

Christchurch City Council
Point of Contact Service Satisfaction
Residents Survey Results

2014/2015



Monitoring and Research Team
Strategy and Planning Group
July 2015

Table of Contents

| | |
|---|-----------|
| INTRODUCTION | 4 |
| RATIONALE FOR RESIDENTS SURVEY FRAMEWORK | 4 |
| SUMMARY OF LEVELS OF SERVICE RESULTS: POINT OF CONTACT SURVEYS 2014-2015 | 5 |
| SURVEY RESULTS | 10 |
| ACTIVITY: HERITAGE PROTECTION | 10 |
| 1.4.7 Recommended Level of Service Target: 85%..... | 10 |
| ACTIVITY: COMMUNITY FACILITIES | 11 |
| 2.0.2 Recommended Level of Service Target: 90%..... | 11 |
| ACTIVITY: BUILD STRONGER COMMUNITIES | 13 |
| 2.2.8.2 Recommended Level of Service Target: At least 85%..... | 13 |
| ACTIVITY: COMMUNITY GRANTS | 14 |
| 2.3.1.2 Recommended Level of Service Target: Maintain at least 85%..... | 14 |
| ACTIVITY: SOCIAL HOUSING | 15 |
| 2.4.3.1 Recommended Level of Service Target: At least 80%..... | 15 |
| 2.4.3.2 Recommended Level of Service Target: At least 80%..... | 16 |
| ACTIVITY: CUSTOMER SERVICES AND ONLINE CHANNELS | 17 |
| 2.6.3 Recommended Level of Service Target: At least 95%..... | 17 |
| 2.6.7.1 Recommended Level of Service Target: At least 90%..... | 19 |
| 2.6.7.2 Recommended Level of Service Target: At least 80%..... | 20 |
| ACTIVITY: ART GALLERY AND MUSEUMS | 21 |
| 3.0.2 Recommended Level of Service..... | 21 |
| 3.0.17.1 Recommended Level of Service Target: 90% or better..... | 21 |
| ACTIVITY: LIBRARIES | 23 |
| 3.1.5 Recommended Level of Service Target: At least 90%..... | 23 |
| 3.1.8 Recommended Level of Service Target: 90%..... | 24 |
| ACTIVITY: TRANSPORT AND ENVIRONMENTAL EDUCATION | 25 |
| 3.2.3 Recommended Level of Service Target: At least 95%..... | 25 |
| 3.2.5 Recommended Level of Service Target: 100%..... | 26 |
| 3.2.7 Recommended Level of Service Target: At least 95%..... | 27 |
| 3.2.9 Recommended Level of Service Target: 100%..... | 28 |
| 3.2.11 Recommended Level of Service Target: At least 95%..... | 29 |
| ACTIVITY: PUBLIC PARTICIPATION IN DEMOCRATIC PROCESSES | 30 |
| 4.1.3 Recommended Level of Service Target: Satisfied or Very Satisfied..... | 30 |
| ACTIVITY: COMMUNICATIONS, ENGAGEMENT AND CONSULTATION | 31 |
| LOS 4.2.1 Recommended Level of Service Target: At least 65%..... | 31 |
| ACTIVITY: NEIGHBOURHOOD PARKS | 33 |
| 6.0.2 Recommended Level of Service Target: At least 85%..... | 33 |
| 6.0.3 Recommended Level of Service Target: At least 85%..... | 35 |
| ACTIVITY: SPORTS PARKS | 36 |
| 6.1.2 Recommended Level of Service Target: At least 85%..... | 36 |
| 6.1.3 Recommended Level of Service Target: At least 85%..... | 38 |
| 6.1.7 Recommended Level of Service Target: At least 70%..... | 39 |
| ACTIVITY: GARDEN AND HERITAGE PARKS | 40 |
| 6.2.2 Recommended Level of Service Target: At least 92%..... | 40 |
| 6.2.11 Recommended Level of Service Target: At least 85%..... | 41 |
| ACTIVITY: REGIONAL PARKS | 43 |
| 6.3.5 Recommended Level of Service Target: At least 90%..... | 43 |
| ACTIVITY: CEMETERIES | 45 |
| 6.4.4 Recommended Level of Service Target: At least 81%..... | 45 |
| 6.4.5 Recommended Level of Service Target: At least 95%..... | 47 |
| ACTIVITY: HARBOUR AND MARINE STRUCTURES | 48 |
| 6.6.2 Recommended Level of Service Target: At least 53%..... | 48 |
| ACTIVITY: RECREATION AND SPORT SERVICES | 50 |
| 7.0.7 Recommended Level of Service Target: 5.8 score (CERM Survey)..... | 50 |
| 7.0.11 Recommended Level of Service Target: At least 90%..... | 51 |
| 7.0.12 Recommended Level of Service Target: At least 75%..... | 53 |
| ACTIVITY: EVENTS AND FESTIVALS | 54 |

| | |
|--|-----------|
| 7.2.3 Recommended Level of Service Target: At least 90% | 54 |
| 7.2.7.2 Recommended Level of Service Target: 90%..... | 56 |
| 7.2.8.1 Recommended Level of Service Target: At least 80%..... | 57 |
| ACTIVITY: COMMERCIAL AND INDUSTRIAL WASTE MINIMISATION..... | 58 |
| 8.3.2 Recommended Level of Service Target: At least 85% | 58 |
| ACTIVITY: BUILDING CONSENTING AND INSPECTIONS | 59 |
| 9.1.3 Recommended Level of Service Target: 90%..... | 59 |
| ACTIVITY: RESOURCE CONSENTING..... | 60 |
| 9.2.7 Recommended Level of Service Target: 75%..... | 60 |
| 9.2.12 Recommended Level of Service Target: 75%..... | 61 |
| 9.2.16 Recommended Level of Service Target: 90%..... | 62 |
| ACTIVITY: LAND AND PROPERTY INFORMATION SERVICES..... | 63 |
| 9.4.6 Recommended Level of Service Target: 90%..... | 63 |
| 9.4.9 Recommended Level of Service Target: Baseline..... | 64 |
| ACTIVITY: PUBLIC TRANSPORT INFRASTRUCTURE | 65 |
| 10.4.4.1 Recommended Level of Service Target: 59%..... | 65 |
| 10.4.4.2 Recommended Level of Service Target: 68%..... | 66 |
| 10.4.4.3 Recommended Level of Service Target: 75%..... | 67 |
| 10.4.5.1 Recommended Level of Service Target: 88%..... | 68 |
| 10.4.5.2 Recommended Level of Service Target: 77%..... | 69 |
| 10.4.5.3 Recommended Level of Service Target: 96%..... | 70 |

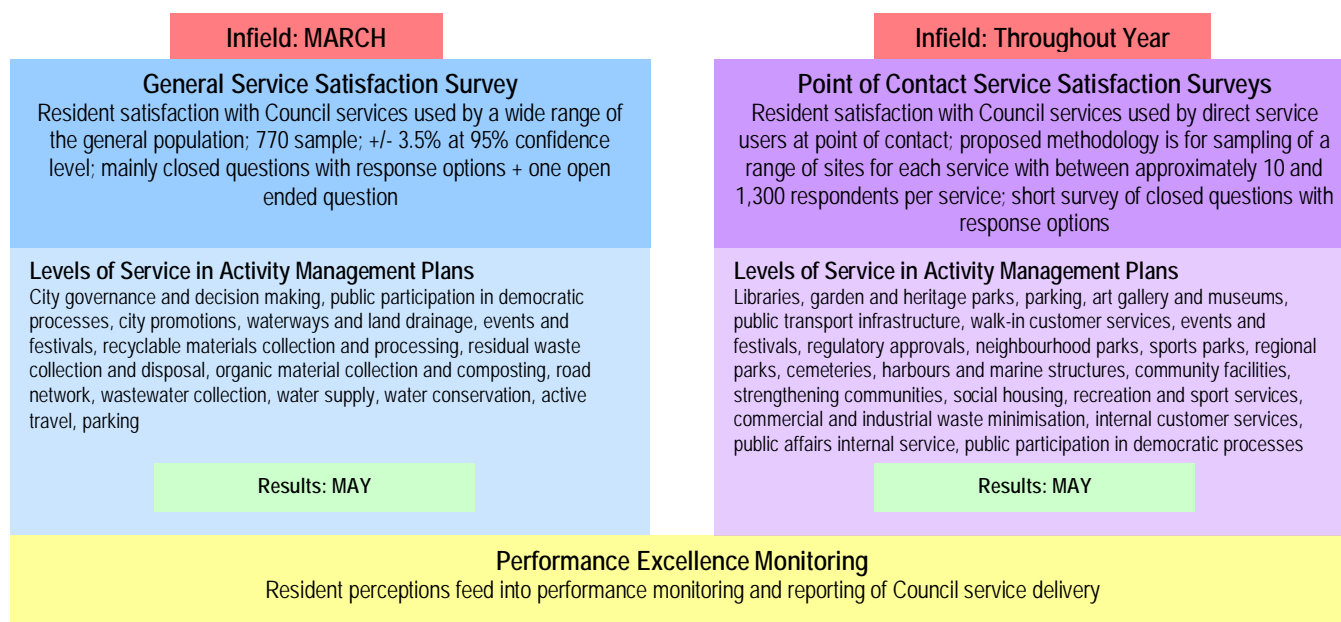
Introduction

Rationale for Residents Survey Framework

Christchurch City Council began surveying residents on a regular basis in 1991 with the introduction of a face to face Annual Survey of Residents. In 2006 the Council moved to a Biannual Survey of Residents (called the General Service satisfaction Survey), conducted by telephone in March and September each year.

The Council has reviewed the Levels of Service in its Activity Management Plans for the Three Year Plan. In April 2009, the Executive Team endorsed a change to the Council's Residents Survey framework to now include:








1. General Service Satisfaction Survey – this survey is similar to the old biannual survey. It measures resident perceptions of satisfaction with Council service delivery. The survey sample includes the general population of Christchurch. Survey content is closely aligned with Levels of Service in the Activity Management Plans (and uses, where possible, a consistent style of satisfaction questioning across services). The telephone survey is conducted in March each year with a random sample of 770 residents aged 15 years and over. The overall questionnaire length is approximately 15 minutes.
2. Point of Contact Service Satisfaction Surveys – this involves a series of surveys conducted during the year at the point of contact with Council services. Surveys cover services identified as better suited to assessment by users at the time they use a service or where there is a very specific customer base (eg. library users). A range of survey methods is used: on-site face to face interviews and self-complete postal/mail drop or web based surveys.














































Methodology

- Survey questions based on Levels of Service in the Activity Management Plans
- Where applicable, questions use a five point satisfaction scale (very satisfied, satisfied, neither satisfied nor dissatisfied, dissatisfied, very dissatisfied, don't know / not applicable)
- Point of Contact Service Satisfaction Surveys are conducted at service sites or users are contacted by either telephone or email with either a random sample or total population of service users
- Respondent sample size range from approximately 3 to 800 per service, depending on factors such as user numbers and scale of services provided at the site
- A range of sites were selected for each service, (random selection of small, medium and larger sites) (service size was determined by factors such as user numbers and scale of services provided at the location)
- A variety of survey methods are used to gather information, with surveys taking on average 2-3 minutes to complete: face to face interviews (primary method), postal/online/mail drop self-complete surveys and telephone interviews
- Point of Contact Surveys were conducted between November 2014 and May 2015

Summary of Levels of Service Results: Point of Contact Surveys 2014-2015

| Activity Group | Activity | Performance Standard | LTP Performance Standard | 2014/15 LOS Target | 2014/15 LOS Target Met | Satisfaction Score Trend Since Last Year | Top and Under Performing Services in 2014/15 | Survey Result 2014-15 | Survey Result 2013-14 | Survey Result 2012-13 | Survey Result 2011-12 | |
|-------------------------------|---------------------------------------|--|--|-----------------------|---|---|---|---|-----------------------|-----------------------|---|-----|
| City Planning and Development | Heritage Protection | 1.4.7 Incentive grant recipients satisfied with heritage advice and grant process | Yes | 85% | |  |  | 76% | 71% | 83% | Council decision not to survey in 2011/12 | |
| Community Support | Community Facilities | 2.0.2 Maintain level of customer satisfaction with Council community facilities | Yes | 90% |  |  |  | 96% | 95% | 97% | 93% | |
| | Build Stronger Communities | 2.2.8 Provide a quality, high standard of professional childcare is provided that satisfies customers' needs | Yes | At Least 85% |  |  |  | 95% | 92% | 97% | 97% | |
| | Community Grants | 2.3.1.2 Effectively administer the Creative NZ grants scheme | Yes | Maintain at least 85% | |  |  | 88% | 90% | NA | NA | |
| | Social Housing | 2.4.3.1 Tenants of council housing are satisfaction with quality of tenancy service provided | 2.4.3.1 Tenants of council housing are satisfaction with quality of tenancy service provided | Yes | At least 80% | |  |  | 76% | 76% | 77% | 78% |
| | | | 2.4.3.2 At least 80% of Council housing tenants are satisfied with overall condition of their unit. | Yes | At least 80% | |  |  | 68% | 69% | NA | NA |
| | | | 2.4.4 At least 90% of social housing partnerships are satisfied with their relationship with Council | Yes | At least 90% | | |  | 65% | NA | NA | NA |
| | Customer Services and Online Channels | 2.6.3 Ensure Customer satisfaction with walk-in services at Council Service Centres | Yes | At least 95% |  |  |  | 98% | 99% | 95% | 97% | |
| | | 2.6.7.1 At least 90% of customers who contact the call centre via phone are satisfied or very satisfied with the service at first point of contact | Yes | At least 90% |  |  |  | 91% | 90% | 88% | 89% | |

| | | | | | | | | | | | |
|---|--|--|--------------|---|---|---|---|-----------|---|---|---|
| | | 2.6.7.2 At least 80% of customers who contact the call centre via email are satisfied or very satisfied with the service at first point of contact | Yes | At least 80% | |  |  | 78% | 81% | 83% | 67% |
| Cultural and Learning Services | Art Gallery and Museums | 3.0.2 Visitor satisfaction with the Gallery experience | Yes | Suspended until Christchurch Art Gallery reopens | | | | NA | Council decision not to survey in 2013/14 | Council decision not to survey in 2012/13 | Council decision not to survey in 2011/12 |
| | | 3.0.17 Administer the Canterbury Museum levy and report on Annual Plan targets | Yes | 90% or better |  |  |  | 96% | 96% | 96%* | 96%* |
| | Libraries | 3.1.5 Library user satisfaction with library service at Metro, Suburban and Neighbourhood libraries | Yes | At least 90% |  |  |  | 97% | 96% | 96% | 96% |
| | | 3.1.8 Customer satisfaction with library programmes and events provided | Yes | 90% |  |  |  | 97% | 98% | NA | NA |
| | Transport and Environmental Education | 3.2.3 Teacher satisfaction with the Cycle Safe education programme | Yes | At least 95% |  |  |  | 100% | 100% | NA | NA |
| | | 3.2.5 Customer satisfaction with travel planning advisory services | No | 100% | |  |  | 67% | 100% | NA | NA |
| | | 3.2.7 Teacher satisfaction with Greenspace education programme | Yes | At least 95% |  |  |  | 100% | 99% | NA | NA |
| 3.2.9 Teacher satisfaction with Civil Defence and Emergency Management education programmes | | No | 100% |  |  |  | 100% | 100% | NA | NA | |
| 3.2.11 Teacher satisfaction with Water and Waste education programmes | | Yes | At least 95% |  |  |  | 100% | 99% | NA | NA | |
| Democracy and Governance | Public Participation in Democratic Processes | 4.1.3 Mahaanui Kurataiao Ltd (MKT) satisfaction with opportunities provided for consultation and input | No | Satisfied or Very satisfied | | | | Satisfied | NA | NA | NA |
| | Communication, Engagement and Consultation | 4.2.1 Provide external communications that are timely, relevant, accurate and cost effective | No | At least 65% | |  |  | 68% | 62% | 53% | 66% |

| | | | | | | | | | | | |
|------------------------------|---------------------------------------|--|-----|--------------|---|---|---|-----|------|-----|---|
| Parks and Open Spaces | Neighbourhood Parks | 6.0.2 Customer satisfaction with the range of recreation facilities available. | Yes | At least 85% | |  |  | 59% | 67% | 63% | Council decision not to survey in 2011/12 |
| | | 6.0.3 Overall customer satisfaction with neighbourhood parks | Yes | At least 85% | |  |  | 56% | 68% | 67% | 70% |
| | Sports Parks | 6.1.2 Customer satisfaction with the range of recreation facilities available. | Yes | At least 85% | |  |  | 85% | 88% | 85% | Council decision not to survey in 2011/12 |
| | | 6.1.3 Overall customer satisfaction with sports parks | Yes | At least 85% | |  |  | 86% | 88% | 84% | Council decision not to survey in 2011/12 |
| | | 6.1.7 Overall customer satisfaction with sports park administration | No | At least 70% | |  |  | 67% | 65% | 76% | 67% |
| | Garden and Heritage Parks | 6.2.2 Proportion of visitors satisfied with the appearance of the Botanic Gardens. | Yes | At least 92% |  |  |  | 99% | 98% | 98% | 94% |
| | | 6.2.11 Proportion of visitors satisfied with the appearance of garden and heritage parks | Yes | At least 85% | |  |  | 70% | 76% | 73% | 79% |
| | Regional Parks | 6.3.5 Proportion of customers satisfied with their experience of regional parks | Yes | At least 90% | |  |  | 83% | 82% | 83% | 92% |
| | Cemeteries | 6.4.4 Customer satisfaction with maintenance and appearance of Council cemeteries | Yes | At least 81% | |  |  | 61% | 67% | 81% | Council decision not to survey in 2011/12 |
| | | 6.4.5 Customer satisfaction with Council cemetery services | Yes | At least 95% | |  |  | 75% | 100% | 89% | Council decision not to survey in 2011/12 |
| | Harbours and Marine Structures | 6.6.2 Proportion of customers satisfied with the appearance and maintenance of marine structures provided by Council | Yes | At least 53% | |  |  | 63% | 58% | 53% | Council decision not to survey in 2011/12 |

| | | | | | | | | | | | |
|----------------------------------|--|---|-----|-------------------------|--|--|--|------|------|------|--------------------|
| Recreation and Leisure | Recreation and Sport Services | 7.0.7 Deliver a high level of customer satisfaction with the range and quality of facilities | Yes | 5.8 score (CERM Survey) | | | | 5.9 | 5.6 | 5.8 | 5.9 |
| | | 7.0.11 Deliver a high level of customer satisfaction with range, content and delivery of accessible community-based recreation and sport programmes, events and campaigns | Yes | At least 90% | | | | 91% | 90% | 87% | 94% |
| | | 7.0.12 Deliver a high level of customer satisfaction with the support provided to the community based recreation and sport organisations. | Yes | At least 75% | | | | 84% | 85% | NA | NA |
| | Events and Festivals | 7.2.3 Produce top quality events such as a Summertimes, Kidfest, Guy Fawkes, Fireworks | Yes | At least 90% | | | | 90% | N/A | 78%* | 88%* |
| | | 7.2.7.2 Manage and develop the central city event spaces | Yes | 90% | | | | 97% | 96% | 92% | 93% |
| | | 7.2.8.1 Events support provided to the events industry | No | At least 80% | | | | 81% | 78% | 84% | 87% |
| Refuse Minimisation and Disposal | Commercial and Industrial Waste Minimisation | 8.3.2 Proportion of businesses are actively taking part in Target Sustainability satisfied with the advice and support received | Yes | At least 85% | | | | 100% | 100% | 100% | 89% |
| Regulatory Services | Building Consenting and Inspections | 9.1.3 Provide % satisfaction with building consenting public advice provided. | Yes | 90% | | | | 97% | 96% | 94% | Methodology change |
| | Resource Consenting | 9.2.7 % Satisfaction with resource consenting process | Yes | 75% | | | | 81% | 75% | 75% | Methodology change |
| | | 9.2.12 % Satisfaction with subdivision consenting process | Yes | 75% | | | | 71% | 79% | 74% | New LOS |

| | | | | | | | | | | | |
|----------------------------|---|---|-----|----------|--|--|--|-----|-----|-----|--------------------|
| | | 9.2.16 % Satisfaction with resource and subdivision consenting public advice provided | Yes | 90% | | | | 89% | 94% | 95% | Methodology change |
| | Land and Property Information Services | 9.4.6 Ensure customers satisfied with Regulatory Services public advice provided at Civic Offices (for health licensing, building and building process advice, not individual application advice.) | Yes | 90% | | | | 95% | 95% | 94% | 94% |
| | | 9.4.9 Ensure consent preparation customers are satisfied with meeting service provided | Yes | Baseline | | | | 82% | 78% | 91% | New LOS |
| Roads and Footpaths | Public Transport Infrastructure | 10.4.4.1 Number: | Yes | 59% | | | | 60% | 54% | NA | NA |
| | | 10.4.4.2 Quality | Yes | 68% | | | | 66% | 63% | NA | NA |
| | | 10.4.4.3 Safety | Yes | 75% | | | | 75% | 70% | NA | NA |
| | | 10.4.5.1 Appearance | Yes | 88% | | | | 84% | 83% | NA | NA |
| | | 10.4.5.2 Safety | Yes | 77% | | | | 79% | 64% | NA | NA |
| | | 10.4.5.3 Ease of Use | Yes | 96% | | | | 86% | 91% | NA | NA |

* This result included responses from non-residents of Christchurch.

| | | | | | |
|--|---|----|---|--|---|
| | LOS target met | | LOS target not met | | Surveys not completed due to Council decision not to survey or late reinstatement of level of service |
| | Baseline result or target to be set or no information available | NA | Deleted Level of Service or no information available | | Top performing services that other services could learn from (90%+ satisfaction) |
| | Top performing services (85%+ satisfaction) | | Moderate performing service (between 50% to 84% satisfaction) | | Under performing services (less than 50% satisfaction) |
| | Increase in satisfaction score by 4% or more since last year | | Satisfaction score remained same or within 3% of last year | | Decrease in satisfaction score by 4% or more since last year |

Survey Results

Activity: Heritage Protection

1.4.7 Recommended Level of Service Target: 85%

1.4.7 Incentive grant recipients satisfied with heritage advice and grant process

Methodology

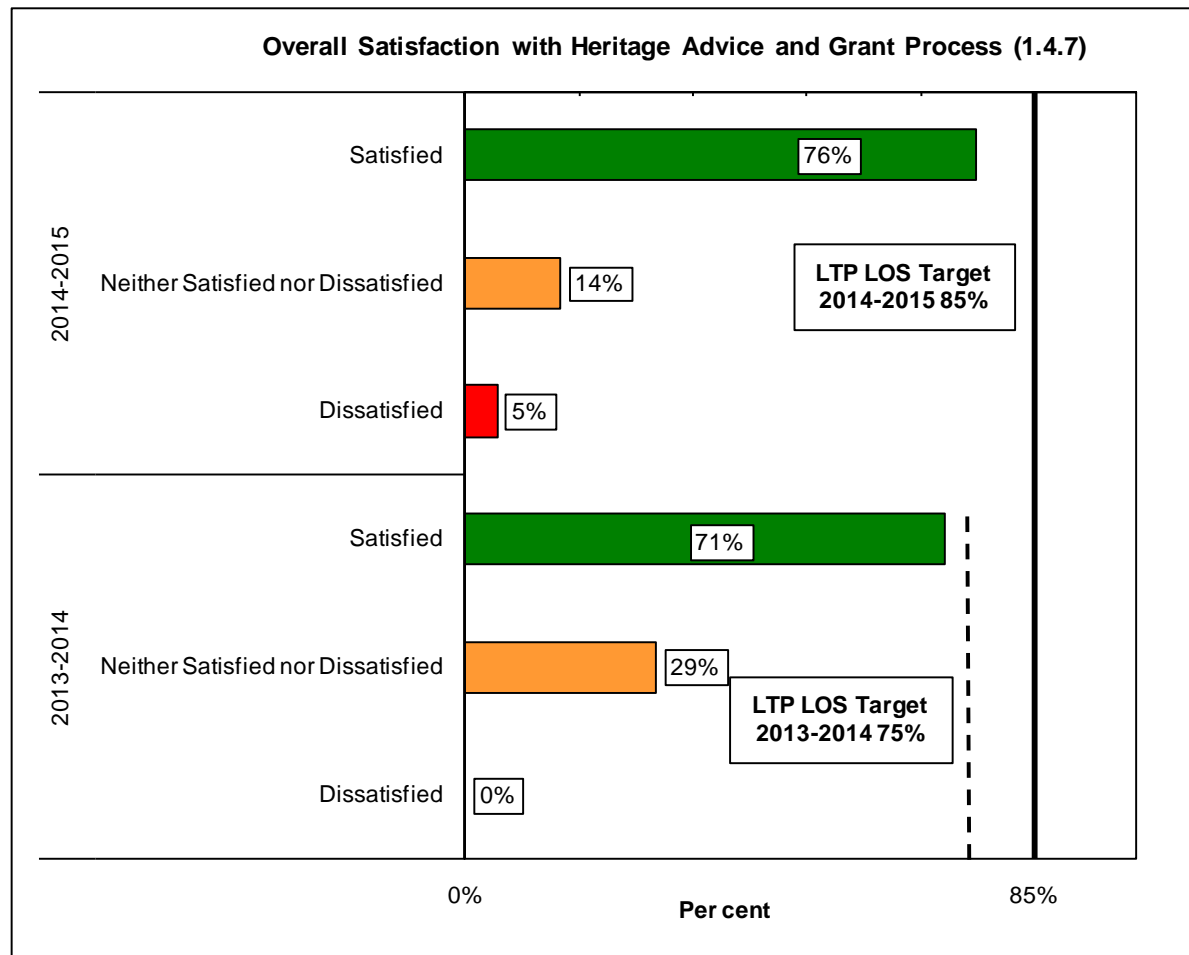
LOS score calculated as an aggregate of the three survey questions stated below:

- Overall, how satisfied or dissatisfied were you with the level of grant approval (*ie. the actual dollar amount granted*)?
- And thinking now about the heritage advice you received in relation to the grant, overall, how satisfied or dissatisfied were you with that advice? *Advice includes things such as information, support, guidance, etc.*
- Thinking about the heritage incentive grant process, overall, how satisfied or dissatisfied were you with the process? *The grant process includes things such as the submission of your application and of receipts for work undertaken and, in some cases, the completion of a covenant.*

Time in field: In January 2015, surveys were posted to 7 residents who had received a heritage grant in the preceding 12 months.

Completed surveys: 7

Note: The small number of responses means that caution must be applied when interpreting results.



| 2014-2015 Individual Satisfaction Results | Percentage |
|---|---------------|
| Very Satisfied | 23.8% |
| Satisfied | 52.4% |
| Neither Satisfied or Dissatisfied | 14.3% |
| Dissatisfied | 4.8% |
| Very Dissatisfied | 0.0% |
| Don't Know | 4.8% |
| Total | 100.0% |

Activity: Community Facilities

2.0.2 Recommended Level of Service Target: 90%

2.0.2 Maintain level of customer satisfaction with Council community facilities

Methodology

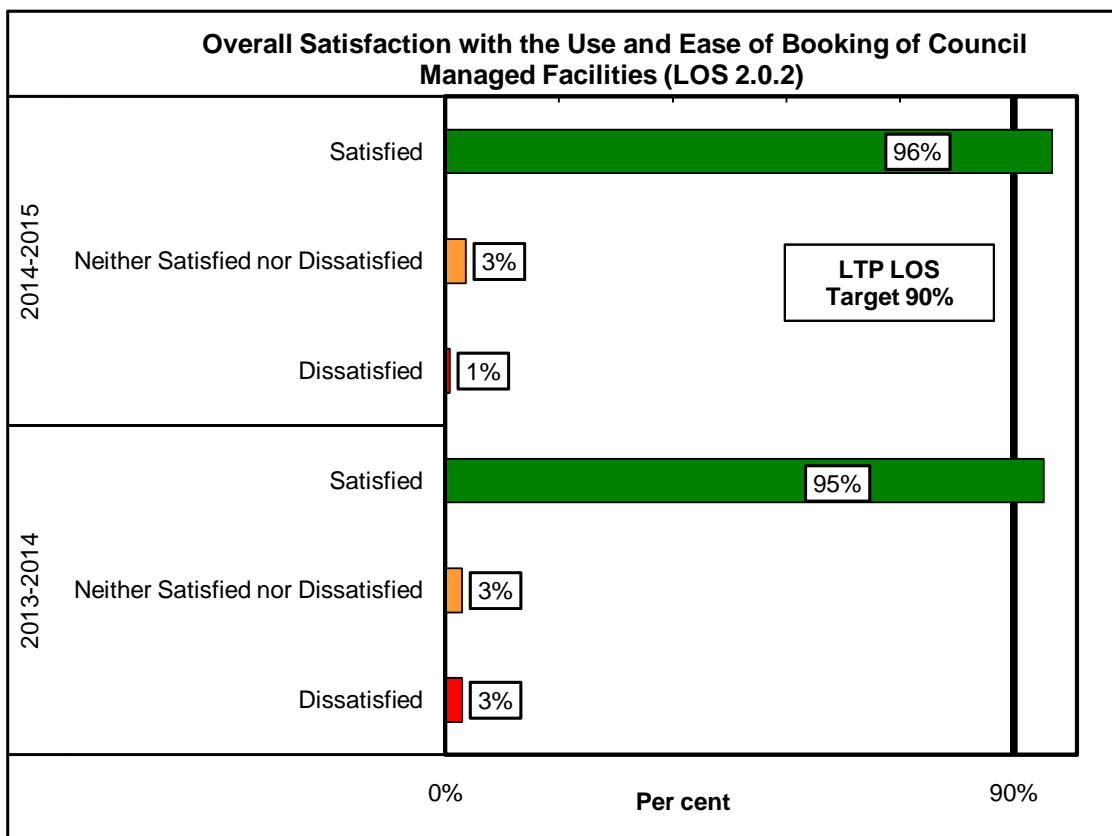
LOS score calculated as an aggregate of the two survey questions stated below:

- Overall, how satisfied or dissatisfied are you with the **EASE OF BOOKING** Council managed facilities?
- Overall, how satisfied or dissatisfied are you with **YOUR USE** of Council managed facilities?

Time in field: Surveys posted to 531 community groups in November 2014.

Completed surveys: 140

| | Number distributed | Completed surveys |
|-------------------------------------|--------------------|-------------------|
| Abberley Park Hall | 71 | 20 |
| Avice Hill Art and Craft Centre | 17 | 7 |
| Fendalton Hall | 71 | 18 |
| Harvard Lounge | 75 | 18 |
| North New Brighton Community Centre | 101 | 22 |
| Parkview Lounge | 14 | 3 |
| Riccarton Community Centre | 24 | 9 |
| Richmond Cottage | 16 | 5 |
| South New Brighton Hall | 36 | 7 |
| St Albans Community Centre | 46 | 13 |
| Templeton Community Centre | 36 | 9 |
| Waimairi Community Centre | 24 | 9 |
| Total | 531 | 140 |



| 2014-2015 Individual Satisfaction Results | Percentage |
|--|-------------------|
| Very satisfied | 66.8% |
| Satisfied | 29.2% |
| Neither satisfied nor dissatisfied | 3.2% |
| Dissatisfied | 0.4% |
| Very dissatisfied | 0.4% |
| Don't Know | 0.0% |
| Total | 100.0% |

Activity: Build Stronger Communities

2.2.8.2 Recommended Level of Service Target: At least 85%

2.2.8.2 Provide a quality, high standard of professional childcare is provided that satisfied customers' needs

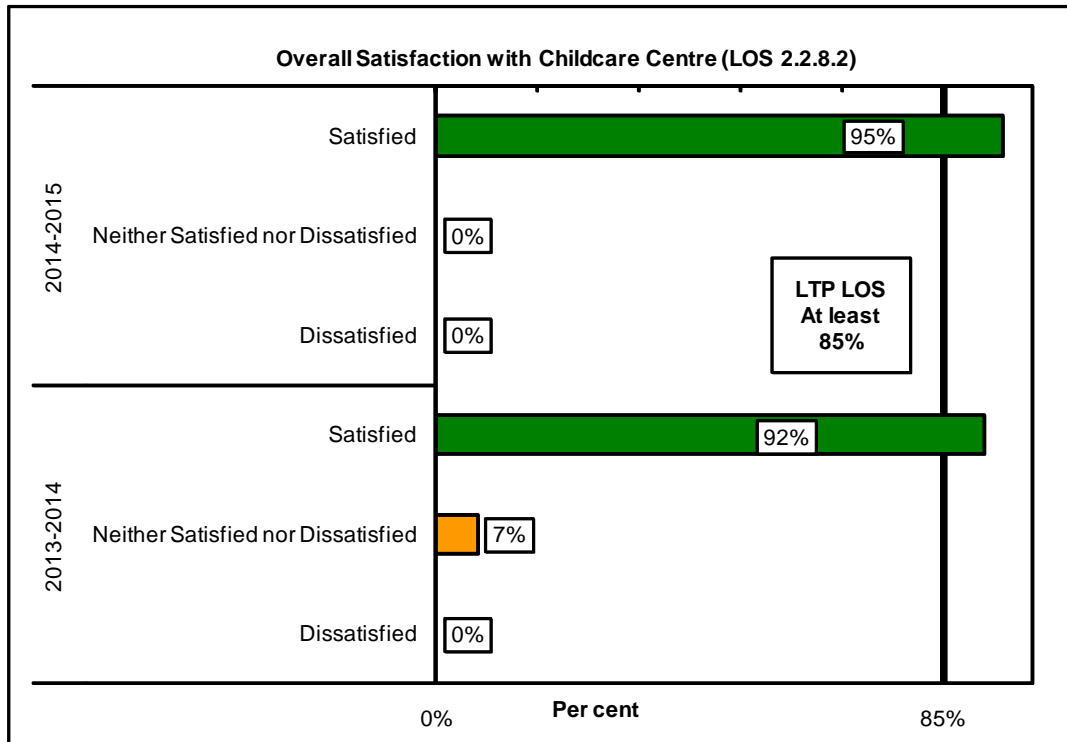
Methodology

LOS score based on survey question stated below:

- Overall, how satisfied or dissatisfied are you with this centre? *This includes an OVERALL assessment of the aspects above such as the professionalism of staff, the facility, play equipment provided, value for money, learning opportunities provided, hours of operation and centre policies.*

Time in field: March 2015

Completed Surveys: 21



| 2013-2014 Individual Satisfaction Results | Per cent |
|---|-------------|
| Very Satisfied | 57% |
| Satisfied | 38% |
| Neither Satisfied or Dissatisfied | 0% |
| Dissatisfied | 0% |
| Very Dissatisfied | 0% |
| Don't Know | 0% |
| Total | 100% |

Activity: Community Grants

2.3.1.2 Recommended Level of Service Target: Maintain at least 85%

2.3.1.2 Effectively administer the Creative Communities grants scheme

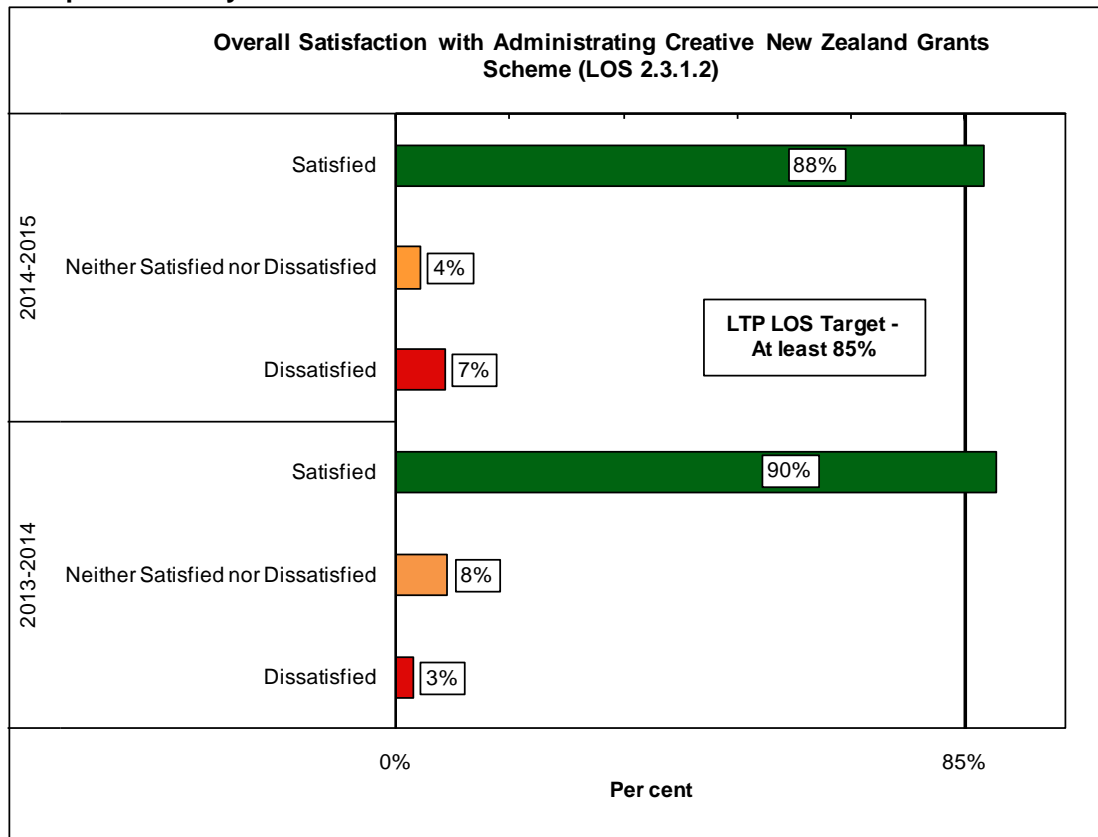
Methodology

LOS score based on survey question stated below:

- Thinking about the Creative Communities Scheme funding advice you received in relation to your grant, overall how satisfied or dissatisfied were you with that advice? *Advice includes things such as information, support, guidance, etc.*
- And thinking about the grant process, overall how satisfied or dissatisfied were you with the process? *The grant process includes things such as information, guidance, how understandable the instructions were for submitting applications, the ease of use of the submission form, etc*

Time in field: In November 2014 the survey was posted to 43 community groups who had applied for the Creative Communities Grant

Completed Surveys: 43



| 2014-2015 Individual Satisfaction Results | Percentage |
|---|---------------|
| Very Satisfied | 41.5% |
| Satisfied | 46.3% |
| Neither Satisfied or Dissatisfied | 3.7% |
| Dissatisfied | 7.3% |
| Very Dissatisfied | 0.0% |
| Don't Know | 1.2% |
| Total | 100.0% |

Activity: Social Housing

2.4.3.1 Recommended Level of Service Target: At least 80%

2.4.3.1 Tenants of council housing are satisfaction with quality of tenancy service provided

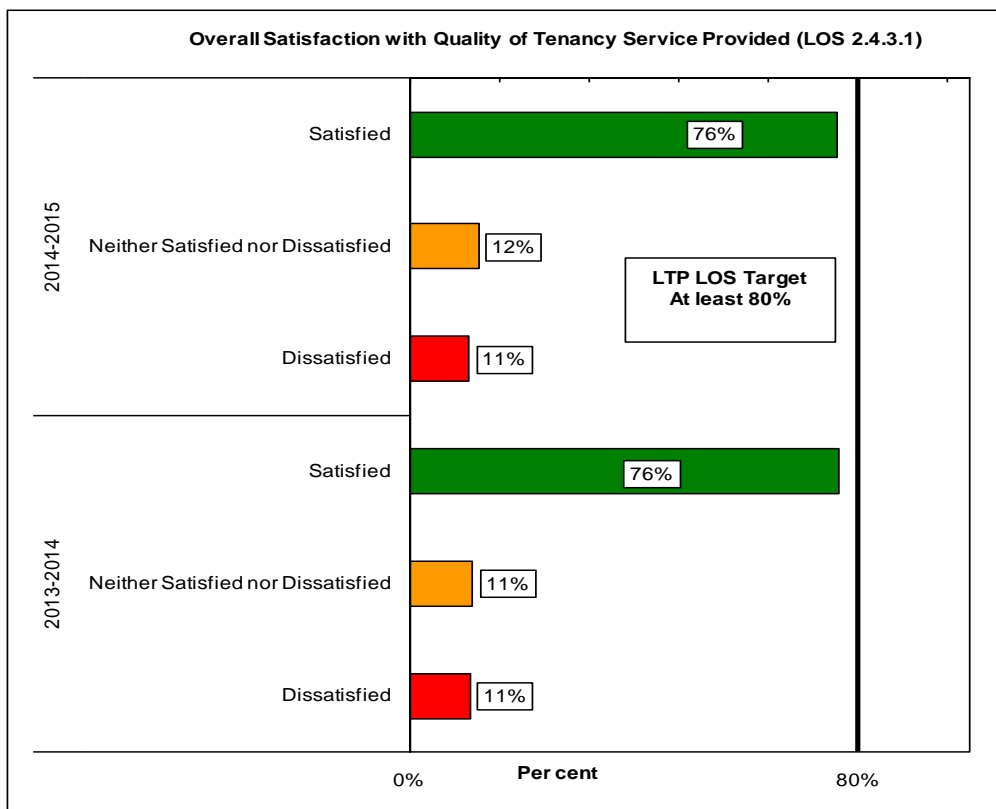
Methodology

LOS score based on survey question stated below:

- Thinking about the **TENANCY SERVICE** provided by Christchurch City Council, overall how satisfied or dissatisfied are you with the service? *The tenancy service includes things such as the housing officer/s you deal with and your flat's warmth, privacy, safety and grounds keeping.*

Time in field: The survey was posted to 2124 housing tenants in January 2015.

Completed Surveys: 839



| 2014-2015 Individual Satisfaction Results | Percentage |
|---|---------------|
| Very Satisfied | 33.3% |
| Satisfied | 42.9% |
| Neither Satisfied or Dissatisfied | 12.3% |
| Dissatisfied | 8.3% |
| Very Dissatisfied | 2.3% |
| Don't Know | 0.9% |
| Total | 100.0% |

2.4.3.2 Recommended Level of Service Target: At least 80%

2.4.3.2 Tenant satisfaction with overall condition of their unit.

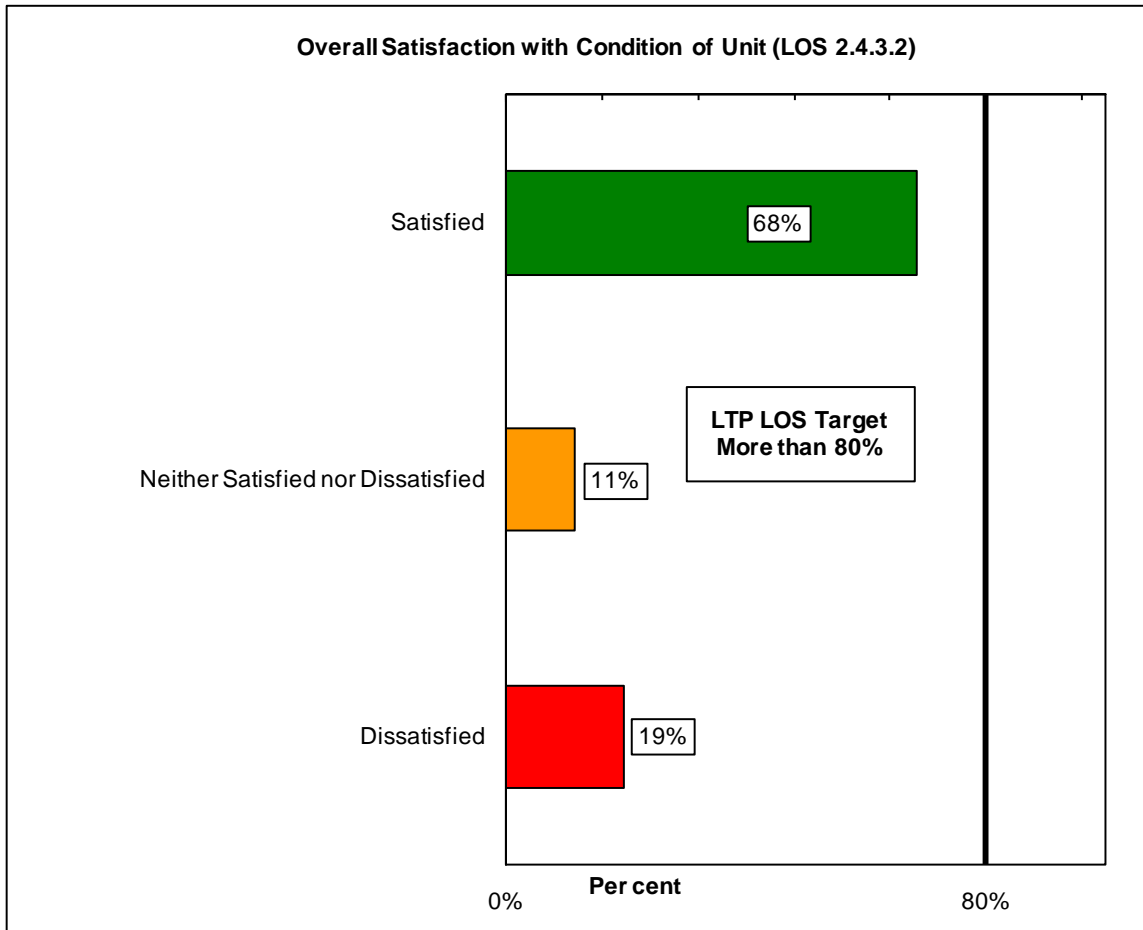
Methodology

LOS score based on survey question stated below:

- Overall, how satisfied or dissatisfied are you with the condition of your unit? *Condition includes things such as maintenance and upkeep (including both the inside and outside of your unit) and your flat's warmth.*

Time in field: The survey was posted to 2124 housing tenants in January 2015.

Completed Surveys: 839



| 2014-2015 Individual Satisfaction Results | Percentage |
|---|------------|
| Very satisfied | 25.9% |
| Satisfied | 42.6% |
| Neither satisfied nor dissatisfied | 11.5% |
| Dissatisfied | 15.1% |
| Very dissatisfied | 4.3% |
| Don't know | 0.6% |
| Total | 100.0% |

Note: Not applicable responses have been removed from the results.

Activity: Customer Services and Online Channels

2.6.3 Recommended Level of Service Target: At least 95%

2.6.3 Ensure Customer satisfaction with walk-in services at Council Service Centres

Methodology

LOS score calculated as an aggregate of the three survey questions stated below:

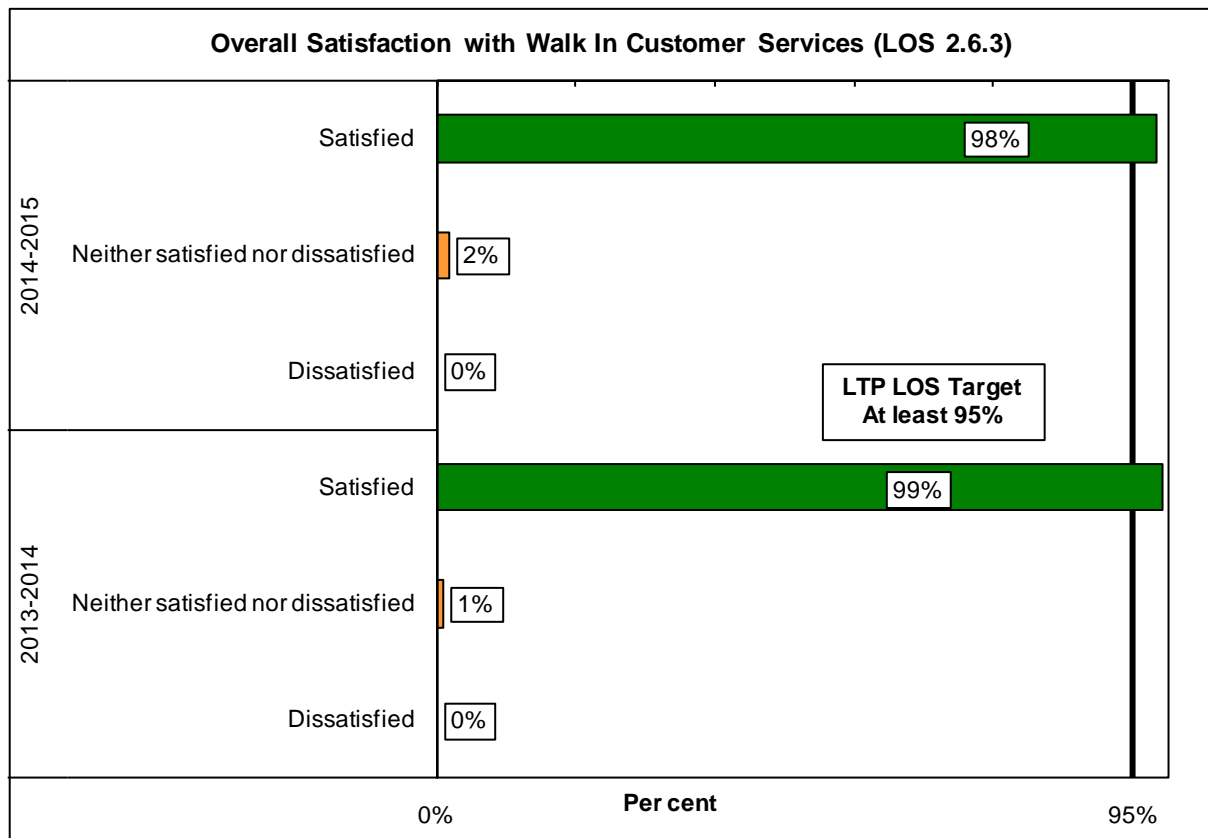
- Overall, how satisfied or dissatisfied are you with **THE MANNER** of the customer services representative/s you spoke to today? *Manner includes things such as their attitude to you and their attentiveness*
- Overall, how satisfied or dissatisfied are you with the customer services representative's **OVERALL UNDERSTANDING** of your enquiry? *Enquiry means the main purpose of your visit today*
- And overall, how satisfied or dissatisfied are you with the customer services representative's **ABILITY TO ADDRESS** your enquiry?

Time in field: Surveying took place on site between November and December 2014.

Completed Surveys: 300

Sites Surveyed:

| | Completed surveys |
|-----------|-------------------|
| Civic | 60 |
| Beckenham | 60 |
| Fendalton | 60 |
| Riccarton | 60 |
| Shirley | 60 |
| Total | 300 |



| 2014-2015 Individual Satisfaction Results | Percentage |
|--|-------------------|
| Very satisfied | 81.1% |
| Satisfied | 17.3% |
| Neither satisfied nor dissatisfied | 1.7% |
| Dissatisfied | 0.0% |
| Very dissatisfied | 0.0% |
| Don't know | 0.0% |
| Total | 100.0% |

Note: Not applicable results have been removed from the results.

2.6.7.1 Recommended Level of Service Target: At least 90%

2.6.7.1 At least 90% of customers who contact the call centre via phone are satisfied or very satisfied with the service at first point of contact.

Methodology

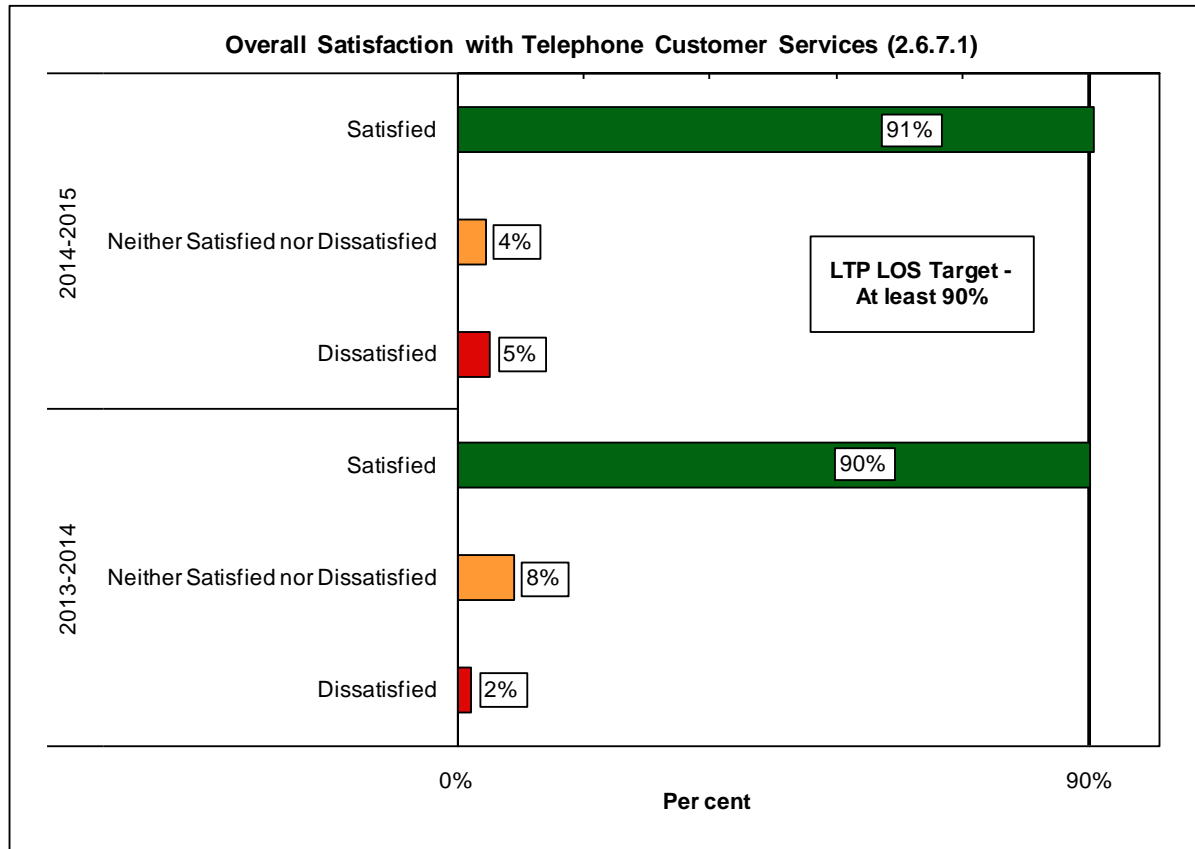
LOS score calculated as an aggregate of the three survey questions stated below:

When you first call the Council, your call is answered with an automated service that directs you to a specific Council Service representative. I want to ask you about the service that person provided to you...

- Overall, how satisfied or dissatisfied were you with **THE MANNER** of the customer services representative/s you spoke to the last time you called the Council? *Manner includes things such as their attitude to you and their attentiveness*
- Overall, how satisfied or dissatisfied are you with that customer services representative's' overall **UNDERSTANDING** of your enquiry? *Enquiry means the main purpose of your phone call*
- And overall, how satisfied or dissatisfied are you with the customer services representative's **ABILITY TO ADDRESS** your enquiry?

Time in field: Surveys were completed by respondents via telephone between the hours of 10:00 am and 7:00 pm during the months of November and December 2014.

Completed Surveys: 150



| 2014-2015 Individual Satisfaction Results | Percentage |
|---|---------------|
| Very satisfied | 63.3% |
| Satisfied | 27.3% |
| Neither satisfied nor dissatisfied | 4.0% |
| Dissatisfied | 2.7% |
| Very dissatisfied | 2.0% |
| Don't know | 0.7% |
| Total | 100.0% |

Note: Not applicable responses have been removed from these results

2.6.7.2 Recommended Level of Service Target: At least 80%

2.6.7.2 At least 80% of customers who contact the call centre via email are satisfied or very satisfied with the service at first point of contact.

Methodology

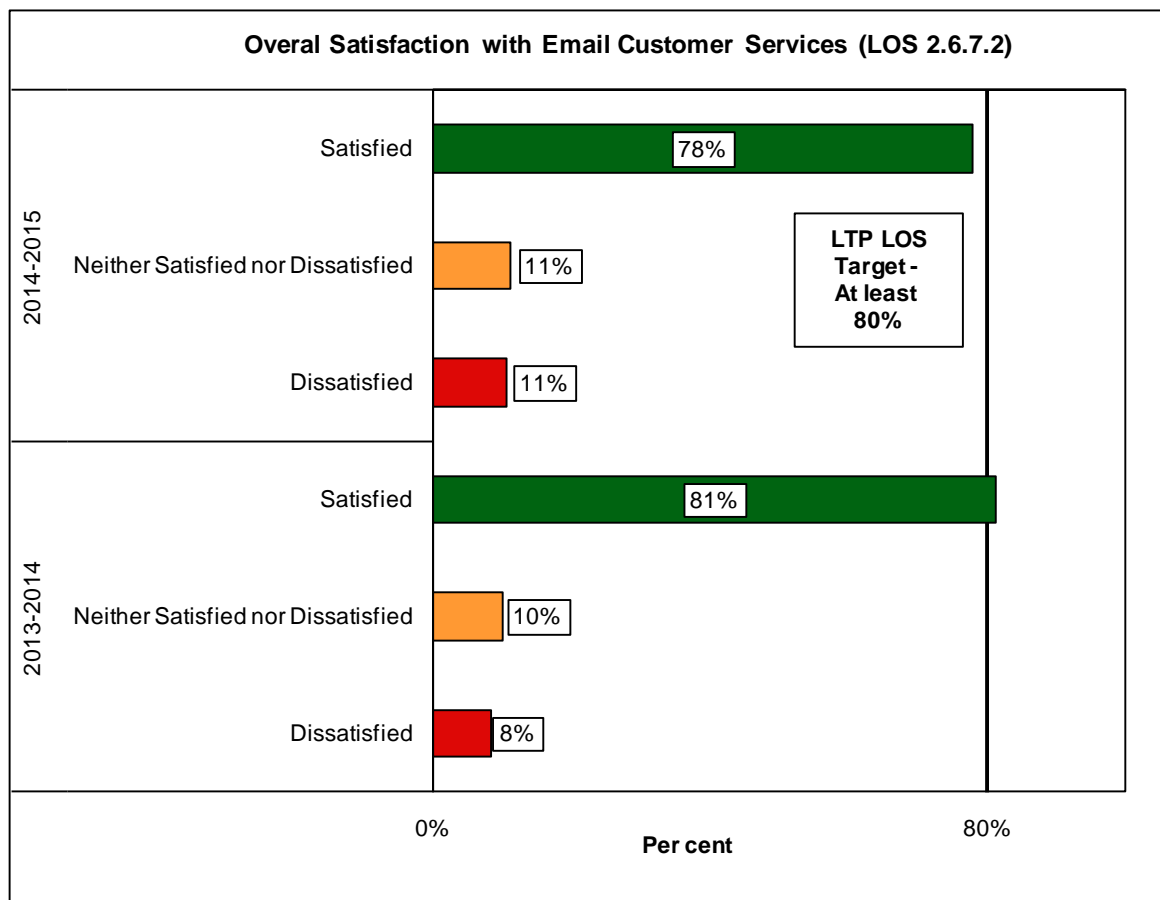
LOS score calculated as an aggregate of the three survey questions stated below:

Please answer the following questions with regard to the recent email you sent to the Council. We want to understand how satisfied or dissatisfied you are with using EMAIL AS A MEANS OF COMMUNICATING with the Council. Please think about the email process itself rather than the specific outcome of your email enquiry.

- Overall, how satisfied or dissatisfied were you with the time taken before you received a first response from the Council to your email? *This might have been either an email thanking you for your enquiry and saying that your query will be responded to shortly or an answer to your query.*
- Overall, how satisfied or dissatisfied were you that the language used in the first response email you received from the Council was clear and easy to understand?

Time in field: The link to the web based survey was emailed out in November 2014 to 890 customers who had contacted the Council with a request during the previous month.

Completed Surveys: 218



| 2014-2015 Individual Satisfaction Results | Percentage |
|---|---------------|
| Very satisfied | 40.0% |
| Satisfied | 37.9% |
| Neither satisfied nor dissatisfied | 11.2% |
| Dissatisfied | 3.7% |
| Very dissatisfied | 6.8% |
| Don't know | 0.2% |
| Total | 100.0% |

Note: Not applicable responses have been removed from the results.

Activity: Art Gallery and Museums

3.0.2 Recommended Level of Service

3.0.2 Visitor Satisfaction with the Gallery experience

Target Suspended until gallery reopens

3.0.17.1 Recommended Level of Service Target: 90% or better

3.0.17.1 Administer the Canterbury Museum levy and report on annual plan targets

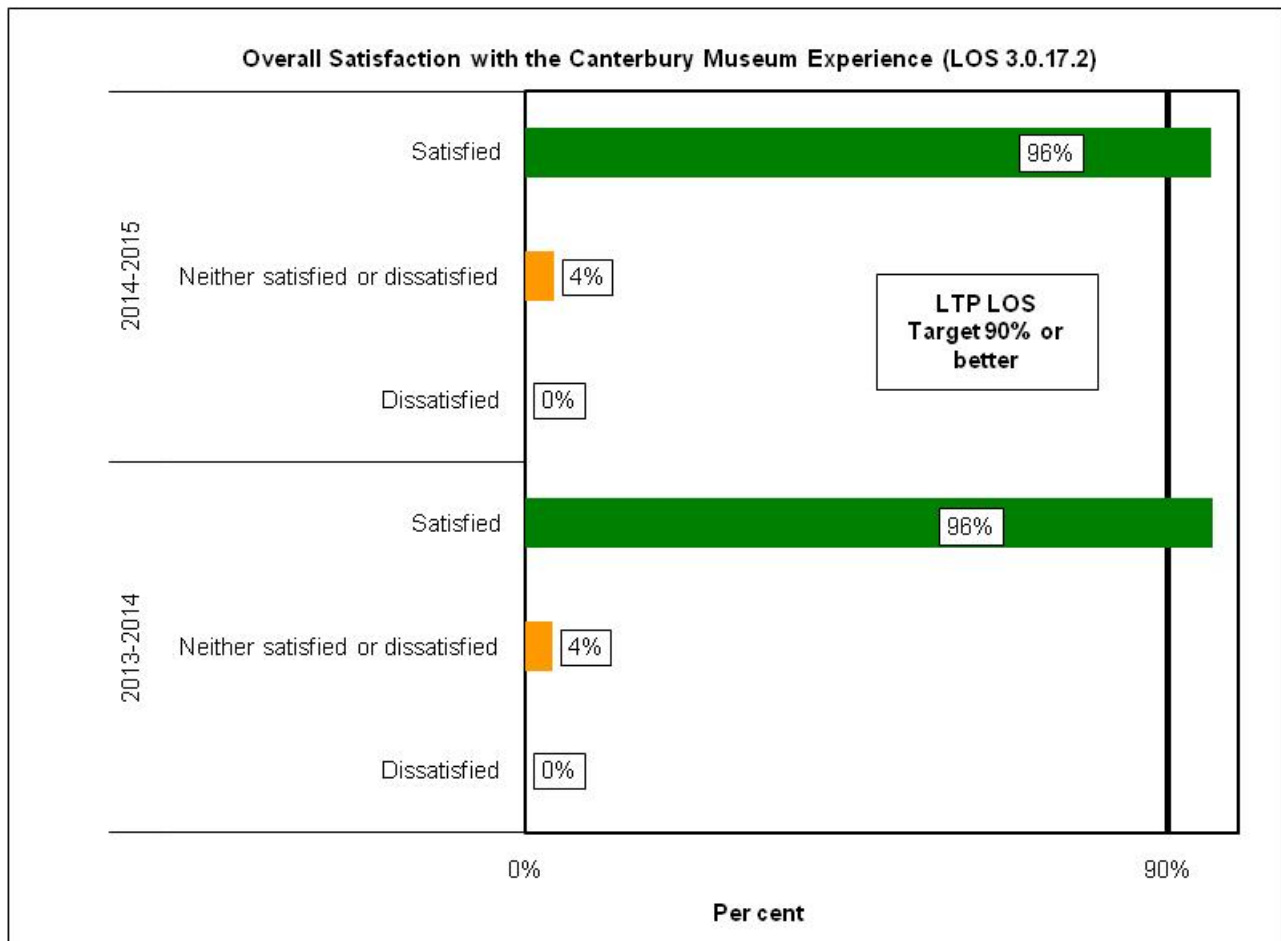
Methodology

LOS score based on survey question stated below:

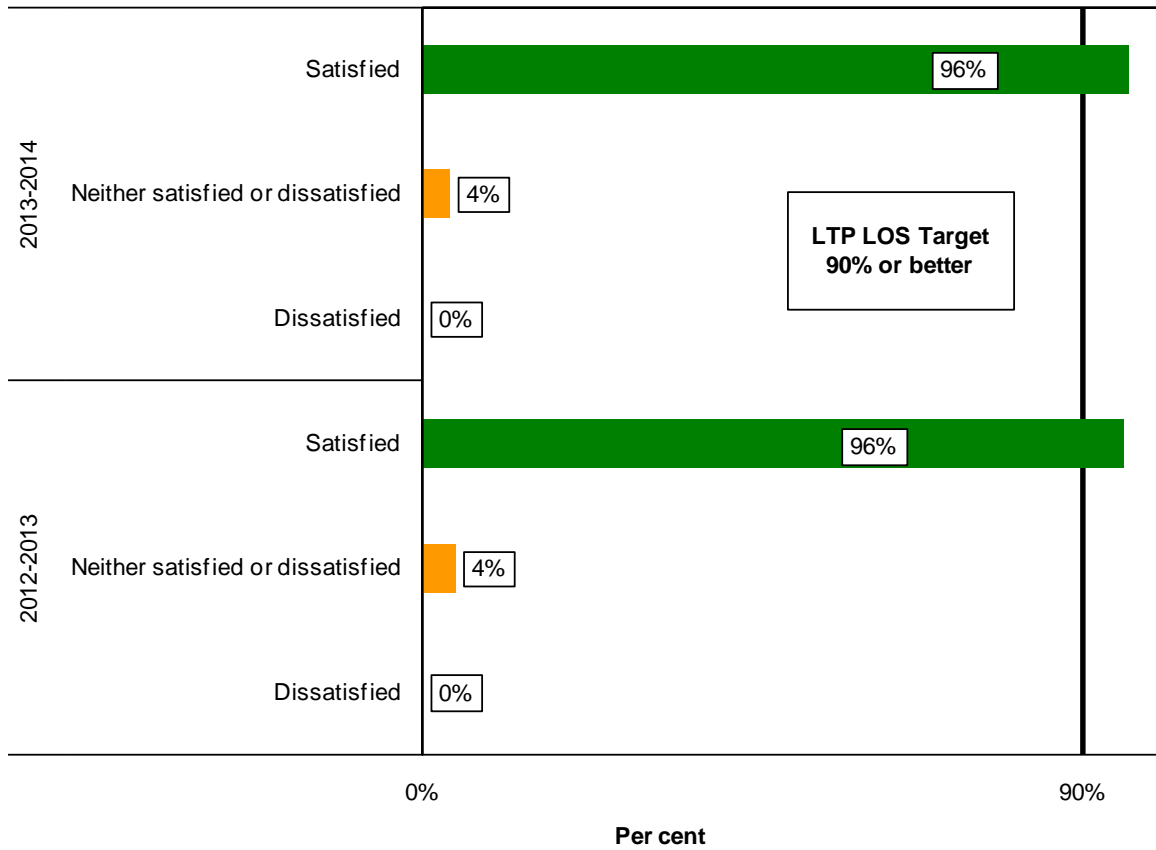
- Thinking about your visit to the Canterbury Museum, including the exhibitions on display and the facilities provided, overall, how satisfied or dissatisfied were you with the Canterbury Museum experience?

Time in field: 3-17 March 2015

Completed Surveys: 151



Overall Satisfaction with the Canterbury Museum Experience (LOS 3.0.17.2)



| 2014-2015 Individual Satisfaction Results | Scale | Percentage |
|---|-------|------------|
| Extremely satisfied | 9 | 27.2% |
| | 8 | 39.1% |
| | 7 | 29.8% |
| Neutral | 6 | 2.6% |
| | 5 | 1.3% |
| | 4 | 0.0% |
| Extremely dissatisfied | 3 | 0.0% |
| | 2 | 0.0% |
| | 1 | 0.0% |
| Extremely dissatisfied | 0 | 0.0% |
| Total | | 100.0% |

Note: These results included responses from non residents of Christchurch and had a 9 point satisfaction scale.

Activity: Libraries

3.1.5 Recommended Level of Service Target: At least 90%

3.1.5 Library user satisfaction with library service at Metro, Suburban and Neighbourhood libraries

Methodology

LOS score based on survey question stated below:

The library service includes things such as manner of library staff, their understanding and ability to address your enquiries, the process of issuing books and the range of books and other items available. It also includes the facilities provided at the libraries and library based programmes and events. The library service includes the Central Peterborough Library, community libraries and the mobile library.

- Thinking about all aspects of the library service, overall, how satisfied or dissatisfied are you with the **LIBRARY SERVICE?**

Time in field: Surveying took place between 18 November 2014 and 10 December 2014.

Completed Surveys: 300

| | |
|-------------------------|------------|
| Hornby Library | 60 |
| Lyttelton Library | 60 |
| Papanui Library | 60 |
| South Library | 60 |
| Upper Riccarton Library | 60 |
| Total | 300 |



| 2014-2015 Individual Satisfaction Results | Percentage |
|---|---------------|
| Very Satisfied | 69.7% |
| Satisfied | 27.3% |
| Neither Satisfied or Dissatisfied | 2.3% |
| Dissatisfied | 0.3% |
| Very Dissatisfied | 0.0% |
| Don't Know | 0.3% |
| Total | 100.0% |

3.1.8 Recommended Level of Service Target: 90%

3.1.8 Customer satisfaction with library programmes and events provided

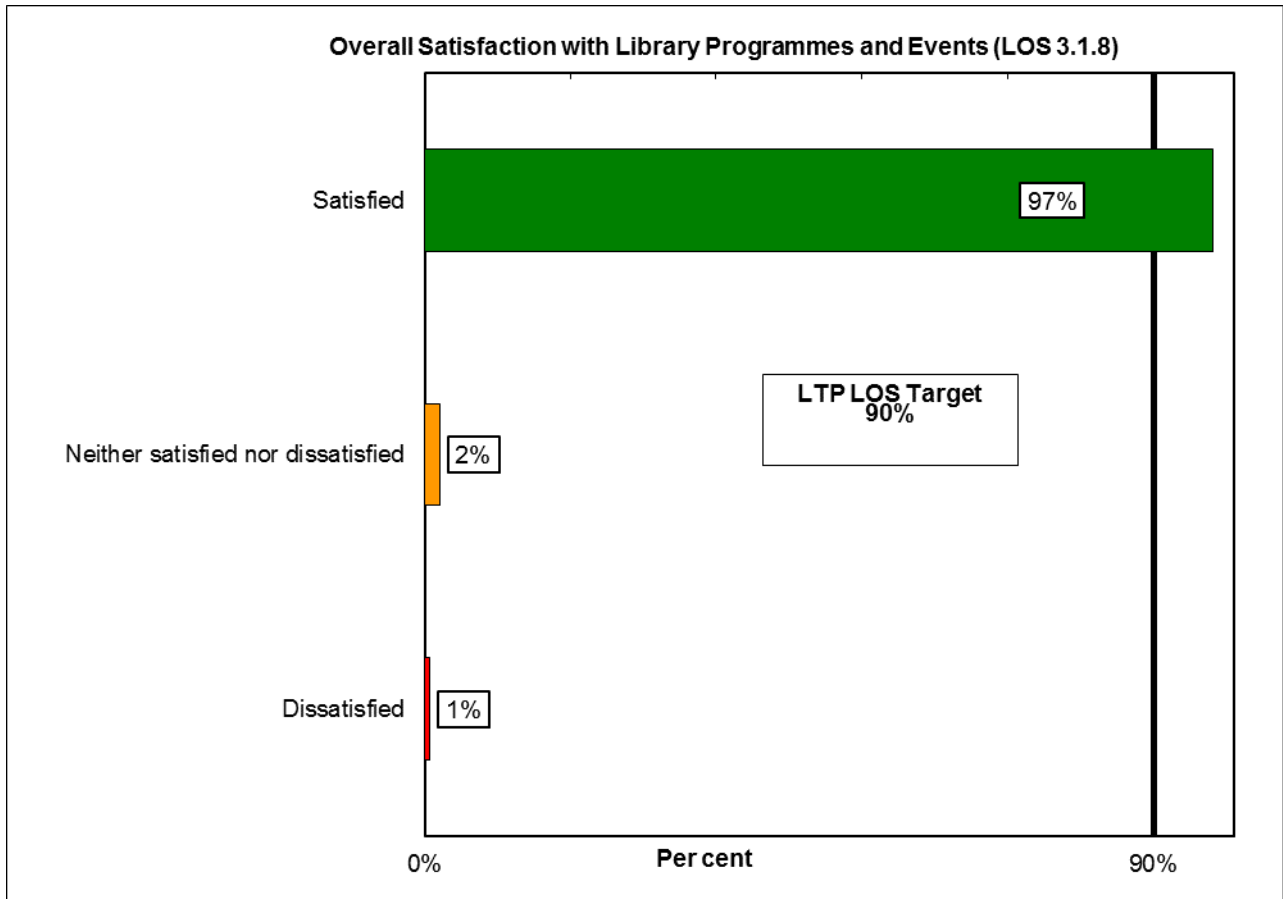
Methodology

LOS score based on survey questions stated below:

- Overall, how satisfied or dissatisfied are you with the following course/programme:
 - Course Content (including things such as how engaging/enjoyable, relevant/useful the topic was; whether the topic was supported by useful resources)
 - Presenter (including how friendly, knowledgeable and easy to understand they were)

Time in field: January to 16 June 2015

Completed Surveys: 484



| 2014-2015 Individual Satisfaction Results | Percentage |
|---|---------------|
| Very Satisfied | 78.6% |
| Satisfied | 18.8% |
| Neither Satisfied or Dissatisfied | 1.9% |
| Dissatisfied | 0.2% |
| Very Dissatisfied | 0.5% |
| Total | 100.0% |

Activity: Transport and Environmental Education

3.2.3 Recommended Level of Service Target: At least 95%

3.2.3 Teacher satisfaction with the Cycle Safe education programme

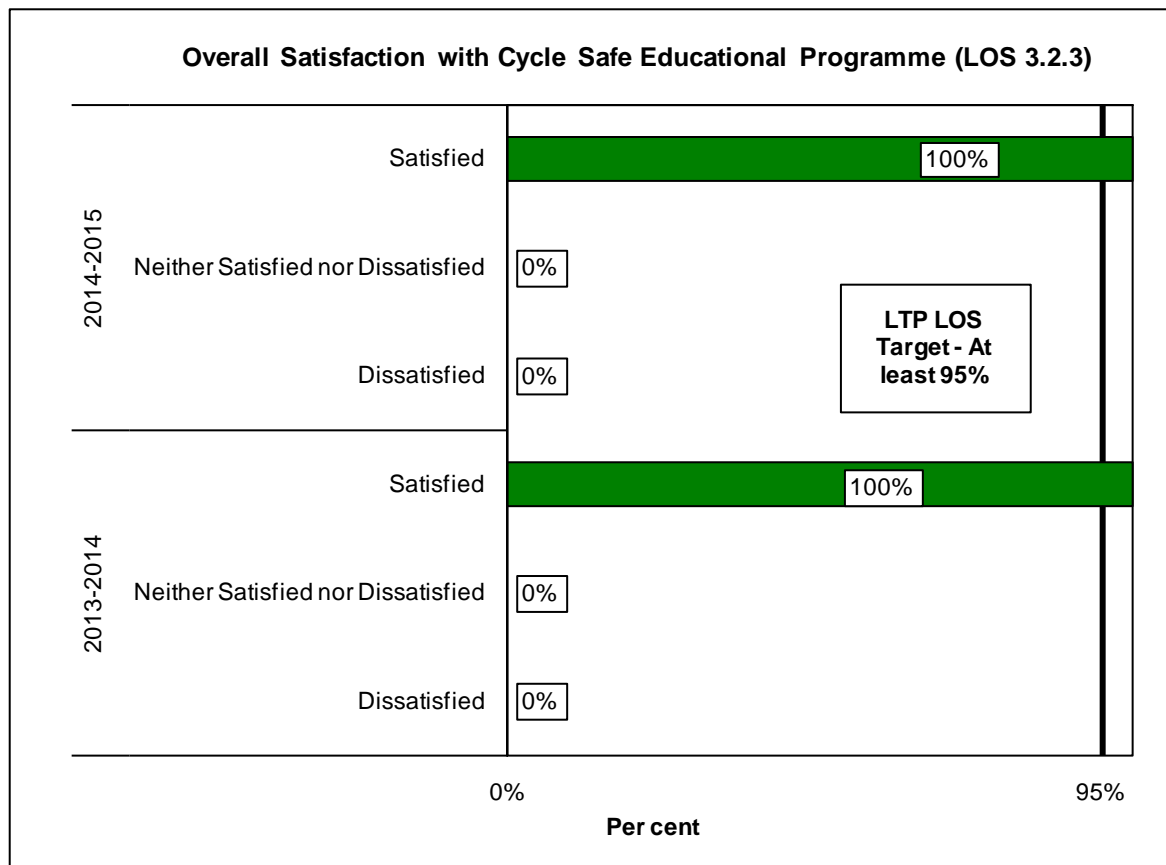
Methodology

LOS score based on survey question stated below:

- Overall, how satisfied or dissatisfied were you with the Cycle Safe education programme? This includes things such as the relevance of course content, its delivery and its ability to help students learn about cycle maintenance, safety helmets and basic cycling skills.

Time in field: The surveys were administered to teachers throughout the year, after their students had participated in a cycle safe education programme during 2014.

Completed Surveys: 75



| 2014-2015 Individual Satisfaction Results | Percentage |
|---|---------------|
| Very satisfied | 98.7% |
| Satisfied | 1.3% |
| Neither satisfied nor dissatisfied | 0.0% |
| Dissatisfied | 0.0% |
| Very dissatisfied | 0.0% |
| Don't know | 0.0% |
| Total | 100.0% |

3.2.5 Recommended Level of Service Target: 100%

3.2.5 Customer satisfaction with travel planning advisory services

Methodology

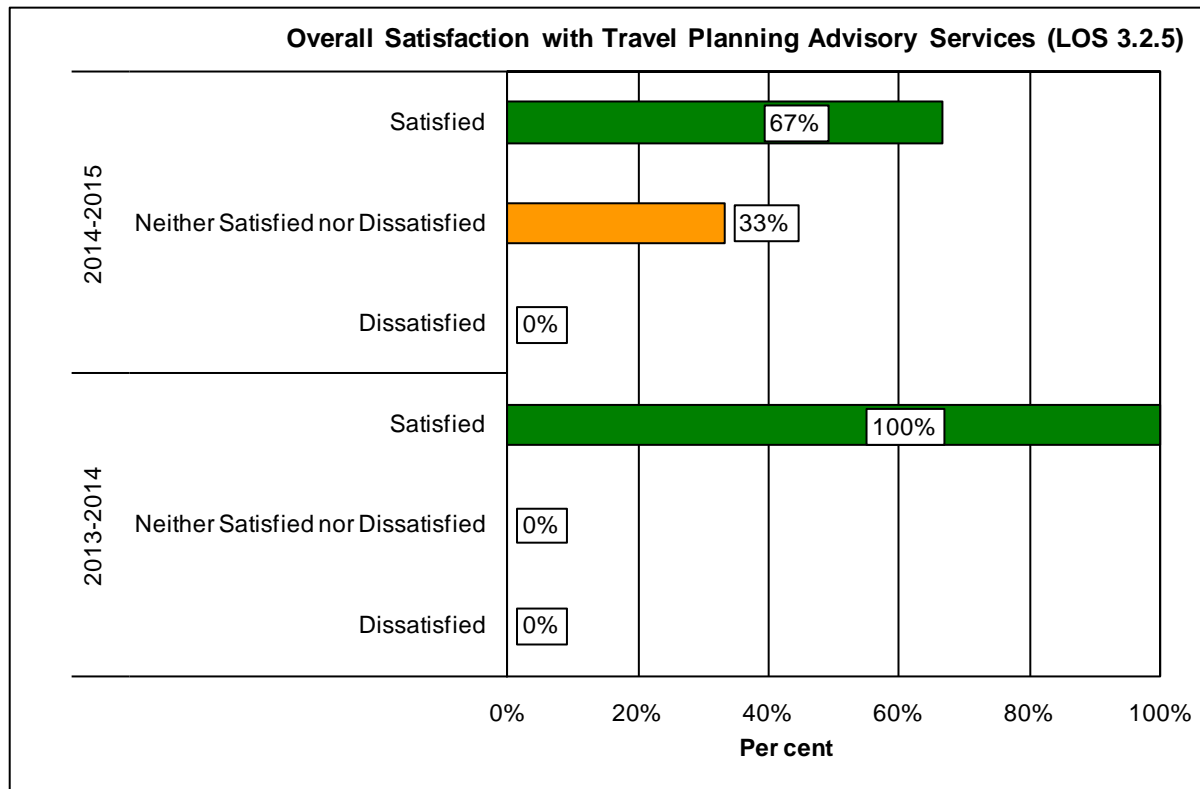
LOS score based on survey questions stated below:

- How satisfied are you with the communication and on-going liaison with the Christchurch City Council's School Travel Plan Adviser?
- How satisfied are you with the quality of support you received from the School Travel Plan Adviser?
- How satisfied are you with the information and resources provided?
- How satisfied are you with the value of the plan?

Time in field: The surveys were administered to teachers throughout the year, after their students had participated in a cycle safe education programme during 2014.

Completed Surveys: 2

Note: The small number of responses means that caution must be applied when interpreting results.



| 2014-2015 Individual Satisfaction Results | Per cent |
|---|---------------|
| Very satisfied | 33.3% |
| Satisfied | 33.3% |
| Neither satisfied nor dissatisfied | 33.3% |
| Dissatisfied | 0.0% |
| Very dissatisfied | 0.0% |
| Don't know | 0.0% |
| Total | 100.0% |

3.2.7 Recommended Level of Service Target: At least 95%

3.2.7 Teacher satisfaction with Greenspace education programme

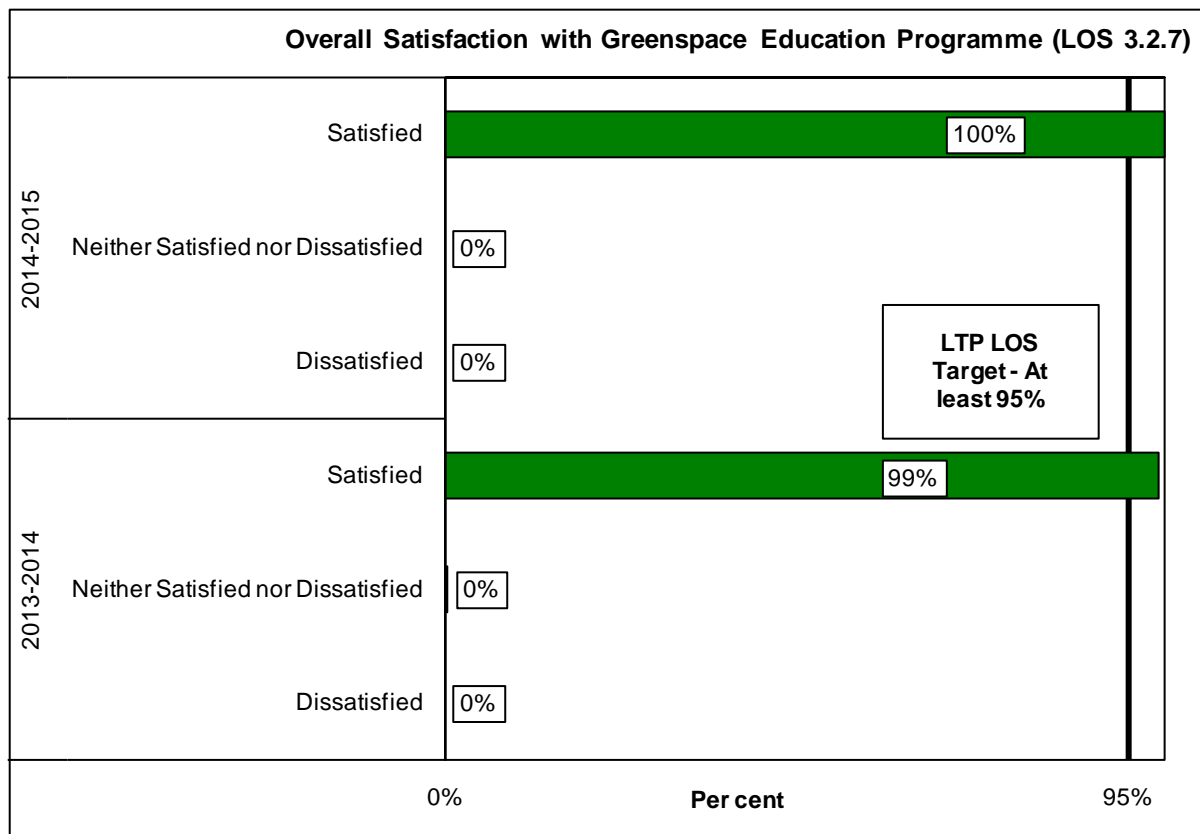
Methodology

LOS score based on survey question stated below:

- Overall, how satisfied or dissatisfied were you with the Greenspace Education Programmes? *This includes things such as the relevance of course content, its delivery and its ability to help students learn about protecting and enhancing our natural environment.*

Time in field: The surveys were administered to teachers throughout the year, after their students had participated in a Greenspace environmental education programme during 2014.

Completed Surveys: 236



| 2014-2015 Individual Satisfaction Results | Per cent |
|---|---------------|
| Very satisfied | 94.1% |
| Satisfied | 5.9% |
| Neither satisfied nor dissatisfied | 0.0% |
| Dissatisfied | 0.0% |
| Very dissatisfied | 0.0% |
| Don't know | 0.0% |
| Total | 100.0% |

3.2.9 Recommended Level of Service Target: 100%

3.2.9 Teachers satisfied with the quality and delivery of Civil Defence and Emergency Management education programmes

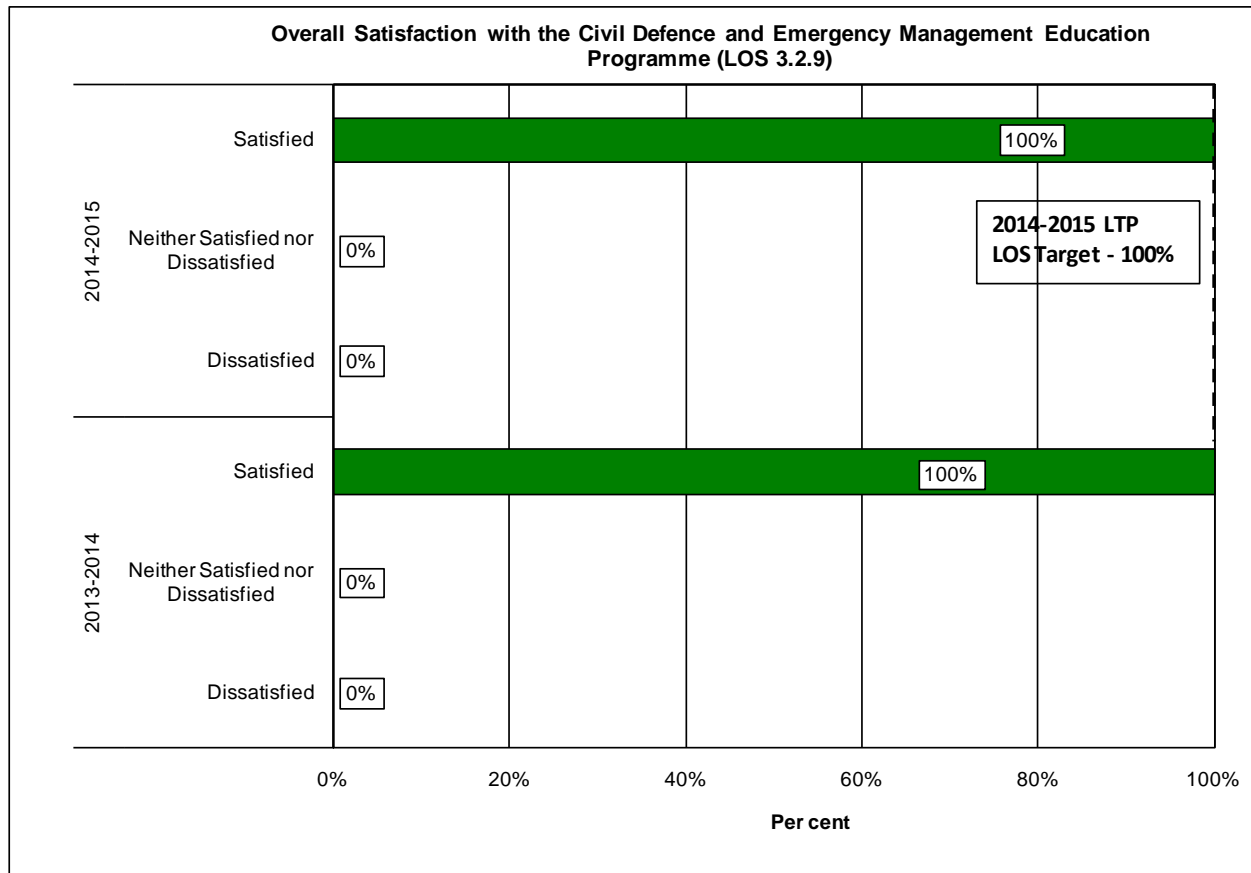
Methodology

LOS score based on survey question stated below:

- Overall, how satisfied or dissatisfied were you with the Stan's Got a Plan civil defence emergency management education programme? *This includes things such as the relevance of course content, its delivery and its ability to help students prepare for disasters.*

Time in field: The surveys were administered to teachers throughout the year, after their students had participated in an Emergency Management education programme during 2014.

Completed Surveys: 31



| 2014-2015 Individual Satisfaction Results | Per cent |
|---|---------------|
| Very satisfied | 75.0% |
| Satisfied | 25.0% |
| Neither satisfied nor dissatisfied | 0.0% |
| Dissatisfied | 0.0% |
| Very dissatisfied | 0.0% |
| Don't know | 0.0% |
| Total | 100.0% |

3.2.11 Recommended Level of Service Target: At least 95%

3.2.11 Teacher satisfaction with Water and Waste education programmes

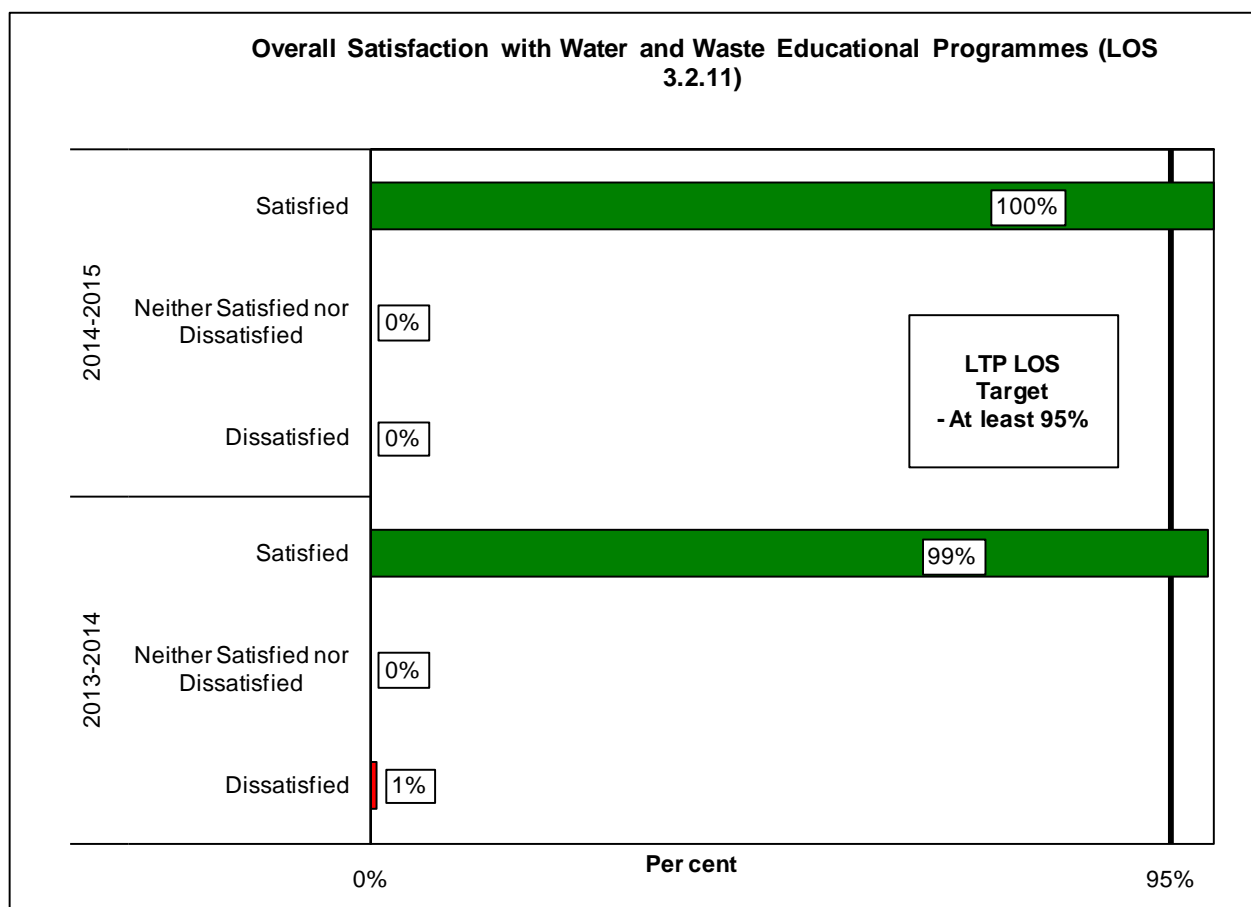
Methodology

LOS score based on survey questions stated below:

- Overall, how satisfied or dissatisfied were you with the Water for Life education programme? This includes things such as the relevance of course content, its delivery and its ability to help students learn about valuing water resources.
- Overall, how satisfied or dissatisfied were you with the A Waste of Time education programme? This includes things such as the relevance of course content, its delivery and its ability to help students learn about recycling and waste management/minimisation.

Time in field: The surveys were administered to teachers throughout the year, after their students had participated in water and waste education programme during 2014.

Completed Surveys: 151



| 2014-2015 Individual Satisfaction Results | Per cent |
|---|---------------|
| Very satisfied | 95.4% |
| Satisfied | 4.6% |
| Neither satisfied nor dissatisfied | 0.0% |
| Dissatisfied | 0.0% |
| Very dissatisfied | 0.0% |
| Don't know | 0.0% |
| Total | 100.0% |

Activity: Public Participation in Democratic Processes

4.1.3 Recommended Level of Service Target: Satisfied or Very Satisfied

4.1.3 Mahaanui Kurataiao Ltd (MKT) satisfaction with opportunities provided for consultation and input

Methodology

Discussion between Director Community and Democracy Services and MKT

Timeframe: May 2015

Result: Satisfied with relationship. MKT believes the relationship has improved in the last 12 months and it is looking forward to continuing to support the nga runanga contribution to Council decision making.

Activity: Communications, Engagement and Consultation

LOS 4.2.1 Recommended Level of Service Target: At least 65%

4.2.1 Provide external communications that are timely, relevant, accurate and cost effective

Methodology

LOS score calculated as an aggregate of the three survey questions stated below:

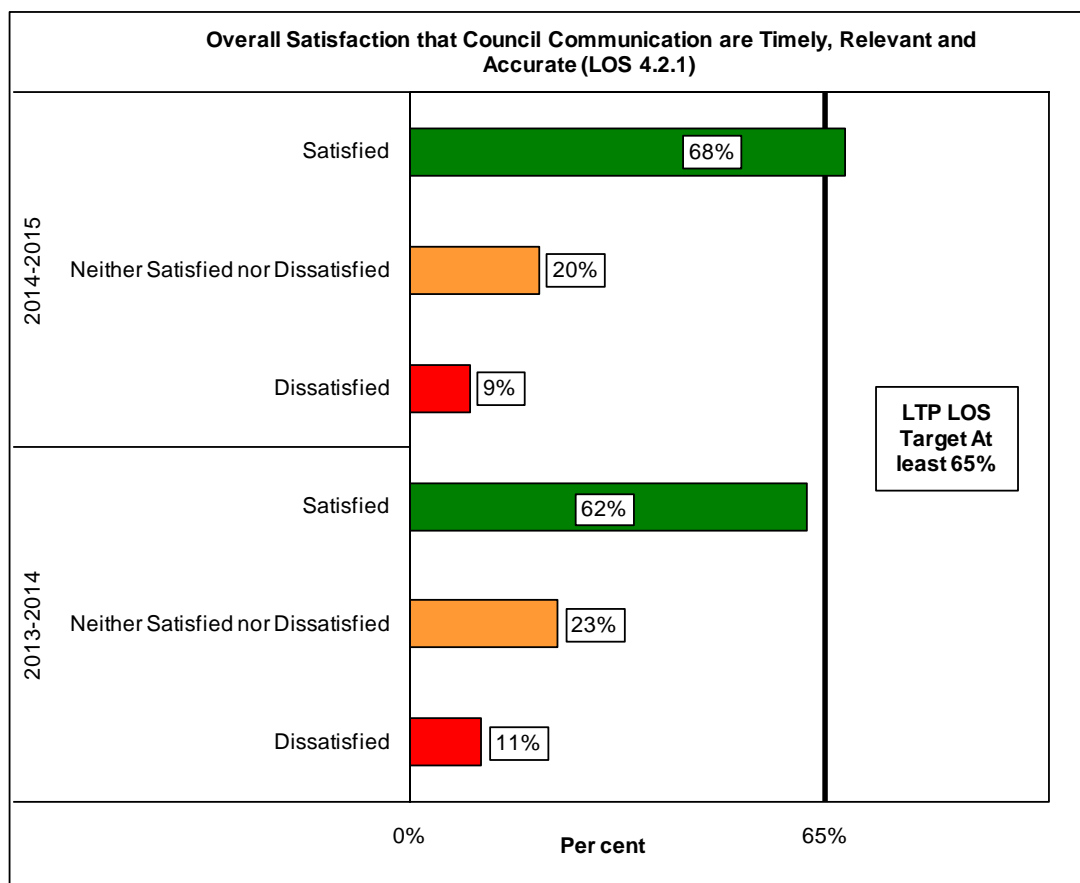
Council communication in the next three questions includes information provided to residents by the Council through things such as publications, letters/emails, community meetings, the newspaper and on the Council website or through social media. Communication covers information about the Council in general, its services, decisions and opportunities for you to participate.

- Overall, how satisfied or dissatisfied are you that **COUNCIL COMMUNICATIONS** are **TIMELY**? *Timely means that Council information is published at an appropriate time*
- Overall, how satisfied or dissatisfied are you that Council communications are **RELEVANT**? *Relevant means that Council information is relevant for you in terms of what the Council is doing and what you want to know*
- Overall, how satisfied or dissatisfied are you that Council communications **ARE ACCURATE**? *Accurate means that Council information is factually correct and Mainland Press is accurate? Accurate means that Council reported stories are factually correct*

Time in field: On site surveying took place at five sites between December 2014 and January 2015.

Completed Surveys: 300

| | Completed surveys |
|--|-------------------|
| City Mall | 60 |
| New Brighton Library (outside) | 60 |
| Papanui Service Centre/Library | 60 |
| Riccarton Road | 60 |
| Shirley Service Centre/Library (outside) | 60 |
| Total | 300 |



| 2014-2015 Individual Satisfaction Results | Percentage |
|--|-------------------|
| Very Satisfied | 14.6% |
| Satisfied | 53.5% |
| Neither Satisfied or Dissatisfied | 20.2% |
| Dissatisfied | 7.0% |
| Very Dissatisfied | 2.3% |
| Don't Know | 2.3% |
| Total | 100.0% |

Activity: Neighbourhood Parks

6.0.2 Recommended Level of Service Target: At least 85%

6.0.2 Customer satisfaction with the range of recreation facilities available.

Methodology

LOS score based on survey question stated below:

- Overall how satisfied or dissatisfied are you with the range of recreation facilities provided at this park?
Range means the variety of recreation facilities available. Recreation facilities include things such as playgrounds.

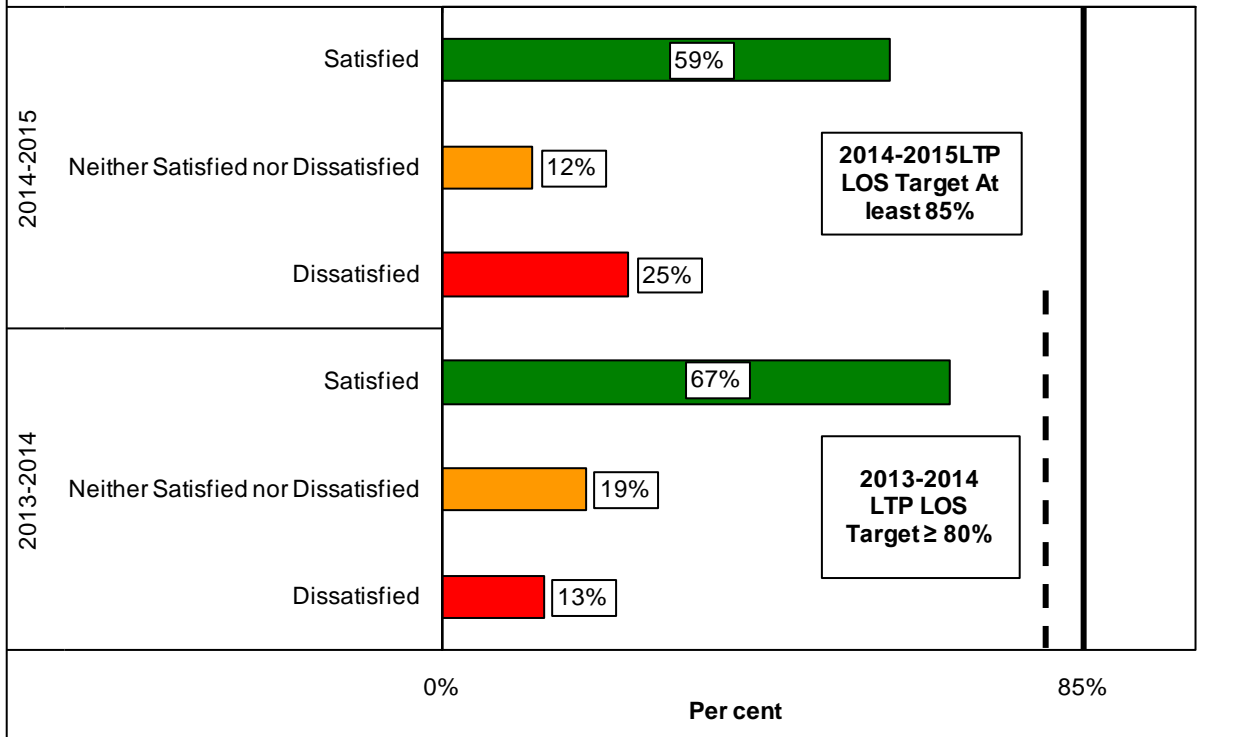
Time in field: Surveys were delivered to households in the vicinity of neighbourhood parks between November and December 2014.

Completed Surveys: 272

Sites surveyed:

| Neighbourhood Park | Completed Surveys |
|-----------------------------|-------------------|
| Bolero Reserve | 3 |
| Brookwater Reserve | 16 |
| Brownlee Reserve | 12 |
| Cameron Reserve | 8 |
| Champagne Reserve | 8 |
| Chester Street East Reserve | 11 |
| Coringa Reserve | 8 |
| Coronation Reserve | 13 |
| Green Point Park | 16 |
| Havana Gardens Reserve | 9 |
| Idris Reserve | 13 |
| Karnak Reserve | 17 |
| Kumara Reserve | 11 |
| Landsdowne Reserve | 15 |
| Oakley Reserve | 7 |
| Petrie Park | 10 |
| Pohutukawa Reserve | 10 |
| Radley Playground | 4 |
| Regency Reserve | 21 |
| Sanscrit Reserve | 9 |
| Soleares Playground | 12 |
| Springmead Park | 12 |
| Ti Rakau Reserve | 13 |
| Witbrock Reserve | 10 |
| Chesterfields | 4 |
| Total | 272 |

Overall Satisfaction with Range of Recreation Facilities in Neighbourhood Parks (LOS 6.0.2)



| 2014-2015 Individual Satisfaction Results | Percentage |
|---|---------------|
| Very satisfied | 16.5% |
| Satisfied | 42.8% |
| Neither satisfied nor dissatisfied | 11.9% |
| Dissatisfied | 14.0% |
| Very dissatisfied | 10.7% |
| Don't know | 4.1% |
| Total | 100.0% |

Note: Not applicable responses have been removed from these results.

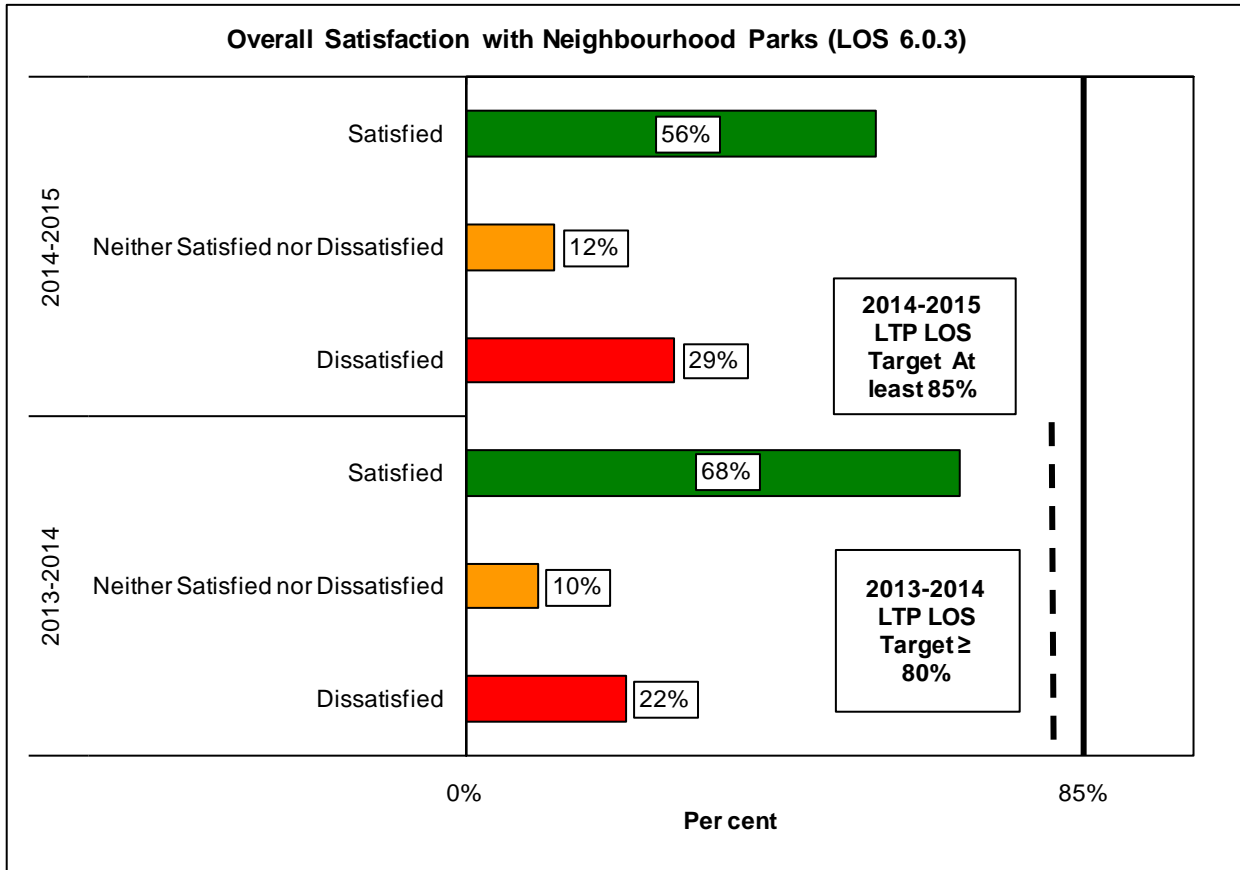
6.0.3 Recommended Level of Service Target: At least 85%

6.0.3 Overall customer satisfaction with neighbourhood parks

Methodology

LOS score calculated as an aggregate of the two survey questions stated below:

- Overall, how satisfied or dissatisfied are you with **THE APPEARANCE** of **THIS PARK**? *Appearance includes things such as the layout and type of plantings and layout and style of facilities*
- Overall, how satisfied or dissatisfied are you with **THE CONDITION** of **THIS PARK**? *Condition includes things such as maintenance and upkeep.*



| 2014-2015 Individual Satisfaction Results | Percentage |
|---|------------|
| Very satisfied | 14.6% |
| Satisfied | 41.9% |
| Neither satisfied nor dissatisfied | 12.3% |
| Dissatisfied | 15.2% |
| Very dissatisfied | 13.6% |
| Don't know | 2.5% |
| Total | 100.0% |

Note: Not applicable responses have been removed from the results

Activity: Sports Parks

6.1.2 Recommended Level of Service Target: At least 85%

6.1.2 Customer satisfaction with the range of recreation facilities available.

Methodology

LOS score based on survey question stated below:

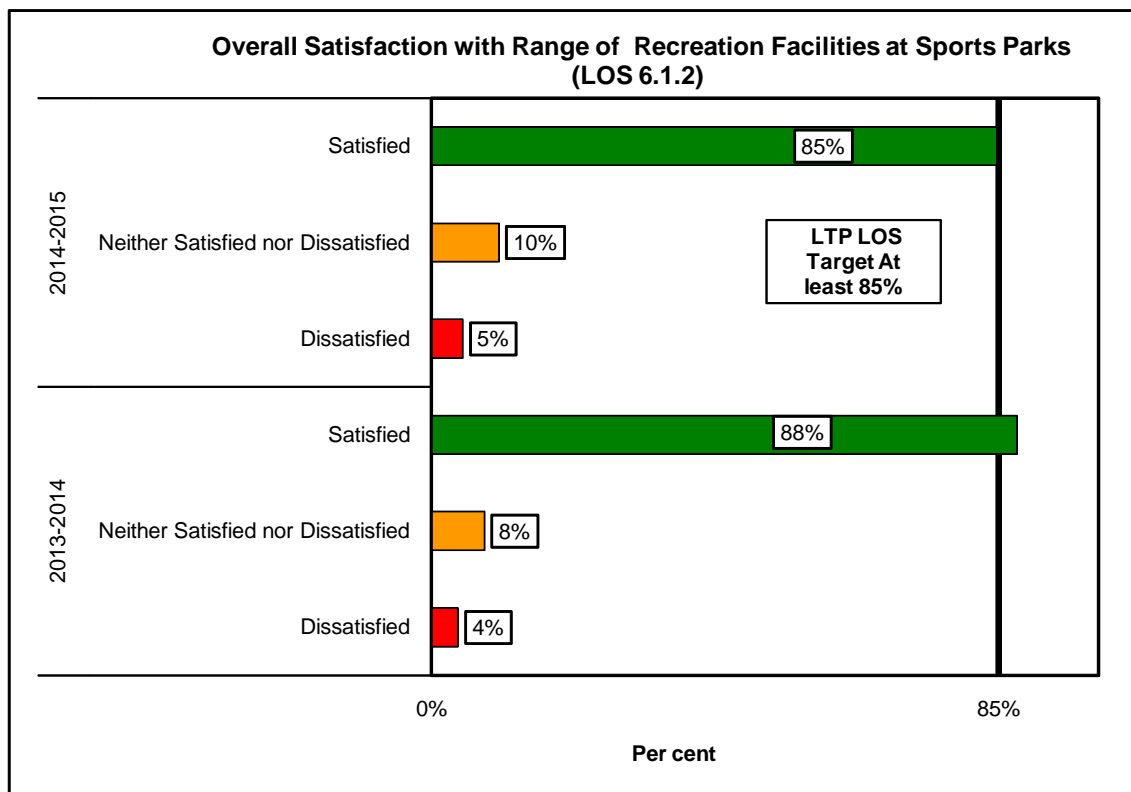
- Overall, how satisfied or dissatisfied are you with **THE RANGE OF RECREATION FACILITIES** provided at this park. *Range means the variety of recreation facilities available. Recreation facilities included things such as playgrounds, skateboard ramps, tennis and petanque courts, BMX tracks and fitness equipment.*

Time in field: The survey was administered to residents while they were using a park between November 2014 and January 2015.

Completed Surveys: 285

Sites surveyed:

| | Completed Surveys |
|-----------------------------|-------------------|
| Akaroa Recreation Ground | 18 |
| Barnett Park Sports Grounds | 10 |
| Broomfield Common | 11 |
| Burnside Park | 70 |
| Crosbie Park | 21 |
| Hillsborough Park | 20 |
| Parklands Reserve | 14 |
| Queenspark Reserve | 14 |
| Ray Blank Park | 50 |
| Redwood Park | 14 |
| Thomson Park | 30 |
| Hornby Domain | 13 |
| Total | 285 |



| 2014-2015 Individual Satisfaction Results | Percentage |
|--|-------------------|
| Very satisfied | 39.5% |
| Satisfied | 45.3% |
| Neither satisfied nor dissatisfied | 10.1% |
| Dissatisfied | 3.6% |
| Very dissatisfied | 1.1% |
| Don't know | 0.4% |
| Total | 100.0% |

Note: Not applicable responses have been removed from the results

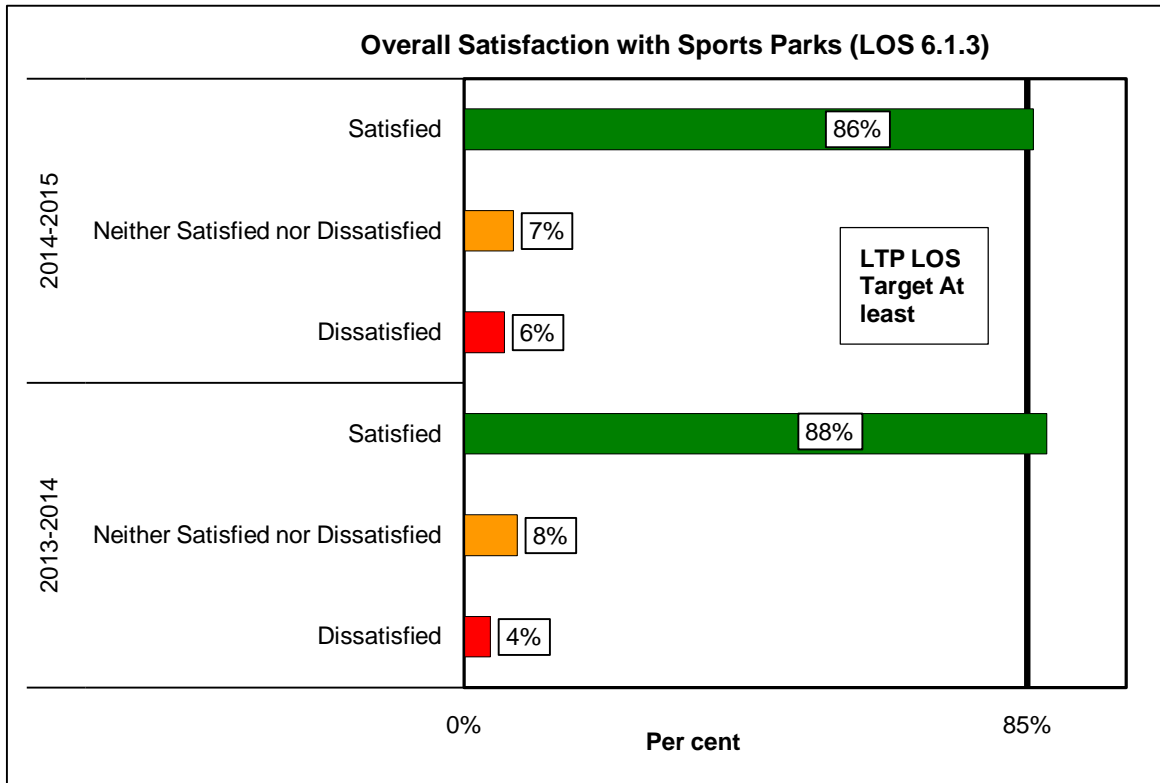
6.1.3 Recommended Level of Service Target: At least 85%

6.1.3 Overall customer satisfaction with sports parks

Methodology

LOS score calculated as an aggregate of the two survey questions stated below:

- Overall, how satisfied or dissatisfied are you with **THE APPEARANCE** of **THIS PARK**? *Appearance includes things such as the layout and type of plantings and layout and style of facilities*
- Overall, how satisfied or dissatisfied are you with **THE CONDITION** of **THIS PARK**? *Condition includes things such as maintenance and upkeep.*



| 2014-2015 Individual Satisfaction Results | Percentage |
|---|---------------|
| Very satisfied | 36.4% |
| Satisfied | 49.6% |
| Neither satisfied nor dissatisfied | 7.5% |
| Dissatisfied | 5.3% |
| Very dissatisfied | 0.7% |
| Don't know | 0.5% |
| Total | 100.0% |

Note: Not applicable responses have been removed from the results

6.1.7 Recommended Level of Service Target: At least 70%

6.1.7 Overall customer satisfaction with sports park administration

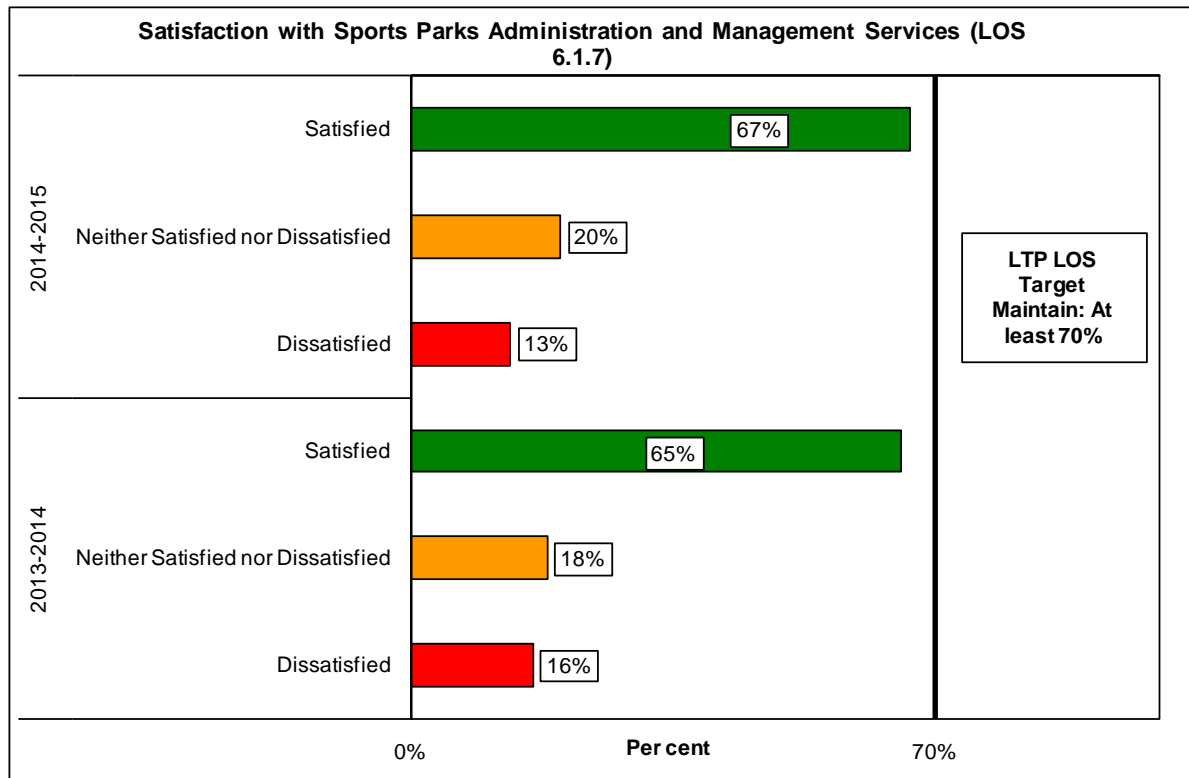
Methodology

LOS score based on survey question stated below:

- Overall, how satisfied or dissatisfied are you with Sports Park administration and management services?
Sports park administration and management includes things such as ground allocation, cancellation and liaising about ground usage and special events.

Time in field: Surveys were mailed (by post and by a web based survey provider) to 232 Sports Park Administrators in December 2014.

Completed Surveys: 45



| 2014-2015 Individual Satisfaction Results | Percentage |
|---|---------------|
| Very Satisfied | 28.9% |
| Satisfied | 37.8% |
| Neither Satisfied or Dissatisfied | 20.0% |
| Dissatisfied | 8.9% |
| Very Dissatisfied | 4.4% |
| Don't Know | 0.0% |
| Total | 100.0% |

Note: Not applicable responses have been removed from the results.

Activity: Garden and Heritage Parks

6.2.2 Recommended Level of Service Target: At least 92%

6.2.2 Proportion of visitors satisfied with the appearance of the Botanic Gardens.

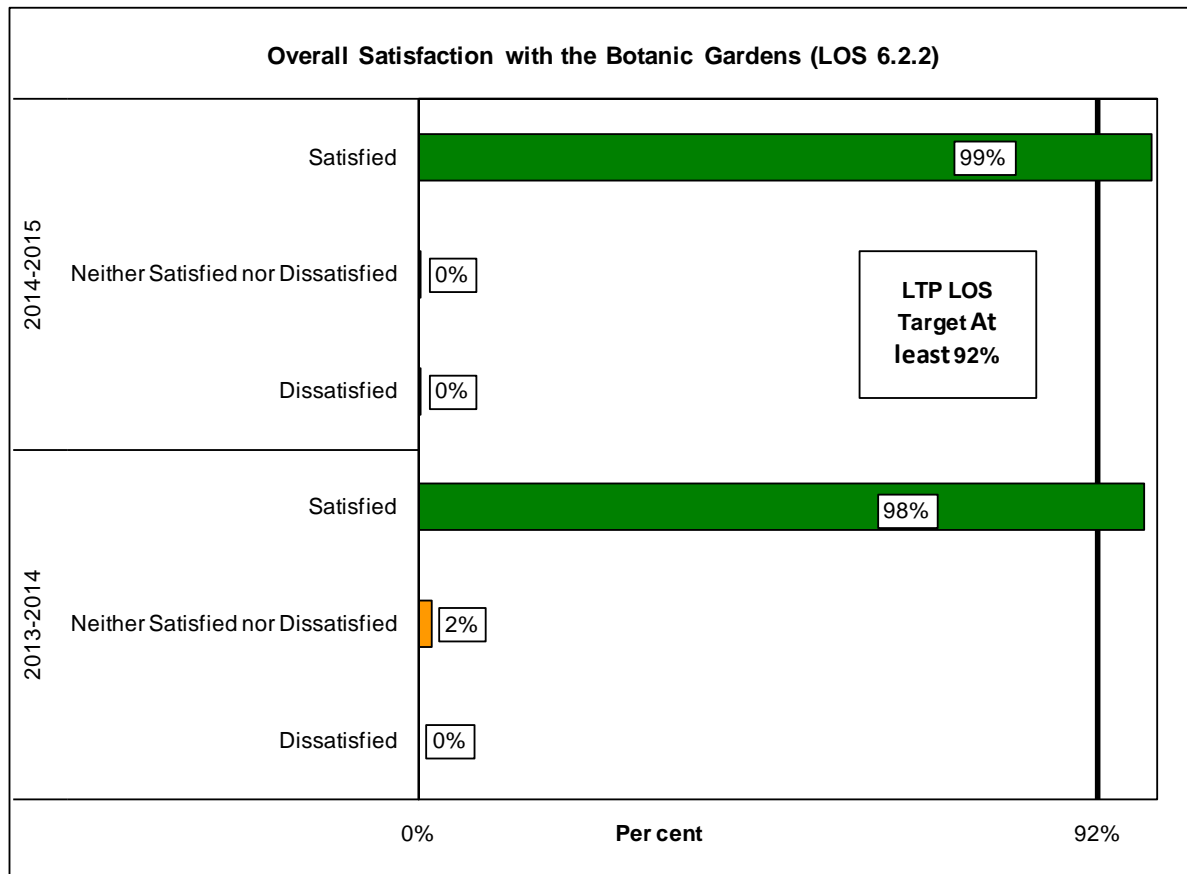
Methodology

LOS score calculated as an aggregate of the two survey questions stated below:

- Overall, how satisfied or dissatisfied are you with **THE APPEARANCE** of the Botanic Gardens?
Appearance includes things such as the layout and type of plantings and layout and style of facilities.
- Overall, how satisfied or dissatisfied are you with **THE CONDITION** of the Botanic Gardens?
Condition includes things such as maintenance and upkeep.

Time in field: Surveying took place on site between November 2014 and January 2015.

Completed Surveys: 150



| 2014-2015 Individual Satisfaction Results | Percentage |
|---|---------------|
| Very Satisfied | 77.7% |
| Satisfied | 21.7% |
| Neither Satisfied or Dissatisfied | 0.3% |
| Dissatisfied | 0.3% |
| Very Dissatisfied | 0.0% |
| Don't Know | 0.0% |
| Total | 100.0% |

6.2.11 Recommended Level of Service Target: At least 85%

6.2.11 Proportion of visitors satisfied with the appearance of garden and heritage parks (excluding the Botanic Gardens)

Methodology

LOS score calculated as an aggregate of the two survey questions stated below:

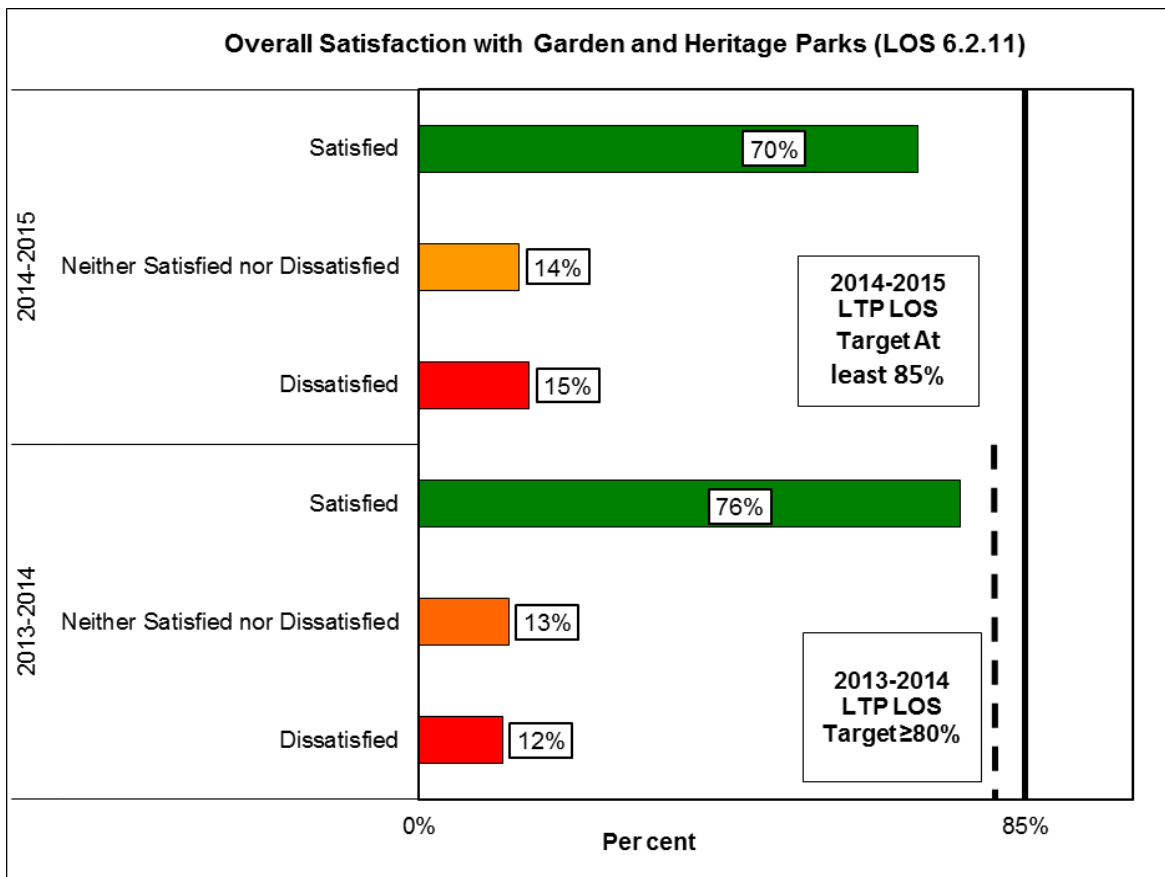
- Overall, how satisfied or dissatisfied are you with **THE APPEARANCE** of this garden and heritage park?
Appearance includes things such as the layout and type of plantings and layout and style of facilities.
- Overall, how satisfied or dissatisfied are you with **THE CONDITION** of this garden and heritage park?
Condition includes things such as maintenance and upkeep.

Time in field: Surveying took place on site and by mail drop between November 2014 and January 2015.

Completed Surveys: 254

Sites Surveyed:

| | Completed Surveys |
|--------------------------|-------------------|
| Cracroft Reserve | 36 |
| Rue Balguerie Playground | 15 |
| Victoria Square | 40 |
| Carmen Reserve | 18 |
| Ernie Clark Reserve | 12 |
| Garden of Tane | 17 |
| Mountfort Park | 15 |
| Papanui Memorial Reserve | 14 |
| Scarborough Park | 35 |
| Little Hagley Park | 25 |
| Edmonds Factory Garden | 13 |
| Woodham Park | 14 |
| Total | 254 |



| 2014-2015 Individual Satisfaction Results | Percentage |
|--|-------------------|
| Very satisfied | 24.3% |
| Satisfied | 45.7% |
| Neither satisfied nor dissatisfied | 14.0% |
| Dissatisfied | 11.7% |
| Very Dissatisfied | 3.8% |
| Don't know | 0.6% |
| Total | 100.0% |

Activity: Regional Parks

6.3.5 Recommended Level of Service Target: At least 90%

6.3.5 Proportion of customers satisfied with their experience of regional parks

Methodology

LOS score calculated as an aggregate of the three survey questions stated below:

We want to know about your satisfaction with experiencing Regional Parks. EXPERIENCE MEANS things like park appearance, landscape, cultural and natural environment, and layout and style of facilities. It is not the experience of interacting with other users of the park.

- Overall, how satisfied or dissatisfied are you with the **RANGE** of recreation facilities provided at **THIS** park?
Range means the variety of recreation facilities available. Recreation facilities include things such as tracks, viewing areas, seats, signage, playgrounds and picnic areas
- Overall, how satisfied or dissatisfied are you with the **APPEARANCE** of **THIS** park? *Appearance includes things such as the layout and type of plantings and layout and style of facilities.*
- Overall, how satisfied or dissatisfied are you with the **CONDITION** of **THIS** park? *Condition includes things such as maintenance and upkeep.*

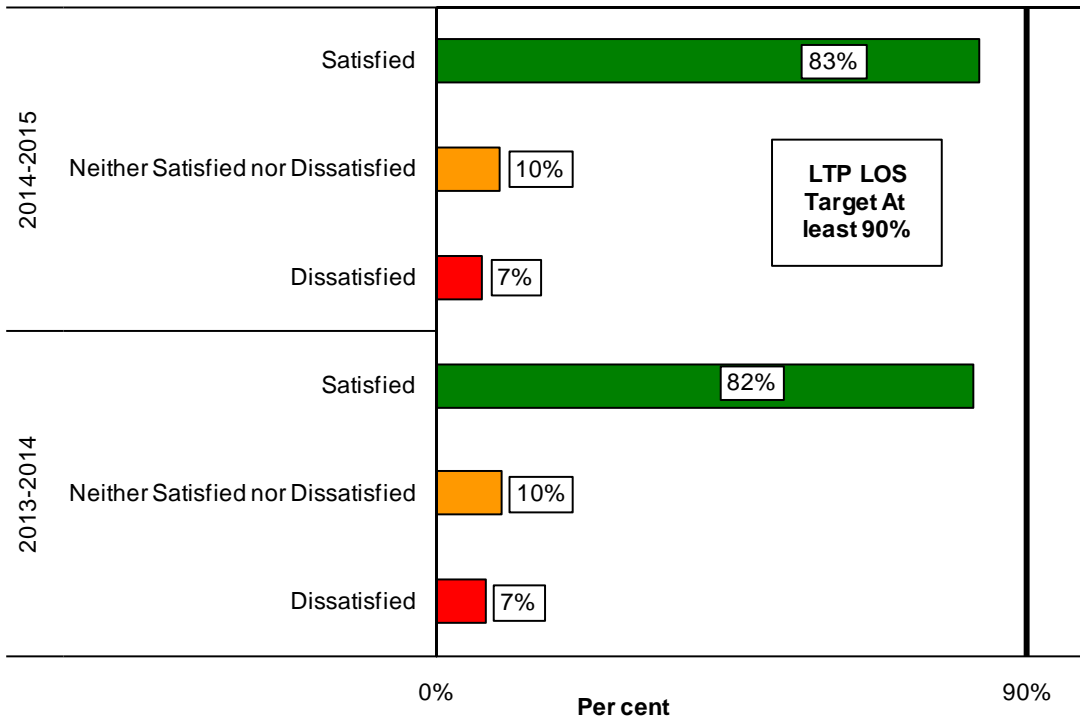
Time in field: On site and mail drop surveying took place between November 2014 and January 2015.

Completed Surveys: 284

Sites Surveyed:

| Regional Park | Completed |
|------------------------------|------------------|
| Bottle Lake Beach Park | 15 |
| Elizabeth Park | 37 |
| Groynes | 25 |
| Halswell Quarry | 25 |
| New Brighton Beach Developed | 27 |
| Rapaki Track | 20 |
| Roto Kohatu | 15 |
| Scarborough Beach | 30 |
| Scarborough Hill Reserve | 15 |
| Spencer Park Beach | 25 |
| Taylor's Mistake Beach | 25 |
| Victoria Park | 25 |
| Total | 284 |

Satisfaction with Experience of Regional Parks (LOS 6.3.5)



| 2014-2015 Individual Satisfaction Results | Percentage |
|---|---------------|
| Very Satisfied | 35.6% |
| Satisfied | 47.1% |
| Neither Satisfied or Dissatisfied | 9.5% |
| Dissatisfied | 5.9% |
| Very Dissatisfied | 1.1% |
| Don't Know | 0.8% |
| Total | 100.0% |

Activity: Cemeteries

6.4.4 Recommended Level of Service Target: At least 81%

6.4.4 Customer Satisfaction with the maintenance and appearance of Council cemeteries

Methodology

LOS score calculated as an aggregate of the three survey questions stated below:

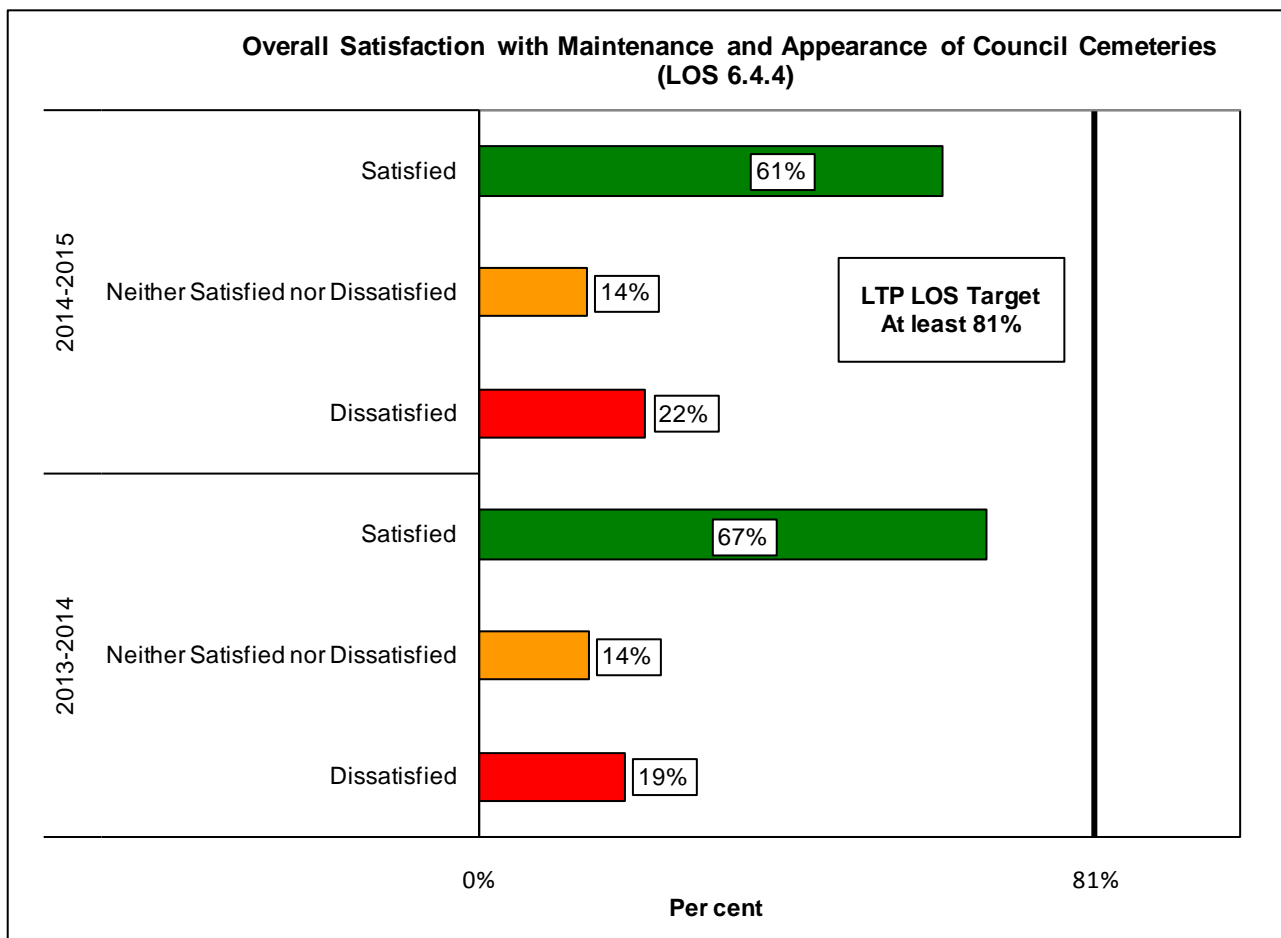
- Overall, how satisfied or dissatisfied are you with **THE APPEARANCE** of **THIS CEMETERY**? *Appearance includes things such as the layout and type of plantings and layout and style of facilities (excluding headstones).*
- Overall, how satisfied or dissatisfied are you with **THE CONDITION** of **THIS CEMETERY**? *Condition includes things such as maintenance and upkeep (excluding headstones).*

Time in field: Surveying was completed between December 2014 and January 2015, through onsite surveys or by post back (i.e. residents took the survey home and returned it in a freepost envelope) or by mail drops, whereby letters and freepost envelopes were delivered to houses surrounding the cemetery.

Completed Surveys: 124

Sites Surveyed:

| Cemetery | Completed Surveys |
|---|-------------------|
| Akaroa Anglican and Dissenters Cemetery | 15 |
| Avonhead Cemetery | 30 |
| Bromley | 30 |
| Linwood Cemetery | 29 |
| Lyttelton Cemetery | 20 |
| Total | 124 |



| 2014-2015 Individual satisfaction results | Percentage |
|--|-------------------|
| Very satisfied | 16.9% |
| Satisfied | 44% |
| Neither satisfied nor dissatisfied | 14.1% |
| Dissatisfied | 12.9% |
| Very dissatisfied | 8.9% |
| Don't know | 3.2% |
| Total | 100.0% |

6.4.5 Recommended Level of Service Target: At least 95%

6.4.5 Customer satisfaction with Council cemetery services

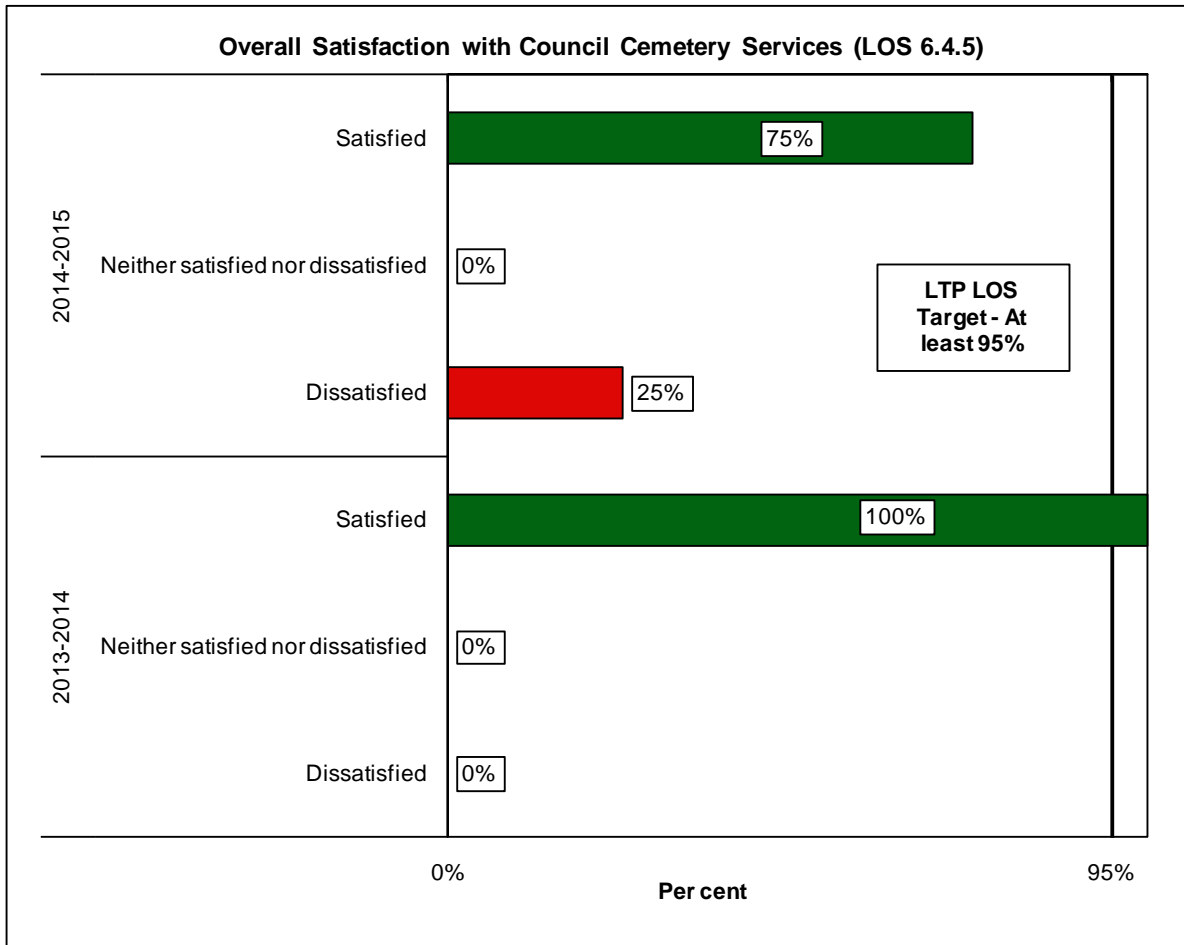
Methodology

LOS score based on survey question stated below:

- Overall, how satisfied or dissatisfied are you with **COUNCIL CEMETERY SERVICES?**
Council cemetery services include providing information about plot location, ownership and availability and processing internment applications.

Time in field: The survey was administered through a web based survey. In September 2014, a link to the survey was emailed to 16 administrators who use the Council cemetery services.

Completed Surveys: 8. The small number of responses means that caution must be applied when interpreting results.



| 2014-2015 Individual Satisfaction Results | Percentage |
|---|---------------|
| Very satisfied | 62.5% |
| Satisfied | 12.5% |
| Neither satisfied or dissatisfied | 0.0% |
| Dissatisfied | 12.5% |
| Very dissatisfied | 12.5% |
| Don't know | 0.0% |
| Total | 100.0% |

Activity: Harbour and Marine Structures

6.6.2 Recommended Level of Service Target: At least 53%

6.6.2 Proportion of customers satisfied with the appearance and maintenance of marine structures provided by Council

Methodology

LOS score calculated as an aggregate of the two survey questions stated below:

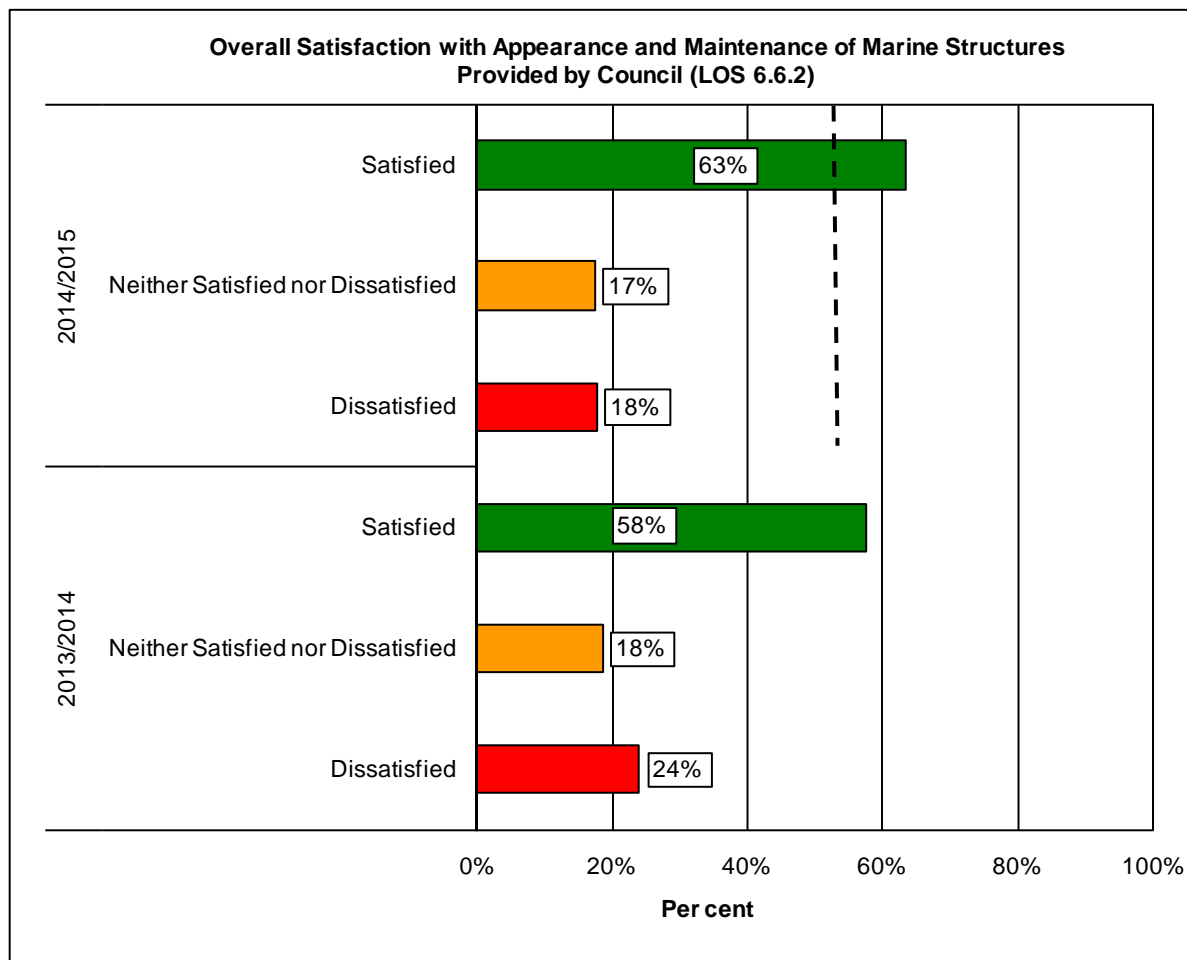
- Overall, how satisfied or dissatisfied are you with **THE APPEARANCE** of this marine structure? *Appearance includes things such as the layout and type of plantings and layout and style of facilities.*
- Overall, how satisfied or dissatisfied are you with **THE CONDITION** of this marine structure? *Condition includes things such as maintenance and upkeep.*

Time in field: Onsite and mail drop surveying took place on site in December 2014.

Completed Surveys: 172

Sites surveyed:

| | Completed surveys |
|------------------------------------|-------------------|
| Akaroa Wharf | 20 |
| Cass Bay Slipway | 17 |
| Corsair Bay Ramp | 10 |
| Daly's Wharf (Akaroa) | 20 |
| Diamond Harbour Wharf | 20 |
| Moncks Bay Public Ramp | 10 |
| New Brighton Pier | 50 |
| Public Ramp Jetty Lyttleton Marina | 15 |
| Sumner Lifeboat Public Ramp | 10 |
| Total | 172 |



| 2014-2015 Individual Satisfaction Results | Percentage |
|--|-------------------|
| Very Satisfied | 18.9% |
| Satisfied | 44.5% |
| Neither satisfied nor dissatisfied | 17.4% |
| Dissatisfied | 14.5% |
| Very Dissatisfied | 3.2% |
| Don't know | 1.5% |
| Total | 100.0% |

Activity: Recreation and Sport Services

7.0.7 Recommended Level of Service Target: 5.8 score (CERM Survey)

7.0.7 Deliver a high level of customer satisfaction with the range and quality of facilities

Methodology

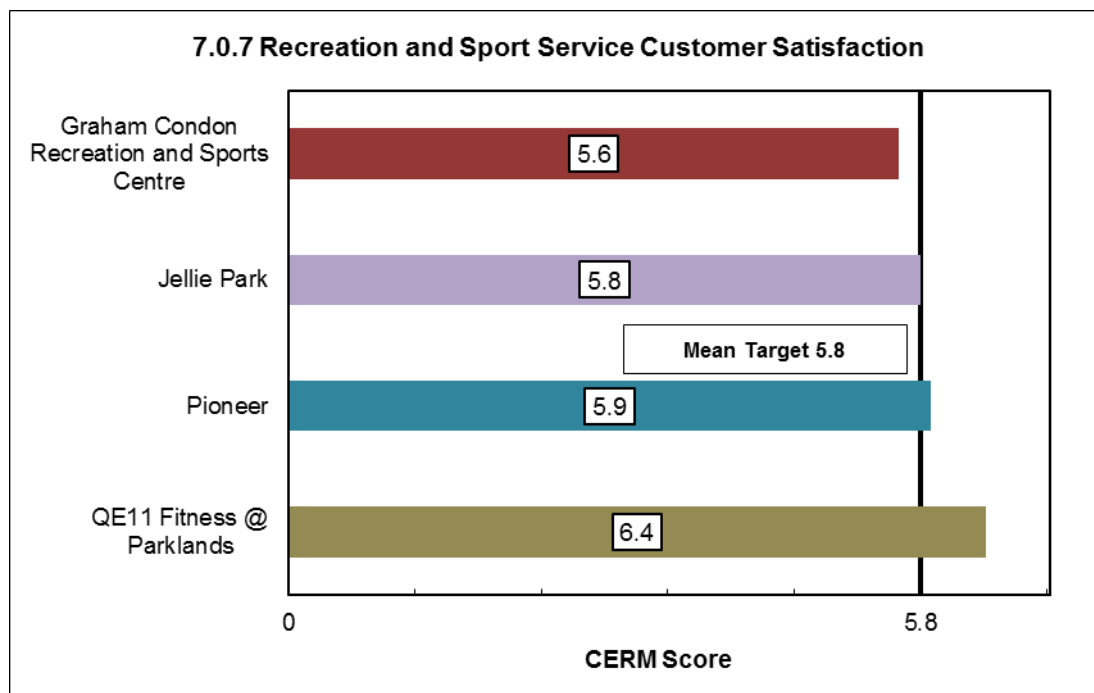
LOS score based on survey question stated below: **5.9**

Overall, how satisfied are you as a customer of this centre?

Time in field: May - June 2015

Completed Surveys: 1,045

Centres Surveyed: 4



| Recreation and Sport Centre | 2015 CERM Result |
|--|------------------|
| QE11 Fitness @ Parklands | 6.4 |
| Pioneer | 5.9 |
| Jellie Park | 5.8 |
| Graham Condon Recreation and Sports Centre | 5.6 |
| All Centres | 5.9 |

7.0.11 Recommended Level of Service Target: At least 90%

7.0.11 Deliver a high level of customer satisfaction with range, content and delivery of accessible community-based recreation and sport programmes, events and campaigns.

Methodology

LOS score calculated as an aggregate of the three survey questions stated below:

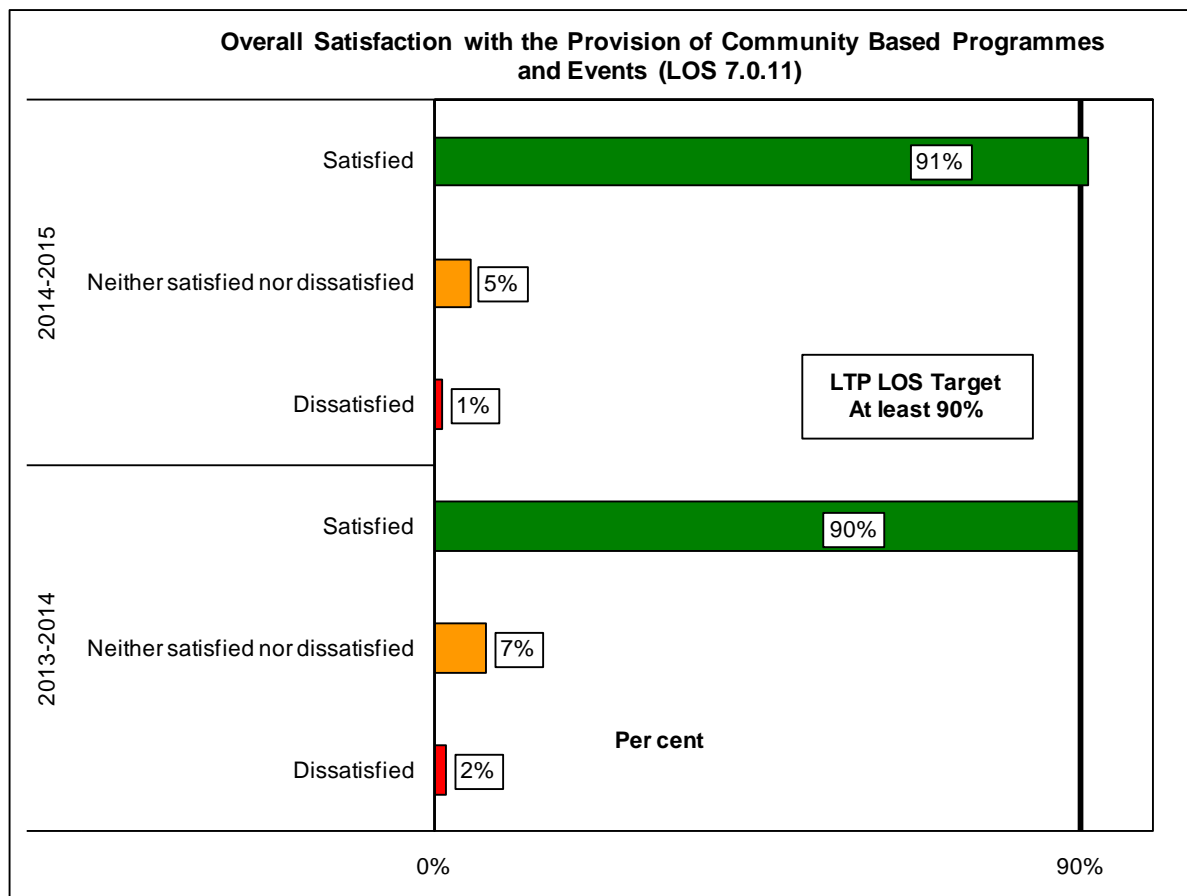
- Overall, how satisfied or dissatisfied are you with the CONTENT of TODAY's event? *Content means the items included in the event*
- Overall, how satisfied or dissatisfied are you with the DELIVERY of TODAY's event? *Delivery means the organisation and presentation of the event*
- Overall, how satisfied or dissatisfied are you with the RANGE of programmes and events? *Range means the variety of community programmes and events available during the year*

Time in field: On site surveying took place between November 2014 and February 2015.

Completed Surveys: 328

Events Surveyed:

| Community Event | Completed |
|----------------------|------------|
| Hoon Hay Fiesta | 48 |
| Linwood X Games | 24 |
| Shirley Skate Jam | 16 |
| Hornby Youth Day Out | 50 |
| Celebrate Bishopdale | 50 |
| Avice Hill | 50 |
| St Albans Skate Jam | 30 |
| Jelly Park Skate Jam | 30 |
| I Love New Brighton | 30 |
| Total | 328 |



| 2014-2015 Individual Satisfaction Results | Percentage |
|--|-------------------|
| Very Satisfied | 50.1% |
| Satisfied | 41.0% |
| Neither satisfied nor dissatisfied | 5.0% |
| Dissatisfied | 1.0% |
| Very Dissatisfied | 0.1% |
| Don't know | 2.9% |
| Total | 100.0% |

7.0.12 Recommended Level of Service Target: At least 75%

7.0.12 Deliver a high level of customer satisfaction with the support provided to the community based recreation and sport organisations.

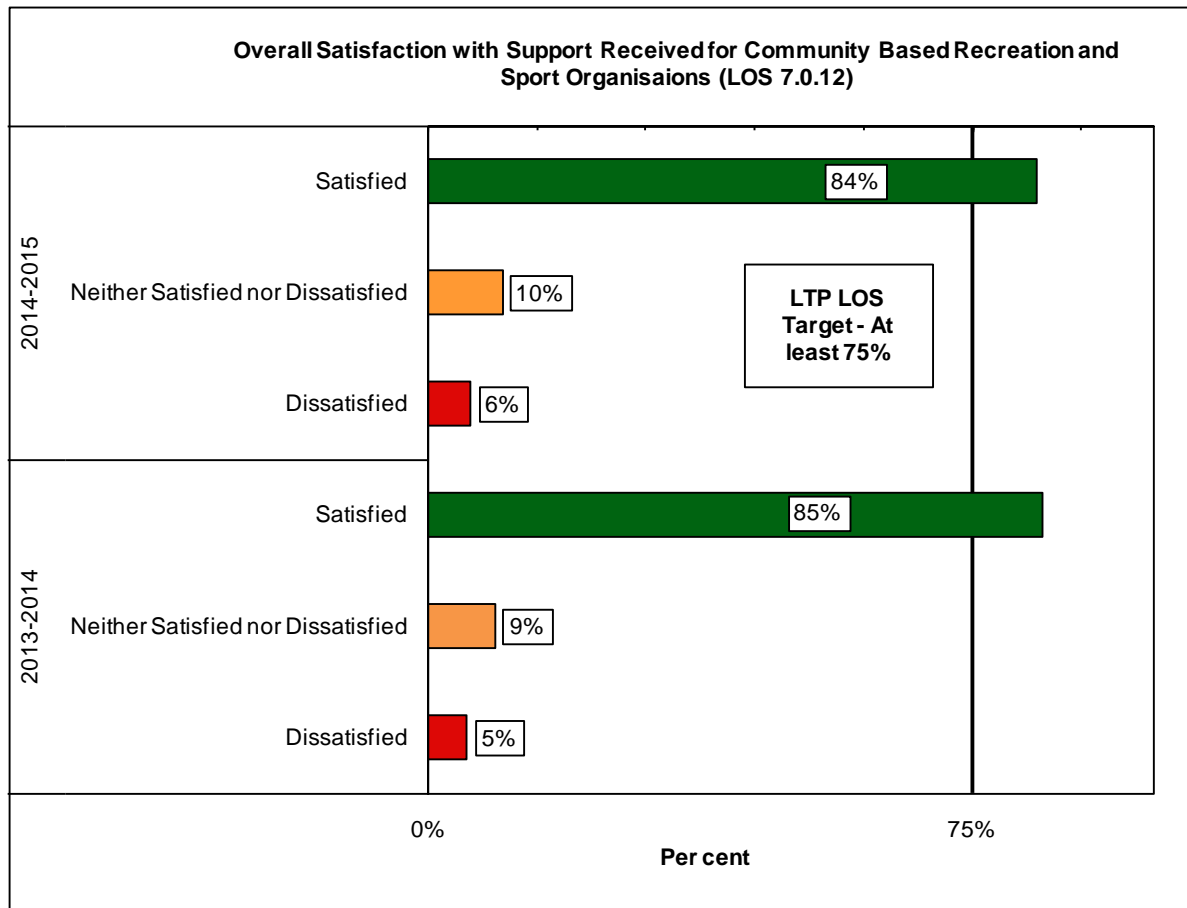
Methodology

LOS score calculated as an aggregate of the three survey questions stated below:

- Overall, how satisfied or dissatisfied are you with the support given to your organisation by the Council?
Support includes things such as information, advice, guidance and funding.

Time in field: In November 2014, a link to the survey was emailed to 362 event organisers who had arranged their event in 2014 through the Council’s Events Development Team.

Completed Surveys: 140



| 2014-2015 Individual Satisfaction Results | Percentage |
|---|---------------|
| Very Satisfied | 44.5% |
| Satisfied | 39.4% |
| Neither Satisfied or Dissatisfied | 10.2% |
| Dissatisfied | 5.1% |
| Very Dissatisfied | 0.7% |
| Don't Know | 0.0% |
| Total | 100.0% |

Activity: Events and Festivals

7.2.3 Recommended Level of Service Target: At least 90%

7.2.3. Produce top quality events – such as a Summertimes, Kidfest, Guy Fawkes, Fireworks.

Methodology

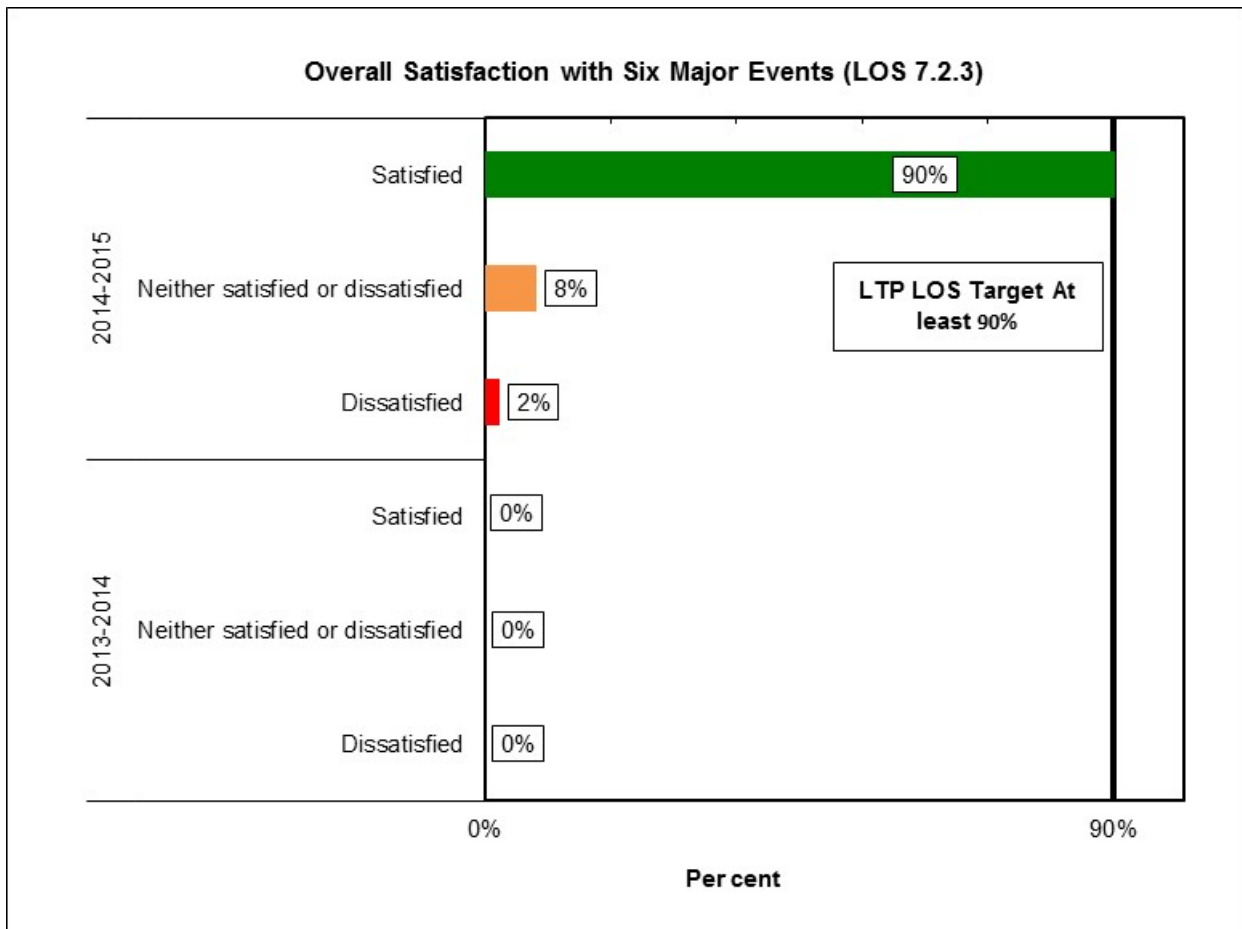
LOS score calculated as an aggregate of the two survey questions stated below:

- Overall, how satisfied or dissatisfied are you with the CONTENT of TODAY's event? *Content means the items included in the event*
- Overall, how satisfied or dissatisfied are you with the DELIVERY of TODAY's event? *Delivery means the organisation and presentation of the event*

Time in field: range of dates over 2014-2015

Completed Surveys: 2,219

Events Surveyed: Ice Fest, Sparks, Buskers Festival, Cup and Show Week, Guy Fawkes, Cricket World Cup



| 2014-2015 Individual Satisfaction Results | Percentage |
|---|---------------|
| Very Satisfied | 42.1% |
| Satisfied | 48.0% |
| Neither satisfied or dissatisfied | 7.5% |
| Dissatisfied | 1.8% |
| Very Dissatisfied | 0.4% |
| Don't Know | 0.2% |
| Total | 100.0% |

7.2.7.2 Recommended Level of Service Target: 90%

7.2.7 Manage and develop the central city event spaces

Methodology

LOS score calculated as an aggregate of the three survey questions stated below:

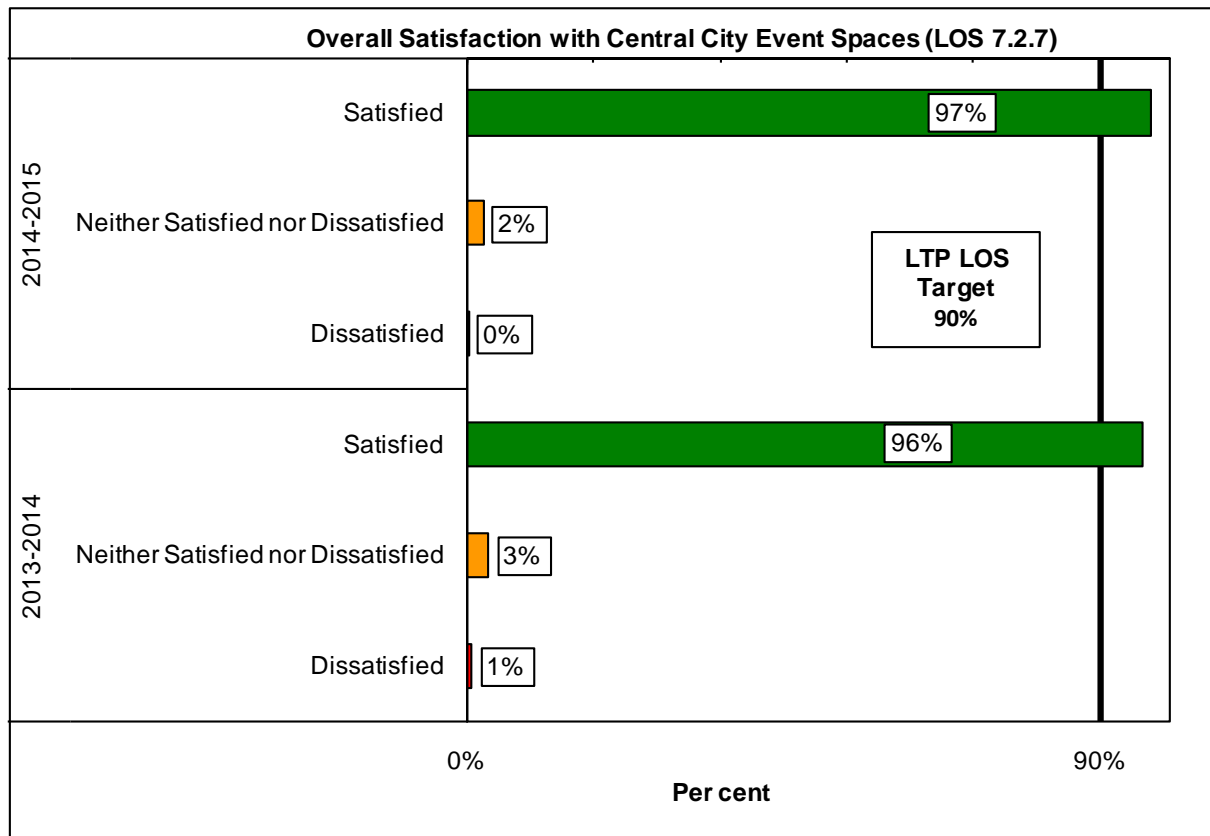
- Overall, how satisfied or dissatisfied are you with the content of today's event? *Content means the items included in the event*
- Overall, how satisfied or dissatisfied are you with the delivery of today's event? *Delivery means the organisation and presentation of the event*
- Overall, how satisfied or dissatisfied are you with the suitability of today's event venue? *Suitability includes things such as the venue's size and location, ability to see and hear performers and the facilities available for people attending the event*

Time in field: On site surveying took place in various central city locations between November 2014 and February 2015.

Completed Surveys: 284

Events Surveyed:

| Event | Completed surveys |
|---------------------------------|-------------------|
| Kids in Town Events 1 & 2 | 34 |
| Lazy Sundays Events 1, 2, 3 & 4 | 150 |
| Sparks | 100 |
| Total | 284 |



| 2014-2015 Individual Satisfaction Results | Percentage |
|---|---------------|
| Very Satisfied | 70.4% |
| Satisfied | 27.0% |
| Neither Satisfied or Dissatisfied | 2.3% |
| Dissatisfied | 0.2% |
| Very Dissatisfied | 0.0% |
| Don't Know | 0.0% |
| Total | 100.0% |

Note: Not applicable responses have been removed from the results.

7.2.8.1 Recommended Level of Service Target: At least 80%

7.2.8.1 Events Support Provided to the Event Industry

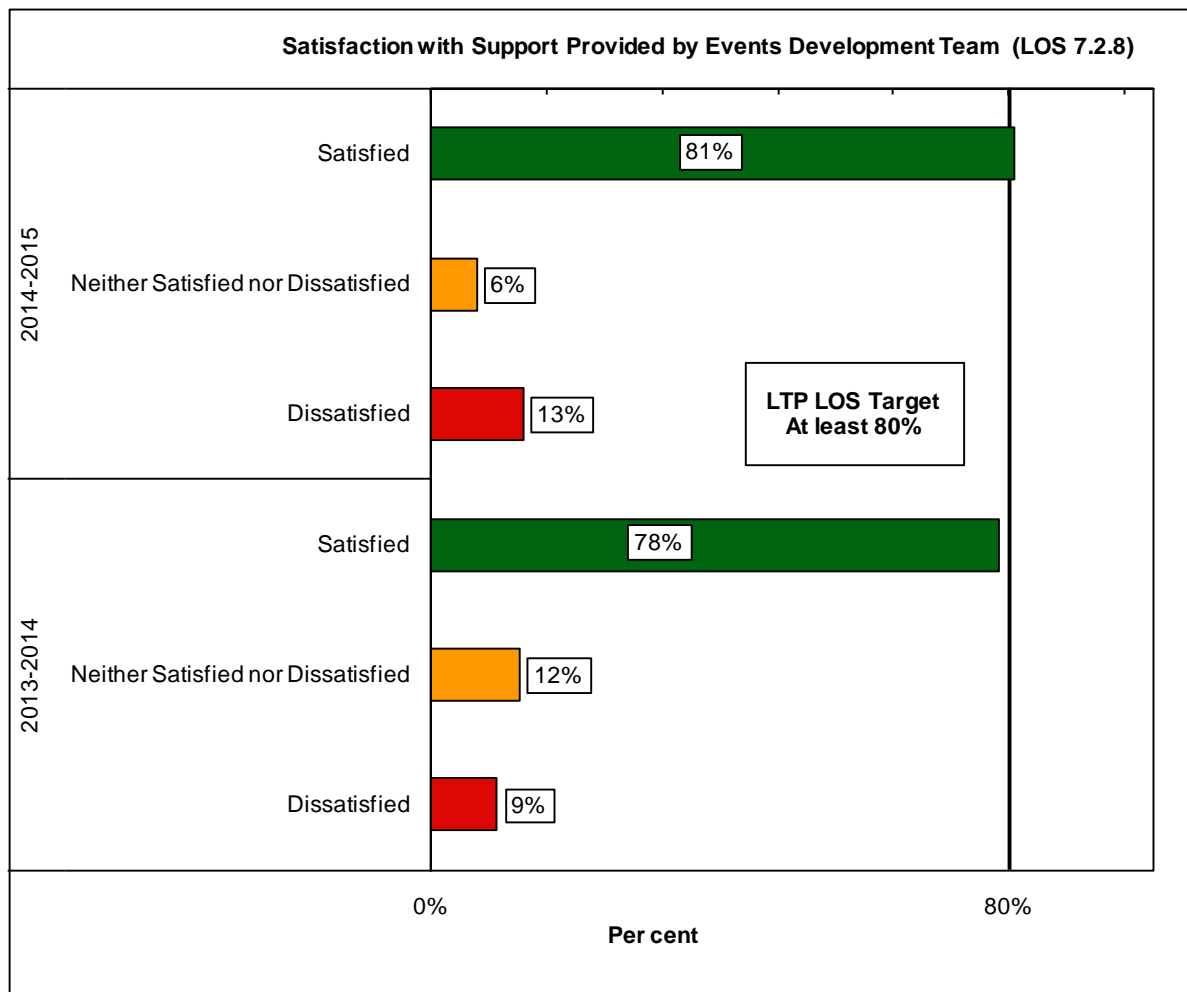
Methodology

LOS score based on survey question stated below:

- Overall, how satisfied or dissatisfied are you with the support provided to you by the Christchurch City Council One Stop Shop Events Development Team? *Support includes advice on and booking of Council land, consents and logistics. It DOES NOT INCLUDE funding or sponsorship of events.*

Time in field: In November 2014, a link to the survey was emailed to 93 event organisers who had arranged their event in 2014 through the Council's Events Development Team.

Completed Surveys: 48



| 2014-2015 Individual Satisfaction Results | Percentage |
|---|---------------|
| Very Satisfied | 42.6% |
| Satisfied | 38.3% |
| Neither Satisfied or Dissatisfied | 6.4% |
| Dissatisfied | 8.5% |
| Very Dissatisfied | 4.3% |
| Don't Know | 0.0% |
| Total | 100.0% |

Activity: Commercial and Industrial Waste Minimisation

8.3.2 Recommended Level of Service Target: At least 85%

8.3.2 Proportion of businesses actively taking part in Target Sustainability satisfied with the advice and support received

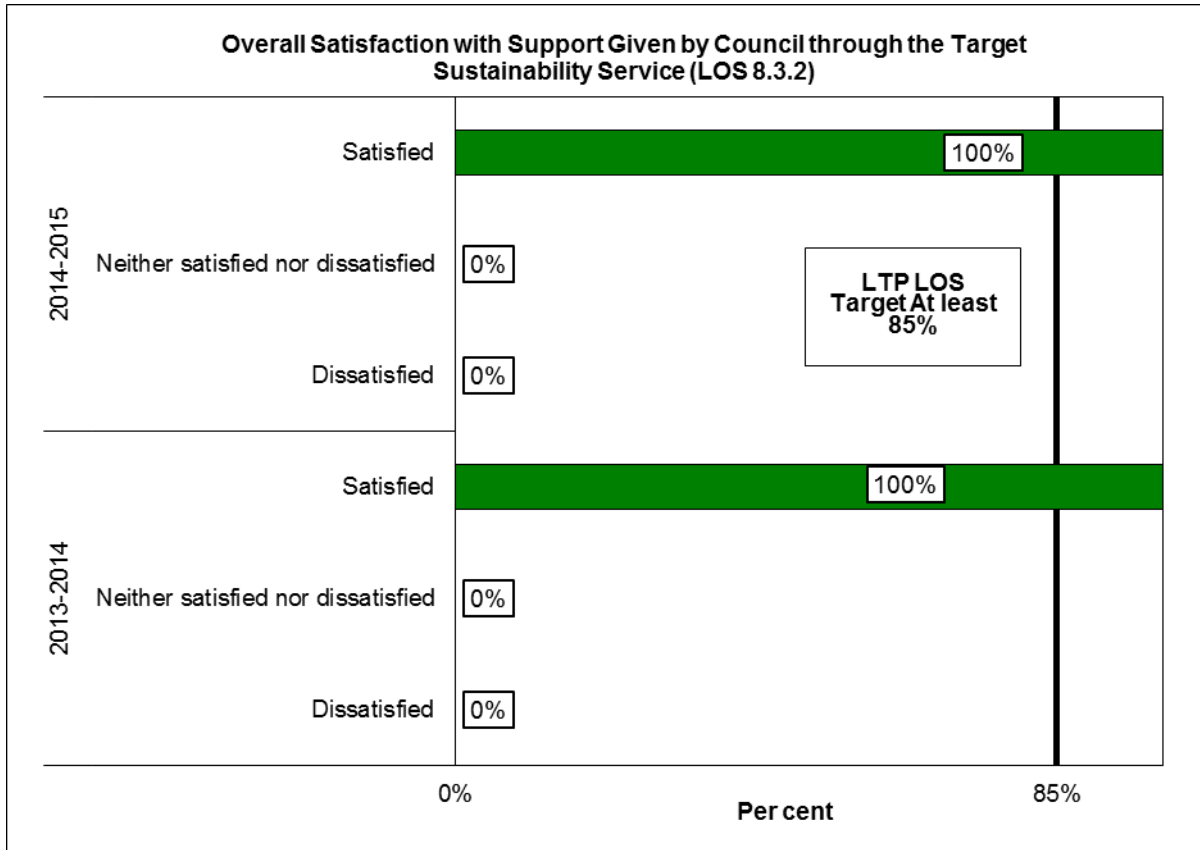
Methodology

LOS score based on survey question stated below:

- Overall, how satisfied or dissatisfied are you with the support given to you by Christchurch City Council through the Target Sustainability Service? *Support includes things such as information, advice, and guidance*

Time in field: July 2015

Completed Surveys: 4



| 2014-2015 Individual Satisfaction Results | Number | Per cent |
|---|----------|---------------|
| Very Satisfied | 1 | 25.0% |
| Satisfied | 3 | 75.0% |
| Neither satisfied nor dissatisfied | 0 | 0.0% |
| Dissatisfied | 0 | 0.0% |
| Very Dissatisfied | 0 | 0.0% |
| Don't Know | 0 | 0.0% |
| Total | 4 | 100.0% |

Activity: Building Consenting and Inspections

9.1.3 Recommended Level of Service Target: 90%

9.1.3 Provide % satisfaction with building consenting public advice provided.

Methodology

LOS score calculated as an aggregate of the three survey questions stated below:

- Overall, how satisfied or dissatisfied are you with the **MANNER** of the customer services representative/s you spoke to today? *Manner includes things such as their attitude to you and their attentiveness*
- Overall, how satisfied or dissatisfied are you with the customer service representative's **OVERALL UNDERSTANDING** of your enquiry? *Enquiry means the main purpose of your visit today*
- And Overall, how satisfied or dissatisfied are you with the customer service representative's ability to **ADDRESS YOUR ENQUIRY?**

Time in field: Onsite and self complete surveying took place between November 2014 and February 2015.

Completed Surveys: 119

Sites surveyed: Civic Offices



| 2014-2015 Individual Satisfaction Results | Percentage |
|---|---------------|
| Very Satisfied | 73.6% |
| Satisfied | 23.6% |
| Neither Satisfied or Dissatisfied | 1.1% |
| Dissatisfied | 1.1% |
| Very Dissatisfied | 0.6% |
| Don't Know | 0.0% |
| Total | 100.0% |

Note: Not applicable responses have been removed from these results.

Activity: Resource Consenting

9.2.7 Recommended Level of Service Target: 75%

9.2.7 Percentage satisfaction with resource consenting process

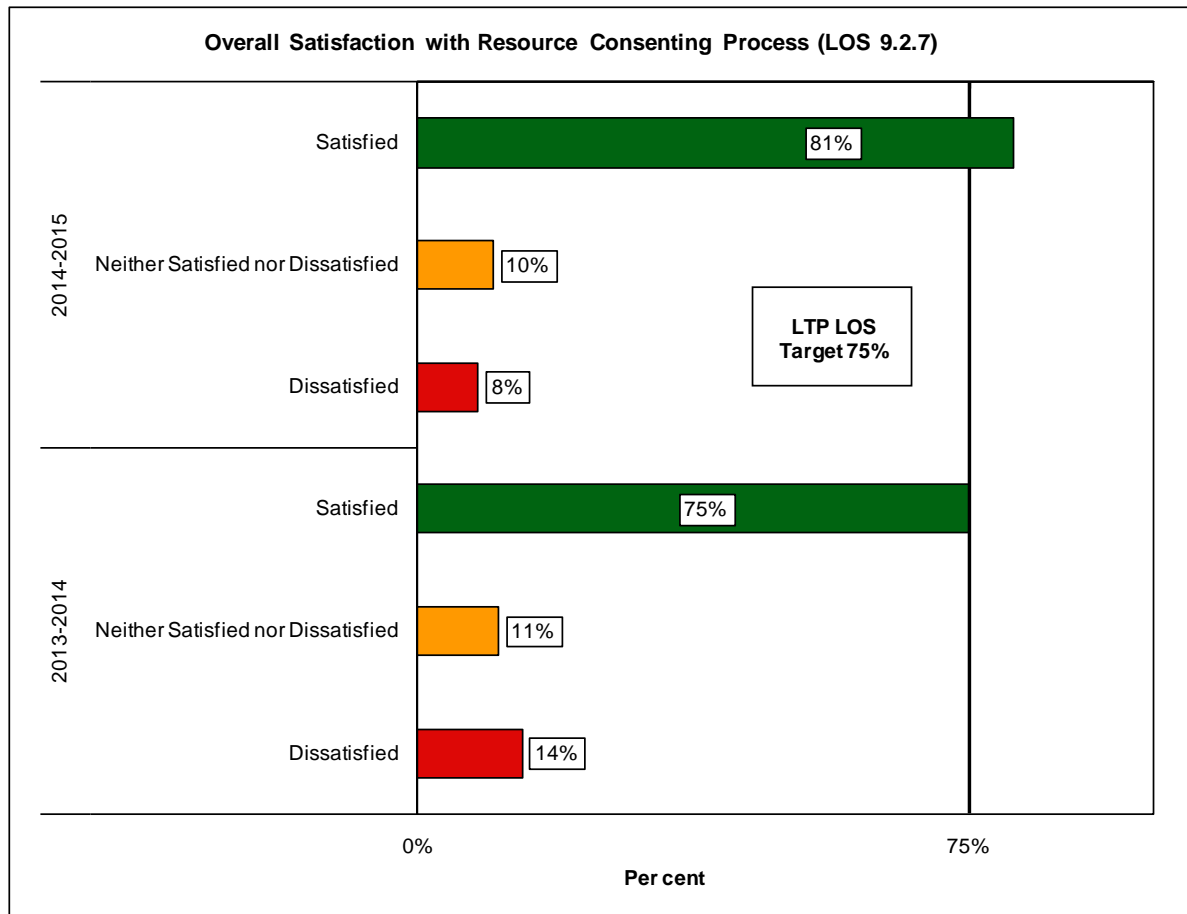
Methodology

LOS score based on survey question stated below:

- Thinking about this resource consent, overall how satisfied or dissatisfied were you with the consent process? *The processing of the resource consent application and any hearings eg. time taken, communication from planners, etc.*

Time in field: In November 2014, a link to the survey was emailed to Christchurch City Council customers who had applied for a resource consent since January 2014 and whose email address was available on file.

Completed Surveys: 197



| 2014-2015 Individual Satisfaction Results | Percentage |
|---|---------------|
| Very Satisfied | 37.9% |
| Satisfied | 43.1% |
| Neither Satisfied or Dissatisfied | 10.3 % |
| Dissatisfied | 5.6% |
| Very Dissatisfied | 2.6% |
| Don't Know | 0.8% |
| Total | 100.0% |

Note: Not applicable responses have been removed from the results.

9.2.12 Recommended Level of Service Target: 75%

9.2.12 Percentage satisfaction with subdivision consenting process

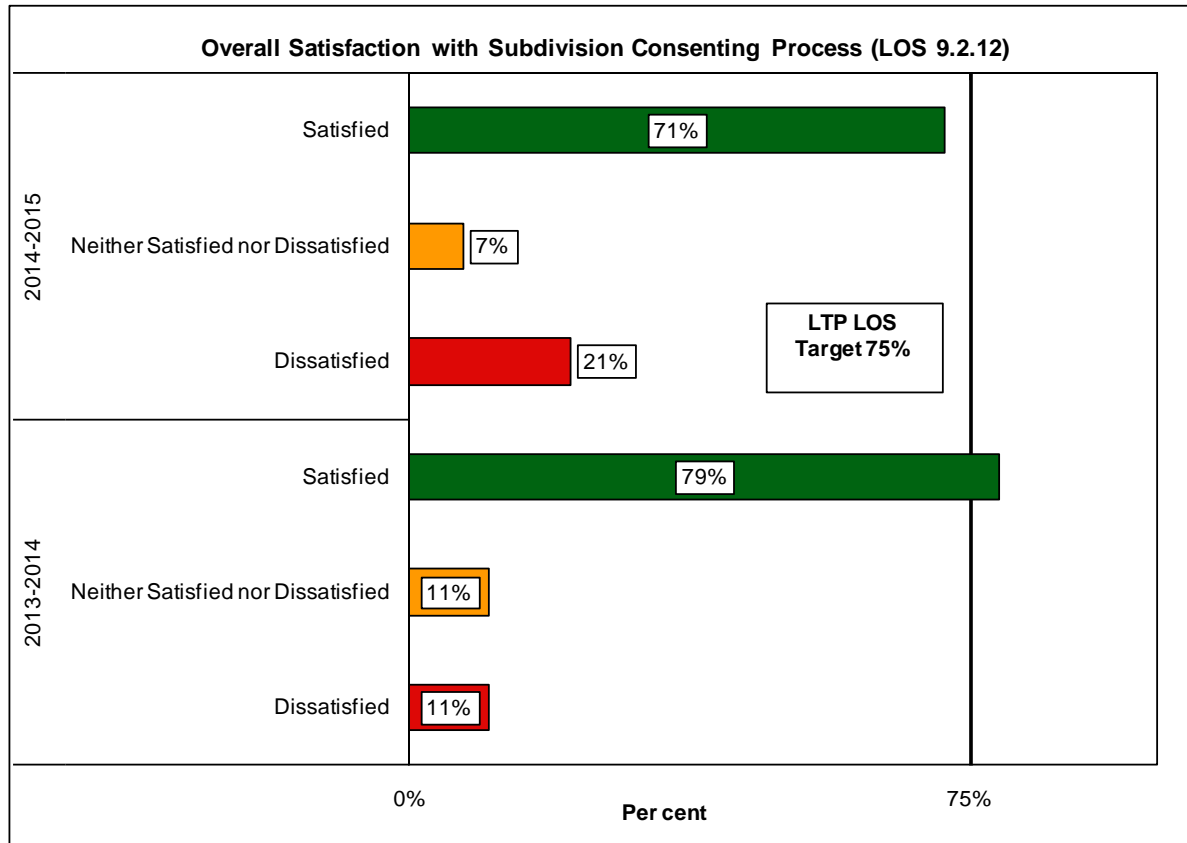
Methodology

LOS score based on survey question stated below:

- Thinking about that subdivision consent, overall how satisfied or dissatisfied were you with the consent process? *The processing of the subdivision consent application eg.time taken, the engineering approval, sections 223 and 224 certification, etc.*

Time in field: In December 2014, a link to the survey was emailed to 66 Christchurch City Council customers who had applied for a subdivision consent since January 2014 and whose email address was available on file.

Completed Surveys: 14. The small number of responses means that caution must be applied when interpreting results.



| 2014-2015 Individual Satisfaction Results | Percentage |
|---|---------------|
| Very Satisfied | 21.4% |
| Satisfied | 50.0% |
| Neither Satisfied or Dissatisfied | 7.1% |
| Dissatisfied | 14.3% |
| Very Dissatisfied | 7.1% |
| Don't Know | 0.0% |
| Total | 100.0% |

Note: Not applicable responses have been removed from the results.

9.2.16 Recommended Level of Service Target: 90%

9.2.16 Percentage Satisfaction with resource consenting and subdivision public advice provided

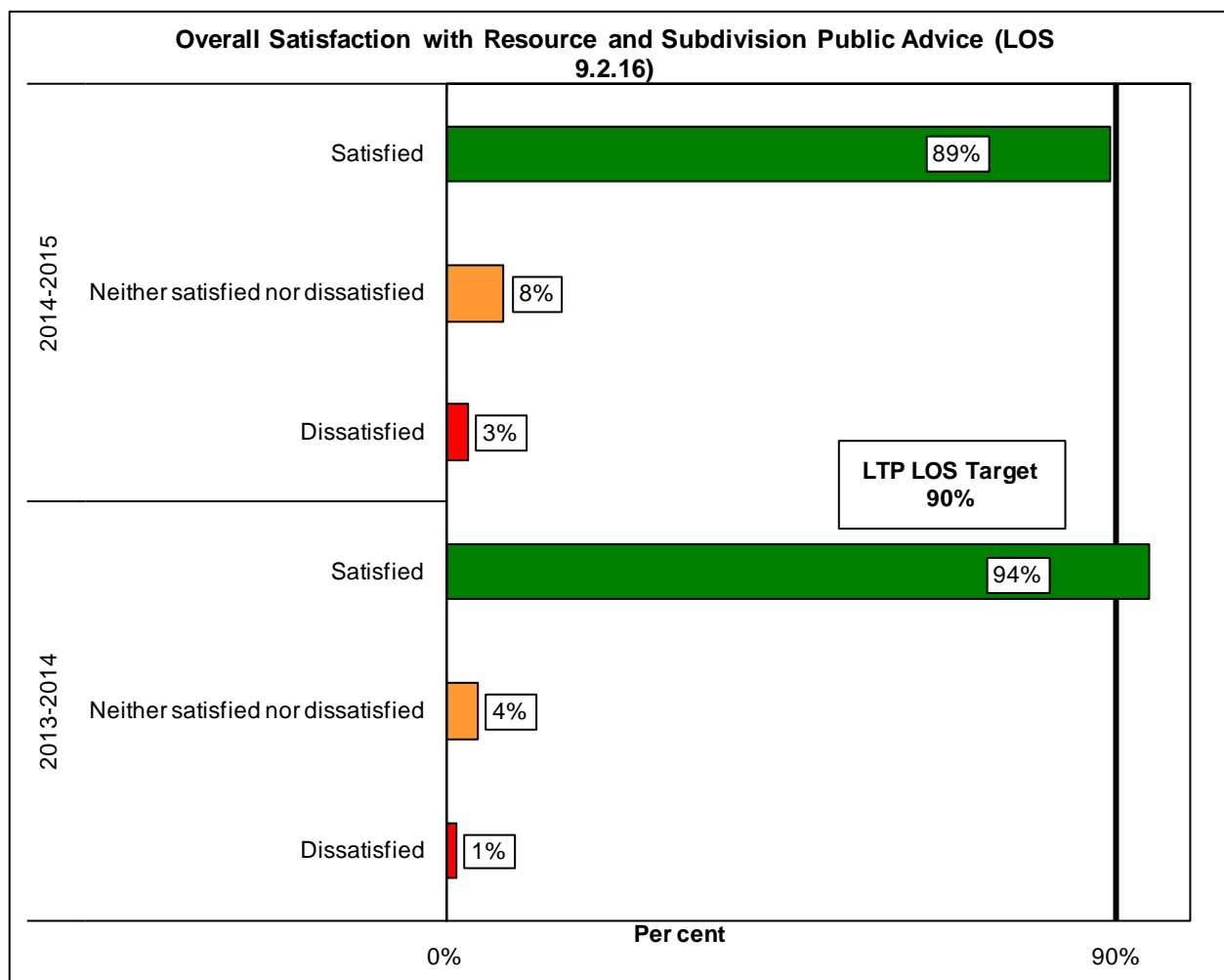
Methodology

LOS score calculated as an aggregate of the three survey questions stated below:

- Overall, how satisfied or dissatisfied were you with the **MANNER** of the Christchurch City Council representative/s' you spoke to on the date specified in the email we sent you? Manner includes things such as their attitude to you and their attentiveness.
- Overall, how satisfied or dissatisfied were you with the Council representative/s' **OVERALL UNDERSTANDING** of your enquiry? Enquiry means the main purpose of your visit.
- And overall, how satisfied or dissatisfied were you with the Council representative/s' **ABILITY TO ADDRESS** your enquiry?

Time in field: Surveying took place between November 2014 and in February 2015.

Completed Surveys: 38



| 2014-2015 Individual Satisfaction Results | Percentage |
|---|---------------|
| Very satisfied | 50.0% |
| Satisfied | 39.2% |
| Neither satisfied nor dissatisfied | 7.8% |
| Dissatisfied | 2.0% |
| Very dissatisfied | 1.0% |
| Don't know | 0.0% |
| Total | 100.0% |

Activity: Land and Property Information Services

9.4.6 Recommended Level of Service Target: 90%

9.4.6 Ensure customers satisfied with Regulatory Services public advice provided at Civic Offices (for health licensing, building and building process advice, not individual application advice.)

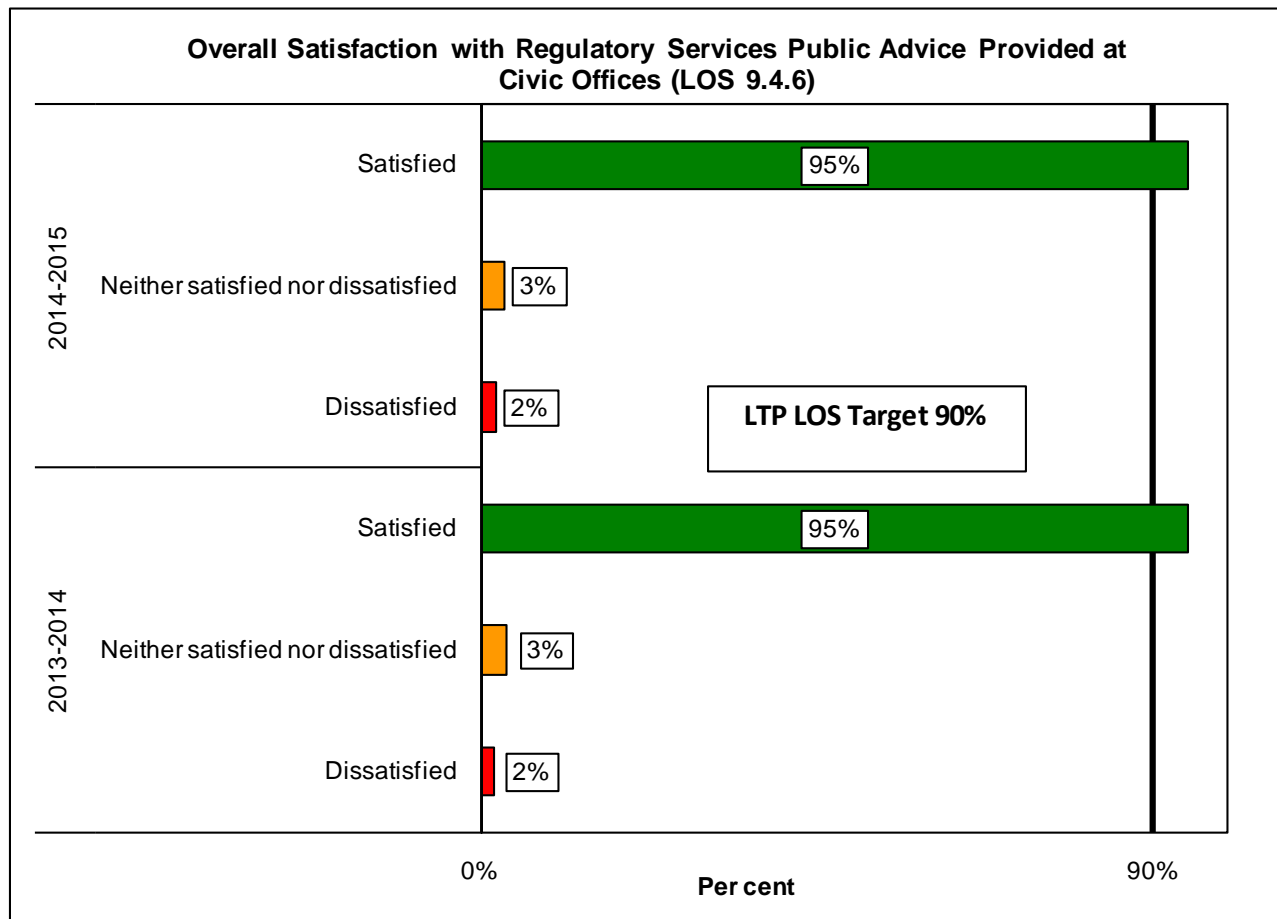
Methodology

LOS score calculated as an aggregate of the three survey questions stated below:

- Overall, how satisfied or dissatisfied were you with the **MANNER** of the Christchurch City Council representative/s' you spoke to on the date specified in the email we sent you? Manner includes things such as their attitude to you and their attentiveness.
- Overall, how satisfied or dissatisfied were you with the Council representative/s' **OVERALL UNDERSTANDING** of your enquiry? Enquiry means the main purpose of your visit.
- And overall, how satisfied or dissatisfied were you with the Council representative/s' **ABILITY TO ADDRESS** your enquiry?

Time in field: Surveying took place between the months of November 2014 and February of 2015.

Completed Surveys: 207



| 2014-2015 Individual Satisfaction Results | Percentage |
|---|---------------|
| Very satisfied | 67.6% |
| Satisfied | 27.2% |
| Neither satisfied nor dissatisfied | 3.2% |
| Dissatisfied | 1.5% |
| Very dissatisfied | 0.5% |
| Don't know | 0.0% |
| Total | 100.0% |

Note: not applicable responses have been removed from these results

9.4.9 Recommended Level of Service Target: Baseline

9.4.9 Ensure consent preparations customers are satisfied with meeting service provided

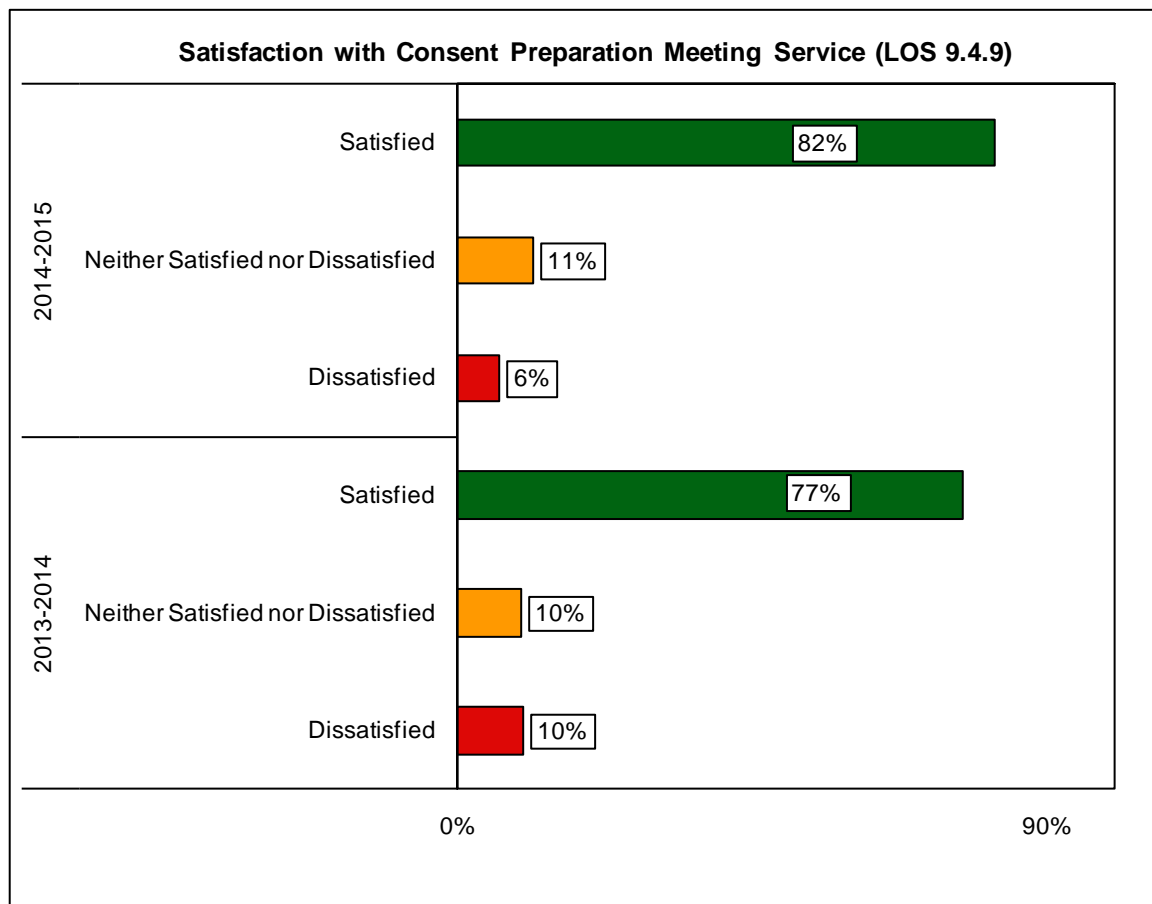
Methodology

LOS score calculated as an aggregate of the three survey questions stated below:

- Thinking about your pre-application meeting(s) about the site address named in the email we sent to you, overall how satisfied or dissatisfied were you that the meetings were held in a **TIMELY** manner? *Timely means that they were held within five working days from the date you made the meeting request unless a later meeting date was requested by you.*
- Thinking again about your pre-application meeting(s), overall how satisfied or dissatisfied were you with the **COMMUNICATION** around setting up your meetings. *Communication includes information about booking meeting times, the manner of the person setting up the meeting(s), their ability to understand your needs and guidance about what you needed to prepare for or bring to meeting(s).*
- And overall how satisfied or dissatisfied were you with the **ADMINISTRATIVE FOLLOW UP** to your pre-application meeting? *Follow up includes provision of an easy to understand meeting record within two working days of your meeting.*

Time in field: In October 2014, a link to the survey was emailed to Christchurch City Council 578 customers who had attended pre-application meetings during 2014.

Completed Surveys: 131



| 2014-2015 Individual Satisfaction Results | Percentage |
|---|---------------|
| Very Satisfied | 33.6% |
| Satisfied | 48.3% |
| Neither Satisfied or Dissatisfied | 11.5% |
| Dissatisfied | 3.4% |
| Very Dissatisfied | 2.8% |
| Don't Know | 0.5% |
| Total | 100.0% |

Note: Not applicable responses have been removed from the results.

Activity: Public Transport Infrastructure

10.4.4.1 Recommended Level of Service Target: 59%

10.4.4.1 Resident satisfaction with the number of bus stops

Methodology

LOS score based on survey question stated below:

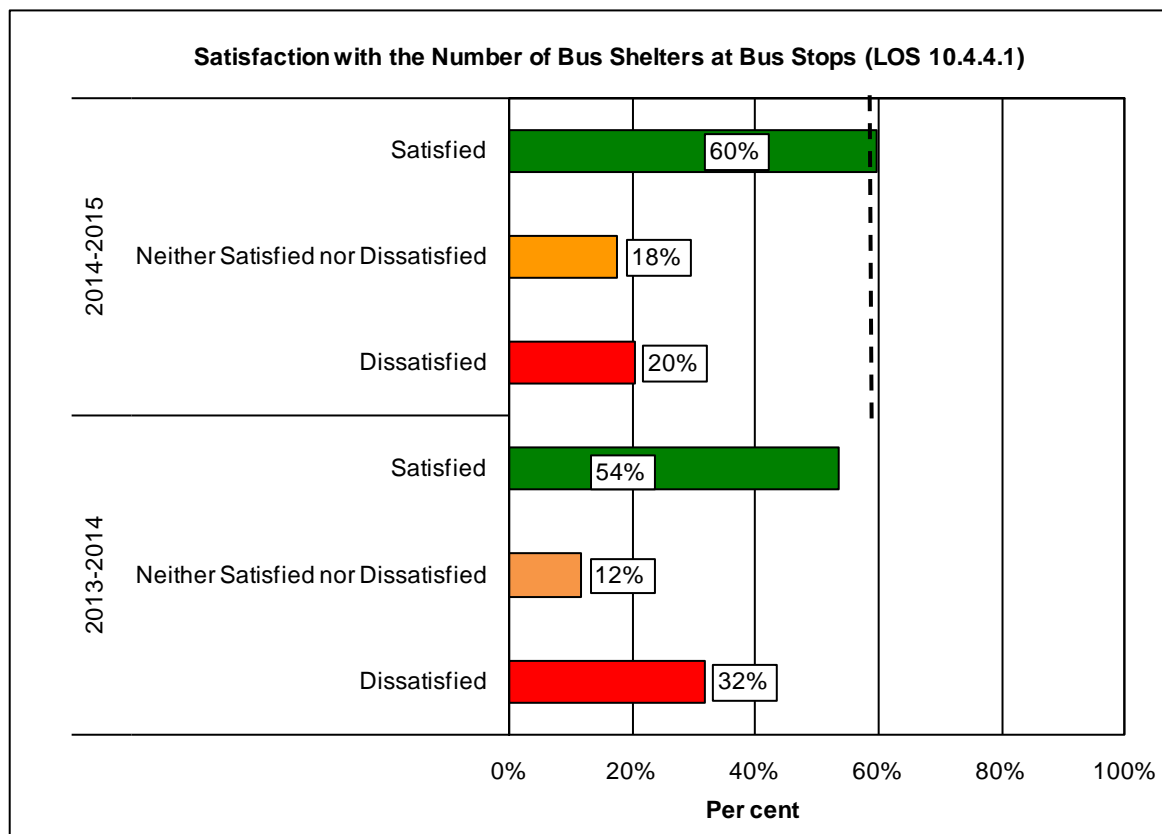
Thinking about bus shelters at bus stops. Bus shelters are on street shelters at stops that provide shelter from weather while waiting for a bus.

- Overall, how satisfied or dissatisfied are you with the number of bus shelters available at bus stops in Christchurch?

Time in field: November 2014 to January 2015

Completed Surveys: 300

Sites surveyed: Central City Interchange on Tuam Street.



| 2014-2015 Individual Satisfaction Results | Percentage |
|---|---------------|
| Very Satisfied | 11.2% |
| Satisfied | 48.6% |
| Neither satisfied nor dissatisfied | 17.7% |
| Dissatisfied | 17.7% |
| Very Dissatisfied | 2.7% |
| Don't know | 2.0% |
| Total | 100.0% |

Note: Not applicable responses have been removed from the results.

10.4.4.2 Recommended Level of Service Target: 68%

10.4.4.2 Resident satisfaction with the quality of bus stops

Methodology

LOS score based on an aggregate of the survey questions stated below:

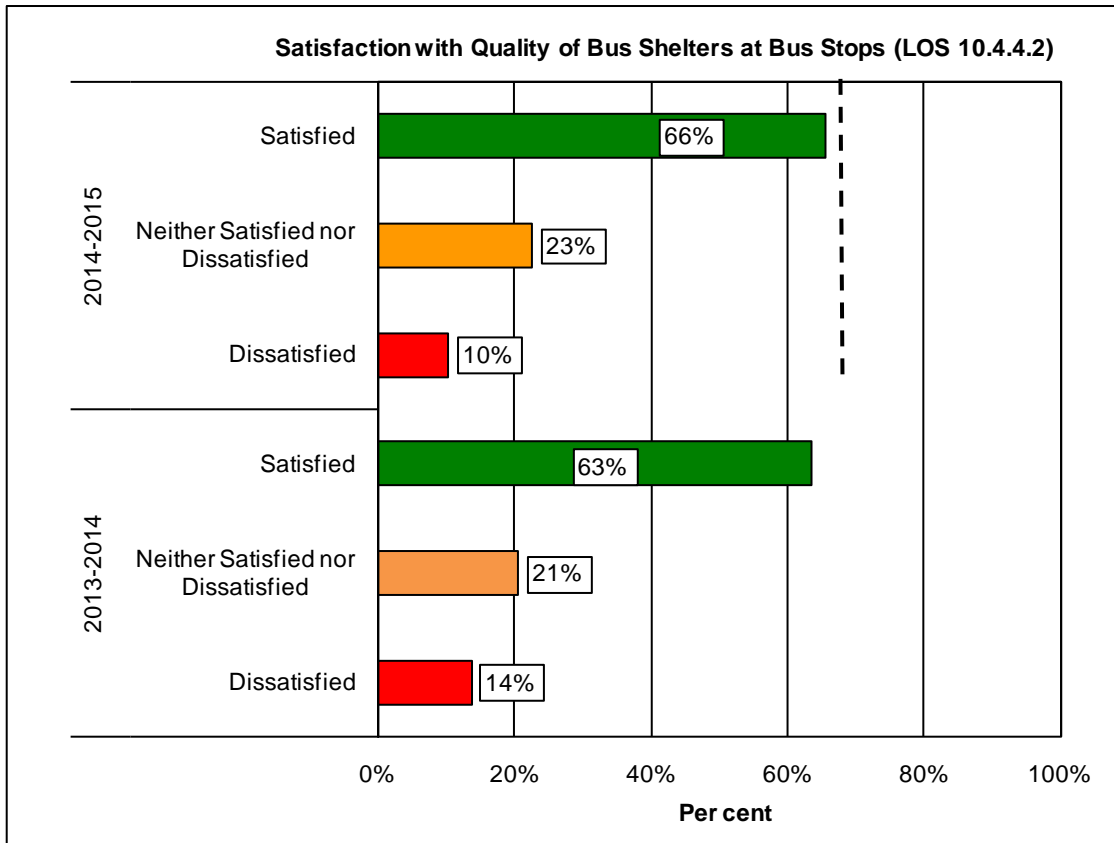
Thinking now about the quality of the bus shelters...

- Overall, how satisfied or dissatisfied are you with the design of bus shelters? *Design includes things such as the layout, seating, type and style of bus shelters and protection from weather.*
- Overall, how satisfied or dissatisfied are you with the condition of bus shelters? *Condition includes things such as maintenance and upkeep of bus shelters (including cleanliness and absence of graffiti and vandalism).*

Time in field: November 2014 to January 2015

Completed Surveys: 300

Sites surveyed: Central City Interchange on Tuam Street.



| 2014-2015 Individual Satisfaction Results | Percentage |
|---|---------------|
| Very Satisfied | 10.7% |
| Satisfied | 54.8% |
| Neither satisfied nor dissatisfied | 22.6% |
| Dissatisfied | 9.2% |
| Very Dissatisfied | 1.2% |
| Don't know | 1.5% |
| Total | 100.0% |

Note: Not applicable responses have been removed from the results.

10.4.4.3 Recommended Level of Service Target: 75%

10.4.4.3 Resident satisfaction with their personal safety at bus stops

Methodology

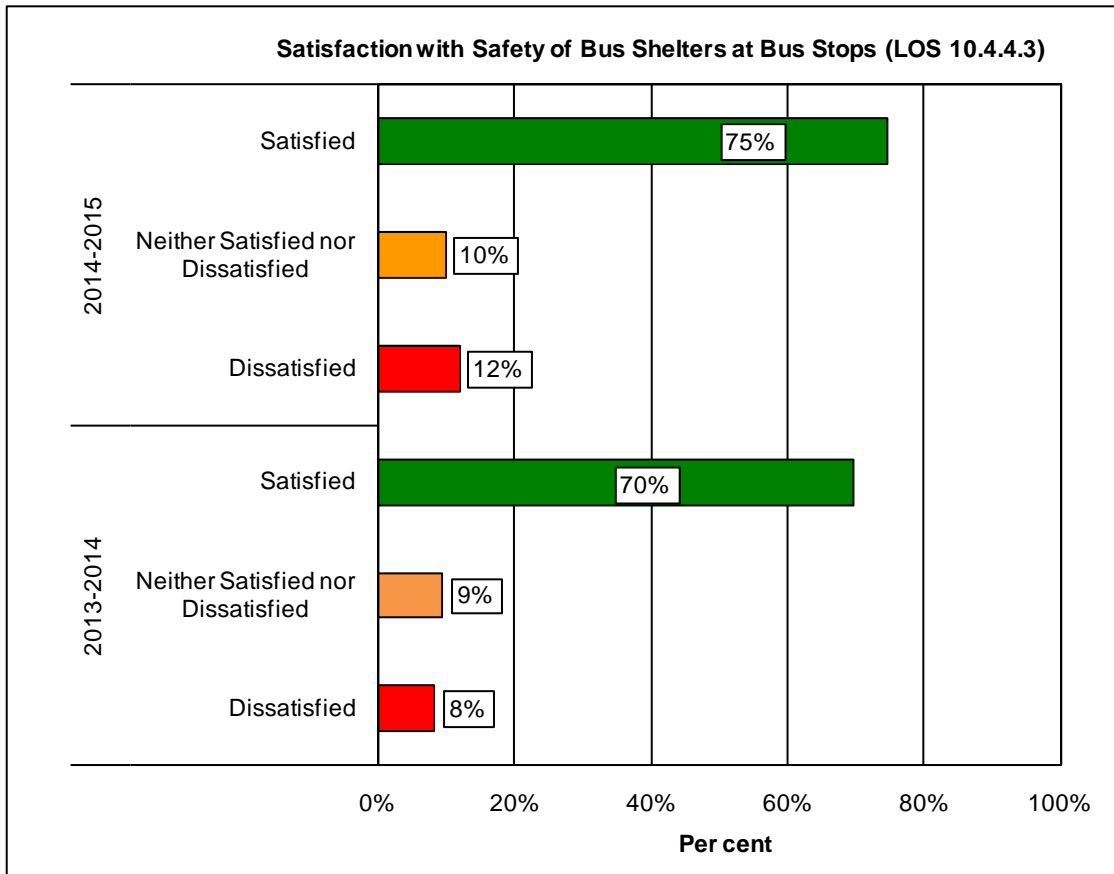
LOS score based on an aggregate of the survey questions stated below:

- Overall, how satisfied or dissatisfied are you with your personal safety at bus shelters at the following times? *This includes things such as safety from crime, level of lighting after dark, and road safety issues such as separation of pedestrians from buses and other road/footpath users.*
- During the day
- After dark

Time in field: November 2014 to January 2015

Completed Surveys: 300

Sites surveyed: Central City Interchange on Tuam Street.



| 2014-2015 Individual Satisfaction Results | Percentage |
|---|---------------|
| Very Satisfied | 26.7% |
| Satisfied | 47.8% |
| Neither satisfied nor dissatisfied | 9.9% |
| Dissatisfied | 11.1% |
| Very Dissatisfied | 0.8% |
| Don't know | 3.8% |
| Total | 100.0% |

Note: Not applicable responses have been removed from the results.

10.4.5.1 Recommended Level of Service Target: 88%

10.4.5.1 Ensure user satisfaction with the appearance of the Central Transport Interchange (Bus Exchange)

Methodology

LOS score calculated as an aggregate of the two survey questions stated below:

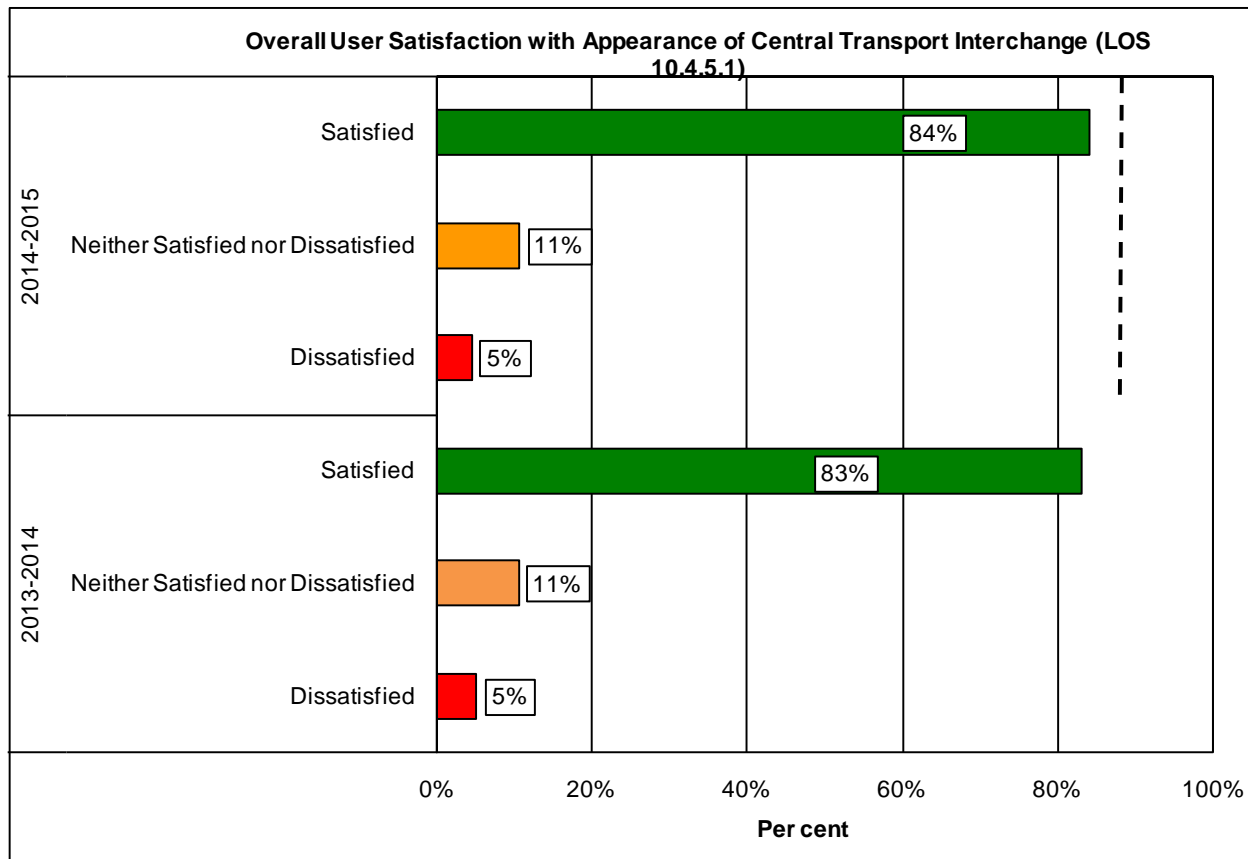
Thinking now about the Central Transport Interchange (Bus Exchange) in the city centre....

- Overall, how satisfied or dissatisfied are you with the appearance of the Transport Interchange? *Appearance includes things such as the layout, type and style of the interchange.*
- Overall, how satisfied or dissatisfied are you with the condition of the Transport Interchange? *Condition includes things such as maintenance and upkeep of the interchange (including cleanliness and absence of graffiti and vandalism).*

Time in field: November 2014 to January 2015

Completed Surveys: 300

Sites surveyed: Central City Interchange on Tuam Street.



| 2014-2015 Individual Satisfaction Results | Percentage |
|---|---------------|
| Very Satisfied | 24.0% |
| Satisfied | 60.1% |
| Neither satisfied nor dissatisfied | 10.7% |
| Dissatisfied | 3.2% |
| Very Dissatisfied | 1.3% |
| Don't know | 0.7% |
| Total | 100.0% |

10.4.5.2 Recommended Level of Service Target: 77%

10.4.5.2 Ensure user satisfaction with the safety of the Central Transport Interchange (Bus Exchange)

Methodology

LOS score calculated as an aggregate of the two survey questions stated below:

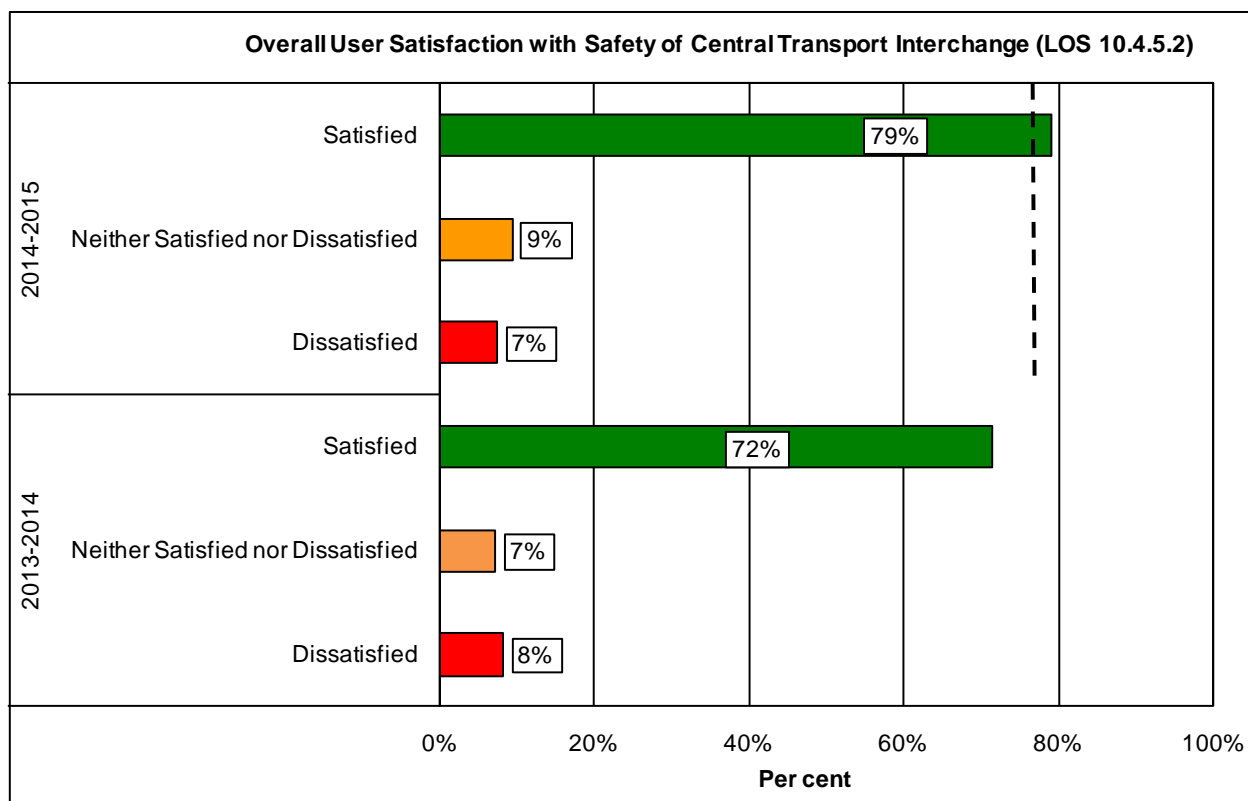
Thinking now about the Central Transport Interchange (Bus Exchange) in the city centre....

- Overall, how satisfied or dissatisfied are you with your personal safety at the Central Transport Interchange at the following times? *This includes things such as safety from crime, provision of lighting after dark and road safety issues such as separation of pedestrians from buses.*
- During the day
- After dark

Time in field: November 2014 to January 2015

Completed Surveys: 300

Sites surveyed: Central City Interchange on Tuam Street.



| 2014-2015 Individual Satisfaction Results | Percentage |
|---|---------------|
| Very Satisfied | 32.0% |
| Satisfied | 47.0% |
| Neither satisfied nor dissatisfied | 9.4% |
| Dissatisfied | 5.9% |
| Very Dissatisfied | 1.6% |
| Don't know | 4.1% |
| Total | 100.0% |

10.4.5.3 Recommended Level of Service Target: 96%

10.4.5.3 Ensure user satisfaction with the ease of use of the Central Transport Interchange (Bus Exchange)

Methodology

LOS score based on survey question stated below:

Thinking now about the Central Transport Interchange (Bus Exchange) in the city centre....

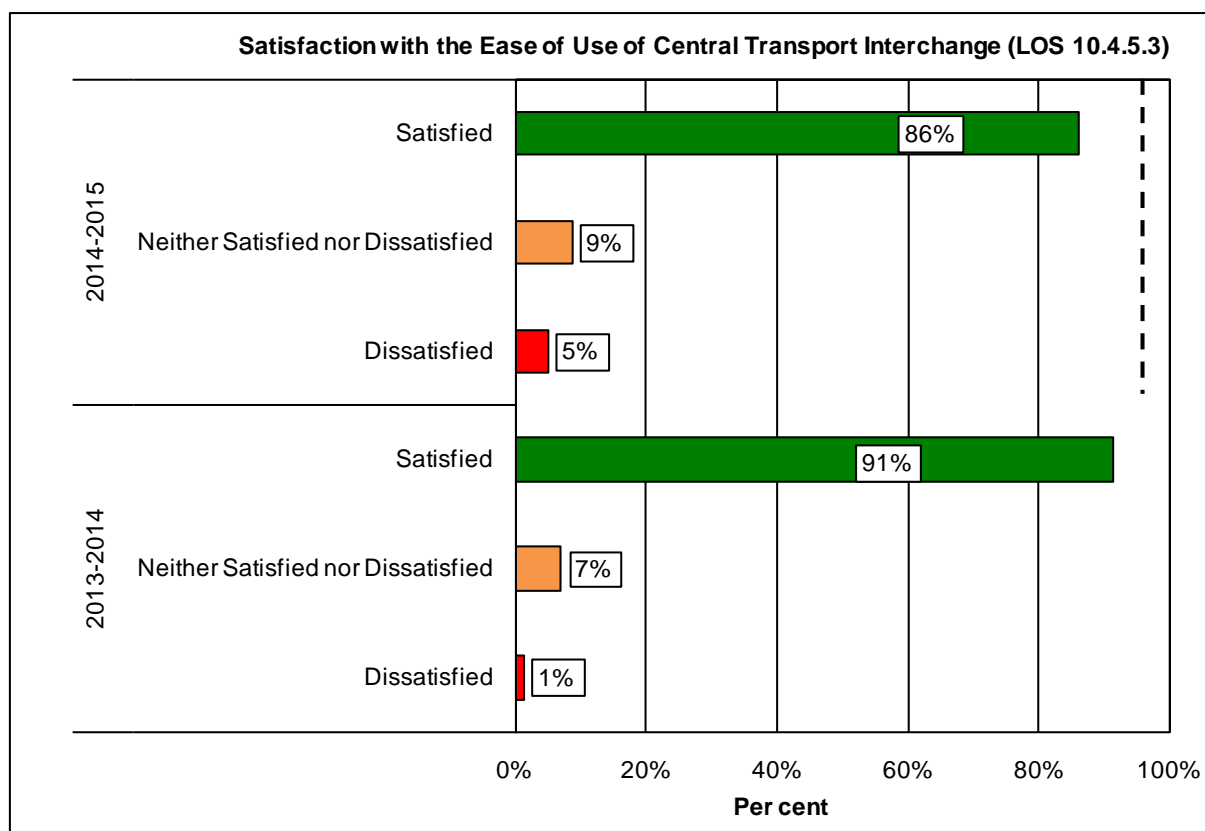
Thinking now about using the Transport Interchange.

- Overall, how satisfied or dissatisfied are you with the ease of use of the Interchange. *This includes things such as access around the Interchange facility and platforms, and comfort of waiting areas, such as seating, heating level, and shelter provided from weather.*

Time in field: November 2014 to January 2015

Completed Surveys: 300

Sites surveyed: Central City Interchange on Tuam Street.



| 2014-2015 Individual Satisfaction Results | Percentage |
|---|---------------|
| Very Satisfied | 43.7% |
| Satisfied | 42.3% |
| Neither satisfied nor dissatisfied | 8.7% |
| Dissatisfied | 4.0% |
| Very Dissatisfied | 1.0% |
| Don't know | 0.3% |
| Total | 100.0% |