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|--|---------------------------|-------------------|
|  INTERNATIONAL RESEARCH CONSULTANTS LTD <small>STRATEGIC PLANNING & BRAND SOLUTIONS</small> | JOB NUMBER 0503197 | MARCH 2011 |
| JOB DESCRIPTION: HAMILTON CITY COUNCIL 2010 RESIDENTS SURVEY | | |

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

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

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

Stream 1 ----- 1

Stream 2 ----- 2

The interview will take about 20 - 25 minutes.

Stream 3 ----- 3

The interview will take about 7 - 8 minutes.

Can we talk now?

Qa Do you live in the Hamilton City Council area?

Yes ----- 1 → Continue

No ----- 2 → Thank and terminate

REINTRODUCE IF NECESSARY:
INTERVIEWER RECORD START TIME

QC Route control – Alternate on interviews ?

Stream 1 ----- 1 → Go to Q1

Stream 2 ----- 2 → Go to Q5

Stream 3 ----- 3 → Go to QD

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

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

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

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

Asian ----- 4 → Thank and terminate

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

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

Q1 I'm going to read out a list of different services and facilities. For each one, please tell me how often you've used that service or facility in the past 12 months.

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

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

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

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

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

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

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

Q4 Which library have you used most often in the past 12 months?

- Central -----1
- Dinsdale -----3
- Hillcrest -----5
- Other (specify) _____
- Chartwell -----2
- Glenview -----4
- St. Andrews -----6
- 9

| Type | INSTRUCTION |
|----------|-------------|
| Stream 1 | GO TO Q8 |
| Stream 2 | GO TO Q5 |

Q5 I'm going to read out a list of services and facilities. For each one, please tell me how often you've used that service or facility in the past 12 months.

| | Facility / Service | Daily | Weekly | Monthly | At least once in last 12 months | Used but less than once in last 12 months | Not used in past 12 months | No Answer |
|---|--|-------|--------|---------|---------------------------------|---|----------------------------|-----------|
| P | Parks and Gardens in the City in general | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| Q | Hamilton Gardens | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| R | Hamilton Lake | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| S | Neighbourhood Parks i.e. the small local park with swings within walking distance, not local sports fields | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| T | Children's Playground equipment in the neighbourhood park | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| U | City Walkways (including walkways along river and around Hamilton Lake) | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| V | Porritt Stadium | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| W | Sports Areas not including Waikato Stadium/ Westpac Park or the swimming pools | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| X | Garden Place in Central Hamilton | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| Y | Hamiltons Central Business District (down town) at night time | 1 | 2 | 3 | 4 | 5 | 6 | 7 |

Q6. (PROGRAMME WRITTEN TO ONLY ASK FOR THOSE SERVICES USED IN THE PAST YEAR (CODES 1-5 IN Q5))

I'm going to read out a list of different services and facilities you have used and using the scale where 0 is very dissatisfied to 10 being very satisfied, how satisfied are you with ...? (CIRCLE ONE ONLY)

| | Facility / Service | Very Dissatisfied | | Neutral | | | | | | Very Satisfied | | Don't Know DK | |
|---|--|-------------------|---|---------|---|---|---|---|---|----------------|---|---------------|----|
| | | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | | 10 |
| P | Parks and Gardens in the City in general | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| Q | Hamilton Gardens | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| R | Hamilton Lake | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| S | Neighbourhood Parks i.e. the small local park with swings within walking distance, not local sports fields | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| T | Children's Playground equipment in the neighbourhood park | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| U | City Walkways (including walkways along river and around Hamilton Lake) | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| V | Porritt Stadium | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |

| | | | | | | | | | | | | | |
|---|--|---|---|---|---|---|---|---|---|---|---|----|----|
| W | Sports Areas not including Waikato Stadium/ Westpac Park or the swimming pools | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| X | Garden Place in Central Hamilton | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| Y | Hamiltons Central Business District (down town) at night time | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Continued over page

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

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

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

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

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

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

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

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

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

- Private vehicle -----1
- Getting a ride with others -----2
- Public transport (buses or train) -----3
- Cycling-----4
- Walking-----5
- Other (specify) _____-6

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

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

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

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

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

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

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

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

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

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

| | |
|-----------------|--------------------|
| Type | INSTRUCTION |
| Stream 1 | Go to Q20 |
| Stream 2 | Go to Q20 |
| Stream 3 | Go to Q24 |

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

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

| | |
|-----------------|--------------------|
| Type | INSTRUCTION |
| Stream 1 | Go to Q21 |
| Stream 2 | Go to Q21 |
| Stream 3 | Go to Q24 |

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

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

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

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

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

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

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

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

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

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

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

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

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

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

| | |
|-----------------|--------------------|
| Type | INSTRUCTION |
| Stream 1 | Go to Q27 |
| Stream 2 | Go to Q27 |
| Stream 3 | Go to Q27 |

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

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

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

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

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

| | |
|-----------------|--------------------|
| Type | INSTRUCTION |
| Stream 1 | Go to Q31 |
| Stream 2 | Go to Q31 |
| Stream 3 | Go to Q31 |

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

- Residential Rates -----1
- Commercial Rates (Business rates)-----2 →Go to Q33
- Both-----3
- No rates-----4 →Go to Q33

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

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

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

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

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

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

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

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

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

Q41 Why do you feel this way?

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

- Daily-----1
- Weekly-----2
- Monthly -----3
- At least once in last 12 months-----4
- Contacted but less than once in last 12 months -----5
- Not had any contact in past 12 months-----6

No Answer -----7

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

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

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

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

Q44 Why do you feel this way?

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

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

Q46 Why do you feel this way?

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

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

| Type | INSTRUCTION |
|----------|-------------|
| Stream 1 | GO TO Q49 |
| Stream 2 | GO TO Q49 |
| Stream 3 | GO TO Q49 |

| Type | INSTRUCTION |
|----------|-------------|
| Stream 1 | GO TO Q49 |
| Stream 2 | GO TO Q49 |
| Stream 3 | GO TO Q49 |

Q49 Finally, we wish to obtain some information about people participating in the survey to make sure we get a representative cross section of the community.
Can you tell me what year you were born?

RECORD YEAR _____

| |
|---------------------------------------|
| DO NOT READ OUT Refused----- 9 |
|---------------------------------------|

Q50a What type of accommodation do you have? (CIRCLE ONE ONLY)

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

Q50b Which of the following best describes the accommodation you have? (CIRCLE ONE ONLY)

- Stand alone house ----- 1
- Flat or apartment ----- 2
- Other (SPECIFY) _____ -- 4

Q51a How many people normally live in your house? (CIRCLE ONE ONLY)

- One only ----- 1 SKIP TO Q52
- Two ----- 2
- Three ----- 3
- Four ----- 4
- Five or more ----- 5
- Other (SPECIFY) _____ -- 9

Q51b How many of those are aged 18 or older? (CIRCLE ONE ONLY)

- One only ----- 1
- Two ----- 2
- Three ----- 3
- Four----- 4
- Five or more -----5
- Other (SPECIFY) _____ --9

Q51d Which of these statements best matches your household situation? (CIRCLE ONE ONLY)

- Living with spouse / partner only ----- 1
- Living with family-----2
- Living with others, not family----- 3
- DO NOT READ OUT: REFUSED----- 9

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

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

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

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

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

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

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

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

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

Q56 Interviewer CIRCLE ONE ONLY

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

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

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

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

DO NOT READ OUT If respondent does not give any other answer but describes themselves only as

a
New Zealander or Kiwi ----- 5

Q58 Do you currently work in paid employment, either full time or part time?
Full time----- 1 Part Time----- 2 Non working -----3

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

Q59 Did you vote in the last Hamilton City Council elections?
Yes ----- 1 No ----- 2

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

| | | | |
|-------------------|----|---------------|----|
| Bader | 1 | Horsham Downs | 22 |
| Beerescourt | 2 | Huntington | 23 |
| Bryant | 3 | Insoll | 24 |
| Brymer | 4 | Maeroa | 25 |
| Burbush | 5 | Melville | 26 |
| Chartwell | 6 | Nawton | 28 |
| Chedworth | 7 | Naylor | 27 |
| Clarkin | 8 | Peachgrove | 29 |
| Claudelands | 9 | Peacocke | 30 |
| Crawshaw | 42 | Porritt | 31 |
| Dinsdale North | 11 | Pukete | 32 |
| Dinsdale South | 12 | Pukete West | 33 |
| Enderley | 13 | Queenwood | 37 |
| Fairview Downs | 14 | Riverlea | 34 |
| Flagstaff | 15 | Rotokauri | 35 |
| Frankton Junction | 16 | Rototuna | 36 |
| Glenview | 17 | Silverdale | 10 |
| Grandview | 43 | Swarbrick | 39 |
| Hamilton Central | 19 | Sylvester | 38 |
| Hamilton East | 18 | Te Rapa | 40 |
| Hamilton Lake | 20 | Templeview | 44 |
| Hillcrest | 21 | University | 41 |

| Type | INSTRUCTION |
|----------|-------------|
| Stream 1 | GO TO Q61 |
| Stream 2 | GO TO Q61 |
| Stream 3 | GO TO END |

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

| | | | |
|------------|--|-------------|--|
| First Road | | Second Road | |
|------------|--|-------------|--|

Thank you very much for your time. The information that you gave us will be used to help Hamilton City Council improve the services they provide to the people of Hamilton.
If you have any questions about this research, you are welcome to ring our office, on 07 834-7655.
My name is Xxx, and the company name is Digipoll Ltd. (REPEAT IF NECESSARY)