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Research and Policy Advocacy Department

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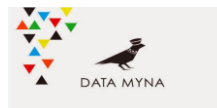
Municipal Services and Living Conditions Survey 2015 – 2016 Frequency & Means Tables



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FREQUENCY & MEANS TABLES

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TABLE 6.1: PERFORMANCE ON NATIONAL KEY PERFORMANCE AREAS

Table 6.1 Performance on National Key Performance Areas	Year	Very Good	Good	Fair	Poor	Very Poor	Total	Average
Institutional Development and Transformation	2011-12	5.3	29.7	38	21.6	5.4	100	2.92
	2012-13	1.2	20.7	31.8	33.9	12.4	100	3.36
	2013-14	0.9	20.5	38.0	26.4	14.2	100	3.32
	2014-15	4.1	31.8	41.8	16.5	5.8	100	2.88
	2015-16	0.8	47.6	30.2	18.7	2.8	100	2.75
Basic Service Development	2011-12	4.4	31.5	35.8	22.3	6	100	2.94
	2012-13	4.4	31.5	34.5	25.1	6	100	3.05
	2013-14	3.5	25.5	39.6	20.9	10.5	100	3.09
	2014-15	7.9	33.1	35.7	15.1	8.3	100	2.83
	2015-16	1.6	34.4	36.1	23.2	4.7	100	2.95
Local Economic Development	2011-12	4.5	23.2	38.8	24.1	9.4	100	3.11
	2012-13	0.7	15.4	36.2	35	12.6	100	3.43
	2013-14	.8	21.3	30.4	30.3	17.1	100	3.42
	2014-15	4.9	27.2	40.8	17.7	9.4	100	2.99
	2015-16	0.9	20.7	36.6	36.0	5.9	100	3.25
Municipal Financial Viability and Management	2011-12	2.9	23.5	36.8	28.2	8.5	100	3.16
	2012-13	0.7	12.6	36.9	34.1	15.6	100	3.51
	2013-14	.8	18.7	34.1	28.0	18.4	100	3.45
	2014-15	4.4	26.1	39.2	22.2	8.0	100	3.03
	2015-16	0.5	20.5	33.5	40.4	5.2	100	3.29
Good Governance and Public Participation	2011-12	2.9	25.4	38.7	24.5	8.5	100	3.11
	2012-13	0.9	18.9	38.9	28	13.4	100	3.34
	2013-14	1.1	19.3	41.4	21.8	16.4	100	3.33
	2014-15	4.5	28.0	39.1	19.8	8.6	100	3.00
	2015-16	0.4	21.1	32.3	39.3	6.9	100	3.89
	Very good (1 to 1.99)	Good (2 to 2.99)	Poor (3 to 3.99)		Very Poor (4 to 5)			

TABLE 7.1: ADHERENCE TO BATHO PELE PRINCIPLES

Table 7.1 Adherence to Batho Pele Principles	Year	Strongly Agree	Agree	Slight Agreement	Disagree	Strongly Disagree	Total	Average
The eThekweni Municipality consults citizens about the services they need	2011-12	2.7	31.7	41.8	18.7	5.1	100	2.92
	2012-13	1.3	20.4	40.2	27	11	100	3.26
	2013-14	1.9	24.2	45.4	20.8	7.7	100	3.08
	2014-15	4.1	28.0	33.7	24.7	9.5	100	3.08
	2015-16	0.8	28.6	31.5	33.9	5.3	100	3.14
Citizens are told what level & quality of public services they can expect to receive	2011-12	6.3	30.4	37.6	22.8	2.8	100	2.85
	2012-13	1.1	21.5	35.3	32.6	9.6	100	3.28
	2013-14	1.6	24.3	41.4	24.3	8.3	100	3.14
	2014-15	5.6	27.0	33.4	23.5	10.6	100	3.06
	2015-16	0.6	29.2	31.3	33.4	5.6	100	3.14
All citizens have equal access to the services to which they are entitled	2011-12	3	27.2	29.7	34	6.1	100	3.13
	2012-13	1.3	20.7	28.9	36.6	12.5	100	3.38
	2013-14	2.0	20.8	36.0	29.9	11.3	100	3.28
	2014-15	6.4	27.7	33.3	22.4	10.1	100	3.02
	2015-16	0.8	28.3	25.7	39.0	7.0	100	3.24
Citizens are treated with courtesy and consideration	2011-12	2.1	27.4	36.6	25.6	8.4	100	3.11
	2012-13	1.1	17	43.5	28.1	10.4	100	3.26
	2013-14	1.3	22.8	43.9	22.2	9.8	100	3.16
	2014-15	5.3	26.5	34.8	24.5	8.9	100	3.05
	2015-16	1.3	22.6	32.2	36.6	7.4	100	3.26
Citizens are given full accurate information about the public services they are entitled to receive	2011-12	6.1	26	34.8	27.1	6	100	3.01
	2012-13	1.7	15.3	35.9	37.6	9.4	100	3.38
	2013-14	.9	20.2	39.9	27.3	11.7	100	3.29
	2014-15	3.9	24.0	33.0	28.3	10.8	100	3.18
	2015-16	0.8	23.0	34.3	37.0	5.6	100	3.24
Citizens are told how services/departments are run, costs and who is in charge	2011-12	2.3	36.8	31.2	24.4	5.3	100	2.93
	2012-13	1	14.8	28.5	44.8	10.8	100	3.5
	2013-14	.4	21.0	33.3	33.6	11.8	100	3.35
	2014-15	3.2	24.5	31.2	28.0	13.1	100	3.23
	2015-16	1.3	25.9	26.0	39.4	7.4	100	3.26
It is easy for citizens to lodge a complaint/enquiry	2011-12	3.9	26.6	34.8	23.2	11.5	100	3.12
	2012-13	1.9	25.7	36	27.1	9.2	100	3.16
	2013-14	2.8	27.3	37.4	22.2	10.3	100	3.1
	2014-15	4.7	28.1	32.4	23.2	11.6	100	3.09
	2015-16	1.0	36.0	26.2	30.5	6.3	100	3.05
Citizens who pay for services get value for their money and Municipal funds are spent wisely	2011-12	1.7	23.3	32.3	29.7	12.9	100	3.29
	2012-13	1.1	13.3	33.9	37.7	14	100	3.5
	2013-14	1.8	18.3	37.9	25.3	16.8	100	3.37
	2014-15	5.5	26.2	29.1	26.5	12.6	100	3.15
	2015-16	0.8	16.3	28.7	40.6	13.7	100	3.50
	Very good (1 to 1.99)	Good (2 to 2.99)	Poor (3 to 3.99)	Very Poor (4 to 5)				

TABLE 8.1: PERFORMANCE AGAINST MUNICIPAL VISION AND MISSION STATEMENT

Table 8.1 Performance Against Municipal Vision and Mission Statement	Year	Strongly Agree	Agree	Slight Agreement	Disagree	Strongly Disagree	Total	Average
eThekwini is a caring Municipality	2011-12	6.8	37	32.9	16	7.4	100	2.8
	2012-13	5.4	28.9	33.5	21.5	10.7	100	3.03
	2013-14	3.0	23.2	46.3	18.9	8.6	100	3.07
	2014-15	14.2	40.4	28.3	12.9	4.3	100	2.53
	2015-16	2.6	47.0	26.6	19.5	4.3	100	2.76
eThekwini Municipal Area is easy to live in.	2011-12	7.1	56.1	22.9	9.4	4.5	100	2.48
	2012-13	12.9	53.2	20.2	11.2	2.5	100	2.37
	2013-14	7.3	44.2	34.1	11.8	2.7	100	2.58
	2014-15	18.0	45.1	24.5	9.4	3.0	100	2.34
	2015-16	2.4	66.4	20.4	9.5	1.2	100	2.41
It is easy to move around eThekwini	2011-12	11.4	55.1	19.6	7.1	6.8	100	2.43
	2012-13	10.1	49.2	27.9	9.5	3.3	100	2.47
	2013-14	6.3	41.0	35.9	12.3	4.5	100	2.68
	2014-15	17.3	45.4	25.5	8.0	3.9	100	2.36
	2015-16	3.0	68.4	18.1	9.2	1.3	100	2.37
It is safe in all parts of eThekwini	2011-12	2.9	20.2	32.7	30	14.1	100	3.32
	2012-13	0.8	7.4	28.7	41.5	21.6	100	3.76
	2013-14	1.1	17.9	29.8	37.2	14.0	100	3.47
	2014-15	5.2	25.0	28.6	26.1	15.1	100	3.21
	2015-16	0.9	9.5	13.5	59.4	16.7	100	3.81
There is access to economic opportunities	2011-12	3.3	25.4	28.4	29.5	13.4	100	3.24
	2012-13	0.6	19.3	29	32.2	18.9	100	3.49
	2013-14	.8	23.2	29.4	29.0	17.7	100	3.4
	2014-15	5.9	33.0	32.2	19.3	9.5	100	2.94
	2015-16	1.0	17.7	29.7	44.2	7.4	100	3.39
Municipal rates and charges are affordable	2011-12	2.8	25.9	31.2	30.9	9.2	100	3.18
	2012-13	1.5	15.3	31.7	35.7	15.7	100	3.49
	2013-14	1.3	20.5	36.8	26.3	14.9	100	3.35
	2014-15	4.8	27.1	30.1	24.5	13.6	100	3.15
	2015-16	1.0	26.4	27.2	36.7	8.7	100	3.26
eThekwini is clean and green	2011-12	6.4	44.4	36.3	10.7	2.2	100	2.58
	2012-13	6.1	41.2	32.6	14.4	5.8	100	2.73
	2013-14	7.8	36.7	37.3	13.3	4.9	100	2.71
	2014-15	8.7	43.9	31.0	11.2	5.2	100	2.60
	2015-16	1.3	45.1	24.8	24.5	4.4	100	2.86
Neighbourhoods are homely	2011-12	6.9	42.8	36.2	10.4	3.8	100	2.61
	2012-13	5.3	34.1	33	18.4	9.1	100	2.92
	2013-14	4.1	30.3	40.8	18.4	6.4	100	2.93
	2014-15	8.5	41.9	34.2	11.1	4.3	100	2.61
	2015-16	2.3	49.5	30.6	15.8	1.8	100	2.65

Cont. Performance Against Municipal Vision and Mission Statement	Year	Strongly Agree	Agree	Slight Agreement	Disagree	Strongly Disagree	Total	Average
Services are accessible	2011-12	5.4	38.9	36	14.4	5.3	100	2.75
	2012-13	2.3	29	37.1	24.2	7.3	100	3.05
	2013-14	1.6	27.6	38.4	21.3	11.1	100	3.13
	2014-15	11.6	41.0	28.4	13.3	5.7	100	2.61
	2015-16	1.0	46.8	30.7	19.1	2.4	100	2.75
There is harmony between the residents of eThekweni	2011-12	6.6	37	39.3	12.8	4.3	100	2.71
	2012-13	2.5	21.9	44.5	24.7	6.4	100	3.11
	2013-14	3.3	24.8	42.8	21.6	7.4	100	3.05
	2014-15	7.0	38.4	37.0	12.0	5.7	100	2.71
	2015-16	1.9	50.5	30.1	16.4	1.1	100	2.64
You feel protected in eThekweni	2011-12	2.9	27.6	40.7	21	7.8	100	3.03
	2012-13	1.6	23.3	39.6	27.7	7.7	100	3.17
	2013-14	1.8	23.2	38.4	26.1	10.6	100	3.21
	2014-15	6.2	28.7	35.9	20.4	8.7	100	2.97
	2015-16	1.0	25.4	30.7	39.3	3.5	100	3.19
Peoples' needs are being met in eThekweni	2011-12	4.5	29.7	35.4	24.5	5.9	100	2.98
	2012-13	2.1	22.1	41.6	26.2	8.1	100	3.16
	2013-14	1.6	20.9	39.3	24.5	13.8	100	3.28
	2014-15	6.9	34.5	37.0	14.0	7.6	100	2.81
	2015-16	1.1	21.5	38.8	33.7	5.0	100	3.20
You can be proud of the eThekweni Municipality Area	2011-12	9.9	44.5	34.8	8.5	2.3	100	2.49
	2012-13	5.9	43.8	26.7	17.4	6.2	100	2.74
	2013-14	6.0	36.5	36.6	15.2	5.8	100	2.78
	2014-15	11.3	39.4	33.8	9.7	5.8	100	2.59
	2015-16	3.6	37.8	35.7	20.1	2.8	100	2.81
	Very good (1 to 1.99)	Good (2 to 2.99)		Poor (3 to 3.99)		Very Poor (4 to 5)		

TABLE 10.1: SATISFACTION WITH MUNICIPAL SERVICE DELIVERY

Table 10.1 Satisfaction with Municipal Service Delivery	Year	very satisfied	satisfied	Slightly satisfied	dissatisfied	very dissatisfied	Total	Average
Satisfaction with Municipal Service Delivery	2011-12	4.3	33.8	28.6	24.8	8.5	100	2.99
	2012-13	4.8	22.1	28	34.1	11	100	3.24
	2013-14	2.9	12.8	55.9	15.6	12.8	100	3.22
	2014-15	3.1	21.6	47.2	16.0	12.1	100	3.12
	2015-16	2.7	24.6	37.8	28.1	6.9	100	3.12
	Very good (1 to 1.99)	Good (2 to 2.99)		Poor (3 to 3.99)		Very Poor (4 to 5)		

TABLE 14.1: SATISFACTION WITH THE CURRENT DWELLING

Table 14.1 Satisfaction with the Current Dwelling	Year	Very Satisfied	Satisfied	Slightly satisfied	Dissatisfied	Very dissatisfied	Total	Average
House or formal structure on a separate stand	2011-12	20.1	37.7	12.3	23.4	6.5	100	2.59
	2012-13	19.2	37.4	15.5	24.5	3.4	100	2.55
	2013-14	21.6	23.9	27.1	19.9	7.4	100	2.68
	2014-15	12.2	35.3	28.5	16.9	7.1	100	2.71
	2015-16	16.0	37.0	12.0	32.0	3.0	100	2.68
Formal low cost housing provided by Government	2011-12	3.3	37.3	15.7	38.6	5.2	100	3.05
	2012-13	3.7	14.8	33.3	43.2	4.9	100	3.3
	2013-14	8.9	10.7	30.4	30.4	19.6	100	3.41
	2014-15	4.6	27.8	18.5	41.7	7.4	100	3.19
	2015-16	1.0	23.0	11.0	51.0	15	100	3.55
Flat in a block of flats	2011-12	27.3	27.3	12.1	27.3	6.1	100	2.57
	2012-13	7.1	21.4	35.7	28.6	7.1	100	3.06
	2013-14	14.3	28.6	57.1			100	2.43
	2014-15	27.0	29.7	35.1	5.4	2.7	100	2.27
	2015-16	6.0	35.0	14.0	35.0	10.0	100	3.06
Town/Cluster/semi-detached house	2011-12	20.7	34.5	10.3	31	3.4	100	2.63
	2012-13	23.5	42.0	12.3	21	1.2	100	2.34
	2013-14	45.1	23.5	13.7	13.7	3.9	100	2.08
	2014-15	21.4	50.0	10.7	14.3	3.6	100	2.29
	2015-16	28.0	47.0	10.0	12.0	3.0	100	2.16
Unit in Retirement Village	2015-16	50.0	0.0	0.0	50.0	0.0	100	2.50
Room/flatlet in main dwelling	2011-12	-	50.0	-	50.0	-	100	2.98
	2012-13	-	100	-	-	-	100	2
	2013-14	16.7	33.3	33.3	16.7	-	100	2.5
	2014-15	16.7	16.7	33.3	33.3	0.0	100	2.00
	2015-16	0.0	60.0	0.0	40.0	0.0	100	2.80
House/flat/room, in backyard	2011-12	13.3	46.7	26.7	13.3		100	2.41
	2012-13	14.3	57.1	14.3	14.3		100	2.24
	2013-14		40	40	20		100	2.8
	2014-15	6.7	26.7	40.0	13.3	13.3	100	2.83
	2015-16	43.0	29.0	14.0	14.0	0.0	100	2.00
Informal dwelling/shack, not in backyard	2011-12		16.2	13.2	57.4	13.2	100	3.67
	2012-13	0.6	5.9	3.5	45.9	44.1	100	4.28
	2013-14	1.4	5.7	18.1	40.5	34.3	100	4.00
	2014-15	0.5	8.7	16.3	35.6	38.9	100	3.00
	2015-16	1.0	7.0	11.0	50.0	31.0	100	4.03

Cont. Satisfaction with the Current Dwelling	Year	Very Satisfied	Satisfied	Slightly satisfied	Dissatisfied	Very dissatisfied	Total	Average
Informal dwelling/shack, in backyard	2011-12					100	100	5.00
	2012-13		8.3	20.8	62.5	8.3	100	3.71
	2013-14				100		100	4.00
	2014-15	0.0	37.5	12.5	25	25	100	4.04
	2015-16	-	-	-	-	-	-	-
Traditional dwelling/hut/structure	2011-12		31.3	14.9	38.8	14.9	100	3.38
	2012-13	2	22	10	54	12	100	3.53
	2013-14		2.4	9.5	45.2	42.9	100	4.29
	2014-15	0.0	1.8	33.3	40.4	24.6	100	3.38
	2015-16	3.0	12.0	15.0	70.0	0.0	100	3.52
	Very good (1 to 1.99)	Good (2 to 2.99)		Poor (3 to 3.99)		Very Poor (4 to 5)		

TABLE 15.1: SATISFACTION WITH CURRENT DWELLING

Table 15.1 Satisfaction with current dwelling	Year	Very Satisfied	Satisfied	Slightly satisfied	Dissatisfied	Very dissatisfied	Total	Average
	2011-12	15.7	35.8	13	28.4	7.1	100	2.75
	2012-13	14.5	30.5	14.9	30.5	9.6	100	2.90
	2013-14	21.6	23.9	27.1	19.9	7.4	100	2.98
	2014-15	9.4	28.3	25.5	23.5	13.4	100	3.03
	2015-16	13.9	33.2	11.8	34.8	6.4	100	2.87
	Very good (1 to 1.99)	Good (2 to 2.99)		Poor (3 to 3.99)		Very Poor (4 to 5)		

TABLE 20: SATISFACTION WITH BASIC HOUSEHOLD SERVICES

Table 20 Satisfaction with basic household services	Year	Very Satisfied	Satisfied	Slightly Satisfied	Dissatisfied	Very Dissatisfied	Total	Average
Satisfaction with toilet facility	2011-12	34.3	31.8	2.6	24.1	7.2	100	2.38
	2012-13	30.8	29.3	5	20.9	13.9	100	2.58
	2013-14	30.8	23.4	10.3	21.9	13.6	100	2.64
	2014-15	30.2	32.6	9.3	15.4	12.6	100	2.48
	2015-16	18.1	41.8	7.5	25.8	6.8	100	2.61
Satisfied with water supply	2011-12	27.9	42.2	5	18.5	6.4	100	2.33
	2012-13	27.3	36.4	9.7	18	8.7	100	2.44
	2013-14	32.0	30.1	16.8	12.6	8.5	100	2.36
	2014-15	26.3	40.1	11.7	13.3	7.9	100	2.40
	2015-16	15.1	49.1	9.6	19.4	6.8	100	2.54
Satisfaction with refuse removal	2011-12	33	40.9	5.4	14.2	6.5	100	2.2
	2012-13	27	41.8	9.2	18.8	3.2	100	2.29
	2013-14	26.9	31.0	13.3	16.8	11.8	100	2.56
	2014-15	24.1	42.1	11.5	14.7	7.5	100	2.39
	2015-16	18.8	46.0	8.7	19.4	7.1	100	2.50
Satisfaction with electricity supply	2011-12	22.7	44.4	5.4	23.6	3.9	100	2.42
	2012-13	16.6	35.8	12	31.5	4	100	2.70
	2013-14	21.4	29.7	15.3	25.1	8.5	100	2.70
	2014-15	11.1	41.1	15.5	18.4	4.0	90.1*	2.59
	2015-16	11.4	50.3	12.9	16.8	3.9	95.3**	2.49
	Very good (1 to 1.99)	Good (2 to 2.99)		Poor (3 to 3.99)		Very Poor (4 to 5)		

* 9.9% of respondents had no electricity supply

** 4.7% of respondents had no electricity supply

TABLE 33.1: RATING OF TOWN PLANNING AND BUILDING DEVELOPMENT

Table 33.1 Rating of Town Planning and Building Development	Year	Very Good	Good	Fair	Poor	Very Poor	Total	Average
Planning and building regulations being enforced	2011-12	2.1	45.9	38.5	11.4	2.1	100	2.66
	2012-13	4.9	46	36.9	10.8	1.4	100	2.58
	2013-14	5.5	39.0	35.2	18.7	1.6	100	2.72
	2014-15	24.8	43.3	24.8	4.3	2.8	100	2.17
	2015-16	10.0	56.3	13.8	13.8	6.3	100	2.50
Building development and planning applications approval with minimum delay	2011-12	1.4	31.9	38.7	18.6	9.4	100	3.03
	2012-13	0.6	39.7	34	20.8	4.9	100	2.9
	2013-14	3.3	25.8	43.4	23.1	4.4	100	2.99
	2014-15	22.2	41.4	26.4	7.9	2.1	100	2.26
	2015-16	4.9	53.1	13.6	17.3	11.1	100	2.77
Responding to general enquiries	2011-12	1.7	36.2	43.7	15.2	3.2	100	2.82
	2012-13	3.5	42.5	32.9	16.8	4.3	100	2.76
	2013-14	4.4	32.4	37.9	22.5	2.7	100	2.87
	2014-15	28.6	40.7	20.7	6.4	3.6	100	2.16
	2015-16	7.3	52.4	17.1	15.9	7.3	100	2.63
Rezoning applications being approved with minimal delays	2011-12	0.4	36	33.1	26.3	4.2	100	2.98
	2012-13	2.7	19.6	44	28.1	5.6	100	3.14
	2013-14	2.2	22.0	48.4	25.8	1.6	100	3.03
	2014-15	35.7	31.4	18.6	10.0	4.3	100	2.16
	2015-16	2.8	54.2	16.7	19.4	9.7	100	2.82
Special consent applications being approved with minimal delays	2011-12	1	34.1	34.7	24.9	5.2	100	2.99
	2012-13	2.7	25	40.5	24.8	7	100	3.08
	2013-14	3.3	25.7	41.0	27.3	2.7	100	3.01
	2014-15	42.4	27.8	16.7	6.9	6.3	100	2.07
	2015-16	2.7	50.0	17.6	20.3	9.5	100	2.84
	Very good (1 to 1.99)	Good (2 to 2.99)		Poor (3 to 3.99)		Very Poor (4 to 5)		

TABLE 34.1: RATING OF ETHEKWINI'S PERFORMANCE IN MANAGING OF INFORMAL SETTLEMENTS

(Base: Only respondents classified as informal)

Table 34.1 Rating of eThekweni's performance in managing of Informal Settlements	Year	Very Good	Good	Fair	Poor	Very Poor	Unsure	Total	Average
Managing growth of informal settlements	2011-12	3.3	26.4	22.3	16.6	20.1	11.2	100	3.67
	2012-13		6.8	13.3	22.1	57.7		100	4.31
	2013-14		6.3	10.1	36.1	47.6		100	4.25
	2014-15	3.8	13.9	15.4	27.9	37.5	1.4	100	3.82
	2015-16	0.8	16.8	26.9	26.9	13.2	15.4	100	3.41
Providing RDP housing	2011-12	4.3	26.4	23.8	14.2	21	10.2	100	3.68
	2012-13	0.5	5.7	19.8	28.4	45.6		100	4.13
	2013-14	.5	6.7	17.3	32.2	43.3		100	4.11
	2014-15	5.8	14.9	16.3	23.6	38.0	1.4	100	3.74
	2015-16	1.1	19.4	27.1	27.5	12.3	12.6	100	3.35
Providing water in informal areas	2011-12	7.4	27.6	20.6	13.1	18.3	13	100	3.67
	2012-13	2.4	17.5	17.6	30.1	32.5		100	3.73
	2013-14	10.5	22.9	20.0	29.0	17.6		100	3.2
	2014-15	5.3	29.3	18.8	13.9	32.7	0	100	3.39
	2015-16	1.2	21.1	24.2	29.6	10.0	14.0	100	3.30
Providing electricity in informal areas	2011-12	8.7	29.3	19.1	11.6	18.1	13.2	100	3.72
	2012-13	3.6	14.1	16.9	26.3	38.5	0.6	100	3.82
	2013-14	11.0	23.3	18.1	24.8	22.9		100	3.25
	2014-15	9.6	29.3	17.8	14.4	28.8	0	100	3.24
	2015-16	1.5	21.8	23.3	28.0	11.2	14.3	100	3.30
Providing refuse services in informal areas	2011-12	3.2	22.7	19.1	21.5	19.4	14.1	100	3.97
	2012-13	6.7	27.3	18.7	24.7	22.5		100	3.29
	2013-14	3.8	25.4	20.6	23.4	26.8		100	3.44
	2014-15	10.1	24.0	17.3	17.8	30.8	0	100	3.35
	2015-16	0.3	15.0	24.2	32.8	13.2	14.4	100	3.51
Providing sanitation services in informal areas	2011-12	3.3	15.1	18.7	27.5	21.1	14.4	100	4.21
	2012-13		1.7	5.3	37.9	55.1		100	4.46
	2013-14	1.4	15.8	15.8	31.6	35.4		100	3.84
	2014-15	2.9	16.3	14.9	25.5	39.4	1.0	100	3.83
	2015-16	0.3	13.9	25.1	33.4	12.8	14.5	100	3.52
	Very good (1 to 1.99)	Good (2 to 2.99)		Poor (3 to 3.99)		Very Poor (4 to 5)			

TABLE 35.1: PERCEPTIONS OF RESIDENTIAL AREA

Table 35.1 Perceptions of Residential Area	Year	Strongly Agree	Agree	Slightly Agree	Disagree	Strongly Disagree	Total	Average
There is a strong sense of community here	2011-12	28.6	50.7	12.3	6.4	1.9	100	2.02
	2012-13	12.1	49.4	23.4	12.3	2.9	100	2.44
	2013-14	20.3	46.8	21.7	9.5	1.8	100	2.26
	2014-15	18.3	46.7	23.4	8.5	3.1	100	2.31
	2015-16	15.6	51.6	20.9	10.4	1.4	100	2.30
This is a good place to live	2011-12	22.3	49.5	16.6	8.9	2.7	100	2.2
	2012-13	12.9	44.1	23.9	13.4	5.7	100	2.56
	2013-14	14.7	48.3	18.9	14.0	4.0	100	2.47
	2014-15	23.8	42.3	17.1	11.1	5.7	100	2.33
	2015-16	15.8	53.2	19.6	10.1	1.3	100	2.28
The appearance of the area is good	2011-12	19.3	39.7	20.7	16.1	4.1	100	2.46
	2012-13	9.7	32.5	29	21.2	7.6	100	2.85
	2013-14	11.9	38.0	29.2	15.2	5.8	100	2.65
	2014-15	20.1	37.8	19.2	14.3	8.6	100	2.54
	2015-16	9.3	37.8	25.9	23.7	3.3	100	2.74
It is a safe area for bringing up children	2011-12	20.9	42	15	15.9	6.3	100	2.45
	2012-13	11.1	38.3	23.7	17.9	9	100	2.76
	2013-14	14.4	42.5	20.2	16.6	6.3	100	2.58
	2014-15	15.2	39.9	20.9	15.3	8.7	100	2.62
	2015-16	9.2	47.0	16.8	22.0	5.0	100	2.67
There is easy access to shops	2011-12	23.3	47.1	14.4	9.5	5.7	100	2.27
	2012-13	13.9	40.3	26.8	13	6	100	2.57
	2013-14	9.3	41.3	25.3	18.4	5.8	100	2.70
	2014-15	18.1	49.2	16.4	10.1	6.1	100	2.37
	2015-16	8.5	57.3	18.9	11.9	3.3	100	2.44
There is easy access to parks and recreation amenities	2011-12	10.8	30.3	16	19.4	23.5	100	3.14
	2012-13	4.9	17.3	20	35.4	22.5	100	3.54
	2013-14	5.8	25.7	21.8	24.0	22.7	100	3.32
	2014-15	10.6	28.4	19.4	25.5	16.0	100	3.08
	2015-16	5.0	33.3	17.8	31.7	12.3	100	3.13
Good value when paying for rates and services	2011-12	5.9	28.3	24.5	28.7	12.7	100	3.14
	2012-13	2.3	23.9	31.5	22.2	20.1	100	3.34
	2013-14	5.5	26.7	26.4	24.9	16.5	100	3.20
	2014-15	5.8	27.1	25.1	24.5	17.5	100	3.21
	2015-16	3.9	32.4	27.6	27.3	8.8	100	3.05
	Very good (1 to 1.99)	Good (2 to 2.99)		Poor (3 to 3.99)		Very Poor (4 to 5)		

TABLE 39.1: RATING OF ACCESS TO COMMUNITY FACILITIES

Table 39.1 Rating of access to Community Facilities	Year	Very Good	Good	Fair	Poor	Very poor	Total	Average
Sports Fields	2011-12	17.7	66.1	12.7	3.5		100	2.02
	2012-13	22.2	52.4	16.9	8.2	0.3	100	2.12
	2013-14	20.4	54.3	20.9	4.3		100	2.09
	2014-15	26.4	52.6	15.6	4.3	1.1	100	2.01
	2015-16	5.3	14.9	4.8	1.6	0.7	100	2.16
Beaches	2011-12	11.1	72.6	12.7	2.9	0.8	100	2.1
	2012-13	17.6	61.6	18.9	1.8		100	2.05
	2013-14	21.2	56.4	20.2	2.2	.1	100	2.04
	2014-15	23.8	60.5	13.8	1.6	0.4	100	1.94
	2015-16	8.7	60.1	22.2	6.0	2.9	100	2.34
Recreation and Community Centres	2011-12	13.7	65.4	15.7	2.8	2.4	100	2.15
	2012-13	31.3	52.8	12.7	2.8	0.4	100	1.88
	2013-14	13.7	60.2	23.2	2.5	.4	100	2.16
	2014-15	18.5	65.7	12.2	1.8	1.8	100	2.03
	2015-16	14.0	72.1	10.3	2.6	1.1	100	2.05
Civic Halls	2011-12	17.7	62	12.7	4.9	2.7	100	2.13
	2012-13	26.8	55.3	15	2.8	0.2	100	1.94
	2013-14	17.7	55.8	21.1	4.7	.7	100	2.15
	2014-15	29.2	54.9	13.1	2.3	0.5	100	1.90
	2015-16	19.3	47.1	26.1	5.7	1.7	100	2.24
Swimming Pools	2011-12	13.1	70	15.1	1.8		100	2.06
	2012-13	25.2	49.2	19.2	6.4		100	2.06
	2013-14	19.8	55.8	20.8	3.0	.5	100	2.09
	2014-15	24.6	58.7	13.5	1.7	1.7	100	1.97
	2015-16	22.8	67.1	7.2	1.8	1.2	100	1.92
Stadiums	2011-12	24.3	63.5	10.8	1.5		100	1.89
	2012-13	33.6	51.3	12.6	2.5		100	1.84
	2013-14	29.7	51.3	17.8	1.1		100	1.9
	2014-15	37.0	52.6	8.7	1.0	0.7	100	1.76
	2015-16	38.8	54.4	5.0	1.2	0.6	100	1.70
Local Parks	2011-12	16.1	64.5	15.9	3.1	0.4	100	2.07
	2012-13	29.3	48.1	13	8.9	0.6	100	2.02
	2013-14	20.5	47.5	26.5	5.0	.5	100	2.17
	2014-15	27.8	48.5	13.0	5.5	5.2	100	2.12
	2015-16	21.1	57.3	12.1	5.6	3.9	100	2.14

Cont. Rating of access to Community Facilities	Year	Very Good	Good	Fair	Poor	Very poor	Total	Average
Theme Parks	2011-12	26.7	56.2	15	1.4	0.7	100	1.93
	2012-13	33.5	58.9	6.2	1.4		100	1.76
	2013-14	40.1	48.8	9.0	2.1		100	1.73
	2014-15	41.4	52.2	5.1	1.1	0.2	100	1.66
	2015-16	44.2	44.0	5.4	0.8	0.6	100	1.65
Nature Reserves	2011-12	20.4	58.1	14.6	5.4	1.5	100	2.09
	2012-13	31.1	50.4	16.3	2.2	0.0	100	1.9
	2013-14	31.3	53.6	13.4	1.8	0.0	100	1.86
	2014-15	36.0	53.9	7.8	1.7	0.6	100	1.77
	2015-16	24.2	61.1	12.8	0.0	2.0	100	1.95
Cemeteries	2011-12	11.7	59.5	19.7	7.1	2	100	2.28
	2012-13	15.2	49.4	24.4	10	1	100	2.32
	2013-14	12.9	45.8	30.7	10.0	.6	100	2.4
	2014-15	18.4	52.2	22.3	6.6	0.5	100	2.19
	2015-16	6.3	61.6	21.2	8.2	2.8	100	2.40
Libraries	2011-12	27.9	55.7	13.1	2.5	0.7	100	1.92
	2012-13	24.1	54.4	15.5	6	0.0	100	2.04
	2013-14	19.0	54.5	20.8	5.4	.3	100	2.14
	2014-15	32.1	59.5	7.6	0.8	0.0	100	1.77
	2015-16	30.3	59.7	8.1	1.6	0.3	100	1.82
Museums	2011-12	10.2	68.1	18.5	2.4	0.8	100	2.16
	2012-13	32.7	50.9	14.7	1.7	0.0	100	1.85
	2013-14	8.7	58.3	30.1	1.0	1.9	100	2.29
	2014-15	32.7	55.3	10.1	1.3	0.6	100	1.82
	2015-16	25.0	70.2	3.6	0.0	1.2	100	1.82
Art Galleries	2011-12	24.3	55.1	13.7	3.4	3.4	100	2.07
	2012-13	23.2	59.4	15.9	1.5	0.0	100	1.94
	2013-14	13.6	47.5	30.5	8.5	0.0	100	2.34
	2014-15	23.6	60.5	13.2	1.8	0.9	100	1.96
	2015-16	18.8	66.7	10.4	2.1	2.1	100	2.02
	Very good (1 to 1.99)	Good (2 to 2.99)	Poor (3 to 3.99)	Very Poor (4 to 5)				

TABLE 40.1: RATING OF MAINTENANCE OF COMMUNITY FACILITIES

Table 40.1 Rating of Maintenance of Community Facilities	Year	Very Good	Good	Fair	Poor	Very poor	Total	Average
Maintaining Sports Fields & Facilities	2011-12	18	62.7	14.2	3.8	1.4	100	2.08
	2012-13	17.1	52.3	22.4	7.6	0.6	100	2.21
	2013-14	16.6	49.5	29.6	3.8	.5	100	2.22
	2014-15	26.9	45.7	18.0	7.3	2.2	100	2.12
	2015-16	11.3	48.0	22.6	12.8	5.2	100	2.53
Keeping beaches clean and safe	2011-12	11.4	74.1	11.9	2.1	0.5	100	2.06
	2012-13	20.1	64.6	14.8	0.6		100	1.96
	2013-14	18.7	59.2	20.2	1.8		100	2.06
	2014-15	27.1	61.5	9.5	1.6	0.4	100	1.87
	2015-16	11.2	66.1	16.0	5.2	1.5	100	2.20
Maintaining & Cleaning Public Toilets and Amenities at beaches	2011-12	12.6	62.4	19.3	4	1.7	100	2.2
	2012-13	15.2	51.7	29.5	3.5	0.2	100	2.22
	2013-14	12.8	57.6	25.2	4.1	.3	100	2.21
	2014-15	21.5	61.4	14.8	1.4	0.9	100	1.99
	2015-16	7.2	51.2	27.4	9.8	4.3	100	2.53
Maintaining Recreation & Community Centres	2011-12	15.5	70	10.7	1.9	1.9	100	2.05
	2012-13	24.1	59.6	13.2	3.1		100	1.95
	2013-14	16.9	51.2	27.7	3.7	.4	100	2.19
	2014-15	22.1	62.0	12.6	1.8	1.5	100	1.99
	2015-16	12.1	66.2	15.4	5.5	0.7	100	2.17
Maintaining Civic Halls	2011-12	18.5	63.4	12.7	2.5	2.9	100	2.08
	2012-13	25.5	59.4	11.9	3	0.3	100	1.93
	2013-14	18.1	54.9	22.6	4.2	.3	100	2.14
	2014-15	28.1	54.7	12.7	3.6	0.9	100	1.94
	2015-16	13.0	46.4	29.4	7.5	3.7	100	2.43
Maintaining & Cleaning Public Swimming Pools	2011-12	11.7	73.6	11.5	3.2		100	2.06
	2012-13	20.9	47.5	28.6	3.1		100	2.14
	2013-14	12.8	55.1	28.1	3.1	1.0	100	2.24
	2014-15	24.8	57.3	16.9	0.7	0.3	100	1.94
	2015-16	19.2	62.9	13.8	4.2	0.0	100	2.03
Maintaining Buildings & Facilities at Swimming Pools	2011-12	10.8	68.5	18.4	1.8	0.5	100	2.13
	2012-13	18.3	47.4	30.4	3.6	0.4	100	2.2
	2013-14	8.9	53.1	33.3	4.7		100	2.34
	2014-15	23.9	60.5	12.1	1.6	2.0	100	1.97
	2015-16	16.4	65.5	14.5	3.0	0.6	100	2.06

Cont. Rating of Maintenance of Community Facilities	Year	Very Good	Good	Fair	Poor	Very poor	Total	Average
Maintaining Stadiums	2011-12	25.8	64.5	8.8	0.8	0.2	100	1.85
	2012-13	34.4	53.6	11.3	0.7		100	1.78
	2013-14	30.9	53.8	14.0	1.1	.2	100	1.86
	2014-15	42.1	49.3	7.7	0.5	0.5	100	1.68
	2015-16	41.1	49.9	7.0	0.9	1.2	100	1.71
Maintaining & Mowing Parks	2011-12	13.3	61.4	21	3.5	0.9	100	2.17
	2012-13	14.2	42.4	32.7	10	0.6	100	2.39
	2013-14	12.8	47.0	32.9	6.8	.5	100	2.35
	2014-15	23.7	45.9	16.4	7.3	6.7	100	2.27
	2015-16	14.2	49.1	17.2	12.5	6.9	100	2.49
Maintaining Benches & Play Equipment at Parks	2011-12	10.2	58.7	16.4	12.1	2,6	100	2.38
	2012-13	9.9	38.3	34.4	16.9	0.6	100	2.6
	2013-14	11.8	36.4	38.6	8.2	5.0	100	2.58
	2014-15	22.8	43.8	18.2	7.8	7.5	100	2.33
	2015-16	12.6	43.7	18.2	15.2	10.4	100	2.67
Maintaining Theme Parks	2011-12	30.9	63.1	5.4		0.7	100	1.77
	2012-13	35.7	59.7	4.3	0.3		100	1.69
	2013-14	39.8	51.2	7.5	0.9	.6	100	1.71
	2014-15	41.2	52.2	4.7	1.6	0.3	100	1.68
	2015-16	48.7	43.7	5.9	0.8	0.8	100	1.61
Maintaining Nature Reserves	2011-12	21.9	62,6	14	0.8	0.8	100	1.96
	2012-13	26.4	55.8	16.7	1.1		100	1.93
	2013-14	27.7	54.5	12.5	5.4		100	1.96
	2014-15	39.3	52.8	6.7	0.6	0.6	100	1.70
	2015-16	20.8	61.7	12.1	1.3	4.0	100	2.06
Enforcing cemetery security and by-laws	2011-12	n/a	n/a	n/a	n/a	n/a	n/a	n/a
	2012-13	n/a	n/a	n/a	n/a	n/a	n/a	n/a
	2013-14	7.0	44.6	36.9	10.1	1.4	100	2.54
	2014-15	14.1	48.6	23.7	11.5	2.1	100	2.39
	2015-16	3.6	52.7	35.6	14.1	3.9	100	2.62
Maintaining and keeping Cemeteries neat.	2011-12	9.6	52.3	22.2	10.5	5.3	100	2.5
	2012-13	6.2	40.2	39.2	12.7	1.7	100	2.63
	2013-14	7.3	39.2	39.3	11.5	2.7	100	2.63
	2014-15	15.8	46.5	23.2	12.4	2.1	100	2.38
	2015-16	4.2	47.7	29.3	13.9	4.9	100	2.67
Crematoriums being kept neat	2011-12	n/a	n/a	n/a	n/a	n/a	n/a	n/a
	2012-13	n/a	n/a	n/a	n/a	n/a	n/a	n/a
	2013-14	13.7	52.5	30.1	3.8		100	2.24
	2014-15	15.2	65.6	17.0	1.8	0.4	100	2.07
	2015-16	10.5	64.5	21.1	3.3	0.7	100	2.19

Cont. Rating of Maintenance of Community Facilities	Year	Very Good	Good	Fair	Poor	Very poor	Total	Average
Enforcing crematoriums security and by-laws	2011-12	n/a	n/a	n/a	n/a	n/a	n/a	n/a
	2012-13	n/a	n/a	n/a	n/a	n/a	n/a	n/a
	2013-14	8.0	66.3	20.9	3.2	1.6	100	2.24
	2014-15	16.5	60.2	16.5	3.0	3.9	100	2.18
	2015-16	5.2	64.1	20.3	8.5	2.0	100	2.38
Maintaining Crematoriums	2011-12	n/a	n/a	n/a	n/a	n/a	n/a	n/a
	2012-13	n/a	n/a	n/a	n/a	n/a	n/a	n/a
	2013-14	8.2	55.7	30.1	5.5	.5	100	2.34
	2014-15	19.2	62.4	15.3	1.7	1.3	100	2.03
	2015-16	6.7	64.0	22.7	4.0	2.7	100	2.32
Maintaining Library Buildings & Equipment	2011-12	25.5	55.4	16.9	1.7	0.5	100	1.96
	2012-13	13.6	64.1	18.2	4		100	2.12
	2013-14	11.1	53.3	31.6	3.0	.9	100	2.29
	2014-15	30.4	57.9	9.8	1.4	0.5	100	1.84
	2015-16	24.4	59.4	11.9	3.8	0.6	100	1.97
Maintaining Museum Buildings & Exhibitions	2011-12	8.6	70.5	20.1	0.8	0	100	2.13
	2012-13	28.8	53.1	17.3	0.8	0	100	1.91
	2013-14	11.9	52.5	31.7	4.0		100	2.28
	2014-15	32.9	52.5	13.3	0.6	0.6	100	1.84
	2015-16	22.6	69.0	6.0	0.0	2.3	100	1.90
Maintaining Art Gallery Buildings & Exhibitions	2011-12	21.3	64.7	14	0.0	0.0	100	1.93
	2012-13	28.6	49.4	22			100	1.93
	2013-14	16.7	58.3	18.3	6.7		100	2.15
	2014-15	25.7	58.4	15.0	0.9	0.0	100	1.91
	2015-16	18.8	62.5	12.5	4.2	2.1	100	2.08
	Very good (1 to 1.99)	Good (2 to 2.99)		Poor (3 to 3.99)		Very Poor (4 to 5)		

TABLE 41.1: MUNICIPAL PERFORMANCE WITH REGARD TO ENVIRONMENTAL AND CONSERVATION

Table 41.1 Municipal Performance with regard to Environmental and Conservation	Year	Very Good	Good	Fair	Poor	Very Poor	Total	Average
Keeping public gardens clean	2011-12	11.1	39.4	26	18	5.5	100	2.67
	2012-13	12.2	37.8	26.9	13.9	9.2	100	2.69
	2013-14	10.9	33.3	34.5	16.1	5.1	100	2.72
	2014-15	11.2	46.6	28	8.9	5.3	100	2.50
	2015-16	3.4	47.7	28.8	14.5	5.7	100	2.71
Ensuring public areas are not overgrown with bushes and alien vegetation	2011-12	7	34	30.6	21.1	7.2	100	2.87
	2012-13	3.3	29.9	32.2	22.6	12.1	100	3.1
	2013-14	8.0	27.9	30.3	23.3	10.6	100	3.01
	2014-15	9.3	40.1	28.8	14.1	7.7	100	2.71
	2015-16	1.4	29.2	30.0	28.0	11.3	100	3.19
Limiting pollution of rivers and wetlands	2011-12	5.2	28.9	33.8	23.2	8.8	100	3.02
	2012-13	1.7	21.4	41.9	25.3	9.6	100	3.19
	2013-14	2.8	20.3	36.0	29.3	11.8	100	3.27
	2014-15	7.9	36.3	32.7	16.4	6.6	100	2.78
	2015-16	10.0	27.4	32.7	29.3	9.5	100	3.19
Sea water at bathing beaches being unpolluted	2011-12	8.7	44.3	30.5	12.7	3.8	100	2.59
	2012-13	10.3	47.4	28.1	11.2	3	100	2.48
	2013-14	12.0	40.3	33.2	12.2	2.3	100	2.53
	2014-15	7.9	44.1	34.3	9.5	4.2	100	2.58
	2015-16	1.9	48.3	30.1	15.5	4.2	100	2.72
Providing a service for removing waste for recycling from your home	2011-12	8.8	34.2	31	19.1	7	100	2.82
	2012-13	10.6	33.7	28.9	18.9	7.9	100	2.8
	2013-14	10.1	30.9	32.4	19.1	7.5	100	2.83
	2014-15	10.6	40.8	25.3	14.4	8.9	100	2.58
	2015-16	3.6	35.5	22.2	20.2	9.6	100	3.06
Preserving heritage sites and conservation areas	2011-12	9.1	45.9	29.8	11.6	3.6	100	2.55
	2012-13	15.5	46	23.2	11	4.4	100	2.42
	2013-14	11.3	41.6	31.1	13.6	2.4	100	2.54
	2014-15	9.3	40.5	30.3	14.2	5.6	100	2.66
	2015-16	1.8	48.7	30.5	15.3	3.6	100	2.70
Limiting air pollution	2011-12	11.6	38.5	27.7	16.7	5.6	100	2.66
	2012-13	4.7	33.2	37.7	16.7	7.6	100	2.89
	2013-14	6.9	27.4	40.3	18.6	6.8	100	2.91
	2014-15	5.5	33.4	29.1	21.6	10.4	100	2.98
	2015-16	1.8	37.8	31.0	24.5	5.0	100	2.93

Cont. Municipal Performance with regard to Environmental and Conservation	Year	Very Good	Good	Fair	Poor	Very Poor	Total	Average
limiting noise pollution	2011-12	n/a	n/a	n/a	n/a	n/a	n/a	n/a
	2012-13	n/a	n/a	n/a	n/a	n/a	n/a	n/a
	2013-14	6.2	27.0	37.3	22.1	7.4	100	2.98
	2014-15	6.0	32.3	29.1	19.8	12.7	100	3.01
	2015-16	1.1	36.5	32.0	24.2	6.1	100	2.98
limiting soil pollution	2011-12	n/a	n/a	n/a	n/a	n/a	n/a	n/a
	2012-13	n/a	n/a	n/a	n/a	n/a	n/a	n/a
	2013-14	6.5	27.2	39.8	19.1	7.5	100	2.94
	2014-15	5.9	37.8	33.5	15.7	7.2	100	2.81
	2015-16	0.8	35.2	34.3	24.1	5.6	100	2.98
	Very good (1 to 1.99)	Good (2 to 2.99)		Poor (3 to 3.99)		Very Poor (4 to 5)		

TABLE 45.1: PUBLIC TRANSPORT SATISFACTION

Table 45.1 Public Transport Satisfaction	Year	Very Satisfied	Satisfied	Slightly Satisfied	Dissatisfied	Very Dissatisfied	Total	Average
Minibus taxi	2011-12	19.8	56.3	15.9	7.5	0.5	100	2.13
	2012-13	20.8	41.1	30.2	6.3	1.6	100	2.27
	2013-14	25.5	32.0	22.8	17.7	1.9	100	2.39
	2014-15	14.8	55.0	20.8	8.1	1.3	100	2.26
	2015-16	7.9	65.4	13.4	11.8	1.6	100	2.34
Venture/Bakkie taxi	2011-12	7.7	76.6	11.7	4		100	2.12
	2012-13	-		45	55		100	3.55
	2013-14		100				100	2
	2014-15	13.8	66.9	13.1	4.6	1.5	100	2.13
	2015-16	4.5	55.5	33.3	6.1	1.5	100	2.45
Metered taxi	2011-12	26.3	36.2	12.7	24.8		100	2.36
	2012-13	13.8	86.2				100	1.86
	2013-14		100				100	2
	2014-15	17.2	72.4	3.4	3.4	3.4	100	2.03
	2015-16	10.0	35.0	35.0	5.0	15.0	100	2.80
Metro bus/Mynah	2011-12	21.4	60.7	9.4	7.8	0.7	100	2.06
	2012-13	23.8	56.3	13.3	6.6		100	2.03
	2013-14	21.4	64.3	11.9	2.4		100	1.95
	2014-15	11.5	65.6	17.8	3.8	1.3	100	2.18
	2015-16	9.5	60.7	14.0	14.5	1.2	100	2.37
People mover	2011-12	40.2	53.1	6.8			100	1.67
	2012-13	19.7	45.1	30.7	4.5		100	2.2
	2013-14	40.0	40.0	20.0			100	1.8
	2014-15	14.3	69.0	9.5	2.4	4.8	100	2.14
	2015-16	26.7	40.0	20.0	13.3	-	100	2.20
Private bus	2011-12	19.3	62.6	12.8	4.2	1.1	100	2.05
	2012-13	20.8	58.5	8.9	11.8		100	2.12
	2013-14	27.1	45.8	18.8	8.3		100	2.08
	2014-15	11.8	64.7	11.8	8.2	3.5	100	2.27
	2015-16	8.3	68.9	11.1	11.1	5.6	100	2.42
Train	2011-12	23.3	61.8	10.6	3.2	1	100	1.97
	2012-13	10.4	53.1	23.3	10.3	2.9	100	2.42
	2013-14	43.9	19.7	28.8	6.1	1.5	100	2.02
	2014-15	10.1	59.4	12.3	15.2	2.9	100	2.41
	2015-16	6.9	66.7	13.9	11.1	1.4	100	2.33
Very good (1 to 1.99)		Good (2 to 2.99)			Poor (3 to 3.99)		Very Poor (4 to 5)	

TABLE 48.1: MUNICIPAL PERFORMANCE – PUBLIC TRANSPORT AND ROAD INFRASTRUCTURE

Table 48.1 Municipal Performance – Public Transport and Road Infrastructure	Year	Very Good	Good	Fair	Poor	Very Poor	Total	Average
Providing safe public transport	2011-12	4	49	33.6	10.5	2.9	100	2.59
	2012-13	2.5	38.7	40.2	16.4	2.2	100	2.77
	2013-14	4.6	34.6	41.2	18.0	1.6	100	2.77
	2014-15	5.2	47.1	34.3	10.1	3.3	100	2.59
	2015-16	2.7	66.0	19.1	11.0	1.1	100	2.42
Providing affordable public transport	2011-12	3.8	39.8	35	16.5	4.9	100	2.79
	2012-13	1.4	22.1	42.9	28.9	4.7	100	3.13
	2013-14	.8	23.5	42.8	25.3	7.6	100	3.15
	2014-15	7.2	41.1	34.2	11.3	6.2	100	2.68
	2015-16	2.4	59.8	19.3	17.8	0.9	100	2.55
Providing easy access to public transport	2011-12	7.3	50.4	27.2	11.3	3.8	100	2.54
	2012-13	4.9	45.9	32.9	12.9	3.3	100	2.64
	2013-14	6.3	38.3	40.3	12.6	2.5	100	2.67
	2014-15	14.8	46.3	27.8	6.9	4.3	100	2.4
	2015-16	2.7	66.1	15.4	11.8	2.0	100	2.42
Providing reliable public transport	2011-12	6	46.8	30.9	13.1	3.2	100	2.61
	2012-13	2.1	32.4	39.6	21.5	4.4	100	2.94
	2013-14	2.5	36.8	40.8	18.2	1.6	100	2.8
	2014-15	9.6	47.9	30.1	8.2	4.2	100	2.49
	2015-16	2.4	60.0	23.7	14.5	3.5	100	2.61
Providing frequent public transport	2011-12	6.3	44.9	32.6	11.7	4.4	100	2.63
	2012-13	5.7	42.1	37.4	11.3	3.5	100	2.65
	2013-14	6.9	42.9	35.1	13.5	1.6	100	2.6
	2014-15	10.5	48.6	28.7	8.0	4.2	100	2.47
	2015-16	-	-	-	-	-	-	-
Providing frequent transport peak	2015-16	2.0	50.3	32.6	12.4	2.6	100	2.63
Providing frequent transport off-peak	2015-16	1.4	47.2	34.2	13.9	3.4	100	2.71
Providing frequent transport weekends	2015-16	1.2	49.8	31.4	13.8	3.7	100	2.69
		Very good (1 to 1.99)	Good (2 to 2.99)	Poor (3 to 3.99)	Very Poor (4 to 5)			

TABLE 49.1: WOULD YOU CHANGE FROM PRIVATE TO PUBLIC TRANSPORT WHEN THE INTEGRATED RAPID PUBLIC TRANSPORT NETWORK IS IMPLEMENTED?

Table 49.1 Would you change from private to public transport when the Integrated Rapid Public Transport Network is implemented?	Year	Yes	No	Total
	2011-12	n/a	n/a	n/a
	2012-13	n/a	n/a	n/a
	2013-14	39.4	60.6	100
	2014-15	19.9	80.1	100
	2015-16	45.9	54.1	100

TABLE 51.1: WOULD ANY HOUSEHOLD MEMBER CONSIDER CYCLING IF SAFE CYCLING LANES PROVIDED

Table 51.1 Would any household member consider cycling if safe cycling lanes provided	Year	Yes	No	Total
	2011-12	n/a	n/a	n/a
	2012-13	13.6	86.4	100
	2013-14	5.2	94.8	100
	2014-15	9.9	90.1	100
	2015-16	31.2	68.8	100

TABLE 53.1: PERFORMANCE RATING ON ROADS AND STREET LIGHTS.

Table 53.1 Performance rating on roads and street lights.	Year	Very Good	Good	Fair	Poor	Very Poor	Total	Average
Traffic lights being in working order and fixed speedily when faulty	2011-12	8.3	41.1	32.3	12.7	5.6	100	2.66
	2012-13	3.5	30.4	32.3	19.6	14.2	100	3.1
	2013-14	1.6	26.8	33.8	18.0	19.9	100	3.08
	2014-15	10.8	47.9	24.0	10.6	6.7	100	2.54
	2015-16	5.3	47.3	30.0	18.5	7.9	100	2.77
Ensuring that roads are regularly maintained around your area	2011-12	11.2	42.6	22.4	14.2	9.5	100	2.68
	2012-13	3.4	30.6	19.7	25.8	20.5	100	3.29
	2013-14	3.1	31.1	31.4	23.7	10.8	100	3
	2014-15	10.9	46.1	22.4	12.2	8.5	100	2.61
	2015-16	4.3	45.7	23.5	23.2	7.6	100	2.88
Providing clear road signage	2011-12	16.9	41.5	19.2	15.2	7.2	100	2.54
	2012-13	3.1	33.8	26.1	22.8	14.2	100	3.11
	2013-14	4.0	34.6	30.6	19.5	11.3	100	3.03
	2014-15	13.0	45.8	21.7	12.7	6.8	100	2.55
	2015-16	4.0	48.2	23.7	18.1	6.0	100	2.74

Cont. Performance rating on roads and street lights.	Year	Very Good	Good	Fair	Poor	Very Poor	Total	Average
Providing clear directional signage and street names	'2015-16	4.6	54.3	20.6	15.6	5.0	100	2.62
Providing clear road line markings	2011-12	17.6	40.3	19.7	13.1	9.3	100	2.56
	2012-13	3.7	30.1	25.6	25.3	15.3	100	3.19
	2013-14	4.3	32.5	31.1	19.7	12.3	100	2.90
	2014-15	14.2	47.9	19.6	10.9	7.5	100	2.50
	2015-16	3.8	39.6	25.7	24.1	6.7	100	2.90
Providing sufficient street lighting where you live	2011-12	13.1	41.8	18.2	16.5	10.4	100	2.69
	2012-13	4.2	40	28.3	18.5	9.1	100	2.88
	2013-14	4.1	41.9	30.5	16.5	7.0	100	3.04
	2014-15	12.8	52.2	17.0	11.4	6.6	100	2.47
	2015-16	4.8	46.0	22.1	19.8	7.3	100	2.79
Street lights being quickly fixed when they stop working	2011-12	10.9	36.7	22.7	19.1	10.7	100	2.82
	2012-13	3.1	30.9	32.6	22.7	10.7	100	3.07
	2013-14	3.5	30.8	33.2	23.6	8.9	100	3.28
	2014-15	11.1	45.6	22.4	13.4	7.5	100	2.61
	2015-16	3.6	37.7	19.6	28.5	10.5	100	3.04
	Very good (1 to 1.99)	Good (2 to 2.99)		Poor (3 to 3.99)		Very Poor (4 to 5)		

TABLE 55.1: RESPONDENT HAS BEEN A VICTIM OF CRIME IN THE PAST YEAR

Table 55.1 Respondent has been a victim of crime in the past year	Year	Yes	No	Total
	2011-12	13	87	100
	2012-13	13.8	86.2	100
	2013-14	21.7	78.3	100
	2014-15	15.6	84.4	100
	2015-16	26.0	74.0	100

TABLE 56.1: HOW SAFE WOULD YOU FEEL WALKING IN THE AREA WHERE YOU LIVE DURING THE DAY

Table 56.1 How safe would you feel walking in the area where you live during the day	Year	Very Safe	Fairly safe	Bit Unsafe	Vey Unsafe	Total
	2011-12	42	39.2	14.2	4.6	100
	2012-13	30.9	46.4	13.7	9.1	100
	2013-14	25.4	47.2	20.6	6.8	100
	2014-15	31.2	41.9	16.8	10.1	100
	2015-16	32.7	42.3	18.2	6.9	100

TABLE 57.1: HOW SAFE WOULD YOU FEEL WALKING IN THE AREA WHERE YOU LIVE AFTER DARK

Table 57.1 How safe would you feel walking in the area where you live after dark	Year	Very Safe	Fairly safe	Bit Unsafe	Vey Unsafe	Total
	2011-12	11.8	33.6	29.2	25.4	100
	2012-13	9.4	22.3	36.9	31.4	100
	2013-14	10.1	33.2	38.4	18.3	100
	2014-15	8.4	23.9	25.5	42.3	100
	2015-16	10.5	27.0	27.4	35.1	100

TABLE 58.1: HOW SAFE DO YOU FEEL AT HOME DURING THE DAY

Table 58.1 How safe do you feel at home during the day	Year	Very Safe	Fairly safe	Bit Unsafe	Vey Unsafe	Total
	2011-12	41.5	41.3	13.4	3.8	100
	2012-13	31.5	44.8	16.6	7.1	100
	2013-14	25.3	50.2	18.5	6	100
	2014-15	30.7	42.3	18.0	9.0	100
	2015-16	37.0	41.0	17.2	5.0	100

TABLE 59.1: HOW SAFE DO YOU FEEL AT HOME AFTER DARK

Table 59.1 How safe do you feel at home after dark	Year	Very Safe	Fairly safe	Bit Unsafe	Vey Unsafe	Total
	2011-12	14.4	38.4	27.6	19.6	100
	2012-13	10.2	32.1	33.4	24.3	100
	2013-14	11.5	41.3	33.7	13.5	100
	2014-15	12.4	32.2	26.8	28.6	100
	2015-16	21.9	30.4	26.1	21.4	100

TABLE 60.1: RATING OF ETHEKWINI'S PERFORMANCE ON LAW ENFORCEMENT

Table 60.1 Rating of eThekweni's performance on law enforcement	Year	Very Good	Good	Fair	Poor	Very Poor	Total	Average
Providing visible presence of traffic enforcement	2011-12	19.5	40.9	21.8	11.3	6.5	100	2.44
	2012-13	14.2	36.6	25	17.2	7	100	2.66
	2013-14	6.7	29.3	36.5	18.3	9.3	100	2.94
	2014-15	10.6	44.2	30.2	10.8	4.1	100	2.54
	2015-16	3.0	39.6	29.8	21.7	5.8	100	2.88
Providing visible presence of law enforcement in public spaces	2011-12	17.7	38.8	24.9	13.4	5.2	100	2.5
	2012-13	9.5	38.8	29.1	17.7	4.9	100	2.7
	2013-14	5.5	35.2	32.3	19.6	7.3	100	2.91
	2014-15	11.6	40.5	30.6	12.4	4.9	100	2.58
	2015-16	2.18	38.2	32.1	21.8	5.7	100	2.91
Enforcing policy regarding illegal land settlement	2011-12	12.6	35.7	29.8	15.3	6.6	100	2.68
	2012-13	3	23.6	35.3	23.7	14.4	100	3.23
	2013-14	4.0	24.5	37.8	21.5	12.2	100	3.13
	2014-15	5.6	36.9	33.7	14.0	9.8	100	2.85
	2015-16	1.0	33.0	31.0	28.0	7.0	100	3.07
Taking action on illegal dumping	2011-12	10.7	35.5	29	18.8	6	100	2.74
	2012-13	2.4	23.7	32.3	24.3	17.2	100	3.3
	2013-14	3.0	21.5	36.1	24.0	15.4	100	3.27
	2014-15	3.9	32.1	29.5	20.1	14.5	100	3.09
	2015-16	0.8	26.0	26.6	34.9	11.7	100	3.31
Taking action on illegal street trading	2011-12	n/a	n/a	n/a	n/a	n/a	n/a	2.63
	2012-13	2.8	29.4	32.7	20.2	14.9	100	3.15
	2013-14	3.0	27.1	37.3	18.5	14.2	100	3.14
	2014-15	7.6	35.5	29.3	15.1	12.5	100	2.89
	2015-16	0.6	29.0	30.2	31.5	8.6	100	3.18
Acting on complaints about noise & other disturbances	2011-12	13.6	36.6	29.5	14.2	6.2	100	2.63
	2012-13	5.7	28.6	32.7	19.5	13.5	100	3.07
	2013-14	5.6	24.2	34.7	21.2	14.4	100	3.15
	2014-15	6.4	34.7	29.6	18.3	11.1	100	2.93
	2015-16	0.8	30.5	24.2	34.3	10.1	100	3.22
	Very good (1 to 1.99)	Good (2 to 2.99)		Poor (3 to 3.99)		Very Poor (4 to 5)		

TABLE 62.1: AWARE THE MUNICIPALITY PUT SYSTEMS IN PLACE TO COMBAT CORRUPTION / UNETHICAL BEHAVIOUR BY EMPLOYEES/COUNCILLORS

Table 62.1 Aware the municipality put systems in place to combat corruption/unethical behaviour by employees/councillors	Year	Yes	No	Total
	2011-12	16.2	83.8	100
	2012-13	20.8	79.2	100
	2013-14	16.1	83.9	100
	2014-15	17.6	82.4	100
	2015-16	16.6	83.4	100

TABLE 63.1: RATING OF MUNICIPAL ANTI-CORRUPTION SYSTEMS

Table 63.1 Rating of Municipal Anti-Corruption Systems	Year	Very effective	Effective	Slightly effective	Ineffective	Very ineffective	Total	Average
	2011-12	4.3	32	33.5	20.5	9.7	100	2.99
	2012-13	2	12.8	40	29.6	15.6	100	3.44
	2013-14	1.5	8.5	22.0	37.5	30.5	100	3.87
	2014-15	4.9	20.1	43.1	22.2	9.7	100	3.12
	2015-16	2.9	15.1	37.6	37.1	7.3	100	3.31
	Very good (1 to 1.99)	Good (2 to 2.99)		Poor (3 to 3.99)		Very Poor (4 to 5)		

TABLE 65.1: PERFORMANCE RATING OF EMERGENCY SERVICES

Table 65.1 Performance Rating of Emergency Services	Year	Very good	Good	Fair	Poor	Very poor	Total	Average
Emergency call centre contact numbers clearly/regularly communicated	2011-12	8.8	60.9	19.4	8.8	2	100	2.35
	2012-13	4	63.3	28	3.7	1	100	2.34
	2013-14	5.6	63.4	26.2	3.9	.8	100	2.31
	2014-15	9.3	39.8	31.5	13.9	5.6	100	2.67
	2015-16	4.1	63.4	16.8	10.6	5.1	100	2.49
How easy it is to get through to an emergency services operator	2011-12	6.4	60.2	19.9	10.9	2.7	100	2.43
	2012-13	1.5	56.5	33.7	6.3	2	100	2.52
	2013-14	3.6	41.7	46.5	5.6	2.5	100	2.62
	2014-15	5.6	39.8	35.2	14.8	4.6	100	2.73
	2015-16	3.4	53.6	19.6	16.8	6.5	100	2.69

Cont. Performance Rating of Emergency Services	Year	Very good	Good	Fair	Poor	Very poor	Total	Average
Having emergency call centre staff who speak your language	2011-12	20.2	54.2	14.9	8.2	2.5	100	2.19
	2012-13	10.6	60.9	23.8	4.3	0.5	100	2.24
	2013-14	7.6	44.2	44.2	3.9		100	2.45
	2014-15	9.3	43.5	33.3	10.2	3.7	100	2.56
	2015-16	9.4	62.5	13.5	9.7	4.9	100	2.38
Emergency rescue workers arrive at emergency situations quickly	2011-12	7.9	30.7	27.4	22.9	11.1	100	2.99
	2012-13	3.1	26.9	36.6	27.5	6	100	3.06
	2013-14	1.4	37.6	39.0	17.1	4.8	100	2.86
	2014-15	10.3	39.3	24.3	19.6	6.5	100	2.73
	2015-16	4.5	40.0	14.1	25.2	16.2	100	3.09
Emergency rescue workers deal with the emergency efficiently	2011-12	7	53.1	24.7	12.3	2.9	100	2.51
	2012-13	3.5	43.8	45.9	6.6	0.3	100	2.56
	2013-14	5.1	41.7	46.8	6.2	.3	100	2.55
	2014-15	10.2	42.6	27.8	16.7	2.8	100	2.59
	2015-16	5.9	48.3	17.2	18.3	10.3	100	2.79
Receiving quality and helpful service from fire and rescue personnel	2011-12	7.2	54.7	25.8	9.3	3.1	100	2.46
	2012-13	3.5	50.1	36.5	9.8		100	2.51
	2013-14	4.0	48.3	41.0	5.4	1.4	100	2.52
	2014-15	11.2	40.2	35.5	11.2	1.9	100	2.52
	2015-16	7.0	48.1	20.4	15.1	9.5	100	2.72
How do you rate their performance in dealing with emergencies	2011-12	15.1	40.7	25.2	10.1	8.8	100	2.57
	2012-13	10.9	40.7	29.1	8		100	2.74
	2013-14	5.2	35.3	39.0	11.3	9.2	100	2.84
	2014-15	12.4	31.0	31.9	13.3	11.5	100	2.81
	2015-16	4.0	42.6	29.3	13.4	10.7	100	2.84
Rate their performance on general fire safety advice	2011-12	4.9	37.3	21.7	18	18.1	100	3.07
	2012-13	2.9	82.4	11.8	2.9		100	2.15
	2013-14	5.7	49.1	37.7	1.9	5.7	100	2.53
	2014-15	20.3	41.9	10.8	4.1	23.0	100	2.68
	2015-16	7.3	65.5	21.8	1.8	3.6	100	2.29
Rate their performance on fire related training	2011-12	6.5	31.4	26.5	16.4	19.3	100	3.11
	2012-13	10.9	62.4	21.3	5.5		100	2.21
	2013-14	11.4	56.8	27.3	2.3	2.3	100	2.27
	2014-15	36.8	21.1	5.3	5.3	31.6	100	2.74
	2015-16	11.5	65.4	15.4	3.8	3.8	100	2.23
Rate their performance on building plan assessment for safety regulations	2011-12	6.4	34.5	21.5	18.1	19.5	100	3.1
	2012-13	11.2	32.7	22.4	33.7		100	2.78
	2013-14	3.0	45.5	45.5	3.0	3.0	100	2.58
	2014-15	18.6	34.9	20.9	0.0	25.6	100	2.58
	2015-16	5.6	61.1	16.7	11.1	5.6	100	2.50
	Very good (1 to 1.99)	Good (2 to 2.99)	Poor (3 to 3.99)	Very Poor (4 to 5)				

TABLE 69.1: PERFORMANCE OF CALL CENTRES AND MUNICIPAL OFFICES

Table 69.1 Performance of Call Centres and Municipal Offices	Year	Very Good	Good	Fair	Poor	Very poor	Total	Average
There being call centre operators who can personally deal with your queries or transfer you to someone who can	2011-12	8.4	61.4	21.8	7.1	1.3	100	2.32
	2012-13	14.9	59.2	21.2	2.2	2.5	100	2.18
	2013-14	5.2	69.3	19.7	4.7	1.2	100	2.28
	2014-15	5.2	39.8	40.9	7.8	6.3	100	2.70
	2015-16	2.0	49.6	30.6	12.7	5.1	100	2.69
There being a knowledgeable person who can answer your query	2011-12	11.8	62.7	17.9	6.9	0.7	100	2.22
	2012-13	16	57.5	23	3	0.5	100	2.14
	2013-14	6.1	57.0	31.7	3.7	1.5	100	2.37
	2014-15	9.5	43.2	37.3	6.6	3.3	100	2.51
	2015-16	2.0	48.9	31.2	14.6	3.3	100	2.68
There being convenient payment options for municipal services, licenses and fines	2011-12	8.5	59.4	24.3	7.2	0.6	100	2.32
	2012-13	16.3	59.4	22.1	1.9	0.3	100	2.11
	2013-14	8.0	60.2	27.8	2.7	1.2	100	2.29
	2014-15	12.2	41.0	38.7	5.2	2.9	100	2.46
	2015-16	4.6	53.0	32.0	8.9	1.5	100	2.50
The municipality having staff who speak your language	2011-12	20.3	60.7	13.4	4.4	1.2	100	2.05
	2012-13	18.9	59.6	18.4	3.1		100	2.06
	2013-14	8.3	65.0	21.7	4.4	.7	100	2.24
	2014-15	27.6	46.5	21.4	3.1	1.4	100	2.04
	2015-16	14.1	57.9	16.4	8.8	2.8	100	2.28
There being short queues and waiting times at the offices	2011-12	5.5	47.3	29	12.2	6	100	2.66
	2012-13	3.3	35.1	35.4	20.7	5.5	100	2.9
	2013-14	1.0	31.9	52.1	10.7	4.4	100	2.86
	2014-15	9.7	35.4	35.6	14.3	5.0	100	2.70
	2015-16	1.3	38.3	32.4	22.5	5.4	100	2.92
Providing affordable services	2011-12	4.7	49.8	31.7	11.6	2.2	100	2.57
	2012-13	4.4	37.1	41	15.1	2.4	100	2.74
	2013-14	1.5	31.4	52.6	12.9	1.7	100	2.82
	2014-15	5.9	35.3	37.4	15.1	6.3	100	2.81
	2015-16	1.5	40.7	36.6	17.2	4.0	100	2.82
Offices having convenient opening hours	2011-12	9.1	59.1	27.8	3.4	0.6	100	2.27
	2012-13	4.8	59.2	32.1	3.8	0.1	100	2.35
	2013-14	10.2	55.0	26.8	7.3	.7	100	2.33
	2014-15	18.7	43.6	30.0	5.2	2.5	100	2.29
	2015-16	2.3	55.1	31.5	10.0	1.3	100	2.53

Cost. Performance of Call Centres and Municipal Offices	Year	Very Good	Good	Fair	Poor	Very poor	Total	Average
You getting a prompt response when you phone / email them	2011-12	7.1	47.6	29.7	14.2	1.5	100	2.55
	2012-13	6.2	41.3	36.3	12	4.3	100	2.67
	2013-14	2.2	41.5	40.8	12.7	2.7	100	2.72
	2014-15	11.0	41.7	33.8	8.3	5.2	100	2.55
	2015-16	2.1	36.5	32.3	21.3	7.7	100	2.96
Keeping you informed of initiatives and changes to services	2011-12	7.9	44.7	27.5	17.3	2.6	100	2.62
	2012-13	2.6	32.4	37.3	23.2	4.5	100	2.95
	2013-14	1.2	35.0	48.5	12.9	2.4	100	2.8
	2014-15	7.0	37.6	35.2	15.4	4.8	100	2.73
	2015-16	1.0	35.1	29.5	28.5	5.9	100	3.03
Staff being motivated and determined to assist in resolving your query or complaint	2011-12	12.5	51.4	28.9	5.9	1.3	100	2.32
	2012-13	4.5	43.4	39.2	10.4	2.5	100	2.63
	2013-14	1.0	36.9	49.5	9.5	3.2	100	2.77
	2014-15	8.7	38.6	36.3	12.0	4.4	100	2.65
	2015-16	2.3	35.1	34.1	22.2	6.3	100	2.95
Staff at municipal offices being friendly and helpful in dealing with people	2011-12	10.7	54.5	27	5.8	2	100	2.34
	2012-13	1.4	51.7	34	10.7	2.3	100	2.61
	2013-14	2.2	35.7	50.5	9.2	2.4	100	2.74
	2014-15	11.2	45.5	31.3	9.2	2.7	100	2.47
	2015-16	2.3	36.4	37.2	18.8	5.3	100	2.88
Forms, procedures and processes being customer-friendly	2011-12	10.8	46.4	29	12.7	1	100	2.47
	2012-13	1.5	36.4	45.2	13.2	3.7	100	2.81
	2013-14	2.7	37.5	44.8	13.8	1.2	100	2.73
	2014-15	6.5	44.9	36.6	8.8	3.2	100	2.57
	2015-16	1.0	44.5	37.0	15.5	2.0	100	2.73
Swiftly processing applications and other forms	2011-12	7.7	43.5	30.6	17	1.2	100	2.6
	2012-13	1.2	32.4	39.5	22.7	4.2	100	2.96
	2013-14	2.2	34.2	33.7	27.4	2.4	100	2.94
	2014-15	10.5	42.1	35.9	7.9	3.6	100	2.52
	2015-16	1.8	39.7	39.2	15.4	3.8	100	2.80
Municipal offices being conveniently located	2011-12	8	56.4	26.9	7.3	1.5	100	2.38
	2012-13	9.7	59	27.4	3.3	0.6	100	2.26
	2013-14	5.1	57.8	28.2	8.0	1.0	100	2.42
	2014-15	16.2	40.2	32.6	6.4	4.6	100	2.43
	2015-16	4.6	49.4	31.6	12.5	2.0	100	2.58
	Very good (1 to 1.99)	Good (2 to 2.99)		Poor (3 to 3.99)		Very Poor (4 to 5)		

TABLE 71.1: SATISFACTION WITH INFORMATION SUPPLIED BY THE MUNICIPALITY TO THE PUBLIC

Table 71.1 Satisfaction with information supplied by the Municipality to the public	Year	Very Satisfied	Satisfied	Slightly Satisfied	Dissatisfied	Very Dissatisfied	Total	Average
	2011-12	9.2	36.7	30.6	18.5	4.9	100	2.73
	2012-13	3.4	25.6	37.7	20.9	12.4	100	3.13
	2013-14	3.3	20.8	42.1	22.3	11.5	100	3.18
	2014-15	3.4	45.3	25.6	17.9	7.8	100	2.81
	2015-16	3.3	41.0	21.9	27.5	6.3	100	2.93
	Very good (1 to 1.99)	Good (2 to 2.99)		Poor (3 to 3.99)		Very Poor (4 to 5)		

TABLE 85.1: COMPARED TO A YEAR AGO IS ECONOMIC SITUATION BETTER, WORSE OR THE SAME

Table 85.1 Compared to a year ago is economic situation better, worse or the same	Year	Better	Same good before & still good	Same bad before & still bad	Worse	Total
	2011-12	14.8	35.8	31.7	17.7	100
	2012-13	7	32.4	39.1	21.5	100
	2013-14	17.3	39.9	24.9	17.8	100
	2014-15	15.4	30.8	30.3	23.5	100
	2015-16	14.1	18.0	25.3	42.6	100

TABLE 86.1: ECONOMIC EXPECTATION IN FIVE YEARS' TIME

Table 86.1 Economic Expectation in Five Years' Time	Year	Better	Same good before & still good	Same bad before & still bad	Worse	Total
	2011-12	30.7	36.2	20	13.1	100
	2012-13	17.6	27.9	34.7	19.8	100
	2013-14	31.4	38.4	16.8	13.3	100
	2014-15	28.5	31.7	22.1	17.8	100
	2015-16	47.1	10.1	8.8	40.0	100

TABLE 91.1: PERFORMANCE OF THE HEALTH SERVICES

Table 91.1 Performance of the Health Services	Year	Very Good	Good	Fair	Poor	Very poor	Total	Average
Municipal clinics helping to prevent illness by providing medical services	2011-12	9	64.2	18.8	6.8	1.3	100	2.36
	2012-13	8.1	56.3	28.6	5.6	1.3	100	2.27
	2013-14	11.6	50.8	31.3	5.5	.8	100	2.33
	2014-15	20.5	57.5	16.5	3.3	2.1	100	2.09
	2015-16	3.8	60.4	25.4	8.0	2.5	100	2.45
Municipal clinics are effective in treating illness	2011-12	9.4	58	23.8	7.1	1.6	100	2.43
	2012-13	6.1	51.1	36.5	5.8	0.5	100	2.34
	2013-14	9.9	44.4	38.0	7.1	.6	100	2.44
	2014-15	18.4	55.9	19.0	4.5	2.1	100	2.16
	2015-16	3.3	58.3	27.2	8.9	2.3	100	2.49
Receiving quality care at Municipal clinics	2011-12	7.3	49.9	29.7	9.5	3.5	100	2.84
	2012-13	3.4	29.6	48	17.4	1.6	100	2.52
	2013-14	8.9	37.3	41.5	10.8	1.4	100	2.59
	2014-15	14.9	53.9	20.6	7.9	2.7	100	2.30
	2015-16	3.0	50.6	29.9	15.5	4.0	100	2.67
Rate the attitude of staff to patients	2011-12	n/a	n/a	n/a	n/a	n/a	n/a	n/a
	2012-13	n/a	n/a	n/a	n/a	n/a	n/a	n/a
	2013-14	9.1	33.4	38.7	16.4	2.4	100	2.69
	2014-15	12.3	43.4	26.3	12.4	5.6	100	2.56
	2015-16	2.5	44.0	21.6	23.7	8.2	100	2.91
Rate the cleanliness of the clinic	2011-12	n/a	n/a	n/a	n/a	n/a	n/a	3.42
	2012-13	n/a	n/a	n/a	n/a	n/a	n/a	3.17
	2013-14	14.1	42.7	32.7	8.7	1.8	100	2.98
	2014-15	19.7	51.5	21.8	5.1	1.9	100	2.18
	2015-16	5.4	69.1	17.1	6.5	1.8	100	2.30
Rate the availability of medicines	2011-12	n/a	n/a	n/a	n/a	n/a	n/a	n/a
	2012-13	n/a	n/a	n/a	n/a	n/a	n/a	n/a
	2013-14	11.3	41.5	32.8	11.2	3.2	100	2.41
	2014-15	13.8	48.6	26.0	7.9	3.7	100	2.39
	2015-16	2.7	46.6	21.8	22.6	6.2	100	2.83
Rate patient safety and security	2011-12	n/a	n/a	n/a	n/a	n/a	n/a	n/a
	2012-13	n/a	n/a	n/a	n/a	n/a	n/a	n/a
	2013-14	11.5	39.6	37.6	9.6	1.7	100	2.54
	2014-15	19.5	52.0	19.5	7.1	1.9	100	2.20
	2015-16	2.6	75.0	16.5	4.7	1.3	100	2.27

Cont. Performance of the Health Services	Year	Very Good	Good	Fair	Poor	Very poor	Total	Average
Not having to wait too long to be seen at Municipal clinics	2011-12	3.5	30	27.2	24.7	14.6	100	n/a
	2012-13	1.4	18.8	27.9	40.5	11.5	100	n/a
	2013-14	7.3	30.7	29.3	22.3	10.5	100	2.5
	2014-15	10.1	33.7	19.5	18.7	17.9	100	3.00
	2015-16	1.4	25.8	18.5	37.7	16.6	100	3.42
Action being taken to ensure that public health is not at risk	2011-12	4.8	52.2	28.6	9.4	4.9	100	2.88
	2012-13	0.8	35.3	44.2	14.5	5.2	100	2.57
	2013-14	11.8	36.2	37.5	13.0	1.5	100	2.56
	2014-15	14.9	54.1	23.7	5.7	1.5	100	2.25
	2015-16	2.0	64.8	25.2	6.0	2.1	100	2.41
	Very good (1 to 1.99)	Good (2 to 2.99)		Poor (3 to 3.99)		Very Poor (4 to 5)		

TABLE 93.1: CONCERN SOMEONE CLOSE MIGHT BE INFECTED WITH HIV/AIDS

Table 93.1 Concern Someone Close Might be Infected with HIV/AIDS	Year	A lot	A little	Not at All	Total
	2011-12	52.1	21.6	26.3	100
	2012-13	30.1	39.3	30.6	100
	2013-14	20.3	34.5	45.3	100
	2014-15	29.6	25.9	44.5	100
	2015-16	52.2	26.8	21.1	100

TABLE 94.1: SATISFACTION WITH YOUR HEALTH IN THE LAST YEAR

Table 94.1 Satisfaction with your health in the last year	Year	Very Satisfied	Satisfied	Slightly Satisfied	Dissatisfied	Very Dissatisfied	Total	Average
	2011-12	17.1	47.2	22.6	10.6	2.6	100	2.34
	2012-13	16.3	36.7	35.8	10.1	1.2	100	2.43
	2013-14	14.1	39.9	30.9	10.9	4.2	100	2.51
	2014-15	16.2	47.7	24.5	7.6	3.4	100	2.34
	2015-16	17.3	54.1	14.7	11.5	2.4	100	2.27
	Very good (1 to 1.99)	Good (2 to 2.99)		Poor (3 to 3.99)		Very Poor (4 to 5)		

TABLE 95.1: PERFORMANCE OF ENVIRONMENTAL HEALTH SERVICES

Table 95.1 Performance of Environmental Health Services	Year	Very Good	Good	Fair	Poor	Very poor	Total	Average
Rate performance on ensuring that buildings comply with health regulations	2011-12	n/a	n/a	n/a	n/a	n/a	n/a	n/a
	2012-13	n/a	n/a	n/a	n/a	n/a	n/a	n/a
	2013-14	4.5	32.2	46.6	14.2	2.4	100	2.78
	2014-15	6.5	40.7	37.5	10.4	4.8	100	2.66
	2015-16	3.1	58.9	25.0	9.9	3.1	100	2.51
Rate performance on ensuring there is surveillance and prevention of communicable diseases	2011-12	n/a	n/a	n/a	n/a	n/a	n/a	n/a
	2012-13	n/a	n/a	n/a	n/a	n/a	n/a	n/a
	2013-14	3.3	37.7	41.2	15.4	2.4	100	2.76
	2014-15	8.2	34.4	42.7	9.7	5.0	100	2.69
	2015-16	1.4	52.4	32.5	11.2	2.5	100	2.61
Rate performance on ensuring food is safe & produced, transported & sold in compliance with health regulations	2011-12	n/a	n/a	n/a	n/a	n/a	n/a	n/a
	2012-13	n/a	n/a	n/a	n/a	n/a	n/a	n/a
	2013-14	3.3	34.4	45.8	14.4	2.1	100	2.78
	2014-15	8.3	38.8	3.8.8	9.3	4.8	100	2.63
	2015-16	0.9	55.1	26.4	15.3	2.3	100	2.63
Rate performance on controlling rodents & insects that spread disease	2011-12	n/a	n/a	n/a	n/a	n/a	n/a	n/a
	2012-13	n/a	n/a	n/a	n/a	n/a	n/a	n/a
	2013-14	2.5	33.5	36.5	24.2	3.2	100	2.92
	2014-15	6.5	31.0	41.9	15.1	5.5	100	2.82
	2015-16	0.5	31.5	29.9	29.4	8.7	100	3.14
Rate performance on ensuring all sectors in burial process comply with environmental health regulations	2011-12	n/a	n/a	n/a	n/a	n/a	n/a	n/a
	2012-13	n/a	n/a	n/a	n/a	n/a	n/a	n/a
	2013-14	4.4	34.5	44.1	14.9	2.2	100	2.76
	2014-15	8.6	34.9	42.9	8.6	5.0	100	2.66
	2015-16	1.5	55.3	27.9	12.7	2.6	100	2.60
Rate performance on ensuring that industrial medical waste is safely transported, stored & disposed	2011-12	n/a	n/a	n/a	n/a	n/a	n/a	n/a
	2012-13	n/a	n/a	n/a	n/a	n/a	n/a	n/a
	2013-14	3.8	32.9	44.3	16.3	2.7	100	2.81
	2014-15	8.1	36.3	41.3	8.6	5.8	100	2.68
	2015-16	2.2	58.1	22.6	13.9	3.1	100	2.58
	Very good (1 to 1.99)	Good (2 to 2.99)		Poor (3 to 3.99)		Very Poor (4 to 5)		

TABLE 96.1: PERFORMANCE OF ENVIRONMENTAL HEALTH STAFF

Table 96.1 Performance of Environmental Health Staff	Year	Very Good	Good	Fair	Poor	Very poor	Total	Average
Rate the response time	2011-12	n/a	n/a	n/a	n/a	n/a	n/a	n/a
	2012-13	n/a	n/a	n/a	n/a	n/a	n/a	n/a
	2013-14		24.4	64.4	11.1		100	2.87
	2014-15	6.9	33.3	25.3	26.4	8.0	100	2.95
	2015-16	3.5	31.6	35.1	19.3	10.5	100	3.02
Rate staff attitude & professionalism	2011-12	n/a	n/a	n/a	n/a	n/a	n/a	n/a
	2012-13	n/a	n/a	n/a	n/a	n/a	n/a	n/a
	2013-14		24.4	53.3	22.2		100	2.98
	2014-15	3.7	50.0	30.5	6.1	9.8	100	2.68
	2015-16	7.3	38.1	32.7	9.1	12.7	100	2.82
Rate the resolution of the problem	2011-12	n/a	n/a	n/a	n/a	n/a	n/a	n/a
	2012-13	n/a	n/a	n/a	n/a	n/a	n/a	n/a
	2013-14	4.4	20.0	55.6	15.6	4.4	100	2.96
	2014-15	4.7	44.2	30.2	9.3	11.6	100	2.79
	2015-16	7.1	35.7	26.8	14.3	16.1	100	2.96
	Very good (1 to 1.99)	Good (2 to 2.99)	Poor (3 to 3.99)	Very Poor (4 to 5)				

TABLE 98.1: SATISFACTION WITH LIFE OVER THE PAST YEAR

Table 98.1 Satisfaction with life over the past year	Year	Very Satisfied	Satisfied	Slightly Satisfied	Dissatisfied	Very Dissatisfied	Total	Average
Amount of money available to you personally	2011-12	3.1	17.1	21.1	38.8	20	100	3.55
	2012-13	1.6	17.3	21.8	35.8	23.4	100	3.61
	2013-14	1.6	13.0	29.5	31.0	24.8	100	3.64
	2014-15	5.2	23.7	26.7	28.2	16.2	100	3.27
	2015-16	1.3	16.1	15.6	47.5	19.5	100	3.68
Amount of time you have to do the things you want to do	2011-12	11	52.9	23.8	11	1.3	100	2.39
	2012-13	5.5	48.9	34.1	10.2	1.4	100	2.53
	2013-14	9.7	40.2	35.1	12.0	3.0	100	2.58
	2014-15	11.2	42.1	29.9	11.0	5.9	100	2.58
	2015-16	7.0	63.0	16.8	12.0	1.3	100	2.37
If married, your marriage or relationship with your partner	2011-12	33.2	51.2	11	3.8	0.8	100	1.88
	2012-13	39.2	43.3	14	2.7	0.8	100	1.82
	2013-14	31.6	37.3	23.5	6.2	1.4	100	2.09
	2014-15	30.9	38.6	22.6	5.8	2.1	100	2.10
	2015-16	39.3	45.5	10.4	4.2	0.6	100	1.81

Cont. Satisfaction with life over the past year	Year	Very Satisfied	Satisfied	Slightly Satisfied	Dissatisfied	Very Dissatisfied	Total	Average
The time you spend & the things you do with your family	2011-12	27.9	50.7	14.4	6.5	0.5	100	2.01
	2012-13	21.2	55.9	18.4	4.1	0.5	100	2.07
	2013-14	24.0	45.4	22.7	7.0	.9	100	2.15
	2014-15	22.6	45.7	23.0	6.8	1.9	100	2.20
	2015-16	17.5	60.5	16.5	4.9	0.7	100	2.11
The time you spend & the things you do with your friends	2011-12	19.4	49.9	24	5.6	1	100	2.19
	2012-13	6.7	49.8	37	6	0.5	100	2.44
	2013-14	13.8	48.2	28.8	8.1	1.1	100	2.34
	2014-15	13.8	45.9	30.8	7.1	2.4	100	2.39
	2015-16	9.8	64.4	19.6	5.4	0.7	100	2.23
Standard of living-the things you have like houses, cars, furniture	2011-12	8.6	31.4	28	21.8	10.2	100	2.94
	2012-13	4	28.9	33.9	21.6	11.6	100	3.08
	2013-14	3.4	26.5	40.1	21.6	8.4	100	3.05
	2014-15	3.5	27.9	32.4	24.7	11.5	100	3.13
	2015-16	7.1	28.9	18.4	35.6	10.1	100	3.13
Household income including your income & other family income	2011-12	5.2	20.9	24.2	32.7	17	100	3.35
	2012-13	2.1	24.5	24.5	31.4	17.4	100	3.37
	2013-14	2.0	18.9	30.6	32.2	16.4	100	3.42
	2014-15	3.9	21.2	28.5	30.3	16.1	100	3.33
	2015-16	3.0	21.2	18.7	45.3	11.8	100	3.42
The way you spend your leisure time-recreation, relaxation etc	2011-12	11.1	45.1	27.2	12.8	3.7	100	2.53
	2012-13	2.6	36.7	41.5	15.6	3.6	100	2.81
	2013-14	4.9	31.8	38.6	16.9	7.7	100	2.91
	2014-15	7.7	38.8	35.9	11.5	6.1	100	2.70
	2015-16	6.4	56.0	26.1	10.5	0.9	100	2.44
Your health in the last year	2011-12	17.1	47.2	22.6	10.6	2.6	100	2.34
	2012-13	16.3	36.7	35.8	10.1	1.2	100	2.43
	2013-14	14.1	39.9	30.9	10.9	4.2	100	2.51
	2014-15	16.3	48.0	24.6	7.7	3.5	100	2.34
	2015-16	17.3	54.1	14.7	11.5	2.4	100	2.27
Life Satisfaction in general	2011-12	6.9	35.4	37.9	16.5	3.3	100	2.74
	2012-13	7.9	27.7	39.6	18.3	6.5	100	2.88
	2013-14	2.8	19.9	52.3	19.0	5.9	100	3.05
	2014-15	3.2	28.8	42.7	18.2	7.1	100	2.97
	2015-16	7.5	33.4	38.1	18.9	2.0	100	2.75
Very good (1 to 1.99)		Good (2 to 2.99)		Poor (3 to 3.99)		Very Poor (4 to 5)		

TABLE 103.1: MOST SERIOUS DAY-TO-DAY PROBLEMS – 3 MENTIONS

Table 103.1 Most Serious day-to-day Problems	2011-12	2012-13	2013-14	2014-15	2015-16
Unemployment, Finance, Poverty	40	36.5	36.4	31	42.1
Service Delivery	11	17.9	29.4	24	19.7
Crime & Safety	10.9	17.6	21.5	16	12.5
Health	8.3	5.8	8.4	8	10.6
Road Safety	3	1.3	2.4	2	2.8
Other	26.8	20.9	2	19	12.3
Total	100	100	100	100	100

TABLE 104.1: SENSE OF BELONGING

Table 104.1 Sense of Belonging	Year	Very Strong	Strong	Mild	Weak	Very Weak	Total	Average
Your family	2011-12	79	18.7	1.5	0.7	0	100	1.24
	2012-13	67.1	30	2.4	0.5		100	1.36
	2013-14	65.3	29.0	5.3	.3	.1	100	1.41
	2014-15	62.1	28.9	7.6	1.1	0.3	100	1.49
	2015-16	82.6	13.6	2.1	1.4	0.3	100	1.23
Your friends	2011-12	46.4	37.7	14.6	1.1	0.2	100	1.71
	2012-13	22.7	56.5	18.5	2.1	0.1	100	2
	2013-14	39.0	45.0	14.8	1.1		100	1.78
	2014-15	41.3	40.9	15.8	1.6	0.3	100	1.79
	2015-16	49.8	41.8	6.0	1.7	0.5	100	1.61
People in your neighbourhood	2011-12	31.4	43.3	20.6	3.3	1.5	100	2
	2012-13	19.2	43	31.1	6.4	0.3	100	2.25
	2013-14	28.2	41.6	25.8	3.8	.7	100	2.07
	2014-15	24.4	46.5	23.0	4.8	1.4	100	2.13
	2015-16	29.2	43.9	17.7	7.7	1.6	100	2.09
Your place of worship	2011-12	39.3	50	9.1	1.4	0.2	100	1.73
	2012-13	37.9	47.6	13.8	0.3	0.5	100	1.78
	2013-14	40.4	41.4	17.4	.6	.1	100	1.78
	2014-15	34.2	48.2	14.5	2.7	0.5	100	1.87
	2015-16	56.6	37.1	5.5	0.7	0.1	100	1.51

Cont. Sense of Belonging	Year	Very Strong	Strong	Mild	Weak	Very Weak	Total	Average
The people you work with	2011-12	36.7	47.3	13.1	1.9	0.9	100	1.83
	2012-13	20.1	62.8	16.3	0.4	0.4	100	1.98
	2013-14	30.8	50.1	17.1	1.1	.9	100	1.91
	2014-15	27.8	52.0	16.9	2.7	0.6	100	1.96
	2015-16	35.9	50.7	9.1	3.0	1.3	100	1.83
The organizations, clubs or groups you belong to	2011-12	24.2	55.6	15.1	3.4	1.7	100	2.03
	2012-13	9	58.7	27.3	3.1	1.9	100	2.3
	2013-14	19.1	48.5	28.9	2.6	1.0	100	2.18
	2014-15	22.1	40.1	31.3	4.3	2.2	100	2.25
	2015-16	28.3	57.6	11.6	1.9	0.6	100	1.89
	Very good (1 to 1.99)	Good (2 to 2.99)		Poor (3 to 3.99)		Very Poor (4 to 5)		