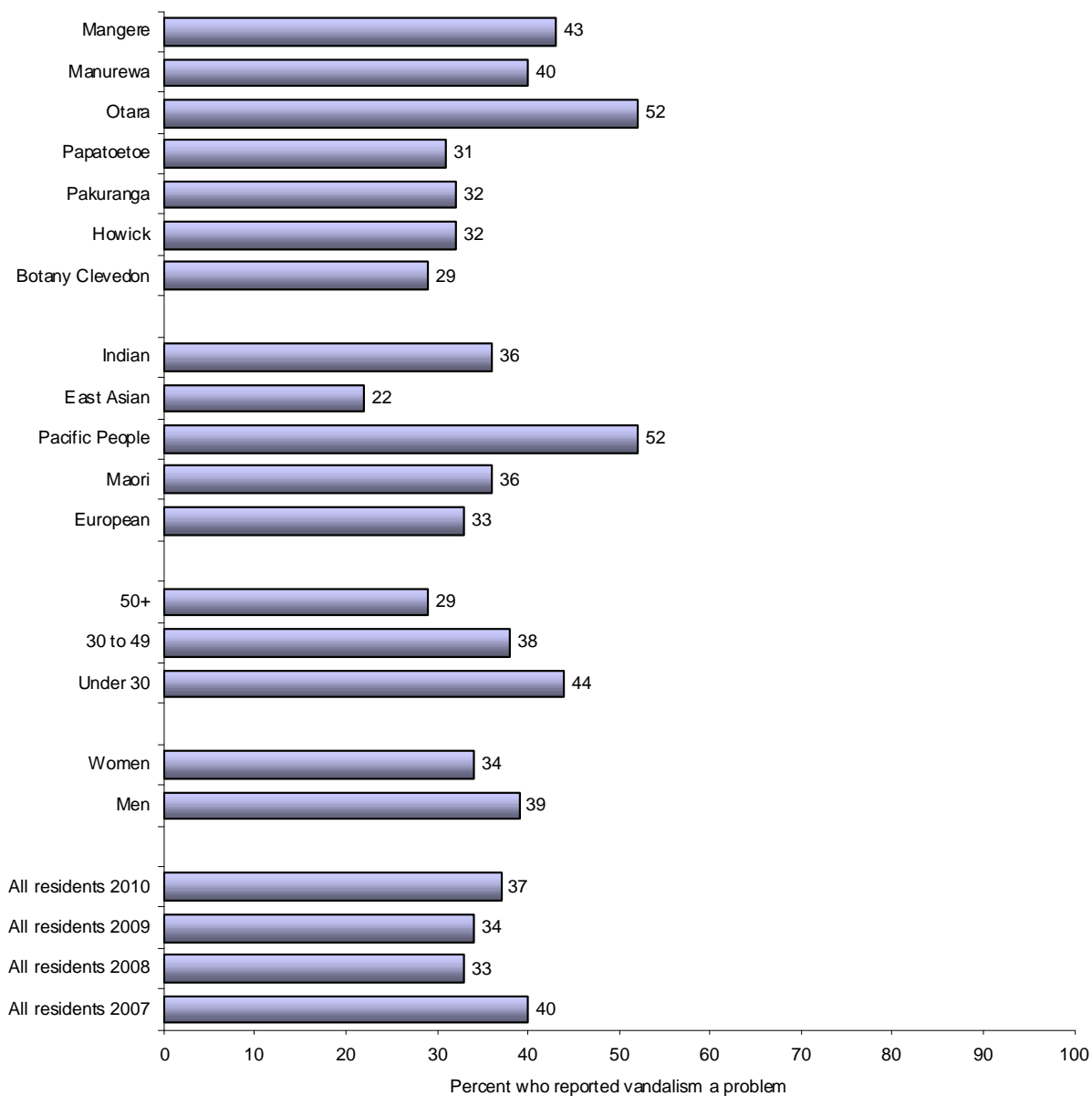


c. Vandalism

Some 37% of residents report vandalism, including broken windows in shops and public buildings, is a problem in their neighbourhood has dropped, much the same as the 34% from last year.

Areas whose residents are more likely to report this include ...

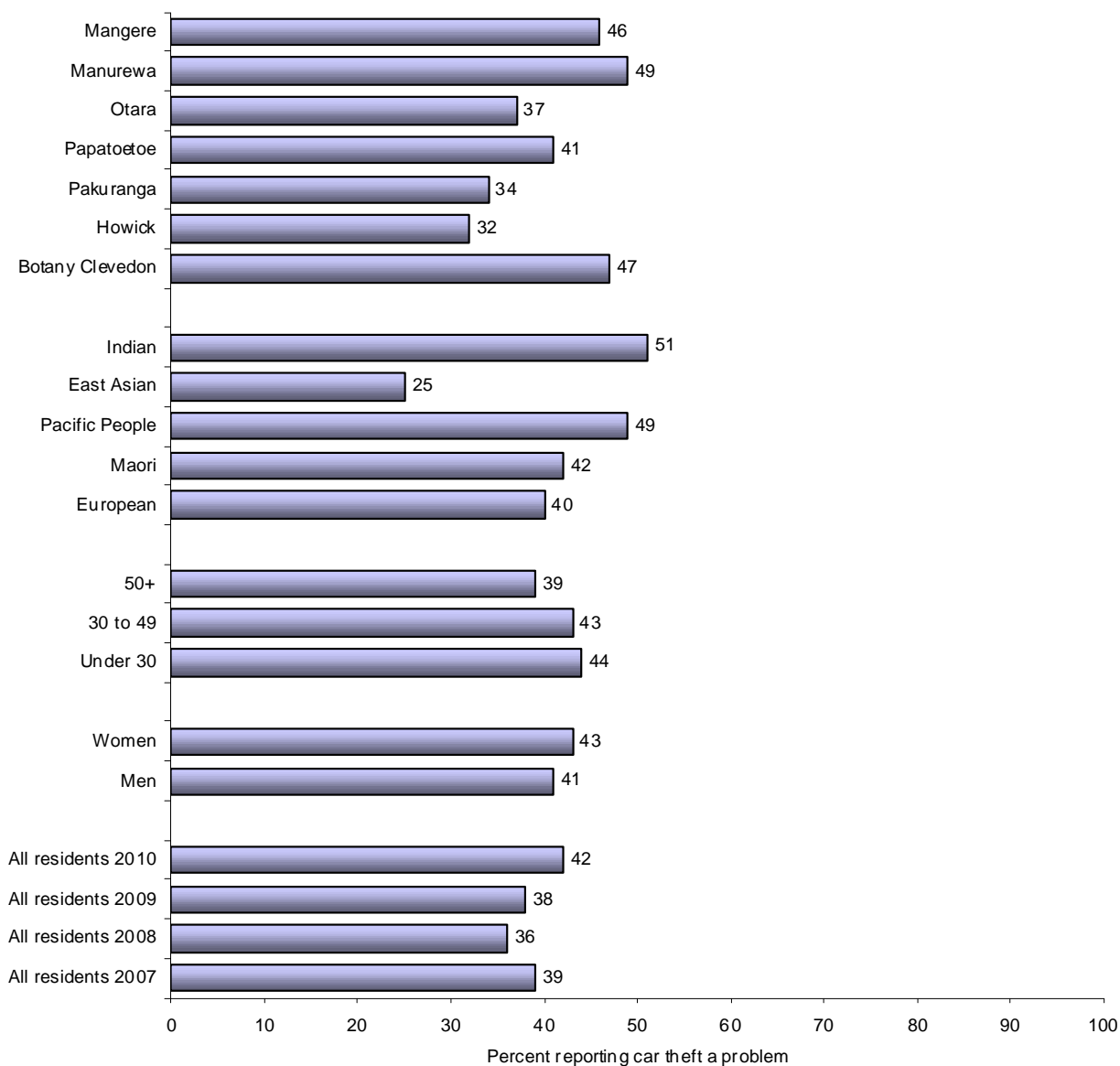
- Otara Ward (52%), in particular the older areas of Otara (63%)
- the western areas of Manurewa including Clendon and Weymouth (63%)



d. Car Theft, Damage to Cars, Theft from Cars

Just under half (42%) reported car theft, damage to cars or theft from cars was a problem in their neighbourhood. Although unchanged on last year this is a significant increase on the 36% recorded in 2008.

There were no significant differences across the different Wards.

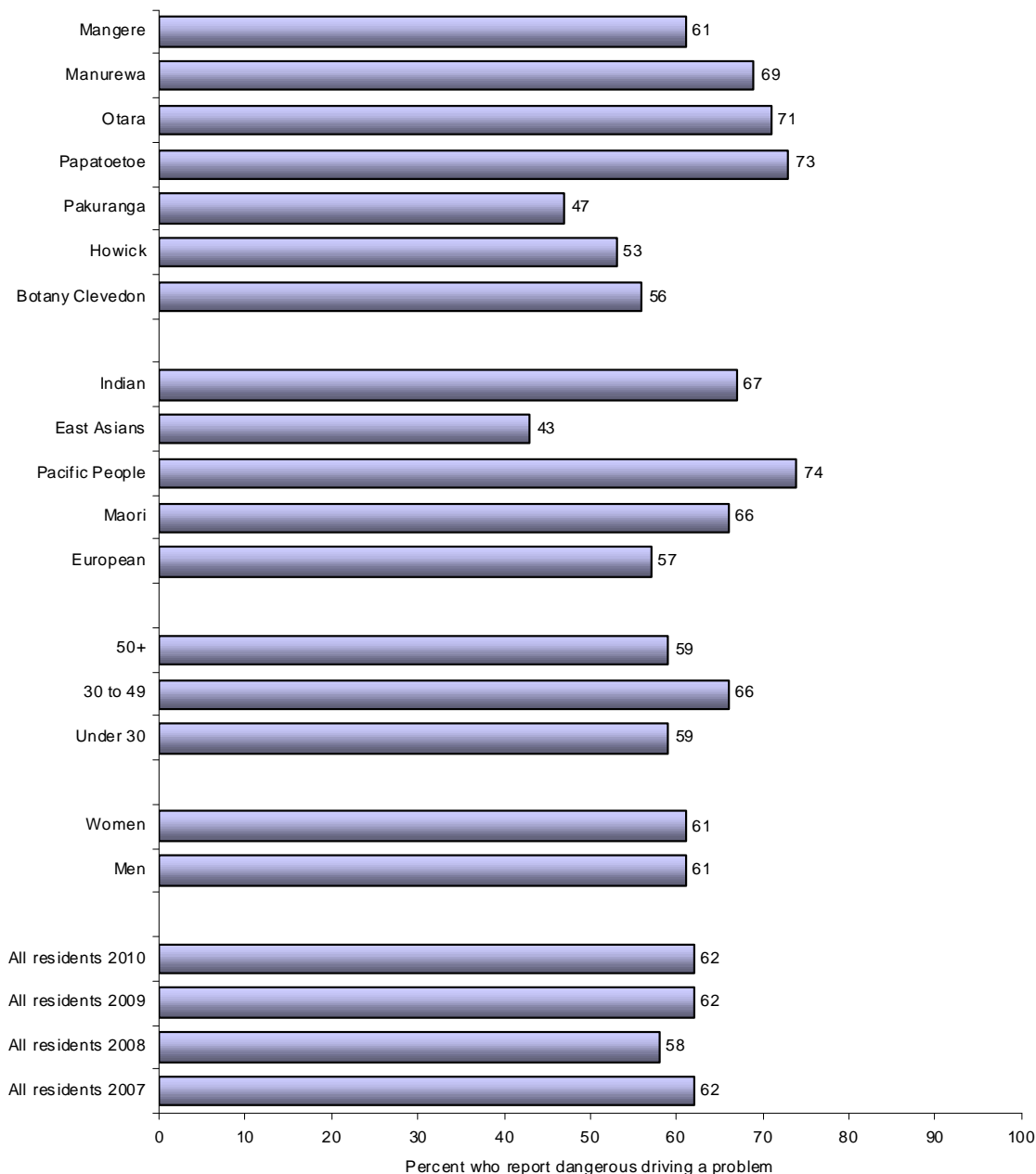


e. Dangerous Driving

Just under two thirds (62%) report dangerous driving including drink driving and speeding is a problem in their neighbourhood, much the same level as the last three years.

Areas whose residents are more likely to report this include ...

- Papatoetoe Ward (73%)
- the older areas of Otago (81%),

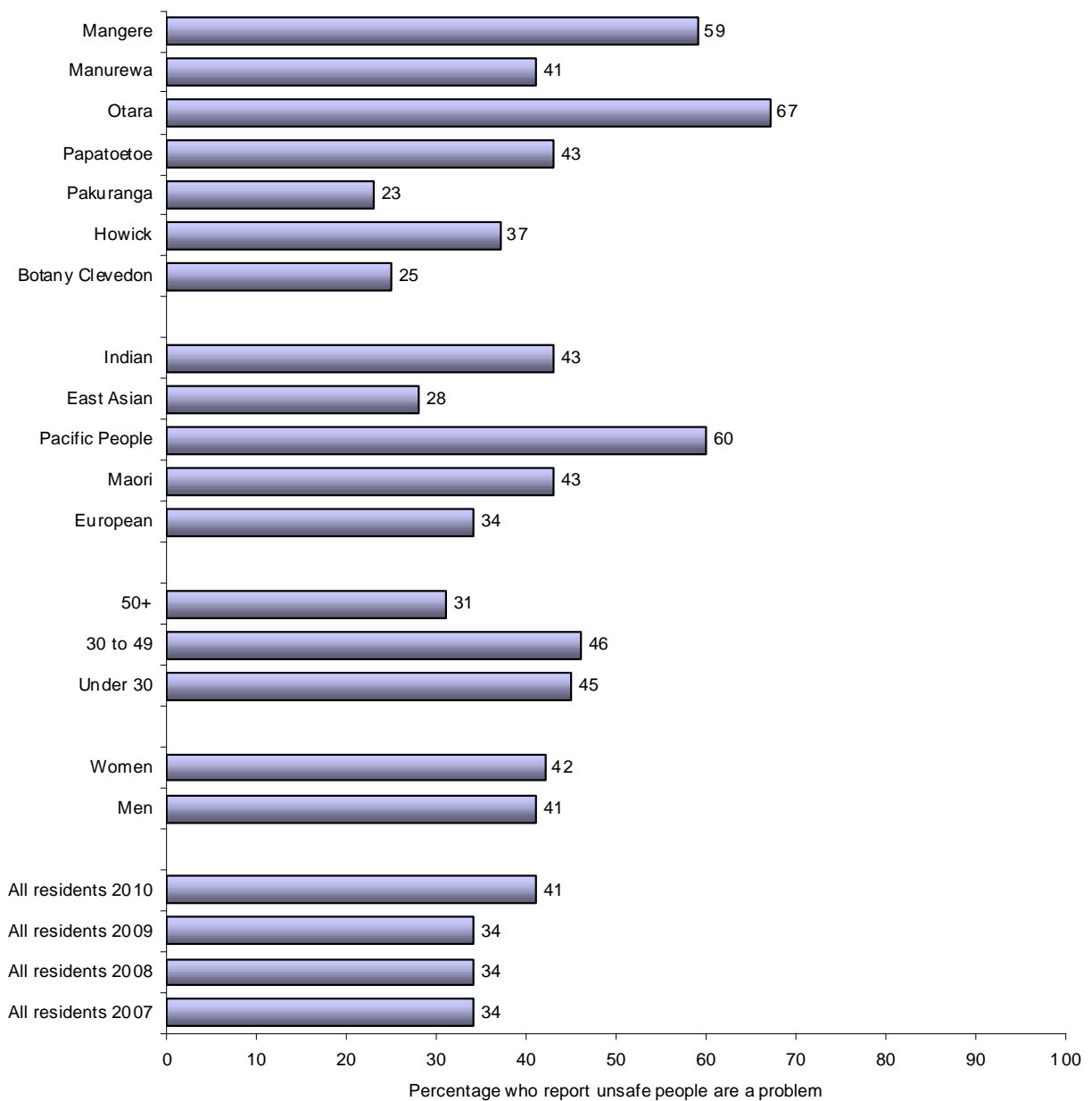


f. People Residents Feel Unsafe Around

Some 41% report there has been a problem in their neighbourhood with people they feel unsafe around because of their behaviour, attitude or appearance, a significant increase on the 34% recorded last year.

Those more likely to feel this way include ...

- Pacific people (60%)
- Otara Ward residents (67%), particularly those in the older areas of Otara (77%)
- Mangere Ward residents (59%)

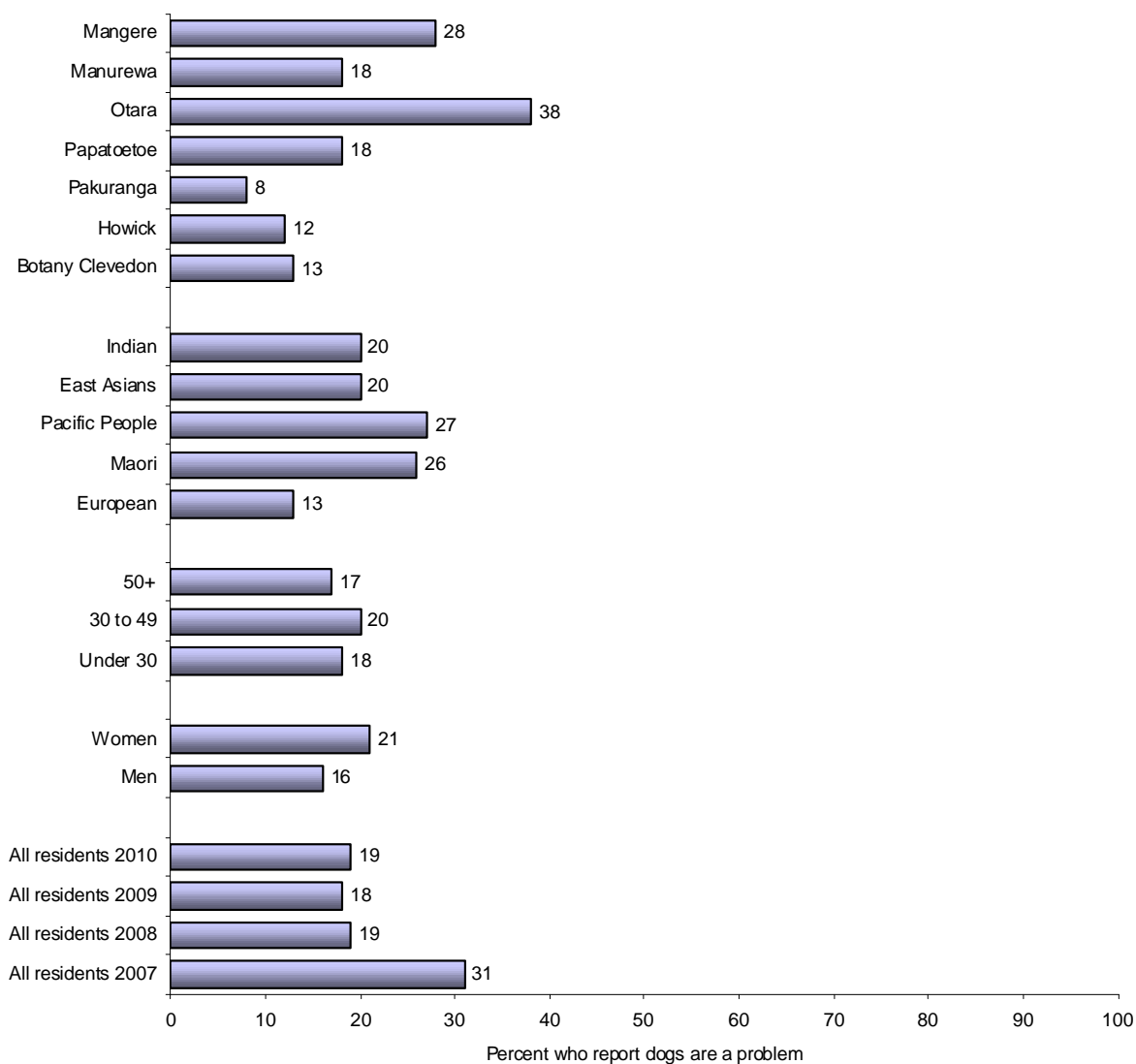


g. Dogs that Scare or Intimidate

The marked improvement in dog control seen in the last two years has been sustained with 19% of residents reporting there has been a problem in their neighbourhood with dogs that make them feel scared or in danger.

Those more likely to report dogs are a problem include ...

- Pacific people (27%)
- Otara Ward residents (38%), in particular those living in the older areas of Otara (47%)
- Mangere Ward residents (28%)

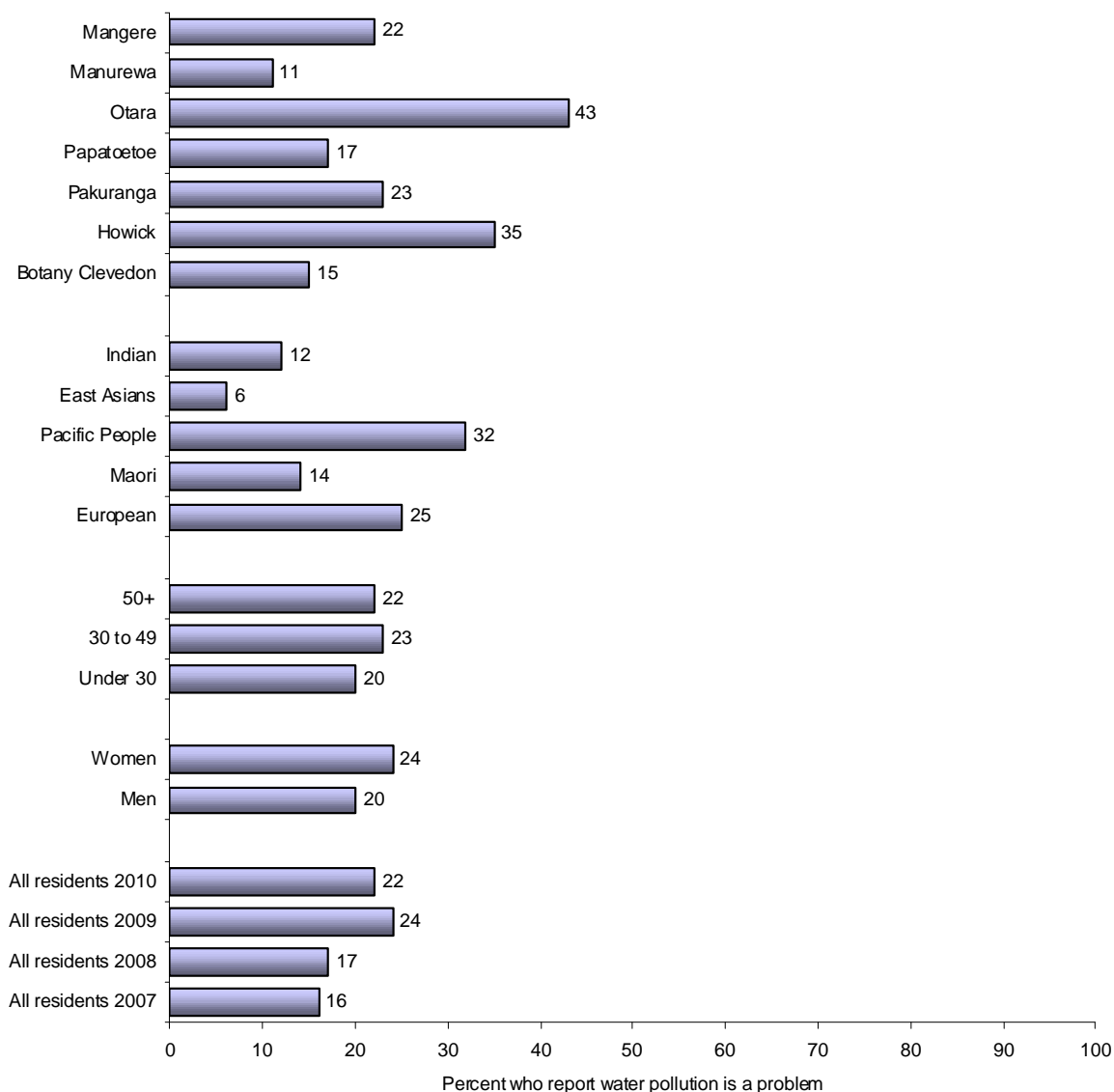


h. Water Pollution

Overall, 22% of residents report water pollution, including pollution in streams, rivers, lakes and in the sea is a problem in their neighbourhood, much the same as last year.

Those more likely to report this include ...

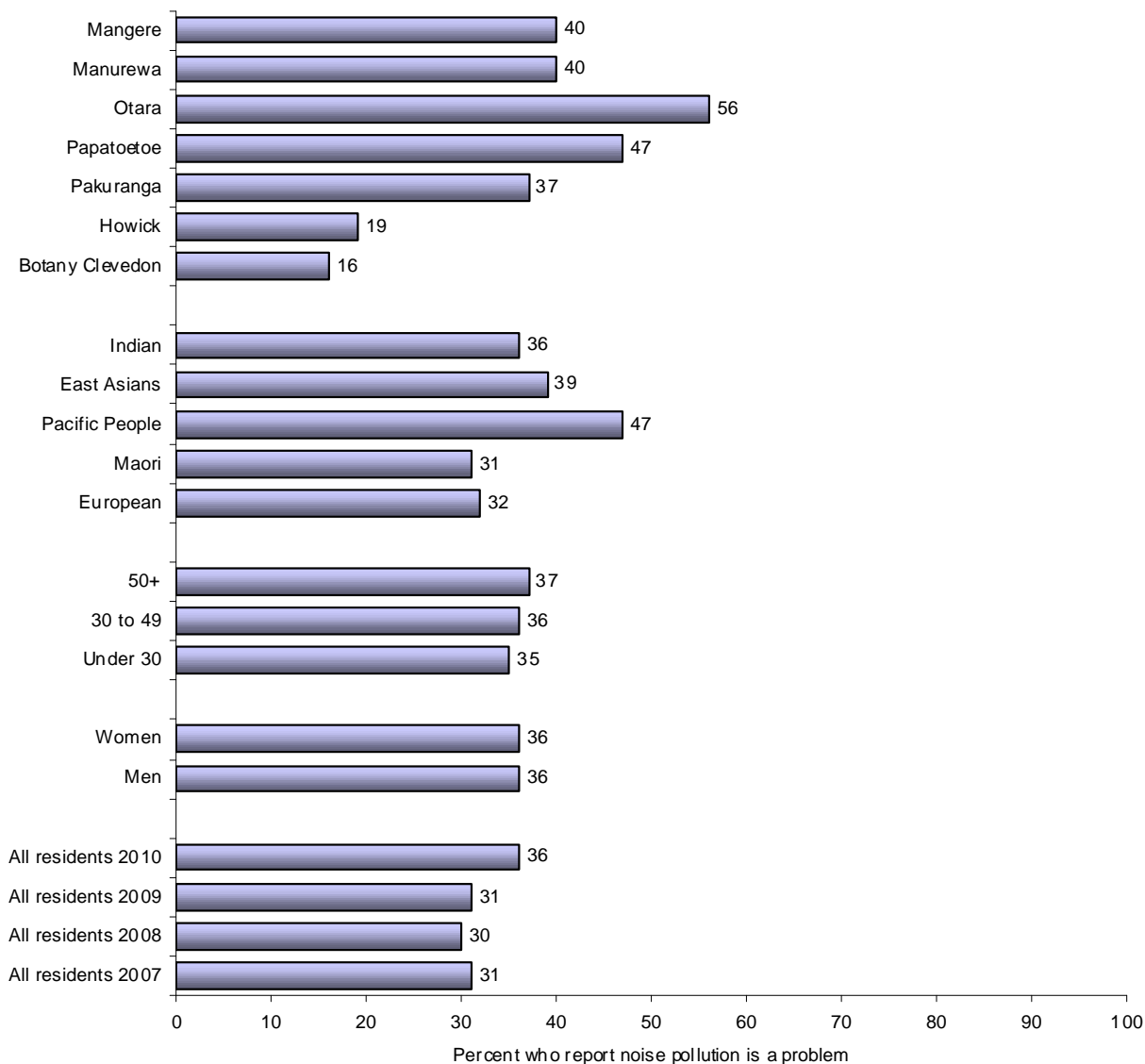
- Maori, 32% report as a problem
- Residents of the coastal areas of the Howick Ward (47%)
- Residents of the older areas of Otara (52%)



i. Noise Pollution

Just over a third of residents (36%) report noise pollution is a problem in their neighbourhood, with the increase from 31% last year statistically significant at the 90% confidence level but not the 95%.

Residents of the Otago Ward (56%), and particularly those in older Otago (65%) are more likely than others to have a problem with noise pollution.

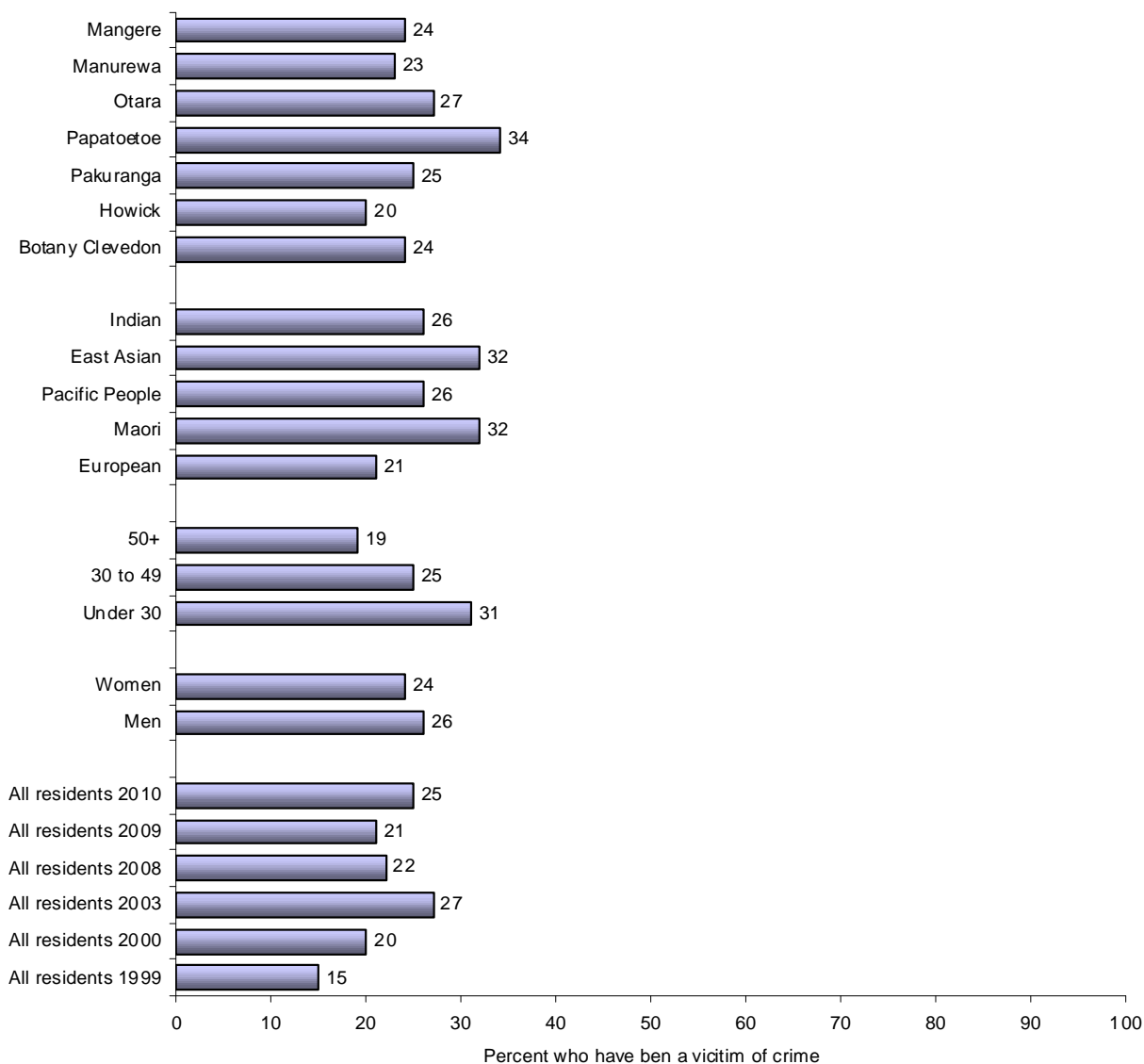


15. The Level of Crime

Respondents were asked if, in the last 12 months, they had been a victim of any type of crime, including assault or crimes against their property and possessions.

Some 25% reported they had been victims of crime with the rise from 21% last year not statistically significant.

Those aged 20 to 29 (39%) were more likely than others to say they had been victims of a crime over the last year.



Of those who were victims some 23% said they had **not** reported the crime to police. This figure compares with 26% last year and 38% in 2008.

Reasons offered by those who had not reported the crime included ...

- no loss / damage, it was not worth reporting, very little was taken, mentioned by 31% of this group
- feeling that the police would not have bothered to do anything, would not have been interested (27%)
- too much trouble to report, inconvenient (24%)
- too embarrassed, did not want to talk about it (9%)
- fear of reprisal by offenders / make matters worse (3%)

Other 'one off' reasons included having dealt with the offence themselves.

It was minor and I dealt with it personally

The parents dealt with the boy who did the crime

I apprehended the offender and got all the stolen goods back

It happened very recently and I have just made sure that I haven't just mislaid the item before reporting

16. Emergency Planning

a. Emergency Supply Kit

Residents were asked whether they had planned for an emergency such as an earthquake or severe storm where their phone, water and other essential services might be cut off. They were asked whether they had a list of the following essential items in their home **right now**.

A radio that runs on batteries plus the batteries for it

Three days supply of food

A first aid kit or first aid supplies

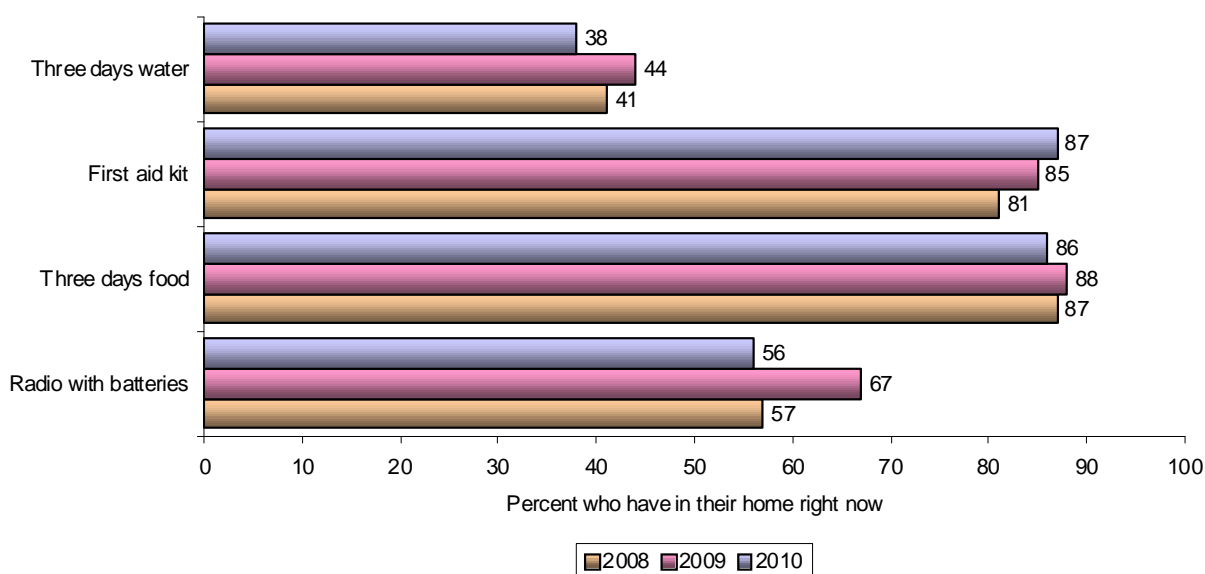
Three days supply of water

Whilst the majority of residents said they did have three days supply of food (86%) and a first aid kit (87%) in their homes far fewer reported having a radio with batteries (56%) or three days supply of water (38%).

Since last year there has been a significant drop in the number of households reporting they have:

- three days supply of water, from 44% to 38%
- a radio with a battery, from 67% to 56% - (at the 90% but not 95% confidence level)

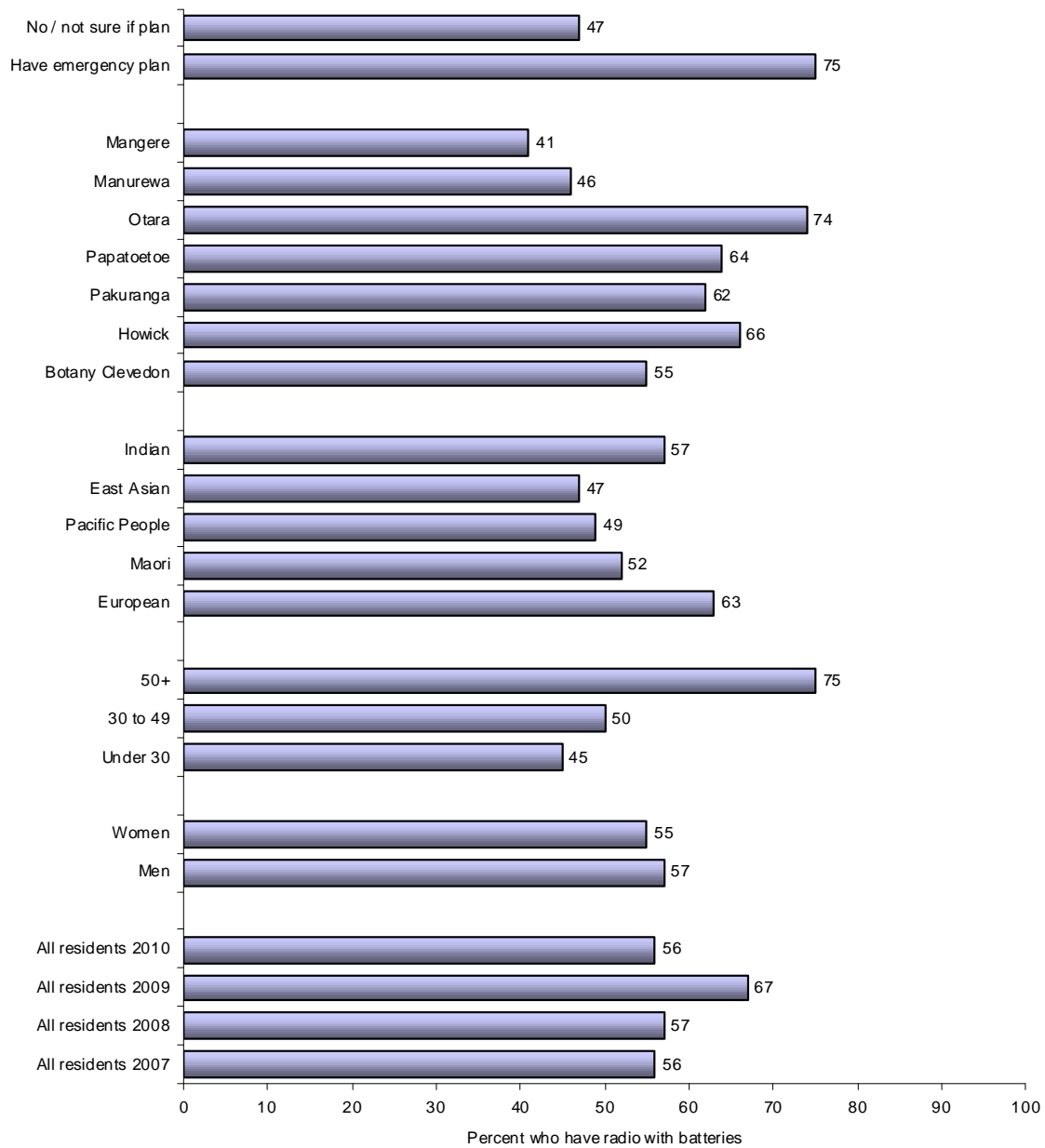
However, since 2008 there has been a significant increase in the number of households with a first aid kit – up from 81% to 87%.



1. Radio with Batteries

Those **less likely** to say they have a radio with batteries include ...

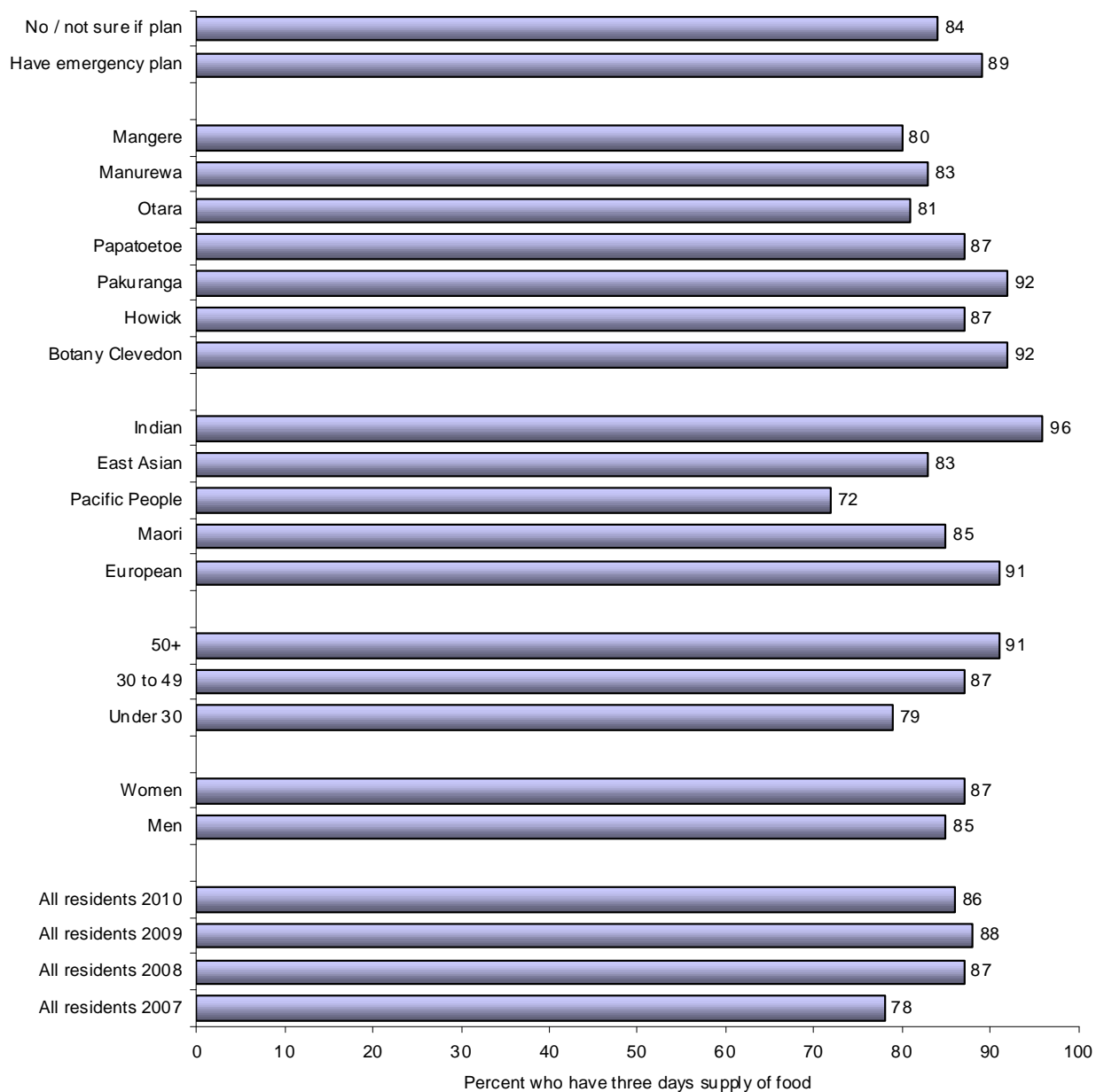
- those aged under 50, 48% have one
- Manurewa Ward residents (46%)
- Mangere Ward residents (41%)
- Those who do not have an emergency plan (47%)



11. Three Days Supply of Food

Those significantly **less likely** to report having three days supply of food include ...

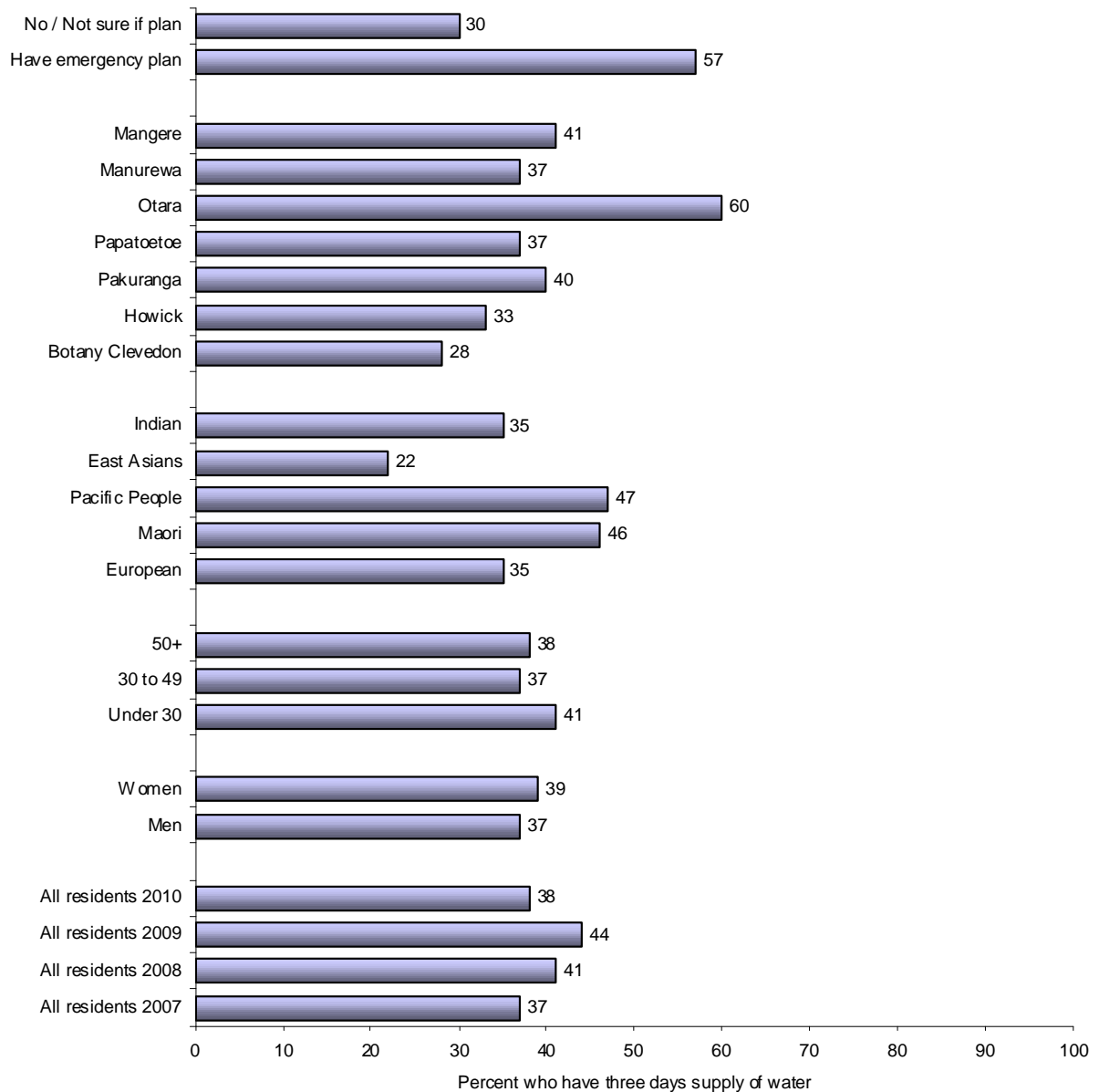
- Under 30s (79%)
- Pacific People (72%)



11. Three Days Supply of Water

Those significantly **less likely** to report having three days supply of water include ...

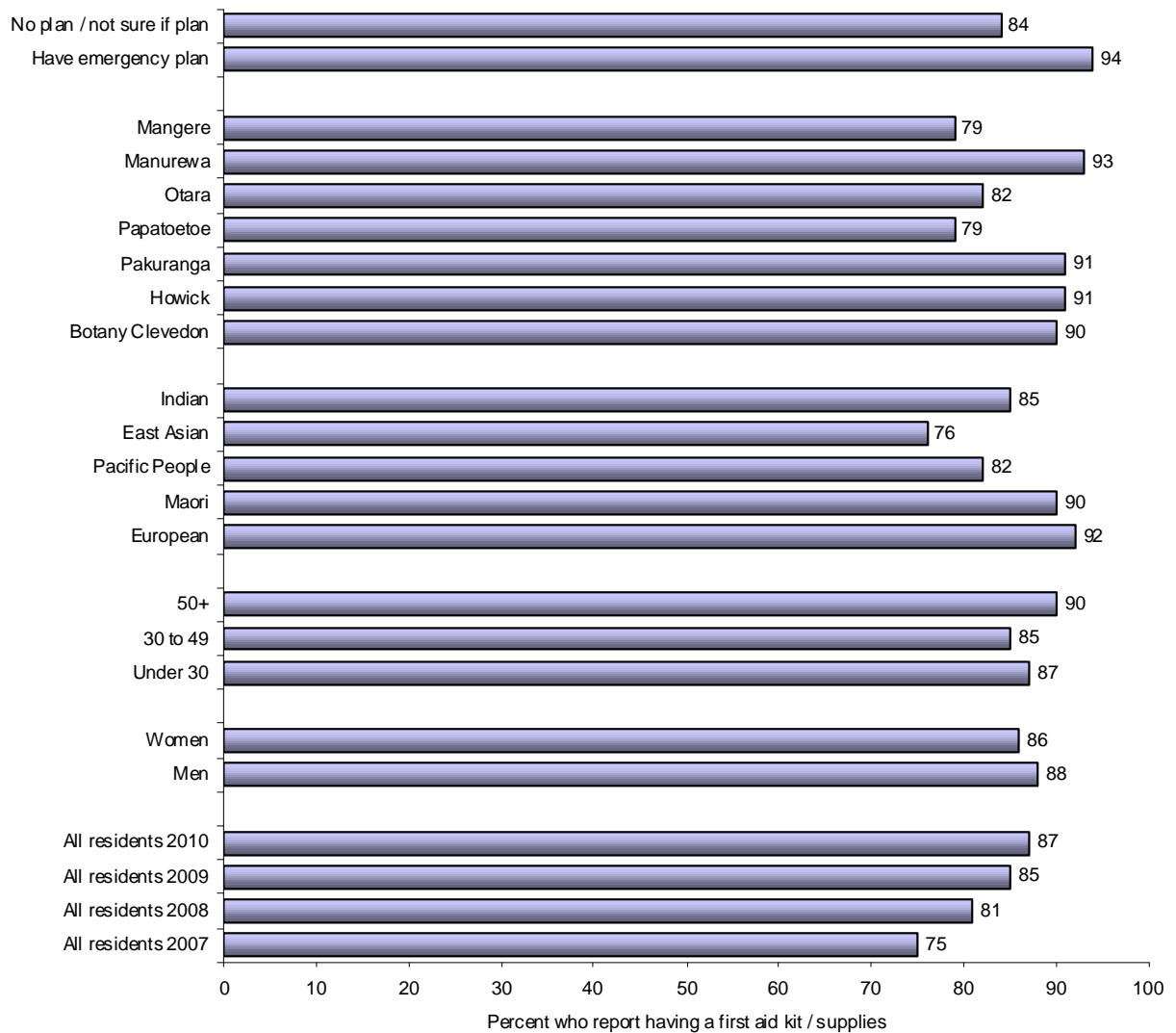
- East Asians (22%)
- Botany Clevedon Ward residents (28%)
- those who do not have an emergency plan (30%)



1v. First Aid Kit / Supplies

Those significantly **less likely** to report having a first aid kit or supplies include ...

- East Asians (76%)
- Papatoetoe Ward residents, particularly those in the west and south (64%)
- Mangere Ward residents, particularly those in the Mangere Bridge and Mangere Central areas (72%)



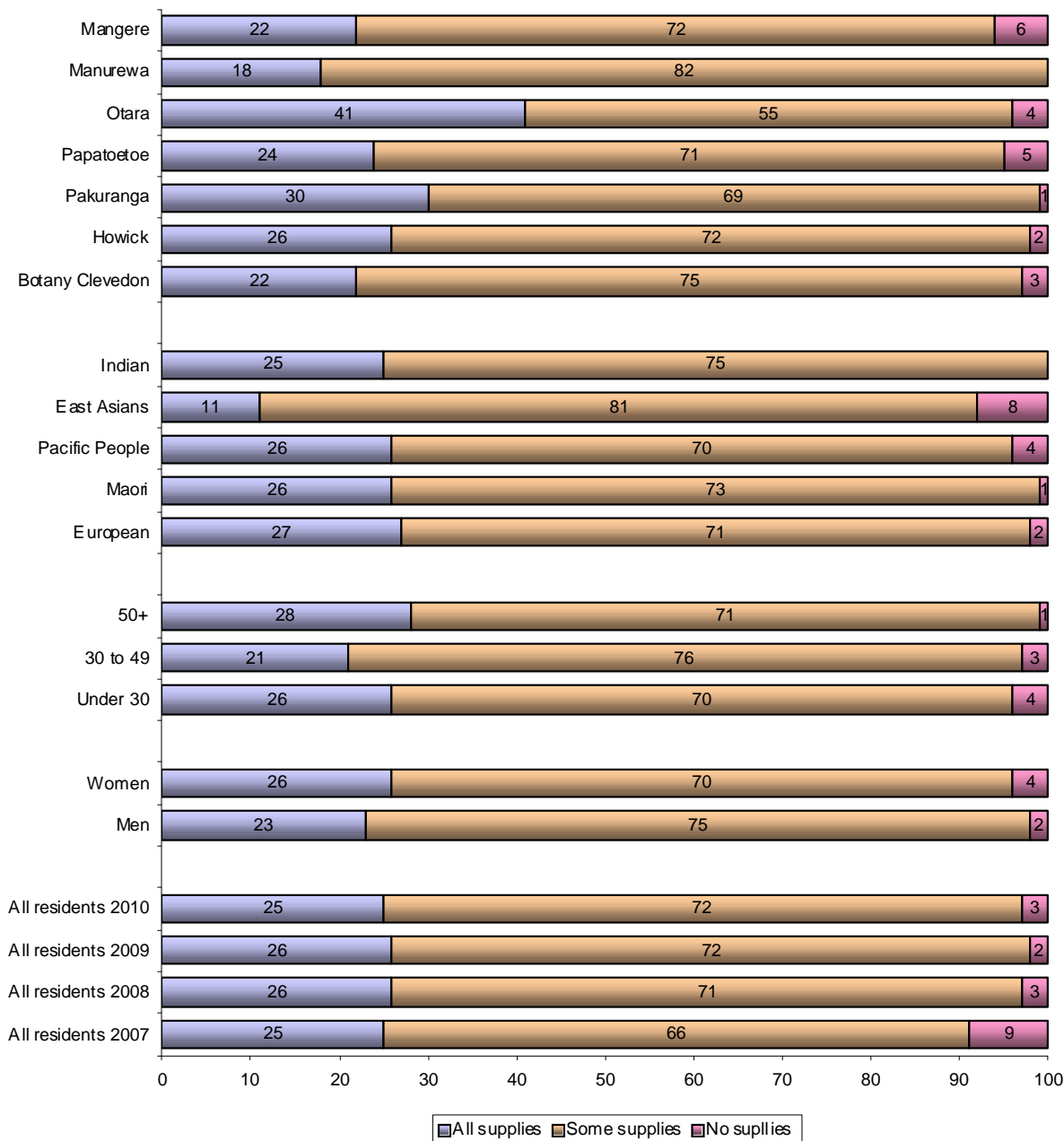
Overall Preparedness with Supplies

In total a quarter (25%) of residents reported having all the recommended supplies in their home at the time of interview, unchanged over the last three years. A further 72% had some but not all with 3% reporting they had none of the items.

Those more likely to report having **all the items** include ...

- over 60s (34%)
- Otara Ward residents (41%)

East Asians stands out as being more likely than others to have **none of the items**.



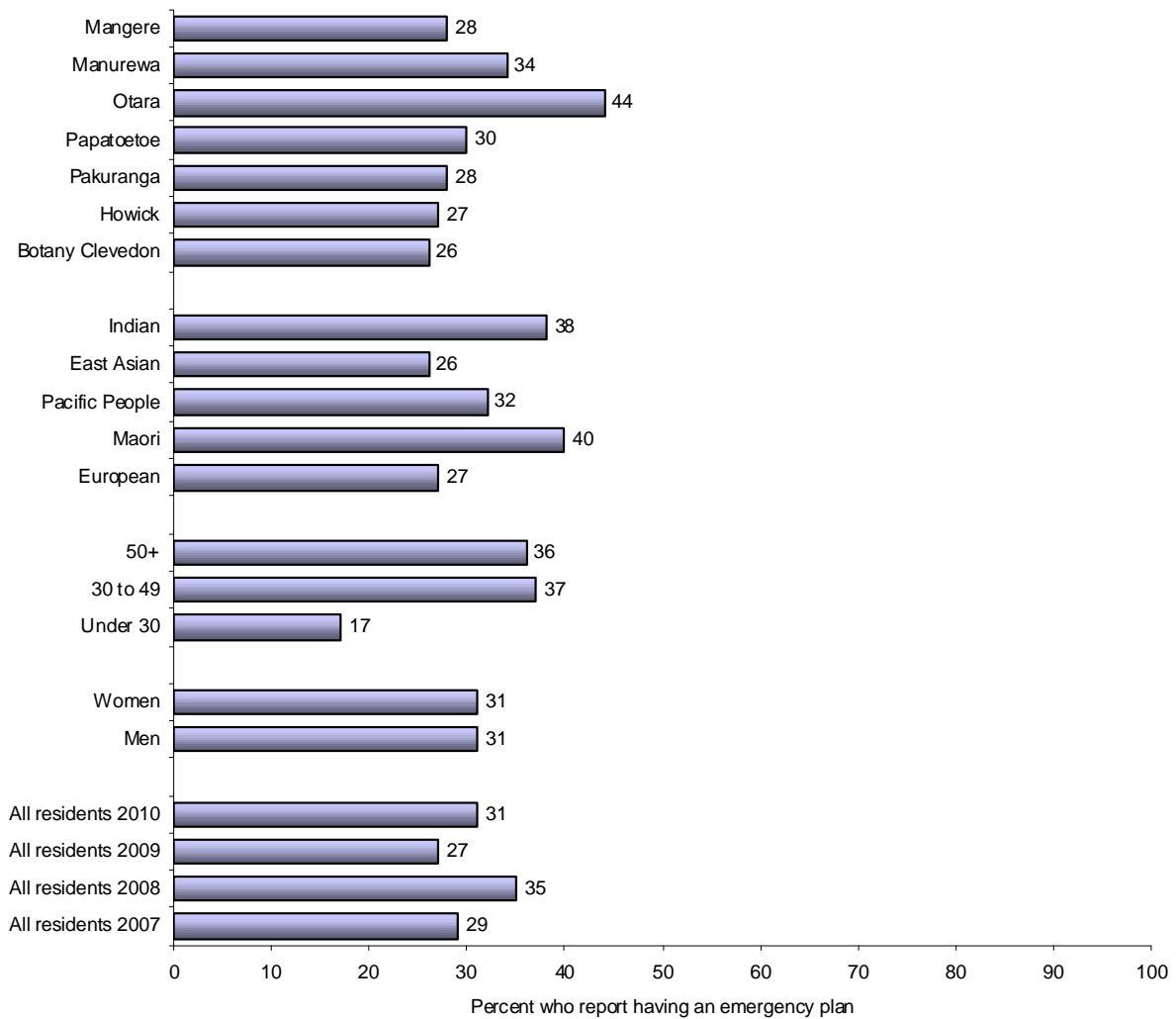
b. Emergency Plan

Residents were asked if their household had an emergency plan should there be a disaster that evening. An emergency plan was described as a plan for how family members would contact each other, where they would try and meet up and who they would stay with.

Just under a third (31%) of households reported having an emergency plan, relatively unchanged from the last three years.

Households **less** likely to have an emergency plan include ...

- young people households, under the age of 30, only 17% have a plan

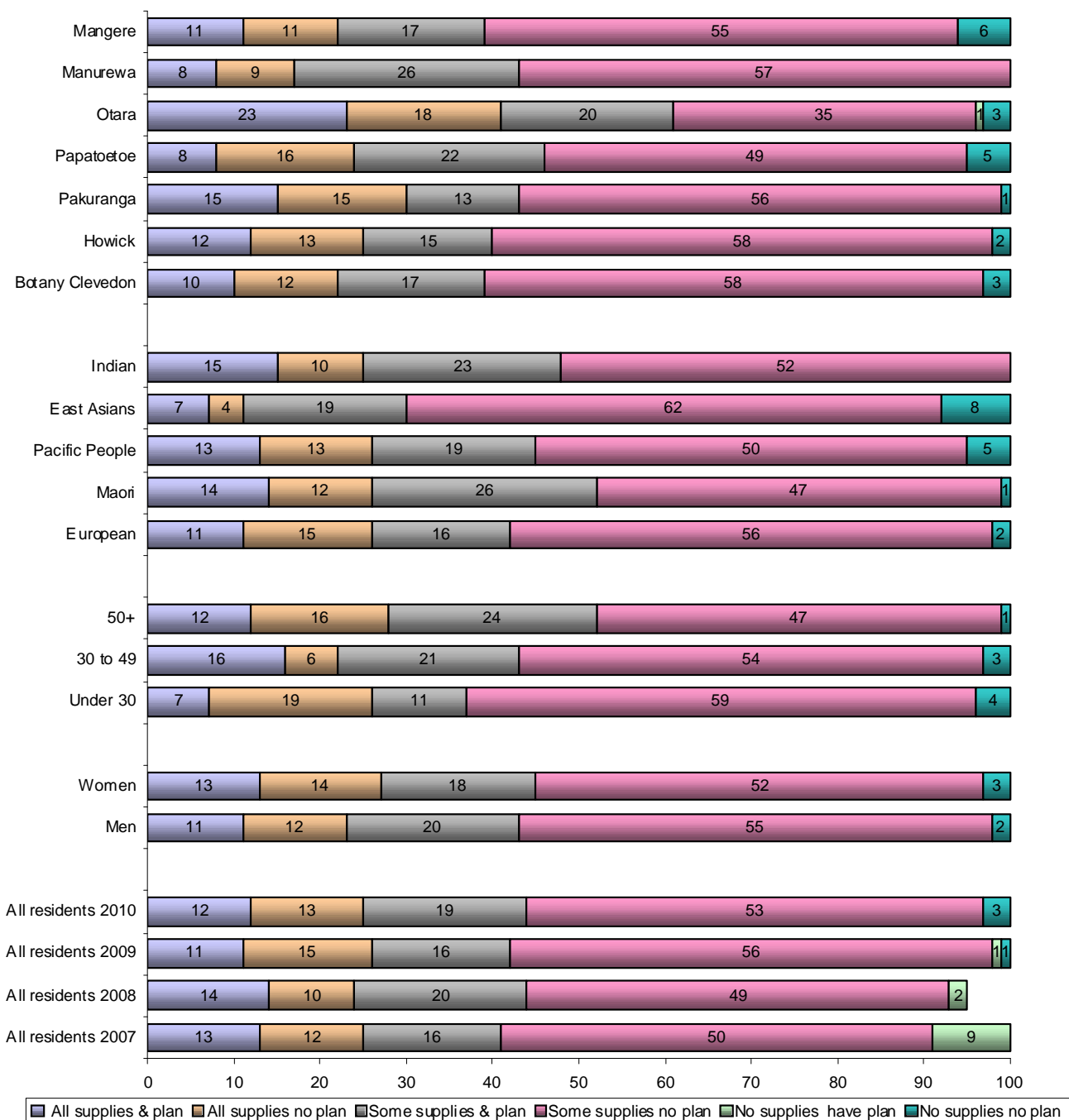


c. Overall Preparedness

In total just 12% of residents reported complete readiness for a disaster by having all supplies on hand plus an emergency plan in place, unchanged over the last three years.

Of the balance:

- 13% had all the supplies but no emergency plan
- 19% had some but not all supplies but did have an emergency plan
- 53% had some but not all supplies but no emergency plan
- 0% had none of the supplies but did have an emergency plan
- 3% had no supplies and no emergency plan



Balance to 100% are those who were not sure whether their household had certain items and/or an emergency plan

17. Perceptions of Effective Governance

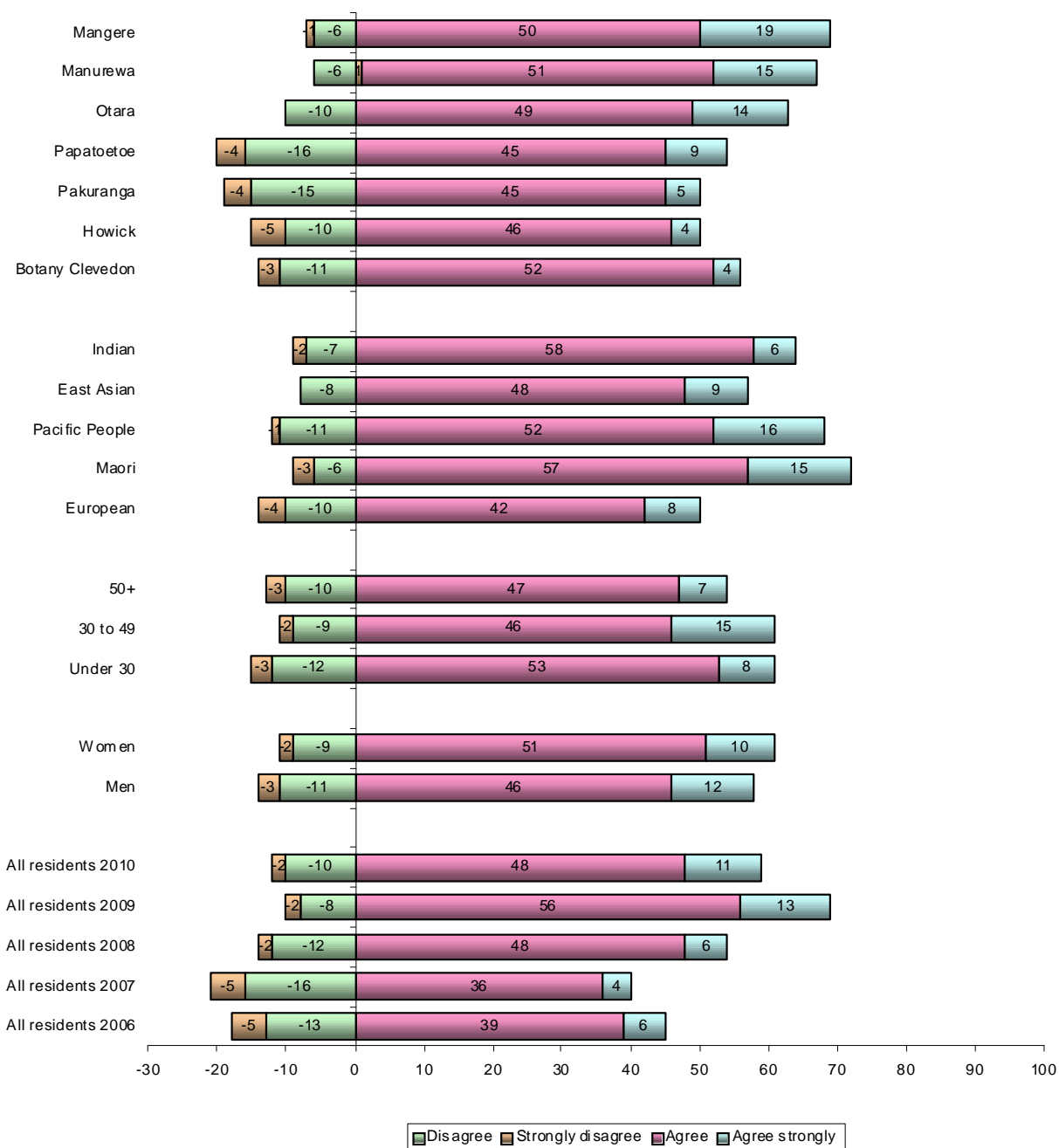
a. Perceptions of Manukau City Council as a Leader

Residents were asked whether they agreed or disagreed that 'the Council has shown leadership on key city issues'. Issues were described as things like public transport or urban development.

Last year's increase in the number of residents agreeing that the Council has shown leadership – has been reversed – from 69% to 59%. However opinions are still significantly more positive than they were in 2008.

Some 26% neither agreed nor disagreed whilst 12% actually disagreed.

No one group stands out as being more likely than others to **disagree**.



Balance to 100% is neither agree nor disagree or no opinion

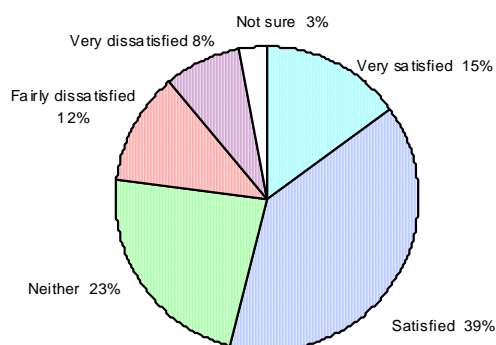
b. Satisfaction with Public Involvement in Decision Making

Respondents were asked how satisfied they were with the way Council involves the public in the decisions it makes.

Some 54% of residents are satisfied with the way the Council involves the public in the decisions it makes, with 15% very satisfied.

Some 23% are neither satisfied nor dissatisfied, whilst 20% are dissatisfied – 8% very much so.

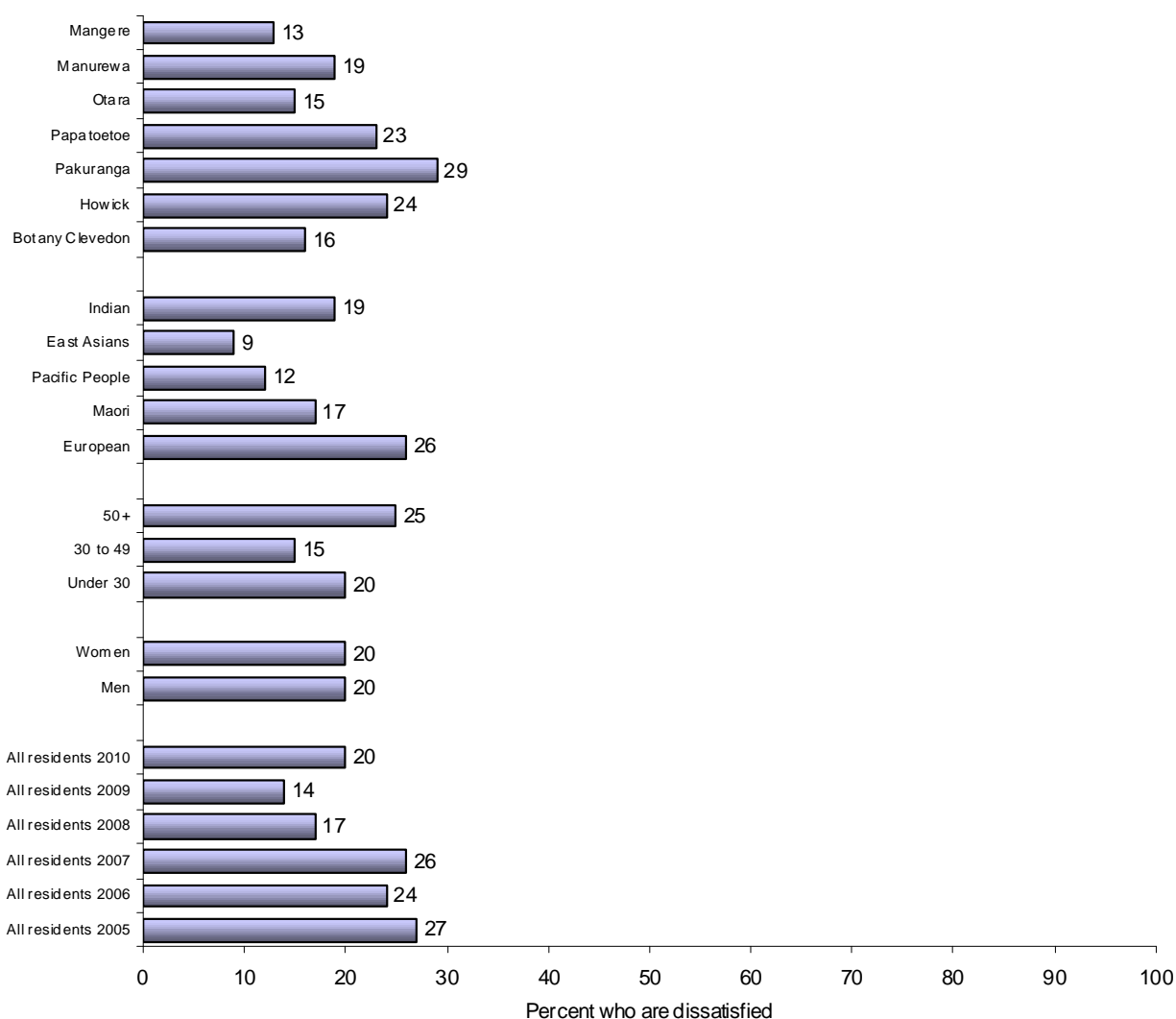
The change from last year is not statistically significant.



The CSI stands at 61, compared with 65 last year and 60 in 2008.

Those more likely than others to be dissatisfied include:

- Over 50s, 25% dissatisfied
- Europeans (26%)
- Pakuranga Ward residents (29%)



18. Key Issues for Council to Address

Residents were asked what they saw as being the three main issues facing Manukau City, issues that Council should be looking at city wide.

The key points were ...

- Issues relating to **crime, safety and crime prevention**, mentioned by 46% including:
 - Generally unsafe (23%) including:
 - drugs, drunks, P Labs, gangs (7%)
 - violent crime, assaults (7%)
 - drink driving, dangerous driving, speeding (7%)
 - lots of burglaries (4%)
 - generally unsafe unspecified (4%)

Crime. There is a lot of assault and theft in the neighbourhood and all across the Manukau city. [Pakuranga]

Crime in Manurewa - a liquor shop owner was killed by being shot and the shop had a robbery and there was bank robbery at the national bank in Pakuranga. [Botany/Clevedon]

Crime, violence – I'm not happy that when you go to someone's house for a few drinks and then the uninvited people start to fight with everyone, like people in Otara they come into my area in Howick and drive around the area looking for parties and when they find one then all hell breaks loose. [Howick]

Crime - home invasions in Manurewa - not in my area— a burglary, a shop owner assaulted not far from where I work - in Manurewa on Browns Road - this has been a problem over 16 years. [Mangere]

Safety of the people in the neighbourhood - we have three tinny houses, they are marijuana drug houses, they sell those drugs to people - we need to stop this and get rid of the people that are selling drugs in our neighbourhood. I want the police to do something about it - I see cars coming in and out of these tinny houses and I feel really unsafe in my home because they are dangerous people. [Otara]

The drugs problem - availability/number of P labs – the law should get in the way - council to see that the police are doing their job - criminals have far too many rights. [Papatoetoe]

Drink driving - all the time the drunk drivers are around our area, cops chasing them in the streets - this happens after dark, usually in the weekends on Fridays and Saturdays. There are a lot of drunk drivers in our area and street - there are hardly any check points in our area - the last time I saw one was six months ago - have more checkpoints. [Manurewa]

Speeding and dangerous drink driving should be addressed and taken care of. [Papatoetoe]

Drinking - Manukau people are drinking too much, like drinking is a problem for Manukau - some people would spend money on alcohol when they could spend money on food and taking care of their children. [Mangere]

Crime, especially gang and gang pads, tribesmen have signs outside their houses, fights with other gangs and trying to attract the young kids. [Otara]

- Crime prevention (20%) including:
 - need more police, community wardens, security patrols (12%)
 - too many liquor outlets, remove outlets from residential areas (6%)
 - provide more, maintain street lights (4%)
 - need stricter penalties (2%)

Have security on buses, make people feel safe while traveling. [Mangere]

Crime - I think that there should be more cops on the road especially in Manukau - all over – cops are too lazy - people are more important than cars and I think more cops should be walking around monitoring, they should do what they are paid for. [Otara]

The crime rate - for starters I think they should put more police on the streets, the streets have been burgled, glass smashed of phone booths, damage done to the cars. The neighbourhood is being affected by this - one car on our street got smashed in the window by a drive by around the evening - to have more police out in the evening till the early morning keep a neighbourhood watch at all times - with parties going on the police should keep notice of that and target them as trouble spots. [Papatoetoe]

Driving, police enforcement of people that drive through red lights, a lack of anything happening in tolerance to rules, people go against the rules. [Howick]

Lights – there are not enough lights in the park, Manurewa parks, it is too dark at night in the park. [Manurewa]

Street lights - street lights should be a bit brighter and all working to make people more safer at night - lights are the same or similar everywhere in my neighbourhood. [Otara]

The liquor license, the application process, I find that if someone sets up a liquor store make sure the criteria allows submissions – the community and residents are not allowed or don't have an opportunity to say that they don't want the liquor store in the area. [Mangere]

They need to have restrictions on how many liquor stores can be opened within such a distance because it is creating a drunken younger generation - in Manurewa there are like seventeen eighteen liquor stores in one particular area, this is why we have so much problems with youth - there should be no liquor in supermarkets because now it is too accessible for alcoholics to buy alcohol. [Manurewa]

Crime. There is too much crime because of alcohol - they shouldn't be allowed to remain open late they should close early. [Manurewa]

Liquor stores - I think the council was just too friendly when giving out liquor licences - causing a mass rate of young people drinking. [Mangere]

Too many liquor outlets, far too many outlets - you can buy liquor almost 24 hours a day - the children are going hungry while the parents are spending money on liquor. [Mangere]

Liquor shops - I see that there are too many liquor outlets, within 2 kms from my backdoor there are about 5 alcohol shops - I think they should leave all the alcohol to the proper pubs, thus it's no wonder there are problems around the country because alcohol is sold in the supermarkets too - I wish that Len Brown or John Banks put a stop or ban these outlets or stop issuing any more licenses. [Otara]

Alcohol - they should take more care. There should be less liquor outlets and just sell them in supermarkets - it would make a big difference because there will be less fights and less people will get hurt. [Papatoetoe]

- Youth crime (13%) including:
 - youth crime, petty crime (8%)
 - youth underage drinking (5%)
 - boy racers (2%)

Crime involving everything like handbag snatching, car theft, burglaries, and you can't even walk alone nowadays - youth and young boys are after the wallets and handbags and it's not safe to walk anywhere - Council should educate the young generation and support education programmes for the future of the youth. [Botany/Clevedon]

Safety threatened by young people wandering aimlessly around and doing petty crime - most should be at school learning some trade - education is the issue rather than more police. [Botany/Clevedon]

Youth, a general youth problem, tagging and car theft, generally being a nuisance. They don't have respect like us when we were younger – a lack of respect. [Howick]

Youth crime, day time burglaries - gangs/kids who have left school early causing trouble and generally making people feel unsafe - I know they are doing something about it but I think they should be doing more. [Mangere]

Crime - youth and teenage crime - give the youth something to do other than crime/littering/vandalism. [Pakuranga]

Driving and speeding - I live on a main road and we have a lot of boy racers and they concern me with regarding to my driving around with my family in the car. [Botany/Clevedon]

- Home related crime (8%) including:
 - break ins, burglaries (6%)
 - car theft from home (5%)

Crime - damage to property, scratching on cars, banging in of the fences - burglary all throughout Manukau, mainly households. [Mangere]

Crimes like assault and car theft and vandalism should be taken care of. [Botany/Clevedon]

The crime in the area is unbelievable, I know of three people who have had their cars broken into. [Howick]

Crimes in my neighbourhood, car theft, I had my window broken into the last year two times, it was annoying because I had to pay for it, it cost me \$300 dollars to repair - I only had a third party on insurance and I had to pay it myself. [Mangere]

- Crime in public areas / shopping centres / malls / churches (5%) including:
 - bag snatching, assaults (3%)
 - car, bike theft (2%)
 - bad people hanging around, prostitutes, malingers (1%)

The safety for people in public places needs addressing although in Howick I feel quite safe, but I know of friends who have had drive bys where their purses have been snatched. I just think that this needs addressing, the area I feel unsafe is supermarket parking spaces in Meadowlands Woolworths. [Howick].

Crimes such as burglaries, break-ins - usually the people who commit these crimes are the people who live here in Mangere. [Mangere]

- **Look and feel of the city (20%) including:**
 - Graffiti, tagging (11%)
 - Cleanliness, rubbish on the streets (5%)
 - Vandalism (4%)
 - Upkeep of shops, make the area look nice (2%)
 - Manukau identity – improve perceptions of Manukau (2%)
 - Nicer, more, better maintained street trees and verges (1%)

Rubbish - the people who the council sends to pick up the rubbish aren't doing their job properly - I saw them just clean up the rubbish around the bins but they completely ignore the rubbish in the streets and paths all around Manukau city. [Manurewa]

Cleanliness - I want more people to pick rubbish up from the road - people just throw their rubbish out on the road, beer bottles and paper rubbish. [Otago]

I think that the cleanliness of the city centres should be upgraded - there seems to be a lot of rubbish everywhere. [Papatoetoe]

Graffiti, graffiti everywhere – it's not clean and doesn't represent a clean neighbourhood or location. [Mangere]

Graffiti on our fence, it is repeatedly written and I paint and it happens again within two weeks. How do we stop graffiti? Maybe not selling the spray paints to youth would be a way to deal with it - I want council to warn those who are graffitising not to do it again - I know the council put places in for youth to go there and paint but they still paint in the neighbourhood. [Mangere]

Graffiti and damage to parks and playgrounds – it's not very nice taking your kid to the park where half the things are broken and graffiti is not nice to see, it has stuff you don't want your kids to read and it's unpleasant. [Manurewa]

Graffiti – there is lots of graffiti around the neighbourhood. [Botany/Clevedon]

Graffiti is starting to appear all around the place and the council should get stronger with that sort of thing, I think that is disrespectful. [Howick]

Graffiti, I hate it, graffiti looks disgusting, someone from the council or whoever we pay the tax to, someone should come around and clean it. [Howick]

Graffiti looks disgusting - some is very good but if you are a visitor to this country you see all this crap on the walls and it's not good - young people are out at night on the prowl, they think 'I did graffiti there what's the next thing I can do' - crime goes on from that. [Manurewa]

I want to see a little bit more of a faster reaction plan to go against vandalism and graffiti, stronger punishment and restrictions for those who provide the tools example spray cans to the culprits. [Howick]

Vandalism/graffiti is almost everywhere in my neighbourhood and even outside in areas in the city - the council should remove the graffiti but the council should have programmes to prevent it happening. [Otago]

- **Improve public transport (14%)** including:
 - Improve, provide more, bus services (8%)
 - Improve, provide more train services (5%)
 - Provide more, better, cheaper public transport (3%)

Public transport, the cost of it, trying to get people to make it easier to use, make it cheaper, cheaper to pay for buses and trains and other forms of transport. There need to be more options, not just the bus that goes every half hour on Pakuranga highway. [Howick]

Transport - doesn't go to main offices or significant places - expanding the options e.g. ferries and frequent buses and trains - more widespread - transport is improving over the years but not quite there yet. Transport is more time consuming and inefficient and punctuality of the services also needs improvement - better transport will enable other people to feel more free to take public transport. [Papatoetoe]

We the general public need to approve public transport - it doesn't take people where they want to go - for me if I want to go to work I have to catch two buses to travel 8km, just general things for the council to listen what the public have to say about public transport. [Mangere]

Public transport for Manukau - they are not frequent enough, they are twenty minutes apart from waiting at another bus stop and they should be ten minutes - the bus time table should be more frequent and you have less cars on the road so it's better for people to use public transport more frequent than using their own transport. [Otago]

Public transportation in my area - there needs to be more availability and more frequency - the buses run every 1 to 2 hours so if you miss a bus you have to wait for a very long time. Also for the elderly they are dependent on the buses and if they miss a bus they have to walk too far to catch another bus or train. [Papatoetoe]

Train station - there is no train station in Otago - I feel that if there was train services in Otago it would give me the choice to choose public transport. [Otago]

Light electric train system looping Pakuranga/Botany to main line at Otago and back into Auckland - running every half hour 24 hours a day. [Pakuranga]

- **Lower rates (9%)** including:
 - Water / wastewater charges (4%)
 - Land rates (2%)
 - Rates unspecified (2%)

Reducing rates, reduce property rates - people are grumbling about how much they have to pay in property rates. [Botany/Clevedon]

I'm dissatisfied with raising the land rates and when they charge using the water it is too much, very expensive, I don't like the increase in the land rates. [Mangere]

The increase in the land rate is an issue for me, it seems to get more expensive every year. [Otago]

Their water rates - I don't think it is allocated correctly, it is capped at \$90 for waste water, I use only \$16 of water, it's very high and I don't think it is correct for a one person household, obviously they are subsidising it for someone else, I don't think its right that a household with less people gets charged the same as a household with more people. [Howick]

I am disgusted with double the price to pay for my water. I agree to pay for it but because I am single person living alone and for my neighbour there is many people living there and they pay the same amount of \$88 and I live alone and pay the same amount \$88. [Botany/Clevedon]

Waste water system - lower rates for pensioners - they find it hard to pay, pensioners can't afford rates. Make the rates more fair - only charge for what you have used instead of a constant amount, it wouldn't be costing me so much. [Mangere]

Rates, I think that the rates are too high and should be reduced. [Botany/Clevedon]

Rates - they are getting very high and I feel a lot of the money is wasted - the council should discuss about the waste of money and get their priorities right - I don't feel they are earning their keep. [Pakuranga]

- **Reduce traffic congestion**, better traffic management, better traffic flows, reduce the impact of road works on traffic flows (8%)

Roadworks, I think that there are more roadworks than really necessary. Some of the roads being repaired don't need to be repaired, for example on Te Irirangi Drive - this resulted in the closure of Dawson Road so that traffic was rerouted to an alternative road resulting in inconvenience for the driving public. [Botany/Clevedon]

Transport, better connections between areas, less congestion. I live in Manukau City, if I want to get to the CBD I have to do that before 6pm – it takes an hour to get into the city. [Botany/Clevedon]

Transport - Pakuranga Highway is the busiest road at peak time in Auckland - four thousand vehicles an hour – a concern for residents and business people traveling around all over Auckland city, it is a major problem. [Howick]

Finish major roadworks faster to prevent congestion during construction - it will cost more but it's necessary. [Manurewa]

- **Attitude of youth, need respect for others, youth education, parent education (7%)**

Council should set up more proactive service to stop youth using drugs. Major downfall of no society. More education needed at schools and working with teenagers. [Botany/Clevedon]

Youth - get them off the street, stop them from getting into trouble. I think they should provide education for their parents, a lot of them don't know how to control their children - providing parent education to make them change how to think and what they believe is right and wrong. [Manurewa]

Good education facilities for youth - lot of antisocial activities are due to not proper education and advice, particularly for low income group youth in South Auckland. Manurewa area schools in South Auckland should be of a high standard at par with other Auckland schools. [Manurewa]

Parents - they are the root of the problem. They should be at home looking after their kids and helping them out in homework, attitude, education and discipline. They are the example for the children. What they do the children will follow, like for example most of the times my neighbours they have parties, they are too busy partying they neglect the kids - they swear to their own kids as well and this is what the young children follow - the kids are 8 or 9 and swear back at their parents. [Otara]

- **Improve roads (6%) including:**

- Improve maintenance, repair potholes (4%)
- Provide more, better roads (2%)

Roads - I think that the council needs to take more care with road repairs. My street was recently resealed about 3-4 months ago and there are still many stone chips loose on the surface which is unsafe for the cars which can get broken windows or lights. [Botany/Clevedon]

Roads, the roads have constant re-patching - they need to find out what the problems are why the pot holes keep popping up and fix it properly. [Mangere]

The city's roads - pot holes need to be filled in. [Manurewa]

Roads - I am concerned that many of the roads including Pakuranga highway have holes in them - this needs to be repaired. [Pakuranga]

- **Supercity issues and concerns (6%)**

The super city, the amalgamation of the city into the super city will affect the free facilities provided by the Manukau City Council - free facilities like swimming pools. [Botany/Clevedon]

Auckland City super city - I think that Manukau City has a very diverse population in ethnic and socio-economic terms and I am concerned that it gets a fair share of the resources available to the future super city. [Howick]

What will happen to Manukau when we become part of the super city – the super city is going to swallow us up so that Manukau will not be seen as important. The super city does not seem to listen to rate payers so it will be a business organisation that will control major services. [Howick]

Having to pay for services which are now free, access to swimming pools and recreation centres and libraries. [Mangere]

Other issues raised by less than 5% of residents included ...

- Noise control, noisy cars (4%)
- Provide activities for youth, entertainment, after school programmes (4%)

- Improve sports, recreation facilities (4%)
- More opportunities for walking and cycling, more bike lanes, road crossings, better footpaths (3%)
- Better decision making processes, more public consultation (3%)
- Better social services, poverty is a problem (3%)
- Reduce youth truancy (3%)

No other individual issue was raised by more than 2% of residents.

There are significant differences in the key issues Ward by Ward.

Botany Clevedon Ward

- Crime, policing, personal safety, burglaries, bag snatching, break ins, car theft, youth crime, youth underage drinking, boy racers, violent crime, dangerous driving, drugs, drunks, more police, more patrols, stricter penalties, too many liquor outlets (49%)
- Better, cheaper public transport (21%)
- Look and feel of the city, graffiti, vandalism, better perceptions of Manukau identity (18%)
- Lower rates, land, wastewater, water (13%)
- Traffic congestion (12%)
- Attitude of youth, need respect for others, youth education, parent education (11%)
- Roading, more, improved roads, better maintained (10%)
- Improved animal management (7%)

Howick Ward

- Crime, policing, bag snatching, break ins, car theft, youth crime, youth underage drinking, violent crime, dangerous driving, boy racers, drugs, drunks, more police, more patrols, stricter penalties, too many liquor outlets (32%)
- Better, cheaper public transport (26%)
- Roading, more, improved roads, better maintained (14%)
- Better decision making processes, more public consultation (13%)
- Traffic congestion, traffic flows (11%)
- Look and feel of the city, graffiti, vandalism, cleanliness (17%)
- Supercity concerns (8%)
- Stormwater (7%)
- Better walking and cycling opportunities (6%)

Pakuranga Ward

- Crime, policing, personal safety, bag snatching, break ins, youth crime, youth underage drinking, burglaries, violent crime, dangerous driving, boy racers, drugs, drunks, more police, more patrols, stricter penalties, too many liquor outlets (30%)
- Better, cheaper public transport (26%)
- Improve sports and recreation facilities / opportunities (14%)

- Traffic congestion (13%)
- Graffiti, vandalism, cleanliness of the city (10%)
- Lower rates, land, wastewater, water (13%)
- Supercity concerns (7%)
- Better decision making processes, more public consultation (7%)
- Improve council efficiency, focus on core services (6%)

Papatoetoe Ward

- Crime, policing, personal safety, break ins, car theft, youth crime, youth underage drinking, violent crime, dangerous driving, boy racers, drugs, drunks, more police, more patrols, too many liquor outlets (49%)
- Look and feel of the city, street cleanliness, graffiti, vandalism (26%)
- Lower rates, land, wastewater, water (8%)
- Supercity concerns (8%)
- Better, cheaper public transport (7%)
- More social services, poverty is a problem (7%)
- Better noise control (6%)

Otara Ward

- Crime, policing, personal safety, break ins, youth crime, youth underage drinking, violent crime, dangerous driving, drugs, drunks, more police, more patrols, more CCTV, more / better street lighting, too many liquor outlets (38%)
- Look and feel of the city, street cleanliness, graffiti, vandalism (16%)
- Youth activities, things for youth to do (10%)
- More, better maintained roads (8%)
- Attitude of youth, need respect for others, youth education, parent education (6%)
- Lower rates, land, wastewater, water (6%)

Manurewa Ward

- Crime, policing, personal safety, bag snatching, break ins, car theft, youth crime, youth underage drinking, violent crime, dangerous driving, drugs, drunks, more police, more patrols, stricter penalties, too many liquor outlets (58%)
- Look and feel of the city, street cleanliness, upgrade shopping areas, graffiti, vandalism (28%)
- Attitude of youth, need respect for others, youth education, parent education (13%)
- Traffic congestion (10%)
- Supercity concerns (7%)
- Provide activities for youth, entertainment, after school programmes (9%)
- Lower rates, land, wastewater, water (8%)
- Youth truancy (8%)
- Youth activities, things for youth to do (6%)

Mangere Ward

- Crime, policing, personal safety, break ins, car theft, youth crime, youth underage drinking, violent crime, dangerous driving, drugs, drunks, more police, more patrols, more, better street lighting, too many liquor outlets (51%)
- Look and feel of the city, street cleanliness, upgrade shopping areas, graffiti, vandalism (18%)
- Better, cheaper public transport (12%), including better bus services (10%)
- Lower rates, land, wastewater, water (10%)
- More, better maintained roads (8%)
- Noise control (6%)