

Lessons learned from one of New Zealand's most challenging civil engineering projects: rebuilding the earthquake damaged pipes, roads, bridges and retaining walls in the city of Christchurch 2011 - 2016.

Telephone survey questions

Story: Independent Research Informs Communications and Engagement

Theme: Communications and Community

A document containing the research questions asked by Opinions Market Research Ltd when carrying out telephone surveys about SCIRT work.

This document has been provided as an example of a tool that might be useful for other organisations undertaking complex disaster recovery or infrastructure rebuild programmes.

For more information about this document, visit www.scirtlearninglegacy.org.nz



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FOR OFFICE USE ONLY
 QUESTIONNAIRE NUMBER

4177 Community Satisfaction Survey for SCIRT: Final Questionnaire 26.9.16

READ OUT: Good morning/ afternoon/ evening, my name is.....from Opinions Market Research in Christchurch. We're conducting a very important survey regarding your perceptions of the rebuild of pipes, roads and bridges by SCIRT, the Stronger Christchurch Infrastructure Rebuild Team.

The results from the survey will be used to help ensure the rebuilding process is managed in a way that meets communities' needs.

All participants will go into a draw for a \$200 voucher for a restaurant in your area.

All responses will remain confidential; no details from your response will be passed to SCIRT in a manner that will identify you.

Please may I speak to the youngest person, aged 18 years or older, living in your household? IF **NOT** AVAILABLE, ASK FOR AN APPROPRIATE TIME TO CALL BACK. IF DIFFERENT PERSON, READ OUT INTRODUCTION AND EXPLANATION. IF SAME PERSON CONTINUE.

Could I just check, do you work for SCIRT or any of the following companies: City Care, Downer, Fletcher, Fulton Hogan, McConnell Dowell? IF YES, THANK AND CLOSE.

The survey will take approximately 15 minutes to complete. READ OUT TIME AS APPROPRIATE. IF PARTICIPANT DOES **NOT** HAVE TIME EXPLAIN THAT WE WOULD VALUE THEIR OPINION AND TRY TO FIND A CONVENIENT TIME TO CALL BACK.

P1. Practice survey..... 1 Participant survey..... 2

S1. Firstly, to make sure we have a representative group of the Christchurch community, please tell me which suburb you live in? WRITE IN _____

S2. And which street within [INSERT SUBURB] do you live in? WRITE IN _____

S3. CODE WARD

- | | | | |
|-------------------------|---|-----------------------|---|
| Burwood/Pegasus..... | 1 | Papanui/Shirley..... | 5 |
| Fendalton/Waimairi..... | 2 | Riccarton/Wigram..... | 6 |
| Ferrymead/Hagley..... | 3 | Banks Peninsula..... | 7 |
| Heathcote/Spreydon..... | 4 | | |

Awareness of SCIRT

Q1. Who do you believe is funding the permanent rebuilding of roads, underground fresh water and sewerage pipes, retaining walls and bridges in Christchurch following the earthquakes? DO **NOT** READ OUT. CODE ALL THAT APPLY.

- | | |
|--|----|
| New Zealand Government | 1 |
| Christchurch City Council..... | 2 |
| NZ Transport Agency | 3 |
| SCIRT (Stronger Christchurch Infrastructure Rebuild Team)..... | 4 |
| EQC (Earthquake Commission)..... | 5 |
| City Care..... | 6 |
| Downer..... | 7 |
| Fletcher..... | 8 |
| Fulton Hogan..... | 9 |
| McConnell Dowell..... | 10 |
| Don't know..... | 11 |
| Other SPECIFY _____ | 12 |

Q2. Before today, had you heard of SCIRT, by that I mean the Stronger Christchurch Infrastructure Rebuild team?
CODE ONE ONLY

Yes..... 1
No..... 2

The Rebuild Process – General

READ OUT: SCIRT is responsible for the permanent rebuilding of publicly-owned pipes, roads and bridges damaged by the earthquakes. Generally, temporary repairs are undertaken by Christchurch City Council’s maintenance contracts. Please answer the following questions in relation to the permanent rebuild being conducted by SCIRT.

ASK ALL
SHOW CARD A

Q3. And, how satisfied or dissatisfied are you...? READ OUT. CODE ONE FOR EACH

ASK: And, are you very satisfied, satisfied, neither satisfied nor dissatisfied, dissatisfied or very dissatisfied?

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	DO NOT READ OUT Don't Know
With the ease of navigating through the roads affected by the repairs	1.....	2.....	3.....	4.....	5.....	6
With the tidiness of sites during repairs	1.....	2.....	3.....	4.....	5.....	6
With the information provided about traffic impacts due to repairs	1.....	2.....	3.....	4.....	5.....	6
With the way traffic around project sites is managed	1.....	2.....	3.....	4.....	5.....	6
That detours are easy to follow	1.....	2.....	3.....	4.....	5.....	6
That traffic signage is clear	1.....	2.....	3.....	4.....	5.....	6
That traffic management cones are well placed	1.....	2.....	3.....	4.....	5.....	6
That traffic management arrows are clear	1.....	2.....	3.....	4.....	5.....	6

ASK ALL
SHOW CARD B

Q4. How far do you agree or disagree that the city’s rebuilt sewerage network will be stronger if it needs to cope with future earthquakes? READ OUT. CODE ONE ONLY

Strongly agree..... 1
Agree..... 2
Neither agree nor disagree..... 3
Disagree..... 4
Strongly disagree..... 5
DO NOT READ OUT Don't know..... 6

The Rebuilding Process – Local Specific

READ OUT: I would now like to talk about the rebuild in your local area.

Q5. Has any permanent rebuilding of pipes, roads and bridges taken place in your local area, or in areas through which you regularly commute? CODE ONE ONLY

- | | | | |
|------------------------|----------------------------------|---|------------|
| | Repairs have taken place..... | 1 | GO TO Q6 |
| | Repairs have not taken place.... | 2 | SKIP TO Q9 |
| DO NOT READ OUT | Don't Know..... | 3 | SKIP TO Q9 |

SWAP TO CARD A AGAIN

Q6. Thinking about the time when this work was being conducted, how satisfied or dissatisfied were you, or are you... READ OUT. CODE ONE FOR EACH.

ASK: And, are you very satisfied, satisfied, neither satisfied nor dissatisfied, dissatisfied or very dissatisfied?

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	DO NOT READ OUT Not applicable
With access to your property during construction	1.....	2.....	3.....	4.....	5.....	6.....
With the impacts of construction, i.e. noise, dust and vibrations	1.....	2.....	3.....	4.....	5.....	6.....
With the approachability of the rebuild team	1.....	2.....	3.....	4.....	5.....	6.....
The clarity from the information you received as to who to contact if you needed more information	1.....	2.....	3.....	4.....	5.....	6.....

CARD A

Q7. And, how satisfied or dissatisfied are you... READ OUT. CODE ONE FOR EACH

ASK: And, are you very satisfied, satisfied, neither satisfied nor dissatisfied, dissatisfied or very dissatisfied?

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	DO NOT READ OUT Don't Know
That the repairs were completed as stated	1.....	2.....	3.....	4.....	5.....	6.....
That the repairs were completed to an acceptable standard	1.....	2.....	3.....	4.....	5.....	6.....
That the repairs were completed in the timeframe stated	1.....	2.....	3.....	4.....	5.....	6.....

CARD A

Q8. Overall, how satisfied or dissatisfied have you been with the SCIRT rebuild work in your local area? READ OUT. CODE ONE ONLY

- | | |
|---|---|
| Very satisfied..... | 1 |
| Satisfied..... | 2 |
| Neither satisfied nor dissatisfied..... | 3 |
| Dissatisfied..... | 4 |
| Very dissatisfied..... | 5 |
| DO NOT READ OUT Don't know..... | 6 |

Communication – Local Specific

ASK ALL

Q9. Have you personally had any contact with SCIRT about the works? CODE ONE ONLY

- Had contact..... 1 GO TO Q10
- Not had contact..... 2 SKIP TO Q14

Q10. What was the form of contact? DO **NOT** READ OUT. CODE ALL MENTIONED.

- Work notice in your letterbox..... 1
- Face to face meeting or conversation with the project team..... 2
- Telephone..... 3
- E-newsletter..... 4
- Email..... 5
- Information at a community hub (e.g. a library)..... 6
- Facebook..... 7
- Twitter..... 8
- Website SPECIFY _____ 9
- Open days..... 10
- Meetings..... 11
- Displays..... 12
- Other SPECIFY _____ 13

CARD A

Q11. How satisfied were you with the responsiveness of SCIRT in dealing with the matter? READ OUT. CODE ONE ONLY.

- Very satisfied..... 1
- Satisfied..... 2
- Neither satisfied nor dissatisfied..... 3
- Dissatisfied..... 4
- Very dissatisfied..... 5
- DO **NOT** READ OUT Not applicable..... 6

CARD A

Q12. And, how satisfied were you with the outcome? READ OUT. CODE ONE ONLY.

- Very satisfied..... 1
- Satisfied..... 2
- Neither satisfied nor dissatisfied..... 3
- Dissatisfied..... 4
- Very dissatisfied..... 5
- DO **NOT** READ OUT Not applicable..... 6

ASK Q13 IF DISSATISFIED CODE 4 OR 5 AT Q12

Q13. Why were you dissatisfied with the outcome? ASK: Why else? UNTIL NOTHING FURTHER MENTIONED

ASK ALL

Q14. Have you received any communications from SCIRT about the repair of roads, water or sewer pipes? CODE ONE ONLY

- Received..... 1 GO TO Q15
- Not received..... 2 SKIP TO Q18

CARD A

Q15. How satisfied or dissatisfied were you... READ OUT. CODE ONE FOR EACH

ASK: And, are you very satisfied, satisfied, neither satisfied nor dissatisfied, dissatisfied or very dissatisfied?

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	DO NOT READ OUT Don't Know
That the information you received was sufficient	1.....	2.....	3.....	4.....	5.....	6.....
With the accuracy of the information you received	1.....	2.....	3.....	4.....	5.....	6.....
With the timeliness of the information you received, I mean it was given to you at the appropriate time, and for example, you had enough warning of the project starting	1.....	2.....	3.....	4.....	5.....	6.....
With the information about the explanation of impacts	1.....	2.....	3.....	4.....	5.....	6.....
With the approachability of the team	1.....	2.....	3.....	4.....	5.....	6.....
That you know enough about the progress SCIRT is making with its work in your local area	11.....	22.....	33.....	44.....	55.....	66.....

CARD A

Q16. Overall how satisfied were you with the information you received? READ OUT. CODE ONE ONLY

- Very satisfied..... 1 SKIP TO Q18
- Satisfied..... 2 SKIP TO Q18
- Neither satisfied nor dissatisfied..... 3 SKIP TO Q18
- Dissatisfied..... 4 GO TO Q17
- Very dissatisfied..... 5 GO TO Q17
- DO NOT READ OUT Not applicable..... 6 SKIP TO Q18

ASK Q17 IF DISSATISFIED CODE 4 OR 5 AT Q16

Q17. How could SCIRT improve this information? ASK: How else? UNTIL NOTHING FURTHER MENTIONED

Communication – General

ASK ALL

Q18. From which information sources have you found out about SCIRT works generally across Christchurch? DO **NOT** READ OUT. CODE ALL MENTIONED.

Q19. What is the best way for SCIRT to provide you with the information about the permanent rebuild of pipes, roads and bridges across Christchurch? DO **NOT** READ OUT. CODE ALL MENTIONED.

	Q18	Q19
Work notices in your letterbox.....	1.....	1
SCIRT E-newsletter.....	2.....	2
Face to face meeting or conversations with the project team.....	3.....	3
Advertisement.....	4.....	4
News in the local paper.....	5.....	5
Newspaper.....	6.....	6
TV.....	7.....	7
Radio.....	8.....	8
Future Christchurch Update newsletter delivered monthly to your letterbox	9.....	9
Email.....	10.....	10
Information at a community hub such as the library.....	11.....	11
Telephone.....	12.....	12
Twitter.....	13.....	13
Website SPECIFY _____	14.....	14 SPECIFY _____
Open days.....	15.....	15
Meetings.....	16.....	16
Displays.....	17.....	17
From my neighbour.....	18.....	18
Local community group newsletter.....	19.....	19
Signage.....	20.....	20
Facebook.....	21.....	21
Other SPECIFY _____	22.....	22SPECIFY _____
None.....	23	

CARD A

Q20. How satisfied or dissatisfied were you... READ OUT. CODE ONE FOR EACH

ASK: And, are you very satisfied, satisfied, neither satisfied nor dissatisfied, dissatisfied or very dissatisfied?

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	DO NOT READ OUT Don't Know
That you have been kept up to date on SCIRT's progress overall	1.....	2.....	3.....	4.....	5.....	6.....
That you know enough about the progress SCIRT is making with its work across Christchurch overall?	1.....	2.....	3.....	4.....	5.....	6.....

Safety

CARD A

Q21. How satisfied or dissatisfied are you with the safety practices at sites for the permanent rebuild of pipes, roads and bridges...? READ OUT. CODE ONE FOR EACH

ASK: And, are you very satisfied, satisfied, neither satisfied nor dissatisfied, dissatisfied or very dissatisfied?

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	DO NOT READ OUT Don't Know
A: For Workers	1.....	2.....	3.....	4.....	5.....	6
B: For Pedestrians	1.....	2.....	3.....	4.....	5.....	6
C: For Traffic	1.....	2.....	3.....	4.....	5.....	6

ASK Q22 IF DISSATISFIED WITH ANY ASPECT ANY CODES 4 OR 5 AT Q21

Q22. You said you were dissatisfied with the safety practices at sites. What would you have liked done differently?

ASK What else? UNTIL NOTHING FURTHER MENTIONED.

Attitudes towards the rebuild

ASK ALL

SWAP TO CARD B AGAIN

Q23. How far do you agree or disagree with the following statements... READ OUT. CODE ONE FOR EACH.

Ask: Do you strongly agree, agree, neither agree nor disagree, disagree or strongly disagree?

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	DO NOT READ OUT Don't Know
I am confident SCIRT is doing its job well	1.....	2.....	3.....	4.....	5.....	6.....
I believe SCIRT is providing value in the work it is doing	1.....	2.....	3.....	4.....	5.....	6.....
SCIRT is down to earth	1.....	2.....	3.....	4.....	5.....	6.....
SCIRT is good at getting on with the job	1.....	2.....	3.....	4.....	5.....	6.....
Progress is very visible, with works underway in many areas	1.....	2.....	3.....	4.....	5.....	6.....
Roadworks are all part of progress	1.....	2.....	3.....	4.....	5.....	6.....
SCIRT as an organisation is approachable	1.....	2.....	3.....	4.....	5.....	6.....
SCIRT is clear and honest about the impacts of its work	1.....	2.....	3.....	4.....	5.....	6.....
SCIRT has a good understanding of the impact its work it has on Christchurch residents	1.....	2.....	3.....	4.....	5.....	6.....

Strongly agree Agree Neither agree nor disagree Disagree Strongly disagree **DO NOT READ OUT Don't Know**

SCIRT is doing enough to repair the earthquake damage to roads across Christchurch 1..... 2..... 3..... 4..... 5..... 6.....

ASK IF CODE 4 OR 5 IN STATEMENT ABOVE

Q23a. And, can you please tell me why you disagree? ASK Why else? UNTIL NOTHING FURTHER MENTIONED

SCIRT is doing enough to repair the publicly owned pipes under the ground across Christchurch 1..... 2..... 3..... 4..... 5..... 6.....

ASK IF CODE 4 OR 5 IN STATEMENT ABOVE

Q23b. And, can you please tell me why you disagree? ASK Why else? UNTIL NOTHING FURTHER MENTIONED

SCIRT is doing enough to repair the earthquake damage to roads in my local area 1..... 2..... 3..... 4..... 5..... 6.....

ASK IF CODE 4 OR 5 IN STATEMENT ABOVE

Q23c. And, can you please tell me why you disagree? ASK Why else? UNTIL NOTHING FURTHER MENTIONED

SCIRT is doing enough to repair the publicly owned pipes under the ground in my local area 1..... 2..... 3..... 4..... 5..... 6.....

ASK IF CODE 4 OR 5 IN STATEMENT ABOVE

Q23d. And, can you please tell me why you disagree? ASK Why else? UNTIL NOTHING FURTHER MENTIONED

SWAP TO CARD A AGAIN

Q24. Taking everything into account, overall how satisfied are you with the job that SCIRT does? READ OUT. CODE ONE ONLY

- Very satisfied..... 1
- Satisfied..... 2
- Neither satisfied nor dissatisfied..... 3
- Dissatisfied..... 4
- Very dissatisfied..... 5
- DO **NOT** READ OUT Don't know..... 6

Q25. What do you think SCIRT could do to improve its performance? ASK: What else? UNTIL NOTHING FURTHER MENTIONED

Q26. And, what do you think SCIRT is doing well? ASK: What else? UNTIL NOTHING FURTHER MENTIONED.

CARD C

Q27. SCIRT is now 95% of the way through the rebuild of horizontal infrastructure. How would you rate your current level of tolerance with SCIRT work? READ OUT. CODE ONE ONLY

- Very tolerant..... 1
- Quite tolerant..... 2
- Neither tolerant nor intolerant..... 3
- Quite intolerant..... 4
- Very intolerant..... 5
- DO **NOT** READ OUT Don't know..... 6

CARD C

Q28. Now, how would you rate your tolerance with the rebuild of the city overall? READ OUT. CODE ONE ONLY

- Very tolerant..... 1
- Quite tolerant..... 2
- Neither tolerant nor intolerant..... 3
- Quite intolerant..... 4
- Very intolerant..... 5
- DO **NOT** READ OUT Don't know..... 6

Q29. In December 2016 SCIRT will come to an end, what do you understand will happen to horizontal infrastructure repairs and road repairs after SCIRT ends? ASK: What else? UNTIL NOTHING FURTHER MENTIONED

SWAP TO CARD B AGAIN

Q30. How far do you agree or disagree with the following statements: READ OUT. CODE ONE FOR EACH

Ask: Do you strongly agree, agree, neither agree nor disagree, disagree or strongly disagree?

	Strongly Agree	Agree	Neither Agree nor disagree	Disagree	Strongly Disagree	DO NOT READ OUT Don't Know
I was aware that SCIRT is only doing some of the road and underground infrastructure repair work and not all of it	1.....	2.....	3.....	4.....	5.....	6.....
I was aware that SCIRT will end in late 2016	1.....	2.....	3.....	4.....	5.....	6.....
I was aware that the City Council will continue to fix and repair roads once SCIRT ends	1.....	2.....	3.....	4.....	5.....	6.....

	Strongly Agree	Agree	Neither Agree nor disagree	Disagree	Strongly Disagree	DO NOT READ OUT Don't Know
I was aware that some of the roads will be patch repaired only in my local area	1.....	2.....	3.....	4.....	5.....	6.....
I was aware funds for the repair of roads are limited	1.....	2.....	3.....	4.....	5.....	6.....
I was aware that there is not enough money to provide Christchurch with a pristine new set of roads everywhere	1.....	2.....	3.....	4.....	5.....	6.....
SCIRT is doing enough to repair the earthquake damage to roads in my local area	1.....	2.....	3.....	4.....	5.....	6.....

ASK IF CODE 4 OR 5 IN STATEMENT ABOVE

Q30a. And, can you please tell me why you disagree? ASK Why else? UNTIL NOTHING FURTHER MENTIONED

SCIRT is doing enough to repair the publicly owned pipes under the ground in my local area	1.....	2.....	3.....	4.....	5.....	6.....
--	--------	--------	--------	--------	--------	--------

ASK IF CODE 4 OR 5 IN STATEMENT ABOVE

Q30b. And, can you please tell me why you disagree? ASK Why else? UNTIL NOTHING FURTHER MENTIONED

I am disappointed about what the finished roads might be like in my local area	1.....	2.....	3.....	4.....	5.....	6.....
--	--------	--------	--------	--------	--------	--------

CARD D

Q31. I am going to read out a number of messages SCIRT could communicate to Christchurch residents and I would like you to tell me whether each phrase makes you feel very good, good, neither good nor bad, bad or very bad?. READ OUT. CODE ONE FOR EACH.

ASK: And, is that very good or good/ very bad or bad?

	Very good	good	Neither good nor bad	bad	Very bad	DO NOT READ OUT Don't Know
Thank you for your patience	1.....	2.....	3.....	4.....	5.....	6.....
95% complete only 5% to go	1.....	2.....	3.....	4.....	5.....	6.....
SCIRT aims to complete construction in December this year	1.....	2.....	3.....	4.....	5.....	6.....
Thanks for your support	1.....	2.....	3.....	4.....	5.....	6.....

	Very good	good	Neither good nor bad	bad	Very bad	DO <u>NOT</u> READ OUT Don't Know
Your support is helping us to get the job done – thank you from the SCIRT team	1.....	2.....	3.....	4.....	5.....	6.....
Thank you for helping us build a better future for Christchurch	1.....	2.....	3.....	4.....	5.....	6.....
We are on the home straight, we can't do it without you	1.....	2.....	3.....	4.....	5.....	6.....
It's been a really big job and we couldn't have done it without you	1.....	2.....	3.....	4.....	5.....	6.....
Thank you for welcoming our crews into your communities for the last five years	1.....	2.....	3.....	4.....	5.....	6.....
We're making sure all we've learned is passed on to the people continuing this important work	1.....	2.....	3.....	4.....	5.....	6.....
We are finishing with certainty, knowing we have created resilient infrastructure that will last the people of Christchurch well into the future	1.....	2.....	3.....	4.....	5.....	6.....

CARD E

Q32. How would you rate your current level of patience with the Christchurch rebuild overall? READ OUT. CODE ONE ONLY

- Very patient..... 1
- Quite patient..... 2
- Neither patient nor impatient..... 3
- Quite impatient..... 4
- Very impatient..... 5
- Don't know..... 6

DO **NOT** READ OUT

Big Picture

Q33. Do you have questions that you would like to ask SCIRT? ASK: What other questions would you like to ask? UNTIL NOTHING FURTHER MENTIONED

Q34. Do you have any further comments you would like to make? ASK: what else? UNTIL NOTHING FURTHER MENTIONED

Demographics

READ OUT: I would now like to ask you a few questions about yourself to make sure we are speaking to a good cross section of people

D1. Gender. DO **NOT** READ OUT. CODE ONE ONLY

Male..... 1
Female..... 2

CARD F

D2. Finally, can you please tell me into which of these age groups you fall...? CODE ONE ONLY.

18-24..... 1 45-54..... 5
25-34..... 2 55-64..... 6
35-44..... 3 65+..... 7

READ OUT: That's the end of the survey. Thank you very much for your time...may I please take your first name, in case my supervisor calls to confirm I conducted the survey correctly?

IF RELUCTANT, READ OUT: The name is for verification purposes only, and is always deleted at the end of the project.

_____ ENTER PARTICIPANTS NAME

...And, can I just verify the phone number, is it...READ OUT PHONE NUMBER FROM TRACKER
CODE EITHER:

- 1. CORRECT PHONE NUMBER FROM TRACKER
- 2. INCORRECT PHONE NUMBER FROM TRACKER

PHONE NUMBER: _____ IF CORRECT PHONE NUMBER ON TRACKER, WRITE IN PHONE NUMBER FROM TRACKER. IF INCORRECT WRITE IN PHONE NUMBER

F1. We may be conducting further research on local issues in the future. Could we re-contact you about this?

Yes..... 1
No..... 2

READ OUT: We understand that SCIRT work can be challenging at times and SCIRT would like to take this opportunity to thank you for your patience during the rebuild process.

We would also like to thank you for taking part in the research and will enter your name into a prize draw to win a \$200 voucher for a restaurant in your area. IF NECESSARY READ OUT: The prize draw will take place in October.

IMPORTANT READ OUT: My name is..... and the company I work for is Opinions Market Research Ltd. If you have any queries please contact our office during office hours on Christchurch 374 9794.

INTERVIEWER DECLARATION: I declare that the participant, whose name and address appear above, was unknown to me until the interview. I confirm that, before returning the questionnaire, I have checked that it meets and was carried out in accordance with company policy and the instructions supplied to me for this study. I understand that the information given to me during the interview must be kept confidential.

Signed
Interviewer Name

Date
Interviewer No