



General Service Satisfaction Survey 2017

Research Report

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1. Introduction and Design

The Christchurch City Council's (CCC) General Service Satisfaction Survey (the Survey) is carried out annually to measure resident satisfaction with Council services. The survey was originally conducted in 1991, and has been modified in structure several times in the intervening period.

The key objective of the survey has been identified as:

Providing statistically reliable measures of the views of Christchurch residents on a range of services and facilities provided by Christchurch City Council.

Since 2009/10, the Survey has focused on measuring satisfaction with Council services and facilities detailed in the Long Term Council Community Plan; this includes general services that most or all residents in the city use, such as water supply, waste collection and road surfaces. A representative random sample of all city residents aged 18 and over has been used to measure resident satisfaction and compare this with Level of Service targets.

The General Service Satisfaction Survey was conducted 18th February – 24th March. Many questions in the survey have been modified from those used in previous years to reflect a more detailed customer focus. Where questions have changed from previous years, a direct comparison of results is not possible and caution must be exercised in assessing trends, except for very general indicative purposes. The overall Council satisfaction question remains unchanged from previous years, allowing for direct trend comparisons. A copy of the questionnaire used has been included as Appendix I to this report.

In order to reflect the growing number of adults, especially younger people, who do not have a landline or rarely use one, interviews were conducted using a dual method approach, accompanying random sampling telephone interviewing with face to face surveying. This dual sample frame captures the most accurate representation of the population. Telephone interviewing was completed using a Computer Assisted Telephone Interview design (CATI), incorporating a three-time call back protocol with interviewing conducted at different times over weekdays and weekends.

Participants were screened and anyone who had not lived in Christchurch for a minimum of twelve months was excluded from the sample, as was anyone who elected not to identify their suburb or age and those who could not effectively communicate in English. A summary of the call and face to face completion rates is as follows:

Table 1-1 **Completion Rate**

	n	%
Total Numbers Called/Total Intercepts	7,402	100%
Disconnected/wrong no	2,300	38%
Business/Fax	99	2%
Total Valid Calls	3,638	60%
No Answer	999	17%
Total Valid Calls Answered	2,639	44%
Non Qualifier	1,992	27%
Language Barrier	181	2%
Total Answered/Intercepted and Qualifying	1,923	26%
Not Interested	1,136	59%
Total Survey Completions	770	40%

An audit of a minimum of ten percent of surveys was undertaken for data entry accuracy and to ensure survey processes were adhered to. As a quality control process, data cleaning was completed prior to any audit or production of data tables. The resulting data set provided a maximum margin of error of $\pm 3.5\%$ ¹. Data were analysed using Q Professional™. Data was contrasted with specific Level of Service (LOS) targets, as outlined in the LTP.

¹ Maximum statistical margin of error for a 50% sample at a 95% confidence level

2. Demographic Detail of Sample

The sample sought to achieve both an overall statistically valid sample, and a sample that was representative of each Community Board, and reflective of the age and gender structure of the Christchurch City population.

Table 2-1 Gender Distribution of Respondents

Gender	% Population (2013 Census)	Number of Respondents n=770	Percentage of Respondents
Male	49%	376	49%
Female	51%	394	51%

Table 2-2 Age Distribution of Respondents

Age Group	% Population (2013 Census)	Number of Respondents n=770	Percentage of Respondents
18–24	13%	90	12%
25–49	43%	327	42%
50–64	24%	201	26%
65+	19%	152	20%

Table 2-3 Geographic Distribution of Respondents

Community Board	% Population (2013 Census)	Number of Respondents n=770	Percentage of Respondents
Banks Peninsula	2%	13	2%
Coastal - Burwood	14%	105	14%
Fendalton - Waimairi - Harewood	19%	146	19%
Halswell - Hornby - Riccarton	19%	152	20%
Linwood - Central - Heathcote	20%	154	20%
Papanui - Innes	13%	100	13%
Spreydon - Cashmere	13%	100	13%

3. Summary of Findings

Table 3-1 Areas Where CCC Performed Above LOS Targets

LOS#		2017	LOS	Difference
10.5.2	Agreement that Christchurch is a cycle-friendly city	56%	28%	+28%
16.0.3	Satisfaction with condition of Christchurch roads (excluding the residential red zone)	34%	28%	+6%

Table 3-2 Areas Where CCC Performed In Line With LOS Targets (Within ±5%)

LOS#		2017	LOS	Difference
8.2.3	Satisfaction with organic waste collection	85%	80%	+5%
11.0.1.6	Satisfaction with waste water services	79%	75%	+4%
4.1.18	Agreement that the public understands Council decision making and satisfaction with accuracy and timeliness of information about decisions	41%	37%	+4%
8.0.3	Satisfaction with kerbside recycling	94%	90%	+4%
12.0.2.5	Satisfaction with water supply	90%	87%	+3%
8.1.4	Satisfaction with residual waste collection	93%	90%	+3%
16.0.10	Agreement that Christchurch is a walking-friendly city	81%	79%	+2%
16.0.9	Satisfaction with condition of Christchurch footpaths (excluding the residential red zone)	48%	46%	+2%
2.5.12	Attendance at disaster preparedness meetings	12%	17%	-5%

Table 3-3 Areas Where CCC Performed Below LOS Targets

LOS#		2017	LOS	Difference
5.3.1	Satisfaction with information regarding activities, events and attractions	79%	85%	-6%
10.5.7	Satisfaction with cycle parking facilities	50%	58%	-8%
4.1.9	Satisfaction with ability to participate in and contribute to Council decision making	41%	50%	-9%
10.3.3	Satisfaction with Council parking facilities	48%	58%	-10%
10.3.7	Safety at Council run parking facilities	51%	61%	-10%
2.8.2.1	Satisfaction with range of events and festivals	80%	90%	-10%
4.1.20	Public level of influence in the democratic process	45%	55%	-10%
14.0.3	Satisfaction with waterways, margins and storm water management systems	52%	65%	-13%

Table 3-4 Services That Have Improved or Declined 5% or More Since 2016

No services have improved or declined by 5% or more since 2016.

4. Detailed Findings

4.1. Governance and Public Affairs

4.1.1. Ratings of the Council Decision Making Process (LOS 4.1.18)

Survey participants were asked to rate the decision making process used by the City Council. They were asked to rate three factors regarding Council decision making on a five point scale:

Thinking about Christchurch City Council, how much do you agree or disagree with the statement “I understand how the Council makes decisions?”

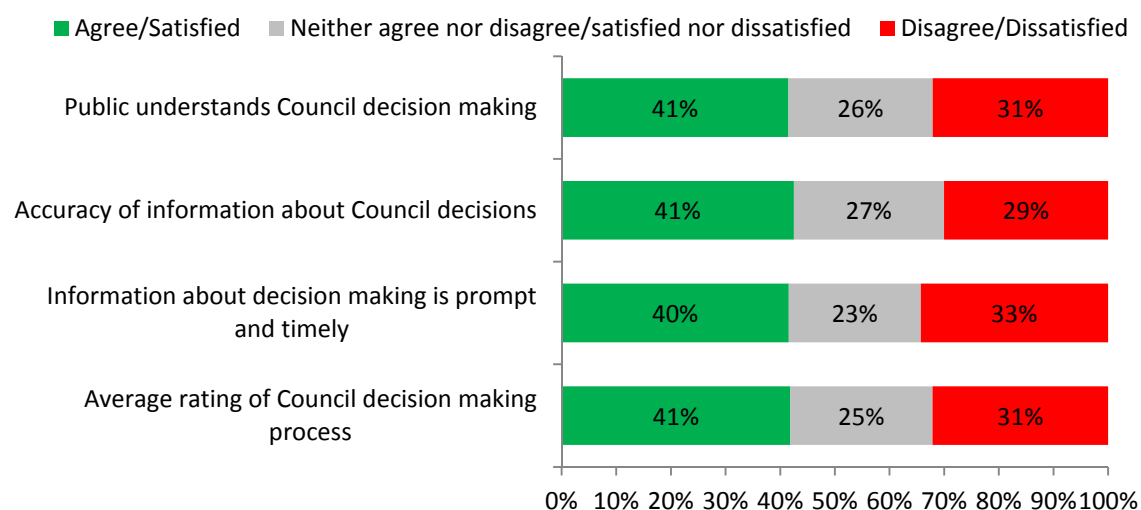
Overall, how satisfied or dissatisfied are you with the accuracy of the information provided to you about Council decisions? This includes things such as getting enough information about decisions, being able to rely on what you have been told and getting a clear, transparent and consistent message.

Overall, how satisfied or dissatisfied are you that the public receives information about decision making in a prompt and timely manner?

The five point scale was 1 = strongly agree/very satisfied; 3 = neither agree nor disagree/satisfied nor dissatisfied; and 5 = strongly disagree/very dissatisfied.

Four in ten survey participants (41%) agreed that the public understands Council decision making, 41% were satisfied with the accuracy of information about Council decisions and 40% were satisfied that information about decision making is prompt and timely, as shown in Figure 4-1 and Table 4-1. On average, 41% rated the Council decision making process favourably. The Level of Service (LOS) Target for this measure is 37%, as shown Figure 4-2.

Figure 4-1 Ratings of Council Decision Making Process

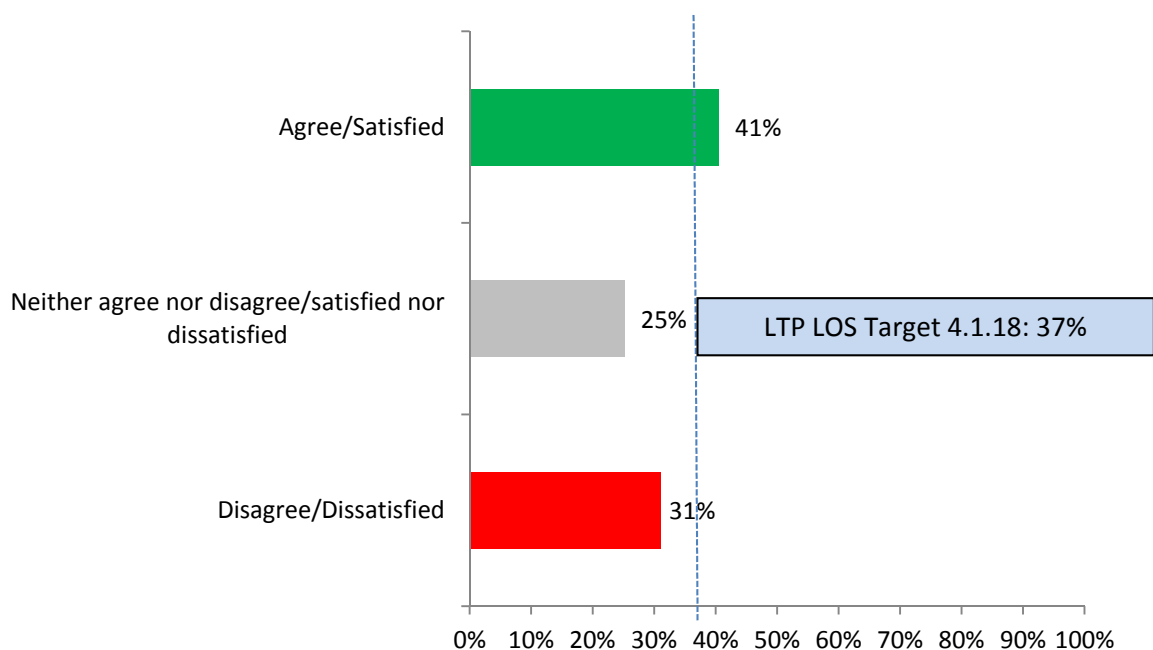


Sample: total sample (n=770)

Table 4-1 Ratings of Council Decision Making Process

	Public Understands Council Decision Making		Accuracy of Information		Information is Prompt and Timely		Average Rating
	No.	%	No.	%	No.	%	%
Agree strongly/ Very satisfied	29	4%	21	3%	15	2%	3%
Agree/Satisfied	284	37%	296	38%	293	38%	38%
Neither agree nor disagree/satisfied nor dissatisfied	199	26%	205	27%	179	23%	25%
Disagree/Dissatisfied	193	25%	193	25%	212	28%	26%
Strongly disagree/ Very dissatisfied	49	6%	31	4%	42	5%	5%
Don't know	16	2%	24	3%	29	4%	3%

Figure 4-2 Average Rating of Council Decision Making Process



Sample: total sample (n=770)

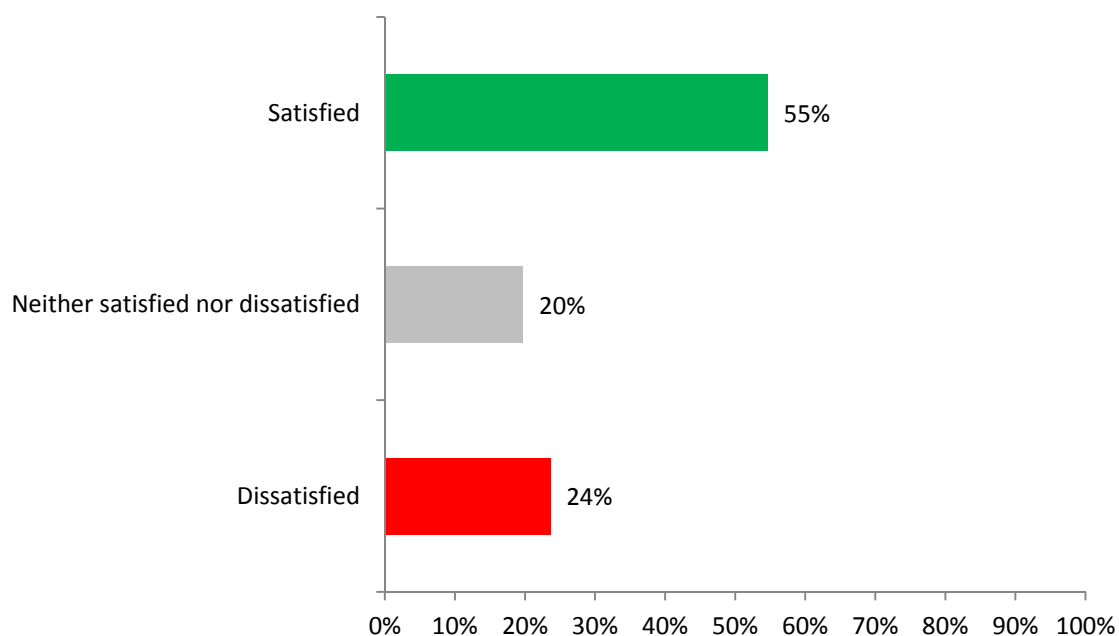
4.1.2. Council Decisions are in the Best Interests of the City

Participants were asked to consider their satisfaction with Council decisions being made in the best interests of the city, using a five point scale where 1 = very satisfied; 3 = neither satisfied nor dissatisfied; and 5 = very dissatisfied.

Overall, how satisfied or dissatisfied are you that the Council makes decisions that are in the best interests of the city?

The survey result demonstrated satisfaction of 55%, as shown in Figure 4-3 and Table 4-2. There was no LOS Target set for this measure in 2016/2017.

Figure 4-3 Satisfaction that Council makes Decisions in the Best Interests of the City



Sample: total sample (n=770)

Table 4-2 Satisfaction that Council makes Decisions in the Best Interests of the City

	Number of Respondents	Percentage of Respondents
Very satisfied	38	5%
Satisfied	383	50%
Neither satisfied nor dissatisfied	152	20%
Dissatisfied	148	19%
Very dissatisfied	34	4%
Don't know	15	2%

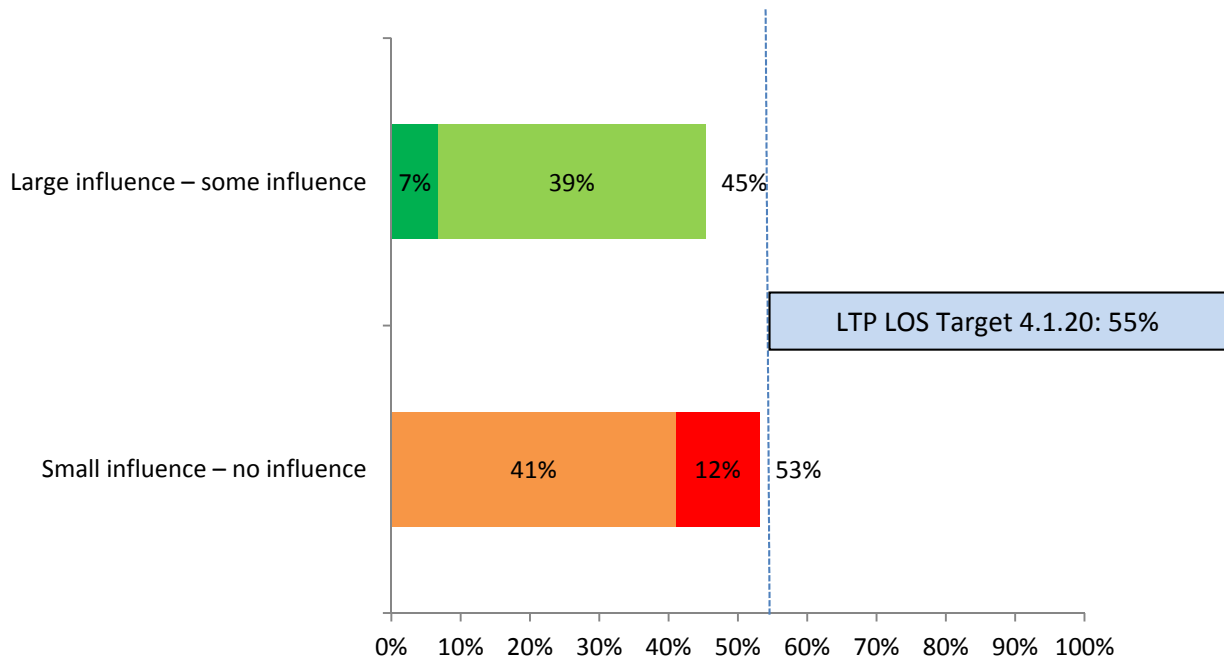
4.1.3. Public Level of Influence in the Democratic Process (LOS 4.1.20)

Participants in the survey were asked to consider how much influence they believe the public has on the decisions that the Council makes. Four choices were provided, being: large influence; some influence; small influence; and no influence.

Overall, how much influence do you feel the public has on the decisions the Council makes?

The LOS target for the public having some or a large influence is 55%. The response from the survey identified 45% believed the public had this level of influence, as shown in Figure 4-4 and Table 4-3.

Figure 4-4 Public Level of Influence in the Democratic Process



Sample: total sample (n=770)

Table 4-3 Public Level of Influence in the Democratic Process

	Number of Respondents	Percentage of Respondents
Large influence	52	7%
Some influence	297	39%
Small influence	316	41%
No influence	93	12%
Don't know	12	2%

4.1.4. Participation in and Contribution to Council Decision Making (LOS 4.1.9)

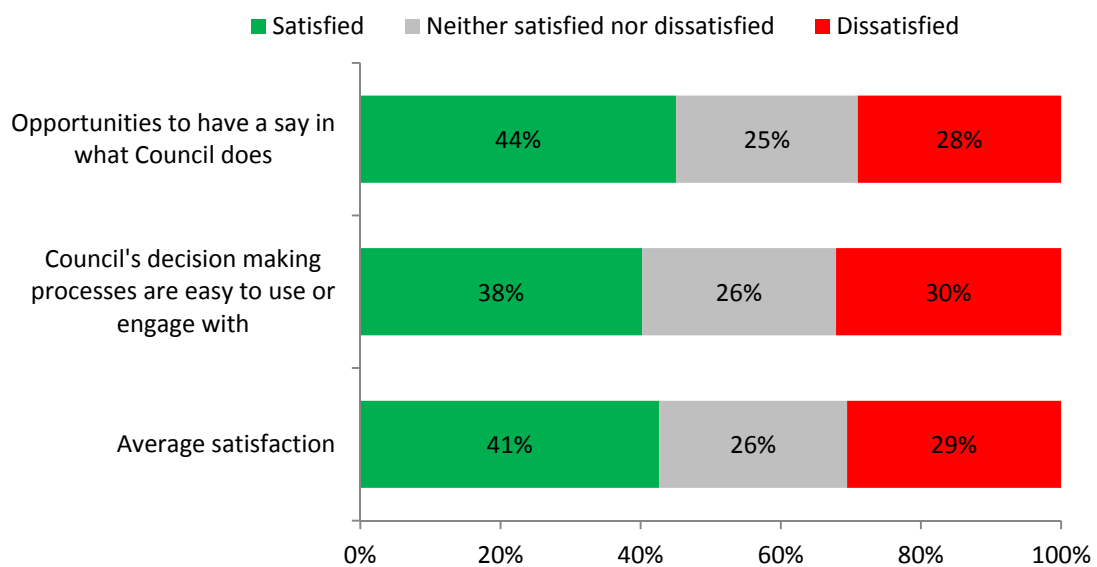
Respondents were asked to consider their satisfaction regarding opportunities to have a say in what Council does and the Council’s decision making processes being easy to use or engage with. They were asked to rate their satisfaction on a five point scale, where 1 = very satisfied; 3 = neither satisfied nor dissatisfied; and 5 = very dissatisfied.

Overall, how satisfied or dissatisfied are you with the opportunities to have a say in what Council does?

Overall, how satisfied or dissatisfied are you that the Council's decision making processes are easy to use or engage with? This includes things such as provision of clear instructions about processes and timelines, having a range of options for engaging with the Council, and accessibility of Council staff, councillors and community board members to talk about decisions.

Over two-fifths (44%) were satisfied with the opportunities to have a say in what Council does and 38% were satisfied that Council’s decision making processes are easy to use or engage with, as shown in Figure 4-5 and Table 4-4. On average, 41% were satisfied, compared with the LOS target of 50%, as shown in Figure 4-6.

Figure 4-5 Satisfaction with Ability to Participate in and Contribute to Council Decision Making

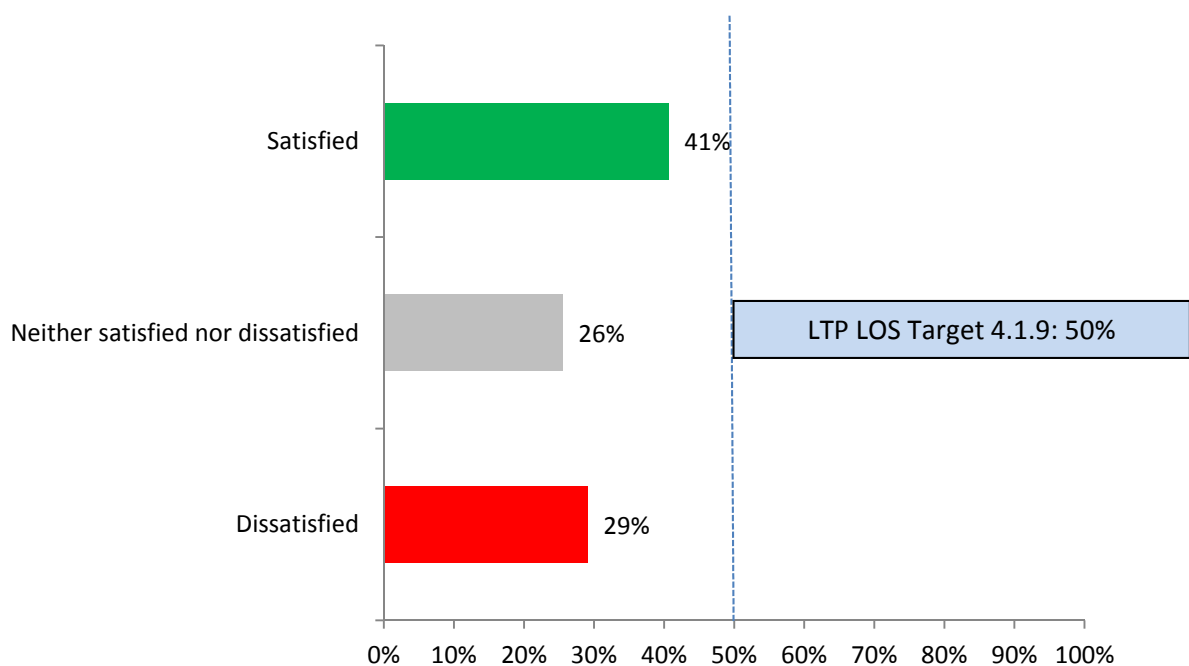


Sample: total sample (n=770)

Table 4-4 Satisfaction with Ability to Participate in and Contribute to Council Decision Making

	Opportunities to Have a Say		Processes Easy to Use or Engage With		Average Rating
	No.	%	No.	%	%
Very satisfied	29	4%	17	2%	3%
Satisfied	308	40%	272	35%	38%
Neither satisfied nor dissatisfied	194	25%	199	26%	26%
Dissatisfied	176	23%	192	25%	24%
Very dissatisfied	41	5%	39	5%	5%
Don't know	22	3%	51	7%	5%

Figure 4-6 Average Satisfaction with Ability to Participate in and Contribute to Council Decision Making



Sample: total sample (n=770)

4.2. City Promotions

4.2.1. Timeliness of Information Regarding Events and Festivals (LOS 5.3.1)

Respondents were asked to think about city events and festivals such as Sparks and Cup and Show Week; activities such as walking or biking in the city or on the Port Hills and walking on the Pier; and attractions such as the Botanic Gardens. They were then asked to consider the information provided to them by the Council about events and festivals and were asked:

Overall, how satisfied or dissatisfied are you that the information is timely, which includes being available at an appropriate time to decide what events you want to attend?

Overall, how satisfied or dissatisfied are you that the information is relevant in terms of what you want to know about events and festivals?

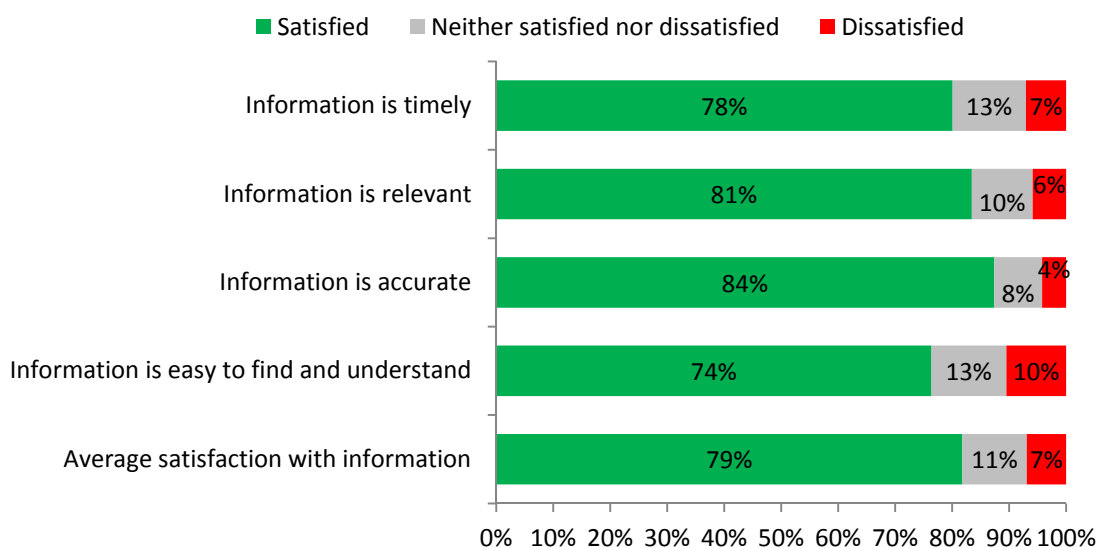
Overall, how satisfied or dissatisfied are you that the information is accurate, which includes being factually correct?

Overall, how satisfied or dissatisfied are you that the information is easy to find and understand?

They were asked to rate their satisfaction on a five point scale, where 1 = very satisfied; 3 = neither satisfied nor dissatisfied; and 5 = very dissatisfied.

78% were satisfied that the information is timely, 81% that it is relevant, 84% that it is accurate and 74% that it is easy to find and understand, as shown in Figure 4-7 and Table 4-5. On average, 79% were satisfied with information about events and festivals, compared with the LOS target of 85%, as shown in Figure 4-8.

Figure 4-7 Satisfaction with Information About Events and Festivals

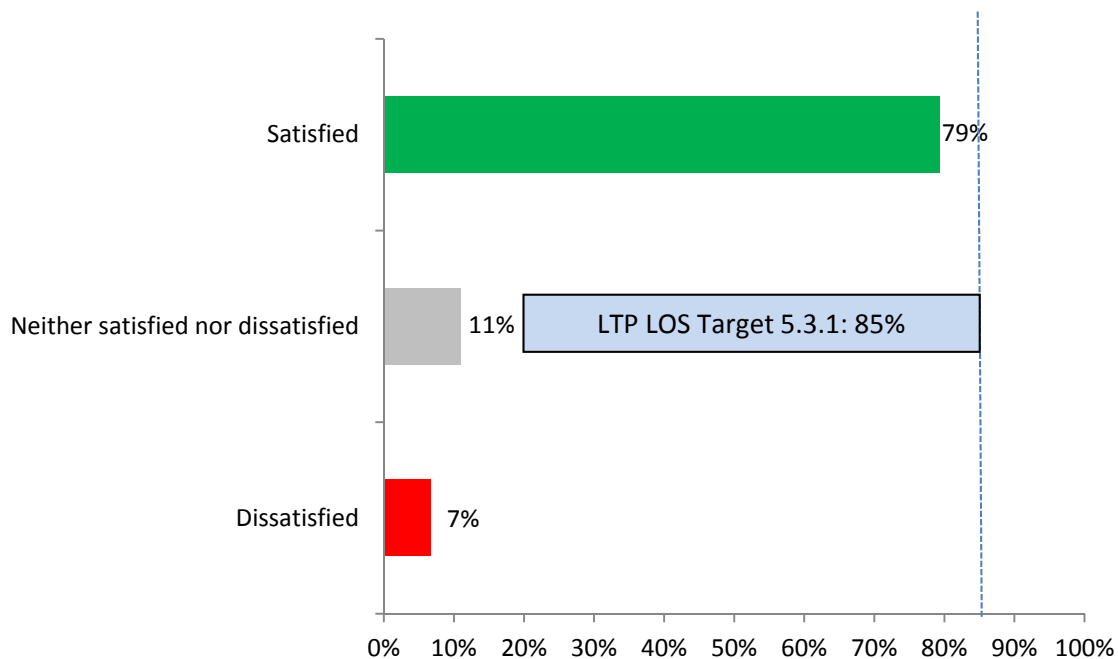


Sample: total sample (n=770)

Table 4-5 Satisfaction with Information about Events and Festivals

	Information is Timely		Information is Relevant		Information is Accurate		Information is Easy to Find and Understand		Average Rating
	No.	%	No.	%	No.	%	No.	%	%
Very satisfied	140	18%	125	16%	124	16%	110	14%	16%
Satisfied	463	60%	501	65%	520	68%	459	60%	63%
Neither satisfied nor dissatisfied	97	13%	80	10%	62	8%	98	13%	11%
Dissatisfied	46	6%	39	5%	29	4%	74	10%	6%
Very dissatisfied	7	1%	5	1%	2	0%	4	1%	1%
Don't know	17	2%	20	3%	33	4%	25	3%	3%

Figure 4-8 Average Satisfaction with Information about Events and Festivals



Sample: total sample (n=770)

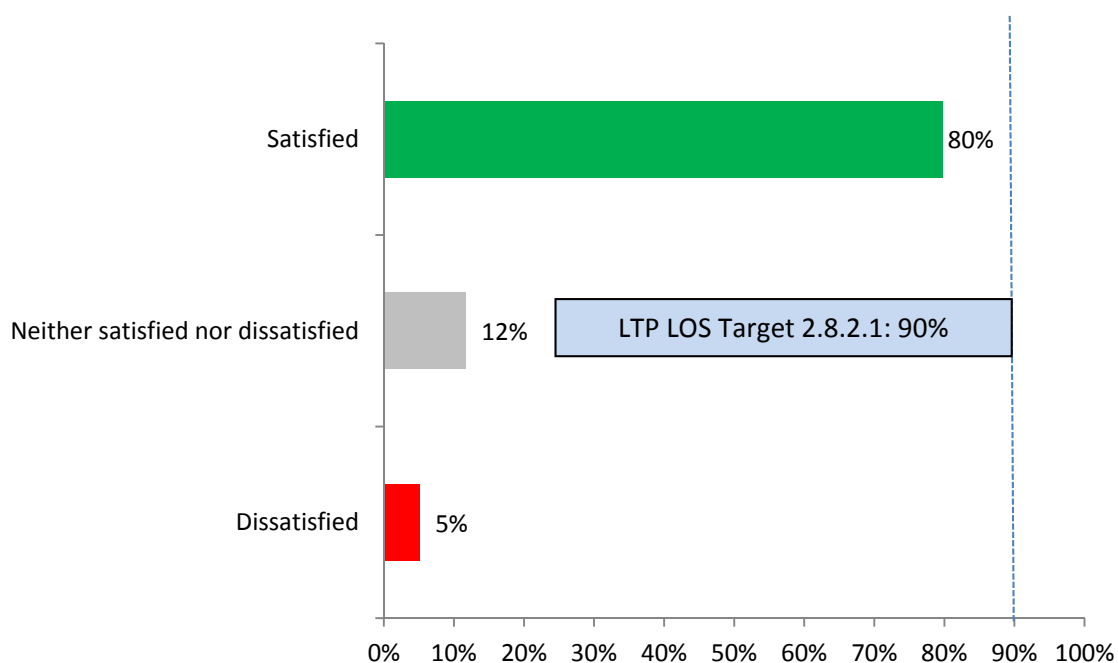
4.2.2. Range of Events and Festivals (LOS 2.8.2.1)

Respondents were asked to consider events and festivals, such Kids Fest, Body Fest, the Christchurch Arts Festival and local community festivals. They were asked to rate their overall satisfaction with the range of events, meaning the variety of events and festivals during the year, on a five point scale, where 1 = very satisfied; 3 = neither satisfied nor dissatisfied; and 5 = very dissatisfied.

*Overall how satisfied or dissatisfied are you with the range of events and festivals?
Range means the variety of events and festivals during the year.*

The LOS target was 90%, and the percentage satisfied was 80%, as shown in Figure 4-9 and Table 4-6.

Figure 4-9 Satisfaction with Range of Events and Festivals



Sample: total sample (n=770)

Table 4-6 Satisfaction with Range of Events and Festivals

	Number of Respondents	Percentage of Respondents
Very satisfied	162	21%
Satisfied	452	59%
Neither satisfied nor dissatisfied	90	12%
Dissatisfied	36	5%
Very dissatisfied	3	0%
Don't know	27	4%

4.3. Council Facilities

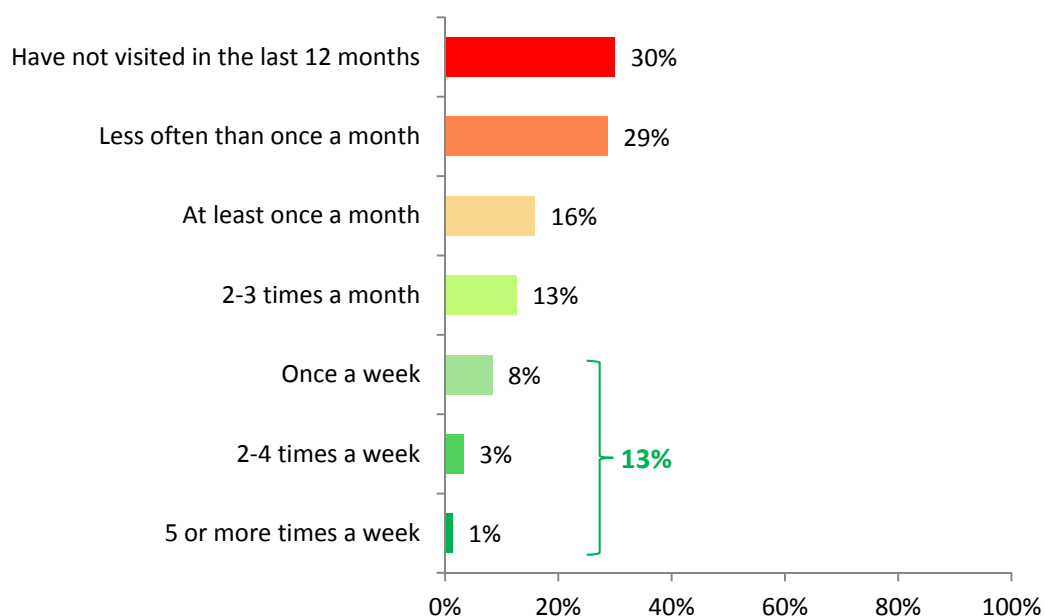
Survey participants were asked to consider their visits to Council-provided libraries and were asked:

In the last 12 months, how often have you visited a Christchurch City Council library, including a community library?

Interviewers were instructed to prompt with the names of libraries if required but were not to read out the full list.

The responses demonstrated that 13% of residents used Council-provided libraries on a regular basis, visiting once a week or more, as shown in Figure 4-10 and Table 4-7.

Figure 4-10 Frequency of Visits to Christchurch City Council Libraries



Sample: total sample (n=770)

Table 4-7 Frequency of Visits to Christchurch City Council Libraries

	Number of Respondents	Percentage of Respondents
Have not visited in the last 12 months	231	30%
Less often than once a month	221	29%
At least once a month	122	16%
2-3 times a month	97	13%
Once a week	64	8%
2-4 times a week	25	3%
5 or more times a week	10	1%
Don't know	0	0%

4.4. Waterways and Storm Water Management (LOS 14.0.3)

Those who took part in the survey were asked to consider: *waterways such as the Avon, Heathcote and Styx Rivers, tributary waterways such as St Albans and Cashmere Streams, and utility waterways such as outfall drains, roadside swales, and timbered drains*. They were then asked to rate their overall satisfaction with three aspects of these waterways:

Overall how satisfied or dissatisfied are you with the condition of waterways, which includes things such as maintenance and upkeep?

Overall how satisfied or dissatisfied are you with the appearance of Christchurch's waterway margins², which includes things such as the layout and type of plantings or shrubs, grasses and reeds?

Overall how satisfied or dissatisfied are you with the condition of waterway margins? Condition includes things such as maintenance and upkeep.

They were then read the following introduction: *Christchurch's storm water management involves managing storm water through things such as rivers, waterways, timbered drains and storm water pipes*. They were then asked:

Overall how satisfied or dissatisfied are you that the city's storm water management systems operate effectively to ensure that the risk of flooding is minimised?

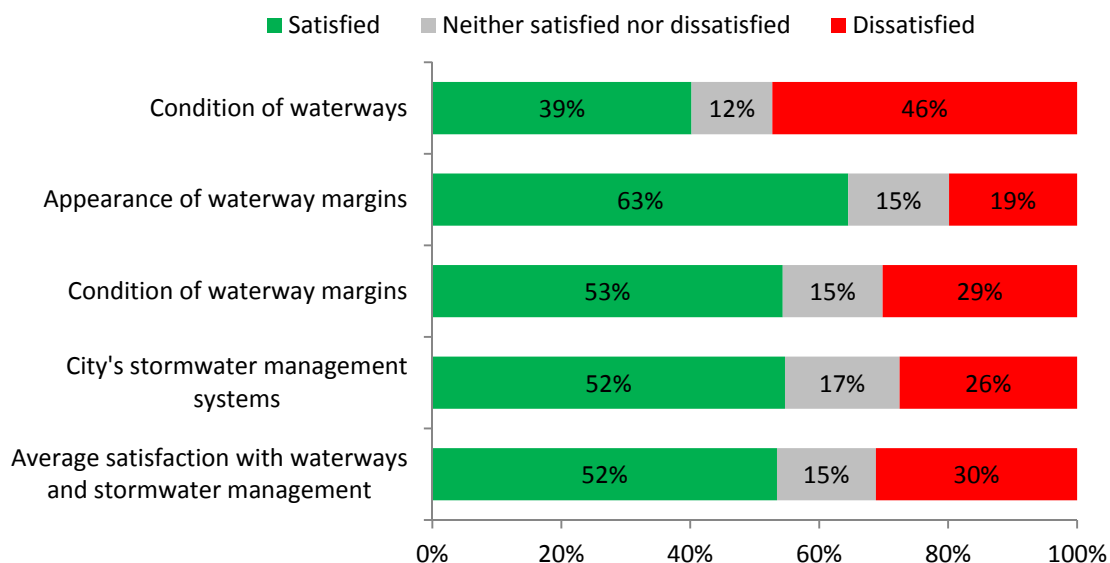
Survey participants were asked to rate their satisfaction on a five point scale, where 1 = very satisfied; 3 = neither satisfied nor dissatisfied; and 5 = very dissatisfied.

Around two-fifths (39%) reported they were satisfied with the condition of the waterways, 63% were satisfied with the appearance of the waterway margins, 53% were satisfied with the condition of the waterway margins. Some 52% were satisfied with the city's storm water management systems, as shown in Figure 4-11 and Table 4-8.

On average, 52% were satisfied with the condition of the waterways, their margins and the storm water management systems, compared with the LOS target of 65%, as shown in Figure 4-12.

² Respondents were prompted with a definition of waterway margins, noting 'Waterway margins are typically the two metre strip from the water's edge to the top of the bank and are often planted with shrubs, grasses and reeds'

Figure 4-11 Satisfaction with Waterways and Storm Water Management Systems

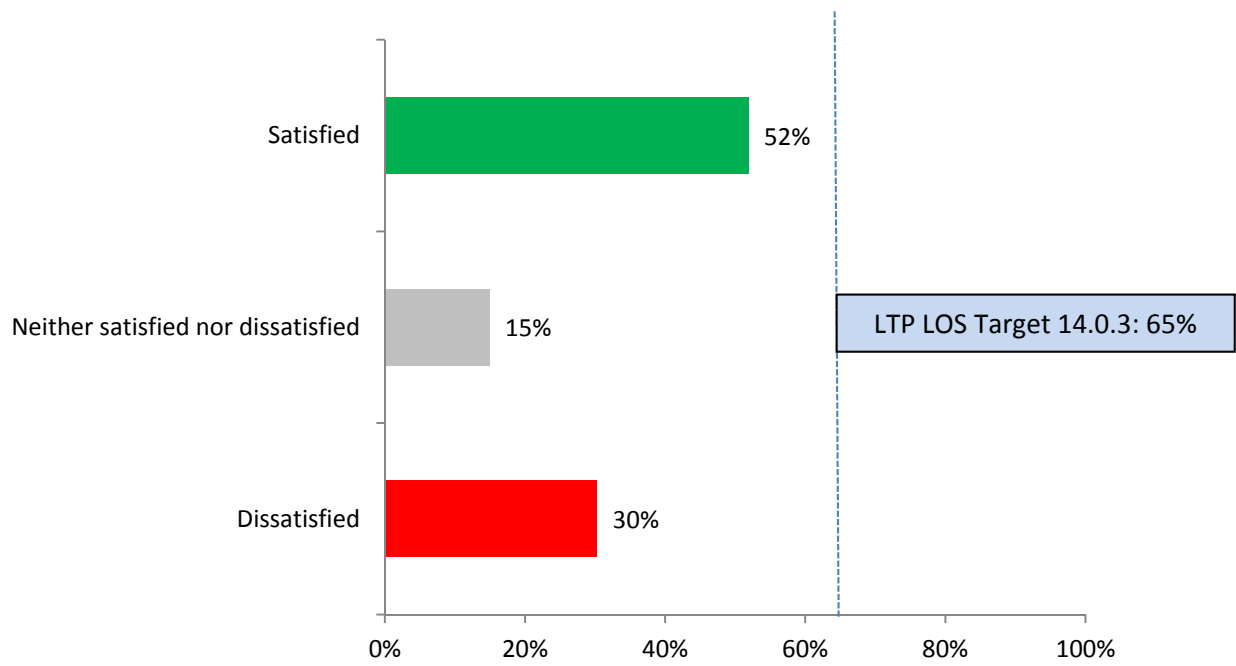


Sample: total sample (n=770)

Table 4-8 Satisfaction with Waterways and Storm Water Management Systems

	Condition of Waterways		Appearance of Waterway Margins		Condition of Waterway Margins		City's Storm Water Management Systems		Average Rating
	No.	%	No.	%	No.	%	No.	%	%
Very satisfied	18	2%	44	6%	25	3%	35	5%	4%
Satisfied	283	37%	443	58%	382	50%	368	48%	48%
Neither satisfied nor dissatisfied	94	12%	118	15%	116	15%	131	17%	14%
Dissatisfied	268	35%	116	15%	176	23%	169	22%	24%
Very dissatisfied	86	11%	34	4%	50	6%	34	4%	7%
Don't know	21	3%	15	2%	21	3%	33	4%	2%

Figure 4-12 Average Satisfaction with Waterways and Storm Water Management Systems



Sample: total sample (n=770)

4.5. Rubbish and Recycling

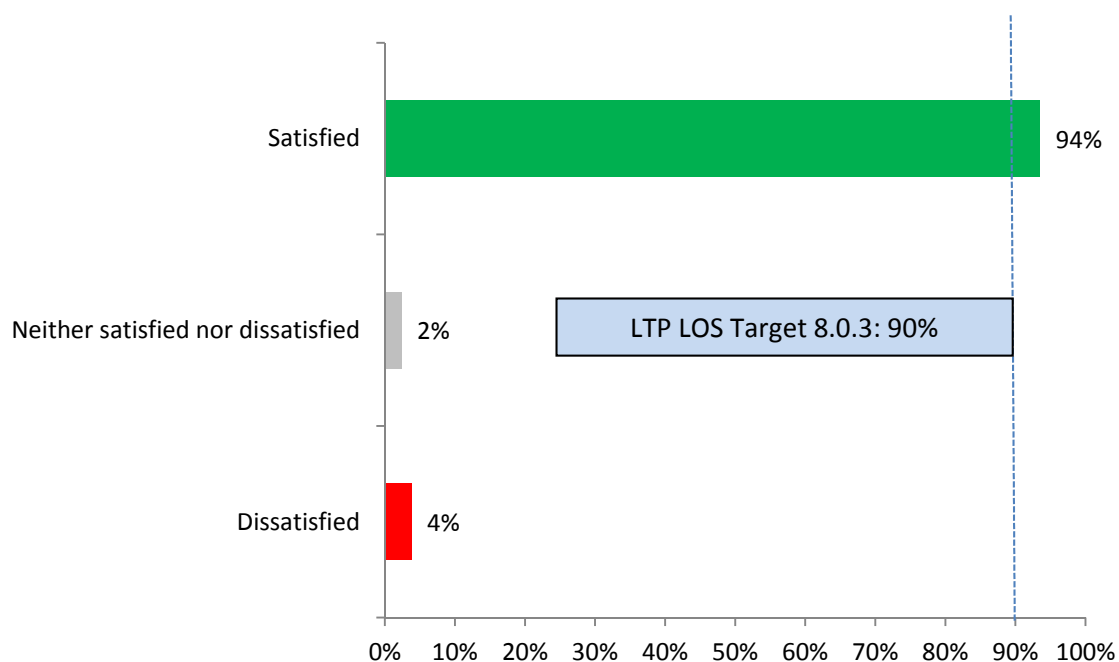
4.5.1. Kerbside Recycling (LOS 8.0.3)

Survey participants were asked to evaluate their satisfaction regarding *the Council's three-bin kerbside collection of rubbish, including kerbside recycling, residual waste and organic waste*. They were asked to rate their overall satisfaction on a five point scale, where 1 = very satisfied; 3 = neither satisfied nor dissatisfied; and 5 = very dissatisfied.

Overall how satisfied or dissatisfied are you with the Council's kerbside collection of recyclable materials – your yellow bin?

The LOS target for satisfaction was 90%. The level of satisfaction from the survey was 94%, as shown in Figure 4-13 and Table 4-9.

Figure 4-13 Satisfaction with Kerbside Recycling



Sample: total sample (n=770)

Table 4-9 Satisfaction with Kerbside Recycling

	Number of Respondents	Percentage of Respondents
Very satisfied	347	45%
Satisfied	373	48%
Neither satisfied nor dissatisfied	18	2%
Dissatisfied	27	4%
Very dissatisfied	2	0%
Don't know	3	0%

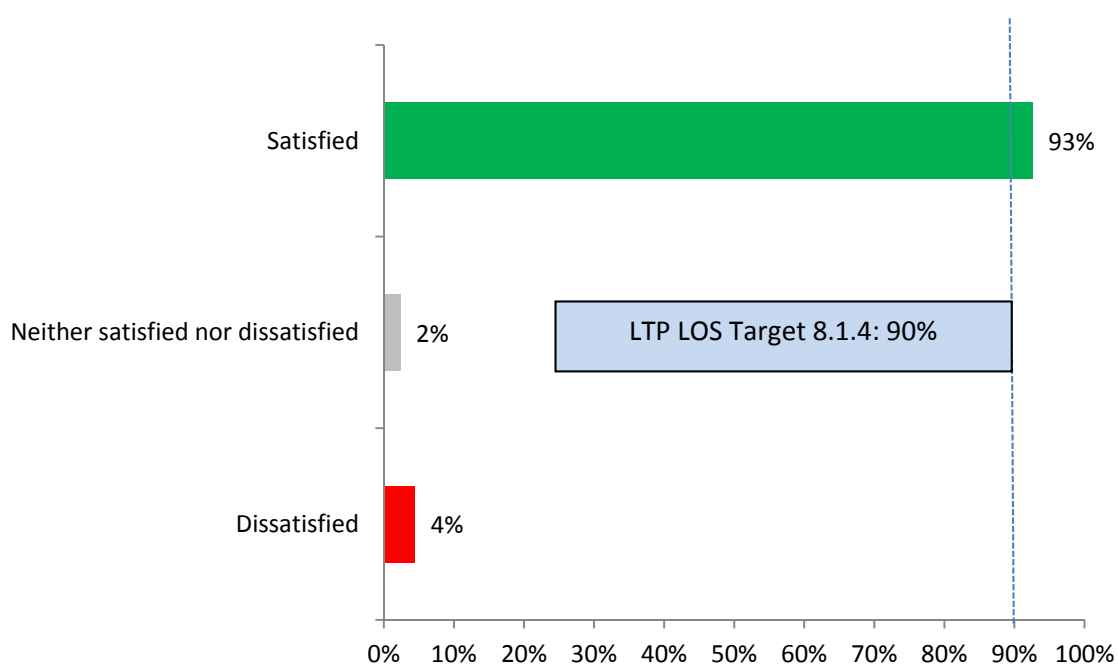
4.5.2. Residual Waste (LOS 8.1.4)

When asked to consider ‘residual’ waste, survey participants were asked:

Overall how satisfied or dissatisfied are you with the Council's kerbside collection of rubbish – your red bin?

They were asked to rate their overall satisfaction on a five point scale, where 1 = very satisfied; 3 = neither satisfied nor dissatisfied; and 5 = very dissatisfied. The target LOS was 90%, and the survey response demonstrates a total satisfaction level of 93%, as shown in Figure 4-14 and Table 4-10.

Figure 4-14 Satisfaction with Residual Waste Collection



Sample: total sample (n=770)

Table 4-10 Satisfaction with Residual Waste Collection

	Number of Respondents	Percentage of Respondents
Very satisfied	331	43%
Satisfied	382	50%
Neither satisfied nor dissatisfied	18	2%
Dissatisfied	33	4%
Very dissatisfied	1	0%
Don't know	5	1%

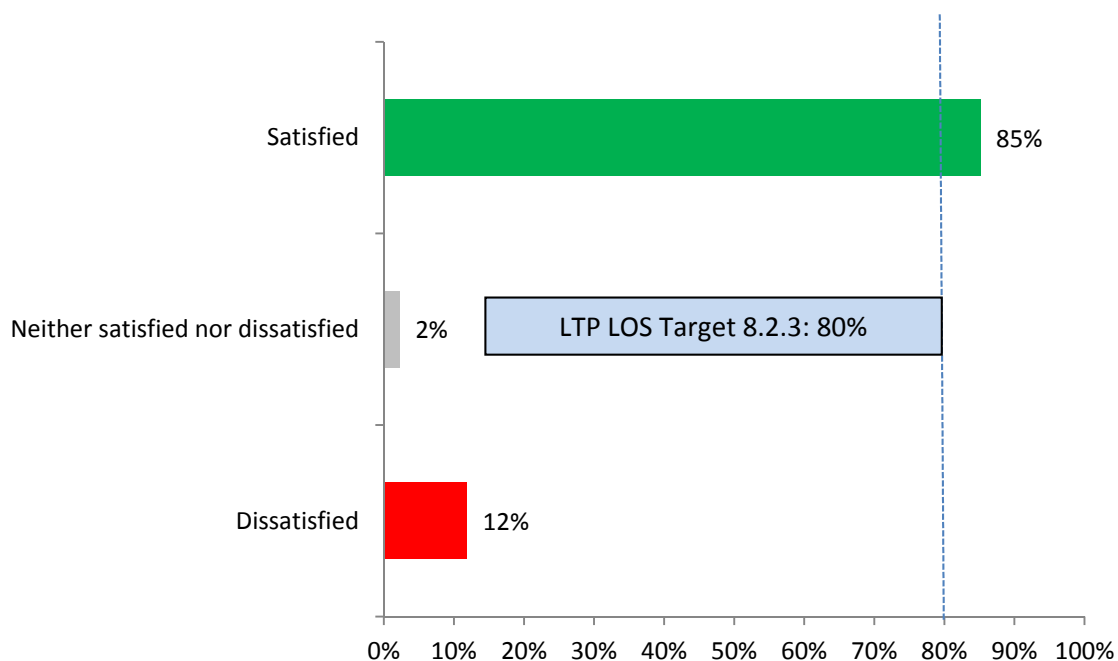
4.5.3. Organic Waste (LOS 8.2.3)

When asked to consider organic waste, respondents were asked:

Overall how satisfied or dissatisfied are you with the Council's kerbside collection of organic material – your green bin?

They were asked to rate their overall satisfaction on a five point scale, where 1 = very satisfied; 3 = neither satisfied nor dissatisfied; and 5 = very dissatisfied. The target LOS was 80%. The satisfaction level from the survey was 85%, as shown in Figure 4-15 and Table 4-11.

Figure 4-15 Satisfaction with Organic Waste Collection



Sample: total sample (n=770)

Table 4-11 Satisfaction with Organic Waste Collection

	Number of Respondents	Percentage of Respondents
Very satisfied	303	40%
Satisfied	350	46%
Neither satisfied nor dissatisfied	17	2%
Dissatisfied	83	11%
Very dissatisfied	8	1%
Don't know	6	1%

4.6. The Road Network

4.6.1. Condition of Roads and Footpaths (LOS 16.0.3 and 16.0.9)

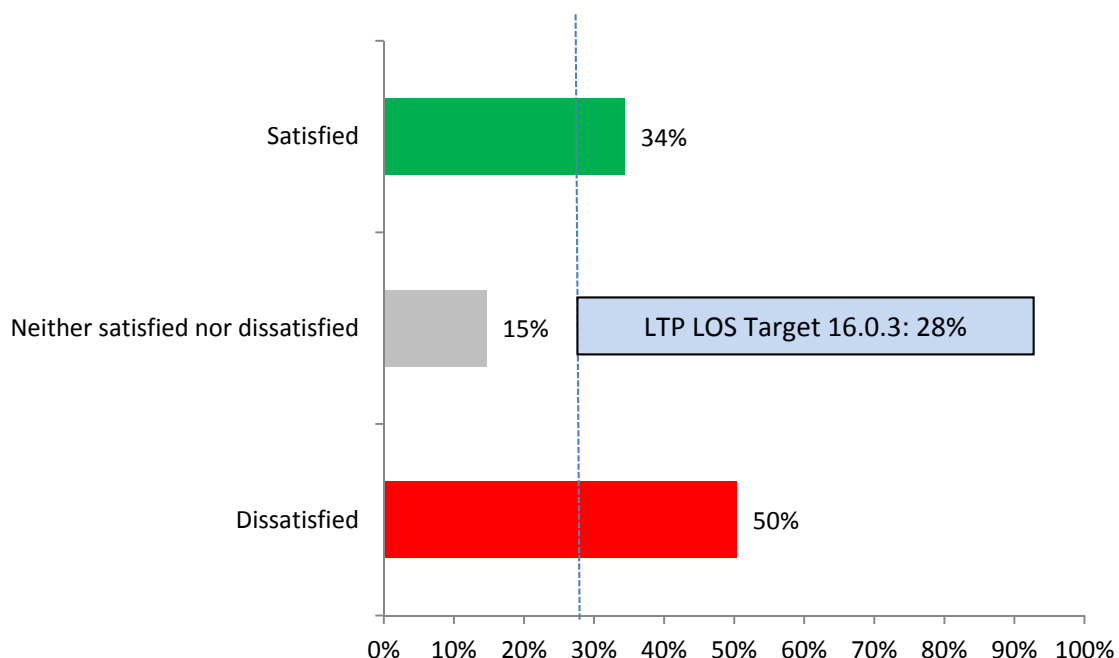
Respondents were asked to evaluate their perceptions of the city’s roads and footpaths. They were asked to rate their overall satisfaction around two questions on a five point scale, where 1 = very satisfied; 3 = neither satisfied nor dissatisfied; and 5 = very dissatisfied:

Overall how satisfied or dissatisfied are you with the condition of Christchurch's roads but excluding the residential red zone roads? Condition includes things such as maintenance and upkeep.

Overall how satisfied or dissatisfied are you with the condition of Christchurch's footpaths but excluding the residential red zone footpaths? Condition includes things such as maintenance and upkeep.

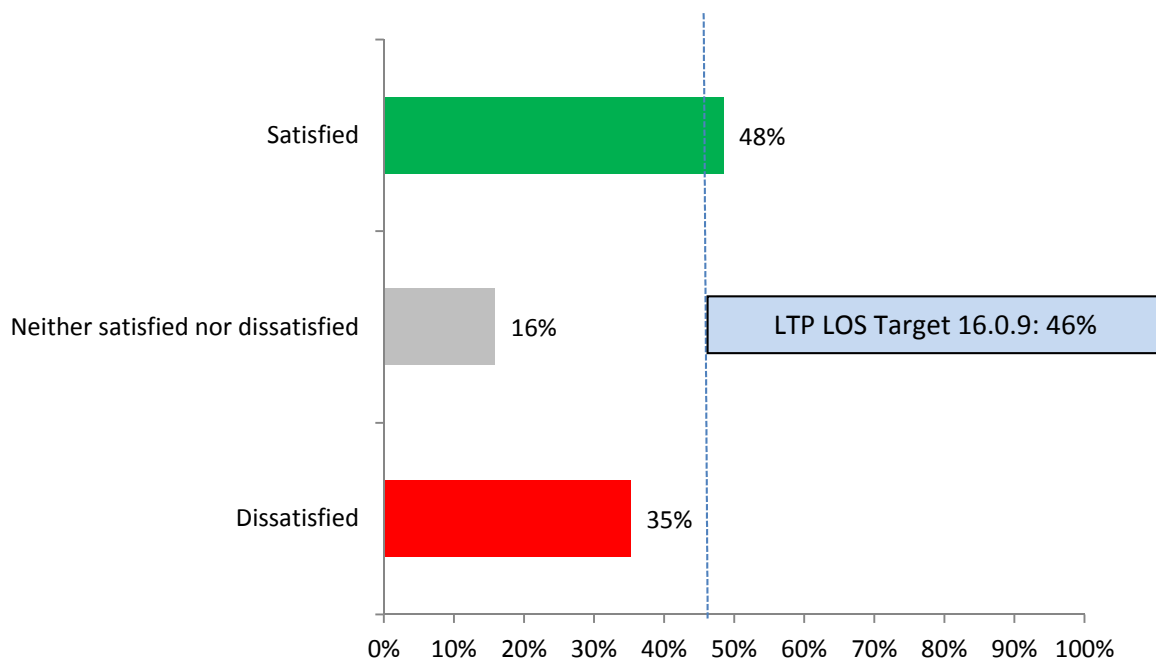
The LOS target for the condition of Christchurch’s roads, excluding the residential red zone roads, was 28% and the LOS target for the condition of Christchurch’s footpaths, excluding the residential red zone footpaths, was 46%. The response demonstrated 34% were satisfied with the condition of Christchurch roads, and 48% were satisfied with Christchurch footpaths, as shown in Figure 4-16, Figure 4-17 and Table 4-12.

Figure 4-16 Satisfaction with Condition of Christchurch Roads (Excluding Residential Red Zone)



Sample: total sample (n=770)

Figure 4-17 Satisfaction with Condition of Christchurch Footpaths (Excluding Residential Red Zone)



Sample: total sample (n=770)

Table 4-12 Satisfaction with Condition of Christchurch Roads and Footpaths (Excluding Residential Red Zone)

	Roads		Footpaths	
	Number of Respondents	Percentage of Respondents	Number of Respondents	Percentage of Respondents
Very satisfied	27	4%	30	4%
Satisfied	238	31%	343	45%
Neither satisfied nor dissatisfied	113	15%	122	16%
Dissatisfied	287	37%	207	27%
Very dissatisfied	101	13%	64	8%
Don't know	4	1%	4	1%

4.7. Water

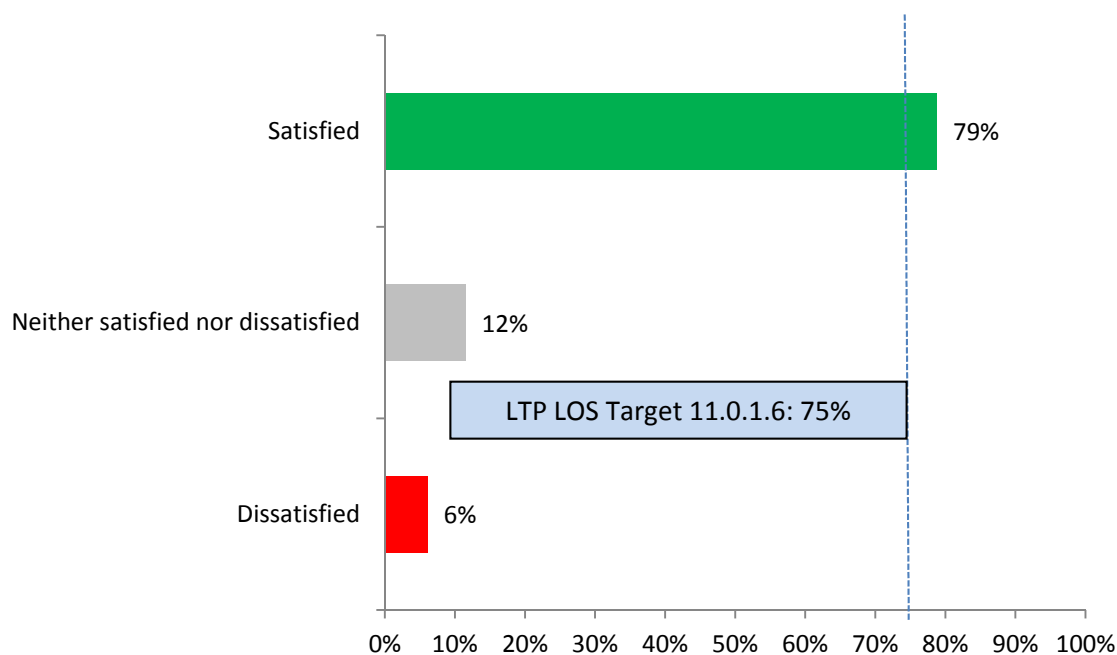
4.7.1. Waste Water (LOS 11.0.1.6)

Survey participants were asked to consider the city's waste water collection and water supply. A definition was provided: *waste water collection is about the underground pipes that take waste water away from your toilets, showers etc. away from homes and to the treatment plant. It is NOT about storm water collection that collects water in gutters and storm water drains.* They were asked to rate their overall satisfaction on a five point scale, where 1 = very satisfied; 3 = neither satisfied nor dissatisfied; and 5 = very dissatisfied:

Overall, how satisfied or dissatisfied are you with wastewater services where the health risk to people is minimised and any issues are responded to promptly?

The survey response showed 79% were satisfied with the waste water services, compared with a target LOS of 75%. This data is shown in Figure 4-18 and Table 4-13.

Figure 4-18 Satisfaction with Waste Water Services



Sample: total sample (n=770)

Table 4-13 Satisfaction with Waste Water Services

	Number of Respondents	Percentage of Respondents
Very satisfied	115	15%
Satisfied	492	64%
Neither satisfied nor dissatisfied	89	12%
Dissatisfied	38	5%
Very dissatisfied	9	1%
Don't know	27	4%

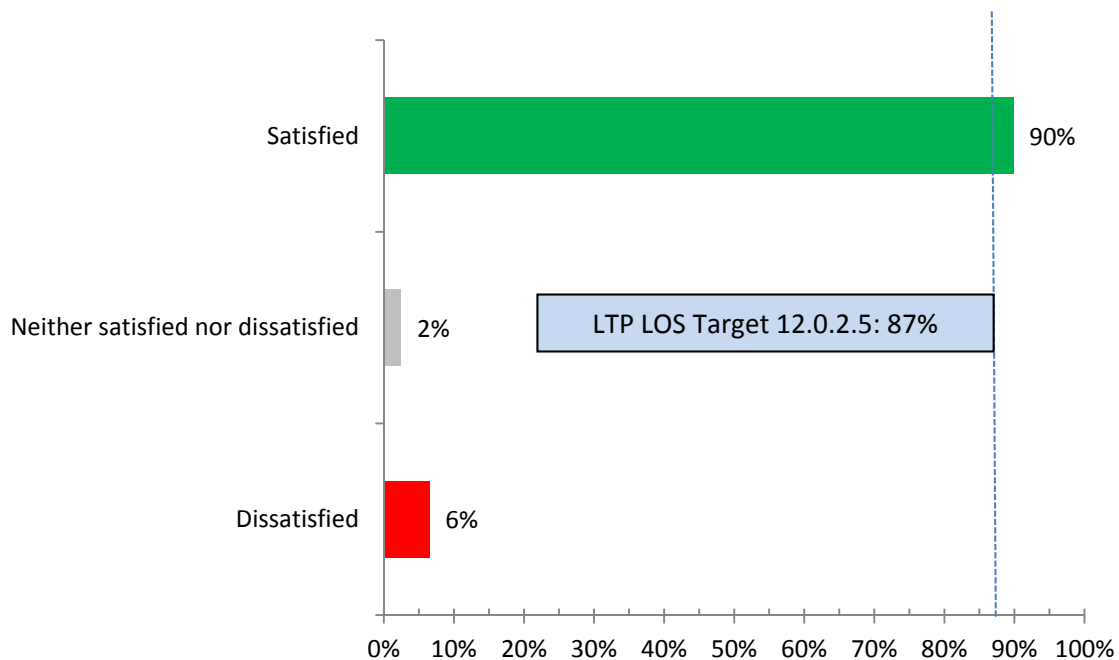
4.7.2. Water Supply (LOS 12.0.2.5)

Survey participants were asked to consider the water supply and were given the following definition: *This is about clean, drinkable water being supplied to your house.* They were asked to rate their overall satisfaction on a five point scale, where 1 = very satisfied; 3 = neither satisfied nor dissatisfied; and 5 = very dissatisfied:

Overall how satisfied or dissatisfied are you with the quality of the water supply? This includes things such as its taste, pressure and appearance.

The target LOS was 87%. The survey response showed a satisfaction level of 90%. This is shown in Figure 4-19 and Table 4-14.

Figure 4-19 Satisfaction with Water Supply



Sample: total sample (n=770)

Table 4-14 Satisfaction with Water Supply

	Number of Respondents	Percentage of Respondents
Very satisfied	349	45%
Satisfied	343	45%
Neither satisfied nor dissatisfied	19	2%
Dissatisfied	40	5%
Very dissatisfied	10	1%
Don't know	9	1%

4.8. Active Travel

Respondents were asked to consider their perceptions of active travel, and the following definition was provided: *Active travel is human-powered travel such as walking, cycling, skating and using manual wheelchairs.*

4.8.1. Perception of Christchurch as a Cycle Friendly City (LOS 10.5.2)

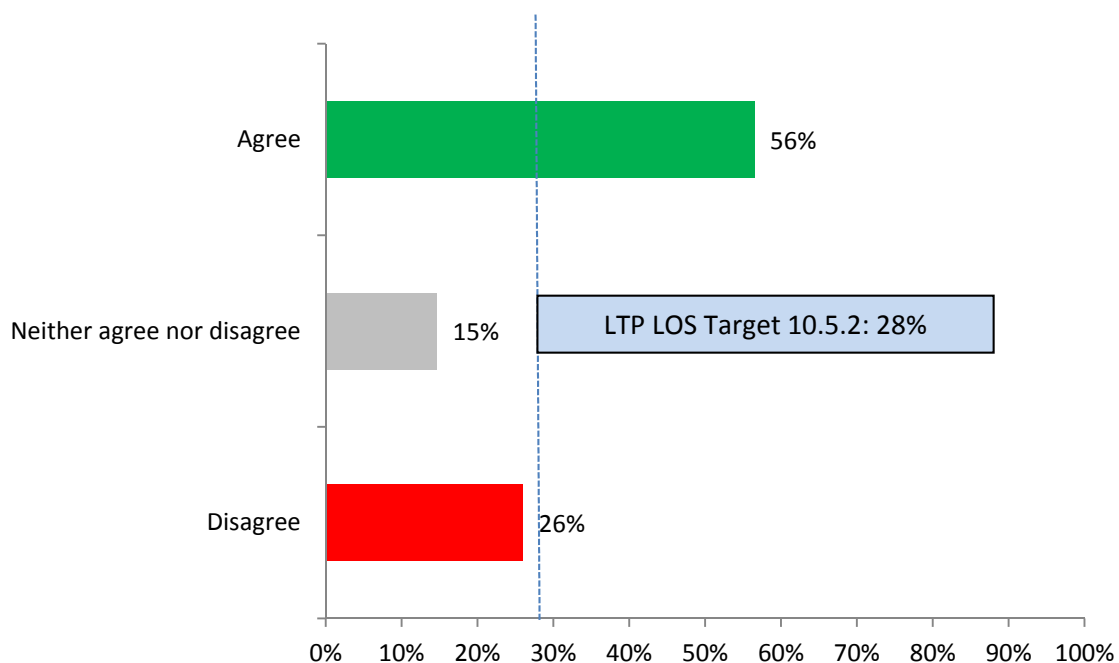
Survey participants were first asked to consider whether or not Christchurch was cycle friendly and were given the following definition: *By cycle friendly I mean cyclists being able to travel safely and conveniently around the city by cycle using the roads and cycle lanes; showing support for cyclists by understanding their needs; provision of accurate information about the cycling network; and user friendliness of signage and information.* They were then asked:

Overall, how much do you agree or disagree that Christchurch is a cycle friendly city?

They were asked to rate their agreement or disagreement with the statement on a five point scale, where 1 = strongly agree; 3 = neither agree nor disagree; and 5 = strongly disagree.

Overall, 56% agreed that Christchurch was a cycle friendly city, compared with a target LOS of 28%. This is shown in Figure 4-20 and Table 4-15.

Figure 4-20 Level of Agreement that Christchurch is a Cycle Friendly City



Sample: total sample (n=770)

Table 4-15 Level of Agreement that Christchurch is a Cycle Friendly City

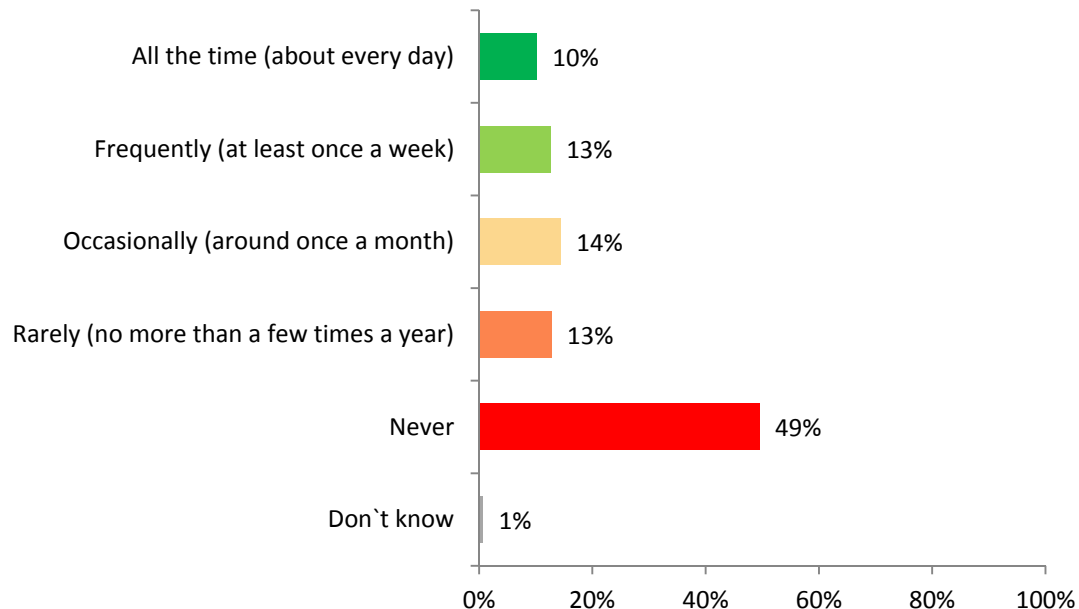
	Number of Respondents	Percentage of Respondents
Strongly agree	65	8%
Agree	370	48%
Neither agree nor disagree	113	15%
Disagree	169	22%
Strongly disagree	31	4%
Don't know	22	3%

4.8.2. Cycling – Participation Levels

Respondents were asked to identify their personal level of participation in cycling. They were asked:

And related to this, how often have you cycled on a public road in Christchurch in the last 12 months? What best describes your cycle frequency...

Around half never cycled (49%), while 10% cycled all the time, with an even distribution across the remaining frequency options provided, as shown in Figure 4-21 and Table 4-16.

Figure 4-21 Participation in Cycling

Sample: total sample (n=770)

Table 4-16 Participation in Cycling

	Number of Respondents	Percentage of Respondents
All the time (about every day)	78	10%
Frequently (at least once a week)	97	13%
Occasionally (around once a month)	111	14%
Rarely (no more than a few times a year)	98	13%
Never	381	49%
Don't know	5	1%

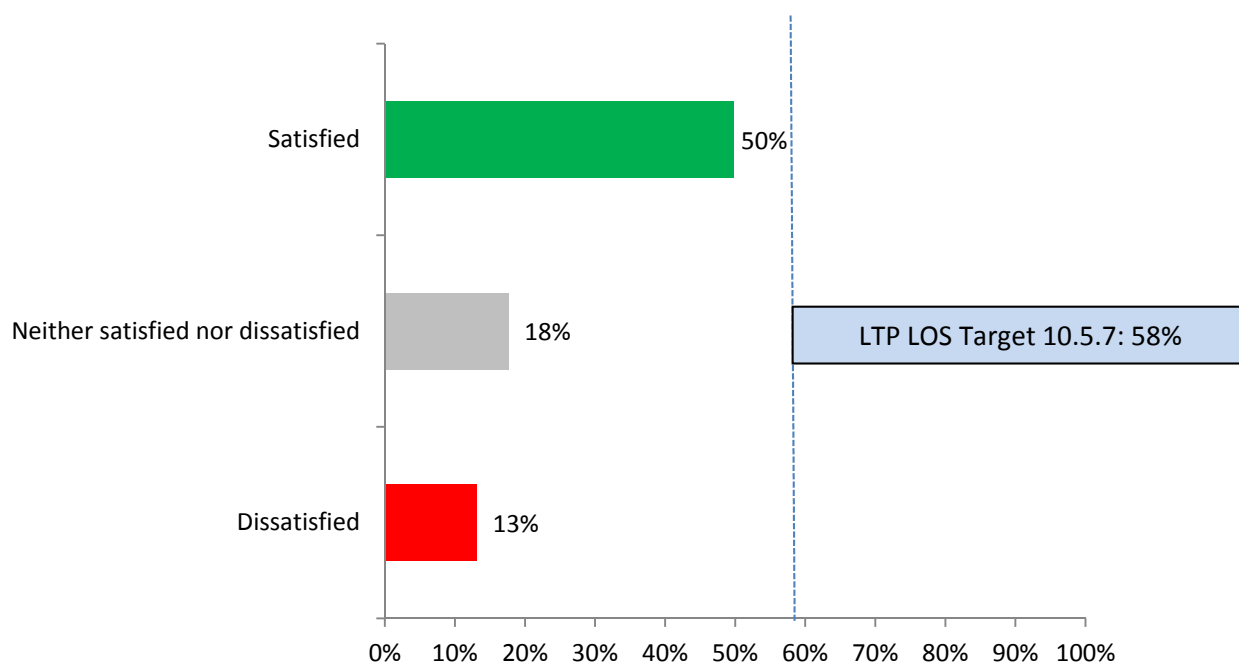
4.8.3. Cycle Parking Facilities (LOS 10.5.7)

Respondents were then asked to rate their satisfaction with cycling facilities provided for cyclists. They were asked:

And, overall how satisfied or dissatisfied are you with cycling facilities provided for cyclists, such as cycle stands and cycle loops?

They were asked to rate their overall satisfaction on a five point scale, where 1 = very satisfied; 3 = neither satisfied nor dissatisfied; and 5 = very dissatisfied.

Around half (50%) were satisfied with cycle parking facilities, compared with the LOS target of 58%, as shown in Figure 4-22 and Table 4-17.

Figure 4-22 Satisfaction with Cycle Parking Facilities

Sample: total sample (n=770)

Table 4-17 Satisfaction with Cycle Parking Facilities

	Number of Respondents	Percentage of Respondents
Strongly agree	51	7%
Agree	332	43%
Neither agree nor disagree	136	18%
Disagree	91	12%
Strongly disagree	10	1%
Don't know	150	19%

4.8.4. Perception of Christchurch as a Walking Friendly City (LOS 16.0.10)

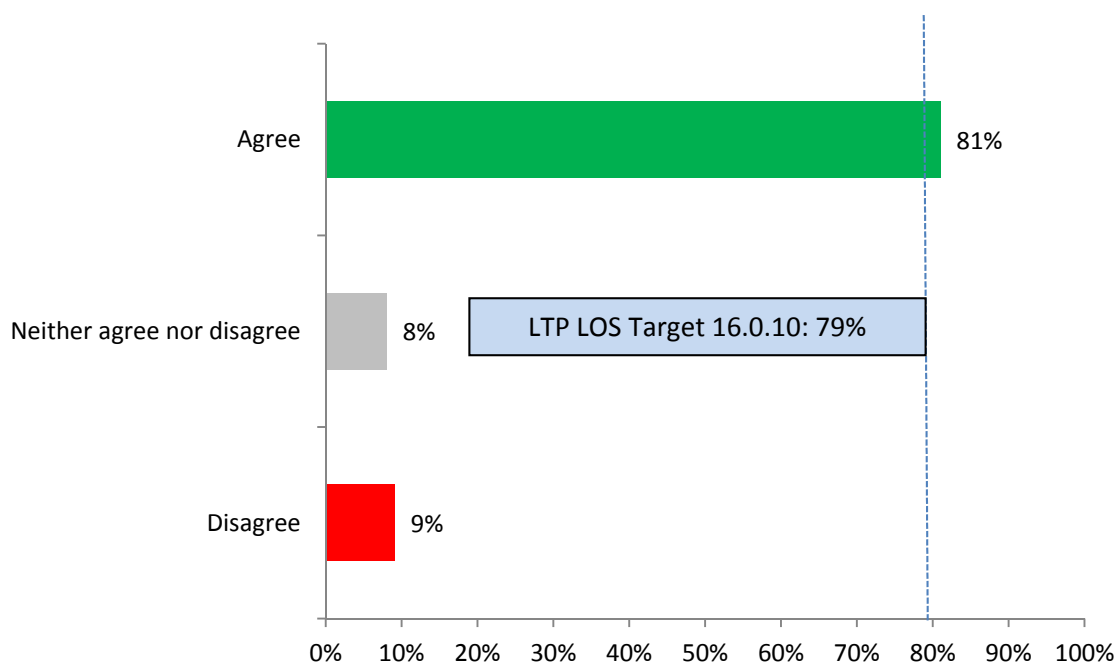
In line with questions regarding cycling, respondents were asked to consider whether Christchurch was walking friendly and were given the following definition: *This includes things such as pedestrians being able to travel safely and conveniently around the city on foot; showing support for pedestrians by understanding their needs; provision of accurate information about the pedestrian network; and user friendliness of signage and pedestrian information.* They were then asked:

Overall, how much do you agree or disagree that Christchurch is a walking friendly city?

They were asked to rate their agreement or disagreement with the statement on a five point scale, where 1 = strongly agree; 3 = neither agree nor disagree; and 5 = strongly disagree.

The majority (81%) acknowledged that Christchurch was a walking friendly city, compared with the target LOS of 79%, as shown in Figure 4-23 and Table 4-18.

Figure 4-23 Level of Agreement that Christchurch is a Walking Friendly City



Sample: total sample (n=770)

Table 4-18 Level of Agreement that Christchurch is a Walking Friendly City

	Number of Respondents	Percentage of Respondents
Strongly agree	127	16%
Agree	497	65%
Neither agree nor disagree	62	8%
Disagree	57	7%
Strongly disagree	13	2%
Don't know	14	2%

4.9. Council Parking Facilities

Survey participants were asked to consider parking a vehicle in Christchurch.

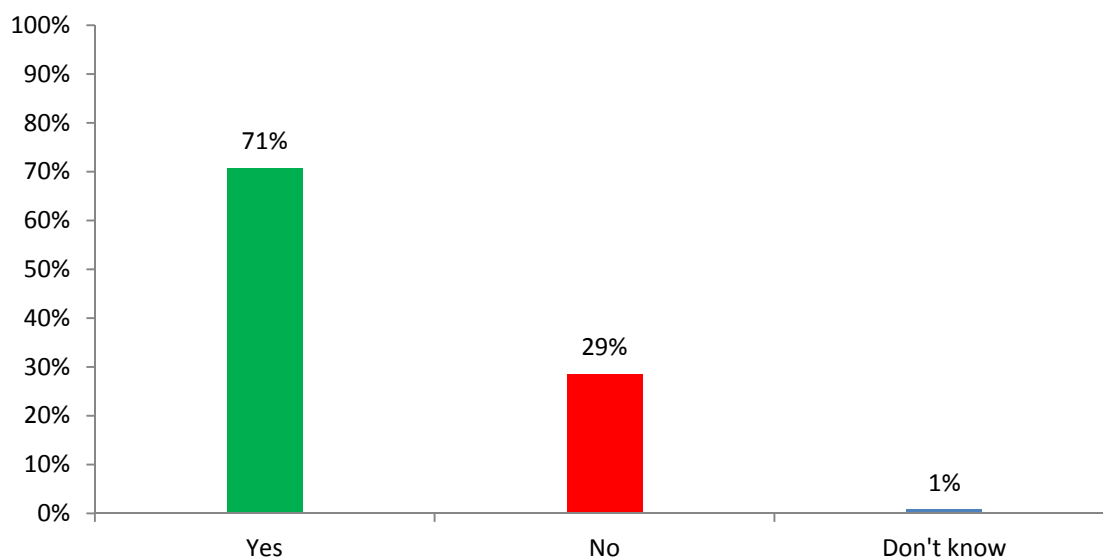
4.9.1. Use of Council Parking Facilities

They were asked about their use of Council parking facilities in the last 12 months:

Have you parked a car in a Council parking facility in the last 12 months? This includes on-street and off-street parking.

Just under three-quarters (71%) had parked a car in a Council parking facility in the last 12 months, as shown in Figure 4-24 and Table 4-19.

Figure 4-24 Use of Council Parking Facilities in the Last 12 Months



Sample: total sample (n=770)

Table 4-19 Use of Council Parking Facilities in the Last 12 Months

	Number of Respondents	Percentage of Respondents
Yes, have used	544	71%
No, have not used	220	29%
Don't know	6	1%

4.9.2. Satisfaction with Council Parking Facilities (LOS 10.3.3)

They were then asked to rate their satisfaction with four aspects of Council parking facilities:

Overall how satisfied or dissatisfied are you with the ease of use of on-street parking meters? This includes things such as clear instructions for using meters, the process of purchasing and processing of tickets, parking meters working correctly and response from the Council when the meters are not working.

Overall how satisfied or dissatisfied are you with the range of Council parking facilities available to you? This includes both on-street and off-street Council motor vehicle parking including parking permits and availability of mobility parking.

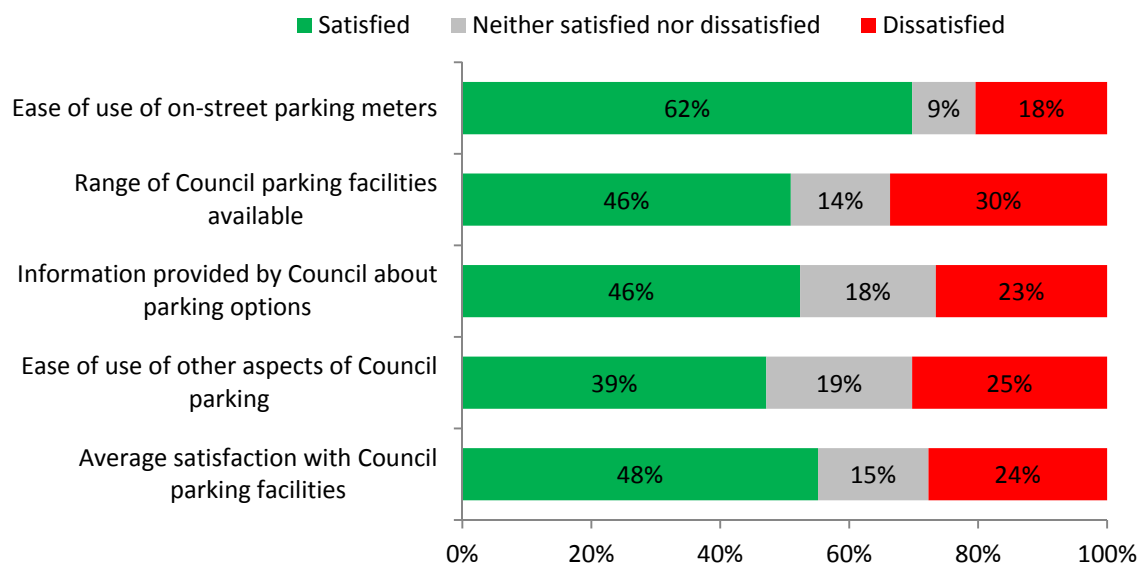
Overall how satisfied or dissatisfied are you with the information provided to you by the Council about parking options? This includes things such as the clarity and accuracy of parking information, instructions and signage.

Overall how satisfied or dissatisfied are you with the ease of use of other aspects of Council parking? This includes things such as finding a park for your vehicle either on-street or in parking buildings, finding updates about parking changes, restrictions and charges and the processes for paying a fine or getting a parking permit including temporary, residential and mobility parking permits.

They were asked to rate their overall satisfaction on a five point scale, where 1 = very satisfied; 3 = neither satisfied nor dissatisfied; and 5 = very dissatisfied.

Around three-fifths (62%) were satisfied with the ease of use of on-street parking meters, 46% were satisfied with the range of Council parking facilities available, 46% with the information provided by Council about parking options and 39% with the ease of use of other aspects of Council parking, as shown in Figure 4-25 and Table 4-20. On average, 48% were satisfied with Council parking facilities, compared with the LOS target of 58%, as shown in Figure 4-26.

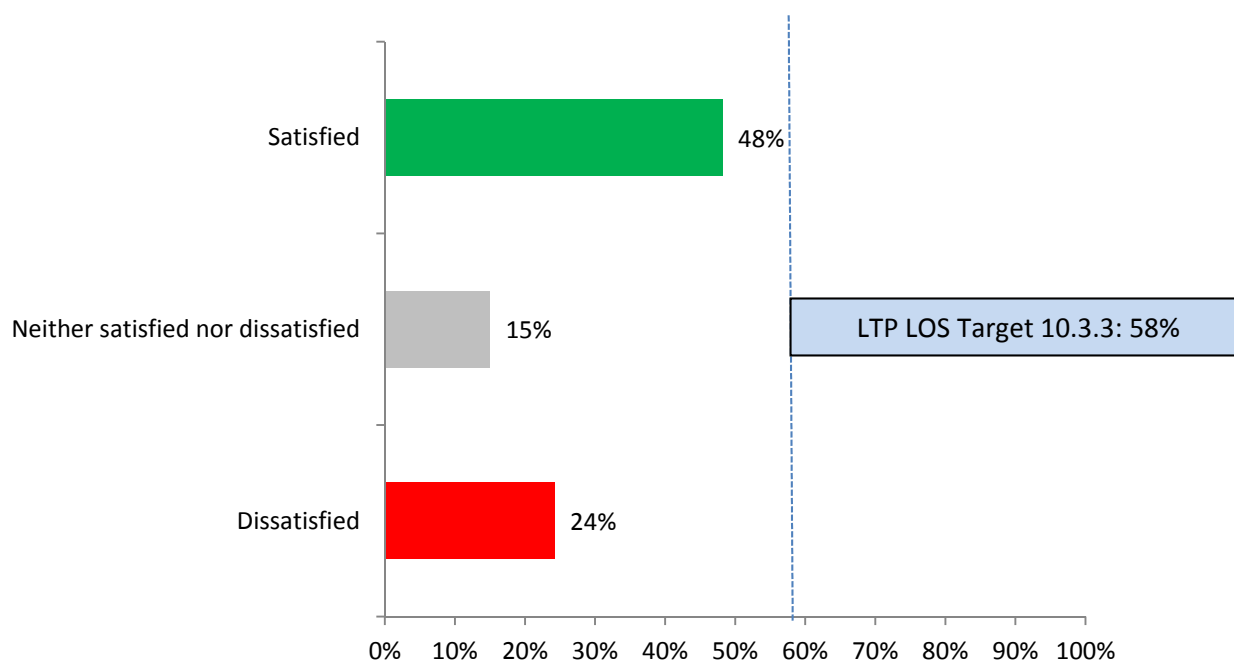
Figure 4-25 Satisfaction with Council Parking Facilities



Sample: total sample (n=770)

Table 4-20 Satisfaction with Council Parking Facilities

	Ease of Use of On-Street Parking Meters		Range of Council Parking Facilities		Information From Council About Parking Options		Ease of Use of Other Aspects of Council Parking		Average Rating
	No.	%	No.	%	No.	%	No.	%	%
Very satisfied	51	7%	25	3%	18	2%	15	2%	4%
Satisfied	424	55%	326	42%	335	44%	289	38%	45%
Neither satisfied nor dissatisfied	67	9%	106	14%	142	18%	146	19%	15%
Dissatisfied	110	14%	195	25%	157	20%	156	20%	20%
Very dissatisfied	29	4%	37	5%	22	3%	39	5%	4%
Don't know	89	12%	81	11%	96	12%	125	16%	13%

Figure 4-26 Average Satisfaction with Council Parking Facilities

Sample: total sample (n=770)

4.10. Safety at Council Run Parking Facilities (LOS 10.3.7)

Participants in the survey were asked to consider: *motor vehicle safety in Council run off-street parking compared to on-street parking, and personal safety in Council run off-street parking facilities during the day and after dark.* They were asked the following three questions:

Overall, how much do you agree or disagree that your motor vehicle is safer in Council run off-street parking compared to on-street parking? This includes things such as theft, damage from other cars or from pillars, posts, bollards or other obstacles and damage from people such as vandalism, etc.

Thinking about your personal safety, overall, how much do you agree or disagree that you feel very safe using Council run off-street parking sites during the day.

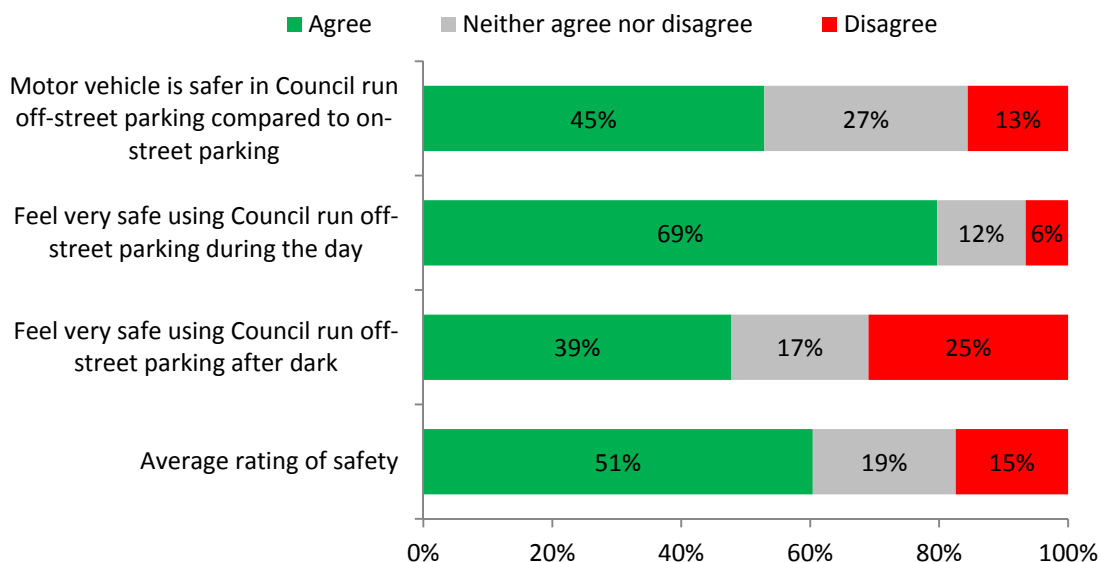
Thinking about your personal safety, overall, how much do you agree or disagree that you feel very safe using Council run off-street parking sites after dark.

They were asked to rate their agreement or disagreement with the statements on a five point scale, where 1 = strongly agree; 3 = neither agree nor disagree; and 5 = strongly disagree.

Just under half (45%) agreed their motor vehicle is safer in Council run, off-street parking compared to on-street parking, 69% agreed they felt very safe using Council run off-street parking during the day and 39% agreed they felt very safe at night, as shown in Figure 4-27 and

Table 4-21. On average, 51% rated motor vehicle and personal safety at Council run parking facilities positively, compared with a LOS target of 61%, as shown in Figure 4-28.

Figure 4-27 Safety at Council Run Parking Facilities

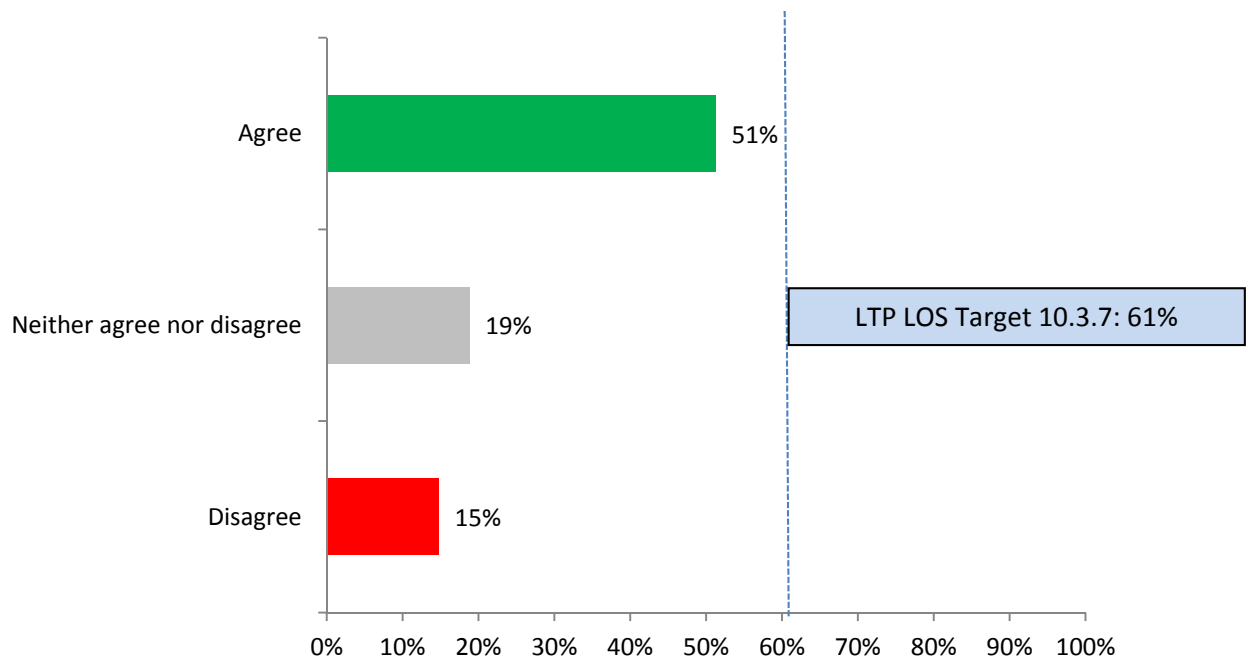


Sample: total sample (n=770)

Table 4-21 Safety at Council Run Parking Facilities

	Motor Vehicle Safer in Council Run Off-Street Parking than On-Street		Feel Very Safe Using Council Off-Street Parking During the Day		Feel Very Safe Using Council Off-Street Parking After Dar		Average Rating
	No.	%	No.	%	No.	%	%
Strongly agree	36	5%	61	8%	13	2%	5%
Agree	314	41%	473	61%	288	37%	47%
Neither agree nor disagree	209	27%	92	12%	134	17%	19%
Disagree	94	12%	41	5%	153	20%	12%
Strongly disagree	9	1%	3	0%	42	5%	2%
Don't know	108	14%	100	13%	140	18%	15%

Figure 4-28 Average Rating of Safety at Council run Parking Facilities



Sample: total sample (n=770)

4.11. Disaster Preparedness

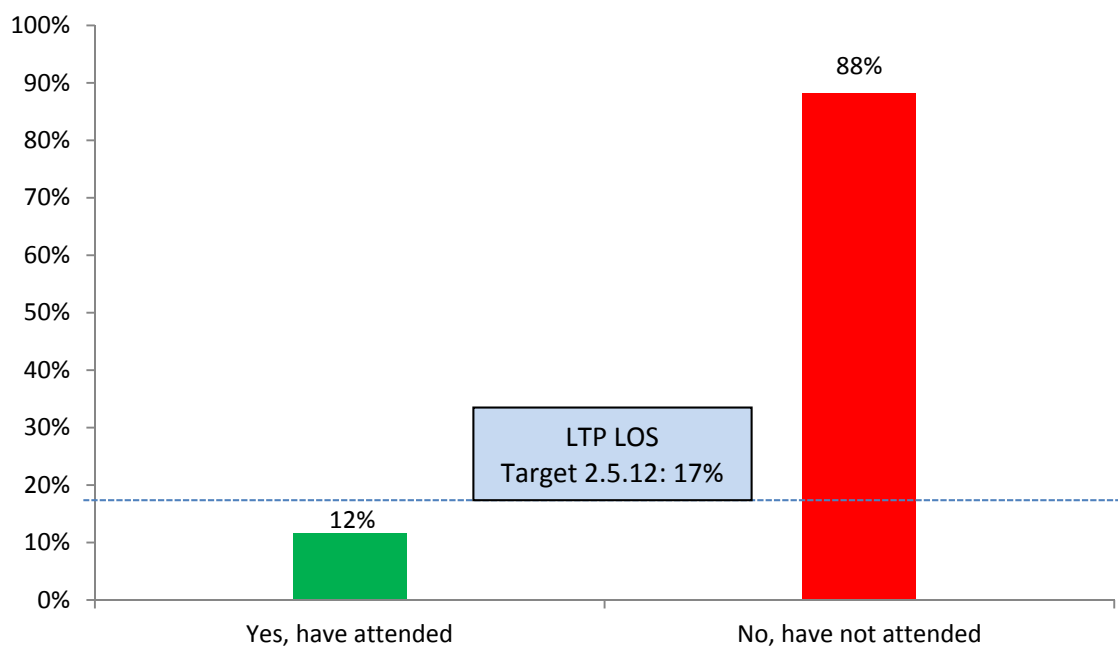
4.11.1. Attendance at Meetings (LOS 2.5.12)

Respondents were asked about their attendance at disaster preparedness meetings over the last twelve months:

In the last 12 months, have you attended or participated in meetings or presentations about helping communities cope better in a disaster? This includes meetings and presentations organised by community or residents' groups, central or local government, by a group of neighbours, by your employer, etc.

Just over one in ten residents (12%) had attended meetings about coping with disasters, compared with a LOS target of 17%. This is shown in Figure 4-29 and Table 4-22.

Figure 4-29 Attendance at Disaster Preparedness Meetings



Sample: total sample (n=770)

Table 4-22 Attendance at Disaster Preparedness Meetings

	Number of Respondents	Percentage of Respondents
Yes, have attended	89	12%
No, have not attended	679	88%
Don't know	1	0%
Not applicable	1	0%

4.11.2. Improvement in Preparedness

Those who had attended or participated in meetings or presentations about helping communities cope better in a disaster were asked to rate how attending or participating in these meetings or presentations had improved preparedness. This was measured by asking their level of agreement or disagreement with the following statements on a five point scale, where 1 = strongly agree; 3 = neither agree nor disagree; and 5 = strongly disagree:

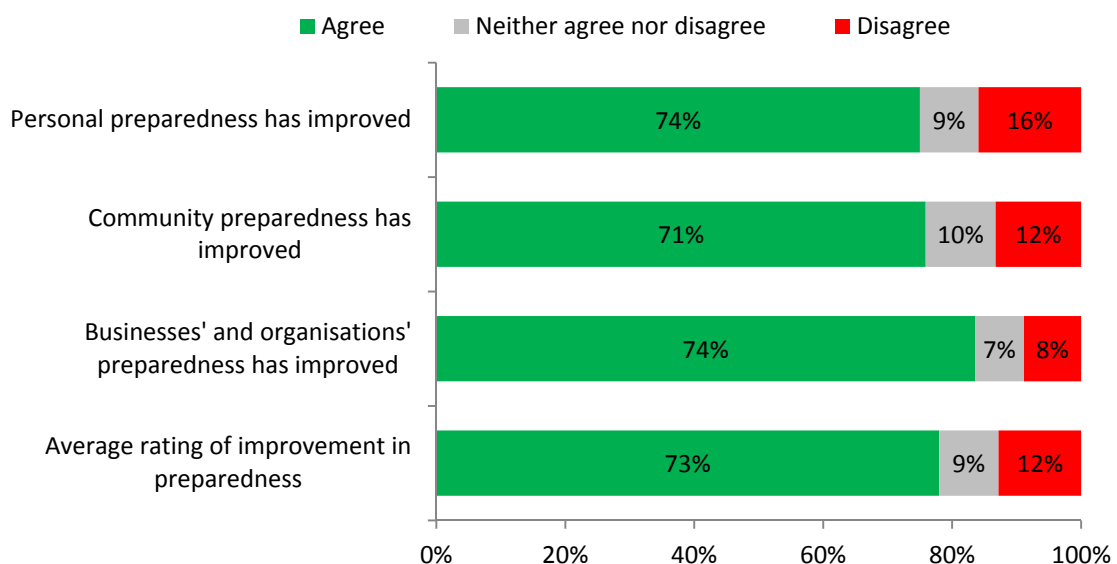
My personal preparedness has improved as a result of my attending or participating in these meetings or presentations about disaster planning.

The community's preparedness has improved as a result of people attending or participating in these meetings or presentations about disaster planning.

Businesses or organisations are better prepared as a result of staff attending or participating in these meetings or presentations about disaster planning.

Around three-quarters (74%) of the 89 residents who had attended or participated in disaster planning meetings or presentations agreed that attendance at these meetings or presentations had improved their personal disaster preparedness, 71% felt that attendance had improved community preparedness and 74% felt attendance had improved businesses' and organisations' preparedness. On average, 73% felt attendance or participation in such meetings or presentations had improved preparedness. This is shown in Figure 4-30 and Table 4-23. No LOS targets were set for these measures in 2016/2017.

Figure 4-30 Improvement in Preparedness as a Result of Meetings or Presentations



Sample: those who have attended or participated in disaster planning meetings or presentations (n=89)

Table 4-23 Improvement in Preparedness as a Result of Meetings or Presentations

	Personal Preparedness		Community Preparedness		Businesses' & Organisations' Preparedness		Average Rating
	No.	%	No.	%	No.	%	%
Strongly agree	15	17%	11	12%	20	22%	17%
Agree	51	57%	52	58%	46	52%	56%
Neither agree nor disagree	8	9%	9	10%	6	7%	9%
Disagree	14	16%	10	11%	7	8%	12%
Strongly disagree	0	0%	1	1%	0	0%	0%
Don't know	1	1%	6	7%	10	11%	6%

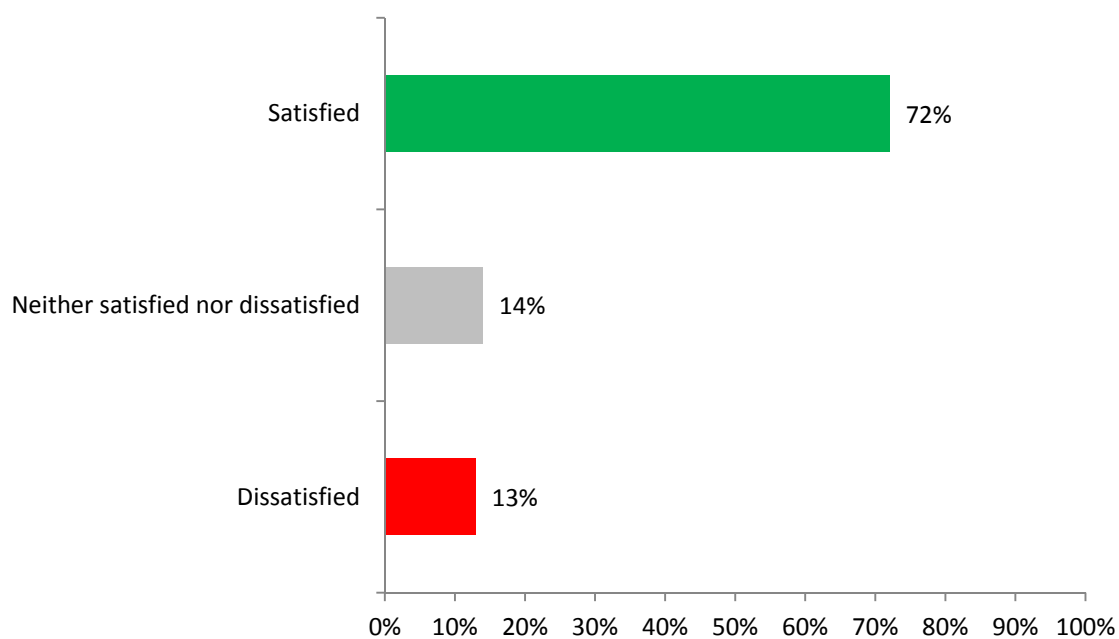
4.12. Overall Satisfaction with Christchurch City Council

Survey participants were asked to consider their impressions of the Council overall. They were read the following introduction: *I'd like you to think about the dealings you've had with Christchurch City Council, all the things it has done over the last 12 months, and all the services and facilities that Christchurch City Council provides, such as those we have discussed today as well as things like libraries, parks, recreation and leisure, and regulatory services such as building consents.* They were then asked to rate their overall satisfaction on a five point scale, where 1 = very satisfied; 3 = neither satisfied nor dissatisfied; and 5 = very dissatisfied:

Overall how satisfied or dissatisfied are you with the performance of Christchurch City Council in delivering its services over the last 12 months?

Just under three-quarters (72%) were satisfied or very satisfied, as shown in Figure 4-31 and Table 4-24. No LOS target for overall satisfaction with the Council was set in 2016/2017.

Figure 4-31 Overall Satisfaction with Christchurch City Council



Sample: total sample (n=770)

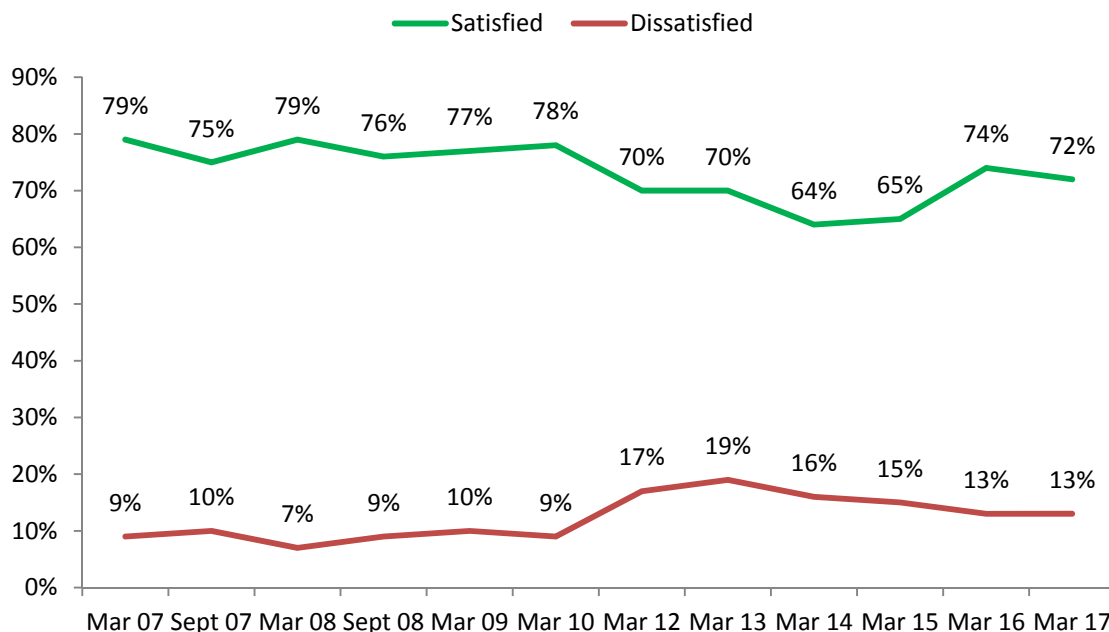
Table 4-24 Overall Satisfaction with Christchurch City Council

	Number of Respondents	Percentage of Respondents
Very satisfied	76	10%
Satisfied	479	62%
Neither satisfied nor dissatisfied	108	14%
Dissatisfied	71	9%
Very dissatisfied	29	4%
Don't know	7	1%

4.12.1. Historic Trend: Overall Satisfaction with Christchurch City Council

The 2017 result for overall satisfaction with Christchurch City Council is compared with those from the years since March 2007, as shown in Figure 4-32. Just under three-quarters (72%) of residents in 2017 indicated they were satisfied with the performance of the Council, marginally lower than 2016 (74%) but higher than in 2014 (64%) and 2015 (65%).

Figure 4-32 Historic Trend: Overall Satisfaction with Christchurch City Council



Where questions have changed from previous years, a direct comparison of results is not possible and caution must be exercised in assessing trends, except for very general indicative purposes. However, the overall Council satisfaction question remains unchanged from previous years, allowing a direct trend comparison.

4.13. Ease of Interacting with Christchurch City Council

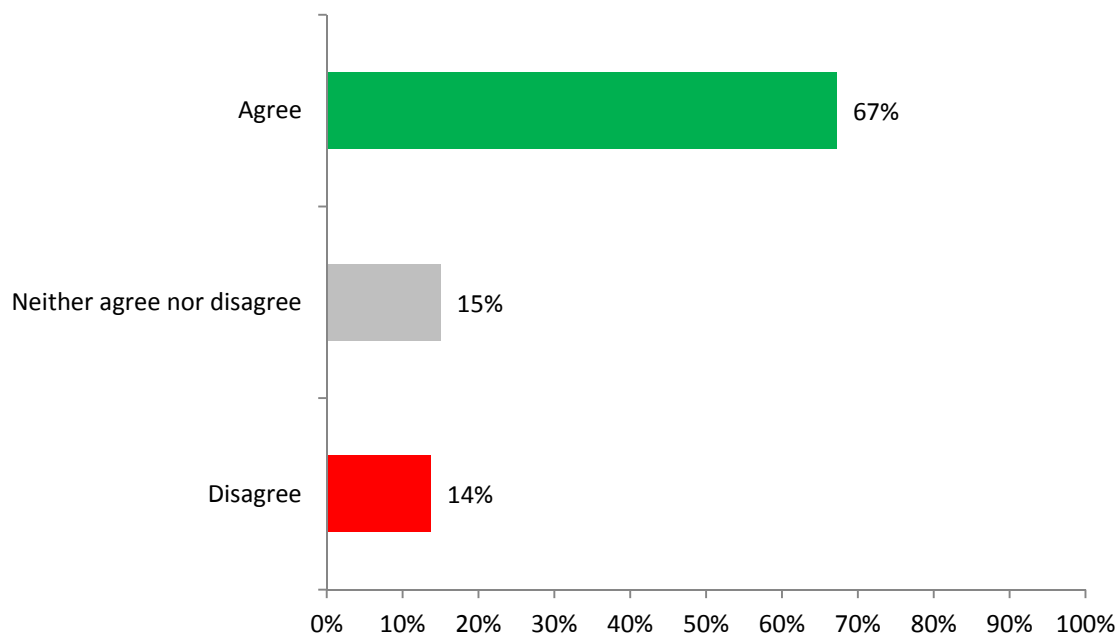
Participants were asked to consider their experience of interacting with the Council over the last 12 months. They were read the following introduction: *All Christchurch residents interact with Council services either directly or indirectly over the course of the year. This may be direct by seeking advice, or making an enquiry, complaint or payment, or seeking resolution of an issue. It may be visiting a public library or swimming pool or making a submission on an important issue or applying for a regulatory consent. Or it may be more indirect through having your rubbish or sewerage collected or using roads and the water supply.* They were then asked:

Thinking about your overall experience in interacting with the Council over the last 12 months, how much do you agree or disagree that the Council made it easy for you to interact with it regarding your service needs? This includes prompt and efficient service delivery. It also includes service delivered by knowledgeable Council staff who understand your needs, who show you respect, and who provide you with accurate advice or effective options that address your needs or resolve your issues.

Their level of agreement or disagreement with the statement was rated on a five point scale, where 1 = strongly agree; 3 = neither agree nor disagree; and 5 = strongly disagree.

The proportion who agreed that Council made it easy to interact with them regarding their service needs was 67%, as shown in Figure 4-33 and Table 4-25. No LOS target was set for this measure in 2016/2017.

Figure 4-33 Agreement that Council Made it Easy to Interact With It



Sample: total sample (n=770)

Table 4-25 Agreement that Council Made it Easy to Interact With It

	Number of Respondents	Percentage of Respondents
Strongly agree	68	9%
Agree	450	58%
Neither agree nor disagree	116	15%
Disagree	72	9%
Strongly disagree	34	4%
Don't know	30	4%

4.14. Things Christchurch City Council Does Best

Respondents were read an introduction: *Now four questions about the best things the Council does and the things that need improving most. Often when we do these surveys, it's the detailed things people tell us about what Council is doing well, and what it is not doing quite so well, that provide the most powerful feedback.* Respondents were then asked four open questions, firstly:

Thinking about all the services the Council provides, which is the one service you feel the Council is performing the best in delivering?

Responses have been grouped by common factors and the results are shown in Figure 4-34 (next page) based on the most common responses. A complete list of verbatim comments is included in Appendix II.

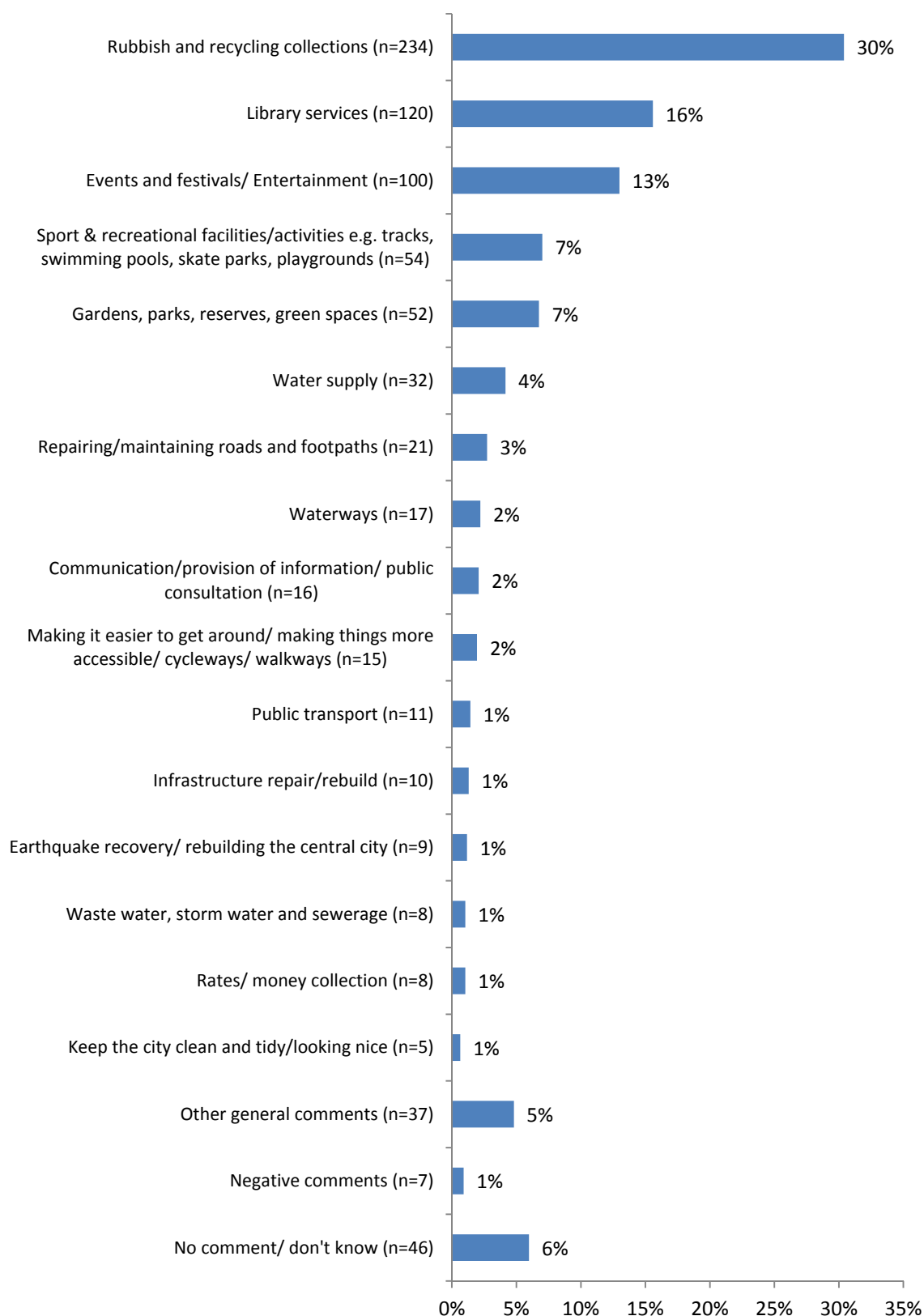
The service Christchurch City Council does best in terms of being most commonly mentioned was the rubbish and recycling collections (mentioned by 30%), followed by the libraries services (16%) and events and festivals (13%).

Participants were also asked:

Please describe in as much detail as possible why you think Council is performing best in this area?

A complete list of verbatim responses to this question is included in Appendix II.

Figure 4-34 Things Christchurch City Council Does Best



Sample: total sample (n=770)

4.15. Areas for Council to Improve

Respondents were then asked a third open question:

Of all the services the Council provides, which is the one service you feel is most important for Council to improve over the next 12 months.

Responses have been grouped by common factors and are shown in Figure 4-35 (next page) based on the most common responses. A complete list of verbatim comments is included in Appendix II.

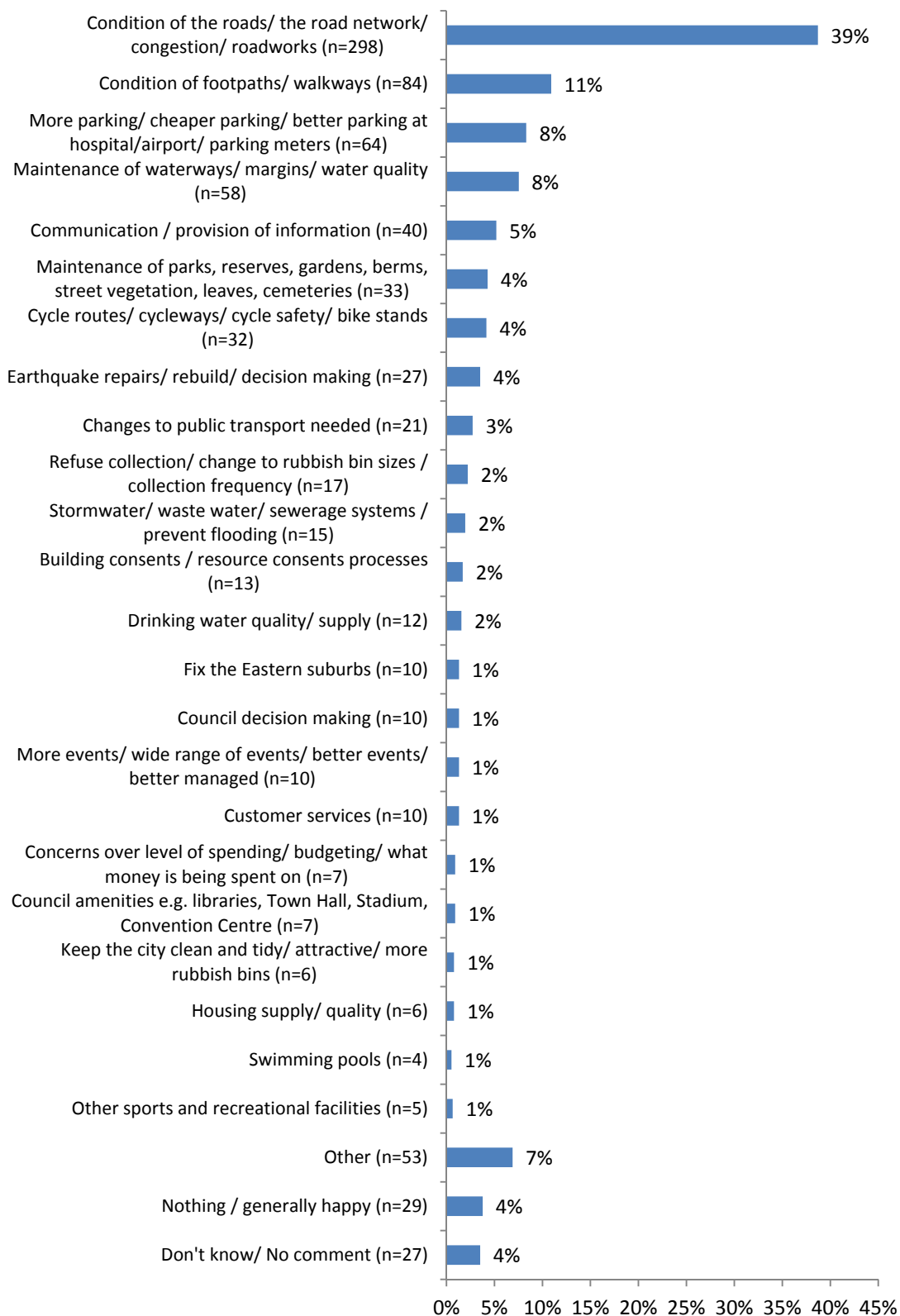
The service most commonly considered most important for Council to improve over the next 12 months was the condition of the roads / the road network / congestion / roadworks, which was mentioned by 39%.

They were also asked:

Please describe in as much detail as possible what you think Council should be doing to improve its performance in this area?

A complete list of verbatim responses to this question is included in Appendix II.

Figure 4-35 Areas for Council to Improve



Sample: total sample (n=770)

5. Analysis by Community Board

The following tables provide detail based on responses by Community Board. It is important to note that the statistical margins of error for these subsamples are larger than the statistical margin of error for the total sample due to the smaller sample sizes³. This is particularly so for Banks Peninsula, and results for this Community Board should be considered as indicative only due to the small sample size (13 respondents).

5.1. City Governance and Decision Making

Thinking about Christchurch City Council, how much do you agree or disagree with the statement “I understand how the Council makes decisions?”

Table 5-1 Public Understands Council Decision Making

	Banks Peninsula n=13	Coastal-Burwood n=105	Fendalton-Waimairi-Harewood n=146	Halswell-Hornby-Riccarton n=152	Linwood-Central-Heathcote n=154	Papanui-Innes n=100	Spreydon-Cashmere n=100
Strongly agree	8%	3%	4%	3%	5%	4%	3%
Agree	46%	39%	36%	38%	32%	43%	36%
Neither agree nor disagree	8%	30%	19%	28%	23%	29%	31%
Disagree	15%	20%	35%	26%	29%	16%	18%
Strongly disagree	15%	7%	5%	5%	10%	4%	7%
Don't know	8%	2%	1%	0%	1%	4%	5%

Overall, how satisfied or dissatisfied are you with the accuracy of the information provided to you about Council decisions? This includes things such as getting enough information about decisions, being able to rely on what you have been told and getting a clear, transparent and consistent message.

Table 5-2 Satisfaction with the Accuracy of Information about Council Decisions

	Banks Peninsula n=13	Coastal-Burwood n=105	Fendalton-Waimairi-Harewood n=146	Halswell-Hornby-Riccarton n=152	Linwood-Central-Heathcote n=154	Papanui-Innes n=100	Spreydon-Cashmere n=100
Very satisfied	0%	4%	1%	4%	4%	3%	1%
Satisfied	46%	38%	38%	45%	30%	41%	40%
Neither satisfied nor dissatisfied	31%	28%	27%	27%	25%	23%	29%
Dissatisfied	0%	22%	30%	18%	31%	27%	23%
Very dissatisfied	8%	5%	2%	3%	8%	2%	4%
Don't know	15%	4%	2%	3%	2%	4%	3%

³ Excluding Banks Peninsula, statistical margins of error range from $\pm 7.9\%$ for Halswell-Hornby-Riccarton and Linwood-Central-Heathcote to $\pm 9.8\%$ for Papanui-Innes and Spreydon-Cashmere for a 50% sample at a 95% confidence level

Overall, how satisfied or dissatisfied are you that the public receives information about decision making in a prompt and timely manner?

Table 5-3 Satisfaction that Information About Decision Making is Prompt and Timely

	Banks Peninsula n=13	Coastal-Burwood n=105	Fendalton-Waimairi-Harewood n=146	Halswell-Hornby-Riccarton n=152	Linwood-Central-Heathcote n=154	Papanui-Innes n=100	Spreydon-Cashmere n=100
Very satisfied	0%	2%	1%	4%	1%	2%	1%
Satisfied	38%	38%	38%	46%	30%	37%	39%
Neither satisfied nor dissatisfied	8%	24%	23%	19%	26%	31%	19%
Dissatisfied	31%	28%	28%	24%	35%	21%	27%
Very dissatisfied	15%	8%	5%	3%	6%	3%	8%
Don't know	8%	1%	4%	5%	1%	6%	6%

Overall, how satisfied or dissatisfied are you that the Council makes decisions that are in the best interests of the city?

Table 5-4 Satisfaction that Council makes Decisions in the Best Interest of the City

	Banks Peninsula n=13	Coastal-Burwood n=105	Fendalton-Waimairi-Harewood n=146	Halswell-Hornby-Riccarton n=152	Linwood-Central-Heathcote n=154	Papanui-Innes n=100	Spreydon-Cashmere n=100
Very satisfied	8%	7%	5%	7%	2%	3%	5%
Satisfied	46%	43%	55%	49%	44%	57%	53%
Neither satisfied nor dissatisfied	15%	21%	18%	20%	23%	19%	15%
Dissatisfied	23%	21%	18%	18%	24%	14%	18%
Very dissatisfied	8%	6%	3%	4%	5%	2%	7%
Don't know	0%	3%	0%	1%	2%	5%	2%

Overall, how much influence do you feel the public has on the decisions the Council makes?

Table 5-5 Public Level of Influence in the Democratic Process

	Banks Peninsula n=13	Coastal-Burwood n=105	Fendalton-Waimairi-Harewood n=146	Halswell-Hornby-Riccarton n=152	Linwood-Central-Heathcote n=154	Papanui-Innes n=100	Spreydon-Cashmere n=100
Large influence	8%	7%	8%	8%	5%	6%	6%
Some influence	23%	28%	40%	44%	34%	44%	43%
Small influence	54%	47%	34%	39%	46%	42%	37%
No influence	15%	17%	17%	7%	12%	7%	12%
Don't know	0%	2%	0%	2%	3%	1%	2%

Overall, how satisfied or dissatisfied are you with the opportunities to have a say in what Council does?

Table 5-6 Satisfaction with Opportunities to Have a Say in What Council Does

	Banks Peninsula n=13	Coastal-Burwood n=105	Fendalton-Waimairi-Harewood n=146	Halswell-Hornby-Riccarton n=152	Linwood-Central-Heathcote n=154	Papanui-Innes n=100	Spreydon-Cashmere n=100
Very satisfied	8%	5%	3%	4%	3%	3%	5%
Satisfied	15%	34%	42%	55%	30%	44%	35%
Neither satisfied nor dissatisfied	23%	26%	16%	19%	31%	33%	30%
Dissatisfied	31%	21%	34%	18%	25%	15%	20%
Very dissatisfied	8%	10%	3%	3%	7%	3%	7%
Don't know	15%	4%	2%	1%	4%	2%	3%

Overall, how satisfied or dissatisfied are you that the Council's decision making processes are easy to use or engage with?

Table 5-7 Satisfaction with Council's Decision Making Processes Being Easy to Use or Engage with

	Banks Peninsula n=13	Coastal-Burwood n=105	Fendalton-Waimairi-Harewood n=146	Halswell-Hornby-Riccarton n=152	Linwood-Central-Heathcote n=154	Papanui-Innes n=100	Spreydon-Cashmere n=100
Very satisfied	0%	2%	3%	4%	1%	1%	2%
Satisfied	15%	30%	32%	46%	34%	39%	29%
Neither satisfied nor dissatisfied	15%	29%	22%	20%	32%	25%	31%
Dissatisfied	31%	24%	34%	22%	23%	22%	22%
Very dissatisfied	23%	8%	3%	1%	6%	3%	8%
Don't know	15%	8%	5%	7%	3%	10%	8%

5.2. City Promotions

Overall, how satisfied or dissatisfied are you that the information is timely, which includes being available at an appropriate time to decide what events you want to attend?

Table 5-8 Satisfaction that Information about Events and Festivals is Timely

	Banks Peninsula n=13	Coastal-Burwood n=105	Fendalton-Waimairi-Harewood n=146	Halswell-Hornby-Riccarton n=152	Linwood-Central-Heathcote n=154	Papanui-Innes n=100	Spreydon-Cashmere n=100
Very satisfied	8%	16%	17%	18%	19%	20%	21%
Satisfied	38%	59%	58%	66%	60%	62%	57%
Neither satisfied nor dissatisfied	46%	12%	15%	11%	10%	10%	14%
Dissatisfied	8%	7%	4%	5%	8%	6%	6%
Very dissatisfied	0%	3%	1%	0%	1%	0%	1%
Don't know	0%	3%	5%	1%	2%	2%	1%

Overall, how satisfied or dissatisfied are you that the information is relevant in terms of what you want to know about events and festivals?

Table 5-9 Satisfaction that Information about Events and Festivals is Relevant

	Banks Peninsula n=13	Coastal-Burwood n=105	Fendalton-Waimairi-Harewood n=146	Halswell-Hornby-Riccarton n=152	Linwood-Central-Heathcote n=154	Papanui-Innes n=100	Spreydon-Cashmere n=100
Very satisfied	0%	17%	14%	17%	17%	18%	16%
Satisfied	62%	64%	66%	66%	60%	64%	72%
Neither satisfied nor dissatisfied	31%	10%	10%	13%	11%	9%	7%
Dissatisfied	0%	7%	7%	3%	7%	4%	3%
Very dissatisfied	0%	1%	0%	0%	2%	0%	1%
Don't know	8%	2%	3%	1%	3%	5%	1%

Overall, how satisfied or dissatisfied are you that the information is accurate, which includes being factually correct?

Table 5-10 Satisfaction that Information about Events and Festivals is Accurate

	Banks Peninsula n=13	Coastal-Burwood n=105	Fendalton-Waimairi-Harewood n=146	Halswell-Hornby-Riccarton n=152	Linwood-Central-Heathcote n=154	Papanui-Innes n=100	Spreydon-Cashmere n=100
Very satisfied	0%	11%	17%	11%	16%	25%	21%
Satisfied	62%	70%	64%	82%	62%	59%	66%
Neither satisfied nor dissatisfied	23%	12%	9%	3%	10%	6%	7%
Dissatisfied	0%	2%	4%	3%	6%	4%	3%
Very dissatisfied	0%	0%	0%	0%	1%	0%	1%
Don't know	15%	4%	6%	2%	5%	6%	2%

Overall, how satisfied or dissatisfied are you that the information is easy to find and understand?

Table 5-11 Satisfaction that Information about Events and Festivals is Easy to Find and Understand

	Banks Peninsula n=13	Coastal-Burwood n=105	Fendalton-Waimairi-Harewood n=146	Halswell-Hornby-Riccarton n=152	Linwood-Central-Heathcote n=154	Papanui-Innes n=100	Spreydon-Cashmere n=100
Very satisfied	0%	14%	13%	15%	14%	16%	15%
Satisfied	62%	58%	58%	61%	62%	59%	58%
Neither satisfied nor dissatisfied	23%	15%	11%	12%	12%	11%	15%
Dissatisfied	0%	9%	12%	8%	10%	11%	9%
Very dissatisfied	0%	2%	0%	0%	1%	0%	1%
Don't know	15%	2%	5%	4%	1%	3%	2%

Overall how satisfied or dissatisfied are you with the range of events and festivals?

Table 5-12 Satisfaction with Range of Events and Festivals

	Banks Peninsula n=13	Coastal-Burwood n=105	Fendalton-Waimairi-Harewood n=146	Halswell-Hornby-Riccarton n=152	Linwood-Central-Heathcote n=154	Papanui-Innes n=100	Spreydon-Cashmere n=100
Very satisfied	8%	15%	23%	20%	19%	28%	24%
Satisfied	46%	61%	61%	63%	55%	56%	56%
Neither satisfied nor dissatisfied	38%	16%	8%	9%	16%	6%	12%
Dissatisfied	0%	7%	3%	6%	6%	3%	4%
Very dissatisfied	0%	0%	1%	1%	0%	0%	0%
Don't know	8%	1%	5%	1%	3%	7%	4%

5.3. Council Facilities

In the last 12 months, how often have you visited a Christchurch City Council library, including community libraries?

Table 5-13 Frequency of Visits to Christchurch City Council Libraries

	Banks Peninsula n=13	Coastal-Burwood n=105	Fendalton-Waimairi-Harewood n=146	Halswell-Hornby-Riccarton n=152	Linwood-Central-Heathcote n=154	Papanui-Innes n=100	Spreydon-Cashmere n=100
Have not visited in the last 12 months	38%	22%	35%	33%	34%	26%	24%
Less often than once a month	8%	35%	24%	29%	29%	34%	25%
At least once a month	23%	15%	21%	16%	14%	12%	16%
2-3 times a month	8%	12%	12%	13%	12%	10%	18%
Once a week	15%	9%	6%	6%	7%	11%	13%
2-4 times a week	8%	6%	1%	3%	3%	5%	1%
5 or more times a week	0%	1%	1%	1%	1%	2%	3%
Don't know	0%	0%	0%	0%	0%	0%	0%

5.4. Waterways and Storm Water Management

Overall how satisfied or dissatisfied are you with the condition of waterways, which includes things such as maintenance and upkeep?

Table 5-14 Satisfaction with Condition of Waterways

	Banks Peninsula n=13	Coastal-Burwood n=105	Fendalton-Waimairi-Harewood n=146	Halswell-Hornby-Riccarton n=152	Linwood-Central-Heathcote n=154	Papanui-Innes n=100	Spreydon-Cashmere n=100
Very satisfied	0%	3%	3%	4%	0%	2%	3%
Satisfied	15%	30%	44%	40%	33%	42%	32%
Neither satisfied nor dissatisfied	15%	14%	11%	9%	13%	10%	17%
Dissatisfied	46%	35%	32%	32%	36%	38%	36%
Very dissatisfied	15%	18%	7%	10%	16%	5%	10%
Don't know	8%	0%	3%	5%	2%	3%	2%

Overall how satisfied or dissatisfied are you with the appearance of Christchurch's waterway margins, which includes things such as the layout and type of plantings or shrubs, grasses and reeds?

Table 5-15 Satisfaction with Appearance of Waterway Margins

	Banks Peninsula n=13	Coastal-Burwood n=105	Fendalton-Waimairi-Harewood n=146	Halswell-Hornby-Riccarton n=152	Linwood-Central-Heathcote n=154	Papanui-Innes n=100	Spreydon-Cashmere n=100
Very satisfied	0%	5%	8%	5%	4%	8%	6%
Satisfied	62%	46%	59%	61%	52%	68%	61%
Neither satisfied nor dissatisfied	23%	18%	10%	18%	19%	12%	13%
Dissatisfied	8%	19%	18%	13%	16%	9%	15%
Very dissatisfied	0%	10%	3%	1%	7%	3%	4%
Don't know	8%	3%	3%	2%	2%	0%	1%

Overall how satisfied or dissatisfied are you with the condition of waterway margins? Condition includes things such as maintenance and upkeep.

Table 5-16 Satisfaction with Condition of Waterway Margins

	Banks Peninsula n=13	Coastal-Burwood n=105	Fendalton-Waimairi-Harewood n=146	Halswell-Hornby-Riccarton n=152	Linwood-Central-Heathcote n=154	Papanui-Innes n=100	Spreydon-Cashmere n=100
Very satisfied	0%	3%	4%	4%	3%	2%	4%
Satisfied	38%	33%	54%	58%	44%	57%	51%
Neither satisfied nor dissatisfied	31%	18%	12%	17%	14%	14%	14%
Dissatisfied	15%	30%	23%	16%	27%	20%	22%
Very dissatisfied	8%	11%	4%	3%	10%	3%	8%
Don't know	8%	4%	3%	2%	2%	4%	1%

Overall how satisfied or dissatisfied are you that the city's storm water management systems operate effectively to ensure that the risk of flooding is minimised?

Table 5-17 Satisfaction with City's Storm Water Management Systems

	Banks Peninsula n=13	Coastal-Burwood n=105	Fendalton-Waimairi-Harewood n=146	Halswell-Hornby-Riccarton n=152	Linwood-Central-Heathcote n=154	Papanui-Innes n=100	Spreydon-Cashmere n=100
Very satisfied	0%	3%	6%	6%	3%	6%	4%
Satisfied	15%	33%	48%	61%	44%	50%	51%
Neither satisfied nor dissatisfied	23%	22%	16%	13%	19%	18%	15%
Dissatisfied	23%	30%	23%	16%	22%	19%	23%
Very dissatisfied	31%	10%	1%	1%	6%	2%	5%
Don't know	8%	2%	6%	3%	6%	5%	2%

5.5. Rubbish and Recycling

Overall how satisfied or dissatisfied are you with the Council's kerbside collection of recyclable materials – your yellow bin?

Table 5-18 Satisfaction with Kerbside Recycling

	Banks Peninsula n=13	Coastal-Burwood n=105	Fendalton-Waimairi-Harewood n=146	Halswell-Hornby-Riccarton n=152	Linwood-Central-Heathcote n=154	Papanui-Innes n=100	Spreydon-Cashmere n=100
Very satisfied	46%	45%	49%	43%	41%	49%	46%
Satisfied	31%	51%	49%	50%	49%	45%	47%
Neither satisfied nor dissatisfied	8%	2%	1%	2%	2%	2%	5%
Dissatisfied	0%	2%	1%	4%	7%	4%	2%
Very dissatisfied	0%	0%	0%	1%	1%	0%	0%
Don't know	15%	0%	0%	1%	0%	0%	0%

Overall how satisfied or dissatisfied are you with the Council's kerbside collection of rubbish – your red bin?

Table 5-19 Satisfaction with Residual Waste Collection

	Banks Peninsula n=13	Coastal-Burwood n=105	Fendalton-Waimairi-Harewood n=146	Halswell-Hornby-Riccarton n=152	Linwood-Central-Heathcote n=154	Papanui-Innes n=100	Spreydon-Cashmere n=100
Very satisfied	23%	40%	50%	41%	41%	44%	43%
Satisfied	62%	51%	47%	49%	49%	49%	52%
Neither satisfied nor dissatisfied	0%	4%	1%	3%	3%	1%	4%
Dissatisfied	0%	5%	2%	5%	8%	5%	1%
Very dissatisfied	0%	0%	0%	1%	0%	0%	0%
Don't know	15%	0%	0%	1%	0%	1%	0%

Overall how satisfied or dissatisfied are you with the Council's kerbside collection of organic material – your green bin?

Table 5-20 Satisfaction with Organic Waste Collection

	Banks Peninsula n=13	Coastal-Burwood n=105	Fendalton-Waimairi-Harewood n=146	Halswell-Hornby-Riccarton n=152	Linwood-Central-Heathcote n=154	Papanui-Innes n=100	Spreydon-Cashmere n=100
Very satisfied	23%	36%	49%	37%	38%	41%	37%
Satisfied	46%	48%	44%	48%	45%	43%	45%
Neither satisfied nor dissatisfied	8%	2%	1%	2%	3%	3%	3%
Dissatisfied	8%	13%	6%	12%	13%	12%	11%
Very dissatisfied	0%	1%	1%	0%	1%	0%	4%
Don't know	15%	1%	0%	1%	0%	1%	0%

5.6. The Road Network

Overall how satisfied or dissatisfied are you with the condition of Christchurch's roads but excluding the residential red zone roads? Condition includes things such as maintenance and upkeep.

Table 5-21 Satisfaction with Condition of Christchurch Roads (Excluding Residential Red Zone)

	Banks Peninsula n=13	Coastal-Burwood n=105	Fendalton-Waimairi-Harewood n=146	Halswell-Hornby-Riccarton n=152	Linwood-Central-Heathcote n=154	Papanui-Innes n=100	Spreydon-Cashmere n=100
Very satisfied	0%	3%	8%	4%	1%	4%	1%
Satisfied	0%	16%	39%	45%	24%	27%	32%
Neither satisfied nor dissatisfied	23%	11%	14%	13%	14%	15%	21%
Dissatisfied	38%	41%	29%	32%	42%	49%	34%
Very dissatisfied	31%	27%	9%	6%	19%	5%	12%
Don't know	8%	2%	1%	0%	0%	0%	0%

Overall how satisfied or dissatisfied are you with the condition of Christchurch's footpaths but excluding the residential red zone footpaths? Condition includes things such as maintenance and upkeep.

Table 5-22 Satisfaction with Condition of Christchurch Footpaths (Excluding Residential Red Zone)

	Banks Peninsula n=13	Coastal-Burwood n=105	Fendalton-Waimairi-Harewood n=146	Halswell-Hornby-Riccarton n=152	Linwood-Central-Heathcote n=154	Papanui-Innes n=100	Spreydon-Cashmere n=100
Very satisfied	0%	3%	8%	5%	1%	4%	2%
Satisfied	8%	30%	56%	59%	39%	38%	41%
Neither satisfied nor dissatisfied	15%	15%	10%	14%	18%	23%	19%
Dissatisfied	23%	35%	18%	21%	33%	29%	28%
Very dissatisfied	38%	15%	8%	2%	8%	6%	10%
Don't know	15%	1%	0%	0%	1%	0%	0%

5.7. Water

Overall, how satisfied or dissatisfied are you with wastewater services where the health risk to people is minimised and any issues are responded to promptly?

Table 5-23 Satisfaction with Waste Water Services

	Banks Peninsula n=13	Coastal-Burwood n=105	Fendalton-Waimairi-Harewood n=146	Halswell-Hornby-Riccarton n=152	Linwood-Central-Heathcote n=154	Papanui-Innes n=100	Spreydon-Cashmere n=100
Very satisfied	15%	12%	19%	13%	12%	16%	18%
Satisfied	46%	58%	60%	74%	65%	64%	61%
Neither satisfied nor dissatisfied	15%	15%	12%	9%	15%	12%	6%
Dissatisfied	0%	10%	5%	1%	6%	0%	9%
Very dissatisfied	0%	1%	0%	0%	1%	4%	3%
Don't know	23%	3%	3%	5%	1%	4%	3%

Overall how satisfied or dissatisfied are you with the quality of the water supply? This includes things such as its taste, pressure and appearance.

Table 5-24 Satisfaction with Water Supply

	Banks Peninsula n=13	Coastal-Burwood n=105	Fendalton-Waimairi-Harewood n=146	Halswell-Hornby-Riccarton n=152	Linwood-Central-Heathcote n=154	Papanui-Innes n=100	Spreydon-Cashmere n=100
Very satisfied	23%	34%	55%	43%	44%	44%	52%
Satisfied	38%	51%	36%	50%	44%	46%	41%
Neither satisfied nor dissatisfied	0%	7%	1%	0%	3%	5%	1%
Dissatisfied	8%	6%	5%	4%	8%	3%	4%
Very dissatisfied	15%	2%	1%	1%	1%	0%	2%
Don't know	15%	0%	1%	1%	1%	2%	0%

5.8. Active Travel

Overall, how much do you agree or disagree that Christchurch is a cycle friendly city?

Table 5-25 Level of Agreement that Christchurch is a Cycle Friendly City

	Banks Peninsula n=13	Coastal-Burwood n=105	Fendalton-Waimairi-Harewood n=146	Halswell-Hornby-Riccarton n=152	Linwood-Central-Heathcote n=154	Papanui-Innes n=100	Spreydon-Cashmere n=100
Strongly agree	8%	4%	11%	10%	7%	10%	8%
Agree	15%	54%	51%	43%	45%	56%	47%
Neither agree nor disagree	38%	15%	10%	17%	15%	13%	16%
Disagree	23%	22%	23%	26%	21%	15%	22%
Strongly disagree	15%	2%	5%	1%	9%	2%	3%
Don't know	0%	3%	1%	3%	3%	4%	4%

And related to this, how often have you cycled on a public road in Christchurch in the last 12 months? What best describes your cycle frequency...

Table 5-26 Participation in Cycling

	Banks Peninsula n=13	Coastal-Burwood n=105	Fendalton-Waimairi-Harewood n=146	Halswell-Hornby-Riccarton n=152	Linwood-Central-Heathcote n=154	Papanui-Innes n=100	Spreydon-Cashmere n=100
All the time (about every day)	0%	6%	10%	13%	9%	13%	12%
Frequently (at least once a week)	0%	6%	13%	13%	14%	8%	23%
Occasionally (around once a month)	31%	13%	16%	16%	14%	10%	13%
Rarely (no more than a few times a year)	15%	12%	21%	11%	14%	10%	5%
Never	54%	62%	40%	49%	48%	58%	44%
Don't know	0%	1%	0%	0%	0%	1%	3%

And, overall how satisfied or dissatisfied are you with cycling facilities provided for cyclists, such as cycle stands and cycle loops?

Table 5-27 Satisfaction with Cycle Parking Facilities

	Banks Peninsula n=13	Coastal-Burwood n=105	Fendalton-Waimairi-Harewood n=146	Halswell-Hornby-Riccarton n=152	Linwood-Central-Heathcote n=154	Papanui-Innes n=100	Spreydon-Cashmere n=100
Very satisfied	0%	3%	10%	7%	7%	9%	4%
Satisfied	15%	37%	43%	53%	42%	43%	40%
Neither satisfied nor dissatisfied	15%	23%	14%	14%	21%	18%	18%
Dissatisfied	23%	21%	12%	8%	8%	7%	16%
Very dissatisfied	15%	1%	0%	1%	3%	1%	1%
Don't know	31%	15%	21%	17%	19%	22%	21%

Overall, how much do you agree or disagree that Christchurch is a walking friendly city.

Table 5-28 Level of Agreement that Christchurch is a Walking Friendly City

	Banks Peninsula n=13	Coastal-Burwood n=105	Fendalton-Waimairi-Harewood n=146	Halswell-Hornby-Riccarton n=152	Linwood-Central-Heathcote n=154	Papanui-Innes n=100	Spreydon-Cashmere n=100
Strongly agree	0%	10%	19%	16%	20%	27%	7%
Agree	69%	68%	68%	70%	55%	56%	71%
Neither agree nor disagree	8%	11%	5%	5%	9%	7%	14%
Disagree	15%	8%	4%	9%	11%	4%	6%
Strongly disagree	8%	2%	1%	1%	3%	2%	1%
Don't know	0%	2%	3%	0%	2%	4%	1%

5.9. Council Parking Facilities

Have you parked a car in a Council parking facility in the last 12 months? This includes on-street and off-street parking.

Table 5-29 Use of Council Parking Facilities

	Banks Peninsula n=13	Coastal-Burwood n=105	Fendalton-Waimairi-Harewood n=146	Halswell-Hornby-Riccarton n=152	Linwood-Central-Heathcote n=154	Papanui-Innes n=100	Spreydon-Cashmere n=100
Yes, have used	62%	67%	71%	70%	76%	68%	70%
No, have not used	38%	33%	28%	30%	23%	31%	28%
Don't know	0%	0%	1%	0%	1%	1%	2%

Overall how satisfied or dissatisfied are you with the ease of use of on-street parking meters? This includes things such as clear instructions for using meters, the process of purchasing and processing of tickets, parking meters working correctly and response from the Council when the meters are not working.

Table 5-30 Satisfaction with Ease of Use of On-street Parking Meters

	Banks Peninsula n=13	Coastal-Burwood n=105	Fendalton-Waimairi-Harewood n=146	Halswell-Hornby-Riccarton n=152	Linwood-Central-Heathcote n=154	Papanui-Innes n=100	Spreydon-Cashmere n=100
Very satisfied	0%	8%	7%	9%	6%	8%	2%
Satisfied	46%	48%	61%	52%	53%	56%	62%
Neither satisfied nor dissatisfied	8%	11%	7%	14%	8%	5%	4%
Dissatisfied	23%	13%	12%	16%	16%	17%	10%
Very dissatisfied	8%	6%	2%	3%	5%	3%	4%
Don't know	15%	14%	12%	6%	11%	11%	18%

Overall how satisfied or dissatisfied are you with the range of Council parking facilities available to you? This includes both on-street and off-street Council motor vehicle parking including parking permits and availability of mobility parking.

Table 5-31 Satisfaction with Range of Council Parking Facilities Available

	Banks Peninsula n=13	Coastal-Burwood n=105	Fendalton-Waimairi-Harewood n=146	Halswell-Hornby-Riccarton n=152	Linwood-Central-Heathcote n=154	Papanui-Innes n=100	Spreydon-Cashmere n=100
Very satisfied	0%	5%	3%	6%	2%	2%	1%
Satisfied	31%	33%	47%	47%	38%	53%	36%
Neither satisfied nor dissatisfied	15%	20%	12%	14%	16%	8%	10%
Dissatisfied	38%	26%	20%	23%	29%	24%	30%
Very dissatisfied	0%	5%	4%	6%	5%	4%	6%
Don't know	15%	11%	13%	4%	10%	9%	17%

Overall how satisfied or dissatisfied are you with the information provided to you by the Council about parking options? This includes things such as the clarity and accuracy of parking information, instructions and signage.

Table 5-32 Satisfaction with Information Provided by Council About Parking Options

	Banks Peninsula n=13	Coastal-Burwood n=105	Fendalton-Waimairi-Harewood n=146	Halswell-Hornby-Riccarton n=152	Linwood-Central-Heathcote n=154	Papanui-Innes n=100	Spreydon-Cashmere n=100
Very satisfied	0%	2%	1%	3%	5%	3%	0%
Satisfied	38%	45%	47%	52%	39%	42%	33%
Neither satisfied nor dissatisfied	15%	16%	15%	16%	27%	10%	25%
Dissatisfied	31%	23%	20%	18%	18%	28%	17%
Very dissatisfied	0%	4%	3%	4%	1%	3%	4%
Don't know	15%	10%	14%	7%	12%	14%	21%

Overall how satisfied or dissatisfied are you with the ease of use of other aspects of Council parking? This includes things such as finding a park for your vehicle either on-street or in parking buildings, finding updates about parking changes, restrictions and charges and the processes for paying a fine or getting a parking permit including temporary, residential and mobility parking permits.

Table 5-33 Satisfaction with Ease of Use of Other Aspects of Council Parking

	Banks Peninsula n=13	Coastal-Burwood n=105	Fendalton-Waimairi-Harewood n=146	Halswell-Hornby-Riccarton n=152	Linwood-Central-Heathcote n=154	Papanui-Innes n=100	Spreydon-Cashmere n=100
Very satisfied	0%	2%	2%	1%	3%	3%	0%
Satisfied	8%	37%	41%	45%	34%	38%	31%
Neither satisfied nor dissatisfied	23%	14%	20%	20%	22%	12%	23%
Dissatisfied	31%	22%	18%	20%	18%	24%	19%
Very dissatisfied	8%	4%	2%	6%	7%	7%	4%
Don't know	31%	21%	16%	8%	16%	16%	23%

Overall, how much do you agree or disagree that your motor vehicle is safer in Council run off-street parking compared to on-street parking? This includes things such as theft, damage from other cars or from pillars, posts, bollards or other obstacles and damage from people such as vandalism, etc.

Table 5-34 Level of Agreement That Motor Vehicle is Safer in Council Run Off-Street Parking Compared to On-Street Parking

	Banks Peninsula n=13	Coastal-Burwood n=105	Fendalton-Waimairi-Harewood n=146	Halswell-Hornby-Riccarton n=152	Linwood-Central-Heathcote n=154	Papanui-Innes n=100	Spreydon-Cashmere n=100
Strongly agree	0%	7%	5%	3%	5%	8%	2%
Agree	23%	31%	45%	54%	37%	37%	36%
Neither agree nor disagree	54%	35%	21%	18%	32%	27%	32%
Disagree	8%	10%	14%	13%	14%	14%	7%
Strongly disagree	0%	2%	1%	2%	1%	0%	1%
Don't know	15%	15%	14%	11%	11%	14%	22%

Thinking about your personal safety, overall, how much do you agree or disagree that you feel very safe using Council run off-street parking sites during the day.

Table 5-35 Level of Agreement That Feel Very Safe Using Council Run Off-Street Parking Sites During the Day

	Banks Peninsula n=13	Coastal-Burwood n=105	Fendalton-Waimairi-Harewood n=146	Halswell-Hornby-Riccarton n=152	Linwood-Central-Heathcote n=154	Papanui-Innes n=100	Spreydon-Cashmere n=100
Strongly agree	0%	8%	8%	5%	14%	9%	4%
Agree	77%	54%	66%	71%	53%	57%	63%
Neither agree nor disagree	8%	16%	8%	11%	14%	11%	12%
Disagree	0%	4%	5%	6%	7%	7%	2%
Strongly disagree	0%	1%	0%	1%	0%	1%	0%
Don't know	15%	17%	13%	7%	11%	15%	19%

Thinking about your personal safety, overall, how much do you agree or disagree that you feel very safe using Council run off-street parking sites after dark.

Table 5-36 Level of Agreement That Feel Very Safe Using Council Run Off-Street Parking Sites After Dark

	Banks Peninsula n=13	Coastal-Burwood n=105	Fendalton-Waimairi-Harewood n=146	Halswell-Hornby-Riccarton n=152	Linwood-Central-Heathcote n=154	Papanui-Innes n=100	Spreydon-Cashmere n=100
Strongly agree	0%	4%	1%	1%	1%	5%	0%
Agree	46%	21%	45%	44%	33%	40%	37%
Neither agree nor disagree	15%	22%	14%	16%	21%	10%	22%
Disagree	0%	15%	23%	24%	21%	22%	14%
Strongly disagree	23%	13%	2%	3%	7%	2%	4%
Don't know	15%	25%	16%	13%	16%	21%	23%

5.10. Disaster Preparedness

In the last 12 months, have you attended or participated in meetings or presentations about helping communities cope better in a disaster? This includes meetings and presentations organised by community or residents' groups, central or local government, by a group of neighbours, by your employer, etc.

Table 5-37 Attendance at Disaster Preparedness Meetings

	Banks Peninsula n=13	Coastal-Burwood n=105	Fendalton-Waimairi-Harewood n=146	Halswell-Hornby-Riccarton n=152	Linwood-Central-Heathcote n=154	Papanui-Innes n=100	Spreydon-Cashmere n=100
Yes, have attended	8%	10%	11%	10%	18%	11%	7%
No, have not attended	92%	90%	89%	90%	81%	89%	92%
Don't know	0%	0%	0%	0%	1%	0%	0%
Not applicable	0%	0%	0%	0%	0%	0%	1%

My personal preparedness has improved as a result of my attending or participating in these meetings or presentations about disaster planning.

Table 5-38 Improvement in Personal Preparedness

	Banks Peninsula n=1*	Coastal-Burwood n=11*	Fendalton-Waimairi-Harewood n=16*	Halswell-Hornby-Riccarton n=15*	Linwood-Central-Heathcote n=28*	Papanui-Innes n=11*	Spreydon-Cashmere n=7*
Strongly agree	0%	18%	25%	0%	18%	27%	14%
Agree	100%	73%	38%	73%	57%	36%	71%
Neither agree nor disagree	0%	9%	13%	7%	7%	18%	0%
Disagree	0%	0%	25%	20%	18%	18%	0%
Strongly disagree	0%	0%	0%	0%	0%	0%	0%
Don't know	0%	0%	0%	0%	0%	0%	14%

* Note: small sample size – results indicative only

The community's preparedness has improved as a result of people attending or participating in these meetings or presentations about disaster planning.

Table 5-39 Improvement in Community's Preparedness

	Banks Peninsula n=1*	Coastal-Burwood n=11*	Fendalton-Waimairi-Harewood n=16*	Halswell-Hornby-Riccarton n=15*	Linwood-Central-Heathcote n=28*	Papanui-Innes n=11*	Spreydon-Cashmere n=7*
Strongly agree	0%	9%	13%	0%	18%	18%	14%
Agree	100%	55%	56%	53%	61%	55%	71%
Neither agree nor disagree	0%	18%	6%	13%	7%	9%	14%
Disagree	0%	9%	19%	13%	11%	9%	0%
Strongly disagree	0%	9%	0%	0%	0%	0%	0%
Don't know	0%	0%	6%	20%	4%	9%	0%

* Note: small sample size – results indicative only

Businesses or organisations are better prepared as a result of staff attending or participating in these meetings or presentations about disaster planning.

Table 5-40 Improvement in Businesses' or Organisations' Preparedness

	Banks Peninsula n=1*	Coastal-Burwood n=11*	Fendalton-Waimairi-Harewood n=16*	Halswell-Hornby-Riccarton n=15*	Linwood-Central-Heathcote n=28*	Papanui-Innes n=11*	Spreydon-Cashmere n=7*
Strongly agree	0%	9%	25%	7%	39%	27%	0%
Agree	100%	45%	44%	73%	39%	45%	86%
Neither agree nor disagree	0%	27%	6%	0%	4%	0%	14%
Disagree	0%	9%	19%	7%	4%	9%	0%
Strongly disagree	0%	0%	0%	0%	0%	0%	0%
Don't know	0%	9%	6%	13%	14%	18%	0%

* Note: small sample size – results indicative only

5.11. Overall Satisfaction

I'd like you to think about the dealings you've had with Christchurch City Council, all the things it has done over the last 12 months, and all the services and facilities that Christchurch City Council provides, such as those we have discussed today as well as things like libraries, parks, recreation and leisure, and regulatory services such as building consents. Overall how satisfied or dissatisfied are you with the performance of Christchurch City Council in delivering its services over the last 12 months?

Table 5-41 Overall Satisfaction with Christchurch City Council

	Banks Peninsula n=13	Coastal-Burwood n=105	Fendalton-Waimairi-Harewood n=146	Halswell-Hornby-Riccarton n=152	Linwood-Central-Heathcote n=154	Papanui-Innes n=100	Spreydon-Cashmere n=100
Very satisfied	8%	10%	11%	8%	10%	9%	13%
Satisfied	38%	59%	59%	71%	57%	69%	61%
Neither satisfied nor dissatisfied	15%	14%	14%	9%	17%	12%	19%
Dissatisfied	15%	11%	10%	8%	12%	8%	4%
Very dissatisfied	23%	5%	4%	3%	4%	2%	2%
Don't know	0%	1%	2%	1%	1%	0%	1%

5.12. Ease of Interacting with Christchurch City Council

All Christchurch residents interact with Council services either directly or indirectly over the course of the year. This may be direct by seeking advice, or making an enquiry, complaint or payment, or seeking resolution of an issue. It may be visiting a public library or swimming pool or making a submission on an important issue or applying for a regulatory consent. Or it may be more indirect through having your rubbish or sewerage collected or using roads and the water supply. Thinking about your overall experience in interacting with the Council over the last 12 months, how much do you agree or disagree that the Council made it easy for you to interact with it regarding your service needs? This includes prompt and efficient service delivery. It also includes service delivered by knowledgeable Council staff who understand your needs, who show you respect, and who provide you with accurate advice or effective options that address your needs or resolve your issues.

Table 5-42 Agreement that Council Made it Easy to Interact With It

	Banks Peninsula n=13	Coastal-Burwood n=105	Fendalton-Waimairi-Harewood n=146	Halswell-Hornby-Riccarton n=152	Linwood-Central-Heathcote n=154	Papanui-Innes n=100	Spreydon-Cashmere n=100
Strongly agree	0%	8%	10%	10%	10%	8%	6%
Agree	31%	59%	55%	65%	54%	62%	60%
Neither agree nor disagree	23%	12%	17%	13%	17%	12%	18%
Disagree	8%	10%	10%	8%	14%	6%	8%
Strongly disagree	38%	4%	3%	3%	3%	4%	6%
Don't know	0%	8%	5%	1%	2%	8%	2%

5.13. Things Christchurch City Council Does Best

Thinking about all the services the Council provides, which is the one service you feel the Council is performing the best in delivering?

Table 5-43 Things Christchurch City Council Does Best

	Banks Peninsula n=13	Coastal-Burwood n=105	Fendalton-Waimairi-Harewood n=146	Halswell-Hornby-Riccarton n=152	Linwood-Central-Heathcote n=154	Papanui-Innes n=100	Spreydon-Cashmere n=100
Rubbish and recycling collections	38%	28%	39%	24%	30%	30%	31%
Library services	23%	26%	12%	12%	14%	11%	23%
Events and festivals/ Entertainment	0%	8%	12%	20%	9%	19%	11%
Sport & recreational facilities/activities e.g. tracks, swimming pools, skate parks, playgrounds	8%	5%	7%	7%	5%	9%	11%
Gardens, parks, reserves, green spaces	8%	7%	9%	5%	8%	2%	8%
Water supply	8%	6%	5%	7%	5%	0%	1%
Repairing/maintaining roads and footpaths	0%	2%	2%	4%	3%	3%	2%
Waterways	0%	1%	2%	1%	3%	4%	4%
Communication/provision of information/ public consultation	0%	2%	2%	2%	3%	3%	0%
Making it easier to get around/ making things more accessible/ cycleways/ walkways	0%	1%	2%	4%	2%	1%	1%
Public transport	0%	2%	1%	3%	1%	1%	2%
Infrastructure repair/rebuild	0%	3%	1%	3%	0%	1%	0%
Earthquake recovery/ rebuilding the central city	0%	0%	0%	1%	3%	3%	0%
Waste water, storm water and sewerage	0%	1%	0%	1%	3%	1%	0%
Rates/ money collection	0%	1%	0%	1%	2%	2%	0%
Keep the city clean and tidy/looking nice	0%	0%	1%	1%	1%	1%	0%
Other general comments	15%	6%	3%	1%	7%	7%	5%
Negative comments	0%	1%	3%	0%	1%	0%	0%
No comment/ don't know	0%	11%	5%	7%	4%	4%	6%

5.14. Areas for Council to Improve

Of all the services the Council provides, which is the one service you feel is most important for Council to improve over the next 12 months.

Table 5-44 Areas for Council to Improve

	Banks Peninsula n=13	Coastal-Burwood n=105	Fendalton-Waimairi-Harewood n=146	Halswell-Hornby-Riccarton n=152	Linwood-Central-Heathcote n=154	Papanui-Innes n=100	Spreydon-Cashmere n=100
Condition of the roads/ the road network/ congestion/ roadworks	31%	46%	33%	42%	34%	42%	40%
Condition of footpaths/ walkways	38%	18%	6%	5%	14%	6%	17%
More parking/ cheaper parking/ better parking at hospital/airport/ parking meters	0%	6%	10%	8%	9%	7%	10%
Maintenance of waterways/ margins/ water quality	15%	5%	7%	7%	7%	5%	15%
Communication / provision of information	0%	5%	7%	5%	4%	7%	4%
Maintenance of parks, reserves, gardens, berms, street vegetation, leaves, cemeteries	15%	2%	5%	1%	6%	5%	4%
Cycle routes/ cycleways/ cycle safety/ bike stands	0%	2%	6%	5%	4%	3%	5%
Earthquake repairs/ rebuild/ decision making	8%	0%	5%	6%	4%	2%	2%
Changes to public transport needed	8%	0%	3%	4%	4%	3%	1%
Refuse collection/ change to rubbish bin sizes / collection frequency	8%	2%	1%	5%	1%	1%	2%
Storm water/ waste water/ sewerage systems / prevent flooding	15%	3%	1%	1%	1%	2%	3%
Building consents / resource consents processes	0%	2%	4%	1%	0%	2%	1%

Table 5-44 Areas for Council to Improve (continued)

	Banks Peninsula n=13	Coastal-Burwood n=105	Fendalton-Waimairi-Harewood n=146	Halswell-Hornby-Riccarton n=152	Linwood-Central-Heathcote n=154	Papanui-Innes n=100	Spreydon-Cashmere n=100
Drinking water quality/ supply	0%	1%	1%	0%	2%	5%	1%
Fix the Eastern suburbs	0%	9%	0%	0%	0%	0%	1%
Council decision making	0%	0%	1%	1%	3%	2%	1%
More events/ wide range of events/ better events/ better managed	0%	1%	1%	2%	1%	1%	2%
Customer services	8%	0%	1%	0%	3%	2%	1%
Concerns over level of spending/ budgeting/ what money is being spent on	0%	0%	1%	1%	1%	0%	1%
Council amenities e.g. libraries, Town Hall, Stadium, Convention Centre	8%	1%	0%	1%	1%	1%	1%
Keep the city clean and tidy/ attractive/ more rubbish bins	8%	2%	0%	0%	1%	1%	1%
Housing supply/ quality	0%	1%	0%	3%	0%	0%	1%
Swimming pools	0%	0%	1%	1%	1%	1%	0%
Other sports and recreational facilities	0%	0%	0%	1%	1%	0%	1%
Other	0%	9%	8%	5%	9%	8%	4%
Nothing / generally happy	0%	2%	5%	7%	2%	4%	2%
Don't know/ No comment	0%	10%	3%	2%	1%	3%	4%

6. Analysis by Age and Gender

The following tables provide detailed findings based on responses by age and gender. It is important to note that the statistical margins of error for these subsamples are larger than the statistical margin of error for the total sample due to the smaller sample sizes⁴.

6.1. City Governance and Decision Making

Thinking about Christchurch City Council, how much do you agree or disagree with the statement "I understand how the Council makes decisions?"

Table 6-1 Public Understands Council Decision Making

	18–24 n=90	25–49 n=327	50–64 n=201	65+ n=152	Male n=376	Female n=394
Strongly agree	1%	2%	5%	6%	5%	3%
Agree	48%	33%	37%	38%	37%	37%
Neither agree nor disagree	38%	29%	18%	22%	25%	27%
Disagree	10%	26%	31%	23%	25%	25%
Strongly disagree	2%	7%	7%	7%	7%	6%
Don't know	1%	2%	1%	4%	1%	3%

Overall, how satisfied or dissatisfied are you with the accuracy of the information provided to you about Council decisions? This includes things such as getting enough information about decisions, being able to rely on what you have been told and getting a clear, transparent and consistent message.

Table 6-2 Satisfaction with the Accuracy of Information about Council Decisions

	18–24 n=90	25–49 n=327	50–64 n=201	65+ n=152	Male n=376	Female n=394
Very satisfied	2%	1%	3%	5%	4%	2%
Satisfied	54%	35%	36%	40%	38%	39%
Neither satisfied nor dissatisfied	34%	33%	16%	21%	26%	27%
Dissatisfied	4%	24%	36%	26%	24%	26%
Very dissatisfied	1%	3%	5%	5%	5%	4%
Don't know	3%	4%	2%	3%	4%	3%

⁴ Statistical margins of error by age for a 50% sample at a 95% confidence level range from $\pm 5.4\%$ for those aged 25–49 to $\pm 10.3\%$ for those aged 18–24. The statistical margin of error for males is $\pm 5.1\%$ and for females is $\pm 4.9\%$.

Overall, how satisfied or dissatisfied are you that the public receives information about decision making in a prompt and timely manner?

Table 6-3 Satisfaction that Information about Decision Making is Prompt and Timely

	18–24 n=90	25–49 n=327	50–64 n=201	65+ n=152	Male n=376	Female n=394
Very satisfied	0%	1%	2%	4%	3%	1%
Satisfied	57%	33%	36%	40%	40%	37%
Neither satisfied nor dissatisfied	28%	29%	16%	18%	22%	24%
Dissatisfied	11%	29%	33%	27%	25%	30%
Very dissatisfied	1%	5%	8%	5%	7%	4%
Don't know	3%	3%	4%	6%	3%	4%

Overall, how satisfied or dissatisfied are you that the Council makes decisions that are in the best interests of the city?

Table 6-4 Satisfaction that Council makes Decisions in the Best Interest of the City

	18–24 n=90	25–49 n=327	50–64 n=201	65+ n=152	Male n=376	Female n=394
Very satisfied	8%	4%	4%	7%	6%	4%
Satisfied	59%	50%	45%	49%	51%	48%
Neither satisfied nor dissatisfied	19%	23%	17%	16%	17%	22%
Dissatisfied	10%	16%	27%	21%	20%	19%
Very dissatisfied	0%	5%	5%	4%	5%	4%
Don't know	4%	1%	1%	3%	1%	3%

Overall, how much influence do you feel the public has on the decisions the Council makes?

Table 6-5 Public Level of Influence in the Democratic Process

	18–24 n=90	25–49 n=327	50–64 n=201	65+ n=152	Male n=376	Female n=394
Large influence	14%	5%	5%	9%	9%	5%
Some influence	60%	42%	26%	36%	35%	42%
Small influence	21%	43%	50%	38%	42%	40%
No influence	3%	9%	17%	16%	13%	11%
Don't know	1%	2%	1%	2%	2%	2%

Overall, how satisfied or dissatisfied are you with the opportunities to have a say in what Council does?

Table 6-6 Satisfaction with Opportunities to Have a Say in What Council Does

	18–24 n=90	25–49 n=327	50–64 n=201	65+ n=152	Male n=376	Female n=394
Very satisfied	3%	3%	3%	6%	4%	3%
Satisfied	60%	36%	38%	40%	41%	39%
Neither satisfied nor dissatisfied	18%	31%	23%	20%	26%	25%
Dissatisfied	14%	23%	23%	27%	21%	25%
Very dissatisfied	2%	5%	9%	4%	6%	5%
Don't know	2%	2%	3%	3%	3%	3%

Overall, how satisfied or dissatisfied are you that the Council's decision making processes are easy to use or engage with?

Table 6-7 Satisfaction with Council's Decision Making Processes Being Easy to Use or Engage with

	18–24 n=90	25–49 n=327	50–64 n=201	65+ n=152	Male n=376	Female n=394
Very satisfied	1%	3%	1%	3%	3%	2%
Satisfied	59%	31%	31%	36%	35%	36%
Neither satisfied nor dissatisfied	23%	29%	25%	20%	27%	25%
Dissatisfied	12%	26%	29%	25%	24%	26%
Very dissatisfied	2%	6%	5%	5%	6%	4%
Don't know	2%	5%	8%	12%	6%	7%

6.2. City Promotions

Overall, how satisfied or dissatisfied are you that the information is timely, which includes being available at an appropriate time to decide what events you want to attend?

Table 6-8 Satisfaction that Information about Events and Festivals is Timely

	18–24 n=90	25–49 n=327	50–64 n=201	65+ n=152	Male n=376	Female n=394
Very satisfied	11%	17%	20%	22%	15%	21%
Satisfied	67%	61%	61%	55%	61%	59%
Neither satisfied nor dissatisfied	16%	15%	10%	10%	13%	12%
Dissatisfied	7%	6%	6%	5%	7%	5%
Very dissatisfied	0%	1%	0%	1%	1%	1%
Don't know	0%	1%	2%	7%	2%	3%

Overall, how satisfied or dissatisfied are you that the information is relevant in terms of what you want to know about events and festivals?

Table 6-9 Satisfaction that Information about Events and Festivals is Relevant

	18–24 n=90	25–49 n=327	50–64 n=201	65+ n=152	Male n=376	Female n=394
Very satisfied	8%	17%	17%	18%	15%	18%
Satisfied	76%	64%	68%	58%	64%	66%
Neither satisfied nor dissatisfied	10%	10%	10%	12%	11%	9%
Dissatisfied	4%	6%	3%	5%	6%	4%
Very dissatisfied	1%	1%	0%	0%	1%	0%
Don't know	1%	2%	1%	7%	2%	3%

Overall, how satisfied or dissatisfied are you that the information is accurate, which includes being factually correct?

Table 6-10 Satisfaction that Information about Events and Festivals is Accurate

	18–24 n=90	25–49 n=327	50–64 n=201	65+ n=152	Male n=376	Female n=394
Very satisfied	8%	19%	17%	13%	16%	16%
Satisfied	80%	67%	69%	59%	67%	68%
Neither satisfied nor dissatisfied	6%	7%	8%	13%	7%	9%
Dissatisfied	4%	3%	3%	6%	4%	3%
Very dissatisfied	0%	1%	0%	0%	0%	0%
Don't know	2%	3%	2%	10%	5%	3%

Overall, how satisfied or dissatisfied are you that the information is easy to find and understand?

Table 6-11 Satisfaction that Information about Events and Festivals is Easy to Find and Understand

	18–24 n=90	25–49 n=327	50–64 n=201	65+ n=152	Male n=376	Female n=394
Very satisfied	11%	15%	16%	13%	12%	17%
Satisfied	70%	59%	54%	61%	59%	60%
Neither satisfied nor dissatisfied	11%	12%	16%	11%	13%	12%
Dissatisfied	4%	12%	10%	7%	11%	8%
Very dissatisfied	2%	1%	0%	0%	1%	0%
Don't know	1%	2%	2%	9%	4%	3%

Overall how satisfied or dissatisfied are you with the range of events and festivals?

Table 6-12 Satisfaction with Range of Events and Festivals

	18–24 n=90	25–49 n=327	50–64 n=201	65+ n=152	Male n=376	Female n=394
Very satisfied	11%	24%	22%	20%	19%	23%
Satisfied	60%	57%	61%	60%	56%	61%
Neither satisfied nor dissatisfied	22%	11%	9%	10%	14%	9%
Dissatisfied	6%	6%	4%	3%	5%	4%
Very dissatisfied	0%	1%	0%	0%	1%	0%
Don't know	1%	2%	3%	8%	5%	2%

6.3. Council Facilities

In the last 12 months, how often have you visited a Christchurch City Council library, including community libraries?

Table 6-13 Frequency of Visits to Christchurch City Council Libraries

	18–24 n=90	25–49 n=327	50–64 n=201	65+ n=152	Male n=376	Female n=394
Have not visited in the last 12 months	41%	26%	32%	30%	37%	23%
Less often than once a month	32%	27%	36%	21%	27%	30%
At least once a month	11%	18%	16%	13%	15%	16%
2-3 times a month	7%	12%	9%	22%	11%	14%
Once a week	4%	11%	5%	9%	5%	11%
2-4 times a week	2%	5%	2%	3%	3%	4%
5 or more times a week	2%	1%	0%	2%	1%	2%
Don't know	0%	0%	0%	0%	0%	0%

6.4. Waterways and Storm Water Management

Overall how satisfied or dissatisfied are you with the condition of waterways, which includes things such as maintenance and upkeep?

Table 6-14 Satisfaction with Condition of Waterways

	18–24 n=90	25–49 n=327	50–64 n=201	65+ n=152	Male n=376	Female n=394
Very satisfied	3%	2%	1%	3%	4%	1%
Satisfied	53%	39%	31%	31%	41%	33%
Neither satisfied nor dissatisfied	12%	13%	10%	13%	9%	15%
Dissatisfied	23%	33%	42%	37%	34%	36%
Very dissatisfied	6%	10%	14%	12%	11%	12%
Don't know	2%	3%	1%	5%	2%	3%

Overall how satisfied or dissatisfied are you with the appearance of Christchurch's waterway margins, which includes things such as the layout and type of plantings or shrubs, grasses and reeds?

Table 6-15 Satisfaction with Appearance of Waterway Margins

	18–24 n=90	25–49 n=327	50–64 n=201	65+ n=152	Male n=376	Female n=394
Very satisfied	7%	5%	6%	6%	6%	5%
Satisfied	63%	58%	58%	53%	63%	53%
Neither satisfied nor dissatisfied	16%	18%	14%	11%	13%	18%
Dissatisfied	13%	13%	16%	18%	15%	15%
Very dissatisfied	1%	4%	4%	8%	3%	6%
Don't know	0%	1%	2%	5%	1%	3%

Overall how satisfied or dissatisfied are you with the condition of waterway margins? Condition includes things such as maintenance and upkeep.

Table 6-16 Satisfaction with Condition of Waterway Margins

	18–24 n=90	25–49 n=327	50–64 n=201	65+ n=152	Male n=376	Female n=394
Very satisfied	3%	3%	3%	3%	5%	2%
Satisfied	61%	50%	48%	43%	55%	45%
Neither satisfied nor dissatisfied	18%	17%	12%	13%	14%	16%
Dissatisfied	14%	22%	26%	26%	20%	26%
Very dissatisfied	2%	6%	8%	9%	5%	8%
Don't know	1%	2%	2%	7%	1%	4%

Overall how satisfied or dissatisfied are you that the city's storm water management systems operate effectively to ensure that the risk of flooding is minimised?

Table 6-17 Satisfaction with City's Storm Water Management Systems

	18–24 n=90	25–49 n=327	50–64 n=201	65+ n=152	Male n=376	Female n=394
Very satisfied	4%	5%	3%	6%	6%	4%
Satisfied	59%	46%	46%	48%	56%	40%
Neither satisfied nor dissatisfied	19%	20%	14%	13%	11%	22%
Dissatisfied	13%	23%	27%	18%	20%	24%
Very dissatisfied	2%	4%	4%	6%	5%	4%
Don't know	2%	2%	5%	10%	2%	6%

6.5. Rubbish and Recycling

Overall how satisfied or dissatisfied are you with the Council's kerbside collection of recyclable materials – your yellow bin?

Table 6-18 Satisfaction with Kerbside Recycling

	18–24 n=90	25–49 n=327	50–64 n=201	65+ n=152	Male n=376	Female n=394
Very satisfied	28%	41%	51%	56%	44%	46%
Satisfied	67%	51%	43%	39%	48%	49%
Neither satisfied nor dissatisfied	2%	2%	3%	2%	2%	2%
Dissatisfied	3%	5%	2%	2%	5%	2%
Very dissatisfied	0%	0%	0%	0%	0%	0%
Don't know	0%	1%	0%	1%	0%	1%

Overall how satisfied or dissatisfied are you with the Council's kerbside collection of rubbish – your red bin?

Table 6-19 Satisfaction with Residual Waste Collection

	18–24 n=90	25–49 n=327	50–64 n=201	65+ n=152	Male n=376	Female n=394
Very satisfied	31%	39%	47%	53%	42%	44%
Satisfied	58%	52%	48%	42%	51%	48%
Neither satisfied nor dissatisfied	7%	2%	1%	1%	2%	3%
Dissatisfied	4%	6%	2%	3%	4%	5%
Very dissatisfied	0%	0%	0%	0%	0%	0%
Don't know	0%	1%	0%	1%	1%	1%

Overall how satisfied or dissatisfied are you with the Council's kerbside collection of organic material – your green bin?

Table 6-20 Satisfaction with Organic Waste Collection

	18–24 n=90	25–49 n=327	50–64 n=201	65+ n=152	Male n=376	Female n=394
Very satisfied	29%	37%	44%	47%	39%	40%
Satisfied	64%	50%	36%	37%	46%	45%
Neither satisfied nor dissatisfied	2%	2%	3%	3%	2%	2%
Dissatisfied	4%	11%	14%	10%	11%	11%
Very dissatisfied	0%	0%	2%	2%	1%	1%
Don't know	0%	1%	0%	2%	1%	1%

6.6. The Road Network

Overall how satisfied or dissatisfied are you with the condition of Christchurch's roads but excluding the residential red zone roads? Condition includes things such as maintenance and upkeep.

Table 6-21 Satisfaction with Condition of Christchurch Roads (Excluding Residential Red Zone)

	18–24 n=90	25–49 n=327	50–64 n=201	65+ n=152	Male n=376	Female n=394
Very satisfied	9%	3%	1%	4%	3%	4%
Satisfied	44%	30%	23%	36%	32%	30%
Neither satisfied nor dissatisfied	18%	14%	13%	16%	16%	14%
Dissatisfied	26%	43%	41%	28%	38%	37%
Very dissatisfied	3%	10%	20%	15%	11%	15%
Don't know	0%	0%	0%	2%	0%	1%

Overall how satisfied or dissatisfied are you with the condition of Christchurch's footpaths but excluding the residential red zone footpaths? Condition includes things such as maintenance and upkeep.

Table 6-22 Satisfaction with Condition of Christchurch Footpaths (Excluding Residential Red Zone)

	18–24 n=90	25–49 n=327	50–64 n=201	65+ n=152	Male n=376	Female n=394
Very satisfied	6%	4%	3%	5%	5%	3%
Satisfied	64%	48%	36%	37%	49%	41%
Neither satisfied nor dissatisfied	19%	15%	16%	16%	16%	16%
Dissatisfied	10%	25%	36%	29%	25%	29%
Very dissatisfied	1%	8%	9%	13%	6%	11%
Don't know	0%	1%	0%	1%	1%	1%

6.7. Water

Overall, how satisfied or dissatisfied are you with wastewater services where the health risk to people is minimised and any issues are responded to promptly?

Table 6-23 Satisfaction with Waste Water Services

	18–24 n=90	25–49 n=327	50–64 n=201	65+ n=152	Male n=376	Female n=394
Very satisfied	8%	11%	23%	18%	19%	11%
Satisfied	72%	65%	57%	66%	66%	62%
Neither satisfied nor dissatisfied	17%	13%	9%	7%	10%	13%
Dissatisfied	2%	6%	7%	3%	2%	7%
Very dissatisfied	1%	1%	1%	2%	1%	1%
Don't know	0%	5%	2%	4%	2%	5%

Overall how satisfied or dissatisfied are you with the quality of the water supply? This includes things such as its taste, pressure and appearance.

Table 6-24 Satisfaction with Water Supply

	18–24 n=90	25–49 n=327	50–64 n=201	65+ n=152	Male n=376	Female n=394
Very satisfied	32%	43%	52%	49%	50%	41%
Satisfied	56%	46%	39%	43%	41%	48%
Neither satisfied nor dissatisfied	6%	3%	1%	1%	2%	3%
Dissatisfied	4%	6%	4%	5%	4%	6%
Very dissatisfied	0%	1%	2%	2%	1%	2%
Don't know	2%	1%	2%	1%	2%	1%

6.8. Active Travel

Overall, how much do you agree or disagree that Christchurch is a cycle friendly city?

Table 6-25 Level of Agreement that Christchurch is a Cycle Friendly City

	18–24 n=90	25–49 n=327	50–64 n=201	65+ n=152	Male n=376	Female n=394
Strongly agree	7%	10%	7%	8%	10%	7%
Agree	60%	47%	46%	47%	50%	46%
Neither agree nor disagree	14%	17%	13%	12%	13%	16%
Disagree	16%	22%	27%	18%	19%	25%
Strongly disagree	3%	4%	5%	3%	4%	4%
Don't know	0%	0%	1%	12%	3%	2%

And related to this, how often have you cycled on a public road in Christchurch in the last 12 months? What best describes your cycle frequency...

Table 6-26 Participation in Cycling

	18–24 n=90	25–49 n=327	50–64 n=201	65+ n=152	Male n=376	Female n=394
All the time (about every day)	9%	13%	10%	5%	14%	7%
Frequently (at least once a week)	13%	15%	15%	4%	18%	8%
Occasionally (around once a month)	29%	17%	12%	3%	14%	15%
Rarely (no more than a few times a year)	13%	15%	13%	6%	13%	12%
Never	36%	40%	50%	78%	41%	58%
Don't know	0%	0%	0%	3%	1%	1%

And, overall how satisfied or dissatisfied are you with cycling facilities provided for cyclists, such as cycle stands and cycle loops?

Table 6-27 Satisfaction with Cycle Parking Facilities

	18–24 n=90	25–49 n=327	50–64 n=201	65+ n=152	Male n=376	Female n=394
Very satisfied	3%	7%	7%	8%	10%	4%
Satisfied	63%	44%	39%	34%	44%	42%
Neither satisfied nor dissatisfied	22%	23%	13%	10%	18%	17%
Dissatisfied	10%	12%	16%	7%	11%	13%
Very dissatisfied	0%	2%	1%	1%	1%	2%
Don't know	1%	13%	23%	40%	16%	23%

Overall, how much do you agree or disagree that Christchurch is a walking friendly city?

Table 6-28 Level of Agreement that Christchurch is a Walking Friendly City

	18–24 n=90	25–49 n=327	50–64 n=201	65+ n=152	Male n=376	Female n=394
Strongly agree	14%	15%	18%	18%	19%	14%
Agree	73%	67%	64%	55%	66%	63%
Neither agree nor disagree	4%	8%	9%	8%	7%	9%
Disagree	6%	7%	6%	10%	6%	8%
Strongly disagree	2%	2%	1%	3%	1%	2%
Don't know	0%	1%	1%	7%	1%	3%

6.9. Council Parking Facilities

Have you parked a car in a Council parking facility in the last 12 months? This includes on-street and off-street parking.

Table 6-29 Use of Council Parking Facilities

	18–24 n=90	25–49 n=327	50–64 n=201	65+ n=152	Male n=376	Female n=394
Yes, have used	60%	82%	74%	49%	70%	71%
No, have not used	40%	17%	26%	51%	29%	28%
Don't know	0%	1%	0%	1%	1%	1%

Overall how satisfied or dissatisfied are you with the ease of use of on-street parking meters? This includes things such as clear instructions for using meters, the process of purchasing and processing of tickets, parking meters working correctly and response from the Council when the meters are not working.

Table 6-30 Satisfaction with Ease of Use of On-street Parking Meters

	18–24 n=90	25–49 n=327	50–64 n=201	65+ n=152	Male n=376	Female n=394
Very satisfied	1%	7%	8%	7%	6%	7%
Satisfied	61%	62%	54%	38%	57%	53%
Neither satisfied nor dissatisfied	20%	8%	6%	6%	7%	10%
Dissatisfied	11%	15%	16%	12%	14%	15%
Very dissatisfied	1%	4%	5%	3%	3%	4%
Don't know	6%	3%	10%	35%	13%	11%

Overall how satisfied or dissatisfied are you with the range of Council parking facilities available to you? This includes both on-street and off-street Council motor vehicle parking including parking permits and availability of mobility parking.

Table 6-31 Satisfaction with Range of Council Parking Facilities Available

	18–24 n=90	25–49 n=327	50–64 n=201	65+ n=152	Male n=376	Female n=394
Very satisfied	2%	2%	4%	4%	3%	4%
Satisfied	47%	51%	34%	32%	44%	41%
Neither satisfied nor dissatisfied	27%	12%	12%	12%	15%	13%
Dissatisfied	16%	26%	30%	24%	24%	27%
Very dissatisfied	2%	4%	8%	3%	4%	6%
Don't know	7%	4%	11%	26%	11%	10%

Overall how satisfied or dissatisfied are you with the information provided to you by the Council about parking options? This includes things such as the clarity and accuracy of parking information, instructions and signage.

Table 6-32 Satisfaction with Information Provided by Council About Parking Options

	18–24 n=90	25–49 n=327	50–64 n=201	65+ n=152	Male n=376	Female n=394
Very satisfied	1%	2%	2%	3%	2%	2%
Satisfied	62%	48%	35%	35%	44%	43%
Neither satisfied nor dissatisfied	20%	19%	21%	13%	20%	17%
Dissatisfied	9%	24%	24%	14%	19%	22%
Very dissatisfied	1%	2%	5%	1%	3%	3%
Don't know	7%	4%	13%	34%	12%	13%

Overall how satisfied or dissatisfied are you with the ease of use of other aspects of Council parking? This includes things such as finding a park for your vehicle either on-street or in parking buildings, finding updates about parking changes, restrictions and charges and the processes for paying a fine or getting a parking permit including temporary, residential and mobility parking permits.

Table 6-33 Satisfaction with Ease of Use of Other Aspects of Council Parking

	18–24 n=90	25–49 n=327	50–64 n=201	65+ n=152	Male n=376	Female n=394
Very satisfied	1%	2%	2%	1%	2%	2%
Satisfied	62%	40%	29%	30%	41%	34%
Neither satisfied nor dissatisfied	19%	23%	18%	12%	18%	20%
Dissatisfied	10%	22%	25%	16%	19%	21%
Very dissatisfied	1%	5%	8%	3%	3%	7%
Don't know	7%	8%	18%	38%	15%	17%

Overall, how much do you agree or disagree that your motor vehicle is safer in Council run off-street parking compared to on-street parking? This includes things such as theft, damage from other cars or from pillars, posts, bollards or other obstacles and damage from people such as vandalism, etc.

Table 6-34 Level of Agreement That Motor Vehicle is Safer in Council Run Off-Street Parking Compared to On-Street Parking

	18–24 n=90	25–49 n=327	50–64 n=201	65+ n=152	Male n=376	Female n=394
Strongly agree	8%	6%	1%	3%	6%	4%
Agree	58%	43%	33%	38%	44%	37%
Neither agree nor disagree	22%	31%	29%	20%	22%	32%
Disagree	6%	15%	16%	6%	13%	11%
Strongly disagree	0%	0%	3%	1%	1%	2%
Don't know	7%	6%	17%	33%	14%	14%

Thinking about your personal safety, overall, how much do you agree or disagree that you feel very safe using Council run off-street parking sites during the day.

Table 6-35 Level of Agreement That Feel Very Safe Using Council Run Off-Street Parking Sites During the Day

	18–24 n=90	25–49 n=327	50–64 n=201	65+ n=152	Male n=376	Female n=394
Strongly agree	2%	9%	9%	7%	8%	8%
Agree	74%	63%	61%	51%	64%	59%
Neither agree nor disagree	11%	17%	7%	7%	10%	13%
Disagree	6%	6%	6%	3%	4%	6%
Strongly disagree	1%	0%	0%	1%	0%	1%
Don't know	6%	5%	16%	31%	13%	13%

Thinking about your personal safety, overall, how much do you agree or disagree that you feel very safe using Council run off-street parking sites after dark.

Table 6-36 Level of Agreement That Feel Very Safe Using Council Run Off-Street Parking Sites After Dark

	18–24 n=90	25–49 n=327	50–64 n=201	65+ n=152	Male n=376	Female n=394
Strongly agree	2%	2%	1%	1%	2%	2%
Agree	56%	40%	38%	20%	44%	31%
Neither agree nor disagree	18%	22%	16%	9%	18%	17%
Disagree	14%	22%	21%	16%	16%	24%
Strongly disagree	1%	4%	7%	10%	2%	9%
Don't know	9%	9%	17%	45%	19%	18%

6.10. Disaster Preparedness

In the last 12 months, have you attended or participated in meetings or presentations about helping communities cope better in a disaster? This includes meetings and presentations organised by community or residents' groups, central or local government, by a group of neighbours, by your employer, etc.

Table 6-37 Attendance at Disaster Preparedness Meetings

	18–24 n=90	25–49 n=327	50–64 n=201	65+ n=152	Male n=376	Female n=394
Yes, have attended	2%	11%	16%	11%	10%	13%
No, have not attended	97%	89%	84%	88%	89%	87%
Don't know	1%	0%	0%	0%	0%	0%
Not applicable	0%	0%	0%	1%	0%	0%

My personal preparedness has improved as a result of my attending or participating in these meetings or presentations about disaster planning.

Table 6-38 Improvement in Personal Preparedness

	18–24 n=2*	25–49 n=37*	50–64 n=33*	65+ n=17*	Male n=39*	Female n=50
Strongly agree	0%	22%	9%	24%	8%	24%
Agree	50%	49%	64%	65%	67%	50%
Neither agree nor disagree	0%	16%	6%	0%	5%	12%
Disagree	50%	11%	21%	12%	21%	12%
Strongly disagree	0%	0%	0%	0%	0%	0%
Don't know	0%	3%	0%	0%	0%	2%

*Note – small sample size – results indicative only

The community's preparedness has improved as a result of people attending or participating in these meetings or presentations about disaster planning.

Table 6-39 Improvement in Community's Preparedness

	18–24 n=2*	25–49 n=37*	50–64 n=33*	65+ n=17*	Male n=39*	Female n=50
Strongly agree	0%	16%	6%	18%	5%	18%
Agree	50%	57%	67%	47%	67%	52%
Neither agree nor disagree	0%	11%	9%	12%	10%	10%
Disagree	50%	8%	15%	6%	8%	14%
Strongly disagree	0%	0%	0%	6%	0%	2%
Don't know	0%	8%	3%	12%	10%	4%

*Note – small sample size – results indicative only

Businesses or organisations are better prepared as a result of staff attending or participating in these meetings or presentations about disaster planning.

Table 6-40 Improvement in Businesses' or Organisations' Preparedness

	18–24 n=2*	25–49 n=37*	50–64 n=33*	65+ n=17*	Male n=39*	Female n=50
Strongly agree	0%	35%	12%	18%	15%	28%
Agree	50%	49%	61%	41%	64%	42%
Neither agree nor disagree	0%	5%	9%	6%	5%	8%
Disagree	0%	8%	12%	0%	8%	8%
Strongly disagree	0%	0%	0%	0%	0%	0%
Don't know	50%	3%	6%	35%	8%	14%

*Note – small sample size – results indicative only

6.11. Overall Satisfaction

I'd like you to think about the dealings you've had with Christchurch City Council, all the things it has done over the last 12 months, and all the services and facilities that Christchurch City Council provides, such as those we have discussed today as well as things like libraries, parks, recreation and leisure, and regulatory services such as building consents. Overall how satisfied or dissatisfied are you with the performance of Christchurch City Council in delivering its services over the last 12 months?

Table 6-41 Overall Satisfaction with Christchurch City Council

	18–24 n=90	25–49 n=327	50–64 n=201	65+ n=152	Male n=376	Female n=394
Very satisfied	7%	8%	9%	17%	10%	10%
Satisfied	78%	62%	58%	59%	63%	62%
Neither satisfied nor dissatisfied	11%	17%	14%	9%	13%	15%
Dissatisfied	3%	9%	14%	6%	10%	8%
Very dissatisfied	0%	3%	5%	5%	4%	4%
Don't know	1%	0%	0%	4%	1%	1%

6.12. Ease of Interacting with Christchurch City Council

All Christchurch residents interact with Council services either directly or indirectly over the course of the year. This may be direct by seeking advice, or making an enquiry, complaint or payment, or seeking resolution of an issue. It may be visiting a public library or swimming pool or making a submission on an important issue or applying for a regulatory consent. Or it may be more indirect through having your rubbish or sewerage collected or using roads and the water supply. Thinking about your overall experience in interacting with the Council over the last 12 months, how much do you agree or disagree that the Council made it easy for you to interact with it regarding your service needs? This includes prompt and efficient service delivery. It also includes service delivered by knowledgeable Council staff who understand your needs, who show you respect, and who provide you with accurate advice or effective options that address your needs or resolve your issues.

Table 6-42 Agreement that Council Made it Easy to Interact With It

	18–24 n=90	25–49 n=327	50–64 n=201	65+ n=152	Male n=376	Female n=394
Strongly agree	2%	8%	10%	13%	10%	8%
Agree	67%	59%	54%	58%	60%	57%
Neither agree nor disagree	23%	17%	12%	10%	16%	14%
Disagree	3%	10%	13%	7%	7%	11%
Strongly disagree	0%	4%	6%	7%	4%	5%
Don't know	4%	2%	4%	7%	3%	5%

6.13. Things Christchurch City Council Does Best

Thinking about all the services the Council provides, which is the one service you feel the Council is performing the best in delivering?

Table 6-43 Things Christchurch City Council Does Best

	18–24 n=90	25–49 n=327	50–64 n=201	65+ n=152	Male n=376	Female n=394
Rubbish and recycling collections	19%	24%	38%	39%	30%	31%
Library services	9%	17%	15%	17%	13%	18%
Events and festivals/ Entertainment	17%	17%	12%	3%	11%	14%
Sport & recreational facilities/activities e.g. tracks, swimming pools, skate parks, playgrounds	6%	13%	2%	1%	8%	6%
Gardens, parks, reserves, green spaces	8%	9%	5%	3%	7%	6%
Water supply	8%	2%	6%	5%	6%	3%
Repairing/maintaining roads and footpaths	12%	2%	1%	0%	3%	3%
Waterways	8%	2%	1%	1%	3%	1%
Communication/provision of information/ public consultation	0%	2%	3%	3%	1%	3%
Making it easier to get around/ making things more accessible/ cycleways/ walkways	7%	2%	0%	0%	2%	2%
Public transport	3%	1%	1%	3%	2%	1%
Infrastructure repair/rebuild	0%	1%	2%	1%	2%	1%
Earthquake recovery/ rebuilding the central city	0%	1%	1%	3%	1%	1%
Waste water, storm water and sewerage	0%	0%	2%	2%	2%	1%
Rates/ money collection	0%	1%	1%	1%	2%	1%
Keep the city clean and tidy/looking nice	2%	1%	0%	0%	0%	1%
Other general comments	1%	4%	5%	8%	4%	6%
Negative comments	0%	1%	2%	1%	1%	1%
No comment/ don't know	3%	3%	7%	12%	6%	6%

6.14. Areas for Council to Improve

Of all the services the Council provides, which is the one service you feel is most important for Council to improve over the next 12 months.

Table 6-44 Areas for Council to Improve

	18-24 n=90	25-49 n=327	50-64 n=201	65+ n=152	Male n=376	Female n=394
Condition of the roads/ the road network/ congestion/ roadworks	38%	38%	46%	31%	38%	39%
Condition of footpaths/ walkways	7%	8%	14%	14%	7%	15%
More parking/ cheaper parking/ better parking at hospital/airport/ parking meters	8%	10%	8%	5%	7%	9%
Maintenance of waterways/ margins/ water quality	10%	7%	8%	7%	7%	8%
Communication / provision of information	1%	5%	8%	5%	6%	5%
Maintenance of parks, reserves, gardens, berms, street vegetation, leaves, cemeteries	2%	3%	5%	7%	5%	3%
Cycle routes/ cycleways/ cycle safety/ bike stands	11%	4%	3%	1%	5%	4%
Earthquake repairs/ rebuild/ decision making	1%	3%	4%	6%	4%	3%
Changes to public transport needed	0%	3%	1%	5%	3%	3%
Refuse collection/ change to rubbish bin sizes / collection frequency	4%	3%	1%	1%	2%	2%
Storm water/ waste water/ sewerage systems / prevent flooding	0%	3%	2%	1%	2%	2%
Building consents / resource consents processes	0%	2%	3%	1%	2%	1%
Drinking water quality/ supply	0%	1%	3%	1%	2%	2%
Fix the Eastern suburbs	0%	1%	3%	1%	1%	2%
Council decision making	2%	2%	1%	0%	1%	2%
More events/ wide range of events/ better events/ better managed	1%	2%	1%	0%	1%	2%
Customer services	0%	1%	2%	2%	1%	1%
Concerns over level of spending/ budgeting/ what money is being spent on	0%	1%	1%	1%	1%	1%
Council amenities e.g. libraries, Town Hall, Stadium, Convention Centre	3%	0%	1%	1%	1%	1%
Keep the city clean and tidy/ attractive/ more rubbish bins	0%	0%	1%	2%	1%	1%
Housing supply/ quality	1%	0%	1%	2%	2%	0%
Swimming pools	0%	1%	0%	0%	0%	1%
Other sports and recreational facilities	1%	1%	0%	0%	1%	1%
Other	8%	8%	5%	6%	8%	6%
Nothing / generally happy	2%	3%	2%	9%	4%	4%
Don't know/ No comment	3%	3%	1%	8%	2%	5%

Appendix I – Questionnaire

INITIAL INTRODUCTION: Hello, My name is..... from Opinions Market Research and I am conducting a survey for the Christchurch City Council about residents' satisfaction with Council services. This survey is one of several ways in which the Council obtains feedback each year from residents about how well the Council is currently delivering services to the people of Christchurch. Do you have approximately 20 minutes to complete this survey?

****IF ASKED, OR IF THERE IS ANY CONFUSION ABOUT WHO YOU ARE, TELL RESPONDENT YOU ARE FROM OPINIONS MARKET RESEARCH IN CHRISTCHURCH AND CONDUCTING THIS SURVEY ON BEHALF OF CHRISTCHURCH CITY COUNCIL.**

IF YES: Thank you for agreeing to complete the survey, we need to make sure the survey results reflect the views of people living in Christchurch, I need to start by asking you a few questions to ensure we get a good range of views.

SCREENING AND QUOTA MANAGEMENT

Q1a. Have you lived in Christchurch for at least 12 months? NOTE: INCLUDES BANKS PENINSULA IF ASKED

Yes - CONTINUE

No - CLOSE WITH THANKS

Q1b. Please tell me which suburb you live in. WRITE IN.

Q1c. INSERT COMMUNITY BOARD. DO NOT ASK.

1. Banks Peninsula
 2. Linwood – Central – Heathcote
 3. Coastal – Burwood
 4. Fendalton – Waimairi - Harewood
 5. Halswell – Hornby – Riccarton
 6. Papanui – Innes
 7. Spreydon - Cashmere
-

Q1d. Can you please tell me into which of these age groups you fall? CODE ONE ONLY.
NOTE: WRITE DOWN AGE FOR REFERENCE LATER IN SURVEY

SHOW CARD A

1. 18-24
2. 25-49
3. 50-64
4. 65+
5. Refused - CLOSE WITH THANKS

Q1e. Which of the following best describes you? READ OUT. CODE ONE ONLY.

SHOW CARD B

1. Male
2. Female
3. Gender diverse

READ OUT: I'm going to ask you to tell me how satisfied or dissatisfied you are with some of the activities Christchurch City Council is involved with and how strongly you agree or disagree with particular statements. There are no right and wrong answers, it's your general impressions of what Council is currently doing that we are interested in. In some cases you may feel you don't know enough about the topic I'm asking you about. We would prefer you to express your opinion, but if you think you really don't know you can state that you don't know.

I will read each question and then ask you to select an answer from a list that best matches your opinion.

City Promotions

READ OUT: Firstly, Thinking now about city events and festivals...

Christchurch provides and supports a range of events and festivals, such as Sparks and Cup and Show Week, activities such as walking or biking in the city or on the Port Hills and walking on the Pier and attractions such as the Botanic Gardens. Thinking now about the information provided to you by the Council about events and festivals...

Q2a. Overall, how satisfied or dissatisfied are you that the information is timely, which includes being available at an appropriate time to decide what events you want to attend? READ OUT. CODE ONE.

SHOW CARD C

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

Q2b. Overall, how satisfied or dissatisfied are you that the information is relevant in terms of what you want to know about events and festivals? READ OUT. CODE ONE.

SHOW CARD C

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

Q2c. Overall, how satisfied or dissatisfied are you that the information is accurate, which includes being factually correct? READ OUT. CODE ONE.

SHOW CARD C

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

Q2d. Overall, how satisfied or dissatisfied are you that the information is easy to find and understand? READ OUT. CODE ONE.

SHOW CARD C

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

READ OUT: The Council supports a range of events and festivals such as Kids Fest, Body Fest, the Christchurch Arts Festival and local community festivals.

Q3. Overall, how satisfied or dissatisfied are you with the range of events and festivals? Range means the variety of events and festivals during the year. READ OUT. CODE ONE.

SHOW CARD C

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

Governance and Public Affairs

READ OUT: Now, some questions about governance and decision making in our city.

Q4a. Thinking about Christchurch City Council, how much do you agree or disagree with the statement 'I understand how the Council makes decisions'? READ OUT. CODE ONE.

SHOW CARD D

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

Q4b. Overall, how satisfied or dissatisfied are you with the accuracy of the information provided to you about Council decisions? *This includes things such as getting enough information about decisions, being able to rely on what you have been told and getting a clear, transparent and consistent message.* READ OUT. CODE ONE.

SHOW CARD C

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

Q4c. Overall, how satisfied or dissatisfied are you that the public receives information about decision making in a prompt and timely manner? READ OUT. CODE ONE. .

SHOW CARD C

1. Very satisfied
2. Satisfied
3. Neither satisfied nor dissatisfied
4. Dissatisfied
5. Strongly dissatisfied
6. DO NOT READ OUT: Don't know/ NA

Q5. Overall, how satisfied or dissatisfied are you that the Council makes decisions that are in the best interests of the city? READ OUT. CODE ONE. .

SHOW CARD C

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

Q6. Overall, how much influence do you feel the public has on the decisions the Council makes? READ OUT. CODE ONE. .

SHOW CARD E

1. Large influence
2. Some influence
3. Small influence
4. No influence
5. DO NOT READ OUT: Don't know/ NA

Q7a. Overall, how satisfied or dissatisfied are you with the opportunities to have a say in what Council does? READ OUT. CODE ONE. .

SHOW CARD C

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

Q7b. Overall, how satisfied or dissatisfied are you that the Council's decision making processes are easy to use or engage with? *This includes things such as provision of clear instructions about processes and timelines, having a range of options for engaging with the Council, and accessibility of Council staff, councillors and community board members to talk about decisions.* READ OUT. CODE ONE.

SHOW CARD C

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

Visits to Council Facilities

READ OUT: Thinking now about visits to Council provided libraries...

Q8. In the last 12 months, how often have you visited a Christchurch City Council library, including a community library* READ OUT. CODE ONE. *CONFIRM THE NAME OF A LIBRARY IF NEEDED BUT DO NOT READ OUT LIST OF LIBRARIES.* LIBRARIES - Akaroa, Aranui, Bishopdale, Central Library Manchester, Central Library Peterborough, Diamond Harbour, Fendalton, Hornby, Linwood, Little River, Lyttelton, New Brighton, Papanui, Parklands, Redwood, Shirley, South (Beckenham), Spreydon, Te Hapua Halswell, Upper Riccarton, and the mobile library. NOTE: LIBRARIES CLOSED AS A RESULT OF THE EARTHQUAKES: SUMNER. READ OUT. CODE ONE.

SHOW CARD F

1. Have not visited in the last 12 months
2. Less often than once a month
3. At least once a month
4. 2-3 times a month
5. Once a week
6. 2-4 times a week
7. 5 or more times a week
8. DO NOT READ OUT: Don't know

Waterways

READ OUT: Christchurch has a number of waterways such as The Avon, Heathcote and Styx Rivers, tributary waterways such as St Albans and Cashmere streams and utility waterways such as outfall drains, roadside swales and timbered drains.

Q9. Overall how satisfied or dissatisfied are you with the condition of waterways, which includes things such as maintenance and upkeep? READ OUT. CODE ONE.

SHOW CARD C

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

READ OUT: Waterway margins are typically the two metre strip from the water's edge to the top of the bank and are often planted with shrubs, grasses and reeds.

Q10a. Overall how satisfied or dissatisfied are you with the appearance of Christchurch's waterway margins, which includes things such as the layout and type of plantings, (or shrubs, grasses and reeds)? READ OUT. CODE ONE.

SHOW CARD C

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

Q10b. Overall how satisfied or dissatisfied are you with the condition of waterway margins? Condition includes things such as maintenance and upkeep. READ OUT. CODE ONE.

SHOW CARD C

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

Q10c. Christchurch's storm water management involves managing storm water through things such as rivers, waterways, timbered drains and storm water pipes. Overall how satisfied or dissatisfied are you that the city's storm water management systems operate effectively to ensure that the risk of flooding is minimised? READ OUT. CODE ONE.

SHOW CARD C

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

Rubbish and Recycling

READ OUT: Thinking now about the Council rubbish and recycling collection... I now have a series of questions about the Council run three-bin kerbside collection service. *This includes things such as the Council having a good understanding of resident rubbish and recycling needs and issues, provision of clear and accurate information about what can go in the three bins and about collection days and changes, prompt addressing of issues if they arise, and the user friendliness of the bins and service.*

Q11. Overall how satisfied or dissatisfied are you with the Council's kerbside collection of recyclable materials? - Your yellow bin. READ OUT. CODE ONE.

SHOW CARD C

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

Q12. Overall how satisfied or dissatisfied are you with the Council's kerbside collection of rubbish? - Your red bin

READ OUT. CODE ONE.

SHOW CARD C

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

Q13. Overall how satisfied or dissatisfied are you with the Council's kerbside collection of organic material? - Your green bin READ OUT. CODE ONE.

SHOW CARD C

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

Roading

READ OUT: Thinking now about the city's roads and footpaths...

- Q14. Overall how satisfied or dissatisfied are you with the condition of Christchurch's roads but excluding the residential red zone roads? Condition includes things such as maintenance and upkeep. READ OUT. CODE ONE.

SHOW CARD C

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

- Q15. Overall how satisfied or dissatisfied are you with the condition of Christchurch's footpaths but excluding the residential red zone footpaths? Condition includes things such as maintenance and upkeep. READ OUT. CODE ONE.

SHOW CARD C

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

Water

READ OUT: I now want to ask you a series of questions about the city's waste water collection and water supply

READ OUT: Wastewater collection is about the underground pipes that take wastewater from your toilets, showers etc. away from homes and to the treatment plant. It is not about storm water collection that collects water in gutters and storm water drains.

- Q16. Overall, how satisfied or dissatisfied are you with wastewater services where the health risk to people is minimised and any issues are responded to promptly? READ OUT. CODE ONE.

SHOW CARD C

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

Q17. Thinking now about water supply. This is about clean, drinkable water being supplied to your house.

Overall how satisfied or dissatisfied are you with the quality of the water supply? *This includes things such as its taste, pressure and appearance.* READ OUT. CODE ONE.

SHOW CARD C

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

Active Travel

READ OUT: Now, I would like to ask you some questions about active travel in Christchurch. Active travel is human-powered travel such as walking, cycling, skating and using manual wheelchairs.

Q18. *The first question is about whether or not Christchurch is cycle friendly. By cycle friendly I mean cyclists being able to travel safely and conveniently around the city by cycle using the roads and cycle lanes; showing support for cyclists by understanding their needs; provision of accurate information about the cycling network; and user friendliness of signage and information.* Overall, how much do you agree or disagree that Christchurch is a cycle friendly city? READ OUT. CODE ONE.

SHOW CARD D

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

Q19. And related to this, how often have you cycled on a public road in Christchurch in the last 12 months? What best describes your cycle frequency...READ OUT. CODE ONE.

SHOW CARD G

1. All the time, by that I mean about every day
2. Frequently, by that I mean at least once a week
3. Occasionally, by that I mean around once a month
4. Rarely, by that I mean no more than a few times a year
5. Never
6. DO NOT READ OUT: Don't know/ NA

Q20a. And, overall how satisfied or dissatisfied are you with cycling facilities provided for cyclists, such as cycle stands and cycle loops? READ OUT. CODE ONE.

SHOW CARD C

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

Q20b. The next question is about Christchurch being walking friendly. *This includes things such as pedestrians being able to travel safely and conveniently around the city on foot; showing support for pedestrians by understanding their needs; provision of accurate information about the pedestrian network; and user friendliness of signage and pedestrian information.* Overall, how much do you agree or disagree that Christchurch is a walking friendly city?

READ OUT. CODE ONE.

SHOW CARD D

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

Parking

READ OUT: Thinking now about parking a vehicle in Christchurch...

Q21. Have you parked a car in a Council parking facility in the last 12 months? This includes on-street and off-street parking: CODE ONE.

1. Yes
 2. No
 3. Don't know
-

Q22. Overall how satisfied or dissatisfied are you with the ease of use of on-street parking meters? *This includes things such as clear instructions for using meters, the process of purchasing and processing of tickets, parking meters working correctly and response from the Council when the meters are not working.* READ OUT. CODE ONE.

SHOW CARD C

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

Q23. Overall how satisfied or dissatisfied are you with the range of Council parking facilities available to you? *This includes both on-street and off-street Council motor vehicle parking including parking permits and availability of mobility parking.* READ OUT. CODE ONE.

SHOW CARD C

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

Q24. Overall how satisfied or dissatisfied are you with the information provided to you by the Council about parking options? *This includes things such as the clarity and accuracy of parking information, instructions and signage.* READ OUT. CODE ONE.

SHOW CARD C

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

Q25. Overall how satisfied or dissatisfied are you with the ease of use of other aspects of Council parking? *This includes things such as finding a park for your vehicle either on-street or in parking buildings, finding updates about parking changes, restrictions and charges and the processes for paying a fine or getting a parking permit including temporary, residential and mobility parking permits.* READ OUT. CODE ONE.

SHOW CARD C

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

Q26. Overall, how much do you agree or disagree that your motor vehicle is safer in Council run off-street parking compared to on street parking? *This includes things such as theft, damage from other cars or from pillars, posts, bollards or other obstacles and damage from people such as vandalism, etc.* READ OUT. CODE ONE.

SHOW CARD D

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

Q27. Thinking about your personal safety, overall, how much do you agree or disagree that you feel very safe using Council run off-street parking sites during the day. READ OUT. CODE ONE.

SHOW CARD D

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

Q28. Thinking about your personal safety, overall, how much do you agree or disagree that you feel very safe using Council run off-street parking sites after dark. READ OUT. CODE ONE.

SHOW CARD D

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

Disaster Preparedness

Q29. In the last 12 months, have you attended or participated in meetings or presentations about helping communities cope better in a disaster? *This includes meetings and presentations organised by community or residents groups, central or local government, by a group of neighbours, by your employer, etc.*

CODE ONE.

- | | |
|------------------------------------|-------------|
| 1. Yes | GO TO Q30 |
| 2. No | SKIP TO Q31 |
| 3. DO NOT READ OUT: Don't know | SKIP TO Q31 |
| 4. DO NOT READ OUT: Not applicable | SKIP TO Q31 |

Q30. Thinking about the following situations, how much do you agree or disagree with the following...READ OUT. CODE ONE FOR EACH.

SHOW CARD D

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	DO NOT READ OUT: Don't know/NA
My personal preparedness has improved as a result of my attending or participating in these meetings or presentations about disaster planning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The community's preparedness has improved as a result of people attending or participating in these meetings or presentations about disaster planning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Businesses or organisations are better prepared as a result of staff attending or participating these in meetings or presentations about disaster planning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Overall Satisfaction

READ OUT: We have nearly finished the survey, but first I would like to ask you some questions about your impressions of the Council overall.

READ OUT: I'd like you to think about the dealings you've had with Christchurch City Council, all the things it has done over the last 12 months, and all the services and facilities that Christchurch City Council provides, such as those we have discussed today as well as things like libraries, parks, recreation and leisure, and regulatory services such as building consents.

Q31. Overall, how satisfied or dissatisfied are you with the performance of Christchurch City Council in delivering its services over the last 12 months? READ OUT. CODE ONE.

SHOW CARD C

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

Things done well and opportunities for improvement

READ OUT: *All Christchurch residents interact with Council services either directly or indirectly over the course of the year. This may be direct by seeking advice, or making an enquiry, complaint or payment, or seeking resolution of an issue. It may be visiting a public library or swimming pool or making a submission on an important issue or applying for a regulatory consent. Or it may be more indirect through having your rubbish or sewerage collected or using roads and the water supply.*

- Q32. Thinking about your overall experience in interacting with the Council over the last 12 months, how much do you agree or disagree that the Council made it easy for you to interact with it regarding your service needs? *This includes prompt and efficient service delivery. It also includes service delivered by knowledgeable Council staff who understand your needs, who show you respect, and who provide you with accurate advice or effective options that address your needs or resolve your issues.* READ OUT. CODE ONE.

SHOW CARD D

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

READ OUT: Now four questions about the best things the Council does and the things that need improving most. Often when we do these surveys, it's the detailed things people tell us about what Council is doing well, and what it is not doing quite so well, that provide the most powerful feedback.

- Q33a. Thinking about all the services the Council provides, which is the one service you feel the Council is performing the best in delivering? WRITE IN SERVICE.

Q33b. Please describe in as much detail as possible why you think Council is performing best in this area?

PROBE FULLY FOR REASONS COUNCIL IS PERFORMING BEST IN THIS AREA BY ASKING 'WHY ELSE?' UNTIL NOTHING FURTHER MENTIONED.

-
- Q33c. Of all the services the Council provides, which is the one service you feel is most important for Council to improve over the next 12 months? WRITE IN SERVICE.

Q33d. Please describe in as much detail as possible what you think Council should be doing to improve its performance in this area. PROBE FULLY FOR REASONS IT IS IMPORTANT FOR COUNCIL TO IMPROVE IN THIS AREA BY ASKING 'WHY ELSE?' UNTIL NOTHING FURTHER MENTIONED.

Q34. For future feedback about their services and issues impacting on Christchurch residents would you consent to Christchurch City Council holding your email address? *Your survey responses will always be made anonymous, and your email address will not be used for any other purposes and will not be supplied to any third parties.* CODE ONE.

1. Yes
2. No

If yes, what is your email address?

Q35. *The Council, Crown Public Health and the Cancer Society are partnering on smokefree initiatives in Christchurch, including seeking community views on smokefree outdoor dining.* How much do you agree or disagree that ALL outdoor eating areas in restaurants and cafes should be smokefree?

READ OUT. CODE ONE.

SHOW CARD D

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

Q36. *Generally, by law, shops must be closed for retail trade on three-and-a-half days per year: Good Friday, Easter Sunday, Christmas Day, and the morning of ANZAC Day. Some shops may currently trade on Easter Sunday (including pharmacies, cafes, dairies, souvenir/duty free shops and garden centres). The Council could adopt a policy that would allow **all** retail shops in Christchurch to trade on Easter Sunday.* How much do you agree or disagree that all retail shops in Christchurch should **be open for trade** on Easter Sunday?

READ OUT. CODE ONE.

SHOW CARD D

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

Q37. Why did you say this? ASK: Why else? UNTIL NOTHING FURTHER MENTIONED.

Q38. And finally, did you attend the Sparks event in North Hagley Park on Saturday 11th February?
CODE ONE.

1. Yes (ASK Q39)
2. No (DO NOT ASK Q39)

ASK IF YES AT Q38

Q39. We'd love to hear what you have to say about the Sparks event you recently attended. Can we collect your email so we can send you questions that will take around 10 minutes to complete and you will go in the draw to win a \$50 Prezzy Card! CODE ONE.

1. Yes (Email address: _____)
2. No

Thank you for taking the time to complete this survey. Can I please confirm your first name and contact phone number for auditing purposes only?

First Name:

Phone Number:

READ OUT: Thank you for taking the time to complete this survey. Your answers will contribute to the Christchurch City Council providing better service to the people of Christchurch in the future.

Just to remind you, I'm from Opinions Market Research Ltd.

If you have any queries you can call the office during office hours on Christchurch 03-374 9794. Thanks once again for participating, we do value your opinion. Have a good night/day.

INTERVIEWER DECLARATION: I declare that the participant, whose name and telephone number appear above, was unknown to me until the interview. In 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 survey. I understand that the information given to me during the interview must be kept confidential.

1. The participant was unknown to me
2. The participant was networked from another participant in the survey and the participant was unknown to me
3. The participant is someone I know or know of myself
4. Other SPECIFY

First Name: _____

Interviewer Number:

Appendix II – Verbatim Comments

Q33a. Things Christchurch City Council Does Best**Banks Peninsula**

Rubbish collection services.	Female, 65+
Library services.	Female, 65+
Rubbish collection services.	Male, 50-64
Community support.	Male, 65+
Parks.	Female, 50-64
Underground services.	Female, 50-64
Rubbish collection services	Male, 25-49
Rubbish collection services	Male, 25-49
Rubbish collection services	Male, 50-64
Library services.	Female, 25-49
Library services.	Male, 25-49
Swim smart programme.	Female, 25-49
Water.	Male, 18-24

Coastal – Burwood

Overall wastewater sewage system.	Female, 50-64
They provide good water supply to all residents. The rubbish collection is fine.	Female, 65+
Libraries and information centres.	Female, 25-49
Libraries.	Male, 25-49
Libraries.	Female, 25-49
The basics such as providing good water supply and providing good rubbish collection service.	Female, 50-64
Animal control.	Male, 25-49
Preventing flooding.	Female, 50-64
Waste collection.	Male, 25-49
Library services.	Female, 65+
Rubbish collection.	Female, 65+
Nothing.	Female, 65+
Rubbish removal.	Female, 65+
Water treatment.	Male, 65+
Rubbish collection.	Female, 65+
Parks and recreation.	Male, 65+
Organisation of events for Christchurch city.	Female, 50-64
The parking facilities are very good, especially at the Hospital.	Female, 65+
Rubbish collection or removal	Male, 50-64
Parks and rubbish collection but the green bin needs to bigger.	Female, 50-64
Repairing potholes.	Male, 65+
Rubbish collection.	Female, 65+

Parks.	Female, 50-64
Rubbish collection.	Female, 25-49
Libraries.	Female, 50-64
Rubbish collection.	Male, 65+
Excellent bus services.	Male, 65+
Rubbish collection.	Female, 50-64
Excellent library services.	Male, 65+
Entertainment and events.	Female, 25-49
Rates rebate.	Male, 65+
Rubbish collection.	Female, 50-64
Excellent library services.	Male, 50-64
Rubbish and recycling.	Female, 25-49
Library services.	Male, 65+
Waste collection.	Female, 18-24
Rubbish collection.	Female, 25-49
Events that they hold.	Female, 25-49
Library services.	Female, 50-64
Rubbish, library, drinking water services.	Female, 50-64
Rubbish collection	Male, 50-64
Rubbish collection.	Female, 25-49
Libraries.	Female, 25-49
Rubbish and recycling.	Male, 50-64
Leisure centres.	Male, 25-49
Restoring stability.	Male, 25-49
Community events.	Female, 25-49
Excellent library services.	Female, 25-49
Excellent library services.	Female, 50-64
Library services.	Female, 18-24
The rubbish collection service.	Female, 25-49
Dog control.	Female, 25-49
Library services.	Female, 25-49
Library services.	Female, 25-49
Libraries.	Male, 25-49
Festivals and events.	Male, 50-64
Events.	Male, 25-49
Excellent library services.	Male, 50-64
Libraries.	Female, 25-49
Excellent library services	Female, 25-49
Excellent library services and rubbish collection services.	Male, 50-64
Building Department.	Male, 50-64
Repairing the infrastructure that has been damaged.	Male, 50-64
Library services.	Male, 50-64

Water supply to the homes.	Male, 50-64
Rubbish collection.	Female, 50-64
Collection of money.	Female, 25-49
Rubbish collection services.	Male, 50-64
Parks and playgrounds.	Male, 18-24
Sports and recreation.	Female, 25-49
Buses.	Female, 18-24
Events.	Female, 18-24
Information for contacting Council.	Female, 25-49
Libraries.	Female, 25-49
Parks.	Female, 25-49
Libraries.	Female, 25-49
Kerbside collection.	Male, 25-49
Libraries.	Male, 25-49
Facilities such as hall hire.	Female, 50-64
Parks.	Female, 18-24
Cycle paths.	Female, 18-24
Events.	Female, 18-24
Waterways.	Male, 18-24
Roads.	Male, 18-24
Water	Female, 18-24
Bin collection.	Male, 18-24
Libraries.	Male, 25-49
Libraries.	Male, 25-49
Public spaces.	Male, 25-49
Sports and park facilities.	Male, 25-49
Rubbish collection.	Male, 25-49
Rubbish collection.	Female, 18-24
Roading.	Female, 25-49
Bin collection.	Female, 25-49

Fendalton – Waimairi – Harewood

Rubbish collection services.	Female, 50-64
Rubbish collection.	Female, 25-49
Rubbish collection.	Male, 50-64
Information and communication.	Female, 25-49
Libraries.	Male, 65+
Follow-up from a complaint.	Female, 50-64
Rubbish and recycling collection.	Female, 50-64
Rebuild of the city.	Female, 65+
I don't really know.	Female, 65+

The rubbish collection.	Male, 50-64
Spending.	Female, 50-64
Rubbish collection.	Female, 50-64
Rubbish collection.	Male, 65+
Parks and reserves.	Female, 25-49
Organising events.	Male, 18-24
Bus service.	Female, 65+
They've done pretty well.	Female, 65+
Kerbside collection.	Male, 50-64
Library service and rubbish collection.	Male, 25-49
Rubbish collection.	Male, 65+
The recreational facilities and the libraries.	Female, 25-49
Library services apart from the Bishopdale affair. They are building a new one which has taken 6 years and still counting.	Male, 65+
Libraries.	Female, 25-49
Spending money on stupid things like putting statues in the river.	Female, 65+
Library services.	Male, 65+
Spending money and raising rates.	Male, 50-64
Activities like Sparks in the Park.	Female, 25-49
The park service's i.e. ground keeping.	Male, 25-49
Rubbish collection.	Male, 50-64
Clean domestic water supply.	Male, 50-64
Rubbish bins.	Female, 65+
Collection of waste.	Male, 18-24
Waste collection.	Male, 18-24
Footpaths.	Male, 18-24
Libraries.	Female, 50-64
Rubbish collection.	Female, 18-24
The libraries.	Female, 65+
Rubbish collecting.	Male, 65+
Entertainment.	Male, 25-49
Rubbish collection.	Female, 65+
Upkeep of Victoria Park.	Female, 50-64
Rubbish collection.	Male, 50-64
Rubbish collection.	Female, 50-64
We are spending a lot of money all over the place which isn't necessary.	Male, 50-64
Recreation.	Male, 25-49
A clean city.	Female, 25-49
Events.	Female, 50-64
Providing entertainment and events. The rubbish collection is good and they are good at giving information out on property work.	Female, 50-64
Kerbside recycling.	Female, 50-64
Recreation.	Male, 25-49

Projects.	Female, 25-49
Rubbish collection.	Female, 25-49
Rubbish collection.	Female, 65+
Rubbish collection and recycling.	Female, 25-49
Rubbish collection.	Female, 65+
Rubbish and recycling collection.	Male, 65+
Rubbish collection.	Male, 65+
Recycling and rubbish collection.	Male, 65+
Rubbish and recycling collection.	Male, 65+
Rubbish collection and recycling.	Male, 65+
Rubbish and recycling.	Female, 65+
Rubbish collection.	Male, 65+
Rubbish and recycling collection.	Female, 50-64
Parks and recreation.	Female, 65+
Events and festivals.	Male, 25-49
Events.	Female, 25-49
Drinking water.	Male, 65+
Rubbish collection.	Male, 50-64
There is nothing that is beyond expected.	Female, 25-49
Libraries.	Female, 25-49
Road works.	Male, 25-49
Rubbish collection.	Female, 50-64
Recreational facilities.	Female, 25-49
The community things they do e.g. Sparks in the Park and they make that available for everyone to enjoy.	Female, 50-64
Rubbish collection.	Female, 65+
Rubbish collection and recycling.	Male, 65+
Rubbish collection and recycling.	Female, 25-49
Recycling and rubbish collection.	Male, 50-64
Rubbish collection.	Female, 65+
Recreational services and libraries.	Male, 25-49
The events and festivals it hosts or participates in around town.	Male, 50-64
Water supply to the house.	Male, 25-49
Libraries.	Female, 50-64
Rubbish bin collection.	Female, 25-49
Parks and reserves.	Female, 25-49
Rubbish collection and recycling.	Male, 25-49
Rubbish collection.	Male, 50-64
Rubbish collection.	Female, 50-64
Rubbish collection.	Female, 50-64
The rubbish collecting.	Female, 50-64
Rubbish collecting.	Male, 50-64
Trying to keep our water clean when it comes from the tap.	Male, 50-64

Putting our rates up. That's what I think they're best at doing.	Male, 50-64
I don't think the Council should do anything, and it does.	Male, 25-49
The public libraries.	Female, 25-49
The public libraries.	Female, 25-49
The festivals.	Female, 25-49
Customer service on the telephone and initial communication.	Female, 25-49
Roadside collection of rubbish.	Male, 50-64
Rubbish and recycling.	Female, 25-49
Swimming pool programmes	Female, 25-49
Parks.	Male, 25-49
Roads.	Female, 18-24
Waterways.	Male, 18-24
Water.	Male, 18-24
Bin collection.	Female, 25-49
Events.	Female, 25-49
Parks and recreation places.	Male, 25-49
Swimming pools	Female, 25-49
The walking tracks.	Female, 25-49
Recreation such as events.	Male, 25-49
Developing the cycle ways e.g. one connecting town to the university.	Male, 18-24
Parking overall except the area around the hospital.	Female, 25-49
Parks.	Male, 25-49
Entertainment.	Male, 25-49
Leisure activities.	Male, 25-49
Libraries.	Female, 25-49
Water supply.	Female, 18-24
Parks.	Female, 18-24
Parks.	Female, 25-49
Events.	Male, 25-49
Events.	Male, 25-49
Bins.	Male, 18-24
The events.	Male, 25-49
The range of events.	Male, 25-49
Public libraries and parks.	Male, 18-24
Parks.	Male, 18-24
Building more cycle ways.	Male, 18-24
Parks and Waterways.	Female, 25-49
Library services.	Female, 25-49
Events for families.	Male, 25-49
Bins.	Male, 25-49
Rubbish collection service	Male, 25-49
Recycling and waste management.	Male, 18-24

Rubbish collection.	Male, 25-49
Libraries.	Male, 25-49
Recreational facilities like Jellie Park.	Male, 18-24
Waterways.	Male, 18-24
Bin collection.	Male, 25-49
Water.	Male, 18-24
Refuse removal.	Male, 25-49

Halswell – Hornby – Riccarton

Sewerage.	Male, 65+
Their reaction to disasters e.g. Fires, floods and earthquakes.	Male, 65+
Infrastructure as the rebuild is going well.	Female, 50-64
Parks and recreation.	Female, 18-24
Swimming pools.	Male, 25-49
Creating public spaces.	Female, 25-49
Metro buses.	Male, 18-24
Parks and open spaces are maintained.	Female, 25-49
Events.	Female, 25-49
The building of new infrastructure – playgrounds.	Male, 25-49
Nothing, I can't think of one.	Male, 18-24
Walking signs/maps.	Male, 25-49
Infrastructure.	Male, 25-49
The front-line people are good at answering questions over the phone.	Female, 65+
Water supply.	Male, 25-49
Rubbish collection.	Female, 50-64
Events.	Male, 18-24
Events.	Male, 18-24
Events.	Female, 18-24
Roads.	Female, 18-24
Water supply.	Male, 25-49
Water supply.	Female, 18-24
Waterways.	Male, 18-24
Events.	Male, 18-24
Bin collection.	Female, 25-49
Events.	Female, 25-49
Rubbish collection.	Female, 18-24
None.	Male, 50-64
Events.	Female, 18-24
Events.	Male, 25-49
Rubbish collection.	Male, 25-49
Cycle paths.	Male, 18-24

Roads and footpaths.	Male, 18-24
Activities.	Female, 25-49
The call centre.	Female, 25-49
Rubbish collection - 3 bin system.	Female, 50-64
Providing water services.	Male, 50-64
Rubbish collection - 3 bin service.	Female, 50-64
Events and festivals.	Female, 25-49
The Arts.	Female, 65+
Availability of services such as libraries.	Male, 25-49
Events and festivals.	Male, 65+
New facilities i.e. playground etc. and dedication to cycle ways.	Female, 25-49
Events.	Female, 25-49
Fixing the roads.	Female, 18-24
Playgrounds/children's facilities.	Female, 25-49
Rubbish and recycling.	Female, 25-49
School buses for children.	Female, 18-24
Library services.	Female, 65+
Waste collection.	Female, 25-49
Recreation and sport.	Female, 18-24
Rubbish collection.	Male, 25-49
Playgrounds.	Female, 25-49
Nothing out of the ordinary.	Female, 25-49
Libraries.	Male, 25-49
Recreational facilities.	Female, 25-49
Putting road cones up.	Male, 18-24
Events and festivals.	Female, 25-49
Drinkable water supply.	Female, 50-64
Rubbish collection services.	Female, 65+
Rubbish collection.	Female, 65+
The cycle friendliness.	Male, 25-49
The events and festivals	Male, 50-64
Rubbish collection.	Male, 50-64
Collection of rubbish bins.	Male, 65+
Providing water supply.	Male, 65+
Events and art festivals.	Male, 65+
Can't think of any. They are all much the same.	Male, 65+
Sending out rates.	Female, 50-64
Bus transport.	Female, 65+
Events and festivals.	Female, 25-49
Providing pedestrian crossings and median strips.	Female, 25-49
Roads.	Female, 50-64
Rebuilding the city buildings.	Male, 25-49

Rubbish collection.	Male, 65+
Rubbish collection.	Female, 65+
Bus service.	Male, 65+
3 bin rubbish collection and recycling.	Male, 65+
Libraries.	Female, 50-64
Libraries.	Female, 25-49
3 bin rubbish collection.	Male, 65+
The sewerage system.	Female, 65+
Libraries.	Female, 65+
Events and festivals.	Female, 50-64
Parks and swimming pools.	Female, 50-64
I can't think of any.	Female, 25-49
Festivals and events.	Male, 65+
Rubbish bin collection.	Male, 50-64
Rubbish bin collection.	Female, 25-49
I don't know of any.	Male, 50-64
Supplying water.	Male, 50-64
Libraries.	Female, 25-49
Communication.	Female, 50-64
Community events and festivals.	Female, 50-64
Parks.	Male, 18-24
Rubbish collection.	Male, 25-49
The collection of the bins.	Male, 25-49
Waste management like recycling.	Female, 50-64
Rubbish collection.	Female, 25-49
Lots of free events e.g. Chinese New Year and Noodle festival.	Female, 50-64
Libraries.	Female, 25-49
Roads and footpaths.	Male, 50-64
Parks and recreation.	Male, 25-49
Rubbish collection.	Male, 50-64
The library.	Female, 25-49
Events	Male, 18-24
Bike lanes.	Female, 18-24
Bin collection service.	Female, 18-24
Libraries.	Female, 18-24
Rubbish and recycling collection.	Male, 25-49
Waste collection	Male, 25-49
Events.	Male, 25-49
Events and festivals	Female, 18-24
The events.	Female, 25-49
Rubbish and recycling collection.	Male, 50-64
Rubbish collection.	Male, 50-64

Facilities they provide like libraries and swimming pools.	Male, 50-64
Libraries.	Female, 25-49
Providing events and festivals.	Female, 25-49
Rubbish and recycling.	Male, 25-49
Water supply to households.	Male, 50-64
Paying rates.	Male, 25-49
Public libraries.	Male, 50-64
I can't think of any.	Male, 50-64
Rubbish collection.	Male, 25-49
Rubbish collection.	Female, 25-49
Entertainment - events and festivals.	Male, 25-49
Local libraries and children's playgrounds.	Female, 50-64
Parks and recreation.	Male, 50-64
City Care.	Female, 25-49
Infrastructure.	Male, 50-64
Organizing the rebuild after the earthquakes.	Female, 65+
The 3-bin rubbish collection.	Female, 50-64
Rubbish collection.	Female, 65+
Entertainment - events and festivals.	Male, 65+
Events.	Male, 25-49
Libraries.	Male, 18-24
Drinking water.	Male, 25-49
Libraries.	Male, 25-49
Mountain bike adventure park.	Female, 25-49
Public events.	Male, 25-49
Parks.	Male, 50-64
Rubbish collection.	Male, 25-49
Events.	Male, 25-49
Water.	Male, 25-49
Bin collection.	Male, 18-24
Libraries.	Male, 18-24
Libraries.	Male, 25-49

Linwood – Central – Heathcote

Recreation as we still have facilities available.	Male, 25-49
The local mobile library service.	Male, 65+
Financial handling.	Male, 25-49
Rubbish collection.	Female, 65+
The staff at Linwood Service Centre provides a good service.	Female, 65+
They are generally all okay.	Female, 65+
The rubbish and recycling service.	Female, 65+

The rubbish and recycling.	Female, 65+
Rubbish collection.	Female, 65+
Rubbish and recycling.	Male, 50-64
Rubbish collection.	Female, 25-49
Library services.	Female, 65+
The libraries.	Female, 25-49
Parks and reserves.	Male, 65+
Parks and tracks.	Male, 25-49
Transport - buses.	Female, 25-49
Rubbish collection.	Male, 25-49
Looking after the gardens and parks in the city.	Male, 50-64
Rubbish collection.	Female, 65+
The libraries.	Female, 65+
Graffiti control.	Male, 65+
Rubbish collection.	Male, 65+
Parks.	Female, 25-49
Recreation.	Female, 25-49
Water supply.	Male, 65+
Rubbish collection service.	Female, 50-64
Rubbish collection.	Female, 50-64
Drinking water.	Female, 25-49
Stealing people's money.	Male, 25-49
Road works.	Female, 18-24
Communication.	Female, 50-64
The libraries.	Female, 65+
Rubbish collection.	Female, 25-49
Excellent library services.	Female, 65+
Parks and gardens.	Male, 65+
Rubbish collection.	Female, 65+
The Botanical Gardens.	Female, 65+
Waste water services.	Male, 50-64
Library services.	Female, 65+
Events.	Female, 50-64
Rubbish collection.	Female, 25-49
Rubbish collection services	Female, 65+
The environment, green parks.	Female, 25-49
Libraries.	Female, 25-49
Rubbish collection services	Female, 25-49
Margaret Mahy Park.	Male, 18-24
Rubbish collection and the City Care.	Female, 50-64
Call centre operation.	Male, 65+
Events.	Female, 25-49

Water supply services.	Male, 65+
Events planned out for people to go to.	Female, 25-49
Library and rubbish collection services.	Male, 65+
The rubbish collection.	Female, 50-64
Rubbish collection.	Male, 65+
Parks.	Male, 50-64
Events and festivals.	Female, 25-49
The water services.	Female, 50-64
The rates.	Male, 65+
Wastewater	Female, 18-24
Rubbish collection.	Female, 25-49
Community support.	Female, 25-49
Services for pedestrians and cyclists.	Female, 25-49
General improvements.	Female, 25-49
Libraries	Female, 18-24
Events.	Female, 25-49
Events.	Female, 25-49
City rebuild.	Female, 25-49
Waste removal.	Female, 25-49
Rubbish and recycling.	Female, 50-64
Rubbish and recycling.	Female, 50-64
Events and recreational facilities.	Female, 50-64
Rubbish collection.	Female, 25-49
Rubbish and recycling.	Female, 50-64
The roads.	Female, 25-49
Library services.	Female, 25-49
Co-ordinating the repair of the damage from the earthquakes.	Male, 65+
Getting their rates invoices out.	Male, 25-49
The environment.	Male, 25-49
Libraries.	Male, 50-64
Nice water without fluoride in it.	Female, 50-64
Recycling.	Female, 50-64
Rubbish collection Services.	Female, 50-64
Libraries.	Male, 65+
Rubbish collection services	Female, 50-64
Rubbish and recycling.	Female, 50-64
Communications by SCIRT.	Female, 50-64
Rubbish collection services.	Female, 25-49
Rubbish collection services	Male, 65+
Art Gallery.	Female, 25-49
Wastewater.	Male, 18-24
Rubbish collection.	Female, 25-49

Libraries.	Female, 25-49
Core utility services.	Male, 50-64
Providing things after the earthquake	Female, 25-49
Rubbish collecting and the recycling.	Female, 25-49
Rubbish collection services.	Female, 25-49
Rubbish collection.	Female, 50-64
Kerbside rubbish collection.	Female, 50-64
Their personal service.	Male, 65+
Libraries.	Male, 50-64
Playgrounds.	Female, 25-49
Wastewater.	Male, 25-49
Sewerage and pumping stations.	Male, 50-64
Roading and footpaths.	Female, 50-64
Rubbish collection.	Male, 50-64
Rubbish bin collection.	Male, 50-64
Library services.	Male, 50-64
Libraries.	Male, 25-49
Community events.	Female, 18-24
Events.	Male, 50-64
Hagley Park.	Male, 25-49
Getting money out of me.	Male, 50-64
Festivals.	Female, 18-24
Events.	Male, 18-24
Bin collection.	Female, 18-24
Water.	Male, 50-64
Rubbish collection.	Male, 50-64
Public libraries.	Female, 18-24
The rubbish collection.	Male, 25-49
Community facilities for children.	Male, 25-49
Rubbish collection services	Male, 25-49
The rubbish collection.	Male, 50-64
The wastewater collection.	Male, 50-64
Even though the East got very badly hit, I am still very pleased with the core services that the Christchurch City Council has continued to provide.	Male, 50-64
Libraries.	Male, 18-24
Roading.	Male, 25-49
Social housing.	Male, 25-49
Libraries.	Male, 25-49
Getting Garry Moore in to manage finances.	Male, 25-49
Their parks are pretty.	Male, 25-49
Public areas.	Male, 25-49
Information about Waltham cycle way.	Male, 25-49
Cycle ways.	Male, 25-49

Roads.	Male, 25-49
Amenities the Council provides.	Male, 25-49
Storm water drains.	Male, 25-49
The events available.	Male, 25-49
Playgrounds.	Female, 25-49
Council services.	Male, 50-64
Parks and reserves.	Male, 25-49
I don't have any real comments on that. I still think they could do a lot better for the public instead of sitting behind closed doors with their decision.	Male, 50-64
Wastewater.	Male, 25-49
Rubbish collection.	Male, 25-49
Sorry, I can't answer that at the moment. Probably when we move forward then I may have another think about it.	Male, 25-49
Keeping beaches clean and looked after.	Male, 18-24
Pick up the red bins.	Male, 25-49
Cultural events.	Male, 25-49
Libraries.	Male, 25-49
Water	Male, 18-24
Events.	Male, 18-24

Papanui – Innes

Rubbish collection.	Female, 65+
They do their best in all services they provide.	Male, 65+
The free activities i.e. Lantern Festival and Sparks in the Park.	Female, 50-64
They are doing their best with what they have.	Female, 65+
The events I have attended have been well-run i.e. the Lantern Festival.	Female, 50-64
They are good at communicating.	Female, 50-64
I'm happy with all the services.	Female, 65+
Wastewater service.	Male, 65+
The libraries are a good service.	Female, 65+
Getting the drainage back up and running.	Male, 65+
I live in a new area. Customer service regarding rubbish collection.	Female, 50-64
The activities.	Female, 50-64
They are trying hard to do all the repairs.	Female, 50-64
Rubbish collection.	Male, 50-64
Rubbish removal system.	Male, 50-64
The public transport service.	Male, 50-64
Rubbish collection.	Female, 65+
The swimming pools.	Male, 25-49
Collection of rubbish and recycling.	Male, 65+
All services provided by the City Council are excellent.	Female, 65+
Rubbish collection.	Male, 18-24

Rubbish collection - 3 bin system.	Female, 25-49
Providing entertainment for children.	Male, 25-49
Social side such as festivals and events.	Male, 50-64
Sending out information on their services.	Female, 65+
Recreational facilities.	Female, 25-49
The rubbish collection - 3 bin system.	Male, 65+
Wellbeing of ratepayers.	Male, 65+
Libraries.	Female, 50-64
Keeping the city clean and tidy.	Female, 18-24
Services for payment of rates.	Female, 50-64
Recreational facilities.	Male, 65+
Sport and recreation.	Male, 50-64
Rubbish collection.	Female, 50-64
Rubbish and recycling bin system.	Female, 65+
Libraries.	Female, 25-49
I can't think of any service that is good.	Female, 50-64
Libraries.	Female, 65+
They are very good at delivering events and festivals.	Female, 50-64
Swimming lessons.	Female, 25-49
Rubbish collection.	Female, 18-24
Rubbish collection.	Male, 25-49
Recreational facilities.	Male, 25-49
Activities.	Female, 50-64
Rubbish collection.	Male, 65+
Rubbish collection.	Female, 65+
The recycling.	Female, 25-49
Libraries.	Female, 25-49
Festivals and events.	Female, 25-49
Rubbish collection services.	Female, 25-49
Waste collection.	Male, 25-49
Money collection.	Male, 50-64
Waterways.	Male, 18-24
Libraries.	Male, 50-64
Waste collection.	Male, 18-24
The rubbish collection.	Female, 25-49
Playgrounds.	Female, 25-49
Festivals.	Female, 25-49
The variety of festivals.	Male, 50-64
Community events.	Female, 25-49
Rubbish collection - 3 bin system.	Female, 25-49
Wastewater.	Male, 50-64
Rubbish collections.	Male, 25-49

Recovery from earthquake damage.	Male, 65+
Libraries.	Male, 65+
Rubbish collection and recycling.	Female, 50-64
Central city rebuild.	Female, 25-49
Can't think of any one service they are doing well in.	Male, 65+
Rubbish collection.	Female, 25-49
Roading.	Female, 25-49
Dog control.	Female, 25-49
Events.	Female, 25-49
Parks.	Female, 25-49
Rubbish collection.	Female, 25-49
The festivals.	Male, 50-64
Library services.	Male, 25-49
Entertainment and community events.	Female, 25-49
Range of activities.	Female, 25-49
Safety maintenance.	Male, 18-24
Events.	Male, 25-49
Bin collection.	Female, 25-49
Rubbish collection.	Male, 25-49
Libraries.	Male, 25-49
City events.	Female, 25-49
Playgrounds.	Male, 25-49
The rebuild.	Male, 25-49
Parks.	Male, 50-64
Rubbish collection.	Male, 25-49
Events.	Male, 25-49
Dog parks specifically the Groynes. Also, libraries and skate parks.	Male, 25-49
Entertainment and events.	Male, 25-49
Events.	Male, 25-49
Kerbside rubbish collection.	Male, 25-49
Roading.	Male, 18-24
Pedestrians and cycle ways.	Male, 18-24
Roadworks.	Female, 18-24
Libraries.	Female, 25-49
Bin collection.	Male, 18-24
Waterways.	Male, 25-49

Spredon – Cashmere

Parks and recreation.	Female, 25-49
Dog registration.	Female, 50-64
Library services.	Female, 25-49

Rubbish collection.	Male, 50-64
Rubbish collection services	Male, 25-49
Libraries.	Male, 25-49
Summertime's events.	Female, 25-49
Creating spaces.	Female, 25-49
The libraries.	Male, 65+
Humanity based things.	Female, 25-49
The libraries.	Female, 50-64
Activities.	Female, 25-49
Rubbish collection.	Male, 65+
Rubbish collection services	Female, 65+
Recreation centres.	Female, 25-49
Christchurch City Council Recreation and Fitness Centres.	Male, 18-24
Rubbish collection.	Female, 25-49
Library services.	Female, 50-64
The Council being available to the public within reasonable hours.	Male, 65+
Wastewater system.	Male, 50-64
The council bins.	Female, 65+
Library services.	Male, 50-64
Library services.	Female, 50-64
Events.	Female, 50-64
Rubbish collection services.	Male, 65+
Rubbish collection services	Male, 65+
The council is performing well in a lot of its services.	Male, 50-64
Library services.	Female, 50-64
Water supply services and rubbish collection services.	Female, 65+
Rubbish collection services.	Male, 65+
Rubbish collection services.	Male, 25-49
The library.	Female, 65+
Library services.	Female, 50-64
Events and festivals.	Female, 50-64
Social entertainment.	Female, 65+
Library services.	Male, 50-64
Parks.	Female, 25-49
Library services.	Female, 65+
Rubbish collection services.	Male, 65+
Libraries.	Male, 50-64
Roading.	Male, 25-49
The Pioneer Pool.	Male, 25-49
The maintenance of waterways.	Male, 25-49
Library services.	Female, 65+
Rubbish collection services.	Female, 50-64

Rubbish collection services	Female, 25-49
Recreational facilities.	Female, 25-49
Library services.	Female, 25-49
Rubbish collection services.	Female, 65+
Library services.	Female, 65+
The events.	Female, 50-64
Library's services.	Female, 50-64
Library services	Female, 25-49
Rubbish collection.	Female, 50-64
Rubbish removal.	Female, 65+
Library services.	Female, 25-49
Recreation and events.	Female, 25-49
Events.	Female, 25-49
Wastewater.	Female, 25-49
The rubbish removal.	Male, 50-64
Rubbish collection services	Male, 25-49
Rubbish collection services	Male, 25-49
Vicky on Facebook.	Male, 50-64
Rubbish collection services.	Female, 25-49
Bus services.	Male, 50-64
Rubbish collection.	Male, 50-64
Rubbish collection services.	Male, 25-49
Rubbish collection services, Library services and provision for cycling.	Male, 50-64
Wastewater services.	Female, 25-49
Rubbish collection.	Male, 50-64
Botanic Gardens.	Female, 25-49
I don't know as it's too big of a category.	Male, 25-49
Library services	Female, 25-49
Events.	Male, 25-49
Transport.	Male, 25-49
Recreation centres	Female, 25-49
The swimming pools.	Male, 25-49
Recreational centre.	Male, 25-49
Library services.	Male, 25-49
Bin collection service.	Female, 18-24
Roads.	Male, 18-24
Parks and recreation services	Male, 25-49
Events.	Female, 18-24
Rubbish collection services.	Male, 50-64
Rubbish collection services	Male, 50-64
Facilities.	Male, 25-49
Library's services.	Male, 50-64

Rubbish collection services.	Male, 50-64
Parks and recreation.	Male, 50-64
Swimming pool.	Male, 25-49
Rubbish collection.	Male, 25-49
Public parks and spaces.	Male, 25-49
Events.	Male, 25-49
Parks.	Male, 25-49
Rubbish collection.	Male, 25-49

Q33b. Why Christchurch City Council Performs This Service Best

Banks Peninsula

Rubbish and recycling collections	Demographics
The staff that work for the council services are very good. The three-bin collection service provides good variety.	Female, 65+
The Council is providing the rubbish collection service correctly and promptly.	Male, 50-64
The rubbish is always collected on time.	Male, 25-49
They always empty the rubbish bins on time.	Male, 25-49
They know what to do and how to do it. Regarding rubbish collection.	Male, 50-64
Library services	Demographics
They have a very proactive library management that are able to future proof the city.	Female, 65+
They provide libraries in places where it is easy to access. The staff are very helpful.	Female, 25-49
The library buses are provided to local schools.	Male, 25-49
Sport & recreational facilities/activities e.g. tracks, swimming pools, skate parks, playgrounds	Demographics
It's a good service and they have excellent teachers. The pools are well maintained and accessible.	Female, 25-49
Gardens, parks, reserves, green spaces	Demographics
There are plenty of parks available and they are well maintained.	Female, 50-64
Water supply	Demographics
The water always tastes good.	Male, 18-24
Other general comments	Demographics
They are very responsive with regards to our needs in the remote community.	Male, 65+
No other Council has had a difficult situation such as the underground services to deal with.	Female, 50-64

Coastal – Burwood

Rubbish and recycling collections	Demographics
Communication has been well provided in the above areas by the Council.	Female, 65+
I haven't had any problems with those services provided by the Council.	Female, 50-64
The rubbish and recycling is always picked up in a timely manner.	Male, 25-49
I travel extensively throughout New Zealand and realized that rubbish collection service is very good. They are easily identifiable and they are well looked after. It would be appreciated if they could give you an update of the list of what can go in your yellow bin as mine has disappeared.	Female, 65+
The rubbish is always removed in a timely manner.	Female, 65+
The rubbish collection service is fine.	Female, 65+
It's a fair system and there is plenty of flexibility in this. We are able to separate rubbish in our kerbside rubbish collection.	Male, 50-64
I have never had any issues with regards to the Council. I am very happy with services that are provided.	Female, 50-64

The bins are always emptied and I like the three-bin process. The only thing that I would like to see changed is that maybe the size of the green bin could be more the size of the red bin.	Female, 65+
The rubbish collection service is made very easily for all residents of Christchurch.	Female, 25-49
It is one of the best and the rubbish collection service is great. Those guys handle those trucks as though they are playing with toys. They always collect it before 8am.	Male, 65+
They come along pretty early and they empty the bin. They are not left around all day. They are really good.	Female, 50-64
I haven't had a problem with them. They are doing okay with the rubbish collection service and I am thrilled about it.	Female, 50-64
I have never had any issues with the rubbish and recycling collection.	Female, 25-49
The rubbish is collected regularly.	Female, 18-24
They are making it clear that on public holidays they are still collecting the rubbish. They are putting it somewhere where they are actually getting rid of it.	Female, 25-49
The rubbish collection, library services, drinking water services work very well for the public.	Female, 50-64
They have never let me down. We just take rubbish collection for granted.	Male, 50-64
It is always very clean and efficiently done. I have never had any issues with the garbage collection or any issues with non-pick up or garbage being strewn on the street or anything.	Female, 25-49
The rubbish and recycling collection never seems to fail. They are quite impressive.	Male, 50-64
A good regular rubbish collection service with clear instructions as to how the whole process works.	Female, 25-49
The open hours for the library are suitable for everyone. The rubbish is collected once a week at a certain time.	Male, 50-64
The rubbish collection is efficient and clean.	Female, 50-64
Waste management is run very well.	Male, 50-64
The kerbside collection is on time and a good system.	Male, 25-49
The rubbish bin collection is on time.	Male, 18-24
I am very satisfied with the rubbish collection service.	Male, 25-49
The rubbish collection is consistent. The workmen are always polite. There are no problems.	Female, 18-24
They take the rubbish away and the service is reliable.	Female, 25-49
Library services	Demographics
The information centre alongside the libraries has become basically like a community hub so that they are easier to access. Sometimes it actually gets people into libraries that have never been into a library before.	Female, 25-49
It has a good range of services and a good variety of material. It is well located and one of their services is being able to renew bus passes.	Male, 25-49
We do use them. We generally haven't had bad experiences with them and the staff is helpful and knowledgeable. We quite often go the Papanui Library but the air conditioning there is quite noisy and rumbly. It vibrates and because of the earthquakes my children don't like using that part of the library. It makes you feel quite nervous.	Female, 25-49
They provide an excellent service. Open new libraries to replace the earthquake damaged ones that is currently being repaired.	Female, 65+
Libraries are all established out in the community.	Female, 50-64

The library service is excellent and is provided within the community.	Male, 65+
No complaints with regards to the library services provided.	Male, 50-64
The libraries offer a great variety for all ages.	Male, 65+
The libraries offer plenty of variety for all walks of life.	Female, 50-64
The rubbish collection, library services, drinking water services work very well for the public.	Female, 50-64
There's not much that needs fixing with libraries.	Female, 25-49
The library staff are friendly and helpful. They provide excellent facilities for children.	Female, 25-49
The ease of use, the hours and online facilities available for library services.	Female, 50-64
They offer a variety of books and different activities for all age groups. Good facilities provided.	Female, 18-24
The library provides for pre-school children offering an excellent variety of services.	Female, 25-49
A lot of people use the library services on a regular basis. Everything is always available at a time you need it.	Female, 25-49
The staff at libraries is very friendly and are very helpful. Libraries provide services such as access to the internet.	Male, 25-49
The library service is a free service and there is a range of material provided. The staff is also helpful.	Male, 50-64
The South Brighton Library is awesome. The staff are great and the library is a good source for information.	Female, 25-49
The staff is friendly and helpful. The libraries are safe and easy to access. They always provide online services.	Female, 25-49
The open hours for the library are suitable for everyone. The rubbish is collected once a week at a certain time.	Male, 50-64
They have good opening hours. They have a service centre inside the library where we can pay rates.	Male, 50-64
Always clean, staff helpful. Online system easy to use.	Female, 25-49
At the New Brighton Library, there are lot of things for kids to do. There are activities and programmes that are free.	Female, 25-49
Libraries offer the most accessible service as they are mostly public driven.	Male, 25-49
There are a lot of libraries and they are accessible.	Male, 25-49
There are a number of libraries. There is a good range of books and the inter-connectivity between libraries is good. Great spaces to be in with a balance between traditional libraries and trying to be innovative.	Male, 25-49
Events and festivals/ Entertainment	Demographics
Regarding events, it is amazing what can be organised by the Council.	Female, 50-64
A large range of entertaining and events for all walks of life.	Female, 25-49
There seems to be quite a number of events that are on catering for a wide range of ages. The one I have been to is the Night Noodle Market and that was fabulous. I think they are doing a good job at catering for a wide variety of people and it is great that these events are free.	Female, 25-49
I think that it might be the Council that had those posters about taking care of one another. The series of posters was about making sure you are having time out with one another.	Female, 25-49
They provide plenty of variety of events and festivals for all ages.	Male, 50-64
There is a good range of events in the city.	Male, 25-49

It is for everyone and it's a free event.	Female, 18-24
Promotions for events are good.	Female, 18-24
Sport & recreational facilities/activities e.g. tracks, swimming pools, skate parks, playgrounds	Demographics
Leisure centres are accessible for everyone.	Male, 25-49
The parks and playgrounds get people out with their kids.	Male, 18-24
There is a range of facilities in sports and recreation including opening up of new areas and upgrading.	Female, 25-49
Easy to do bookings for facilities such as hall hire. They are doing up the facilities. Communities use it and the cost is reasonable.	Female, 50-64
The facilities are well maintained. The parks are good.	Male, 25-49
Gardens, parks, reserves, green spaces	Demographics
Parks and recreational areas are well maintained by the Council. The parks and recreational areas are very well presented.	Male, 65+
I have never had any issues with regards to the Council. I am very happy with services that are provided.	Female, 50-64
We have a fantastic Mayor, a good leader as long as the National Government keep their nose out. It is very nice with Vicki Buck being a part of it as she keeps us very well informed. We actually need a nice green image so having all the parks for the children to be able to run around in is nice. Safety is a very important thing as I would hate it to be like Auckland. Keep it the way it is.	Female, 50-64
The parks and playgrounds get people out with their kids.	Male, 18-24
There are lots of parks, services and facilities. They are a lot more accessible and well maintained.	Female, 25-49
The parks are family-friendly.	Female, 18-24
Public spaces keep the kids busy.	Male, 25-49
Water supply	Demographics
Communication has been well provided in the above areas by the Council.	Female, 65+
I haven't had any problems with those services provided by the Council.	Female, 50-64
The water is very drinkable and it doesn't come in contact with the drain water.	Male, 65+
The rubbish collection, library services, drinking water services work very well for the public.	Female, 50-64
They have the sewage treatment plant across the way here and they have been laying new water pipes around here too. I think they are doing a good job to get the water back into the homes.	Male, 50-64
The water is clean enough.	Female, 18-24
Repairing/maintaining roads and footpaths	Demographics
There have been improvements in the red zoned areas to the roading.	Male, 18-24
They are fixing the roading.	Female, 25-49
Waterways	Demographics
There are no problems with the waterways.	Male, 18-24
Communication/provision of information/ public consultation	Demographics
The information centre alongside the libraries has become basically like a community hub so that they are easier to access. Sometimes it actually gets people into libraries that have never been into a library before.	Female, 25-49

They have a right to be employed and with a 'can do' attitude.	Female, 25-49
Making it easier to get around/ making things more accessible/ cycleways/ walkways	Demographics
Cycle ways provide safety for cyclists and children.	Female, 18-24
Public transport	Demographics
The bus service is available and accessible.	Male, 65+
I use the buses often. Much easier to use with the different colours for different suburbs. They are on time and all the buttons work. There are more seats and bus stop shelters.	Female, 18-24
Infrastructure repair/rebuild	Demographics
I rang the Council up and mentioned to them about a pothole and they came and had it fixed within two days. They are doing a good job on that side of things.	Male, 65+
The process has improved a lot especially the way they provide information about the building consent process.	Male, 50-64
They probably haven't had a choice because of the earthquakes. They have had to do a lot of work on the sewerage and drainage especially on the east side of town.	Male, 50-64
Waste water, storm water and sewerage	Demographics
We have had all new wastewater systems installed after the earthquakes.	Female, 50-64
Rates/ money collection	Demographics
Given that I have to go in there regarding rates rebates, I have had no problems with service. The young ladies in there have come to recognise me now. They are very nice and I have no complaints at all about any of the staff.	Male, 65+
Other general comments	Demographics
I have had a number of good dealings with animal control issues in the past.	Male, 25-49
They have put a pump in my area and this is preventing the river from overflowing.	Female, 50-64
There are always plenty of parking spaces available within the Central City.	Female, 65+
I have never had any issues with regards to the Council. I am very happy with services that are provided.	Female, 50-64
Restoring stability by the Council gives certainty.	Male, 25-49
Free micro-chipping for a puppy. The dog control officer is very through, helpful and friendly.	Female, 25-49

Fendalton – Waimairi – Harewood

Rubbish and recycling collections	Demographics
The rubbish collection works very well.	Female, 50-64
The rubbish collection is always done on time and done tidily.	Female, 25-49
Concept of wheelie bins and different sizes.	Male, 50-64
Promptness and reliability regarding rubbish collection.	Female, 50-64
The rubbish collection service is reliable.	Male, 50-64
The rubbish collection offers an efficient service and it is a good system.	Female, 50-64
The rubbish collection is very efficient and well organised.	Male, 65+
The kerbside collection is regular and prompt.	Male, 50-64
The Council do a very good job with libraries and rubbish collection of the three bins.	Male, 25-49

I like the ease of use of the bins.	Male, 65+
They are on to it regarding rubbish collection services.	Male, 50-64
They are good at collecting the rubbish.	Female, 65+
Collection of waste is done frequently and timely.	Male, 18-24
The waste collection is efficient.	Male, 18-24
The rubbish collection is on time and effective.	Female, 18-24
They are doing their best they can with the rubbish collection service.	Male, 65+
I think they do an excellent job. You don't have the rubbish lying around the roads or streets. No smell and it is clean and tidy in the area.	Female, 65+
No mess with the rubbish collection and they keep the streets clean and they are good at it.	Male, 50-64
I think they do a wonderful job. The real only complaint would be all the coloured bins to be bigger in size i.e. compared to the yellow one. Having a bigger section, we did invest in the bigger size for the green bin.	Female, 50-64
I guess they have realized that the city needs a boost in spirit since the earthquakes.	Female, 50-64
We never used to have them. It's encouraging for people to start considering how much waste you are or aren't creating. It's good for the planet.	Female, 50-64
They are doing well with the 3-bin system.	Female, 25-49
I don't see much rubbish around and they do a great job of collecting it.	Female, 65+
They do come every week and they do an excellent job with the rubbish collection and recycling. They are keeping everywhere clean and tidy.	Female, 25-49
They offer a great rubbish collection service. It is free to the public and very helpful. I think the suburban ones are the ones where they do give you great service.	Female, 65+
They do an excellent job. You don't get the rubbish all over the streets.	Male, 65+
They come every week and they keep the streets tidy.	Male, 65+
They collect your rubbish.	Male, 65+
They do it. They collect the rubbish.	Male, 65+
I think they do a fantastic job. With the rubbish collection and recycling.	Male, 65+
They do an excellent job with the rubbish and recycling collection, mainly because they give you great service.	Female, 65+
They give great service to their customers with their rubbish and recycling collection service.	Male, 65+
They always pick up the rubbish and recycling and they do a fine job with it as well.	Female, 50-64
The rubbish collection is regular.	Male, 50-64
The rubbish collection service is a good system.	Female, 50-64
I think they do a great job with the rubbish collection. They tend to come every week.	Female, 65+
They come every weekend for rubbish collection and recycling.	Male, 65+
They are doing a fine job with rubbish collection and recycling.	Female, 25-49
They do come every week to collect the rubbish and recycling and they do a good job with it.	Male, 50-64
They pick up the rubbish every week and they do a fine job about it. No problem here.	Female, 65+
Bin rubbish collection is very efficient, well organised and always on time.	Female, 25-49
They are performing best with the rubbish collection and recycling service. They collect this every week all over the town. I have no complaints except one thing they forgot to tell the public is that the rubbish bins should not weigh more than 70kg.	Male, 25-49

Overall, they do a fine job with the rubbish collection service. It is a weekly thing and they do a very good job.	Male, 50-64
I have no complaints with the rubbish collection service. They are doing their best in doing it.	Female, 50-64
It is a service they provide and it keeps the streets clean and tidy. They give a good rubbish collection service.	Female, 50-64
I'm very happy with the rubbish collection service.	Female, 50-64
They provide a very good rubbish collection service.	Male, 50-64
The rubbish collection is efficient, clean and tidy and I've had no bad experiences with it.	Male, 50-64
I'm happy with the rubbish and recycling service.	Female, 25-49
No problems with the bin collection service.	Female, 25-49
The rubbish bins are always emptied on time.	Male, 18-24
The collection of the bins is consistent.	Male, 25-49
The rubbish is always collected on time.	Male, 25-49
It's a good initiative. The streets seem tidier than before the 3-bin system was available.	Male, 18-24
It is not actually the Council that is collecting the rubbish, it is tendered.	Male, 25-49
The bin collection is done regularly.	Male, 25-49
They always come on time to collect the rubbish. They get the job done.	Male, 25-49
Library services	Demographics
The library has a variety in new books. The library is clean and tidy and has helpful staff.	Male, 65+
The Council do a very good job with libraries and rubbish collection of the three bins.	Male, 25-49
The recreational facilities and libraries are family friendly and cheap.	Female, 25-49
Helpful staff in the libraries.	Male, 65+
The library service, books available for children, research etc. and there are lots of parking around.	Female, 25-49
From personal experience the interaction between the community and library staff is good.	Male, 65+
They have lots of information at the libraries and they have great staff. They are involved with the local community.	Female, 50-64
The libraries are always giving good services to the public.	Female, 65+
The libraries are accessible. They are trying to keep up with technology and the staff helpful.	Female, 25-49
The recreations services and libraries are easy to use. The employees are friendly, helpful and knowledgeable.	Male, 25-49
The libraries are attractive and the staff are very helpful.	Female, 50-64
Libraries are very accessible and they are very up-to-date in terms of digital books etc. The staff is always very helpful. The earthquake issues they had before have been sorted out.	Female, 25-49
The public libraries are user-friendly and the staff are great. Libraries are great for the kids as well as adults.	Female, 25-49
The libraries offer good opening hours. The staff are friendly and the library facilities are easy to use. There is also a Council service desk there.	Female, 25-49

I've never had issues with the libraries or parks. I used to use both very frequently. They were always great places to go and I always had a positive experience there.	Male, 18-24
They are performing best with the library service and variety provided for the public.	Female, 25-49
Libraries offer extended hours. They are open until 8pm on weekdays, and offer online access.	Male, 25-49
Events and festivals/ Entertainment	Demographics
They provide more events for young people since the earthquake and it's lively.	Male, 18-24
They offer a good amount of activities for the public and in all seasons.	Female, 25-49
Well there are not many places for entertainment that you can take your family to that's sometimes free to us.	Male, 25-49
Playgrounds are free.	Female, 50-64
I guess they have realized that the city needs a boost in spirit since the earthquakes.	Female, 50-64
The Council is doing a good job putting on events and festivals.	Male, 25-49
I enjoy attending events. They are well-run.	Female, 25-49
It's good that they continue having community events. I think that's good for the whole city so that everyone can enjoy it regardless of financial status. Good for children and adults.	Female, 50-64
There are a lot of activities on. We've only been here 12 months as we used to live in Invercargill. There's a lot more going on here.	Male, 50-64
I think it's good to have things that are free to take my son along and have people around. It is good for my son to learn about different cultural things.	Female, 25-49
The Council offers more variety in events.	Female, 25-49
The Council puts a lot of effort in trying to make events affordable and varied.	Male, 25-49
The Council makes an effort to get the entertainment going. It is for all ages and there is transparency from the Council.	Male, 25-49
Good variety and regularity of events. Hagley Park is really good and it is there to be used.	Male, 25-49
They have a good range of ethnic, multi-cultural events and family events.	Male, 25-49
There is a variety of events for the community.	Male, 25-49
There is a good range of events. The cost is good and they are pretty well run.	Male, 25-49
They are doing well with the number and range of events offered. The types of events are good entertainment and good value for our family.	Male, 25-49
Sport & recreational facilities/activities e.g. tracks, swimming pools, skate parks, playgrounds	Demographics
The recreational facilities and libraries are family friendly and cheap.	Female, 25-49
Margaret Mahy Park makes kids happy.	Male, 25-49
They are incorporating lots of recreation e.g. table tennis in the Cashel Mall. They are free and being incorporated into the rebuild.	Male, 25-49
The recreational facilities are easy to use and consistent with their service.	Female, 25-49
The recreations services and libraries are easy to use. The employees are friendly, helpful and knowledgeable.	Male, 25-49
It is important for children to learn to swim and be confident. The classes are run well.	Female, 25-49
I just think they've got great facilities all over the place. You can take your kids down to the parks. Margaret Mahy Park is phenomenal for kids. Also, the swimming pools are top-notch.	Male, 25-49
The swimming pools are a service that I use.	Female, 25-49

The facilities are good as well as the maintenance of the recreational parks.	Male, 25-49
The Council is performing best in encouraging families and others to use recreational facilities.	Male, 18-24
Gardens, parks, reserves, green spaces	Demographics
The parks and reserves looks very natural, tidy, clean, and are comfortable places to visit. You can find them everywhere and you don't need to travel far to find them.	Female, 25-49
The way the city is presented as it is tidy, nice to look at and use.	Male, 25-49
The way they have kept up the main entrance and upkeep of Victoria Park which is used a lot.	Female, 50-64
The parks are very good.	Female, 65+
They do a great job in keeping the parks and reserves in a very tidy condition. They seem to be always working on them.	Female, 25-49
There are heaps of parks.	Male, 25-49
I just think they've got great facilities all over the place. You can take your kids down to the parks. Margaret Mahy Park is phenomenal for kids. Also, the swimming pools are top-notch.	Male, 25-49
The parks are family friendly and clean.	Male, 25-49
The parks are pretty clean.	Female, 18-24
There are parks everywhere. They are clean, free and well maintained.	Female, 25-49
I've never had issues with the libraries or parks. I used to use both very frequently. They were always great places to go and I always had a positive experience there.	Male, 18-24
They are doing well with the layout and number of parks as well as the range of activities that parks can accommodate.	Male, 18-24
They are doing well with the overall maintenance of parks and waterways as they are always kept clean and are well presented.	Female, 25-49
Water supply	Demographics
The water is as pure as the bottled water that we buy. We have the best drinking water supply.	Male, 50-64
The water quality is superb. Excellent.	Male, 65+
We haven't had to lose water supply to the house yet.	Male, 25-49
Maybe when you go to some other towns, you don't get that nice drinkable water.	Male, 50-64
The water is drinkable.	Male, 18-24
I have never had any problems or heard other people complain regarding the water supply. They did pretty well after the earthquake.	Female, 18-24
The water is very clean and drinkable.	Male, 18-24
Repairing/maintaining roads and footpaths	Demographics
There are a lot of footpaths being constructed.	Male, 18-24
They are doing well in maintaining the flow of traffic with road works. It is no major inconvenience.	Male, 25-49
There has been a good improvement with the roads.	Female, 18-24
Waterways	Demographics
The water is clean in the waterways.	Male, 18-24
They are doing well with the overall maintenance of parks and waterways as they are always kept clean and are well presented.	Female, 25-49
The waterways are clean.	Male, 18-24

Communication/provision of information/ public consultation	Demographics
There is good communication and the Council keeps me informed. I like how they give information such as in notices.	Female, 25-49
We received good service when we complained about people parking over our driveway. The Council acted promptly and they did follow-up calls as well.	Female, 50-64
They're able to direct their call promptly and rather than speak to ten people you get through to the right person the first time.	Female, 25-49
Making it easier to get around/ making things more accessible/ cycleways/ walkways	Demographics
The walking tracks are organised and they feel safe. The information about them is very clear and they are well maintained.	Female, 25-49
They have performed best in their cycle ways enabling people to get to places quicker and it's also safer.	Male, 18-24
They are maintaining more cycle ways in places that are required for use.	Male, 18-24
Public transport	Demographics
The bus services run regularly and they are handy.	Female, 65+
Infrastructure repair/rebuild	Demographics
They are trying to get the rebuild of the city cone but it's taking a while.	Female, 65+
Keep the city clean and tidy/looking nice	Demographics
It is presentable for tourists.	Female, 25-49
Other general comments	Demographics
They are spending lots of money without much to show for it.	Female, 50-64
I think they've done their best.	Female, 65+
Projects like the Margaret Mahy Park. They are performing best in this area by saying YES to the projects.	Female, 25-49
It's easy to find a car park because of all this land available except at the Christchurch public hospital.	Female, 25-49
Negative comments	Demographics
It's definitely not coming out of their pocket. It's very easy to spend other people's money.	Male, 50-64
They've got a tough job and they need money to fund the re-structural work and infrastructure to get the city on track. It shouldn't just be the ratepayers paying. It should also be businesses via private/public partnership and visitors to the city.	Male, 50-64

Halswell – Hornby – Riccarton

Rubbish and recycling collections	Demographics
Rubbish collection, they always do it.	Female, 50-64
The bin collection is always on time.	Female, 25-49
The rubbish collection is always on time.	Female, 18-24
Rubbish collection service, easy for disposal.	Male, 25-49
The rubbish bin collection is very good.	Female, 50-64
They come every week for rubbish and recycling collection.	Female, 25-49
It's working well with waste collection.	Female, 25-49
The rubbish collection is regular.	Male, 25-49

If they don't take it away it mounts up. It is nice every week to be able to put out the rubbish and it is collected.	Female, 65+
Rubbish collection of the bins is very good and a reliable service.	Male, 50-64
The rubbish bin collection is very good. They are very helpful to people.	Male, 65+
The rubbish collection using bins is a great idea.	Male, 65+
The 3-bin rubbish collection is very good. I had a bin stolen and it was replaced immediately.	Female, 65+
The rubbish and recycling collection is always on time. They are very reliable and they are doing a very good job.	Male, 65+
The bin rubbish collection is very good. The service helps to keep Christchurch streets clean.	Male, 65+
They provide a very good service. They do a good job with the collection of the rubbish bins.	Male, 50-64
They are doing an excellent job with the rubbish collection off the 3 bins.	Female, 25-49
It's just a good service. I prefer it to the rubbish bag system we had before.	Male, 25-49
The collection of the bins is efficient and organised.	Male, 25-49
They are performing best in the waste management collection as it is consistent.	Female, 50-64
The rubbish collection of the bins is always on time.	Female, 25-49
When it's been a windy night and some of the rubbish has spilled out on to the road the rubbish collectors collect that as well and leave the area spotless.	Male, 50-64
The bin collection service is very clean and easy.	Female, 18-24
In other parts of the country you have to pay for rubbish and recycling service separately whereas in Christchurch it has is included in the rates.	Male, 25-49
The waste collection is on time and collected on a regular basis.	Male, 25-49
The rubbish and recycling collection is generally on time. They don't leave anything behind. It is a very good system.	Male, 50-64
I'm very happy with the 3-bin rubbish collection. They are doing a good job.	Male, 50-64
The Council is doing a very good job with the rubbish and recycling service.	Male, 25-49
They are doing a good job with the 3-bin rubbish collection service.	Male, 25-49
People are very happy with the 3-bin rubbish collection service.	Female, 25-49
The rubbish bin collection service is very reliable. The Council is doing very good job with the 3-bin rubbish collection.	Female, 50-64
The 3-bin rubbish collection service is a very good service.	Female, 65+
The ease of use regarding rubbish collection. It is a good system compared to other cities.	Male, 25-49
They carry out the bin collection on a regular basis.	Male, 18-24
Library services	Demographics
The libraries are well equipped and have plenty of space.	Male, 25-49
There are so many libraries with activities other than books.	Male, 25-49
They provide great facilities especially for people with special needs. The libraries are very spacious.	Female, 50-64
Libraries are great. They provide a very good service to people of all ages.	Female, 25-49
They are doing a good job with all the libraries.	Female, 65+
The libraries are providing very good service.	Female, 25-49

They have just opened a new library in our area with longer hours and more services available.	Female, 25-49
In our area libraries are all well maintained and kept up post-earthquake. They have good kid's classes and programmes running.	Female, 25-49
Great community space in libraries.	Female, 18-24
They're doing an outstanding job in providing facilities such as libraries and swimming pools.	Male, 50-64
I'm very happy with the libraries. They provide a good service.	Female, 25-49
The libraries provide a very good service to the public.	Male, 50-64
The Council is doing extremely well with providing libraries and playgrounds and they are maintaining them well.	Female, 50-64
The staff are friendly at the libraries as they help with what you need. There is a great selection of books at the libraries and they will locate them from other libraries for you.	Male, 18-24
Libraries provide many children's books and are family friendly. We often go to a library. The staff are friendly and welcoming. They have enough books for the local people.	Male, 25-49
There is no disruption to libraries with its usage.	Male, 18-24
The library offers a great service and the staff are helpful.	Male, 25-49
Events and festivals/ Entertainment	Demographics
Compared to the UK, the events here are outstanding and there is a range of them.	Female, 25-49
There are lots of events being organised.	Male, 18-24
There is a lot of variety in events.	Male, 18-24
There are a lot of advertisements and variety of events held.	Female, 18-24
Easy access to information.	Male, 18-24
Quite diverse and easy access to events.	Female, 25-49
Events are very well organised.	Female, 18-24
Always getting notified of events, timely and good.	Male, 25-49
Libraries and pools. The staff is great for that line of work as they are committed and passionate.	Female, 25-49
There is an amazing variety of Council-led events. They are very good.	Female, 25-49
The Council is good at providing events and festivals.	Male, 65+
Generally, they undertake good promotion for family events.	Female, 25-49
They are performing well in the organisation and variety of events of festivals.	Female, 25-49
With all the quakes, we need some other things like events and festivals to take our minds off the quakes. Keep going with the events and festivals, it has been good.	Male, 50-64
The Council is good at providing events and festivals.	Male, 65+
They are doing a good job with providing events and festivals.	Female, 25-49
The Council is supporting events and festivals. They are doing a very good job here.	Female, 50-64
There's a good range of events. They are not always predictable but they are interesting.	Male, 65+
They have received good feedback with providing events and festivals.	Female, 50-64
It's good to have free entertainment for people who can't afford to go to paid events.	Female, 50-64
The Council are doing well with promotions for events.	Male, 18-24
There are a variety of events organised.	Male, 25-49

They are responding to the needs of the residents within Christchurch. The Council is promoting a healthy and vibrant city.	Female, 18-24
Events bring people together.	Female, 25-49
The Council is very good at providing events and festivals.	Female, 25-49
The Council is good at providing events and festivals.	Male, 25-49
The Council is doing a pretty good job in providing entertainment through events and festivals.	Male, 65+
The Council is performing best in providing culture and entertainment through events.	Male, 25-49
Public events are really well run e.g. Noodle Market and also the events held at Hagley Park.	Male, 25-49
Various events and festivals are well organised.	Male, 25-49
Sport & recreational facilities/activities e.g. tracks, swimming pools, skate parks, playgrounds	Demographics
The swimming pools are excellent and are well located.	Male, 25-49
The playgrounds are brand new and well designed.	Male, 25-49
They are quite innovative and not standard regarding new facilities.	Female, 25-49
The playgrounds offer diversity with a lot of different things to do.	Female, 25-49
Recreation and sports, I use it often.	Female, 18-24
The Margaret Mahy Playground is good for kids and it's a safe environment.	Female, 25-49
Recreational facilities are well-run.	Female, 25-49
The Council is doing a good with the parks and swimming pools. These facilities are good for people and children to use.	Female, 50-64
They're doing an outstanding job in providing facilities such as libraries and swimming pools.	Male, 50-64
The Council is doing extremely well with providing libraries and playgrounds and they are maintaining them well.	Female, 50-64
The mountain bike Adventure Park adds scope to the city and brings in international events.	Female, 25-49
Gardens, parks, reserves, green spaces	Demographics
Good tree management. They care about the environment.	Female, 18-24
The public spaces are great areas to bring family.	Female, 25-49
There are a lot of activities in the parks and open spaces. They are making them accessible to everyone.	Female, 25-49
The Council is doing a good with the parks and swimming pools. These facilities are good for people and children to use.	Female, 50-64
Visits to the park are good for the whole family. Good bonding time for kids and parents where they can spend quality family time.	Male, 18-24
Parks and recreation is the service I have the most to do with so I notice.	Male, 25-49
They are doing a good job with the parks and recreation. They are great. We love it, sports etc.	Male, 50-64
The parks are the best in the city. It has a family atmosphere and there is variety in parks.	Male, 50-64
Water supply	Demographics
Our water tastes great and is free of chemicals. Our water tastes better than in Wellington and Auckland.	Male, 25-49
The water is tasty and clear.	Male, 25-49

Never had issues with the water supply.	Female, 18-24
The water services are very good as they provide good quality water.	Male, 50-64
We have good water coming out of the tap. It tastes good and it is not full of chlorine.	Female, 50-64
They are good at providing water supply. They provide a very good service.	Male, 65+
Very safe water supply. They are doing a really good job in supplying untreated water to households.	Male, 50-64
They are providing households with good quality water.	Male, 50-64
The Council is performing best in providing drinking water to us because it's been consistent.	Male, 25-49
The water is always clean.	Male, 25-49
Repairing/maintaining roads and footpaths	Demographics
There has been a lot of improvement made in the roads.	Female, 18-24
Providing new paths to cyclists.	Male, 18-24
Fast recovery in fixing the roads.	Female, 18-24
They are putting road cones up. This shows that they are doing work.	Male, 18-24
They are maintaining the roads very well.	Female, 50-64
They have put all resources into overall maintenance or roads and footpaths.	Male, 50-64
Waterways	Demographics
Good maintenance and clean.	Male, 18-24
Communication/provision of information/ public consultation	Demographics
Any time that I have rung the Council, they have provided an answer or have put me onto someone who can answer my question.	Female, 65+
The staff is very helpful. I have rung them 3-4 times this last 12 months wherein the staff generally goes above and beyond the call of duty. They are knowledgeable and helpful.	Female, 25-49
The Council is giving out more information now about city activities. This is good.	Female, 50-64
Making it easier to get around/ making things more accessible/ cycleways/ walkways	Demographics
Walking signs/maps are very clear and it helps me walk around.	Male, 25-49
They are improving the city with cycle paths.	Male, 18-24
They are quite innovative and not standard regarding new facilities.	Female, 25-49
They're keeping the cyclists separate from the cars and making it safer for them.	Male, 25-49
The Council is making it safer for people to cross roads.	Female, 25-49
Bike lanes are cycle friendly and safer.	Female, 18-24
Public transport	Demographics
They are delivering well with the bus transport service.	Male, 18-24
The school buses go around different routes.	Female, 18-24
The bus transport service is good service. I feel it has improved compared to what it was in the past.	Female, 65+
They are providing a good service. There are plenty of buses for people.	Male, 65+
Infrastructure repair/rebuild	Demographics
We have been getting buildings up and new drainage i.e. drainage in Hagley Park.	Female, 50-64
The playgrounds are brand new and well designed.	Male, 25-49
Progress is happening to finish the job.	Male, 25-49

They are doing a great job with rebuilding the city and buildings.	Male, 25-49
The infrastructure is pretty good. Basic services are good. There is no rubbish on the streets. The swimming pools okay.	Male, 50-64
Earthquake recovery/ rebuilding the central city	Demographics
I think their reaction to a disaster is very quick and appropriate.	Male, 65+
The Council is doing a very good job in organizing the rebuild of the city.	Female, 65+
Waste water, storm water and sewerage	Demographics
The sewerage system was badly damaged in the quake and now it all back online. I know there are some areas without it working yet.	Male, 65+
The sewerage system is very good.	Female, 65+
Rates/ money collection	Demographics
The Council is good at collecting money.	Female, 50-64
The options provided by the Council for paying rates are very good.	Male, 25-49
Keep the city clean and tidy/looking nice	Demographics
City Care is doing a very good job.	Female, 25-49
Other general comments	Demographics
The arts are very, very good. Good variety of arts and the concerts are very good.	Female, 65+

Linwood – Central – Heathcote

Rubbish and recycling collections	Demographics
The rubbish collection is a clean method and it is done correctly and in a timely manner.	Female, 65+
The service is very efficient as the bins are collected when you expect them to be.	Female, 65+
They provide excellent rubbish and recycling service and I have never had a problem with it.	Female, 65+
They always collect the rubbish in a prompt and timely manner.	Female, 65+
The bins are always collected each week. They are always on time and reliable. The Transfer Stations are good as they have good operating hours from 7.30am - 4.30 pm.	Male, 50-64
They pick up the rubbish on time even during the public holidays.	Female, 25-49
It is easy for me and better than before when we were using rubbish bags.	Male, 25-49
I just think it is a good service. The only thing that they miss out on is things like when I bought this house there was a lot of rubbish around and no real way of getting rid of it. I think that they should have a special collection once a month for extraneous items.	Female, 65+
Good rubbish collection service as the streets are tidy.	Male, 65+
They always pick up the rubbish promptly and correctly.	Female, 50-64
The rubbish collection is always efficient and effectively done.	Female, 50-64
The rubbish collection is on time and never delayed.	Female, 25-49
I think the rubbish collectors are great and they do a great job.	Female, 65+
The rubbish collection service is efficient, always on time and they never let you down.	Female, 25-49
The rubbish collection service is a regular service. It's always tidy.	Female, 65+
The variety and the encouragement to recycle.	Female, 25-49

The rubbish has always been collected, even throughout the earthquakes the rubbish was picked up. This makes it is an amazing service. Regarding gardening by City Care, we can ring up and someone comes and tidies it up.	Female, 50-64
The library and rubbish collection services both work very well for the public.	Male, 65+
It runs very smoothly without a hiccup but I do think they need to go over what can go in the bins and what can't. It would be helpful to be informed about where to send particular things to be recycled.	Female, 50-64
If it falters in any way then everyone has a problem. They won't be able to get rid of their rubbish and all sorts of things happen.	Male, 65+
The rubbish collection is efficient and a good system.	Female, 25-49
The waste removal is regular and the service is reliable.	Female, 25-49
They are always on time, and we have certainly never been missed. They still collect on public holidays which mean we don't have to worry about what day they are coming. It is a very good service. The only reason I didn't rate the green bin pick-up as very satisfied instead of just satisfied is that a bigger bin would be great.	Female, 50-64
The rubbish and recycling service is always reliable and we never get let down.	Female, 50-64
I think having the bins and the collection is a great system and we have never had a problem with it at all.	Female, 25-49
It is a prompt and efficient service and they are doing something with it by having the three-bin service. Having the recycling bin is very good so everything is not just going into landfill. It is a far better service than just having everything going into the rubbish.	Female, 50-64
I really love the recycling using the three bins.	Female, 50-64
The rubbish is always collected once week.	Female, 50-64
The rubbish collection service is timely and very prompt.	Female, 50-64
It is really easy to just shove the bins out for them to be collected. One time I put it out on a public holiday and they didn't collect. I rung the Council and they came and did a special pick-up which was good as it was red-bin week.	Female, 50-64
They always collect the rubbish on time. They are very tidy when they empty the bins.	Female, 25-49
The rubbish is always collected on time. They provide prompt and efficient delivery.	Male, 65+
The rubbish collection service is a good system. It is better than other services.	Female, 25-49
They are doing an excellent job with the rubbish collection and recycling.	Female, 25-49
The rubbish is always collected on time.	Female, 25-49
They do a fine job with the rubbish collection.	Female, 50-64
The kerbside rubbish collection is a service that they do and they do it very well.	Female, 50-64
They provide a very good rubbish collection service to the public. One complaint is that the driver should take more care when putting down the bins onto the ground as I have seen some of them that have been damaged.	Male, 50-64
I think they do a great job with the rubbish collection for our city but they need to stable the bins in Madeley Road.	Male, 50-64
The bin collection is always on time.	Female, 18-24
The rubbish collection happens every time and never gets missed.	Male, 50-64
The rubbish collection operates nicely. I put it out and get it back, no hassles.	Male, 25-49
The bin collection is on time and regular. They don't have statutory days off and collect the rubbish whether it is wet or fine and the bins are all placed back in a neat order.	Male, 50-64

They do a very good job with the rubbish collection. I see what they do and it's a job well done.	Male, 25-49
The bin service is reliable and it's consistent.	Male, 25-49
Library services	Demographics
The Sumner Library has been closed since 2011 but they have a great mobile library service that comes out to Sumner about 4-5 times a week. It is great and we can also go online to order books and they arrive when the mobile library is next visiting. My wife and I use it a lot. The staff is great and it is a good service.	Male, 65+
The whole library process is very easy to deal with including the access.	Female, 65+
We use the libraries often at both Eastgate and Halswell. We find it an excellent service as it is well-resourced and the staff is good and friendly.	Female, 25-49
The staff are very good and helpful. They are a friendly staff and the library is well resourced. I mostly use the Peterborough Street library but occasionally use the Barrington/ Spreydon or Manchester Street libraries. The staff are friendly and helpful in all of them.	Female, 65+
They are really important to a lot of people. I think a lot of people have used libraries to escape from the quakes. They are well-run and very well resourced. They have Wi-Fi and also you can use the Justice of the Peace services there on certain days. They also run computer and tablet workshops to help older people or those not up with it.	Female, 65+
Library services in the right places so you can access them easily.	Female, 65+
The staff at the library is friendly and helpful.	Female, 65+
It's a hub for community engagement beyond its services e.g. Babytime. It is a social contact point and also where we learn about other Council events.	Female, 25-49
The library and rubbish collection services both work very well for the public.	Male, 65+
Rebuilding of libraries has been quite fast. They offer capable services.	Female, 18-24
The library services are very well planned with good staff and an excellent system.	Female, 25-49
They seem to be good at it and they provide a good library service which is easily accessible.	Male, 50-64
There is informed staff working at libraries. There is a good range of books and the online facility is good. The online interaction is great and the new facilities are also good.	Male, 65+
There are enough libraries and easy to use.	Female, 25-49
I think they do give a great library service to the public.	Male, 50-64
They have major libraries up and running again. The staff at the libraries are very friendly and helpful.	Male, 50-64
Libraries are very much all-inclusive and have successfully moved on from the old libraries. The libraries have a broad service available.	Male, 25-49
There is a lot of staff at libraries and they are easily accessible.	Female, 18-24
Very friendly staff at the libraries.	Male, 18-24
I have school aged children and libraries are relevant to us.	Male, 25-49
All facilities are available at libraries.	Male, 25-49
Events and festivals/ Entertainment	Demographics
I think they do a lovely job with providing events.	Female, 50-64
Good range of events and they are free.	Female, 25-49
People don't get bored and it's good for families to attend events.	Female, 25-49
Events and festivals attract everyone. They are free and low cost.	Female, 25-49

Events are publicized well everywhere and there is more of them.	Female, 25-49
Activities get people out and about.	Female, 25-49
They have been more visible in providing events and recreational facilities.	Female, 50-64
Community events like Sparks in the Park bring the community together. It is good for getting a group of young people together where we know that it is a safe environment and where we will have a good time.	Female, 18-24
Events are good for the community. They bring a broad spectrum of people together.	Male, 50-64
Festivals are well organised.	Female, 18-24
The Council is performing best in organizing large groups of people and offering a range of events.	Male, 18-24
The Council is performing best in offering a variety of events. The events are available to everyone of all ages as well as those that are physically and mentally disabled.	Male, 25-49
The Council is performing best in events with the diversity of them and the effort that goes into them.	Male, 25-49
There is a variety of events.	Male, 18-24
Sport & recreational facilities/activities e.g. tracks, swimming pools, skate parks, playgrounds	Demographics
We use the recreational facilities a lot, particularly the skateboard parks and they are generally well maintained. The park could do with a clean-up as people do leave a lot of rubbish. To keep it tidy, more bins are needed in visible areas. I also take the kids swimming at the Pioneer pool and/or Waltham Pool. They are clean, easy to use and have good facilities and the staff is good and very polite.	Male, 25-49
People working in that department have a passion. There are no issues for council staff working in parks. There are less complicated issues to deal with regarding parks.	Male, 25-49
The playgrounds and the upkeep of them. They are keeping them tidy and safe.	Female, 25-49
The Margaret Mahy Playground is good for the kids and the people.	Male, 18-24
The Council is doing well with the Margaret Mahy Playground. There are a number of people that go there. The park keeps you from thinking when will the next earthquake hit us. It keeps our minds off it.	Female, 25-49
I think the Council does very well in terms of playgrounds, swimming pools and that kind of thing. These facilities are good for families.	Male, 25-49
The Margaret Mahy Playground is for families. It would have to be one of the best things that have happened since the earthquakes. It's brought a lot of people back into town as well as the visitors.	Female, 25-49
Gardens, parks, reserves, green spaces	Demographics
I frequently visit the Gardens and I really enjoy spending time there. It is great that you get 3 hours free parking too. I drive past a lot of parks and they look lovely and I do a lot of walking too. It is even nice walking through the red zone in Bexley. I also spend a lot of time at a friend's place that overlooks Abberley Park which is beautifully kept and is always busy. They have some lovely trees there too.	Male, 65+
People working in that department have a passion. There are no issues for council staff working in parks. There are less complicated issues to deal with regarding parks.	Male, 25-49
Christchurch is a beautiful city. It is one of the most beautiful cities around.	Male, 50-64
The Margaret Mahy Playground is safe and it's a good park.	Female, 25-49
The quality of the parks and gardens as they are kept beautiful.	Male, 65+

I think that the Botanical Gardens is a world-class attraction. The trees, the plantings and it is so lovely and peaceful. It is easily accessible with good parking facilities. You can take disabled people or children there and they love it. The Lazy Sunday afternoons concert series was really great and you always feel safe there.	Female, 65+
They are doing well with the green environment and its free activities.	Female, 25-49
The Margaret Mahy Park is a popular park. It caters to most needs and is centrally located.	Male, 50-64
The tidying up of the city is impressive. The city is becoming a vibrant place.	Male, 25-49
There is always something going on in Hagley Park e.g. Lazy Sunday series and the Classical Sparks. It's a nice place to go and it's something that you can just rock up to and do without it costing a lot of money.	Male, 25-49
The upkeep of parks seems to be kept up with.	Male, 25-49
The public areas are of excellent quality and offer a good range.	Male, 25-49
They are always at it. The parks and reserves are clean and tidy which is good if you have visitors in town.	Male, 25-49
Water supply	Demographics
They provide a reliable service of untreated clean water supply. I am afraid human beings can't live without water so it is vital.	Male, 65+
The water tastes delicious.	Female, 25-49
No health issues involved with our water supply.	Male, 65+
The quality of water we have is really good and we don't pay for water as a general usage thing.	Female, 50-64
They have good people in the right places ensuring we have nice water without fluoride in it.	Female, 50-64
The water supply is always clean and there is plenty of it.	Male, 50-64
The water is clean and drinkable.	Male, 18-24
Repairing/maintaining roads and footpaths	Demographics
They are making progress with the road works.	Female, 18-24
I'm a bus driver and there are a lot of roads being worked on at the moment. It's good to see the roads starting to improve.	Female, 25-49
They are doing their best under the circumstances when it comes to roading and footpaths.	Female, 50-64
Fix up the roading and do a thorough job.	Male, 25-49
They are keeping the traffic moving. They are maintaining the roads.	Male, 25-49
Waterways	Demographics
Not many problems with the wastewater.	Female, 18-24
I have never had issues with the wastewater.	Male, 18-24
They are doing well with the water that goes to the wastewater treatment.	Male, 25-49
They got the waste water up and running quickly after what we had been through.	Male, 25-49
Communication/provision of information/ public consultation	Demographics
If you can use a computer then it is very easy to go online and find out basically anything about anything. You can get instant rates and valuation information and also information about things like protected trees i.e. you could cut it down or whose property it was on. If you fail to find out what you want then there is always a human to be connected to.	Female, 50-64

I think it is outstanding because it is probably the most common day to day contact that I have had with them. They answer the phone, they are efficient and friendly. They do what they say they are going to do and they get back to you as well.	Male, 65+
I had road works outside my home on Madras Street for 10 months. I was always kept up-to-date with what was happening which was valuable information. The staff were very good and quite personable.	Female, 50-64
I have found their personal service is very good. They tend to go out of their way to help you.	Male, 65+
There is a lot of information about the Waltham cycle way.	Male, 25-49
Making it easier to get around/ making things more accessible/ cycleways/ walkways	Demographics
The services for pedestrians and cyclist are relevant.	Female, 25-49
There is a lot of information about the Waltham cycle way.	Male, 25-49
The Council has been bold in trying to apply the European city cycle ways to Christchurch. It's great that there has been a voice in Council to get people to use their bikes more. People remember what it was like as children using bikes as a means of transport to the inner city.	Male, 25-49
Public transport	Demographics
There are more buses now than before.	Female, 25-49
Earthquake recovery/ rebuilding the central city	Demographics
Walkways and parks bringing the city back to life. Emergency management with fires, tsunami warnings and evacuation processes are good.	Female, 25-49
It was a huge unexpected event where no one had really prepared for it and they've come through it great.	Male, 65+
They are performing best in keeping up our spirits after the quakes and trying to keep us going.	Female, 25-49
Where we live on Frensham Crescent we were hit only very lightly but a mere few hundred metres on Hargood Street it was very bad. We still had all the services except power which was restored pretty much straight away. We were without water for just a couple of days.	Male, 50-64
Waste water, storm water and sewerage	Demographics
The wastewater system seems to work reasonably efficiently despite the earthquakes.	Male, 50-64
I think they have done very well with the sewerage and pumping stations. They do work hard at it.	Male, 50-64
I think they're doing a really good job with the wastewater service. In our experience, we've never had any issues with that service at all.	Male, 50-64
The Council are keeping the storm water drains cleaner than previously.	Male, 25-49
Rates/ money collection	Demographics
They seem to be more financially prudent with Raf Manji being on board. They seem to be thinking more thought as to how much they are able to spend and where the shortfall will come from. They no longer seem to assume that they can just increase the rates to pay for everything. Take the Metro Sports facility which would cost \$30 million i.e. we know they don't have that much money so their decisions are now based on what they have got and not what they want.	Male, 25-49
They try and keep the rates in a manageable state. They keep them under control.	Male, 65+

I had issues with council consents. If you do two or three consents in one go they still charge you for each individual bill. Once the inspection is through you need to ask for an inspection rebate as it is hard to get it out of them, you have to ask.	Male, 25-49
Keep the city clean and tidy/looking nice	Demographics
The rubbish has always been collected, even throughout the earthquakes the rubbish was picked up. This makes it is an amazing service. Regarding gardening by City Care, we can ring up and someone comes and tidies it up.	Female, 50-64
The beach is a place I like to spend time in and I like it as it is clean and looked after.	Male, 18-24
Other general comments	Demographics
Even they couldn't resolve my problem but they were very helpful and pleasant.	Female, 65+
They are performing the best that they can in very trying circumstances. We weren't prepared for the earthquakes or the fires but Liane Dalziel has been very honest with that. She has admitted that we got it wrong in the earthquakes and now we have got it wrong with the fires. The fact that she was so honest says a lot.	Female, 65+
They seem to be doing a very good job of keeping the graffiti under control which won't have come cheaply but at least it looks better. We need to catch these people doing this. Although we can't intervene ourselves or one would hate to think what would happen but the police need to be on it more.	Male, 65+
Outreach to community is good as they are putting people first with initiatives that have brought people closer.	Female, 25-49
There is a presence around general improvements.	Female, 25-49
The Art Gallery provides a beautiful space open to relax, reflect and appreciate beauty and be challenged.	Female, 25-49
The rubbish and recycling service is very good. The water supply is excellent. The storm water etc. It is all there when you need it and now is an uninterrupted service. The library service is also excellent i.e. Eastgate, New Brighton, Christchurch South and Peterborough Street.	Male, 50-64
Make social housing freely available for anyone to access. Have forms available at the front desk and information re. Criteria. This would be good for the unemployed.	Male, 25-49
Garry Moore is looking out for the future generations.	Male, 25-49
There is a good range of amenities that the Council provides. They are well spread throughout the city.	Male, 25-49
The Council has done a wonderful job. They have made it easy for people to interact with them by giving out accurate advice and they do understand you as well. A great service to the public without any problems.	Male, 50-64
Negative comments	Demographics
I don't agree with what they are doing in the city and I am paying for it with my rates!	Male, 25-49
The Council is very slow at making money. There are a lot of things they could be doing to make money but the staff are too lazy.	Male, 50-64

Papanui – Innes

Rubbish and recycling collections	Demographics
The rubbish collection is regular. They collect when they say they are going to collect. They don't stop because there has been a public holiday. The collection service is regular and reliable. The instructions are very clear about what you can and can't put out.	Female, 65+
Initially I was brassed off regarding the timeframe regarding rubbish bins as I live in a new area. I used the Council website; I phoned them and received good customer service.	Female, 50-64
Good service as there is no rubbish lying around.	Male, 50-64
The rubbish collection is a core operation of what the Council should be doing and should be doing well.	Male, 50-64
We always get plenty of warning if there are changes to the rubbish collection and it's always collected and never left uncollected. I had a damaged bin and it was immediately repaired.	Female, 65+
The rubbish and recycling collection is done efficiently and consistently.	Male, 65+
They collect the rubbish at an appropriate time and it's convenient.	Male, 18-24
The rubbish collection – 3 bin system is sufficient and reliable.	Female, 25-49
The rubbish collection is very reliable and they are doing a good job.	Male, 65+
The rubbish collection is awesome. The guys working on the job are very good.	Female, 50-64
I think the rubbish and recycling bin system is brilliant as it meets my needs.	Female, 65+
They are doing well with services in separating organic and recycling etc. as compared to other countries where there isn't this system.	Female, 18-24
The rubbish collection is regular.	Male, 25-49
They make a good job of it. They are on time and I know what I can put in each bin.	Male, 65+
Well we wouldn't be getting very far without the rubbish collection, would we?	Female, 65+
They have been proactive as a Council to introduce recycling and in getting the public on-board with it.	Female, 25-49
We are very lucky to have our rubbish taken away especially on public holidays. The service is very prompt and friendly.	Female, 25-49
Waste collection is always on time and it doesn't cost extra.	Male, 25-49
Waste collection services, easy for disposal.	Male, 18-24
The bins don't blow over and if I run out of space I can fill other people's bin up. It is a reliable service and animals can't get into it. They even come on holidays and they don't deviate.	Female, 25-49
It is important to us that the rubbish collection is a regular thing.	Female, 25-49
I'm very happy with the 3-bin rubbish collection. It is very good.	Male, 25-49
I am very happy with the rubbish and recycling collection	Female, 50-64
The recycling is particularly good. The bins are good and they are collected when you expect them to.	Female, 25-49
Bins collected and the service accessible.	Female, 25-49
The bins are collected on time.	Female, 25-49
The rubbish collection service is really reliable.	Male, 25-49
The rubbish is collected on time even in the holidays.	Male, 25-49

There were a couple of times that our bins weren't collected but the drivers came back to collect a couple of days later. It's every fortnight so it's usually full.	Male, 25-49
The bin collection is done on time.	Male, 18-24
Library services	Demographics
The staff is very helpful. You can get all sorts of information and they are always quick to help. I can't praise them enough.	Female, 65+
Libraries are a great community hub. Staff is great and it is a lovely welcoming place.	Female, 50-64
The libraries are very good and provide a good service.	Female, 25-49
I'm very happy with the libraries.	Female, 65+
There are good programmes for children at all libraries. There is a wide range of options e.g. Storytime, Babytimes. It is a free service every day and there are free activities for kids.	Female, 25-49
When I need help the library, I get it as there is always someone there and they are helpful and friendly.	Male, 50-64
The libraries are really good. It is a nice place to go and the staff is very helpful.	Male, 65+
They have done an excellent job providing temporary library service access after the earthquakes.	Male, 25-49
The libraries are very efficient.	Male, 25-49
The dog parks are well maintained and appropriate for many groups of dogs. The children' section is well serviced. Offensive graffiti and broken glass is always quickly removed and rubbish bins emptied. There are also toilets available at the parks.	Male, 25-49
There are programmes for all different ages at the libraries. The library has good opening hours and it's a friendly place.	Female, 25-49
Events and festivals/ Entertainment	Demographics
They have family friendly activities and the fact they are free is great. It is great that we have the park to hold these events in. They are doing well with the earthquake repairs regarding the roads, water and footpaths too especially with the lack of financial resources.	Female, 50-64
Because it's the only thing I have had anything to do with, I help set these things up/they make sure there's no rubbish on the ground/and that it is a safe place//	Female, 50-64
They provide a good variety of things i.e. Kidsfest and those types of events. They do well with activities over the summertime and are learning from mistakes made in the past.	Female, 50-64
Children are well catered for with entertainment/events provided by the Council.	Male, 25-49
The Council does a good job at entertainment with events and festivals.	Male, 50-64
The Council is doing a good job with putting on events and festivals.	Female, 50-64
The summertime activities and the recreational facilities available i.e. the buskers, the Memorial and the Margaret Mahy Playground.	Female, 50-64
The community likes to be involved in all community events. The variety and planning of events each year is very good.	Female, 25-49
They do well with the festivals. I like that they are open to the public and anyone can go along. They are family friendly and cater to everyone.	Female, 25-49
The variety of festivals seems to attract a lot of people and it is something the community can enjoy.	Male, 50-64
They are well planned and cater well to the huge numbers attending.	Female, 25-49
The events are free and varied.	Female, 25-49

The events are wonderful e.g. the Lantern Festival. I just like what they are doing and I don't mind them spending money on the festivals etc.	Male, 50-64
There is a good variety of entertainment and community events spread out through the year. The cost for the public to attend is reasonable or free which I think is great. Also, there are places like the parks and the museums which I think is utilising their resources.	Female, 25-49
The Council is performing best in events by offering a variety and with their communication about it.	Male, 25-49
There is plenty of variety with city events and for different age groups. There is plenty of advertising and information available. The events add a good vibe to the city.	Female, 25-49
The Summertime's catalogue is good. There is a large amount of things put on which encourages people to get out and to experience what's on in the city. The information is good e.g. Buskers.	Male, 25-49
There is somewhere for the public to go to. There are a lot more events now.	Male, 25-49
The events are outstanding. There is a range of events for everyone. The Council also offers people a range of services.	Male, 25-49
Sport & recreational facilities/activities e.g. tracks, swimming pools, skate parks, playgrounds	Demographics
I have never had a problem with the swimming pools and the staff is helpful. It's always open, clean and tidy.	Male, 25-49
There is so much to do in Christchurch. The Council has done very well here.	Female, 25-49
The Council is very good with recreational facilities. I have a lot of personal experience here.	Male, 65+
They are doing a good job with sport and recreation.	Male, 50-64
Good for kids to know water safety.	Female, 25-49
The parks are well maintained. They are clean, tidy and safe.	Male, 25-49
New equipment and paddling pools.	Female, 25-49
The playgrounds create a good family atmosphere.	Male, 25-49
The dog parks are well maintained and appropriate for many groups of dogs. The children' section is well serviced. Offensive graffiti and broken glass is always quickly removed and rubbish bins emptied. There are also toilets available at the parks.	Male, 25-49
Gardens, parks, reserves, green spaces	Demographics
The parks are very good facilities. They are taken care of, safe, and has improved lots.	Female, 25-49
There is a variety of activities at the Margaret Mahy Park.	Male, 50-64
Repairing/maintaining roads and footpaths	Demographics
They are good with their updates.	Female, 25-49
They are doing well by making the roads safer for cyclists and the traffic.	Male, 18-24
They're repairing the roads that have been damaged from the earthquakes.	Female, 18-24
Waterways	Demographics
Given the problems we have had they have performed well with wastewater services.	Male, 65+
The waterways look better in appearance.	Male, 18-24
I am quite happy with how they are dealing with wastewater. They are doing a good job on this.	Male, 50-64
They are doing well with the maintenance of waterways.	Male, 25-49
Communication/provision of information/ public consultation	Demographics
It starts with the Mayor and we are very well served.	Female, 50-64

Initially I was brassed off regarding the timeframe regarding rubbish bins as I live in a new area. I used the Council website; I phoned them and received good customer service.	Female, 50-64
I find their information very helpful.	Female, 65+
Making it easier to get around/ making things more accessible/ cycleways/ walkways	Demographics
It is easier to get around the city as it is more cycle and pedestrian friendly.	Male, 18-24
Public transport	Demographics
It's a pretty good transport system overall. I don't really use it but I think we have a good regular system. People can get around the city easily.	Male, 50-64
Infrastructure repair/rebuild	Demographics
All the buildings are good and look good. The street art is excellent.	Male, 25-49
Earthquake recovery/ rebuilding the central city	Demographics
They are trying to get all the repairs done.	Female, 50-64
They are doing a good job with the recovery from earthquake damage, a thankless task.	Male, 65+
They are doing well with the central city rebuild. They are getting on with the job.	Female, 25-49
Waste water, storm water and sewerage	Demographics
They had a problem with the drainage system and they knew to repair this before it got out of hand.	Male, 65+
Rates/ money collection	Demographics
When I pay my rates, the ladies are excellent and very helpful.	Female, 50-64
You get a written warning if you don't pay your rates on time.	Male, 50-64
Keep the city clean and tidy/looking nice	Demographics
I don't see any rubbish in the streets and the park lawns are always mowed.	Female, 18-24
Other general comments	Demographics
They try to communicate the best they can.	Male, 65+
The Council looks after the wellbeing of ratepayers. This is quite good.	Male, 65+
They send registration reminders and there are payment options. Dog control is driving around regularly as they care about children's safety.	Female, 25-49
There is a wide range of activities for all different people. They are accessible to all and are often free.	Female, 25-49
Regarding safety maintenance; they are getting it done and responding.	Male, 18-24

Spreydon – Cashmere

Rubbish and recycling collections	Demographics
Having the different recycling bins is fantastic. The bins are animal proof which is fantastic.	Male, 50-64
The rubbish collection is a reliable and consistent service.	Male, 25-49
There is information about rubbish collection, damaged bins get replaced straight away and the service is regular.	Male, 65+
They always pick up the rubbish on time and they pick up the rubbish in the holidays too.	Female, 65+

I previously had issues wherein I contacted them. They replaced the bins easily and promptly.	Female, 25-49
They empty the bins and there is no mess on the road. They get out and put them back where they should be and they don't just leave them on the road.	Female, 65+
They seem to provide the rubbish collection service very well.	Male, 65+
It's clean city. The rubbish is collected on time and everyone knows the rules.	Male, 65+
A private company who collects the rubbish on time and is very efficient. The water supply drainage is very good which includes the pressure and the flow.	Female, 65+
They are performing the best in private waste management that deals with the rubbish collection services.	Male, 65+
They never let you down and they always collect the rubbish on time.	Male, 25-49
The rubbish collection is always collected on time.	Male, 65+
I like the reliable rubbish pick-up service.	Female, 50-64
The rubbish collection service is ahead of other places within New Zealand and the world.	Female, 25-49
They are regular with picking up the rubbish. They don't leave any rubbish lying around.	Female, 65+
The flaxes are too long and it is the 3rd time that I have contacted them.	Female, 50-64
The libraries provide a good efficient service.	Female, 65+
The rubbish collection service is nice and easy, efficient and it's just simple.	Male, 50-64
They are very prompt and deliver the rubbish collection services very well.	Male, 25-49
They always pick the rubbish up on time and at a set time each week.	Male, 25-49
The Council is being advanced with followed thinking regarding rubbish collection services.	Female, 25-49
The rubbish collection is consistent and it's the one thing that is communicated from the Council. During the holidays, I phoned the Council about the rubbish in the alleyway by my house and it was cleaned up quickly.	Male, 50-64
I think it's good to have a recycling service. There is a frequent regular pick-up service.	Male, 25-49
The rubbish is always collected on time. The library staff are friendly and helpful and everything works well. There is promotion of cycle ways and tracks all over Christchurch e.g. The Port Hills.	Male, 50-64
The rubbish collection is efficient and well run.	Male, 50-64
The bin collection service is done on time.	Female, 18-24
They do their job well and they are friendly and prompt with the rubbish collection service.	Male, 50-64
They always pick the rubbish up on time and we rely on the services provided.	Male, 50-64
The rubbish is always collected on time.	Male, 50-64
The rubbish collection is always on time.	Male, 25-49
The rubbish bin collection works better than having small bins. There is no mess and it's not late.	Male, 25-49
Library services	Demographics
The layout in the library is very well presented. The staff are very friendly and helpful.	Female, 25-49
The libraries are in good condition and easy to use.	Male, 25-49
The libraries have good and helpful staff. The libraries are always clean and tidy and I feel safe in there.	Male, 65+

The libraries are really nice. The buildings are nice and the library offers a good choice of books. There is a cafe there and a place you can pay bills.	Female, 50-64
The libraries have updated everything to make it easier to get books out instead of waiting for the books to be issued by a staff member.	Female, 50-64
They supply a good range of books. You can go online and have your books updated at any time. The staff is very helpful.	Male, 50-64
It's a very well-run community library service.	Female, 50-64
They are performing best in library services e.g. what the library's offer, the hours it's open and what it offers to the community.	Female, 50-64
There are a few libraries around. The staff is always friendly and helpful.	Female, 65+
They are always available. The staff at the library is very friendly and helpful.	Female, 50-64
The libraries provided are the best in the world.	Female, 65+
Libraries are free to visit. The hours are suitable to me with a range of material that they keep is up to date.	Male, 50-64
The Council has done everything possible to make libraries available to all residents within Christchurch. The staff are very friendly and helpful. They have a good range of books and services.	Female, 65+
The staff at libraries are friendly, helpful and dedicated.	Female, 25-49
The provision of library's available within Christchurch. The service at the library is of a high standard.	Female, 65+
They maintained the library services when the earthquakes occurred.	Female, 50-64
They have maintained all library services after the earthquakes occurred. Keep up with the most update and latest technology.	Female, 25-49
The staff are friendly and helpful. It's one of the biggest library services within New Zealand. They have the highest range of variety of books and services available.	Female, 25-49
The rubbish is always collected on time. The library staff are friendly and helpful and everything works well. There is promotion of cycle ways and tracks all over Christchurch e.g. The Port Hills.	Male, 50-64
Libraries have a great range and variety of books which are available for children.	Female, 25-49
The libraries have great variety and range of books for all ages.	Male, 25-49
The libraries provide excellent facilities to all residents within Christchurch.	Male, 50-64
Events and festivals/ Entertainment	Demographics
Summertime's events are well advertised.	Female, 25-49
Good range of activities and accessible to everyone.	Female, 25-49
The events are keeping people encouraged to get out and about even though we are in the recovery stage.	Female, 50-64
They have performed best in providing a variety and quality of events and festivals that are available.	Female, 50-64
They are open to active things for Christchurch residents. They are very positive and strongly active.	Female, 65+
There is a good variety of family events for children to attend. The park events and buskers are great.	Female, 50-64
Good variety of events throughout the year, and they are good for families to enjoy.	Female, 25-49
There is a good range of events spread throughout the year and they cater for everyone.	Female, 25-49

We like how the Council are pushing different events around the city for families to attend.	Male, 25-49
The Council is performing best in this area as more events are happening.	Female, 18-24
There is always something happening. There is a good variety of events.	Male, 25-49
Sport & recreational facilities/activities e.g. tracks, swimming pools, skate parks, playgrounds	Demographics
Recreation centres offer very good cheap facilities. They are well presented and the staff is friendly and knowledgeable.	Female, 25-49
Good staff and equipment at the recreation and fitness centres.	Male, 18-24
The Pioneer Pool is pretty well-run. What they offer there is good and there is a lot of different things you can do which is great as I have two young children.	Male, 25-49
Recreational facilities available are family friendly.	Female, 25-49
Good variety of events throughout the year, and they are good for families to enjoy.	Female, 25-49
Recreation centres deliver a high-quality service. It helps build the local community.	Female, 25-49
Swimming pools visits are affordable and they are looking at making it free. The staff are friendly and nice to deal with.	Male, 25-49
Recreational centres have up to date equipment.	Male, 25-49
All running tracks are always well presented and maintained.	Male, 25-49
The city is kept clean and tidy and the essential services are kept running well.	Male, 25-49
Swimming pools are easily accessible for young people. The facilities are generally clean and they have family changing areas. The pools are well used.	Male, 25-49
Gardens, parks, reserves, green spaces	Demographics
They are well-run and they look for ways to open up spaces for people. There is a lot of information available. They are clean and tidy and there are plenty of rubbish bins.	Female, 25-49
Open spaces are well presented.	Female, 25-49
The parks are great for kids offering new challenges.	Female, 25-49
The Botanic Gardens are well presented and maintained.	Female, 25-49
All running tracks are always well presented and maintained.	Male, 25-49
The Council is performing best is providing activities for families to attend.	Male, 50-64
Public parks and spaces provide a space for kids.	Male, 25-49
It is good to see the Council improving the parks.	Male, 25-49
Water supply	Demographics
A private company who collects the rubbish on time and is very efficient. The water supply drainage is very good which includes the pressure and the flow.	Female, 65+
Repairing/maintaining roads and footpaths	Demographics
I have had no issues with the roads.	Male, 25-49
The improvements to the roads have been good.	Male, 18-24
Waterways	Demographics
The underground pipes were cracked after the earthquake and now they are working better than before the earthquake.	Male, 50-64
The waterways are clear of rubbish, clear of weeds and dangerous trees.	Male, 25-49
It's done. I don't have to think about wastewater.	Female, 25-49
They always review wastewater services and keep this updated.	Female, 25-49

Making it easier to get around/ making things more accessible/ cycleways/ walkways	Demographics
The rubbish is always collected on time. The library staff are friendly and helpful and everything works well. There is promotion of cycle ways and tracks all over Christchurch e.g. the Port Hills.	Male, 50-64
Public transport	Demographics
Bus services are regular and the fares are cheap.	Male, 50-64
The Council is trying to make more bus and cycle lanes.	Male, 25-49
Other general comments	Demographics
They were good on the phone, clear and offered easy payment online regarding dog registration.	Female, 50-64
Gathering people together with community based places for meeting rooms e.g. library.	Female, 25-49
There are a variety of ways to contact the Council and staff.	Male, 65+
The Council is performing well in a lot of its services. I see the results.	Male, 50-64
The mayor keeps everyone up to date with council issues and is outstanding. I have recommended people to become her friend on Facebook.	Male, 50-64

Q33c. Things Christchurch City Council Needs to Improve**Banks Peninsula**

Flooding issues.	Female, 65+
Improvement of footpaths.	Female, 65+
Keeping the streets tidy and well-presented. Repairing the most important areas that are not safe for residents to use.	Male, 50-64
Human resources team.	Male, 65+
Maintenance to footpaths and roads.	Female, 50-64
Maintenance to footpaths and the river quality.	Female, 50-64
Public transport	Male, 25-49
Maintenance to roads and parks.	Male, 25-49
Maintenance of roads and footpaths.	Male, 50-64
Maintenance to roads and footpaths.	Female, 25-49
Waste management. Waterways.	Male, 25-49
Sewerage treatment plant.	Female, 25-49
Libraries.	Male, 18-24

Coastal – Burwood

Overall maintenance of residential streets.	Female, 50-64
Building consents.	Female, 25-49
Roads and footpaths.	Male, 25-49
The roads.	Female, 25-49
More maintenance is required for roads and footpaths.	Female, 50-64
Roading.	Male, 25-49
Complete all road works in the New Brighton area regarding access to and from.	Female, 50-64
Maintenance of roads.	Male, 25-49
Roading and footpaths.	Female, 65+
Trees on the berm.	Female, 65+
More car parks should be available for people in wheelchairs.	Male, 65+
More maintenance is required for footpaths and roads.	Female, 65+
Roads and footpaths need to be brought up to a health and safety standard for all Christchurch residents.	Female, 50-64
The cost of rates.	Male, 65+
No.	Female, 65+
The roading and keeping Christchurch city tidy.	Female, 50-64
Freedom campers.	Female, 65+
Safety on the waterways.	Male, 50-64
Improvement of cycle ways.	Female, 50-64
Nothing.	Male, 65+
Roads.	Female, 65+

To keep the East side of Christchurch clean and tidy.	Female, 65+
Roading.	Female, 50-64
Roading in the East part of Christchurch.	Female, 25-49
Maintenance of all roads in Christchurch.	Female, 65+
Waterways.	Female, 50-64
Roading.	Male, 65+
Recycling.	Male, 65+
Roading and footpaths.	Female, 50-64
Maintenance of roads throughout Christchurch	Male, 65+
Better maintenance with roads on the East side. Better maintenance with river banks.	Female, 25-49
Roading.	Male, 65+
Spending some money in upgrading New Brighton and all the services.	Female, 50-64
Building consents are too expensive.	Male, 50-64
Roading.	Female, 25-49
Repair the footpaths.	Male, 65+
There is need for improvement in all areas of the Council e.g. Roads and Waterways	Male, 50-64
Waterways.	Female, 18-24
Road and footpaths.	Female, 25-49
Animal control.	Female, 25-49
Roads.	Female, 50-64
Maintenance to all roads within Christchurch.	Female, 50-64
Regenerate the Eastern suburbs.	Male, 50-64
Events.	Female, 25-49
Roads and footpaths	Female, 25-49
Their reserves.	Male, 50-64
Wastewater treatment and also improving the quality of water we drink.	Male, 25-49
Address the divide between the East and central Christchurch.	Male, 25-49
Follow-up processes of communicating with them regarding footpaths etc.	Female, 25-49
Roads and footpaths.	Female, 25-49
Organic recycling.	Female, 50-64
Roads and footpaths.	Female, 18-24
Roads and footpaths.	Female, 25-49
Use of residential red zoned areas.	Female, 25-49
Roads.	Female, 25-49
Maintenance of footpaths.	Female, 25-49
Parking.	Male, 25-49
Maintenance to all roads within Christchurch.	Male, 50-64
Road.	Male, 25-49
Wastewater and also communication to all residents within Christchurch.	Male, 50-64
The City Council services.	Female, 25-49
Maintenance of roads.	Female, 25-49
Maintenance to roads.	Male, 50-64

Maintenance of footpaths and roads.	Male, 50-64
Roading.	Male, 50-64
Availability of parking.	Male, 50-64
Roading.	Male, 50-64
Roads.	Female, 50-64
Maintenance of roads	Female, 25-49
Maintenance to footpaths and roads	Male, 50-64
Housing.	Male, 18-24
Parking.	Female, 25-49
None that I can think of.	Female, 18-24
Advertising.	Female, 18-24
Road works in the lower SES areas.	Female, 25-49
Roading and footpaths.	Female, 25-49
Information.	Female, 25-49
Roading and signage.	Male, 25-49
Communication.	Male, 25-49
Toilets in the parks in the Eastern suburbs.	Female, 50-64
Parking.	Female, 18-24
Footpaths.	Female, 18-24
Roads.	Female, 18-24
Roads.	Male, 18-24
Libraries.	Male, 18-24
Footpaths.	Female, 18-24
Roads.	Male, 18-24
Cycle lanes.	Male, 25-49
Parking facilities.	Male, 25-49
Improve New Brighton.	Male, 25-49
Roads.	Male, 25-49
Roading.	Male, 25-49
Access to information.	Female, 18-24
Infrastructure.	Female, 25-49
Sewerage.	Female, 25-49

Fendalton – Waimairi – Harewood

Public transport	Female, 50-64
Roads.	Female, 25-49
Roading and parking.	Male, 50-64
Giving more information.	Female, 25-49
Stop using money on cycle ways because I don't see people using them.	Male, 65+
The cleaning of the streets.	Female, 50-64
Roads and footpaths.	Female, 50-64

Getting the inner city up and running.	Female, 65+
The waterways.	Female, 65+
The roading.	Male, 50-64
Rateable values. Currently I'm paying twice the rates I should be because they've overvalued my property.	Female, 50-64
Roads.	Female, 50-64
Nothing.	Male, 65+
Roads	Female, 25-49
Roads	Male, 18-24
Street cleaning and tree trimming.	Female, 65+
Keeping everyone informed.	Female, 65+
Footpath maintenance and overhanging foliage on footpaths. We shouldn't have branches at eye level that could poke someone in the eye.	Male, 50-64
Roading.	Male, 25-49
Roads.	Male, 65+
Dealing with the results of earthquakes.	Male, 65+
Roads.	Female, 25-49
Dealing with the parking situation around the hospital. They are spending far too much money on social services which should be the government's job and not the Council's job.	Male, 65+
Pools.	Female, 25-49
Actions speaks louder than words.	Female, 65+
Improve its communication with the general public when there is a disaster.	Male, 65+
Get rid of the gridlocks, detours and road cones.	Male, 50-64
Infrastructure.	Female, 25-49
Better communication.	Male, 25-49
The water supply and river conditions.	Male, 50-64
Roading.	Male, 50-64
Car parking.	Female, 65+
Roads.	Male, 18-24
Roads.	Male, 18-24
Cycle paths.	Male, 18-24
Disaster response.	Female, 50-64
Roads.	Female, 18-24
Car parking.	Female, 65+
The waterways.	Male, 65+
Building permits.	Male, 25-49
There are no real problems here but in other areas there is still a lot of work to do.	Female, 65+
Street parking.	Female, 50-64
Drain blockages.	Male, 50-64
Events and festivals.	Female, 50-64
The Council is wasting too much money in areas e.g. the new Adventure Park and the Margaret Mahy Playground.	Male, 50-64
Roading/traffic.	Male, 25-49

Roads.	Female, 25-49
Roads.	Female, 50-64
Roading. Reduce the cost of parking in the city. It's too expensive around the hospital.	Female, 50-64
Roads.	Female, 50-64
Get the water sorted for people who aren't getting good clean drinking water by pipe to their house.	Female, 50-64
Roading and parking options for businesses.	Male, 25-49
Building consents.	Female, 25-49
Cycling access around the city.	Female, 25-49
Communication.	Male, 50-64
Nothing comes to mind.	Female, 65+
Nothing comes to mind so I'm quite happy with them.	Female, 25-49
Cycle ways.	Female, 65+
They are doing an excellent job.	Male, 65+
Cycle lanes.	Male, 65+
The rebuild of Christchurch.	Male, 65+
Building consents.	Male, 65+
Parks.	Male, 65+
Car parks.	Female, 65+
Finances.	Male, 65+
Maintenance and upkeep of roadsides.	Female, 50-64
Condition of streets.	Female, 65+
Communication around emergency events like the recent fires.	Male, 25-49
Roading.	Female, 25-49
The condition of rivers and streams. There is rubbish in some of them and some are so dirty that they are dangerous to our health.	Male, 65+
Overall efficiency.	Male, 50-64
Consents.	Female, 25-49
Roading.	Female, 25-49
Communication.	Male, 25-49
Council gardens on the streets.	Female, 50-64
Footpath and roads.	Female, 25-49
Our roads and the state of roading and footpaths.	Female, 50-64
Rebuild.	Female, 65+
Nothing comes to mind.	Male, 65+
Parking around the hospital.	Female, 25-49
Rebuild.	Male, 50-64
Waterways.	Female, 65+
Roading.	Male, 25-49
Cycle ways and roading.	Male, 50-64
Roading.	Male, 25-49
Roading.	Female, 50-64
Waterways.	Female, 25-49

Waterways.	Female, 25-49
Communication.	Male, 25-49
Building consents.	Male, 50-64
Parking.	Male, 25-49
When dealing with them as I do find it quite complex.	Female, 50-64
Roading.	Female, 50-64
Roading.	Female, 50-64
Rebuild of the city.	Male, 50-64
Car parks.	Male, 50-64
Parking.	Female, 18-24
Traffic flow management and providing on-street parking in the central business district.	Male, 50-64
Stop taking money from people and get rid of everything it does.	Male, 25-49
Cleaning up the waterways to minimise sewerage contamination i.e. Avon River as I have a daughter who rows on the river. When she falls in the river I'm always concerned that she's going to get a bug or something.	Female, 25-49
No idea.	Female, 25-49
Informing us on how we can become more involved in Council decisions.	Female, 25-49
Bus services.	Female, 25-49
Roading.	Male, 50-64
They need to improve the car parks in the city.	Female, 25-49
The Council needs to improve regarding building systems.	Female, 25-49
Parking.	Female, 18-24
Cycle lanes.	Male, 18-24
Roads.	Male, 18-24
Waterways.	Female, 25-49
Roads.	Female, 25-49
The advertising for events that the Council puts on.	Male, 25-49
Traffic. Too much congestion especially in the mornings.	Female, 25-49
Looking after public toilets which the vast majority are disgusting.	Male, 25-49
Improve the road works as some roads aren't smooth e.g. pebbles on the road and the quality of road surfaces.	Male, 18-24
Improve the transparency around decision making especially when it's our money through rates.	Female, 25-49
Roads.	Male, 25-49
Building public self-transport broader.	Male, 25-49
I am not sure.	Male, 25-49
Flooding.	Female, 25-49
Roads especially the main ones.	Female, 18-24
Pedestrian crossings.	Female, 18-24
Roads.	Female, 25-49
Rubbish.	Male, 25-49
Roading.	Male, 25-49
Public toilets.	Male, 18-24

The cycle ways.	Male, 25-49
Nothing that stands out.	Male, 25-49
Roads and footpaths.	Male, 18-24
Blocked drains due to leaves falling especially for pedestrians.	Male, 18-24
Maintenance of waterways.	Male, 18-24
Maintenance to roads and footpaths.	Female, 25-49
Maintenance to the cycle ways.	Female, 25-49
Roading.	Male, 25-49
Parks.	Male, 25-49
Improve on the building and resources consent process.	Male, 25-49
Roads.	Male, 18-24
Services which will improve the transport sector for the people of Christchurch.	Male, 25-49
Parking.	Male, 25-49
More recreational places such as mountain bike tracks and walking tracks.	Male, 18-24
Roads.	Male, 18-24
Roads.	Male, 25-49
Bin collections.	Male, 18-24
Digitisation and communication.	Male, 25-49

Halswell – Hornby – Riccarton

Change in housing policies.	Male, 65+
The glass kerbing needs to be better maintained on the footpaths or on the grass edge.	Male, 65+
Put pressure on the Anglican Church to fix the Cathedral. We need a new stadium. We need more communication between Christchurch City Council and surrounding districts to work on fire response.	Female, 50-64
Student support, deals for students and student facilities.	Female, 18-24
Nothing that comes to mind.	Male, 25-49
Car parking.	Female, 25-49
Rebuilding infrastructure.	Male, 18-24
Waterways.	Female, 25-49
Nothing.	Female, 25-49
Recycling.	Male, 25-49
Roading.	Male, 18-24
Red bin size.	Male, 25-49
Make the city safer.	Male, 25-49
Improve the quality of the roads. I think they shouldn't be spending money on sports facilities. They should be spending it on rebuilding the central library by the Square.	Female, 65+
Parking issues.	Male, 25-49
Roading.	Female, 50-64
Roading.	Female, 18-24
Roads.	Male, 18-24

Cycle paths.	Male, 18-24
Roads.	Female, 18-24
Events.	Female, 18-24
Road.	Male, 25-49
Road	Female, 18-24
Cycle paths.	Male, 18-24
Roads.	Male, 18-24
Roads.	Female, 25-49
Roads.	Female, 25-49
Roading.	Female, 18-24
Getting the rebuild going. The anchor projects e.g. the Jade Stadium. They need to make a decision. They need to get swimming pools up and running and there needs to be more housing in the West of Christchurch.	Male, 50-64
Waterways.	Female, 18-24
Road.	Male, 25-49
Bike stands.	Male, 25-49
Bin collection.	Male, 18-24
Waterways.	Male, 18-24
Roading.	Female, 25-49
They need to focus on what it is that Christchurch needs. They need to look at the long-term plan.	Female, 25-49
Happy with all services.	Female, 50-64
Roading.	Male, 50-64
Roads and footpaths.	Female, 50-64
Roading and traffic flow.	Female, 25-49
Communication.	Female, 65+
Road conditions.	Male, 25-49
Getting the city back as it should be and housing.	Male, 65+
Green bin.	Female, 25-49
Need more public consulting.	Female, 25-49
Parking.	Female, 18-24
Rubbish.	Female, 25-49
Parking.	Female, 25-49
Maintenance to footpaths and roads.	Female, 65+
Public transport.	Female, 25-49
Roads.	Female, 18-24
Communication with the people.	Male, 25-49
Roads.	Female, 25-49
City repairs/rebuild.	Female, 25-49
I can't think of any.	Male, 25-49
Making Christchurch more progressive.	Male, 18-24
Roading	Female, 50-64
Maintenance to roads to footpaths.	Female, 65+

Footpaths.	Female, 65+
The waterways.	Male, 25-49
Roading and the pipe works and everything underneath.	Male, 50-64
Communication.	Male, 50-64
Social housing.	Male, 65+
Communication.	Male, 65+
Can't think of any.	Male, 65+
Roading.	Male, 65+
Granting of resource consents.	Female, 50-64
Roading.	Female, 65+
I can't think of any. They are doing a good job with all services.	Female, 25-49
On-street parking.	Female, 25-49
I can't think of any.	Female, 50-64
Communication.	Male, 25-49
Christchurch bus services.	Male, 65+
I can't think of any.	Female, 65+
I can't think of any.	Male, 65+
Roading.	Male, 65+
Roads.	Female, 50-64
Safer place for cycling.	Female, 25-49
Roads.	Male, 65+
Public transport and parking at Christchurch Public Hospital.	Female, 50-64
Traffic lighting.	Female, 65+
Botanical Gardens.	Female, 65+
Transport and accessibility into the central city.	Female, 50-64
Roading and footpaths.	Female, 50-64
Emergencies i.e. earthquakes and major fires.	Female, 25-49
Traffic planning.	Male, 65+
Roads.	Male, 50-64
The way they allocate funding to the art things around the city.	Female, 25-49
Traffic access and traffic flow.	Male, 50-64
Traffic flow through the central city.	Male, 50-64
Roads.	Female, 25-49
Rebuilding.	Female, 50-64
Roading and building.	Female, 50-64
Parking.	Male, 18-24
Improve on the streams.	Female, 50-64
Roads and parking.	Male, 25-49
Not enough branches/service centres to pay rates.	Male, 25-49
Christchurch waterways such as the Heathcote and the Avon Rivers. Enforcing by-laws concerning trucks on suburban streets.	Female, 50-64
Parking.	Female, 25-49
Helping people pay their power bills over the Winter.	Female, 50-64

Roads.	Female, 25-49
More signage and lights need to be available.	Male, 50-64
Waterways.	Male, 25-49
Lines of communications with residents.	Male, 50-64
Just consultation with residents regarding the road works and when they're changing intersections and things.	Female, 25-49
Rubbish bin collection.	Female, 25-49
Bin collection.	Male, 18-24
Roads.	Female, 18-24
Roads.	Female, 18-24
Waterways.	Female, 18-24
Roads and traffic.	Male, 25-49
Roads.	Male, 25-49
Roads.	Male, 25-49
Promotion of the new cycle ways.	Female, 18-24
Car parking around Christchurch Hospital.	Female, 25-49
Roads.	Male, 50-64
Cycle ways for children.	Male, 50-64
Roads.	Male, 50-64
Waterways.	Female, 25-49
Roading and parking.	Female, 25-49
Infrastructure for roads and footpaths.	Male, 25-49
Roading.	Male, 50-64
Roading repairs.	Male, 25-49
Road works.	Male, 50-64
Issuing building consents.	Male, 50-64
Getting roads sorted out.	Male, 25-49
How to put out major fires.	Female, 25-49
Road maintenance.	Male, 25-49
Keep up with the roads and footpaths.	Female, 50-64
Roads.	Male, 50-64
Roading.	Female, 25-49
Council car parks.	Male, 50-64
I can't think of any. They are doing a good job in everything.	Female, 65+
Funding for the Xmas parade.	Female, 50-64
Bus transport.	Female, 65+
Roading.	Male, 65+
Improve the bus system.	Male, 25-49
I'm happy with everything.	Male, 18-24
Roading.	Male, 25-49
Events.	Male, 25-49
Improve on the whole rebuild.	Female, 25-49
Improve on the whole rebuild.	Male, 25-49

We need more exercise equipment in parks.	Male, 50-64
Roading.	Male, 25-49
Roads.	Male, 25-49
Roads.	Male, 25-49
Roads.	Male, 18-24
Waterways.	Male, 18-24
Cycle lanes.	Male, 25-49

Linwood – Central – Heathcote

The conditions of the Heathcote River need to be improved. It needs to be cleaned out from the weeds in it. It needs to be dredged. Some people are against this because it affects the wildlife but it needs cleaning up. I wouldn't eat anything out of it.	Male, 25-49
Responding to enquiries that are complaints.	Male, 65+
The community sports atmosphere.	Male, 25-49
Bus timetables.	Female, 65+
The roads and footpaths.	Female, 65+
Communication.	Female, 65+
Parking management around the central city.	Female, 65+
Roading.	Female, 65+
The roads need to be fixed up due to safety concerns.	Female, 65+
Road maintenance.	Male, 50-64
Events.	Female, 25-49
Roads and kerbing.	Female, 65+
The central city.	Female, 25-49
Litter.	Male, 65+
Building and planning.	Male, 25-49
Roads.	Female, 25-49
Roads.	Male, 25-49
Roading.	Male, 50-64
Roads and footpaths.	Female, 65+
Waterways.	Female, 65+
Public transport.	Male, 65+
The footpath and berms in my area need a good tidy up.	Male, 65+
Roads.	Female, 25-49
Waterways.	Female, 25-49
Street cleaning.	Male, 65+
The maintenance of roads.	Female, 50-64
Public education regarding cycling.	Female, 50-64
Infrastructure.	Female, 25-49
Cheaper parking in the city.	Male, 25-49
Fencing.	Female, 18-24

The roads.	Female, 50-64
The Gardens.	Female, 65+
Roads.	Female, 25-49
Maintenance to footpaths and roads.	Female, 65+
Rates.	Male, 65+
Fill up the empty buses.	Female, 65+
The roading.	Female, 65+
Non-fluoridation of water. Waterways.	Male, 50-64
Maintenance of footpaths and roads.	Female, 65+
Parking.	Female, 50-64
Feedback and complaints system.	Female, 25-49
Maintenance of footpaths and roads.	Female, 65+
Roading.	Female, 25-49
Parking issues.	Female, 25-49
Maintenance to roads and footpaths.	Female, 25-49
The cycle ways.	Female, 50-64
Get that Cathedral down.	Male, 65+
Roads.	Female, 25-49
Control of overall costs e.g. Rates.	Male, 65+
More activities available for teenagers.	Female, 25-49
Maintenance of footpaths and roads.	Male, 65+
The nitrates leaching into the water supply and artesian wells. This is in Christchurch and rural Canterbury.	Female, 50-64
Nothing.	Male, 65+
Roading.	Male, 50-64
Car parking.	Female, 25-49
The roading.	Female, 50-64
Their transparency.	Male, 65+
Recycling.	Female, 18-24
Getting the roading done.	Female, 25-49
Rebuild of the city.	Female, 25-49
Flood control.	Female, 25-49
Roading.	Female, 25-49
Advertising.	Female, 18-24
Waterways.	Female, 25-49
They are doing what they can.	Female, 25-49
Pavements.	Female, 25-49
Roading.	Female, 25-49
Water supply to our property.	Female, 50-64
Communication.	Female, 50-64
Roading and roading issues.	Female, 50-64
Jellie Park lake.	Female, 25-49
Roading.	Female, 50-64

Cycle ways.	Female, 25-49
Maintenance to the transport and parking system.	Female, 25-49
Planning red zones. I would like to see the red zoned Avonside area made as natural as possible with minimal human intrusion.	Male, 65+
They're on the ground staff e.g. service and maintenance crew.	Male, 25-49
Parking areas.	Male, 25-49
Car parking.	Male, 50-64
The roads and footpaths.	Female, 50-64
Footpaths.	Female, 50-64
Maintenance to roads and footpaths.	Female, 50-64
Public transport.	Male, 65+
Maintenance to waterways.	Female, 50-64
Roads and footpaths.	Female, 50-64
Roading.	Female, 50-64
Maintenance to roads and footpaths.	Female, 25-49
Parking facilities.	Male, 65+
The Mayor's greater leadership and vision for direction of the city.	Female, 25-49
Road conditions.	Male, 18-24
The rebuild and road works.	Female, 25-49
Roads and footpaths.	Female, 25-49
Decision making.	Male, 25-49
Roads.	Male, 50-64
Sports facilities.	Female, 25-49
Reduce spending.	Female, 25-49
AMI Stadium.	Female, 25-49
Parking.	Female, 50-64
Green waste.	Female, 50-64
Improve on the Council answering queries.	Female, 50-64
Parks.	Male, 65+
Decision making by the Councillors.	Male, 50-64
Maintenance and upkeep of the roads and footpaths.	Female, 25-49
Improve on the rebuild of the city.	Male, 25-49
Carry on with what they are doing.	Male, 50-64
Parks.	Female, 50-64
Maintenance and upkeep of roads, footpaths and weed control.	Male, 50-64
Roading.	Male, 50-64
Parking facilities which include Wilson's taking over spare areas that could be used for other purposes and overcharging residents.	Male, 50-64
Improve on the response of issues raised on websites.	Male, 25-49
Roading.	Female, 18-24
Roading.	Male, 50-64
Customer service at the Christchurch City Council.	Male, 25-49
They need to listen to the ratepayers.	Male, 50-64

Roads.	Female, 18-24
Decision making.	Male, 18-24
Waterways.	Female, 18-24
Cleanliness of the rivers.	Male, 50-64
Roading.	Male, 50-64
Cycle lanes.	Female, 18-24
The parks and gardens.	Male, 25-49
The waterways and waterway margins.	Male, 25-49
Maintain the Council trees by trimming these on a regular basis. There needs to be better lighting provided in the side streets.	Male, 25-49
The roading structure.	Male, 50-64
Roads and footpaths.	Male, 50-64
Improve on the Christchurch City Council spending on unnecessary wants and not needs.	Male, 50-64
Libraries.	Male, 18-24
Road signage.	Male, 25-49
Parking.	Male, 25-49
Improving waste water infrastructure.	Male, 25-49
Be realistic on targets.	Male, 25-49
Improve the waterways.	Male, 25-49
Roads.	Male, 25-49
Roads.	Male, 25-49
Cycle ways in the inner city especially the one-way ones.	Male, 25-49
Improve the bus services.	Male, 25-49
Parks maintenance.	Male, 25-49
The rivers.	Male, 25-49
Parking	Male, 25-49
Roading.	Female, 25-49
Rebuild.	Male, 50-64
Roading.	Male, 25-49
Processing queries and complaints.	Male, 50-64
Infrastructure.	Male, 25-49
Parking around the hospital.	Male, 25-49
Transparency.	Male, 25-49
Sort the cycle ways and make the central city accessible and link everything better.	Male, 18-24
WINZ.	Male, 25-49
Maintenance of trees, footpaths etc. around Mt Pleasant.	Male, 25-49
Improve on the accessibility for pedestrians.	Male, 25-49
Roads.	Male, 25-49
Roads.	Male, 18-24
Parking	Male, 18-24

Papanui – Innes

Roading.	Female, 65+
Their telephone operators.	Male, 65+
We dealt with a department regarding a tree growing through our fence from a waterway.	Female, 50-64
The roading.	Female, 65+
Getting information to the general public.	Female, 50-64
The roads and waterways.	Female, 50-64
The rubbish that's by the kerb.	Female, 65+
Keep working on roading.	Male, 65+
Transport.	Female, 65+
The Church being repaired.	Male, 65+
Parking.	Female, 50-64
Co-ordination within the repair groups.	Female, 50-64
Infrastructure.	Female, 50-64
Roading.	Male, 50-64
Better communication to all residents within Christchurch.	Male, 50-64
Better road maintenance.	Male, 50-64
The Botanical Garden.	Female, 65+
The cycle ways.	Male, 25-49
Roads and parking.	Male, 65+
Maintenance of all roads within Christchurch	Female, 65+
More cycle lanes and stands.	Male, 18-24
Earthquake communication.	Female, 25-49
Complaints lodged with the Council.	Male, 25-49
Water supply.	Male, 50-64
Communication on emergency events.	Female, 65+
The quality of roads.	Female, 25-49
Roading.	Male, 65+
Footpaths and roads. Location of power poles.	Male, 65+
Botanical Gardens.	Female, 50-64
Road quality.	Female, 18-24
I would like the placement of books at the library to be more organised.	Female, 50-64
Safer roading.	Male, 65+
Roading.	Male, 50-64
Roading.	Female, 50-64
Drinking water.	Female, 65+
Roads and footpaths.	Female, 25-49
The roads.	Female, 50-64
The roading.	Female, 65+
Footpaths and parks.	Female, 50-64
Parking and swimming lessons.	Female, 25-49

Parks and recreation.	Female, 18-24
Drinking water quality.	Male, 25-49
Roading network.	Male, 25-49
The city planning and governance.	Female, 50-64
Roading.	Male, 65+
Nothing.	Female, 65+
Response time with a query.	Female, 25-49
Recreation.	Female, 25-49
Maintenance of footpaths and roads.	Female, 25-49
Maintenance of waterways	Female, 25-49
Cycle lanes.	Male, 25-49
Maintenance of footpaths and roads.	Male, 50-64
Roads.	Male, 18-24
The building consent process.	Male, 50-64
Roads.	Male, 18-24
Roading.	Female, 25-49
Road works.	Female, 25-49
Parking in the central business district.	Female, 25-49
Information.	Male, 50-64
I can't think of anything.	Female, 25-49
The roads.	Female, 25-49
River quality.	Male, 50-64
Roading.	Male, 25-49
Water supply.	Male, 65+
I can't think of any.	Male, 65+
Information on what's on in Christchurch. Events and festivals.	Female, 50-64
Roading.	Female, 25-49
Improving the red zone.	Male, 65+
Storm water issues.	Female, 25-49
Decision making.	Female, 25-49
Parking.	Female, 25-49
Roading.	Female, 25-49
Parking.	Female, 25-49
Roading.	Female, 25-49
Public transport.	Male, 25-49
Parking.	Female, 25-49
The water quality in rivers and streams.	Female, 25-49
Roads.	Male, 25-49
Roads and footpaths.	Female, 25-49
Roading.	Male, 25-49
Traffic.	Male, 25-49
Rubbish bins.	Female, 25-49

Roads.	Male, 25-49
Improve the marketing about public transport.	Male, 25-49
Building consents.	Male, 50-64
Roadworks.	Male, 25-49
Online services.	Male, 25-49
Traffic	Male, 25-49
Improve the drainage in the city.	Male, 25-49
Improve the road works.	Male, 25-49
Roading.	Male, 25-49
Improve the roading.	Male, 18-24
Improve the waterways.	Male, 18-24
Power.	Female, 18-24
I can't think of one.	Female, 25-49
Waterways.	Male, 18-24
Roads.	Male, 25-49

Spreydon – Cashmere

Parking.	Female, 25-49
Information regarding traffic/roading.	Female, 50-64
Maintenance with roads and footpaths.	Female, 25-49
The roads.	Male, 50-64
Maintenance of the drainage network and waterways e.g. Rivers.	Male, 25-49
Roading changes.	Male, 25-49
Free public events for children.	Female, 25-49
Creating spaces for older kids.	Female, 25-49
The roading and footpaths.	Male, 65+
Parking.	Female, 25-49
The cycling lanes.	Female, 50-64
Maintenance to roads.	Female, 65+
Street lighting.	Male, 65+
Maintenance to roads and footpaths.	Female, 65+
Maintenance to roads	Female, 25-49
Overall repairs to roads.	Male, 18-24
Parking facilities.	Female, 25-49
Rubbish collection services.	Male, 65+
Maintenance of footpaths and roads.	Female, 50-64
Wasted money on art statues and objects.	Male, 65+
Improve on their communication.	Male, 50-64
Making the city attractive by fixing the Cathedral.	Male, 65+
Repairing the roads and footpaths.	Female, 65+
Maintenance to roads.	Male, 50-64

Maintenance to waterways e.g. Beckenham/Heathcote Rivers especially during December and January. Hospital car parking facilities for patients and staff.	Female, 50-64
Fixing the East of Christchurch.	Female, 50-64
Maintenance to waterways.	Male, 65+
Maintenance to roads and footpaths. Availability of more parking facilities especially at the Hospital and more Council parking but not Wilson's.	Male, 65+
Generally, a lot of the services are going well so no improvement needed in them.	Male, 50-64
Maintenance to waterways.	Female, 50-64
Maintenance to waterways. Access to roads within Christchurch.	Female, 65+
Maintenance to waterways.	Male, 65+
Maintenance to parks and reserves.	Male, 25-49
Walkways.	Female, 65+
Maintenance to roads and footpaths.	Female, 50-64
Maintenance to the waterways e.g. sewerage.	Female, 65+
Maintenance to waterways.	Male, 50-64
Events.	Female, 25-49
Bus services	Female, 65+
Maintenance to footpaths and roads	Male, 65+
Roading.	Male, 50-64
Promotion to get buildings fixed in the central city.	Male, 25-49
The general upkeep of the parks.	Male, 25-49
Pedestrian safety.	Male, 25-49
Maintenance of roads and footpaths.	Female, 50-64
Maintenance to waterways	Female, 25-49
Roads.	Female, 25-49
Maintenance of roads and footpaths	Female, 25-49
Maintenance to waterways.	Female, 65+
The parking.	Female, 50-64
Maintenance to roads and footpaths.	Female, 50-64
The roading	Female, 50-64
Maintenance to the waterways.	Female, 25-49
A more prompt service as I have been waiting 9 months.	Female, 50-64
Make better waterways that are cleaner and more appealing. Also improve the roading.	Female, 65+
More parking facilities are required within the central city.	Female, 25-49
Roading.	Female, 25-49
Roading.	Female, 25-49
Waterways.	Female, 25-49
The roading.	Male, 50-64
Traffic management.	Male, 25-49
Maintenance to roads to footpaths	Male, 25-49
Parking facilities.	Male, 50-64
Safe cycle ways	Female, 25-49

Council rents.	Male, 50-64
Parking.	Male, 50-64
Litter pick-up.	Male, 25-49
Sewerage discharge to the Heathcote River. The cost of the rates is too high for some people. Improve the speed limit in the Central City.	Male, 50-64
Maintenance to roads.	Female, 25-49
Roading.	Male, 50-64
Water supply.	Female, 25-49
Nothing.	Male, 25-49
Maintenance to roads.	Female, 25-49
Projects around the city.	Male, 25-49
The parks and recreation side of things.	Male, 25-49
Cycle ways.	Female, 25-49
Resource consents.	Male, 25-49
The verges.	Male, 25-49
Water ways	Male, 25-49
Biking lanes.	Female, 18-24
Parking.	Male, 18-24
Maintenance to roads	Male, 25-49
Council decision making.	Female, 18-24
Communication to residents within Christchurch.	Male, 50-64
Maintenance to roads and footpaths	Male, 50-64
Roading and footpaths.	Male, 25-49
Maintenance to roads and foot paths	Male, 50-64
Cycle ways and waterways.	Male, 50-64
Communication with the public and getting rid of the red tape over the rebuilds.	Male, 50-64
Rubbish collection services by increasing the size of bins.	Female, 25-49
Roading.	Male, 25-49
Parking.	Male, 25-49
Roads.	Male, 25-49
Roads.	Male, 25-49
Roads.	Male, 25-49
Roads.	Male, 25-49

Q33d. Things Christchurch City Council Needs to Improve

Banks Peninsula

Condition of the roads/ the road network/ congestion/ roadworks	Demographics
Complete earthquake repairs to roads and footpaths and create more footpaths in areas where there is not enough available.	Female, 50-64
Employ more contractors that are specialised with roads and parks.	Male, 25-49
Talk to local residents to obtain their opinion regarding roads and footpaths by having regular street inspections.	Male, 50-64
They need to coordinate and be better organised when fixing roads and footpaths.	Female, 25-49
Condition of footpaths/ walkways	Demographics
There needs more maintenance in all areas of Christchurch. They need to be more proactive with regards to regular checks.	Female, 65+
Complete earthquake repairs to roads and footpaths and create more footpaths in areas where there is not enough available.	Female, 50-64
Identify the most damaged footpaths and repair as required then assess the situation. Employ more specialised people to deal with the maintenance and the river quality issues.	Female, 50-64
Talk to local residents to obtain their opinion regarding roads and footpaths by having regular street inspections.	Male, 50-64
They need to coordinate and be better organised when fixing roads and footpaths.	Female, 25-49
Maintenance of waterways/ margins/ water quality	Demographics
Identify the most damaged footpaths and repair as required then assess the situation. Employ more specialised people to deal with the maintenance and the river quality issues.	Female, 50-64
Have a country pick up service for rubbish. Clean and maintain the waterways.	Male, 25-49
Maintenance of parks, reserves, gardens, berms, street vegetation, leaves, cemeteries	Demographics
Get out there and do it.	Male, 50-64
Employ more contractors that are specialised with roads and parks.	Male, 25-49
Refuse collection/ change to rubbish bin sizes / collection frequency	Demographics
Have a country pick up service for rubbish. Clean and maintain the waterways.	Male, 25-49
Storm water/ waste water/ sewerage systems / prevent flooding	Demographics
Re-alignment of the water and no water rates for people that have tank water supply only.	Female, 65+
Provide as much communication to the public on a regular basis.	Female, 25-49
Changes to public transport needed	Demographics
Late night transportation services need to be available. Coordinate this with late night events.	Male, 25-49
Keep the city clean and tidy/ attractive/ more rubbish bins	Demographics
Get out there and do it.	Male, 50-64
Earthquake repairs/ rebuild/ decision making	Demographics
Get out there and do it.	Male, 50-64

Customer services	Demographics
Build a better culture with the staff in the Human Resource team and create a safer environment to work in.	Male, 65+
Council amenities e.g. libraries, Town Hall, Stadium, Convention Centre	Demographics
One central library is needed.	Male, 18-24

Coastal – Burwood

Condition of the roads/ the road network/ congestion/ roadworks	Demographics
I pay my rates so I expect the roads to be well maintained.	Female, 50-64
Make sure that the roads and footpaths are level and safe.	Male, 25-49
Roads - It's obviously a huge job because of the earthquakes but I guess it is just the fact that you can go one way one day but another day it will be changed and you may not know. I know it is a huge job but I guess it is frustrating for the public.	Female, 25-49
Roads and footpaths. This must be the main problem to be worked on by the Council as some areas are still quite dangerous.	Female, 50-64
Better contractors are needed. They need to complete all repairs to roading in one area at a time.	Male, 25-49
They need to complete all road repairs to a high standard so they don't have to come back in a few months' time to repair again.	Female, 50-64
It needs to be more structured in the way they repair the roads because roads are being dug up four or five times which is too many. There is a perception on the eastern side of town that the delay is longer than it should be. You get lost on the way home and the whole business of directing traffic while you are preparing the roads needs to be looked at. It is much better than it was but it's taking too long! People are feeling they are being locked into silos in their suburbs because they are finding it difficult to find their way around.	Female, 65+
Employ more contractors to make the roads and footpaths safer and easier to use.	Female, 65+
Have better street signs that are clear and visible to everyone. Have more mobility car parks available in all parts of Christchurch.	Female, 50-64
Better maintenance is required. More contractors need to be employed by the City Council.	Female, 50-64
They tell us they are doing their best. It is six years down the track and they haven't touched the roads in five years. They played around with them and patched them up and now the patchwork has all come to grief and they haven't come back and done a thing. They did come down here and resealed the side of the road that had been previously been sealed. The side of the road is now beautiful but it was the middle of the road that needed fixing so you think, why the heck did they do that?	Female, 65+
Get the workers to actually work the hours that they are supposed to. Get them to do one job and finish it before moving on to the next job. Please do not let bikes ride on footpaths because it was a bike that crashed into my grandson on the footpath that broke his leg. It took over an hour for an ambulance to arrive. He was seven and it wasn't a very nice experience. I am very anti regarding no bikes on footpaths. The Council needs to really push it out there that cyclists should be riding single file and riding nicely and if a parent thinks their child is not safe on the road then maybe they shouldn't be biking.	Female, 50-64

Fixing the roads. Put some time and effort into the Avon River to make the banks edges more presentable.	Female, 25-49
Have a plan and be working with someone qualified.	Female, 65+
That would be the big thing as far as I can see. Some of the roads are pretty rough. It doesn't seem as though the time they spend is evened out across all the suburbs.	Male, 65+
They need to improve on trimming the trees and keeping the waterways a lot cleaner. The trees are all overgrown and the Council doesn't come and clean the waterways. When you are walking along the footpath, the grassed areas are untidy. They need to hurry up and do the kerbing and guttering in everyone's driveways as where we are it's all cracked. As to when they are getting around to doing that, I don't know. We are quite neglected over here with the trees and the Horse Shoe Lake Terrace Reserve which is very untidy. Going down Lake Terrace Road, the trees there are shocking. We have told them but they just don't do anything. When you are walking along there are lots of trees that are actually overhanging which is quite dangerous.	Female, 50-64
Completing the repairs to the roads correctly and promptly.	Male, 65+
Upgrade the roads on the East side of the city. Employ more people to better maintain the riverbanks.	Female, 25-49
If one head of a department from one company could ring up another department that is going to dig the road up then they could get together and have one big dig. They could do it all at once and this could save quite a bit of money.	Male, 65+
I know it is the infrastructure of the roads that is taking so long. I live on the East side of town and work in Bromley. I know it is a big job but just finish it. I just put four new tyres on my car and I am sick of it, absolutely sick of it. I am quite disgusted that there was asbestos piled over by QE2 which is only just being cleared now. Although it may have been covered but that was really bad. The red zone needs to be tidier and the grassed areas mowed more often. I don't expect gardens and things to keep popping up but I do expect it to be at least tidier. Six years on, come on and show some progress.	Female, 25-49
More maintenance is required by qualified contractors to be employed by the Council.	Male, 50-64
Communicating with everyone else that is working on the roads with them and actually doing it once and not ten times i.e. fixing the roads and stuff.	Female, 25-49
Complete all repairs to roads correctly and effectively.	Female, 50-64
Fixing the roads in a prompt and timely manner.	Female, 50-64
Fix the roads once and fix them correctly.	Female, 25-49
Fix the roads and footpaths and do it correctly.	Female, 25-49
Assess the roads that are badly affected by the earthquakes and repair them to their best ability.	Female, 18-24
Make more effort to maintain safety with footpaths and roads.	Female, 25-49
Better planning is required e.g. Traffic management. Communication needs to be provided to all residents within Christchurch e.g. Road closures.	Female, 25-49
Better co-ordination and planning with regards to the repair of roads.	Male, 50-64
Roading, it's taking too long for completion.	Male, 25-49
When they repair the roads, they need to make sure it is done to a high standard and of high quality.	Female, 25-49
Certain roads that are used more often by the public should be assessed and repaired first.	Male, 50-64

Not to fix the roads and footpaths in the red zone but spending more time on areas within the East side that are being used more often.	Male, 50-64
I live on the East side of town and what I find incredibly frustrating is that they dig up the road, reseal it and then about three months later dig it up again etc. It must be a massive waste of money resealing a road three times in a year.	Male, 50-64
The roads are not in a very good condition out here. I see the workmen every day so they are getting out there but they just need to hurry along.	Male, 50-64
The roading in the East are not great. They are always being re-done.	Female, 50-64
Better communication is required among all council staff.	Female, 25-49
Get the roads and footpaths right the first time so the contractors don't have to come back and complete repairs again.	Male, 50-64
Doing a good job with road works from the start and making it efficient.	Female, 25-49
Finish the road works.	Female, 25-49
Provide more signs and lights especially for schools. The speed limit of 40km is too high, it should be 30 or 20kms.	Male, 25-49
Provide more paths for cyclists.	Female, 18-24
More improvement in the quality of roads in the coastal areas.	Male, 18-24
Get the roads done quicker.	Male, 18-24
The roads need resurfacing regularly e.g. Bealey Avenue and the roads in the East.	Male, 25-49
Just to get on with it and less patching up of the roads.	Male, 25-49
Condition of footpaths/ walkways	Demographics
Make sure that the roads and footpaths are level and safe.	Male, 25-49
Roads and footpaths. This must be the main problem to be worked on by the Council as some areas are still quite dangerous.	Female, 50-64
It needs to be more structured in the way they repair the roads because roads are being dug up four or five times which is too many. There is a perception on the eastern side of town that the delay is longer than it should be. You get lost on the way home and the whole business of directing traffic while you are preparing the roads needs to be looked at. It is much better than it was but it's taking too long! People are feeling they are being locked into silos in their suburbs because they are finding it difficult to find their way around.	Female, 65+
Employ more contractors to make the roads and footpaths safer and easier to use.	Female, 65+
Have better street signs that are clear and visible to everyone. Have more mobility car parks available in all parts of Christchurch.	Female, 50-64
They need to improve on trimming the trees and keeping the waterways a lot cleaner. The trees are all overgrown and the Council doesn't come and clean the waterways. When you are walking along the footpath, the grassed areas are untidy. They need to hurry up and do the kerbing and guttering in everyone's driveways as where we are it's all cracked. As to when they are getting around to doing that, I don't know. We are quite neglected over here with the trees and the Horse Shoe Lake Terrace Reserve which is very untidy. Going down Lake Terrace Road, the trees there are shocking. We have told them but they just don't do anything. When you are walking along there are lots of trees that are actually overhanging which is quite dangerous.	Female, 50-64
Employ contractors to undertake the repairs correctly.	Male, 65+
Communicating with everyone else that is working on the roads with them and actually doing it once and not ten times i.e. fixing the roads and stuff.	Female, 25-49
Fix the roads once and fix them correctly.	Female, 25-49

I have found it very frustrating. They need to follow-up complaints and not keep making promises they can't keep. To keep saying it's going to be done, giving me a date and then it's not done is very frustrating. They told me that my footpath had been done and it hadn't!	Female, 25-49
Fix the roads and footpaths and do it correctly.	Female, 25-49
Assess the roads that are badly affected by the earthquakes and repair them to their best ability.	Female, 18-24
Make more effort to maintain safety with footpaths and roads.	Female, 25-49
Not to fix the roads and footpaths in the red zone but spending more time on areas within the East side that are being used more often.	Male, 50-64
Get the roads and footpaths right the first time so the contractors don't have to come back and complete repairs again.	Male, 50-64
Finish the road works.	Female, 25-49
Make footpaths wider and even.	Female, 18-24
Better footpaths needed in all places.	Female, 18-24
More parking/ cheaper parking/ better parking at hospital/airport/ parking meters	Demographics
Repair or build more car parks for mobility users.	Male, 65+
Why are we paying for parking?	Male, 25-49
Provide more mobility parks around the Hospital. Provide more parks within the City Centre.	Male, 50-64
Offer more options, cheaper and a range of options between day, night and half day parking.	Female, 25-49
Add more parking facilities.	Female, 18-24
They need to look at the parking facilities i.e. Council and Wilson's facilities operating on behalf of the Council. They need to maintain standards for physical conditions of these parks e.g. corner of Manchester and Hereford Streets. Half of the car park is under water and there is a portaloos floating about. It would not pass health and safety standards.	Male, 25-49
Maintenance of waterways/ margins/ water quality	Demographics
Covering the waterways.	Male, 50-64
Getting on with the job and confirming where the problem areas lie.	Female, 50-64
Upgrade the roads on the East side of the city. Employ more people to better maintain the riverbanks.	Female, 25-49
More maintenance is required by qualified contractors to be employed by the Council.	Male, 50-64
There are weeds and rubbish in the waterways.	Female, 18-24
Cycle routes/ cycleways/ cycle safety/ bike stands	Demographics
All cycle lanes need to be separated and more independent lanes need to be introduced.	Female, 50-64
There are many completed cycle lanes that are connected throughout the city.	Male, 25-49
Communication / provision of information	Demographics
I have found it very frustrating. They need to follow-up complaints and not keep making promises they can't keep. To keep saying it's going to be done, giving me a date and then it's not done is very frustrating. They told me that my footpath had been done and it hadn't!	Female, 25-49

Don't allow for so many discharges with regards to wastewater into waterways. Provide detailed information to all residents of Christchurch once a month e.g. Mail drop in letterboxes or by email.	Male, 50-64
I would like information available on anything that is happening in Christchurch. Make this information accessible for everyone.	Female, 25-49
Up their game across the board to communicate better via social media, papers, websites etc. This could be especially for those without access.	Male, 25-49
Provide websites with information that are more accessible.	Female, 18-24
Maintenance of parks, reserves, gardens, berms, street vegetation, leaves, cemeteries	Demographics
I wish that they would cut back the trees on the berm. It is a hazard for children going to school because they will go on to the road to get around them.	Female, 65+
It is easy to actually acknowledge residents when they complain but you only get to talk to a call centre and they never get back to you. I have had months of ringing and getting no satisfaction. They need to actually respond. They promise at the call centre that someone will get back to you within five days and it never happens.	Male, 50-64
Refuse collection/ change to rubbish bin sizes / collection frequency	Demographics
There should be more outlets available for recycled goods.	Male, 65+
Upgrade the current bin system. Empty the red bins weekly.	Female, 50-64
Building consents / resource consents processes	Demographics
I have no idea what the process is for building consents but it would just be nice if it was shorter or took less time.	Female, 25-49
Storm water/ waste water/ sewerage systems / prevent flooding	Demographics
Continue protecting the water for the future by having filters in every suburb.	Male, 25-49
Don't allow for so many discharges with regards to wastewater into waterways. Provide detailed information to all residents of Christchurch once a month e.g. Mail drop in letterboxes or by email.	Male, 50-64
Fix the sewerage pipes properly.	Female, 25-49
Fix the Eastern suburbs	Demographics
They need to complete all road repairs to a high standard so they don't have to come back in a few months' time to repair again.	Female, 50-64
They should be concerned about the maintenance of the river banks and people's kerbing. Employ more contractors to complete the necessary jobs required.	Female, 65+
Fixing the roads. Put some time and effect into the Avon River to make the banks edges more presentable.	Female, 25-49
Upgrade the roads on the East side of the city. Employ more people to better maintain the riverbanks.	Female, 25-49
They need to get off their backsides and go down to Brighton and have a good look at what it is like and do something about it. I was only speaking about this yesterday to a guy. The state of the car parks down there is disgusting. I know it is not all council owned but they can put pressure on the owners to upgrade it and not just talk, talk, and talk. They have a lot done in town and everything but not in New Brighton.	Female, 50-64
Regenerating with passion as it is done in places like Sumner and Redcliffs. It could be really nice like having a walkway along the sand hills. If they could do a wee bit more along the coastline it would be nice.	Male, 50-64
To engage everybody in the experience.	Male, 25-49

Access to toilets in parks is limited. In some parks, there are no toilets that they can access. Build some.	Female, 50-64
Get to work on improving New Brighton. Include New Brighton in the city.	Male, 25-49
Keep the city clean and tidy/ attractive/ more rubbish bins	Demographics
Better maintenance is required. More contractors need to be employed by the City Council.	Female, 50-64
They should be concerned about the maintenance of the river banks and people's kerbing. Employ more contractors to complete the necessary jobs required.	Female, 65+
Roadwork management/ signage/ coordination/ information	Demographics
Provide more signs and lights especially for schools. The speed limit of 40km is too high, it should be 30 or 20kms.	Male, 25-49
More events/ wide range of events/ better events/ better managed	Demographics
It seems like any events we do have in Christchurch are attended in such high numbers. There are so many attending, like half of the city goes but you feel that you won't be able to get a park so you don't go.	Female, 25-49
Drinking water quality/ supply	Demographics
Continue protecting the water for the future by having filters in every suburb.	Male, 25-49
Council amenities e.g. libraries, Town Hall, Stadium, Convention Centre	Demographics
More libraries required in the city.	Male, 18-24
Tidy up red zone / demolish abandoned buildings	Demographics
The Council needs to decide what is going to happen to the red zoned areas. Better maintenance is required e.g. Riverbanks and roads.	Female, 25-49
Housing supply/ quality	Demographics
So many unused properties with so many people that need it. Build more houses in East Burwood.	Male, 18-24
Other	Demographics
I think they are too expensive and they penalize limited income people e.g. my rates are about \$80 a week and I am retired.	Male, 65+
Provide special areas for freedom campers to park overnight.	Female, 65+
Although I know they are probably under staffed but I would like to see more animal control officers available. I am forever seeing dogs roaming free in New Brighton. It would be great if there was a separate number that you could ring to get through to animal control. By the time, you get through to them and describe the dog, the dog has moved on and they will only come and get them if they are contained.	Female, 25-49
Building consents - It is difficult to get the right person to speak to and difficult to get the right information as its mixed information depending on what day you ring. They need more knowledgeable staff and processes for communications.	Female, 25-49
Advertise things more.	Female, 18-24
Access to toilets in parks is limited. In some parks, there are no toilets that they can access. Build some.	Female, 50-64
More work is required in New Brighton with infrastructure and revival of New Brighton. Fix the shops up and modernize them.	Female, 25-49

Fendalton – Waimairi – Harewood

Condition of the roads/ the road network/ congestion/ roadworks	Demographics
Doing each road once right instead of opening it up multiple times. Using local businesses where possible for the local economy. Also, be more in tune to what negative impacts the road works have on local businesses.	Female, 25-49
If they want people to use the inner city parking it then it needs to be cheap and there needs to be enough parking for everyone.	Male, 50-64
There seems to be a lot to do still post-earthquake. A little bit quicker would be good.	Female, 50-64
They need to improve the speed that they are fixing it.	Male, 50-64
Fix up the pavements as I had a fall tripping over some broken concrete.	Female, 50-64
Just repair the roads. That's the worst problem as they have good wide signs and traffic lights but the quality of roads could be better.	Female, 25-49
They are not great and could be improved.	Male, 18-24
Roads need to be better and improved as they are rough.	Male, 25-49
Trucks that go past our house are shaking the house and things fall off shelves. The trucks are going over 60km per hour.	Male, 65+
It is inconvenient.	Female, 25-49
They need to lift their game and get things moving faster e.g. there are buildings still up. Why can't they pull them down and do something productive with the space.	Male, 50-64
This is still an issue which is no fault of the Council as nature hammered it. It is still a bit of an issue getting it all repaired.	Male, 50-64
The roads are quite bumpy.	Male, 18-24
Sort out road blocks and traffic.	Male, 18-24
Improve the roads for cyclists.	Female, 18-24
They are fixing them but they need to look at the condition of the roads and the synching of the lights. E.g. Bealey Avenue as the condition is bad. They need to flatten the road out and work on the synching of lights.	Male, 25-49
This depends on the area you are living in a certain area get fixed faster than others. More man power or focus on badly damaged roads.	Female, 25-49
Work on one part and finish it instead of spreading it around i.e. more concentrated efforts in less places.	Female, 50-64
They should be quicker if possible. Make a more permanent fix to the roads instead of patch-up work.	Female, 50-64
Make the roads safer and also make it easier to find out which roads are usable and which aren't.	Female, 50-64
They need to be better organised so contractors are there for a less amount of time. There needs to be better management of road works for businesses and people. On street parking are the businesses bread and butter so perhaps there could be subsidies, zero interest loans or an allowance for then when they are inconvenienced.	Male, 25-49
Maintenance needs to be on-going and sped up.	Female, 65+
The roading needs to be fixed faster.	Female, 25-49
By making sure we design with cycle ways in mind. Create safe walking spaces and keep cyclists safe and away from vehicles. Create good clear safe places for biking e.g. Hagley Park.	Female, 25-49
Just fix the infrastructure.	Female, 25-49

It all involves money to fix the roading and footpaths. I guess they just need to put more money into it.	Female, 50-64
They need tighter timeframes on achieving roading changes and a more co-ordinated approach.	Male, 25-49
Improve their performance by talking, communicating or through discussions with practical users. Talk to the cyclists and drivers about how to lay things out.	Male, 50-64
Make sure the roads are safe and sealed properly and the layouts are good for the purpose of the road.	Male, 25-49
They are doing their best to improve the roads but more improvement is still needed.	Female, 50-64
On Wilford Street, there is only the odd parking on one side of the street and the other side is taken up by the students although there is a sign saying no parking at certain hours. Can something be done in fairness to others that want to park there?	Female, 50-64
Since the cycle lanes have been built I've found the roads are too narrow. I think they need to have another think about it all.	Female, 50-64
The Council could improve its performance regarding on-street parking. They could also increase the inner-city zone speed limit from 30 to 40km per hour. Have whoever synchronises the lights to update the traffic light system when road works are occurring. When it reduces to one-lane the traffic light system doesn't change and it causes bottle-necks etc.	Male, 50-64
The Council should not be spending some more money trying to do so many projects at once. They should focus on one or maybe doing half a dozen instead of 12 at a time.	Male, 50-64
Fix the roads faster and quicker.	Male, 18-24
Fix the roads immediately.	Female, 25-49
Too much traffic congestion especially in the mornings. Perhaps schools could commence at all different times.	Female, 25-49
Make the roads smoother. Road construction should take a shorter time.	Male, 18-24
Dig up the roads once and not 3 times.	Male, 25-49
Making sure roads are safe for both cars and cyclists.	Female, 18-24
They are doing their best with the roads. Just continue with what they are doing now.	Female, 25-49
Do the job right the first time instead of patchwork repairs to roads.	Male, 25-49
Make sure the roads and footpaths are up to standard and the roads safe to drive on.	Male, 18-24
Speed up the overall process regarding repairs and maintenance to the roads and footpaths.	Female, 25-49
The number of roads where the surface is uneven needs addressing. I understand that post-earthquake we are working through the damage but there are new pot holes forming from trucks. This can create a dangerous environment when driving.	Male, 25-49
Try to speed up the repairs especially on the pot holes as some of them are quite dangerous.	Male, 18-24
Fix the roads faster.	Male, 18-24
Fix the roads quickly.	Male, 25-49
Condition of footpaths/ walkways	Demographics
There seems to be a lot to do still post-earthquake. A little bit quicker would be good.	Female, 50-64
The Council should have a letter sent out to get people to cut their trees that are too big. Also, they need to sort out the roots under the footpaths.	Male, 50-64

Why don't they spray the weeds along the roadside anymore? I live along Sawyers Arms Road alongside a creek. The maintenance and upkeep should be a lot better. Just do some upkeep and maintenance along the roadside.	Female, 50-64
Just fix the infrastructure.	Female, 25-49
It all involves money to fix the roading and footpaths. I guess they just need to put more money into it.	Female, 50-64
More pedestrian crossings required around kindergartens. Make it safer as there is a lot of traffic.	Female, 18-24
Make sure the roads and footpaths are up to standard and the roads safe to drive on.	Male, 18-24
They could clear out the leaves in blocked drains when rainfall begins or when it is due.	Male, 18-24
Speed up the overall process regarding repairs and maintenance to the roads and footpaths.	Female, 25-49
More parking/ cheaper parking/ better parking at hospital/airport/ parking meters	Demographics
If they want people to use the inner city parking it then it needs to be cheap and there needs to be enough parking for everyone.	Male, 50-64
Put more effort into solving the issue instead of drawing around and having meetings.	Male, 65+
More car parks to be available. They need to co-ordinate their repairs.	Female, 65+
Provide more car parks as I tend to have problems getting a car park during the day but maybe there are other reasons for it. Also, when I have a query for Council staff could their response be aimed at a 12-year-old so we can understand it altogether.	Female, 65+
Just finding more car parks for street parking. This will probably happen over time.	Female, 50-64
They should be quicker if possible. Make a more permanent fix to the roads instead of patch-up work.	Female, 50-64
They need to be better organised so contractors are there for a less amount of time. There needs to be better management of road works for businesses and people. On street parking are the businesses bread and butter so perhaps there could be subsidies, zero interest loans or an allowance for then when they are inconvenienced.	Male, 25-49
I am not happy at all with Wilson's car parks due to unforeseen circumstances. I've been given two tickets for over parking. It's the way they treat you. I know I'm a person that came to New Zealand and a beautiful city like Christchurch. With these people that run these cars parking business, I think it's about time that they take the time to look into it mainly for other people's sake. I am very disappointed with them.	Female, 65+
Consider the public and the staff regarding parking availability around the hospital.	Female, 25-49
Improve on car parking as when you come into town, you hope there is one for you. Being a cyclist I don't tend to go into the central city anymore. Maybe because we have lost some of the landmarks. I do hope the city can move forward so to finish the rebuild altogether.	Male, 25-49
I would like to see that they issue the tickets around the car parks and not this other crowd. To work in with them and to see what's been happening since these people or company has taken over.	Male, 50-64
The parking problem around the hospital. I think they got to think of the public that come and visit the sick ones and also the safety of the nurses when they come off night duty.	Female, 18-24
Some of the streets are not wide enough for car parking and it becomes dangerous.	Female, 25-49
More space for parking required.	Female, 18-24
More dedicated parking for hospital staff. More parking and at an affordable price.	Male, 25-49

Maintenance of waterways/ margins/ water quality	Demographics
They don't do much with them. They walk through them but don't do anything with them.	Female, 65+
Keep the cows out of the river ways and find a better way to dispose of the cow effluent. Clean up the waterways.	Male, 50-64
The Heathcote River could be a lot cleaner.	Male, 65+
Clearing the rubbish in the waterways and making them clean.	Male, 65+
I think that the maintenance and upkeep of waterways should be carried out more often so we don't get any flooding.	Female, 65+
The streams are awful. They need tidying up and to be flowing.	Female, 25-49
In some areas, the waterways need more maintenance and upkeep. Some of them have too much grass around them or they don't clean them out enough.	Female, 25-49
They need to repair the sewerage network.	Female, 25-49
Supply of freshwater for the waterways.	Female, 25-49
Increase maintenance to waterways including planting around waterways.	Male, 18-24
Cycle routes/ cycleways/ cycle safety/ bike stands	Demographics
More cycle paths for the safety of cyclists.	Male, 18-24
Provide more physically separate cycle ways away from traffic. More of those hard yellow plastic posts that are around town on the line between the cycle lane and cars.	Female, 25-49
They need to stop and rethink about the planning of cycle ways, mainly because of the safety factors. It tends to narrow down the roads and also, they need to consider the business owner as it is harder to park your car on the roadsides. Just see what it's doing to the people out there as we need to consider the health and safety factor.	Female, 65+
The cycle lanes went in too quick without finding out that the motorists are getting too close to the cyclists. Just step back and have a wee think of what has happened and why the public upset with it.	Male, 65+
Improve their performance by talking, communicating or through discussions with practical users. Talk to the cyclists and drivers about how to lay things out.	Male, 50-64
Provide more space for cyclists.	Male, 18-24
More access on the roads for cycle ways. On some of the roads it gets a bit narrow and a bit dangerous at times.	Male, 25-49
More cycle lanes to be provided to all areas within Christchurch.	Female, 25-49
Maintain bike tracks and walking tracks and have more information on where they are and how to access them.	Male, 18-24
Communication / provision of information	Demographics
Letters in the mail.	Female, 25-49
Not sure.	Female, 65+
I think they should put out press releases more often during a natural disaster. Like the recent fire as I think those affected could have been better served had they been given regular updates.	Male, 65+
Council spending around the city needs to be transparent for the ratepayers to see.	Male, 25-49
Better communication by using all the media that is available and being more open about their decision making.	Male, 50-64
We need a better system in place to deal with emergencies.	Male, 25-49
Warn public as much in advance to plan ahead.	Male, 25-49

Let the public know that the weight of the rubbish collection bins should not be more than 70kgs.	Male, 25-49
Not sure.	Female, 25-49
Provide communication via mobile connectivity i.e. mobile websites. Provide an easy access to services by having people on text response. This could be through a mobile text chat app to allow people to ask questions e.g. try a calendar in with events.	Male, 25-49
Maintenance of parks, reserves, gardens, berms, street vegetation, leaves, cemeteries	Demographics
Clean the gutters, kerbs and the berms as they can flood when they aren't cleaned. This can occur especially in Autumn when the leaves block the storm water drains.	Female, 50-64
Clean the streets more regularly.	Female, 65+
The Council should have a letter sent out to get people to cut their trees that are too big. Also, they need to sort out the roots under the footpaths.	Male, 50-64
I live next door to a park. I cannot understand why they mow only half of it, and then next time they come back and mow the rest of it.	Male, 65+
Why don't they spray the weeds along the roadside anymore? I live along Sawyers Arms Road alongside a creek. The maintenance and upkeep should be a lot better. Just do some upkeep and maintenance along the roadside.	Female, 50-64
Regular maintenance is required for the Council gardens on streets.	Female, 50-64
They could clear out the leaves in blocked drains when rainfall begins or when it is due.	Male, 18-24
More parks and an upgrade of facilities is required.	Male, 25-49
Refuse collection/ change to rubbish bin sizes / collection frequency	Demographics
Provide bigger bins for people especially the green bin.	Male, 25-49
They miss a bit sometimes with the bin collection.	Male, 18-24
Building consents / resource consents processes	Demographics
It's mainly due to their process of getting building permit out to you. As far as I'm concerned why it is taking far too long when it's simple enough.	Male, 25-49
They could improve by not making the process for building consents so difficult.	Female, 25-49
For a simple job, why does it take so long in getting it back to us? They need to process building consents a lot quicker.	Male, 65+
Information regarding consents should be easier to access and the information should not be vague.	Female, 25-49
They could improve by speeding up the time factor regarding getting building consents.	Male, 50-64
To be more flexible regarding the decision-making processes.	Male, 25-49
Storm water/ waste water/ sewerage systems / prevent flooding	Demographics
There is drain blockage in Taylors Mistake as it is destroying the roads. More maintenance would help a lot as I have observed the backup of the blocked drainage from the storm water drains.	Male, 50-64
The Council could get help from experts regarding flooding and implement their recommendations.	Female, 25-49
Changes to public transport needed	Demographics
I think they should be working on ways to liaise with surrounding regions to work in a light rail between cities and within the city to get cars off the road.	Female, 50-64

They need to work on their staff's attitude towards students. They just need to up skill them in how to talk to people promptly and also the cost as when you've got an 18-year-old who is still at school they shouldn't be expected to pay adult fares.	Female, 25-49
There is an underground skating community. Add skateboarding to the cycle ways. Go further out of the Four Avenues.	Male, 25-49
What the Council has done for Christchurch in the last few months is absolutely nothing. They have done absolutely nothing for Christchurch. There are a lot of things they can do but they will never do it. Ms Dalziel is what is called the 'invisible mayor'. The anchor projects have been cancelled or deferred e.g. the Sports Stadium etc. so the flow on from that is that the private developers are not going to do their bit. It is the old adage that you have to spend money to make money but she doesn't like doing that. There are some narrow-minded attitudes of the Council.	Male, 25-49
Earthquake repairs/ rebuild/ decision making	Demographics
There are a lot of dissatisfied people as there should be more results after 6 1/2 years.	Male, 65+
Six or 7 years has gone by and there is still a lot of work to be done. They are or have been so slow with the rebuild of Christchurch.	Male, 65+
Just carry on with what they are doing by helping out in rebuilding Christchurch. There is still got a lot to do.	Female, 65+
Just get on with the rebuilding of the city. There is a long way to go yet. I don't think we have the people now that have the knowledge to finish it off. Get a move on or find someone that is capable to finish it off.	Male, 50-64
Just get on and finish the rebuild of the city. They have done quite well with what we have been through but I do think we still have got a way to go.	Male, 50-64
The staff need to be more personable and with more interaction. One doesn't know what one said re. Water pipes when building. There is no flexibility on costing, it is non-negotiable. There is no human understanding around this when money is tight.	Female, 25-49
Swimming pools	Demographics
More recreational swimming pools required.	Female, 25-49
Concerns over level of spending/ budgeting/ what money is being spent on	Demographics
Stop wasting rate-payer's money and just get on with rebuilding the city to where it was at instead of spending it on all this shit.	Male, 50-64
They must take more responsibility of the finances better. Try to keep the rates down as with my life savings it seems not to last as you would like.	Male, 65+
Roadwork management/ signage/ coordination/ information	Demographics
The Council could improve its performance regarding on-street parking. They could also increase the inner-city zone speed limit from 30 to 40km per hour. Have whoever synchronises the lights to update the traffic light system when road works are occurring. When it reduces to one-lane the traffic light system doesn't change and it causes bottle-necks etc.	Male, 50-64
Council decision making	Demographics
I feel there is a lot of spending that doesn't need to be done. I just think they are inefficient around meetings etc. e.g. the food and other parts to these meetings they have.	Female, 25-49
More events/ wide range of events/ better events/ better managed	Demographics
Once upon a time the Council used to put out a booklet regarding events and festivals that got delivered to your letterbox. Do they have a website you can visit?	Female, 50-64

Just keep advertising of events through newspapers and maybe more through social media. Maybe a Council app that could notify you of when events are coming.	Male, 25-49
Drinking water quality/ supply	Demographics
Keep the cows out of the river ways and find a better way to dispose of the cow effluent. Clean up the waterways.	Male, 50-64
Customer services	Demographics
Just make it more understandable to the public when dealing with the service centres.	Female, 50-64
Other	Demographics
They messed up the Ilam Road cycleway reconstruction. It's no good for cyclists or drivers and it's become a dangerous area. The same applies to the St Asaph Street cycleway. There seems to be a tendency to make car parks and roads more narrow which means cars poke out onto the road.	Male, 65+
Reduce my rates and bring rates into line with open market values.	Female, 50-64
Spend less on stupid things and do more action.	Female, 65+
They need a more common-sense approach for things like cycle ways, parking and footpaths. They need to make it as accessible as possible if they want people in the city.	Female, 25-49
In a disaster, be better at communicating with affected residents, other agencies and the city population in general.	Female, 50-64
More effective management required.	Male, 50-64
It would need to be an abolition of government to stop taking money from people.	Male, 25-49
Clean public toilets more often and have them stocked with toilet paper and soap. Check them more often.	Male, 25-49
Stronger water pressure in toilets and taps. Have soap dispensers and also clean the toilets.	Male, 18-24
Maintain bike tracks and walking tracks and have more information on where they are and how to access them.	Male, 18-24

Halswell – Hornby – Riccarton

Condition of the roads/ the road network/ congestion/ roadworks	Demographics
Everything including fixing the roads.	Male, 18-24
They could improve on resealing the worst damaged roads.	Female, 65+
Do something about the roads in the South/West of the city e.g. Hoon Hay Road. The seal is the problem as they need to fix roads before re-sealing.	Female, 50-64
Make the roads better as it's taking too long.	Female, 18-24
Fix the roads in the Eastern suburbs.	Male, 18-24
Fix the roads in the Eastern suburbs.	Female, 18-24
Improve the roads to minimize traffic.	Male, 25-49
The roads are not good enough for driving on.	Female, 18-24
The roads are not in the best condition for travel.	Male, 18-24
Still lots of work going on with roading repairs.	Female, 25-49
Still lot of on-going fixing roads.	Female, 25-49
More road improvements as it is busier.	Female, 18-24
The inner city has a lot of roading works going on and it's not perfect.	Male, 25-49

They are fixing the roads but it seems like a never-ending cycle.	Female, 25-49
The roads are very uneven and rough. They need to be much smoother.	Male, 50-64
Maintenance and upkeep should be improved by making the roads safer and smoother for all transport.	Female, 50-64
This needs a big improvement in roading for traffic flow especially in the central city.	Female, 25-49
The road conditions need to be better as some roads are rough.	Male, 25-49
Footpaths and roads need to be maintained more often.	Female, 65+
Fixing the roading has been too slow.	Female, 18-24
They should block off the streets around the Margaret Mahy Playground. It would be safer for kids.	Female, 25-49
I would like to think that my money is being used to improve my area. There are so many road cones everywhere that they are a real danger to traffic and they appear to be left there so often when nobody is actually working. They are left there just for when they come back.	Female, 50-64
Complete overall repairs and maintenance to roads and footpaths quickly.	Female, 65+
They could improve its performance by getting things done a lot quicker. It seems to be dragging out especially for those red zoned people with the roads and pipe works.	Male, 50-64
With some of the roads planners need to have a good look at the road system.	Male, 65+
Some roads need improving greatly. Some roads are done over and over again.	Female, 65+
The roads are not repaired properly. Some are still rough and not smooth which haven't been levelled properly after being dug up.	Male, 65+
A lot of roads need a lot of work to be done on them. The roads are not very good.	Female, 50-64
The roads are not very good. There are a lot of potholes on some roads and some roads are very bumpy.	Male, 65+
We need more arrows on traffic lights to make turning at lights safer.	Female, 65+
Some roads are still rough and need to be improved.	Female, 50-64
A little bit too much emphasis has been put on speed restrictions and suburban plantings. I understand it is there to calm driving but they inhibit the flow of traffic.	Male, 65+
Some roads are rough and still need a lot of work on them.	Male, 50-64
Traffic access and traffic flow needs to be worked on. It needs improving.	Male, 50-64
Traffic flow in the central city is shocking and needs a big improvement.	Male, 50-64
The condition of roads needs improving. The surface of roads is not good.	Female, 25-49
It has been a difficult time but getting roads up to a better standard is important.	Female, 50-64
The Council could improve its performance by providing more parking buildings and continuing to work on the damaged roads.	Male, 25-49
They need to clean the waterways up. Currently they are unhealthy for swimming, touching and fishing. They need to get the toxic stuff out. We have approximately 42 large trucks in 1 hour going down Kirk Road. On this road, there is a kindergarten and Templeton primary school so it's not safe for children. They used to go down Waterloo Road but now come down Kirk Road.	Female, 50-64
Speed up the contractors.	Female, 25-49
They need to improve regarding consultations with the public regarding notices sent out to advise residents on what's going to happen. They need to make sure their information is correct and not going to change.	Female, 25-49
Work faster to fix the roads.	Female, 18-24
Repair the roads faster.	Female, 18-24

I don't know. Maybe widen the road.	Male, 25-49
Finish the roads sooner.	Male, 25-49
Even road surface required.	Male, 25-49
They could do more for roads on the East side of Christchurch. There are a lot of people doing it tough there. They could listen to the ratepayers a bit more. Prices are going up and people can't afford them.	Male, 50-64
The condition of the roads needs to be improved. It is not an easy place to travel because the roads are of a very poor standard.	Male, 50-64
There are not enough car parks. Also, there are still too many pot holes in the roads and the roads need to be smoother.	Female, 25-49
A lot of work has been done on the roads but it seems to be taking forever. They need speeding up.	Male, 25-49
There is a long way to go. A lot of roads are rough and need to be fixed.	Male, 50-64
Some roads are repaired over and over again. They should be repaired properly the first time.	Male, 25-49
There are too many roadblocks holding up the traffic. The roads are very rough in some areas.	Male, 50-64
Some roads are shocking as they are still bumpy in some areas.	Male, 25-49
The roads need improving as there are some rough roads.	Male, 25-49
There have been too many times when roads have been repaired. They have to come back again months later because the potholes are there again.	Female, 50-64
Some roads are very bumpy. They need to reseal the bad roads, not the good roads. I can't understand why some good roads are being resealed.	Male, 50-64
The roads especially in the East are still rough. The roads there need more work on them.	Female, 25-49
The roads are still not very good and are hard on cars. The roads need improvement.	Male, 65+
Putting more resources into roading.	Male, 25-49
More regular sweeping required of the roads to improve the condition of it. As a cyclist, we ride through a lot of grit. This needs to be done on main roads.	Male, 25-49
Provide proper road conditions in the city.	Male, 25-49
Make it quick regarding repairing roading.	Male, 25-49
Fix the roads in the city.	Male, 18-24
Condition of footpaths/ walkways	Demographics
Maintenance and upkeep should be improved by making the roads safer and smoother for all transport.	Female, 50-64
Footpaths and roads need to be maintained more often.	Female, 65+
Complete overall repairs and maintenance to roads and footpaths quickly.	Female, 65+
I have often seen people with wheelchairs that are having trouble getting up onto footpaths and going between streets.	Female, 65+
Some roads are still rough and need to be improved.	Female, 50-64
A lot of work has been done on the roads but it seems to be taking forever. They need speeding up.	Male, 25-49
There have been too many times when roads have been repaired. They have to come back again months later because the potholes are there again.	Female, 50-64
More parking/ cheaper parking/ better parking at hospital/airport/ parking meters	Demographics
Make more 30 minute parks for short stay parking.	Female, 25-49

I don't like to have to pay \$1 as the bare minimum. Provide half an hour free parking.	Male, 25-49
Parking is too expensive which puts me off going into town.	Female, 18-24
Buy Wilson's car parks so we don't get charged ridiculous amounts to park on bare land.	Female, 25-49
They have made it very difficult for street parking because they have increased the cost for 2-hour parking in some areas. This is difficult for workers.	Female, 25-49
Public transport needs to be improved. Parking at the Christchurch Public Hospital needs to be addressed and greatly improved.	Female, 50-64
Get rid of meters or make it less expensive.	Male, 18-24
The Council could improve its performance by providing more parking buildings and continuing to work on the damaged roads.	Male, 25-49
Use a bit of Hagley Park to make a car park.	Female, 25-49
The Council should provide more parks for disabled people.	Female, 25-49
There are not enough car parks. Also, there are still too many pot holes in the roads and the roads need to be smoother.	Female, 25-49
It they want to attract people into the central city then they need to provide car parking There is a lack of car parking in the central city.	Male, 50-64
Maintenance of waterways/ margins/ water quality	Demographics
Work on keeping the water clean.	Female, 25-49
Some of the waterways are stagnant.	Female, 18-24
Clean up the contaminated rivers.	Male, 18-24
The waterways need cleaning up. They need to dredge and clean the rivers so they're user friendly. Tidy them up and keep them flowing.	Male, 25-49
Our river quality in Christchurch is not good and maybe they could work more on that. This may actually be an Environment Canterbury issue. In that case, they could be clearer on the division of roles.	Female, 50-64
They need to clean the waterways up. Currently they are unhealthy for swimming, touching and fishing. They need to get the toxic stuff out. We have approximately 42 large trucks in 1 hour going down Kirk Road. On this road, there is a kindergarten and Templeton primary school so it's not safe for children. They used to go down Waterloo Road but now come down Kirk Road.	Female, 50-64
Naturalize the waterways more by planting more native trees or at least a mixture of trees and bushes along the river sides.	Male, 25-49
Regular cleaning of waterways required.	Female, 18-24
I am very dissatisfied with the waterways. Maybe more maintenance is required.	Female, 25-49
Cycle routes/ cycleways/ cycle safety/ bike stands	Demographics
More space required for riding.	Male, 18-24
Cycle ways to make it safer for cyclists.	Male, 18-24
There are not many cycle stands in the city.	Male, 25-49
Christchurch streets need to be safer for cyclists.	Female, 25-49
Promote the new cycle ways by holding events and festivals around the new cycle ways. Keep up with communication with local businesses around the city.	Female, 18-24
Provide cycle ways for children as they struggle to understand how to cycle on roads.	Male, 50-64
Provide cycle lanes on the main roads.	Male, 25-49
Communication / provision of information	Demographics
In order for the city to move forward we need to fix the Cathedral in the city.	Female, 50-64

Answers that Councillors give are not always satisfactory and it is often difficult to get hold of the right person.	Female, 65+
Spend more time communicating with people who don't speak good English.	Male, 25-49
There should be more meetings to have Council give out more information about the city.	Male, 50-64
Let ratepayers know more about the administration and what goes on in meetings. Inform ratepayers how their decisions are made.	Male, 65+
They should inform people better about the city and activities.	Male, 25-49
Find a means of being able to communicate with everyone.	Male, 50-64
They need to improve regarding consultations with the public regarding notices sent out to advise residents on what's going to happen. They need to make sure their information is correct and not going to change.	Female, 25-49
Maintenance of parks, reserves, gardens, berms, street vegetation, leaves, cemeteries	Demographics
More regular attention required.	Male, 65+
They need to improve the Botanical Gardens.	Female, 65+
Refuse collection/ change to rubbish bin sizes / collection frequency	Demographics
Have the main bin emptied every week, and also the recycling bin should be every week too to encourage recycling.	Male, 25-49
The red bin is too small and it should be collected often.	Male, 25-49
The size of the organic bin is too small.	Male, 18-24
You shouldn't have to pay for a bin if you buy a new house.	Female, 25-49
Too much rubbish in public spaces.	Female, 25-49
Provide bins that are all the same size as the yellow bin as we chuck a lot of rubbish out.	Female, 25-49
Improve by offering once a week collection of bins.	Male, 18-24
Building consents / resource consents processes	Demographics
Resource consent granting needs speeding up. Testing for asbestos in buildings is very poor.	Female, 50-64
The Council need to get the process for building consents sorted out as it is a nightmare.	Male, 50-64
Storm water/ waste water/ sewerage systems / prevent flooding	Demographics
They could improve its performance by getting things done a lot quicker. It seems to be dragging out especially for those red zoned people with the roads and pipe works.	Male, 50-64
Changes to public transport needed	Demographics
It is inefficient as it takes ages to get from point A to point B. There is no incentive for people to use public transport.	Female, 25-49
Bus routes should take in more areas. There needs to be improvements in providing buses for more areas.	Male, 65+
Public transport needs to be improved. Parking at the Christchurch Public Hospital needs to be addressed and greatly improved.	Female, 50-64
There needs to be easier access for people getting into the central city. Free shuttles should be available again to help with decreasing the parking problems in the central city.	Female, 50-64
All bus routes should go more directly into the city.	Female, 65+

Improve the bus system. Now I am catching more than one bus so make it the way it was before the earthquake.	Male, 25-49
Earthquake repairs/ rebuild/ decision making	Demographics
In order for the city to move forward we need to fix the Cathedral in the city.	Female, 50-64
Fix the roads.	Male, 18-24
They could improve on resealing the worst damaged roads.	Female, 65+
They need to keep the rates within Christchurch and use the rates here. Christchurch is losing money to the surrounding fringe Councils.	Male, 50-64
Getting the city back to how it should be. This needs to be sped up as there is not enough progress.	Male, 65+
Work faster with the rebuild.	Female, 25-49
They need to move forward quickly in all aspects of rebuilding in the city.	Female, 50-64
Move faster, do better with the rebuild. They have been piddling about too long.	Female, 25-49
The rebuild is far too slow as nothing's happened.	Male, 25-49
Swimming pools	Demographics
They need to keep the rates within Christchurch and use the rates here. Christchurch is losing money to the surrounding fringe Councils.	Male, 50-64
Other sports and recreational facilities	Demographics
Promote events more.	Female, 18-24
More exercise equipment in parks as this creates fitness opportunities. Currently there is isn't enough.	Male, 50-64
Concerns over level of spending/ budgeting/ what money is being spent on	Demographics
They need to focus more on other things than on the silly art stuff.	Female, 25-49
Do a good job of helping people who are a bit shy to ask for help by helping them pay their power bills over Winter i.e. young families and the elderly.	Female, 50-64
Council decision making	Demographics
They are not building a city of the future; in fact, they are not building at all. They are dithering too much with the rebuild and are not future-focused. There is too much of the old boy's network going on and too many personal agendas and lining of individual's pockets and a great deal of financial irresponsibility.	Female, 25-49
More events/ wide range of events/ better events/ better managed	Demographics
More promotions regarding events.	Female, 18-24
I will be very disappointed if the Council doesn't provide funding for the Christmas Parade. A lot of children love this parade.	Female, 50-64
We need more events. It is a bit boring here with nowhere to go. Perhaps we need more information about events.	Male, 25-49
Public consultation	Demographics
We need more public consultation so everyone can add what they feel to have it running via local referendums. Also, don't add fluoride to the water supply.	Female, 25-49
Council amenities e.g. libraries, Town Hall, Stadium, Convention Centre	Demographics
In order for the city to move forward we need to fix the Cathedral in the city.	Female, 50-64

Housing supply/ quality	Demographics
A paradigm shift of the legal policies for housing. A broader system that is user driven to provide a range of options for housing i.e. communes, community housing, residential units. I'd like to be able to have several residential units on my property so I can look after older family members. The Council needs to have much more flexibility on how people can organise a property and create more innovative housing opportunities. Definitely less paperwork and fees for doing stuff on our own land. I should be able to live how I want to so I can have relatives living with us in small houses/sleep outs on another property. Overall a user driven system rather than council managed.	Male, 65+
They need to keep the rates within Christchurch and use the rates here. Christchurch is losing money to the surrounding fringe Councils.	Male, 50-64
Getting the city back to how it should be. This needs to be sped up as there is not enough progress.	Male, 65+
They need a lot more houses for people in need i.e. more social housing.	Male, 65+
Other	Demographics
Collaborate with the police more often.	Male, 25-49
The Council is too conservative with their decisions.	Male, 18-24
People should receive better responses from the Council regarding emergencies so they know what is going on.	Female, 25-49
They should have service centres in more areas.	Male, 25-49
They need to allow right hand turns at all intersections.	Male, 50-64
On dry days, more measures should be in place to prevent fires.	Female, 25-49

Linwood – Central – Heathcote

Condition of the roads/ the road network/ congestion/ roadworks	Demographics
I feel that the people in the East in general but in particular the roads and footpaths have neglected. If there was a problem in the other side of town e.g. Merivale then they would be out there straight away to fix it. Mackworth Street, where we live is prone to flooding and the footpaths are all up and down and they have done nothing about it. They have fixed Hargood Street which is just down the road, but no one has been to Mackworth Street. Ferry Road has also been neglected and this is the main road to Sumner where tourists go, what must they think? They must get on with it as it has been 6 years and so little has been done.	Female, 65+
There needs to be better communication about who is doing what on the roads. We had earthquake repairs, and then 2 weeks later they came and dug up the road again to eliminate the smell. They need to all work together to provide a better and more streamlined service.	Female, 65+
Employ more staff to undertake the repairs regarding the work load and make it more of urgent priority.	Female, 65+
It is a massive problem that no one could ever have expected, but they just need to get more onto it. They need to do more. They just seem to patch things up and they seem to start and not finish by going away and returning 3 weeks later.	Male, 50-64
Stop spending money on things that aren't important and unnecessary and put it towards more important issues.	Female, 65+

It has taken 6 years and the roads are still not any better. Hurry up!	Female, 25-49
With roading they need to complete a piece at a time.	Male, 25-49
They just need to continue on with the earthquake repairs and fewer detours would be nice.	Male, 50-64
I think there should be consistency in height of kerbs and entry into private properties which at the moment are dangerous for people with visual impairment. I would like them to be more prompt in repairing problems to broken kerbs. I have got one outside of my gate and nothing has been done. I am sight impaired and it is very dangerous. I nearly fell along the main road on the city side of Redcliffs Village. All the entry ways are all the same as they have those curved entry ways where you can't see the depth of it and everyone is different. For me being hearing and sight impaired we find it hard to interact with council services. At the beginning of the first earthquake they had a lot of people whose job it was to go to every house and make people aware that they needed to get out to safety etc. but that doesn't happen now. Hearing impaired people like me, cannot hear the tsunami siren. We need to be considered.	Female, 65+
Roads in the East e.g. Linwood. They need to focus on those areas and just not the rich pouncey areas.	Female, 25-49
Use good quality materials to fix the roads. Assess the areas that don't work in Christchurch.	Female, 50-64
They just need to get on with it. The removal of the containers around the Main Road and Wakefield Avenue was fantastic, everyone was happy to see them go. We still have a lot of lumpy, bumpy bits of roading that need to be fixed. With winter coming up, if it is dark and wet you can't see what you are driving over.	Female, 50-64
The roads are bumpy.	Female, 25-49
Complete overall maintenance to footpaths and roads and assess available resources within the City Council.	Female, 65+
The length of time that it takes to fix just part of a road takes months. Dyers Road has been getting fixed for about 8 months. Why don't they close the whole road when they are repairing it, surely it would be much quicker?	Female, 65+
Access the roads and footpaths that are regularly used and to be more coordinated with the firms that dig up the road.	Female, 65+
It never stops so finish the roading repairs quickly.	Female, 25-49
Being faster with repairs and upgrades to roads and footpaths.	Female, 25-49
Fix the roads and not just patch them.	Female, 25-49
Regular maintenance footpaths and roads is required and needs to be continued.	Male, 65+
Speed up the process with roading. Have more cycle ways.	Male, 50-64
The sidewalks and road quality in Heathcote needs improving. I think there are lots you can do but the roading needs to be fixed.	Female, 50-64
Moving faster and getting the roading completed.	Female, 25-49
Getting onto fixing the roading as quickly as possible and making it a priority.	Female, 25-49
More men could be on the ground to finish the roading faster. When the Orbiter goes past, the house shakes. It would be nice if someone came and actually felt it go past then they would understand. It can make people feel very nervous after the earthquakes. We hope to sell our house soon and if we were having an open home when the Orbiter goes past it may actually affect the sale.	Female, 25-49

They need to listen to the communities that they are dealing with especially around management of intersections etc. I guess that people who live in a suburb have a valid view on the requirements and shouldn't be dismissed.	Female, 50-64
Getting the roads in the central city sorted out before all the big companies move back to the city. There is going to be huge volumes of traffic with all the Government departments moving back into the city. There seems to be a complete lack of co-ordination in what roads are closed and for how long. That isn't necessarily true but that is certainly the impression one gets. They need to get areas finished because at the moment you can't walk from one part of the city to the other safely.	Female, 50-64
They just have to work through repairing the roads and footpaths.	Female, 50-64
Maintenance to roads and footpaths. If a job is worth doing then it's worth doing well.	Female, 50-64
They seem to dig them up, fix them and then come back and do it again. It is not in my street but is in St Johns Street and Hargood Street which are fairly major thoroughfares. St Johns Street has just been patched up but not really a real repair. Waltham Road is the same but they don't seem to be doing anything yet as they have just put the cones out.	Female, 50-64
Major roads such as Bealey Avenue need to be prioritised. They also need to prioritise roads with high traffic volumes. I feel they need to start at one end and finish at the other. They shouldn't just be doing patch repairs or starting something and moving away and then coming back again.	Female, 50-64
They need to assess all the roads and foot paths that need repaired or maintained.	Female, 25-49
Speed up the road works. Provide better alternative routes and better notice for road works.	Male, 18-24
Be faster with the rebuild and road works.	Female, 25-49
Make the roads and footpaths more accessible, drive-able and walk-able. Different contractors need to communicate more.	Female, 25-49
I don't understand why they service roads out West as a matter of maintenance when there are so many roads out East that don't just need repair, they need rebuilding. I am talking about Main Road out to Sumner, Bealey Avenue, and the Cashmere end of Colombo Street. Where they are repairing it, it seems as if they just patch the roads and then end up having to come back and dig it up again. Ferry Road is a main arterial route and they are now resealing potholes upon potholes. These repairs were only done about 2 years ago and the potholes reappeared within 3 months. The new roads in the city are now very narrow. St Asaph Street is a prime example where if you have a big truck beside you, they are struggling to stay in their lane. Tuam Street is the same and Durham Street North looks like it will be the same as well.	Male, 50-64
They are doing quite well overall. Just let's finish it off by not overspending on things the city doesn't need.	Female, 25-49
I have noticed that they don't seem to be doing too much with the maintenance and upkeep of roads and footpaths. They appear to have cut back on their workload but then again there is a lot more to do with the rebuild of the city.	Male, 50-64
They need to just try and keep up with the maintenance and upkeep of our roads. Of course, I know it's been a big job but doing patch-up work isn't going to work. It isn't an easy job but you got to get it right the first time.	Male, 50-64
Just keeping on working on the roads. They need to fix them a bit faster.	Female, 18-24
They've still got lots of rough segments of roading which is a pain. It has cost me a lot in fixing the suspension on my vehicle.	Male, 50-64
More road maintenance required.	Female, 18-24

I think they should be focusing on fixing the main arterial roads as a priority and being honest about the actual timeframe to repair the rest. There are a number of signs throughout the city which are in bad repair i.e. leaning over etc. and they should be repaired or replaced	Male, 50-64
Just basically concentrating on putting more people in the main areas to get it done. If they're going to do one street finish it completely and then move on.	Male, 50-64
Fix up the footpaths and roads.	Male, 50-64
There is not enough planning with roads. They are too reactive and too much is happening on the roads.	Male, 25-49
There are too many traffic jams on our roads for such a small city.	Male, 25-49
It's still a long way to go with the roading. I'm happy with what they are doing but they need to still get on with it to the finish.	Female, 25-49
It's going to take some time to finish the roading. Just keep at it.	Male, 25-49
Provide more information on working conditions and one-way traffic.	Male, 25-49
Make it fast with repairing the roads.	Male, 18-24
Condition of footpaths/ walkways	Demographics
I feel that the people in the East in general but in particular the roads and footpaths have neglected. If there was a problem in the other side of town e.g. Merivale then they would be out there straight away to fix it. Mackworth Street, where we live is prone to flooding and the footpaths are all up and down and they have done nothing about it. They have fixed Hargood Street which is just down the road, but no one has been to Mackworth Street. Ferry Road has also been neglected and this is the main road to Sumner where tourists go, what must they think? They must get on with it as it has been 6 years and so little has been done.	Female, 65+
Stop spending money on things that aren't important and unnecessary and put it towards more important issues.	Female, 65+
I think there should be consistency in height of kerbs and entry into private properties which at the moment are dangerous for people with visual impairment. I would like them to be more prompt in repairing problems to broken kerbs. I have got one outside of my gate and nothing has been done. I am sight impaired and it is very dangerous. I nearly fell along the main road on the city side of Redcliffs Village. All the entry ways are all the same as they have those curved entry ways where you can't see the depth of it and everyone is different. For me being hearing and sight impaired we find it hard to interact with council services. At the beginning of the first earthquake they had a lot of people whose job it was to go to every house and make people aware that they needed to get out to safety etc. but that doesn't happen now. Hearing impaired people like me, cannot hear the tsunami siren. We need to be considered.	Female, 65+
Make the paths more even. We don't like walking on them as we might fall.	Male, 65+
Complete overall maintenance to footpaths and roads and assess available resources within the City Council.	Female, 65+
Access the roads and footpaths that are regularly used and to be more coordinated with the firms that dig up the road.	Female, 65+
Being faster with repairs and upgrades to roads and footpaths.	Female, 25-49
Regular maintenance footpaths and roads is required and needs to be continued.	Male, 65+
Make pavements accessible for buggy's and prams especially in the suburbs i.e. Port Hills Road.	Female, 25-49

They just have to work through repairing the roads and footpaths.	Female, 50-64
There are a lot of cracks in the footpaths so it can be hard for people with prams or those with mobility scooters etc.	Female, 50-64
Maintenance to roads and footpaths. If a job is worth doing then it's worth doing well.	Female, 50-64
They seem to dig them up, fix them and then come back and do it again. It is not in my street but is in St Johns Street and Hargood Street which are fairly major thoroughfares. St Johns Street has just been patched up but not really a real repair. Waltham Road is the same but they don't seem to be doing anything yet as they have just put the cones out.	Female, 50-64
They need to assess all the roads and foot paths that need repaired or maintained.	Female, 25-49
Make the roads and footpaths more accessible, drive-able and walk-able. Different contractors need to communicate more.	Female, 25-49
They are doing quite well overall. Just let's finish it off by not overspending on things the city doesn't need.	Female, 25-49
I have noticed that they don't seem to be doing too much with the maintenance and upkeep of roads and footpaths. They appear to have cut back on their workload but then again there is a lot more to do with the rebuild of the city.	Male, 50-64
Fix up the footpaths and roads.	Male, 50-64
Improve the maintenance of trees, footpaths etc. around Mt Pleasant with efficiency of what they do and when they do it.	Male, 25-49
Improve on the accessibility for pedestrians. This relates to the 'un-walkability' of the inner city, in particular all the detours required to get from point a to b.	Male, 25-49
More parking/ cheaper parking/ better parking at hospital/airport/ parking meters	Demographics
People parking where they shouldn't park are a real issue in this area. I live opposite the Armagh Street bridge to Hagley Park. They park where the tram travels and on a couple of occasions in the last couple of months they have had to have cars towed. This was not at a busy event time. They also park over our driveway regularly and also on the grass berms during event times. If we see the people we say something but we have complained to the Christchurch City Council with no permanent solution. They have recently put up signs and they seem to police it more when events are on. They need more signage. This is not just tourists either; in fact most of them would be residents.	Female, 65+
All they are doing at the moment is charging the workmen for parking their cars in the city when they should be getting a discount. They could work on providing trams around the city. They could work on not paying themselves too much bonus when they are not doing too much for it.	Male, 25-49
Weekend parking used to be free in the weekends. I think paying on the weekend is wrong because they are trying to get people back into the city. I understand why they are doing the parking but I think the weekend is a bit hard because it is family time and leisure time i.e. In the Botanical Gardens, they have the parking. Around that area where there are all these beautiful restaurants you have to pay. There are not enough non-paying parks but they should have more free parking spaces or the prices should come down.	Female, 50-64
There are parking issues as vehicles are parked on the footpath outside businesses e.g. Moorhouse Avenue car yards/motor vehicle businesses etc. The cars are parked outside the business obstructing the footpaths. Often, I report them to the Council via 'snap, send, solve'. They need to park legally.	Female, 25-49

There is not enough in the Central Business District. Cycle lanes are affecting the parking as the lanes make parking narrower.	Female, 25-49
The parking in the hospital area is so bad that my wife who is a nurse has to leave an hour early to park and get a safe park. There is just not enough.	Male, 25-49
On the street car parking is required because they have taken too many away and it is affecting too many businesses. You are not going to get me riding a bike into town. As far as I am concerned bikes should be off road. I don't think they should be on road as it is too dangerous.	Male, 50-64
Create more car parks near the hospital.	Male, 65+
As a nurse, I have found that sometimes parking at the hospital is difficult. They have got to think of the ones who finish their shift work and whether they feel safe going to get into their cars to go home.	Female, 50-64
Leave a space open for resident's car parking and not to overcharge residents.	Male, 50-64
Parking needs to be improved around the hospital. The Council should not be so money motivated. Have a fee structure, perhaps for the first initial visit to be free then pay after that.	Male, 25-49
There needs to be more spaces available in the city/. There needs to be more for us and they also need to reduce the cost of parking. It's too hard to go into the city as the meters only have a 2-hour limit. This need to be extended so you can attend a whole event and not have to leave to get another park.	Male, 25-49
I would like to see more parking around the hospital and get on with the rebuild of the hospital so we can have more parking.	Male, 25-49
More parking required and at a cheaper rate.	Male, 18-24
Maintenance of waterways/ margins/ water quality	Demographics
I think they could dredge The Heathcote River as an option to make it attractive. It would probably help with flooding issues.	Male, 25-49
The waterways need to be kept cleaner and remain free of rubbish. It is unfortunate that people keep littering but they need to keep at maintaining the waterways. Down by the Earthquake Memorial there are heaps of dead flowers which need to be removed. It was an absolute disgrace by Victoria Lake in Hagley Park as there were 2 dead ducks floating around, beer bottles and plastic bags. It is an eyesore and today was worse than normal after a weekend event. They definitely need more rubbish bins in the park although people are damn lazy and probably wouldn't use them. We are in the height of the tourist season and it is not a good look for us. They really must keep the Earthquake Memorial area clean as a mark of respect. Also, a lot of tourists go into Hagley Park.	Female, 65+
The waterways need to be cleaner. The waterways accessible to the public need to be safer and cleaner. My dog went into the waterway and I was worried my dog would get sick.	Female, 25-49
I am concerned that the Council may put additives in our water which I don't want. I think the condition of the waterways in general in the Canterbury area is poor and they need to be far better controlled. With nitrates getting into the soil from stock which is possibly too intensive in some areas. Maybe they need to restrict the cattle per hectare - short term playing a long-term game. If we wait for too long it will be a disaster that we won't be able to reserve. It didn't use to be like that when it was sheep but now it is cattle.	Male, 50-64
Give the Avon River a better clean.	Female, 25-49
The maintenance to waterways requires better planning.	Female, 50-64

Clean the rivers regularly.	Female, 18-24
The rivers aren't clean. I think they should get people who have to do community service to clean up the rivers and there should be stronger rules around throwing rubbish in the rivers.	Male, 50-64
They could improve their performance by looking at what is going into the waterways in terms of discharges and rubbish. They could be surveying the cleanliness of them.	Male, 25-49
Just keeping the rivers clean and whatever they can to stop any nasty stuff going in to the waterways.	Male, 25-49
They need to make the rivers swimmable again.	Male, 25-49
Cycle routes/ cycleways/ cycle safety/ bike stands	Demographics
It needs more public education on cyclists and their needs. I think what prompts me is to get on a bike is the fitness. The car parking for people working at the hospital is non-existent now so the push should be for people to get on cycles but it is still very, very unsafe on a bike. There needs to be more education to the public on keeping cyclists safe. I feel very unsafe on my bike each day. I feel that it is just an accident waiting to happen each day and also working in A&E I know the consequences of what happens when someone has a bike accident. It is just really debilitating for that to happen. The buses don't keep off the cycle lane. I feel I take my life into my hands and I do it at all times of the day. I feel safe at night but during the day I feel extremely unsafe. People park their cars, open their doors and jump out. We have a flat city that should be easy to cycle around.	Female, 50-64
If you live on the West side of the city, the Council has provided beautiful cities. If you live in the East side of the city which is the poorer area then it is appalling how little has been done on the East. Council is putting all their resources into the areas that they live in. I go all over the city and we kind of live on the edges of the Eastern area so I travel in both directions. It is a stark contrast of what the Council has done in the richer areas compared to what they haven't done in the poorer areas.	Female, 50-64
Make the roads more cycle friendly. Tuam Street needs to improve as it is too hectic. Make a whole new cycle way and not use part of the roads.	Female, 25-49
Provide more cycle lanes in all areas.	Female, 18-24
The European model did not work e.g. look at Tuam Street between Madras and Barbadoes Streets. It is a wide street with two-lane traffic. There is room for cycles and cars but cycle way strips make it difficult for people to get out of parked cars. People do not obey the 30km per hour speed limit and the driver has to watch for cyclists. It is impossible for cyclists to turn right because the cycle lanes are on the left and the lights for cyclists and cars are confusing.	Male, 25-49
It would increase the use of cycles in the city if cycle ways were sorted out and linked better.	Male, 18-24
Communication / provision of information	Demographics
In an emergency situation, there needs to be far better communication between all involved. The CTV building and lack of communication over the fires are examples of what can happen if no-one knows what they are doing. They need to align the emergency services so they know who is doing what.	Female, 65+

It needs more public education on cyclists and their needs. I think what prompts me is to get on a bike is the fitness. The car parking for people working at the hospital is non-existent now so the push should be for people to get on cycles but it is still very, very unsafe on a bike. There needs to be more education to the public on keeping cyclists safe. I feel very unsafe on my bike each day. I feel that it is just an accident waiting to happen each day and also working in A&E I know the consequences of what happens when someone has a bike accident. It is just really debilitating for that to happen. The buses don't keep off the cycle lane. I feel I take my life into my hands and I do it at all times of the day. I feel safe at night but during the day I feel extremely unsafe. People park their cars, open their doors and jump out. We have a flat city that should be easy to cycle around.	Female, 50-64
If there are any issues they close the door and make decisions behind closed doors. They aren't transparent. There are too many eggs in too many baskets and the decisions aren't community based.	Male, 65+
They need to improve on their communication and transparency. I think there are some hidden agendas and decisions are made behind closed doors with no public consultation. I don't think that it matters if you make a submission as the decisions are already made e.g. they are changing all the parking around Victoria Street (where I work for the Hospital). They are now going to make all parking around Victoria Street P30 and P60. As well as a lot of workplaces there, there are also a lot of restaurants around there. No one can order and eat a meal in under 30 minutes. They would need to have a parking building there just to house the workers. There is also no bus service to that area. The city is not car-friendly anymore. It may be cycling friendly but not everyone cycles and a lot of cyclists find that some of the lanes are dangerous. I think light-rail would be an ideal solution but there is nowhere for it to go, they are just building willy-nilly. The plan is not future focussed; it is very short-sighted and will result in business closures around the area. The Christchurch City Council has had their hands tied by the Government and mostly by Gerry Brownlee. If Gerry Brownlee doesn't get his way he gets very shitty about it and throws his toys out of the cot. He needs to be focussed on what is best for the city overall and not the rich in his electorate.	Female, 50-64
They could improve their response to issues. We couldn't so we contacted the Council by email. We received a response but then it falls into a black hole as we hear nothing more from the Council. We didn't want to go back and find out what happened.	Male, 25-49
Get back to be open to the public and let them know what they are doing instead of going behind closed doors. Let the community know it as well. I think if you let the Japanese in onto it we might have seen a lot more progress in this rebuild. I cannot see it being finished in another say 30 years.	Male, 25-49
Maintenance of parks, reserves, gardens, berms, street vegetation, leaves, cemeteries	Demographics
Make the paths more even. We don't like walking on them as we might fall.	Male, 65+
I think there is too much rubbish lying around. Keep the streets clean so that the storm water works properly. In our street, we get a lot of leaves etc. that block up the drains. Street cleaning from the point of view of both vegetation and rubbish.	Male, 65+

The Gardens need a real decent clean-up but they don't need to spend all that money on redevelopment as we have far too many projects going on at the moment. Whilst everything else is going on with the rebuild, we don't stand another big revamp project until the city is up and going again. People still use it as is and will continue to do so. Leave the big projects until much further down the track when the central city is humming again. People are sick of everything being repaired or rebuilt. Tidy the Gardens up and leave it as a sanctuary.	Female, 65+
Their water crew took 8 weeks for them to come out just to put a toby box in. If you tell them you are losing a thousand litres an hour they make a callout in a heartbeat, but if you want a toby box in then it takes ages. This one experience I have had myself.	Male, 25-49
Just get on and build Aqua Park at Porritt Park which they have been thinking about. It will benefit the community a lot.	Male, 65+
Hagley Park should not be closed for parking. This was a big mistake. They should think of people with families and those that have a problem walking a long distance.	Female, 50-64
I have noticed that they don't seem to be doing too much with the maintenance and upkeep of roads and footpaths. They appear to have cut back on their workload but then again there is a lot more to do with the rebuild of the city.	Male, 50-64
The gardens and parks are looking run-down.	Male, 25-49
Maintenance is required for trees the Council has planted and provide more lighting for areas that require this.	Male, 25-49
More weeding and parks maintenance required around the whole city e.g. Hagley Park and near the netball courts. I have phoned them a couple of times and they said they would put the job request through.	Male, 25-49
Refuse collection/ change to rubbish bin sizes / collection frequency	Demographics
Making sure everything is recycled properly. Promoting recycling so people know how to separate recycling.	Female, 18-24
I have a large section so I made contact with them to get a big green bin or 2 smaller ones. They said 'No' because it is one per property. How sad! They said I could have a bigger one wherein the cost would be added onto my rates bill. It was going to cost \$194 which I did pay. What about the rates I pay per year? Could they consider the rate payer for once instead of wasting it? I was very disappointed with them.	Female, 50-64
Storm water/ waste water/ sewerage systems / prevent flooding	Demographics
Improving the banks of the rivers to minimize flooding.	Female, 25-49
Make improving wastewater infrastructure a priority	Male, 25-49
Changes to public transport needed	Demographics
Have regular timetables available to go to the Hospital or other appointments.	Female, 65+
Sometimes the bus services are not that reliable. I would prefer that they use light rail or little electric vans. These types of transport have worked very well overseas. I think we need more civilised traffic on our roads. I think they need to retain the 30kph limit permanently.	Male, 65+
The buses go up and down here but there is nobody on them. We are on the corner and see the buses go past and there is never anybody on the buses. I think they should have smaller buses.	Female, 65+
Regarding transport and parking, they may be looking at minimising cars in the Central City.	Female, 25-49
The earthquake was so massive that we can no longer factor in a rail system and we are locked into an oil system.	Male, 65+

They have upgraded most intersections to traffic lights. They need to increase the bus routes. I have to walk/drive to a point to get a bus.	Male, 25-49
Keep the city clean and tidy/ attractive/ more rubbish bins	Demographics
The public need to be educated about littering. This is probably not a Christchurch City Council problem but children need to be educated by their parents not to litter. When I was younger, I did a lot of tramping and you brought out what you took in with you. It's not like that these days, where people just do whatever and wherever they like. Perhaps we could have a fine system that would stop them in a hurry if they got caught. It has worked in Singapore.	Male, 65+
Earthquake repairs/ rebuild/ decision making	Demographics
Getting more work done there and actually finishing projects. Getting rid of all the detours and road works.	Female, 25-49
I think they should be taking a lead in getting the Cathedral down and the Square re-established as there is too much sitting on the side line. They need to stand up and be counted on it.	Male, 65+
Getting back to where we were as we need to be over the rebuild.	Female, 25-49
Be faster with the rebuild and road works.	Female, 25-49
There is a lot of way to go and I'm hoping they have got the right people to carry this to the end. Of course, it will take time but you must not spend ratepayer's money on things that don't matter at this moment. They should be careful on where this money is going as we have about 10 or so years before we get out city back to normal.	Male, 25-49
It's a big task but we must get on to finishing the rebuild of Christchurch. Well done so far, it is most important to finish it completely.	Male, 50-64
Swimming pools	Demographics
I feel the appearance of the plantings around the lake could be tidied and improved.	Female, 25-49
Other sports and recreational facilities	Demographics
The Metro Sports facility needs to happen. Unless you are doing an outdoor sport on grass then the services are very fragmented. The ability of kids to participate in ground-root sports particularly swimming and athletics. The closest athletics track is in Timaru and Jellie Park is the only competitive swimming pool in Christchurch.	Male, 25-49
Get on with providing a nice sports stadium for multi-sports and not just for rugby, running tracks etc.	Female, 25-49
Concerns over level of spending/ budgeting/ what money is being spent on	Demographics
Cut back on spending on unnecessary things that the cities do not want and to get on with the rebuild especially on the East side.	Female, 25-49
Get basic housing and roads fixed before you start committing to spending huge amounts of money on flash sports stadiums that people probably will only go to once because it will no doubt be expensive. Tough times are amongst us and yet the Christchurch City Council goes around frittering away ratepayer's money. Get the basics sorted first.	Male, 50-64
Roadwork management/ signage/ coordination/ information	Demographics
When closing roads, give clear indication with signage at the beginning of the street so people are aware.	Male, 25-49
Council decision making	Demographics
More information should be considered in public meetings about the city. More information should be released to the media keeping people up to date.	Female, 25-49
The Council could do more and stop asking people for opinions.	Male, 25-49

I think they could let the public in on it a lot sooner than keeping it to themselves. They can be more open to the public with their decision making.	Male, 50-64
The Council could improve their performance by informing people over red zoned areas.	Male, 18-24
More events/ wide range of events/ better events/ better managed	Demographics
Improving the information available.	Female, 25-49
Drinking water quality/ supply	Demographics
I am concerned that the Council may put additives in our water which I don't want. I think the condition of the waterways in general in the Canterbury area is poor and they need to be far better controlled. With nitrates getting into the soil from stock which is possibly too intensive in some areas. Maybe they need to restrict the cattle per hectare - short term playing a long-term game. If we wait for too long it will be a disaster that we won't be able to reserve. It didn't use to be like that when it was sheep but now it is cattle.	Male, 50-64
The Council needs to work with the government because the dairy herds are way too big for a start. Once we have lost that water supply we can't get it back and then we end up with chlorine in the water. There has to be political will to do that as this will upset the farmers.	Female, 50-64
We have very low pressure from our personal water supply. Also in regard to water they need to clean up the waterways as they are an eyesore.	Female, 50-64
Planning / plan for central city	Demographics
There should be better communication and alignment between departments so that information received is consistent.	Male, 25-49
Public consultation	Demographics
They need to listen to the ratepayers. Employees in one department i.e. the parking department they don't want to know about it because it's a bother to them if you tell them something i.e. if I pass a vehicle on the road wherein its warrant has expired then they're very reluctant to do anything about it because it takes extra work.	Male, 50-64
Customer services	Demographics
Some things are quite straightforward e.g. an interruption in the water supply which you can usually get an answer as to when it is going to be sorted as there is always someone on duty. For something more complicated like the little park across the road being chewed by trucks going all over it. This park is on the corner of Main Road and Clifton Terrace; you can't any sort of response to that. Also, occasionally our bins are missed and when we ring the Council, they will come out and collect that day or the next but it keeps on happening and no one can tell you why it keeps it happening. It's like they try to pass the buck.	Male, 65+
We just had an empty section next to us and it got used as a dumping site and the owners of the section were getting rental off it. We were getting woken up in the early morning with rocks being dumped and the owners are getting the rent off it and they are not even here. It wasn't until we reported about the grass being long and a fire hazard that we were responded to. We waited months.	Female, 25-49
I was not one bit happy with the way they went about answering my question about my green bin. I am a ratepayer like a number of us. I cannot see why I should have to pay \$194 to them for a larger green bin as my green waste is picked up and taken to be recycled for green waste. Why can't the Council offer me a voucher or discount for the material that you can put back on your garden? I cannot understand this at all.	Female, 50-64

Once I got a fine for being slightly over the time. I went in to pay it and there was only one customer service person available and a queue of customers. I used over my parking time there just waiting to pay it. It was about 1400hrs at the time.	Male, 25-49
The Council could improve on services of processing queries in general. They need to understand our problem. At the moment, we want it to be solved and not for it to continue. They need to be reasonable. I'm not very happy at all.	Male, 50-64
Reduce rates / stop increasing rates	Demographics
Audit their overall budgets more often and look at the allocations of the budget.	Male, 65+
Council amenities e.g. libraries, Town Hall, Stadium, Convention Centre	Demographics
Hurry up and make a decision as to what is going to happen with the Stadium.	Female, 25-49
There should be security at libraries.	Male, 18-24
Tidy up red zone / demolish abandoned buildings	Demographics
Develop the river corridor in the Avonside area as natural as possible. A place for families to enjoy all the way to the seaside.	Male, 65+
Other	Demographics
Less money to developers and more to the vulnerable people.	Female, 25-49
Have fewer fences in general around the city.	Female, 18-24
I don't know how the rating system works as now it seems to be only on the value of the house. Our house had to come down in the quakes so the house had to be replaced but the rates have gone up 100 per cent since they built the new house. We are not getting anything different than what we had before and all of a sudden, our rates are doubled. We may have to move out because of this.	Male, 65+
There is not much things for teens to do. Provide more activities for teens.	Female, 25-49
Advertising libraries, advertise the smaller ones.	Female, 18-24
Maintenance is required for trees the Council has planted and provide more lighting for areas that require this.	Male, 25-49
The Council to be realistic with targets.	Male, 25-49
I hope that the Council can keep going and probably a lot faster to finish off the damage to the infrastructure.	Male, 25-49
Improvement to WINZ services is not to have such a long waiting period.	Male, 25-49

Papanui – Innes

Condition of the roads/ the road network/ congestion/ roadworks	Demographics
I really feel that perhaps they could move a little quicker with roading repairs but they are constrained with the weather and so forth. I guess it is an overflow from the earthquakes the way the roads are. It's an easy thing to grizzle about but we know they are doing the best they can but we still grizzle.	Female, 65+
Get the roads back to where they should be.	Female, 65+
Being clearer about their strategy of post-earthquake repairs of roads and waterways. It's not that they aren't doing it but it's just unclear what they are doing.	Female, 50-64
In our street, there are cones everywhere and we don't know why they are there.	Male, 65+
Repairs to roads should be expedited.	Male, 50-64

There is a lot of glass in the cycle lanes. They need to do more road maintenance as there are still parts of the roads that are rough. There has to be a better system for the footpath and cycle lanes to keep things safe.	Male, 50-64
Get rid of the earthquake damage.	Male, 65+
To get the city roads back to the original state before the earthquakes began.	Female, 65+
Some roads have massive potholes on them.	Female, 25-49
Some roads are in a very shocking condition, especially in the Shirley and New Brighton areas.	Male, 65+
The roads are rough. There is a pole on my driveway obstructing my view when I backing out of my drive.	Male, 65+
Some roads are very bumpy.	Female, 18-24
They need to make roads safer, particularly for cyclists.	Male, 65+
Some roads are very rough. It needs to be easier for travelling to destinations.	Male, 50-64
We need to get the roads fixed as it has been 6 1/2 years since the earthquakes.	Female, 50-64
The uneven surfaces of roads and footpaths make it difficult to drive and walk on.	Female, 25-49
The roads need improving. They are not good as they are very rough.	Female, 50-64
I'm always striking roads with cones on them which are very annoying.	Female, 65+
They could be improving their performance in terms of post-earthquake regarding the repairs and on-going maintenance.	Male, 25-49
The roads are too narrow in places. I have to go on the road when I'm on my mobility scooter because of the tree roots in my street.	Male, 65+
There needs to be better plans around the repairs.	Female, 25-49
Put more money into completing the roading and footpaths repairs.	Male, 50-64
Still road works going on in the damaged areas.	Male, 18-24
Needs to improve the condition of roads.	Male, 18-24
Fix all the broken roads and not just in the affluent areas. Why is it taking so long?	Female, 25-49
Finish off the road works.	Female, 25-49
The roads should be safer and more accessible.	Female, 25-49
It takes me a long time to get home from work because of the road conditions. Some roads are rough.	Male, 25-49
There are still potholes and cones on roads. It is very difficult to cycle on roads.	Female, 25-49
Improve its performance by fixing the roads.	Female, 25-49
It's a slow process with roading, speed up the work.	Female, 25-49
Fix the roads faster.	Male, 25-49
Roading and footpath repairs have been going on for a long time. Finish it quickly.	Female, 25-49
Just get the roading all done.	Male, 25-49
Speed up the road works.	Male, 25-49
They keep patching the roads instead of actually fixing them.	Male, 25-49
Fix the roads.	Male, 25-49
Ease congestion of traffic especially around school time. Also, red bins should be per household.	Male, 25-49
Improve the road works as multiple road works over multiple streets makes it difficult to navigate.	Male, 25-49

There are a lot of disruptions with the road works. Being a cyclist the road works makes it very hard for me to get to work. It has been a few years now and we look forward to the day when there's no road works. They could concentrate on one area, get it right then move on to another one.	Male, 25-49
Improve the roading as they aren't practical resulting from the earthquakes.	Male, 18-24
Provide cycle lanes for the whole of Christchurch.	Male, 25-49
Condition of footpaths/ walkways	Demographics
The roads are rough. There is a pole on my driveway obstructing my view when I am backing out of my drive.	Male, 65+
The uneven surfaces of roads and footpaths make it difficult to drive and walk on.	Female, 25-49
It is very frustrating getting to some places because of the road closures.	Female, 50-64
There needs to be better plans around the repairs.	Female, 25-49
Put more money into completing the roading and footpaths repairs.	Male, 50-64
Roading and footpath repairs have been going on for a long time. Finish it quickly.	Female, 25-49
More parking/ cheaper parking/ better parking at hospital/airport/ parking meters	Demographics
There is nothing really but parking can be a problem in town. I am not sure what can be done. We have to be patient and believe that they are doing the best they can do as I can see improvements going on.	Female, 50-64
Get rid of the earthquake damage.	Male, 65+
Prices are too high.	Female, 25-49
There should be more options available and not so expensive. If I have to find an all-day park, it's expensive and the hospital parking is expensive too. They have minimum rates on the parking metres in the city.	Female, 25-49
Have eftpos options in parking meters as currently the ones I use have no eftpos options.	Female, 25-49
More options for parking with minimum rates for a shorter stay.	Female, 25-49
I think there are areas of the city where parking is at a huge minimum which is difficult because we're trying to get people back into the city after the earthquakes. I work in town and I find parking very difficult to find reasonably priced or free parking.	Female, 25-49
Maintenance of waterways/ margins/ water quality	Demographics
Being clearer about their strategy of post-earthquake repairs of roads and waterways. It's not that they aren't doing it but it's just unclear what they are doing.	Female, 50-64
Better maintenance is required and regular checks need to be done.	Female, 25-49
Basically, creeks and drains need water in them and should be maintained better. Some of the drains are quite nasty.	Male, 50-64
The waterways aren't up to standard as they aren't clean.	Male, 18-24
Clean up the waterways regularly.	Male, 18-24
Cycle routes/ cycleways/ cycle safety/ bike stands	Demographics
Move on with the lanes more quickly and provide some information on how things are going to change. The road works is just a mess; I would like to find out what the outcome is going to be in a flyer.	Male, 25-49
More in the city centre.	Male, 18-24
Extend roads and provide more cycle lanes.	Male, 25-49

Communication / provision of information	Demographics
We don't get anything in the post regarding things that are one. I don't get a paper so I don't know what is on. I don't look online so maybe they can put something in the malls or on a public noticeboard.	Female, 50-64
I feel they don't seem to coordinate well with the roading and pipe repairs etc.	Female, 50-64
The staff needs to be guided with training and responding to people's needs. They need to provide excellent customer service.	Male, 50-64
There should be more information about what is happening in regard to people's claims.	Female, 25-49
They need improvement on informing the public about emergency events.	Female, 65+
There is a lack of information coming out of the meeting as councillors are sniping at the media and between themselves. Information should be available to the public in regards to progress and where they are spending the rates money etc.	Male, 50-64
I find it difficult to get information regarding events and festivals anywhere except sometimes in the suburban papers.	Female, 50-64
Maintenance of parks, reserves, gardens, berms, street vegetation, leaves, cemeteries	Demographics
The kerb is full of rubbish and its getting into the storm water drains.	Female, 65+
Leave the Botanical Gardens alone. It's nice as it is. I worry that they will rip out the deciduous trees and plant cabbage trees as now we are a city and not a swamp in the Christchurch area. Don't destroy the nice botanical trees and stop planting native trees as too much flax is too drab.	Female, 65+
We are the Garden City yet the gardens are very tatty. The Council does not have enough staff.	Female, 50-64
It is very frustrating getting to some places because of the road closures.	Female, 50-64
There are not many options, hardly anything to do with friends. I would like free stuff.	Female, 18-24
Refuse collection/ change to rubbish bin sizes / collection frequency	Demographics
We shouldn't have to pay for new bins when moving to a house with no bins. We pay rates so bins should be provided.	Female, 25-49
Building consents / resource consents processes	Demographics
Regarding building consents, they need to find out what is required from a novice point of view, the builders didn't know what to do and the process was vague.	Male, 50-64
They need to improve the response time for building consents.	Male, 50-64
Storm water/ waste water/ sewerage systems / prevent flooding	Demographics
I think they should keep up with their proper regular maintenance of storm water pipes. If there is damage from earthquakes to the drainage system they should get on and repair it.	Female, 25-49
Replace all the pipes throughout the city to improve drainage.	Male, 25-49
Changes to public transport needed	Demographics
Public transport has destroyed and has changed the routes as I haven't been able to catch a bus in more than 2 years now so I have to get a taxi. Not all routes go through the central city whereas I had used them for many years. My friends refuse to get any bus now.	Female, 65+
The Council needs to consider a rail connection to North Canterbury and also work with Environment Canterbury to improve bus services.	Male, 25-49
The buses aren't good enough but through marketing they could get a lot more people in.	Male, 25-49

Keep the city clean and tidy/ attractive/ more rubbish bins	Demographics
The kerb is full of rubbish and its getting into the storm water drains.	Female, 65+
Earthquake repairs/ rebuild/ decision making	Demographics
The Council needs to get on with the repairs to the Church.	Male, 65+
I feel they don't seem to coordinate well with the roading and pipe repairs etc.	Female, 50-64
Swimming pools	Demographics
Prices are too high.	Female, 25-49
Council decision making	Demographics
I have had dealings with subdividing a section; it was difficult to find out information regarding governance. Apparently, decisions are being made behind closed doors, the Council didn't dispute what was written in the papers but there was a lack of transparency.	Female, 50-64
Communicate better by using websites and make it easier to understand. Advertise about how to contact them for information.	Female, 25-49
More events/ wide range of events/ better events/ better managed	Demographics
I find it difficult to get information regarding events and festivals anywhere except sometimes in the suburban papers.	Female, 50-64
Drinking water quality/ supply	Demographics
They need to improve the quality of water.	Male, 50-64
The drinking water needs to be improved. We always need good quality water and a good supply.	Female, 65+
Protect the water sources.	Male, 25-49
I would like to see less use of chlorine. Maintain a good water supply without the use of chemicals.	Male, 65+
The Council could improve their performance by investigating contaminants in our rivers and streams. Learn how we impact the water quality through education in schools.	Female, 25-49
Customer services	Demographics
I asked about the section over the road and the operator said she wasn't interested and couldn't take my details. However, she did take some of the details as she just wanted to what I was complaining about. She did nothing about it and wouldn't put me through to the person concerned. It took another call to a different person and she was wonderful.	Male, 65+
The response time before contacting me was 6 months, instead of dealing with the issue wherein it was a quick fix of a computer error but they gave me a fix time of 6 months. It was a rates issue between two exact townhouses.	Female, 25-49
Council amenities e.g. libraries, Town Hall, Stadium, Convention Centre	Demographics
I can't find books at the library. They need to be better organised with sections for books.	Female, 50-64
Tidy up red zone / demolish abandoned buildings	Demographics
The red zones need work and improving.	Male, 65+
Other	Demographics
There was a tree growing through our fence from a waterway. It was a council waterway/creek as it was on council land and encroaching on our property. The tree was massive and it took almost a year to get someone out to follow-up and fix it. Action was finally taken.	Female, 50-64

They need to do it properly the first time as they keep coming back and digging things up again.	Female, 50-64
They need to follow-up to complaints from people.	Male, 25-49
There are not enough swimming pools in Christchurch.	Female, 25-49
The buses aren't good enough but through marketing they could get a lot more people in.	Male, 25-49
They could have online services to pay for parking online.	Male, 25-49
Check if landlords are using power or not.	Female, 18-24

Spreydon – Cashmere

Condition of the roads/ the road network/ congestion/ roadworks	Demographics
I require information on what roads are accessible. I prefer written information as I don't listen to the radio but require up-to-date information and not just beforehand. I need a warning and then repeated information. Neighbourly local information would be good place for the information.	Female, 50-64
Repair the roads and footpaths where Health and Safety hazards are involved.	Female, 25-49
Make the roads smooth. I drive a truck and hit the roof with the bumps, even the ones they have already fixed are hopeless.	Male, 50-64
Not enough information about roading changes when they are blocking roads.	Male, 25-49
Stop spending money on other things when the roading is terrible. I have had some serious falls as the footpaths are like a rollercoaster.	Male, 65+
Have more signage available regarding maintenance of roads.	Female, 65+
Continue to maintain and improve the maintenance to roads and footpaths.	Female, 65+
They need to hurry up fixing the roads.	Female, 25-49
They could do a more thorough job with repairs to roading and get it right the first time.	Male, 18-24
Renew the entire surfaces and not just do patch up jobs.	Female, 50-64
The roads are really bad. I fell by the river because of the rough road.	Female, 65+
They need to fill in pot holes when they occur. Also, when the road is cut open for various reasons then they need to make sure that it's sealed and repaired to a high quality.	Male, 50-64
A car park building is required in areas needed.	Male, 65+
Clean the rivers and maintain them. Stop the access on walk ways and cycle lanes and not put so much emphasis on cyclists. On footpaths have two separate lanes for walkers and cyclists.	Female, 65+
Improve and finish repairs to roads and footpaths minimising traffic in the city.	Female, 50-64
Complete full repairs to footpaths and roads making sure that the seal is of high maintenance and not just a patched-up job. Also, the grass kerbing needs to be better maintained.	Male, 65+
They need to fix the roading as we wonder why you keep digging up the same bit of road. They need to fix everything in one place instead of digging up the same spot several times.	Male, 50-64
There is limited finance available for the maintenance of roads and footpaths including managing traffic.	Female, 50-64
Speedup the process with fixing the roads.	Female, 25-49

With maintenance of the roads and footpaths they need to plan out their work effectively.	Female, 25-49
They need to repair the main roads that are being used more frequently. When detours are put in place then they need to have accurate signage.	Female, 50-64
The roads need redoing as they are in a shocking state. I feel some roads have been forgotten about. They keep ripping others up.	Female, 50-64
Be quicker fixing the roads.	Female, 65+
They could improve their performance in the promptness of completion of roading.	Female, 25-49
Fix the roads faster.	Female, 25-49
Keep on getting the roading finished.	Male, 50-64
Have clear periods for contractors to manage the traffic overflow.	Male, 25-49
Continue to repair the roads and footpaths as best they can.	Male, 25-49
The Council could improve its performance by maintaining the roads and reviewing on a regular basis.	Female, 25-49
Just get the roads fixed. I know it's a time and money thing but we just need them fixed so we don't have to juggle kidneys when we travel.	Male, 50-64
Fix and repair major pot holes in the roads.	Female, 25-49
They could improve their performance by having contractors assigned to complete better maintenance to roads.	Male, 25-49
They should repair one area at a time before moving onto to another area.	Male, 50-64
There are a few areas that need more work as they are rough patching them.	Male, 25-49
Increase the pace of work with regards to repairs and maintenance to roads and footpaths.	Male, 50-64
Roading works require better co-ordination. Finish them, perhaps more work should be done at night.	Male, 25-49
Get the roading done.	Male, 25-49
The Council could improve their performance with roading by letting us know which roads are closed. The fact is that I don't know what roads will be closed or open as I don't read the newspaper so I need to use the internet.	Male, 25-49
The Council needs to repair some of the roads that have lumps and bumps.	Male, 25-49
The roads should be like in Amsterdam. There should be priority for pedestrians and cyclists.	Male, 25-49
Condition of footpaths/ walkways	Demographics
Repair the roads and footpaths where Health and Safety hazards are involved.	Female, 25-49
Stop spending money on other things when the roading is terrible. I have had some serious falls as the footpaths are like a rollercoaster.	Male, 65+
Continue to maintain and improve the maintenance to roads and footpaths.	Female, 65+
Renew the entire surfaces and not just do patch up jobs.	Female, 50-64
The roads are really bad. I fell by the river because of the rough road.	Female, 65+
A car park building is required in areas needed.	Male, 65+
There needs to be more walkways in the new suburbs for the young ones to go through.	Female, 65+
Improve and finish repairs to roads and footpaths minimising traffic in the city.	Female, 50-64
Complete full repairs to footpaths and roads making sure that the seal is of high maintenance and not just a patched-up job. Also, the grass kerbing needs to be better maintained.	Male, 65+

Crossing roads is dangerous especially in the avenues and in the city centre.	Male, 25-49
There is limited finance available for the maintenance of roads and footpaths including managing traffic.	Female, 50-64
With maintenance of the roads and footpaths they need to plan out their work effectively.	Female, 25-49
They need to repair the main roads that are being used more frequently. When detours are put in place then they need to have accurate signage.	Female, 50-64
Continue to repair the roads and footpaths as best they can.	Male, 25-49
They should repair one area at a time before moving onto to another area.	Male, 50-64
There are a few areas that need more work as they are rough patching them.	Male, 25-49
Increase the pace of work with regards to repairs and maintenance to roads and footpaths.	Male, 50-64
More parking/ cheaper parking/ better parking at hospital/airport/ parking meters	Demographics
They need to increase the number of people attending the city centre. Get rid of Wilson's private car parks. I prefer to pay the Council than Wilson's car parks.	Female, 25-49
It is too expensive so make it cheaper and allow longer parking e.g. pay \$3-\$4 for extended parking.	Female, 25-49
More parking facilities required i.e. hospital.	Female, 25-49
To have enough staff to cover over the holiday period with regards to maintenance to waterways and Beckenham Park. Create more car parks for patients and staff and create a car park building as opposed to on street parking.	Female, 50-64
The cost of parking is ridiculous especially around the hospital. We need free parking as it used to be free on Sundays. There isn't as many parks available to encourage the people to come back to the city. You should lower the rate or make it free.	Female, 50-64
Have more parking facilities available in places like the Hospital and Hagley Park.	Female, 25-49
They are slow following the earthquakes. They pulled down the parking building at the hospital and now there is a vacant site. There should be more parking there as they don't provide staff parking.	Male, 50-64
The communication is poor regarding parking in the city and there are too many Wilson's parking sites.	Male, 50-64
More parking facilities to be available.	Male, 18-24
Make parking to be available around the hospital. Make parking more accessible.	Male, 25-49
Maintenance of waterways/ margins/ water quality	Demographics
Make sure the drains are cleared of debris	Male, 25-49
To have enough staff to cover over the holiday period with regards to maintenance to waterways and Beckenham Park. Create more car parks for patients and staff and create a car park building as opposed to on street parking.	Female, 50-64
Regular maintenance is required.	Male, 65+
Clean the rivers and maintain them. Stop the access on walk ways and cycle lanes and not put so much emphasis on cyclists. On footpaths have two separate lanes for walkers and cyclists.	Female, 65+
Look into the drainage systems to make sure that they are cleaned to prevent flooding.	Male, 65+
Regular maintenance to keep the waterways clean, tidy and well presented.	Female, 65+
Sewerage and pollution needs to be minimised.	Male, 50-64

They need to address the serious causes of contamination and come up with a serious plan to address these particular issues.	Female, 25-49
Clean and tidy the waterways e.g. make sure weeding is kept updated and remove any rubbish that has been placed in the river.	Female, 65+
They need to do a lot of research to find out why the rivers are so populated. Penalise people who misuse these services.	Female, 25-49
Be quicker fixing the roads.	Female, 65+
Make the waterways cleaner and not to have wastewater going through them.	Female, 25-49
Better flood control required for waterways. Make sure sewerage is not being placed into the rivers.	Male, 25-49
Prioritise work on cycle ways and waterways.	Male, 50-64
Cycle routes/ cycleways/ cycle safety/ bike stands	Demographics
There needs to be more cycle lanes with them being off the main busy roads.	Female, 50-64
Spend more time on off road cycle ways.	Female, 25-49
They could provide more communication regarding current cycle ways and future cycle ways to all residents within Christchurch.	Female, 25-49
More biking lanes required in the city.	Female, 18-24
Prioritise work on cycle ways and waterways.	Male, 50-64
Communication / provision of information	Demographics
I require information on what roads are accessible. I prefer written information as I don't listen to the radio but require up-to-date information and not just beforehand. I need a warning and then repeated information. Neighbourly local information would be good place for the information.	Female, 50-64
They seem good at making decisions and then asking for the resident's opinion after the fact e.g. the amount of money they spend on irrelevant things like the statue in the river and the one by the art centre.	Male, 50-64
They could improve their performance by keeping residents informed about services within Christchurch.	Male, 50-64
The Council could improve its performance by getting on with the job with rebuilds and have better time management skills.	Male, 50-64
Maintenance of parks, reserves, gardens, berms, street vegetation, leaves, cemeteries	Demographics
Spray the weeds and mow the lawns in the parks and reserves.	Male, 25-49
I play football in the Winter and often the grass hasn't been mowed at all.	Male, 25-49
I'd like to see more sports facilities go ahead but they seem to be stagnant at the moment e.g. the multi-sport swimming stadium. Despite being the second biggest city in the country there is a lack of consultation between the Council and the government.	Male, 25-49
They fixed our road but not the grass verge. They left it in a mess.	Male, 25-49
Refuse collection/ change to rubbish bin sizes / collection frequency	Demographics
Being prompt and efficient with the rubbish pick up.	Male, 65+
Make the green and red bin bigger for families to use. Make the yellow bin bigger for recycling.	Female, 25-49

Building consents / resource consents processes	Demographics
I think they should make it easier to discard some of the rulings regarding building consents in order to get projects moving and run to the times they give other business so we can run our companies on time.	Male, 25-49
Storm water/ waste water/ sewerage systems / prevent flooding	Demographics
Make sure the drains are cleared of debris	Male, 25-49
Regular maintenance to keep the waterways clean, tidy and well presented.	Female, 65+
Decrease the cost of rates. A better design system needs to be created so overflows don't go into the river. Also, the Council need to provide the public with more signage to know what the correct speed limit is in the central city.	Male, 50-64
Fix the Eastern suburbs	Demographics
Looking at the East of Christchurch and some of the repairs undertaken. Perhaps beautifying that area that was hard hit area would help the people to recover.	Female, 50-64
Keep the city clean and tidy/ attractive/ more rubbish bins	Demographics
Use people e.g. periodic detention workers to pick up the litter lying around the Central City.	Male, 25-49
Earthquake repairs/ rebuild/ decision making	Demographics
We have to get people into the city. If they make the city nice then more people will return to the city centre.	Male, 65+
More development is needed in the central city.	Male, 25-49
Other sports and recreational facilities	Demographics
I'd like to see more sports facilities go ahead but they seem to be stagnant at the moment e.g. the multi-sport swimming stadium. Despite being the second biggest city in the country there is a lack of consultation between the Council and the government.	Male, 25-49
Concerns over level of spending/ budgeting/ what money is being spent on	Demographics
The money would be better utilised on services within Christchurch instead on art figures and objects.	Male, 65+
Council decision making	Demographics
Provide an opportunity to young people to voice their needs.	Female, 18-24
More events/ wide range of events/ better events/ better managed	Demographics
Provide more events for children.	Female, 25-49
More advertising and advertise more with certain events. Advertise on street signs and Facebook etc.	Female, 25-49
Drinking water quality/ supply	Demographics
They could improve the quality of the drinking water and waterways in general.	Female, 25-49
Customer services	Demographics
They need to get back to people quicker who have contacted them about an issue, especially regarding dangerous roads.	Female, 50-64
Council amenities e.g. libraries, Town Hall, Stadium, Convention Centre	Demographics
A car park building is required in areas needed.	Male, 65+
Housing supply/ quality	Demographics
They need to keep the rent down as they increase this every year.	Male, 50-64
Other	Demographics
Create spaces for older kids to keep them out of trouble.	Female, 25-49

They could face up to their responsibility to provide the power for the lighting. We have a letter signed by the Mayor that they will provide street lighting. The letter is 15 years old but the Council has said they have changed the rules. This is still on-going wherein those with Contact energy have to absorb the cost. If the lights go out, we have to battle to get it repaired. It's a real battle to get there.	Male, 65+
Decrease the cost of rates. A better design system needs to be created so overflows don't go into the river. Also, the Council need to provide the public with more signage to know what the correct speed limit is in the central city.	Male, 50-64
We need to see major decisions around the big projects e.g. rugby stadium.	Male, 25-49