

## Appendix 3 – Questionnaire



Study ID	<u>02475-B</u>	Resp. No.	_____
Interviewer No.	_____	Interview Length	_____
No. Of Queries	_____	Reference No.	_____

Good morning/afternoon/evening. My name is ... from ACNielsen the market research company. We are conducting a survey looking at the quality of life in New Zealand's big cities. We would like to include the opinions of someone in your household. For this survey I would like to speak to the person living in the household aged 18 and over who has the next birthday.

\*\*\*\*\* IF NOT AVAILABLE, ARRANGE A CALL BACK \*\*\*\*\*

This survey is a joint initiative between the City Councils of New Zealand's eight biggest cities. It is about the **quality of life** of people living in big cities. We would like to include your opinions on your city. The survey has been in the news lately so you may even have heard about it.

The survey will take about 20 minutes. Everything you say will be confidential.

\*\*\*\*\* IF NECESSARY ARRANGE A CALL BACK \*\*\*\*\*

Q25	Firstly, can I check which suburb you live in?	Code	Route
	<b>CHECK WARD QUOTAS</b>		
	List of suburbs for each city .....	1	
Q31	CODE GENDER	Code	Route
	<b>CHECK QUOTAS</b>		
	Male.....	1	
	Female.....	2	
Q32	To make sure we speak to a cross-section of people, can I ask which age group you come in? <b>READ OUT</b>	Code	Route
	<b>CHECK QUOTAS</b>		
	18-25.....	1	
	26-34.....	2	
	35-44.....	3	
	45-54.....	4	
	55-64.....	5	
	65-74.....	6	
	75+.....	7	

Refused - DO NOT READ.....

8

Q33	To which of these ethnic groups do you belong? <b>READ OUT. CODE ALL THAT APPLY</b>	Code	Route
	NZ European.....	1	
	Maori.....	2	
	Pacific Islander.....	3	
	Chinese/Taiwanese.....	4	
	Indian.....	5	
	Other Asian (specify).....	6	
	Other (specify).....	7	
	New Zealander - DO NOT READ.....	8	
	Refused - DO NOT READ.....	9	
Q34	<b>IF MORE THAN ONE ETHNIC GROUP CODED ASK</b> And, which one of these do you most identify with? <b>READ OUT.</b>  <b>CHECK QUOTAS</b>  <b>ASK ONLY ABOUT THOSE GROUPS IDENTIFIED IN PREVIOUS QUESTION.</b>	Code	Route
	NZ European.....	1	
	Maori.....	2	
	Pacific Islander.....	3	
	Chinese/Taiwanese.....	4	
	Indian.....	5	
	Other Asian (specify).....	6	
	Other (specify).....	7	
	New Zealander - DO NOT READ.....	8	
	Refused - DO NOT READ.....	9	
Q40	The next questions are about your health and lifestyle.  Compared to other people your age, would you say your overall health is ...? <b>READ OUT</b>	Code	Route
	Extremely good.....	1	
	Good.....	2	
	Neither good nor poor.....	3	
	Poor.....	4	
	Extremely poor.....	5	
	Don't know - DO NOT READ OUT.....	6	

Q41	And, compared to other people your age, how would you rate your lifestyle in terms of how healthy you think it is? Would you say that your lifestyle is ...? <b>READ OUT</b>	Code	Route
	Very healthy .....	1	
	Healthy .....	2	
	Neither healthy nor unhealthy .....	3	
	Unhealthy .....	4	
	Very unhealthy .....	5	
	Don't know - DO NOT READ.....	6	
Q45	Now some questions about visits to the doctor.  Has there been any time in the last 12 months when you or a member of your family wanted to go to a GP, but didn't?	Code	Route
	Yes - there has been a time when wanted to go to dr but didn't.....	1	Q9
	No.....	2	Q14
	Don't know .....	3	
Q46	<b><u>IF YES - DIDN'T GO TO DR ASK</u></b> For what reasons did you or your family <u>not</u> go to the Doctor when you wanted to? PROMPT: Any other reasons?	Code	Route
	Dr too far away/difficult to get to/don't have transport .....	01	
	Too expensive/costs too much/symptoms didn't justify costs .....	02	
	Dr too busy to see me when needed to see them/couldn't fit me in.....	03	
	Was too busy to go to dr/couldn't take time off work.....	04	
	Home remedy/found another remedy/had medication at home.....	05	
	Other household member told not to go/refused to take.....	06	
	Embarrassing problem.....	07	
	Got better on its own/didn't need to in the end.....	08	
	Went to chemist instead.....	09	
	Other (specify) .....	10	

Q49	Now some questions about your free time. Thinking about all the different things you do in your free time including physical activity <b>and other</b> pass times, what are the <b>three main things</b> you do in your free time? Please exclude time spent on household chores. <b>DO NOT READ. CODE ALL MENTIONS</b>	Code	Route
	<b>IF MENTION A SPORT SAY:</b> Is this with an organised club or is it with friends?		
	Watching TV/videos.....	01	
	Reading .....	02	
	Surfing the net/computer activities .....	03	
	Gardening .....	04	
	Shopping or window shopping.....	05	
	Socialising with friends in cafes, bars etc/visiting friends .....	06	
	Home entertaining/talking to friends on the phone.....	07	
	Attending theatre, concerts or going to see films .....	08	
	Creative activity such as arts, crafts, music .....	09	
	Taking part in sports or other physical activity (including walking, swimming, golf, fishing etc) .....	10	
	Club/group membership .....	11	
	Voluntary or unpaid community work.....	12	
	Attending community education/evening classes.....	13	
	Church or religious activities.....	14	
	Family or child-focused activities.....	15	
	Don't have free time/sleep, eat .....	16	
	School/university work.....	17	
	Listen to music.....	18	
	DIY/home renovation/building a house.....	19	
	Attending a sporting fixture .....	20	
	Working on vehicles/fix up old cars.....	21	
	Jigaws/crosswords .....	22	
	Other (specify) .....	23	
	Don't know .....	24	
Q48	<b>IF MENTIONED PHYSICAL ACTIVITY</b> Is the physical activity you take part in with ... <b>READ OUT. CODE ALL MENTIONS.</b>	Code	Route
	a club, team or organised group.....	1	
	an informal group or own your own.....	2	
	Don't know - DO NOT READ.....	3	

Q50	I'd like you to think about leisure activities that are <b>important</b> to you. <b>PAUSE</b> Is there anything that makes it difficult for you to take part in these important activities in your free time?	Code	Route
	Yes .....	1	Q13
	No.....	2	Q15
	Don't have important activities .....	3	Q15
	Don't know .....	4	Q15
Q51	<b>ASK IF YES</b> What makes it difficult for you to take part in the leisure activities that are important to you? PROMPT: Anything else?	Code	Route
	Activity costs too much/can't afford it.....	01	
	Activity too far away/don't have transport/can't get to it easily .....	02	
	Too busy/family, work commitments/don't have time.....	03	
	Not at a convenient time.....	04	
	No facilities exist/too crowded .....	05	
	Poor health/physically cannot participate/sports injury/old age.....	06	
	No facilities for childcare/have to look after child.....	07	
	Weather .....	08	
	Environmental factors - pollution, condition of roads.....	09	
	Shift work.....	10	
	Other (specify) .....	11	
Q47	Now some questions about exercise and other physical activity.  How often do you take part in physical activity? By physical activity I mean any activity, such as sport, brisk walking, running, or gardening etc, that increases your heart rate or breathing for 30 minutes or more. IF NECESSARY: Please give me your best estimate. <b>READ OUT</b>	Code	Route
	Everyday or nearly everyday .....	1	
	2-4 times a week .....	2	
	Once a week .....	3	
	2-3 times a month.....	4	
	Once a month.....	5	
	Less often.....	6	
	Never .....	7	
	Don't know - DO NOT READ.....	8	

Q52	Now I have some questions about your well-being. How much of the time would you say you have been 'happy', over the last 4 weeks? <b>READ OUT</b>	Code	Route
	All of the time .....	1	
	Most of the time.....	2	
	A good bit of the time .....	3	
	Some of the time .....	4	
	Hardly ever .....	5	
	Never .....	6	
	Don't know - DO NOT READ.....	7	
Q53	And, how much of the time would you say you have felt calm and peaceful, over the last 4 weeks ? <b>READ OUT</b>	Code	Route
	All of the time .....	1	
	Most of the time.....	2	
	A good bit of the time .....	3	
	Some of the time .....	4	
	Hardly ever .....	5	
	Never .....	6	
	Don't know - DO NOT READ.....	7	
Q54	At some time in their lives, most people experience stress. By stress I mean things that negatively affect people's working life, their family life, their activities, their routine for taking care of household chores, their leisure time etc. Which of the following best describes the level of stress you have experienced on occasions in the last 12 months? <b>READ OUT</b>	Code	Route
	Stress that had an <b>extremely negative</b> affect on you .....	1	
	Stress that had a <b>negative</b> affect on you .....	2	
	Stress that had a <b>slightly negative</b> affect on you.....	3	
	Stress that had <b>no</b> negative affect on you .....	4	
	No stress at all.....	5	
	Don't know - DO NOT READ.....	6	

Q56	<p><b>RESPONDENTS WHO SAID 'NO STRESS AT ALL' AT Q54 SKIP TO Q58</b></p> <p>When you are feeling stressed, would you say there someone you feel you can turn to for help or rely on for support ...? <b>READ OUT</b></p> <p><b>IF NECESSARY:</b> Please think about those occasions when you want to talk about it.</p> <p>Always..... 1</p> <p>Most of the time ..... 2</p> <p>A good bit of the time ..... 3</p> <p>Some of the time ..... 4</p> <p>Hardly ever..... 5</p> <p>Never..... 6</p> <p>Don't know - DO NOT READ..... 7</p>	Code	Route				
Q58	<p>Now some questions about what's happening in local communities. How much do you agree or disagree with these statements. Would you say that you strongly agree, agree, neither agree nor disagree, disagree or strongly disagree that ... <b>READ OUT. ROTATE STATEMENTS</b></p>						
		Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
	(R1) You feel a sense of community with others in your local neighbourhood. For example, you share interests and concerns .....	1	2	3	4	5	6
	(R2) It's important to you to feel a sense of community with people in your local neighbourhood.....	1	2	3	4	5	6
	(R3) People across your local neighbourhood work together and support each other.....	1	2	3	4	5	6
Q59	<p><b>IF DISAGREE OR STRONGLY DISAGREE THAT HAVE A SENSE OF COMMUNITY WITH THOSE IN LOCAL NEIGHBOURHOOD (R2) ASK:</b> For what reasons do you say that? PROMPT: Any other reasons?</p>	Code	Route				
	Too busy/my focus is on my family, job.....	01					
	Not my type of people/different interests, lifestyle, stage of life/nothing in common.....	02					
	Like to keep myself to myself/not interested in community activities .....	03					
	Rental property - the neighbours move regularly.....	04					
	No forum for bringing people together .....	05					
	People not approachable/not a friendly neighbourhood.....	06					
	Don't know them.....	07					
	Don't speak English/little English/different culture .....	08					
	New to area .....	09					
	Don't spend much time in neighbourhood/work/they work.....	10					
	Other (specify).....	11					

Q60	We are interested in finding out about the social networks and groups that you are part of. Which of the options below best describes the group or social network that matters to you most? <b>READ OUT</b>	Code	Route
	It is mostly made up of people who live in the same area as you - that is, your local neighbourhood.....	1	
	It is mostly made up of people who have the same interests, culture or beliefs as you, but who don't necessarily live in your area.....	2	
	There are no particular groups or networks that you feel part of .....	3	
	Other (specify) - DO NOT READ.....	4	
	Don't know - DO NOT READ.....	5	

Q75	In the last 12 months, which of the following types of contact have you had with people in your neighbourhood? <b>READ OUT. CODE ALL THAT APPLY</b>	Yes	No	Don't know
	(R1) Negative contact where there's outright tension or disagreements .....	1	2	3
	(R2) Limited negative contact; for example not getting on with them .....	1	2	3
	(R4) Limited positive contact such as a nod or saying hello.....	1	2	3
	(R5) Positive contact such as a visit, a chat when you see them, ask each other for small favours, tell them if going away etc.....	1	2	3

Q62	Some people tell us that they feel lonely or isolated in the city while others say that they don't. In the last 12 months how often have you felt lonely or isolated? <b>READ OUT</b>	Code	Route
	All of the time.....	1	
	Most of the time .....	2	
	A good bit of the time .....	3	
	Some of the time.....	4	
	Hardly ever.....	5	
	Never.....	6	
	Don't know - DO NOT READ.....	7	

Q64	The next few questions are about your perceptions of ... INSERT CITY and your local neighbourhood.  Thinking now about your overall sense of freedom from crime, how safe or unsafe you feel in the following situations? Would you say that you feel very safe, safe, neither safe nor unsafe, unsafe, or very unsafe ... ? <b>READ OUT STATEMENT. ROTATE STATEMENTS</b>	Very safe	Safe	Neither safe nor unsafe	Unsafe	Very unsafe	Don't know
	(R1) In your home during the daytime.....	1	2	3	4	5	6
	(R2) In your local neighbourhood during the daytime .....	1	2	3	4	5	6
	(R3) In your city centre during the daytime .....	1	2	3	4	5	6
	(R4) In your home after dark.....	1	2	3	4	5	6
	(R5) In your local neighbourhood after dark.....	1	2	3	4	5	6

(R6)

In your city centre after dark.....

1

2

3

4

5

6

Q65	<b>ASK ONLY IF LIVE IN MANUKAU, WAITAKERE OR NORTH SHORE</b>	Code	Route
	Thinking about your city centre, which area do you regard as your 'city centre'?		
	Queen Street/Downtown Auckland.....	01	
	Bottony Downs .....	02	
	Browns Bay .....	03	
	Takapuna .....	04	
	Mangere .....	05	
	Newmarket.....	06	
	Devonport .....	07	
	Manukau City Centre.....	08	
	Hunter's Corner.....	09	
	Pakuranga.....	10	
	Henderson .....	11	
	Glenfield.....	12	
	Howick.....	13	
	West City.....	14	
	Kelston.....	15	
	Albany.....	16	
	Te Atatu .....	17	
	Other (specify) .....	18	
Q66	And, can you tell me how safe or unsafe you think your local neighbourhood is for children to play in while unsupervised? Would you say it is very safe, safe, neither safe nor unsafe, unsafe or very unsafe?	Code	Route
	Very safe.....	1	
	Safe.....	2	
	Neither safe nor unsafe.....	3	
	Unsafe.....	4	Q27
	Very unsafe.....	5	Q27
	Don't know .....	6	

Q67	<p><b>ASK IF UNSAFE OR VERY UNSAFE</b>  For what reasons do you say this? PROMPT: Any other reasons? <b>DO NOT READ</b>  <b>PROBE FULLY</b></p> <p>Traffic eg busy roads/heavy traffic/fast cars/lack of pedestrian crossings .....</p> <p>Other environmental dangers eg unsafe playgrounds/rivers/beach/open drains/marshland .....</p> <p>Stranger danger eg undesirable residents/strange people/unsavoury people/transients .....</p> <p>Children should always be supervised.....</p> <p>Bullying from other kids/teenagers .....</p> <p>Child could get lost/wander off.....</p> <p>Other (specify).....</p>	Code	Route																																																																													
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Q72	<p>Now some questions about ... INSERT CITY as a place to live. Can you tell me how much of a problem the following issues have been over the last 12 months? Would you say ... has been 'a big problem', 'a problem', 'somewhat of a problem', 'not much of a problem' or 'not a problem at all' in your local neighbourhood. <b>ROTATE STATEMENTS.</b></p> <p><b>FOR AUCKLAND CITY SAY:</b> By Auckland City I mean <b>central</b> Auckland not North Shore, Waitakere or Manukau.</p> <table border="1" data-bbox="925 952 1476 1601"> <thead> <tr> <th></th> <th>A big problem</th> <th>A problem</th> <th>Somewhat of a problem</th> <th>Not much of a problem</th> <th>Not a problem at all</th> <th>Don't know</th> </tr> </thead> <tbody> <tr> <td>(R1) Rubbish or litter lying about on the streets .....</td> <td>1</td> <td>2</td> <td>3</td> <td>4</td> <td>5</td> <td>6</td> </tr> <tr> <td>(R2) Graffiti on walls, schools, shops etc.....</td> <td>1</td> <td>2</td> <td>3</td> <td>4</td> <td>5</td> <td>6</td> </tr> <tr> <td>(R3) Broken windows in shops, public buildings or other vandalism.....</td> <td>1</td> <td>2</td> <td>3</td> <td>4</td> <td>5</td> <td>6</td> </tr> <tr> <td>(R4) Car theft, damage to cars or theft from cars.....</td> <td>1</td> <td>2</td> <td>3</td> <td>4</td> <td>5</td> <td>6</td> </tr> <tr> <td>(R5) Dangerous driving including drink driving, speeding or hoons .....</td> <td>1</td> <td>2</td> <td>3</td> <td>4</td> <td>5</td> <td>6</td> </tr> <tr> <td>(R6) Risk from traffic for pedestrians or cyclists .....</td> <td>1</td> <td>2</td> <td>3</td> <td>4</td> <td>5</td> <td>6</td> </tr> <tr> <td>(R7) People who you feel unsafe around because of their behaviour, attitude or appearance.....</td> <td>1</td> <td>2</td> <td>3</td> <td>4</td> <td>5</td> <td>6</td> </tr> <tr> <td>(R10) Air pollution .....</td> <td>1</td> <td>2</td> <td>3</td> <td>4</td> <td>5</td> <td>6</td> </tr> <tr> <td>(R11) Water pollution including pollution in streams, rivers, lakes and in the sea.....</td> <td>1</td> <td>2</td> <td>3</td> <td>4</td> <td>5</td> <td>6</td> </tr> <tr> <td>(R12) Noise pollution.....</td> <td>1</td> <td>2</td> <td>3</td> <td>4</td> <td>5</td> <td>6</td> </tr> </tbody> </table>		A big problem	A problem	Somewhat of a problem	Not much of a problem	Not a problem at all	Don't know	(R1) Rubbish or litter lying about on the streets .....	1	2	3	4	5	6	(R2) Graffiti on walls, schools, shops etc.....	1	2	3	4	5	6	(R3) Broken windows in shops, public buildings or other vandalism.....	1	2	3	4	5	6	(R4) Car theft, damage to cars or theft from cars.....	1	2	3	4	5	6	(R5) Dangerous driving including drink driving, speeding or hoons .....	1	2	3	4	5	6	(R6) Risk from traffic for pedestrians or cyclists .....	1	2	3	4	5	6	(R7) People who you feel unsafe around because of their behaviour, attitude or appearance.....	1	2	3	4	5	6	(R10) Air pollution .....	1	2	3	4	5	6	(R11) Water pollution including pollution in streams, rivers, lakes and in the sea.....	1	2	3	4	5	6	(R12) Noise pollution.....	1	2	3	4	5	6		
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Q80	<p>Next are some questions about... INSERT CITY NAME as a place to live.</p> <p>How much do you agree or disagree with the statement, 'I feel a sense of pride in the way ... INSERT CITY looks and feels'? Do you ... <b>READ OUT</b></p> <p><b>FOR AUCKLAND SAY:</b> By Auckland City I mean <b>central</b> Auckland not North Shore, Waitakere or Manukau.</p> <p>Strongly agree.....</p> <p>Agree .....</p> <p>Neither agree nor disagree .....</p> <p>Disagree.....</p>	Code	Route																																																																													
		1																																																																														
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Strongly disagree.....	5	
Don't know - DO NOT READ.....	6	

Q81	For what reasons do you say that? PROMPT: Any other reasons? <b>DO NOT READ. CODE ALL MENTIONS</b>	Code	Route
	<i>PROBE IF SAY BEAUTIFUL/ATTRACTIVE/PRETTY CITY ASK: What makes it beautiful/attractive/pretty?</i>		
	<i>IF SAY LOVE/LIKE CITY ASK: What makes you love/like it?</i>		
	<i>IF SAY ITS A GREAT PLACE ASK: What makes it a great place?</i>		
	<i>IF SAY COMPARES WELL WITH OTHER CITIES ASK: What makes it compare well?</i>		
	<i>PROBE FULLY.</i>		
	Clean/no litter/clean and tidy .....	01	
	Nice green city/beautiful parks and gardens/lots of gardens .....	02	
	Beaches/harbour - beautiful/good access .....	03	
	The river .....	04	
	Attractive buildings/good building design .....	05	
	Well laid out and spacious .....	06	
	Many attractions/activities/events/things to do .....	07	
	Good facilities and services eg public transport, sporting facilities, cultural amenities .....	08	
	Great place to shop/nice shopping malls .....	09	
	Good roading/roads well maintained .....	10	
	Not too much traffic/easy to get around .....	11	
	Safety eg city reasonably trouble free .....	12	
	Helpful/friendly/welcoming people .....	13	
	Go ahead/progressive/positive place .....	14	
	Good size/right population size .....	15	
	Slow pace/no rush/relaxed/quiet .....	16	
	Other positive comment (specify) .....	17	
	Looks dirty/rubbish everywhere .....	19	
	Drab/dowdy/needs sprucing up/better maintenance needed .....	20	
	Graffiti/vandalism .....	21	
	Empty buildings/closed shops .....	22	
	Old buildings pulled down/in-fill/unattractive new buildings .....	23	
	Safety concerns/crime/violence .....	24	
	Roading issues/roadworks/traffic problems/congestion .....	25	
	Loss of green areas/trees/need more trees/parks .....	26	
	Other negative comment (specify) .....	27	
	.....	28	
	Don't know .....	29	



Q82	<p>This city is becoming home for an increasing number of people with different lifestyles and cultures from different countries. Overall, do you think this makes ... INSERT CITY ... <b>READ OUT</b></p> <p><b>FOR AUCKLAND SAY:</b> By Auckland City I mean <b>central</b> Auckland not North Shore, Waitakere or Manukau.</p> <p>A much better place to live.....</p> <p>A better place to live.....</p> <p>Makes no difference.....</p> <p>A worse place to live.....</p> <p>A much worse place to live.....</p> <p>Don't know - DO NOT READ.....</p>	Code	Route
		1	Q33
		2	Q33
		3	Q34
		4	Q32
		5	Q32
		6	
Q83	<p><b>IF MAKES A WORSE/MUCH WORSE PLACE TO LIVE</b></p> <p>For what reasons do you say that? PROMPT: Any other reasons? <b>DO NOT READ. CODE ALL MENTIONS</b></p> <p>Lack of integration into NZ society / don't mix .....</p> <p>Causes racial disharmony / racial tension.....</p> <p>Taking us over / taking our shops etc.....</p> <p>Arrogant / disrespectful / ill mannered people.....</p> <p>Increase in crime/gangs.....</p> <p>Poor driving skills .....</p> <p>Too many Asian immigrants.....</p> <p>Too many foreigners / too many different cultures .....</p> <p>Don't contribute to our economy .....</p> <p>Use our welfare / education system etc .....</p> <p>Inability to communicate / speak English.....</p> <p>Immigrants not helped enough / no follow -up.....</p> <p>We are losing our NZ identity.....</p> <p>Other (specify) .....</p>	Code	Route
		01	
		02	
		03	
		04	
		05	
		06	
		07	
		08	
		09	
		10	
		11	
		12	
		13	
		14	

Q84	<p><b>IF CULTURAL DIVERSITY MAKES BETTER/MUCH BETTER</b> For what reasons do you say that? PROMPT: Any other reasons? <b>DO NOT READ. CODE ALL MENTIONS</b></p> <p>Diversity good/broader perspective, outlook/brings new ideas ..... 1</p> <p>Helps the labour force/more jobs/more workers ..... 2</p> <p>More interesting food/more choice/better restaurants ..... 3</p> <p>Good to learn about other cultures/stops racism/good for children ..... 4</p> <p>Makes the city more vibrant and interesting ..... 5</p> <p>Other (specify) ..... 6</p>	Code	Route																												
Q90	<p>Now some questions about public transport.</p> <p>In the last 12 months, how often did you use public transport? <b>READ OUT</b> <b>IF NECESSARY SAY:</b> By public transport I mean buses, cable cars, ferries and trains. I do not mean taxis.</p> <p>Everyday or nearly everyday ..... 1</p> <p>2-4 times a week ..... 2</p> <p>Once a week ..... 3</p> <p>2-3 times a month ..... 4</p> <p>Once a month ..... 5</p> <p>Less often ..... 6</p> <p>Did not use public transport in the last 12 months ..... 7</p> <p>Don't know - DO NOT READ ..... 8</p>	Code	Route																												
Q92	<p>Thinking about public transport in ... INSERT CITY in terms of cost, convenience and safety overall would you say you strongly agree, agree, neither agree nor disagree, disagree or strongly disagree with the following statements. <b>READ OUT STATEMENT</b></p> <table border="1" data-bbox="933 1433 1476 1713"> <thead> <tr> <th></th> <th>Strongly agree</th> <th>Agree</th> <th>Neither agree nor disagree</th> <th>Disagree</th> <th>Strongly disagree</th> <th>Don't know</th> </tr> </thead> <tbody> <tr> <td>(R1) Fares are affordable.....</td> <td>1</td> <td>2</td> <td>3</td> <td>4</td> <td>5</td> <td>6</td> </tr> <tr> <td>(R2) Public transport is safe.....</td> <td>1</td> <td>2</td> <td>3</td> <td>4</td> <td>5</td> <td>6</td> </tr> <tr> <td>(R3) Public transport is convenient.....</td> <td>1</td> <td>2</td> <td>3</td> <td>4</td> <td>5</td> <td>6</td> </tr> </tbody> </table>		Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know	(R1) Fares are affordable.....	1	2	3	4	5	6	(R2) Public transport is safe.....	1	2	3	4	5	6	(R3) Public transport is convenient.....	1	2	3	4	5	6		
	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know																									
(R1) Fares are affordable.....	1	2	3	4	5	6																									
(R2) Public transport is safe.....	1	2	3	4	5	6																									
(R3) Public transport is convenient.....	1	2	3	4	5	6																									
Q93	<p>The next question concerns your overall quality of life.</p> <p>Would you say that overall your quality of life is ... <b>READ OUT</b></p> <p>Extremely good ..... 1</p> <p>Good ..... 2</p> <p>Neither good nor poor ..... 3</p> <p>Poor ..... 4</p>	Code	Route																												

Extremely poor .....	5	
Don't know - DO NOT READ OUT.....	6	

Q94	Now some questions about ... INSERT COUNCIL NAME. How satisfied or dissatisfied are you with the way the Council involves the public in the decisions it makes? Would you say you are ... ? <b>READ OUT</b>	Code	Route
	Very satisfied.....	1	Q39
	Satisfied .....	2	Q39
	Neither satisfied nor dissatisfied.....	3	Q39
	Dissatisfied.....	4	Q38
	Very dissatisfied.....	5	Q38
	Don't know - DO NOT READ .....	6	Q39

Q95	<b>ASK IF DISSATISFIED/VERY DISSATISFIED</b> For what reasons do you say that? PROMPT: Any other reasons? <b>DO NOT READ. CODE ALL MENTIONS</b> <i>PROBE FULLY</i>	Code	Route
	Lack of publicity/information.....	1	
	No consultation/not enough consultation/involvement/don't involve public early enough.....	2	
	Do what they want/have own agendas/don't listen to public opinion .....	3	
	They make bad decisions/stupid.....	4	
	Other (specify).....	5	
	Don't know .....	6	

Q97	I am going to read some statements about ... INSERT COUNCIL NAME. Please tell me if you agree or disagree with each statements. Would you say you strongly agree, agree, neither agree nor disagree, disagree or strongly disagree that ... <b>READ OUT</b>						
		Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
	(R1) The issues that the Council deals with don't really affect you.....	1	2	3	4	5	6
	(R2) Voting in Council elections gives people like you a chance to influence decisions made about your community .....	1	2	3	4	5	6
	(R3) You understand how your Council makes decisions .....	1	2	3	4	5	6
	(R4) You're not very interested in what the Council does, as long as they do their job .....	1	2	3	4	5	6
	(R5) You would like to have more of a say in what the Council does .....	1	2	3	4	5	6
	(R6) You have confidence that the Council makes decisions that are in the best interests of the city .....	1	2	3	4	5	6

Q98	How much influence do you feel the public has on the decisions that Council makes? Would you say the public has a ... <b>READ OUT</b>	Code	Route
	Large influence.....	1	
	Some influence.....	2	
	Small influence.....	3	

No influence.....	4	
Don't know - DO NOT READ.....	5	

Q99	Did you vote in the last Council election? That is, did you vote for a mayor, local city councillor and community board representative?	Code	Route
	Yes .....	1	Q44
	No.....	2	Q42
	Don't know .....	3	Q44
Q100	<b>IF DIDN'T VOTE</b> For what reasons did you not vote? DO NOT READ	Code	Route
	Too busy / didn't get round to it / forgot.....	01	
	Not interested / didn't seem important.....	02	
	Too much information given / too much to read.....	03	
	Not enough information / didn't know enough about it.....	04	
	Too many candidates.....	05	
	Candidates didn't appeal / noone stood out.....	06	
	Didn't keep their promises / poor performance of Council in the past.....	07	
	Not on electoral role / didn't recieve voting papers.....	08	
	Wasn't here/in city .....	09	
	Wasn't old enough/not a citizen, resident.....	10	
	Didn't understand/not sure what to do .....	11	
	Other (specify) .....	12	
	Don't know .....	13	
Q101	<b>ASK IF MORE THAN ONE REASON FOR NOT VOTING</b> And what was the <b>main</b> reason you didn't vote? DO NOT READ	Code	Route
	Too busy / didn't get round to it / forgot.....	01	
	Not interested / didn't seem important.....	02	
	Too much information given / too much to read.....	03	
	Not enough information / didn't know enough about it.....	04	
	Too many candidates.....	05	
	Candidates didn't appeal / noone stood out.....	06	
	Didn't keep their promises / poor performance of Council in the past.....	07	
	Not on electoral role / didn't recieve voting papers.....	08	
	Wasn't here/in city .....	09	
	Wasn't old enough/not a citizen, resident.....	10	
	Didn't understand/not sure what to do .....	11	
	Other (specify) .....	12	
	Don't know .....	13	



Q106	Now some questions about e-mail and the internet.	Code	Route
	In an average month, how often do you use <b>e-mail</b> for work, education or personal use? <b>READ OUT</b>		
	Everyday or nearly everyday .....	1	
	2-4 times a week .....	2	
	Once a week .....	3	
	2-3 times a month.....	4	
	Once a month.....	5	
	Less often.....	6	
	Never .....	7	
	Don't know - DO NOT READ.....	8	
Q107	In an average month, how often do you use the internet or worldwideweb for work, education or personal use? <b>READ OUT</b>	Code	Route
	Everyday or nearly everyday .....	1	
	2-4 times a week .....	2	
	Once a week .....	3	
	2-3 times a month.....	4	
	Once a month.....	5	
	Less often.....	6	
	Never .....	7	
	Don't know - DO NOT READ.....	8	
Q108	<b>ASK IF USE E-MAIL OR WEB ONCE A MONTH OR MORE OFTEN</b> Where do you use e-mail or the internet? Any other places? <b>DO NOT READ OUT. CODE ALL MENTIONS</b>	Code	Route
	At home.....	1	
	At work.....	2	
	At school, university or other educational institution.....	3	
	At a library .....	4	
	At a friend or relative's house.....	5	
	At an internet cafe or similar place.....	6	
	Other place (specify).....	7	

Q109	<p><b>ASK IF USE E-MAIL OR WEB ONCE A MONTH OR MORE OFTEN</b></p> <p>How important is the internet as a source of information that helps you make decisions? <b>READ OUT. IF NECESSARY:</b> For example, how important is the internet in providing consumer reviews, information for work, education, events and activities, or services etc?</p>	Code	Route
	Very important .....	1	
	Important .....	2	
	Neither important nor unimportant.....	3	
	Unimportant.....	4	
	Very unimportant .....	5	
	Don't know - DO NOT READ.....	6	
Q150	<p>Now some questions about your household to make sure that we have called a cross-spread of people.</p> <p>How many people are there altogether in this household, including yourself, any borders and any children?</p>	Code	Route
	1.....	01	Q51
	2.....	02	
	3.....	03	
	4.....	04	
	5.....	05	
	6.....	06	
	7.....	07	
	8.....	08	
	9+.....	09	
	Refused - DO NOT READ.....	10	
Q151	<p>And how many people in your household are under the age of 18 and not in full time employment?</p>	Code	Route
	No one under 18 and unemployed.....	01	
	1.....	02	
	2.....	03	
	3.....	04	
	4.....	05	
	5.....	06	
	6.....	07	
	7.....	08	
	8.....	09	
	9+.....	10	
	Refused - DO NOT READ.....	11	



Q152	Which of the following best describes your household? Are you ... <b>READ OUT</b>	Code	Route
	Living in a non family household, for example, living with flatmates .....	1	
	Living with your partner only .....	2	
	Living with immediate family members, for example, living with your partner and/or children or your parents.....	3	
	Living with your immediate family plus other people, for example, borders or flatmates .....	4	
	Two families living together .....	5	
	Three or more families living together.....	6	
	Other (specify) .....	7	
	Refused - DO NOT READ.....	8	
Q153	And which best describes your personal income before tax? <b>READ OUT</b>	Code	Route
	Less than \$10,000 per year .....	01	
	Between \$10,001 and \$20,000 per year.....	02	
	Between \$20,001 and \$30,000 per year.....	03	
	Between \$30,001 and \$40,000 per year.....	04	
	Between \$40,001 and \$50,000 per year.....	05	
	Between \$50,001 and \$70,000 per year.....	06	
	Between \$70,001 and \$100,000 per year.....	07	
	Between \$100,001 or more per year .....	08	
	Refused - DO NOT READ.....	09	
	Don't know - DO NOT READ.....	10	
Q154	Which best describes your households income before tax? <b>READ OUT</b>	Code	Route
	Less than \$10,000 per year .....	01	
	Between \$10,001 and \$20,000 per year.....	02	
	Between \$20,001 and \$30,000 per year.....	03	
	Between \$30,001 and \$40,000 per year.....	04	
	Between \$40,001 and \$50,000 per year.....	05	
	Between \$50,001 and \$70,000 per year.....	06	
	Between \$70,001 and \$100,000 per year.....	07	
	Between \$100,001 or more per year .....	08	
	Refused - DO NOT READ.....	09	
	Don't know - DO NOT READ.....	10	

Q155	And do you work in paid employment ...? <b>READ OUT</b>	Code	Route
	Full time (more than 30 hours a week) .....	1	Q55
	Part time (30 hours or less a week) .....	2	Q55
	Or not at all.....	3	Q54
	Refused - DO NOT READ.....	4	
Q156	<b><u>IF NOT IN PAID EMPLOYMENT</u></b> Which of these best describes your occupation? <b>READ OUT</b>	Code	Route
	Home duties .....	1	
	Retired.....	2	
	Social Welfare beneficiary/unemployed .....	3	
	Student.....	4	
	Refused - DO NOT READ.....	5	
Q157	And, finally, how long have you lived in ...CITY? If you have moved away and returned, please include past occasions when you lived here.	Code	Route
	Less than 1 year.....	1	
	1 year to just under 2 years .....	2	
	2 years to just under 4 years .....	3	
	Four years to just under 10 years.....	4	
	10 years or more .....	5	
	Don't know - DO NOT READ.....	6	
<p>That's all the questions we have for you today. Thank you for participating in this survey.</p> <p>Should you have any queries, my name is ... from ACNielsen</p> <p>Thank you for your time.</p> <p>GIVE ACNIELSEN'S PHONE NUMBER IF REQUESTED WELLINGTON 04 385 8774 AUCKLAND</p>			

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## Appendix 4 – ACNielsen Quality Assurance

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<b>Quality Assurance</b>	<p>ACNielsen is committed to the principles of Total Quality Management, and in 1995 achieved certification under the International Standards Organisation ISO 9001 code.</p> <p>The company maintains rigorous standards of quality control in all areas of operation. We believe no other commercial research organisation in New Zealand can provide clients with the level of confidence in survey data that we are able to. Furthermore, ACNielsen is routinely and regularly subjected to <b>independent external auditing</b> of all aspects of its survey operations.</p>
<b>ISO 9001</b>	<p>In terms of this project, all processes involved are covered by our ISO 9001 procedures. As part of these procedures, all stages of this research project (including all inputs/ outputs) are to be approved by the Project Leader.</p>
<b>Code of Ethics</b>	<p>All research conducted by ACNielsen conforms with the Code of Professional Behaviour of the Market Research Society of New Zealand</p>

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