



Christchurch City Council 2020 General Service Satisfaction Survey

Research Report | 1 May 2020



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Summary of Findings



1.1 Summary of Levels of Service Results: General Service Satisfaction Survey 2020

CAUTION: pre 2016 results have been provided for general information only. Trends cannot be implied due to significant question changes across many measures in 2015 to reflect a more detailed customer focus component in level of service measurement.















✓	LOS target met	✗	LOS target not met	🔄	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		Deleted level of service or not a level of service
NA	No information available				

Activity Group	Activity	Performance Standard	LTP Performance Standard	2019-20 LOS Target	2019-20 LOS Target Met	Satisfaction Score Trend Since Last Year	Top and Under Performing Services in 2020	Survey Result 2020	Survey Result 2019
Governance	Governance and Decision Making	4.1.18 Participation in and contribution to Council decision-making (understanding of decision making)	Yes	At least 41%	✗	📉	🔄	26%	32%
Parks, Heritage and Coastal Environment	Heritage (parks assets)	6.9.1.5 To manage and maintain Public Monuments, Sculptures, Artworks and Parks Heritage Buildings of significance (presentation of public monuments, sculptures and artworks)	Yes	≥ 90%	✗	📉	🌂	64%	71%
		6.9.1.6 To manage and maintain Public Monuments, Sculptures, Artworks and Parks Heritage Buildings of significance (parks heritage buildings)	Yes	≥ 70%	✗	📉	🌂	51%	63%
	Parks and Foreshore	6.8.4.2 Overall customer satisfaction with the presentation of the City's Parks (inner city parks)	Yes	≥ 80%	✓	➡	🌂	80%	82%
Refuse Disposal	Solid Waste	8.0.3 Customer satisfaction with kerbside collection service for recyclable materials	No	At least 90%	✗	📉	🌂	80%	88%
		8.1.4 Customer satisfaction with kerbside collection service for residual waste	No	At least 90%	✗	➡	🔄	85%	88%
		8.2.3 Customer satisfaction with kerbside collection service for organic material	No	At least 80%	✓	➡	🌂	81%	84%
Roads and Footpaths	Roads and Footpaths	16.0.3 Improve resident satisfaction with road condition	Yes	≥ 39%	✗	➡	🔄	26%	27%
		16.0.9 Improve resident satisfaction with footpath condition	Yes	≥ 53%	✗	➡	🔄	40%	41%

Activity Group	Activity	Performance Standard	LTP Performance Standard	2019-20 LOS Target	2019-20 LOS Target Met	Satisfaction Score Trend Since Last Year	Top and Under Performing Services in 2020	Survey Result 2020	Survey Result 2019
Stormwater Drainage	Stormwater Drainage	14.0.3 Proportion of residents with the management of the Council's stormwater network	Yes	≥ 38%				43%	47%
Transportation	Active Travel	10.5.2 Improve perception that Christchurch is a cycling friendly city	Yes	≥ 54%				61%	64%
		16.0.10 Improve the perception that Christchurch is a walking friendly city	Yes	≥ 84%				83%	85%
	Parking	10.3.3 Improve customer perception of the ease of use of Council on- street parking facilities	Yes	≥ 52%				44%	49%
		10.3.7 Improve customer perception of vehicle and personal security at Council off-street parking facilities	Yes	≥ 52%				51%	59%
Wastewater	Wastewater Collection, Treatment and Disposal	11.0.1.16 Proportion of residents satisfied with the reliability and responsiveness of Council wastewater services	Yes	≥ 79%				66%	71%
Water Supply	Water Supply	12.0.1.13 Proportion of residents satisfied with the reliability of Council water supplies	Yes	≥ 85%				72%	81%
		12.0.1.14 Proportion of residents satisfied with the responsiveness of Council water supplies	Yes	≥ 85%				54%	60%
		12.0.2.19 Proportion of residents satisfied with the quality of Council water supplies	Yes	≥ 70%				48%	37%
Overall Satisfaction with Council Performance		NA						50%	62%
Ease of Interaction with Council		NA						65%	74%

- From 2016 onward this LOS contained four measures aggregated into one score (waterways, margins and stormwater management). In previous years, it did not include a stormwater component
- From 2016 onward this LOS contains four measures aggregated into one score (ease of use of parking meters, range of parking facilities available, information about parking options, ease of use of other aspects). In previous years, it only contained an ease of use of parking meters component
- Results before 2018-2019 were collected using a single measure asking about satisfaction that health risk is minimised and issues are responded to promptly. These results are not directly comparable to results for 2018-2019 onward
- Question wording used pre 2019: Overall how satisfied or dissatisfied are you with the quality of the water supply? This includes things such as its taste, pressure and appearance (there was also a minor question wording change in 2016)

1.2 Additional Service Satisfaction Results

Service	Detail	2017-18 LOS Target	2017-18 LOS Target Met	Satisfaction Score Trend Since Last Year	Top and Under Performing Services in 2020	Survey Result 2020	Survey Result 2019
Governance and Decision Making	Percentage of residents that have confidence the Council makes decisions in the best interests of the city	NA	NA			37%	45%
	Percentage of residents that feel the public has some or a large influence on the decisions the Council makes	55%				30%	34%
	Percentage of residents that feel they can participate in and contribute to Council decision making (opportunities to have a say and processes easy to engage with)	50%				26%	34%
Events and Festivals	Lead the promotion and marketing of Christchurch events and the city as an events destination	90%				66%	73%
City Promotions	Residents are satisfied with Council provision of information available to them about events, activities and attractions in Christchurch	85%				62%	67%

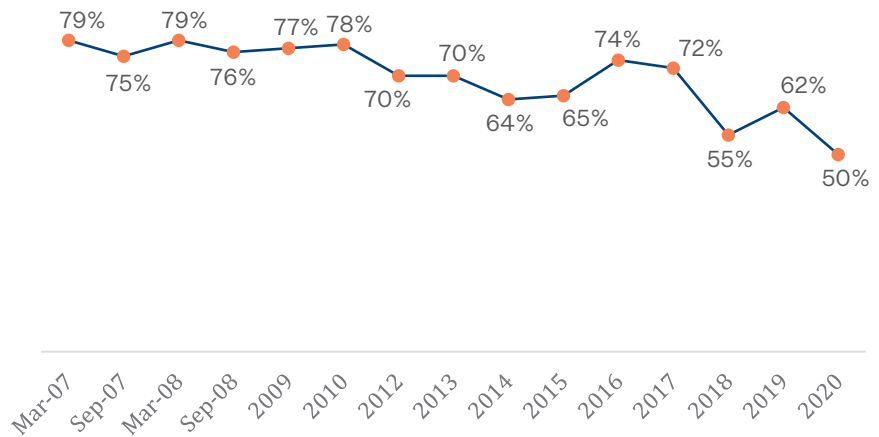
- 1 From 2016 onward this LOS contains two measures aggregated into one score (opportunities to have a say and decision making processes easy to use and engage with). In previous years, it only contained an opportunities to have a say component
- 2 From 2018 onward, this measure focuses on information about events, activities and attractions, whereas prior to this, the measure focused on information about events and festivals only
- 3 If the 2017-18 level of service target was applied to the 2018-19 result, would the service have passed the 2017-18 target?

1.3 Key Insights

The 2020 General Services Satisfaction Survey has identified weakening in perceptions of the Council’s service delivery across a broad range of services. Only one service (kerbside collection of residual waste, with 85% satisfaction) falls into the Council’s ‘Top performing services’ category, whereby satisfaction levels are 85% or higher.

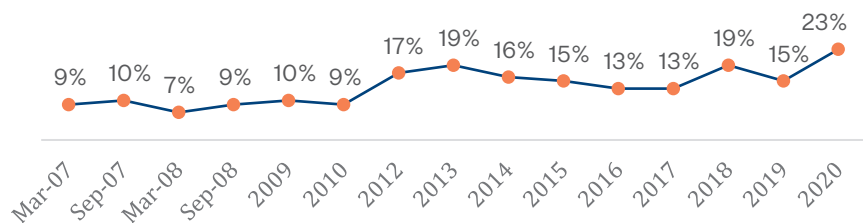
Overall satisfaction with the Council’s performance fell to 50%, its lowest rating since at least 2007.

1.1 Satisfaction with the Council’s performance over time



Active dissatisfaction (as opposed to a neutral response) is also at record levels.

1.2 Dissatisfaction with the Council’s performance over time



Almost all activities have seen satisfaction levels fall, typically in the range of 1-4%, suggesting an overall growing dissatisfaction rather than specific grievances. However, some activities have seen satisfaction levels fall by 8% or more, including reliability of water supply, perceived safety at Council parking facilities, and kerbside recycling.

The activity which saw the largest year-on-year drop is satisfaction with the condition and appearance of public monuments, sculptures, artworks and parks heritage buildings of significance, down from 63% in 2019 to 51% in 2020.

“ It’s not their fault because of the earthquakes, but it is taking a long time to be repaired i.e., the Cathedral, and other things in our city that are still waiting to be repaired.

This is emblematic of what appears to be a sapping of patience amongst residents: mentions of the Council being slow to respond to problems or concerns increased significantly compared to 2019 (10% of all respondents in 2020 versus 6% in 2019).

1.3 Top reasons for satisfaction/dissatisfaction with Council performance

Reasons	n	%
Happy with services provided	344	22%
Unhappy with services provided	269	17%
Council is doing a good job overall	192	12%
Slow to/ don’t respond to problems/ concerns	149	10%
No problems/ issues	141	9%
Respond to problems/ concerns	96	6%
Room for improvement	93	6%
Poor communication	73	5%
Disapprove of water chlorination handling	61	4%
Disapprove of Council spending	55	4%

Base: total dissatisfied/very dissatisfied (n=1542)

“ They are just too slow to do a lot of things that need done, like the car park at the hospital, the cathedral, the stadium.

“ Rooding. They seem to have a lot of things happening very slowly. It’s a big mess around here at the moment.

The other areas believed to be in greatest need of improvement are similar to previous years. These include concerns around the condition of roads and footpaths (especially in the east of the city), parking facilities, and the quality of the water supply.

The major factor on which residents judge the performance of the Council remains the delivery of key services, and these three activities count among them.

1.4 Top reasons for satisfaction/dissatisfaction with Council performance

Service	n	%
Roading	421	27%
Water supply	221	14%
Parking	116	8%
Footpaths	79	5%
Waste management	76	5%
Council decision-making/financial management	71	5%

Base: all respondents (n=1542)

Another major underperforming area concerns the process of governance; specifically, confidence that the Council makes decisions that are in the best interests of the city (down 8% to 37%), and agreement that residents can participate in and contribute to Council decision making (down 8% to just 26%).

Tellingly, satisfaction with the accuracy of information provided about Council decisions is also significantly reduced – down 8% since 2019. This suggests many residents feel they are being misled.

“ Mostly because they don’t communicate information satisfactorily or they try to hide it by not giving us all the information, an example was the water and why it was being done, so their communication is not very good and a lot of their decisions appear to be made behind closed doors without any public knowledge.

However, there are some bright spots amongst the otherwise gloomy outlook. Refuse disposal remains a very highly rated service, and the Council’s libraries received almost exclusively positive reviews.

“ I love their libraries, the ease of getting to them, and Turanga is an amazing resource in the city and their online presence is also a great service.

Central city parks remain a major point of pride and satisfaction for the city. The only aspect to see gains in satisfaction year-on-year is water quality (up from 37% in 2019 to 48% in 2020), with residents showing their appreciation for the dechlorination.

“ *I think they've dealt with the water issue really well! By adding chlorine in advance, before it became mandatory, because of this now we have the option to remove the chlorine!*

Although overall results in the 2020 survey are disappointing, it is worth remembering that, for the majority of specific services, the proportion of satisfied residents outweighs the proportion of dissatisfied ones. In over 1500 responses, there were few mentions of rates or rate increases.

Instead, Christchurch residents have indicated that the main area for the Council to improve is around the way decisions are made, the input residents have into these decisions, and how outcomes are communicated.

Research Method



2.1 Research Context

The Christchurch City Council's (CCC) annual General Service Satisfaction Survey (the Survey) has been conducted since 1991 to measure resident satisfaction with Council services.

The Survey's main focus is measurement of satisfaction with Council services and facilities detailed in the Long Term Plan (LTP). This includes general services that most or all residents in the city use, e.g., water supply, waste collection and road surfaces and so on. A representative sample of all city residents aged 18 and over has been used to obtain resident satisfaction levels and compare them with the corresponding Level of Service (LOS) targets set out in the LTP.

2.2 Research Design

The 2020 Residents' Survey was completed using a telephone only method that called landlines and cell phones in the Christchurch and Banks Peninsula region.

The fieldwork was undertaken between January 30th and March 8th 2020, with piloting taking place on January 30th and then surveying taking place between February 1st and March 8th 2020.

In a departure from previous years, the 2020 survey was conducted in two parts, with the questionnaire split into two separate surveys, each asking about a different range of services. The primary reason for the split was to reduce survey length, and thus the burden on respondents, and in this regard the approach was successful; from an average length of 25.5 minutes in 2019, the length was reduced to 17.3 minutes (Survey A) and 18.2 minutes (Survey B) in 2020. The response rate almost doubled compared to 2019 (Table 2.1 below).

2.1 Survey Response Rate 2020 vs 2019 vs 2018 for comparison

	2020	2019	2018
Total valid calls (less unusable, non-qualifiers and unavailable)	7720	7471	2205
Interrupted surveys	187	137	98
Refusals	5992	2784	1335
Valid surveys	1542	779	772
Survey Response Rate	20%	10.4%	35%

The surveys were conducted simultaneously.

Sampling for the 2020 research was conducted through a randomised quota approach. Non-interlocking quotas were set to ensure that age, gender and geographic bias were not introduced to the sample frame. A set sampling interval ensured a random selection of numbers from throughout the region were called and statistical margins of error can be applied to the results with confidence. Networking was employed to achieve more difficult to reach quotas, with a total of n=89 (6%) completes achieved using this method. Only one interview was completed per household.

A representative sample of n=771 respondents completed each survey (see section 2.3 below). This means that, for any one service asked about, the maximum margin of error for the results is +/-3.5% at a 95% confidence level.

To ensure consistency, all respondents were asked the following vital questions:

- Overall satisfaction/dissatisfaction with Council performance
- Reason for satisfaction/dissatisfaction (open)
- Agreement/disagreement that the Council has 'made it easy for you to interact with it'
- The one service the Council is performing the best in delivering, and why (open)
- The one service it is most important for the Council to improve over the next 12 months, and why (open)
- Demographic questions, screener questions, and introductory statements

No significant differences were observed between the two samples in terms of their responses to these shared questions.

This approach means that the maximum margin of error for overall satisfaction, and ease of interaction, is +/-2.5% at a 95% confidence level. It also means that the Council has access to a substantial amount of verbatim feedback about services and performance, via the open questions. This feedback in its entirety is captured in a supplemental Verbatim Report, and the summary results are included in this main report.

2.3 Sample Composition

The achieved survey sample is representative of the Christchurch City and Banks Peninsula population in terms of age, gender and community board.

2.2 Age

	% 18+ Population (2018 Census)	Number of respondents (Survey A)	Proportion of respondents (Survey A)	Number of respondents (Survey B)	Proportion of respondents (Survey B)	Proportion of respondents (Total)
18-24	17%	86	11%	85	11%	11%
25-49	43%	331	43%	330	43%	43%
50-64	22%	191	25%	195	25%	25%
65+	18%	163	21%	161	21%	21%

2.3 Gender

	% 18+ Population (2018 Census)	Number of respondents (Survey A)	Proportion of respondents (Survey A)	Number of respondents (Survey B)	Proportion of respondents (Survey B)	Proportion of respondents (Total)
Male	49%	376	49%	383	50%	49%
Female	51%	389	50%	384	50%	50%
Gender-diverse	n/a	6	1%	4	1%	1%

2.4 Community Board

	% 18+ Population (2018 Census)	Number of respondents (Survey A)	Proportion of respondents (Survey A)	Number of respondents (Survey B)	Proportion of respondents (Survey B)	Proportion of respondents (Total)
Banks Peninsula	3%	21	3%	22	3%	3%
Coastal-Burwood	13%	98	13%	96	12%	13%
Fendalton- Waimairi-Harewood	18%	104	13%	99	13%	20%
Halswell-Hornby- Riccarton	21%	160	21%	144	19%	20%
Linwood-Central- Heathcote	21%	147	19%	155	20%	20%
Papanui-Innes	13%	152	20%	164	21%	12%
Spreydon- Cashmere	12%	89	12%	91	12%	13%

2.4 Notes on Reporting Conventions

Levels of resident satisfaction with services are measured in this report by first removing all respondents who answered ‘don’t know’, ‘not applicable’ or similar; then, combining the scores for the top two responses: satisfied and very satisfied (or similar).

When reporting at a top-line level and comparing to LOS targets, (Section 1 above) we have reported rounded whole numbers. Note that many of these are composite measures i.e. the average of more than one individual measure as asked in the survey.

In the detailed findings that follow:

- All charts show percentages to one decimal place
- All tables show percentages to one decimal place, and include ‘don’t know’, ‘not applicable’ or similar responses

Due to rounding conventions, figures may not sum to 100%, because no limit is placed on the number of decimal places when calculating, only when reporting. This also explains any observed differences in percentages between the tables and the charts in this report.

The final percentages used as the Levels of Service Results and Additional Services Satisfaction Results reported in sections 1.1 and 1.2 are based on the figures in the charts in section 3, which combine the top two responses (e.g. Satisfied and Very Satisfied). Due to this combination of two discrete response options, and rounding conventions, the summed ‘top two box’ score in the charts may not exactly match the sum of the two discrete scores in the tables.

Detailed Findings



3.1 Strategic Governance

3.1.1 Participation in and contribution to Council decision-making (understanding of decision making) (LOS 4.1.18)

Survey participants were asked to evaluate the City Council in relation to their governance role and the decision-making process used. Three factors were rated using a five-point Likert scale, where 1 = strongly agree/very satisfied; 3 = neither agree nor disagree/neither satisfied nor dissatisfied; and 5 = strongly disagree/very dissatisfied:

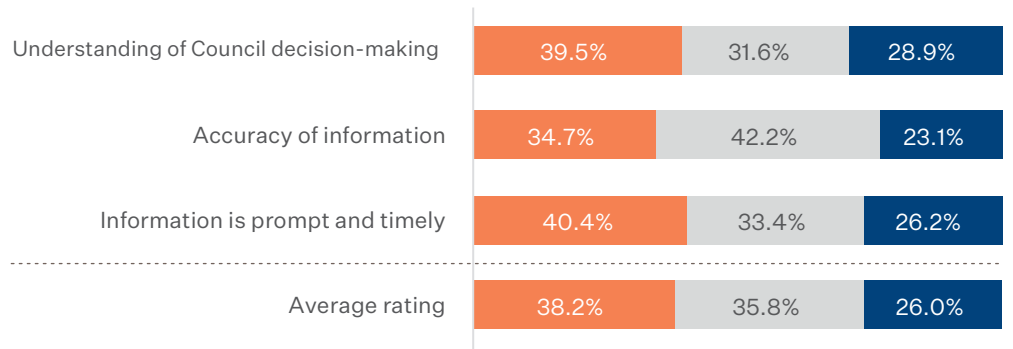
“Thinking about Christchurch City Council, how much do you agree or disagree with the statement “I understand how the Council makes decisions?”

“Overall, how satisfied or dissatisfied are you with the accuracy of the information provided to you about Council decisions?”

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

On average, 26% rated the Council’s decision-making process favourably. This result falls below the Level of Service (LOS) target of 41%.

3.1 Ratings of participation in and contribution to Council decision-making



- Disagree/dissatisfied
- Neither agree nor disagree/neither satisfied nor dissatisfied
- Agree/satisfied

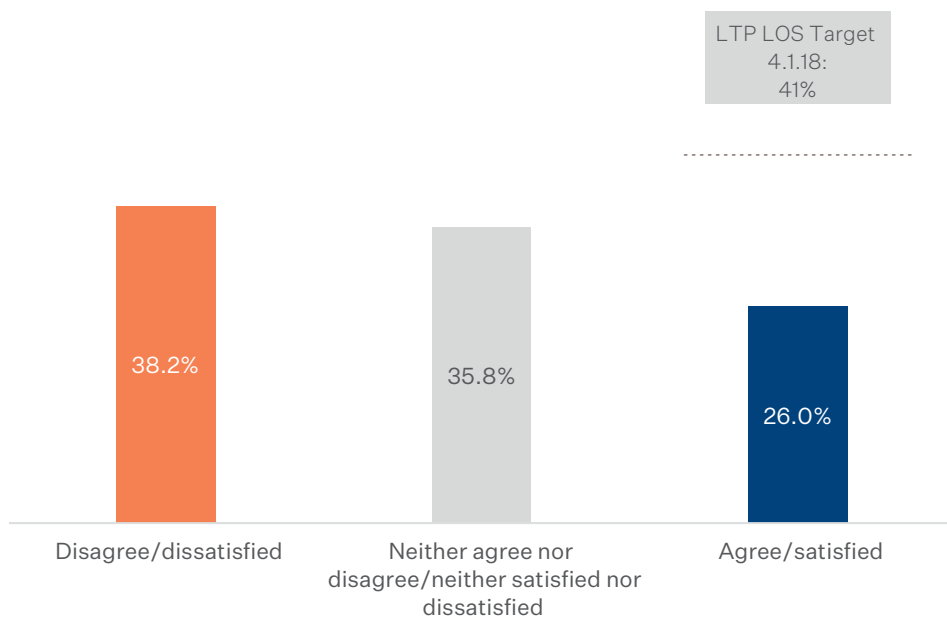
Base: Total sample excluding don't know/not applicable (n=765/763/760)

3.2 Ratings of participation in and contribution to Council decision-making

		Don't know/ not applicable	Strongly disagree/ very dissatisfied	Disagree/ dissatisfied	Neither agree nor disagree/ neither satisfied nor dissatisfied	Agree/ satisfied	Strongly agree/ very satisfied
Understanding of Council decision-making	n	6	109	193	242	166	55
	%		14.2%	25.2%	31.6%	21.7%	7.2%
Accuracy of information	n	8	79	186	322	149	27
	%		10.4%	24.4%	42.2%	19.5%	3.5%
Information is prompt and timely	n	11	76	231	254	166	33
	%		10.0%	30.4%	33.4%	21.8%	4.3%
AVERAGE RATING			11.5%	26.7%	35.8%	21.0%	5.0%

Don't know/not applicable responses have not been included in all percentages

3.3 Average ratings of participation in and contribution to Council decision-making



Base: Total sample excluding don't know/not applicable

3.2 Parks, Heritage & Coastal Environments

3.2.1 To manage and maintain Public Monuments, Sculptures, Artworks and Parks Heritage Buildings of significance (presentation of public monuments, sculptures and artworks) (LOS 6.9.1.5)

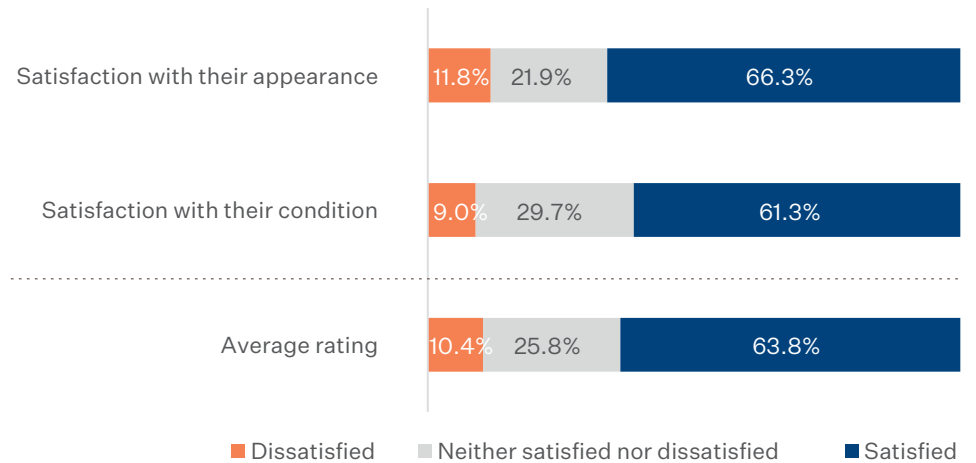
Survey participants were asked to evaluate the appearance and condition of public monuments, statues, war memorials, sculptures, fountains and artworks that reflect the City’s heritage and character. Two factors were rated using a five-point Likert scale, where 1 = very satisfied; 3 = neither satisfied nor dissatisfied; and 5 = very dissatisfied:

“Christchurch has a range of public monuments, statues, war memorials, sculptures, fountains and artworks that reflect the City’s heritage and character. Overall, how satisfied or dissatisfied are you with the appearance of these objects?”

“Overall, how satisfied or dissatisfied are you with their condition?”

On average, 64% were satisfied with the appearance and condition of the monuments. This result falls below the Level of Service (LOS) target of 90%.

3.4 Satisfaction with appearance and condition of monuments and other heritage objects



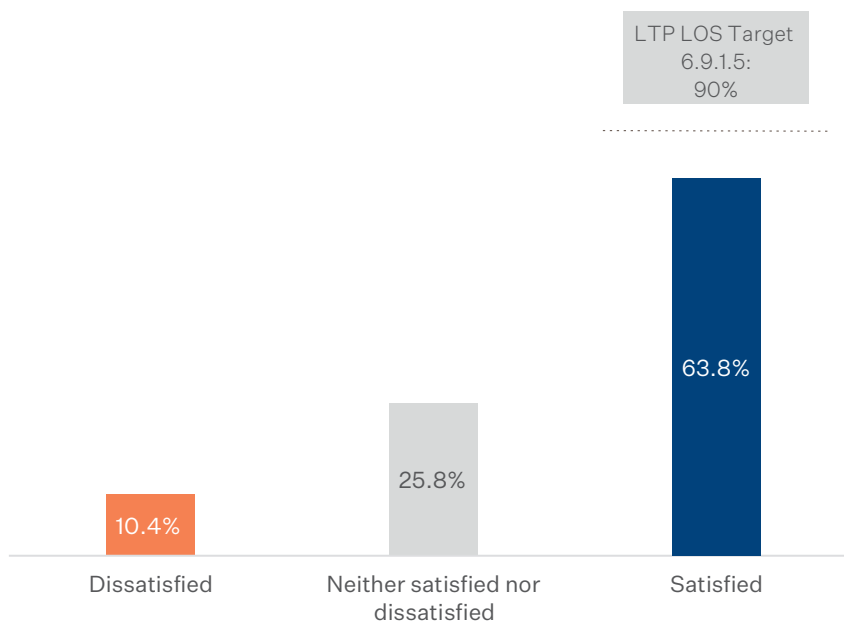
Base: Total sample excluding don't know/not applicable (n=763/747)

3.5 Satisfaction with appearance and condition of monuments and other heritage objects

		Don't know/ not applicable	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
Satisfaction with their appearance	n	8	24	66	167	345	161
	%		3.1%	8.7%	21.9%	45.2%	21.1%
Satisfaction with their condition	n	24	12	55	222	351	107
	%		1.6%	7.4%	29.7%	47.0%	14.3%
AVERAGE RATING			2.4%	8.0%	25.8%	46.1%	17.7%

Don't know/not applicable responses have not been included in all percentages

3.6 Average level of satisfaction with appearance and condition of monuments and other heritage objects



Base: Total sample excluding don't know/not applicable

3.2.2 To manage and maintain Public Monuments, Sculptures, Artworks and Parks Heritage Buildings of significance (parks heritage buildings) (LOS 6.9.1.6)

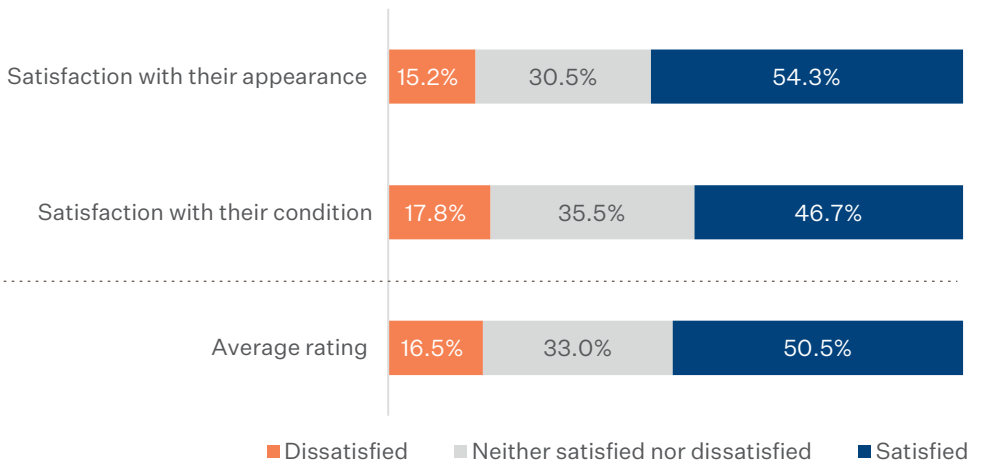
Survey participants were asked to evaluate the appearance and condition of the city’s heritage buildings. Two factors were rated using a five-point Likert scale, where 1 = very satisfied; 3 = neither satisfied nor dissatisfied; and 5 = very dissatisfied:

“Christchurch’s heritage buildings provide the City with a reminder of a former time. They are often used as community centres, residential properties and for commercial activities such as accommodation and restaurants. Overall, how satisfied or dissatisfied are you with the appearance of the city’s heritage buildings?”

“Overall, how satisfied or dissatisfied are you with the condition of these buildings?”

On average, 51% were satisfied with the appearance and condition of the heritage buildings. This result falls below the Level of Service (LOS) target of 70%.

3.7 Satisfaction with appearance and condition of city’s heritage buildings



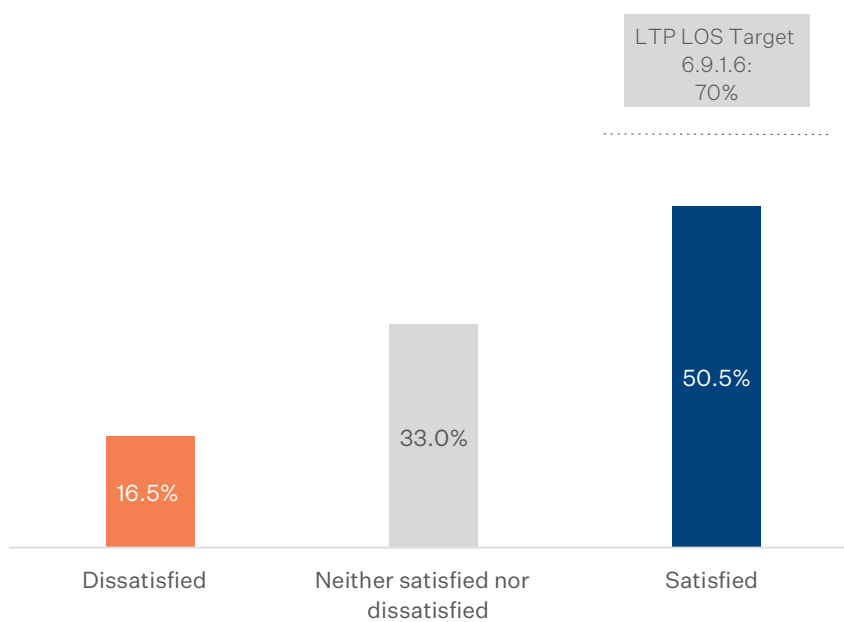
Base: Total sample excluding don't know/not applicable (n=748/735)

3.8 Satisfaction with appearance and condition of city’s heritage buildings

		Don't know/ not applicable	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
Satisfaction with their appearance	n	23	23	91	228	323	83
	%		3.1%	12.2%	30.5%	43.2%	11.1%
Satisfaction with their condition	n	36	25	106	261	291	52
	%		3.4%	14.4%	35.5%	39.6%	7.1%
AVERAGE RATING			3.2%	13.3%	33.0%	41.4%	9.1%

Don't know/not applicable responses have not been included in all percentages

3.9 Average level of satisfaction with city’s heritage buildings



Base: Total sample excluding don't know/not applicable

3.3 Refuse Disposal

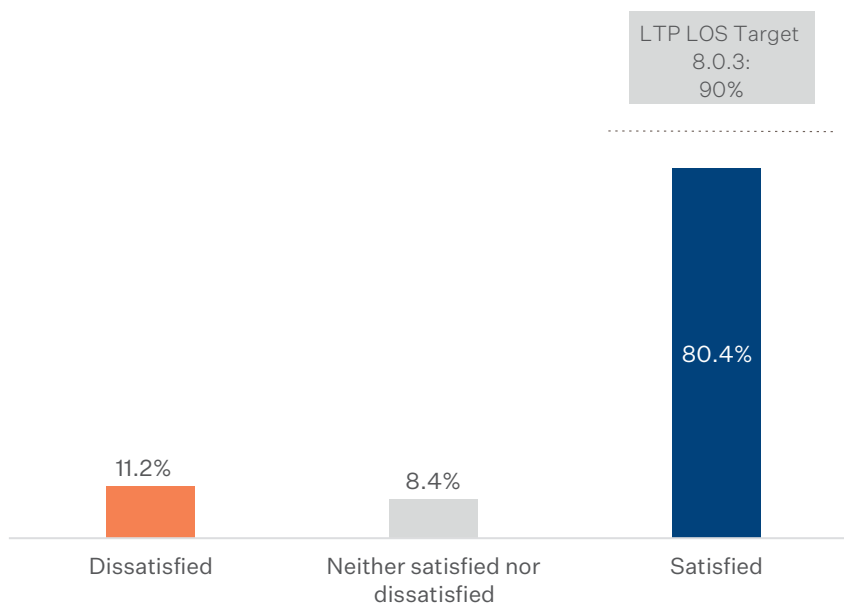
3.3.1 Customer satisfaction with kerbside collection service for recyclable materials (LOS 8.0.3)

Survey participants were asked to rate their satisfaction with kerbside collection of recyclable waste. This was rated using a five-point Likert scale, where 1 = very satisfied; 3 = neither satisfied nor dissatisfied; and 5 = very dissatisfied:

“Thinking now about the Council rubbish and recycling collection, overall how satisfied or dissatisfied are you with the Council’s kerbside collection of recyclable materials (your yellow bin)?”

80% of residents were satisfied with kerbside recycling. This result falls short of the Level of Service (LOS) target of 90%.

3.10 Satisfaction with kerbside collection services for recyclable materials (yellow bin)



Base Total sample excluding don't know/not applicable (n=766)

3.11 Satisfaction with kerbside collection services for recyclable materials (yellow bin)

		Don't know/ not applicable	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
Satisfaction with kerbside recycling	n	5	26	60	64	278	338
	%		3.4%	7.8%	8.4%	36.3%	44.1%

Don't know/not applicable responses have not been included in all percentages

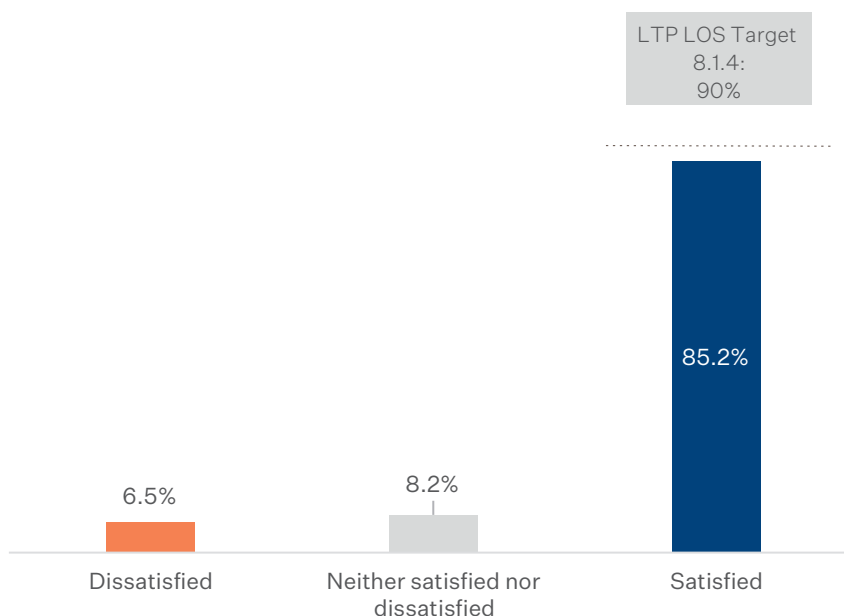
3.3.2 Customer satisfaction with kerbside collection service for residual waste (LOS 8.1.4)

Survey participants were asked to rate their satisfaction with kerbside collection of residual waste. This was rated using a five-point Likert 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 rubbish (your red bin)?”

85% of residents were satisfied with kerbside residual waste. This result falls short of the Level of Service (LOS) target of 90%.

3.12 Satisfaction with kerbside collection service for residual waste (red bin)



Base: Total sample excluding don't know/not applicable (n=764)

3.13 satisfaction with kerbside collection service for residual waste

	Don't know/ not applicable	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied	
Satisfaction with kerbside rubbish	n	7	15	35	63	290	361
	%		2.0%	4.6%	8.2%	38.0%	47.3%

Don't know/not applicable responses have not been included in all percentages

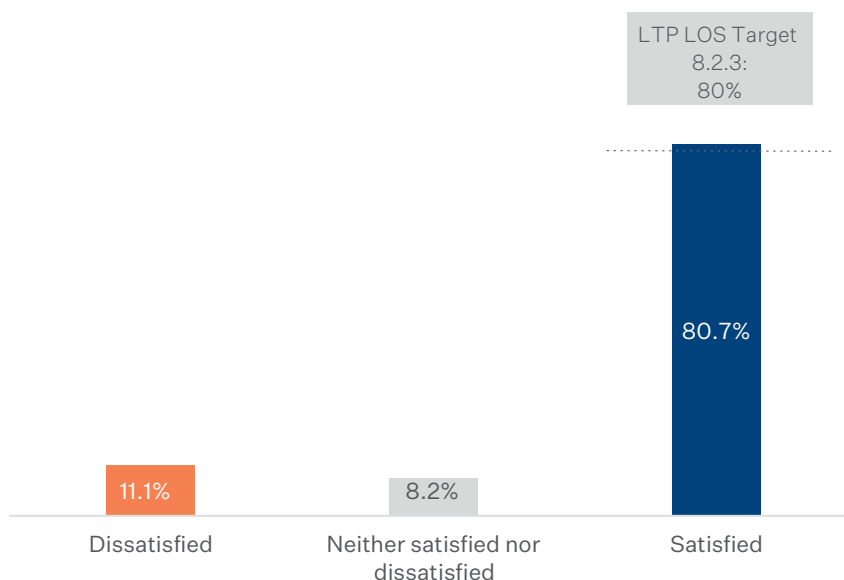
3.3.3 Customer satisfaction with kerbside collection service for organic material (LOS 8.2.3)

Survey participants were asked to their satisfaction with kerbside collection of organic material. This was rated using a five-point Likert 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 organic material (your green bin)”

81% of residents were satisfied with kerbside collection of organic material. This result exceeds the Level of Service (LOS) target of 80%.

3.14 Satisfaction with kerbside collection service for organic material (green bin)



Base: Total sample excluding don't know/not applicable (n=756)

3.15 Satisfaction with kerbside collection service for organic material (green bin)

		Don't know/ not applicable	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
Satisfaction with organic material	n	15	17	67	62	255	355
	%		2.2%	8.9%	8.2%	33.7%	47.0%

Don't know/not applicable responses have not been included in all percentages

3.4 Sewerage and Stormwater

3.4.1 Proportion of residents satisfied with the reliability and responsiveness of Council wastewater services (LOS 11.0.1.6)

Survey participants were asked to evaluate certain aspects of wastewater collection and the sewerage system. Three factors were rated using a five-point Likert scale, where 1 = very satisfied; 3 = neither satisfied nor dissatisfied; and 5 = very dissatisfied:

“Wastewater collection is about the underground pipes that take wastewater (e.g. from your toilets, showers etc) away from homes and to the treatment plant. Overall how satisfied or dissatisfied are you that there is minimal odour from the sewerage system?”

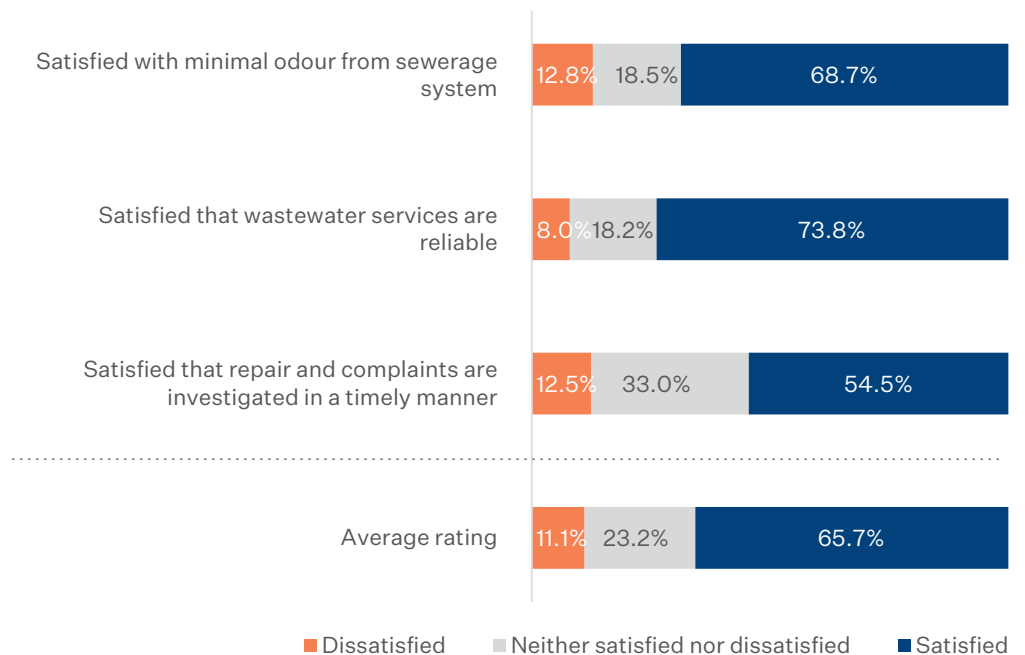
“Overall how satisfied or dissatisfied are you that the wastewater services are reliable?”

“Overall how satisfied or dissatisfied are you that the Council repairs wastewater faults and investigates wastewater complaints in a timely manner?”

On average, 66% were satisfied with the sewerage and wastewater facilities. This result falls below the Level of Service (LOS) target of 79%.

Residents of the Linwood-Central-Heathcote community board were significantly less satisfied that there is a minimal odour from the sewerage system.

3.16 Satisfaction with sewerage and wastewater services



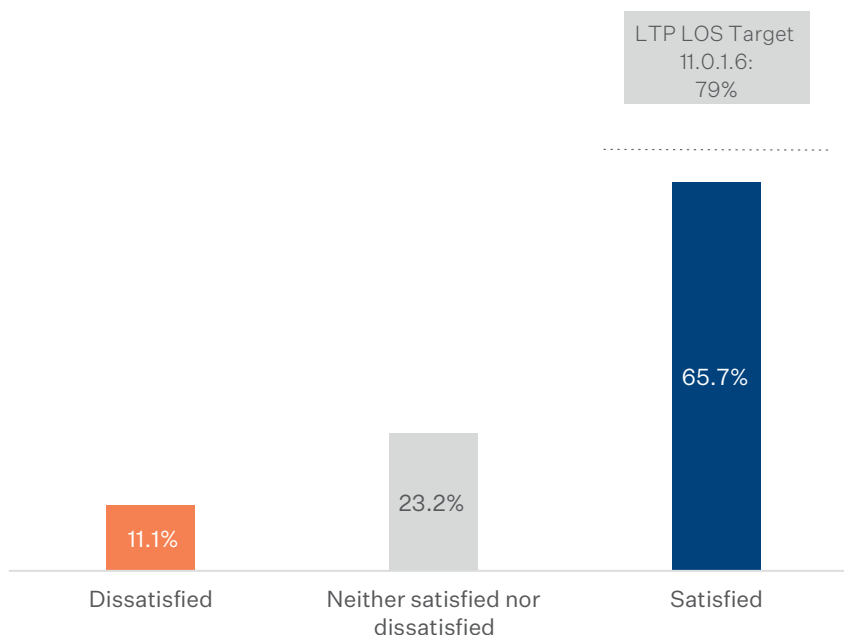
Base: Total sample excluding don't know/not applicable (n=747/748/703)

3.17 Satisfaction with sewerage and wastewater services

		Don't know/ not applicable	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
Minimal odour from sewerage system	n	30	24	71	137	309	200
	%		3.2%	9.6%	18.5%	41.7%	27.0%
Wastewater services are reliable	n	23	13	47	136	335	217
	%		1.7%	6.3%	18.2%	44.8%	29.0%
Repairs and complaints are investigated in a timely manner	n	68	19	69	232	265	118
	%		2.7%	9.8%	33.0%	37.7%	16.8%
AVERAGE RATING			2.6%	8.6%	23.2%	41.4%	24.3%

Don't know/not applicable responses have not been included in all percentages

3.18 Average level of satisfaction with sewerage and wastewater services



Base: Total sample excluding don't know/not applicable

3.4.2 Proportion of residents satisfied with the management of the Council’s stormwater network (LOS 14.0.3)

Survey participants were asked to evaluate certain aspects of the city’s waterways and stormwater network. Four factors were rated using a five-point Likert scale, where 1 = very satisfied; 3 = neither satisfied nor dissatisfied; and 5 = very dissatisfied:

“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. Overall, how satisfied or dissatisfied are you with the condition of waterways?”

“Overall, how satisfied or dissatisfied are you with the condition of waterway margins?”

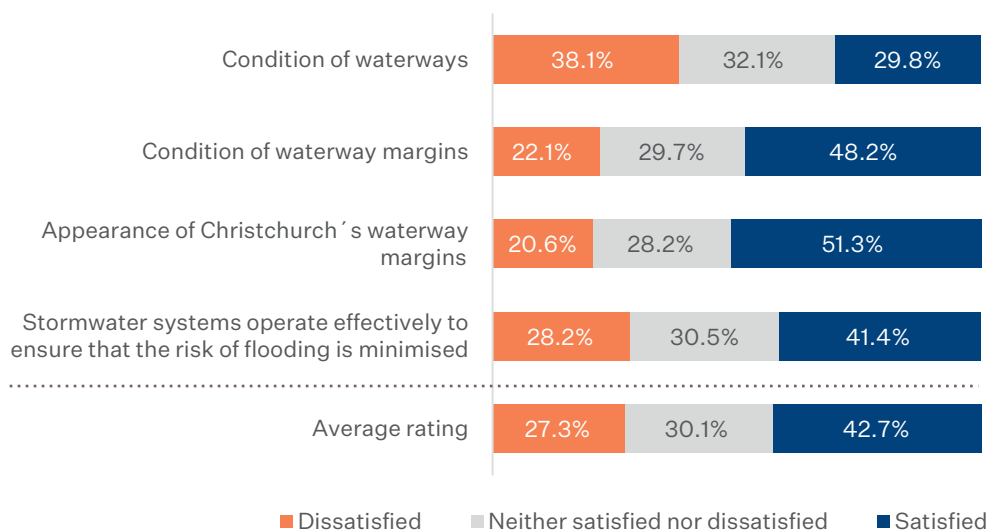
“Overall, how satisfied or dissatisfied are you with the appearance of Christchurch’s waterway margins?”

“Overall how satisfied or dissatisfied are you that the city’s stormwater management systems operate effectively to ensure that the risk of flooding is minimized?”

On average, 43% were satisfied with the stormwater network. This result lies above the Level of Service (LOS) target of 38%.

Residents of the Coastal-Burwood community board were considerably less satisfied with the appearance and condition of waterway margins, and less confident that the risk of flooding is minimised.

3.19 Satisfaction with waterways and the stormwater network



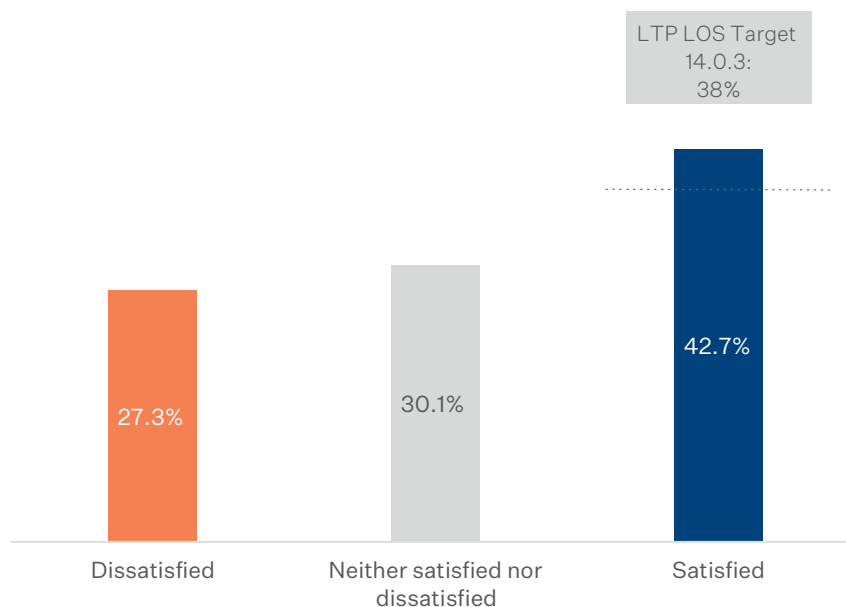
Base: total sample excluding Don’t know/not applicable (n=764/757/759/752)

3.20 Satisfaction with waterways and the stormwater network

		Don't know/ not applicable	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
Condition of waterways	n	7	90	201	245	170	58
	%		11.8%	26.3%	32.1%	22.3%	7.6%
Condition of waterway margins	n	14	55	112	225	279	86
	%		7.3%	14.8%	29.7%	36.9%	11.4%
Appearance of Christchurch's waterway margins	n	12	40	116	214	298	91
	%		5.3%	15.3%	28.2%	39.3%	12.0%
Stormwater systems operate effectively to ensure that the risk of flooding is minimised	n	19	55	157	229	236	75
	%		7.3%	20.9%	30.5%	31.4%	10.0%
AVERAGE RATING			7.9%	19.3%	30.1%	32.4%	10.2%

Don't know/not applicable responses have not been included in all percentages

3.21 Average level of satisfaction with waterways and the stormwater network



Base: Total sample excluding don't know/not applicable

3.5 Transportation

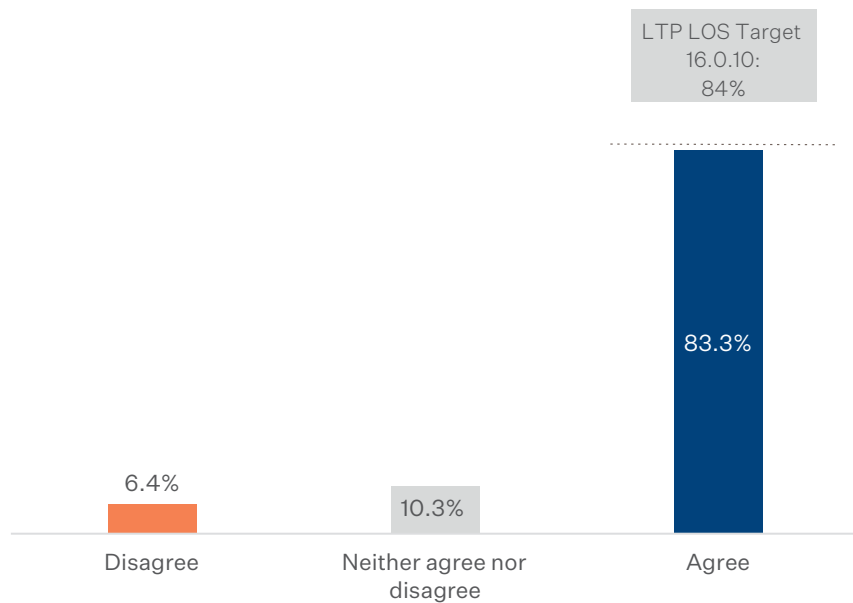
3.5.1 Improve the perception that Christchurch is a walking friendly city (LOS 16.0.10)

Survey participants were asked to evaluate how walking friendly they perceive Christchurch city to be. This factor was rated using a five-point Likert scale, where 1 = very satisfied; 3 = neither satisfied nor dissatisfied; and 5 = very dissatisfied:

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

83% were in agreement that Christchurch is a walking friendly city. This result is just below the Level of Service (LOS) target of 84%.

3.22 Level of agreement that Christchurch is a walking friendly city



Base: Total sample excluding don't know/not applicable (n=768)

3.23 Level of agreement that Christchurch is a walking friendly city

	Don't know/ not applicable	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
Christchurch is a walking friendly city	n	3	10	39	79	321
	%		1.3%	5.1%	10.3%	41.5%

Don't know/not applicable responses have not been included in all percentages

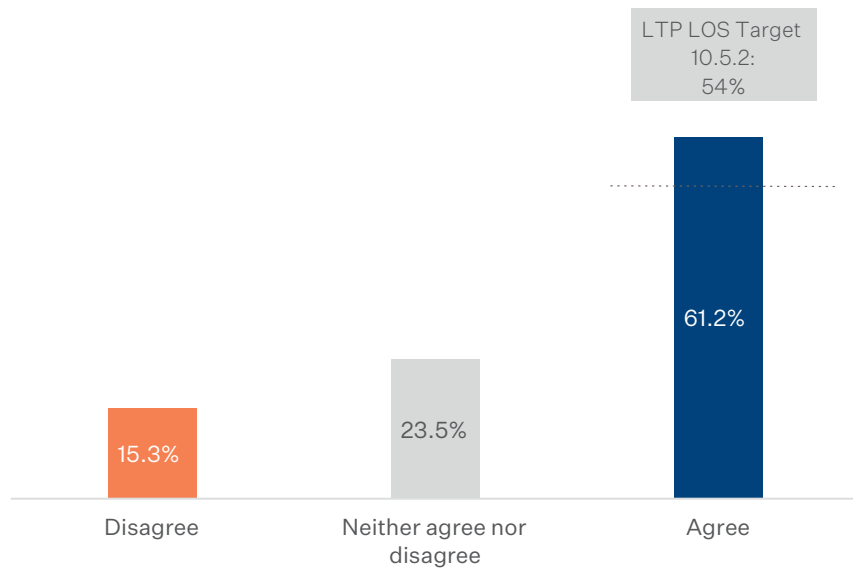
3.5.2 Improve perception that Christchurch is a cycling friendly city (LOS 10.5.2)

Survey participants were asked to rate how cycle friendly the city is. This was done using a five-point Likert scale, where 1 = strongly agree; 3 = neither agree nor disagree; and 5 = strongly disagree:

“Now, I would like to ask you some questions about active travel in Christchurch. Overall, how much do you agree or disagree that Christchurch is a cycle friendly city?”

On average, 61% agreed Christchurch is a ‘cycle friendly’ city. This result exceeds the Level of Service (LOS) target of 54%.

3.24 Level of agreement the Christchurch is a ‘cycle-friendly’ city



Base: Total sample excluding don't know/not applicable (n=758)

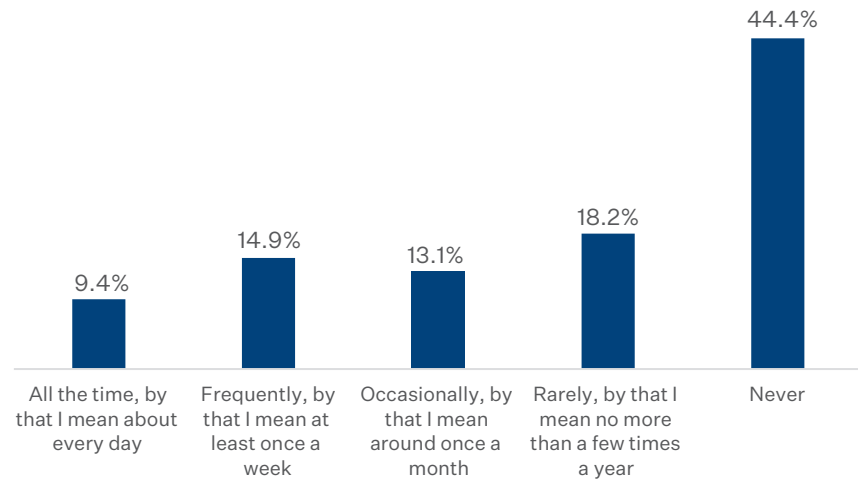
3.25 Level of agreement the Christchurch is a ‘cycle-friendly’ city

	Don't know/ not applicable	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	
Christchurch is a cycle friendly city	n	13	31	85	178	318	146
	%		4.1%	11.2%	23.5%	42.0%	19.3%

Don't know/not applicable responses have not been included in all percentages

Survey participants were also asked how often they have cycled on a public road in Christchurch in the last 12 months. 24% cycle on public roads at least once a week.

3.26 Frequency of cycling on public roads



Frequent (at least weekly) cyclists are significantly more likely to agree that Christchurch is a 'cycle friendly' city.

3.6 Roads and Footpaths

3.6.1 Improve resident satisfaction with roadway condition (LOS 16.0.3)

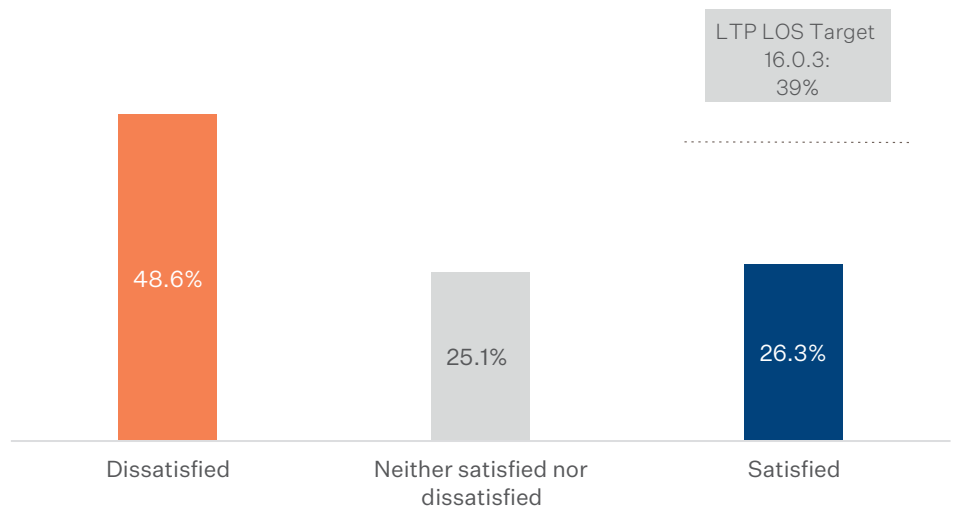
Survey participants were asked to rate their satisfaction with the condition of roadways in Christchurch, excluding the residential red zone roads. This was done using a five-point Likert scale, where 1 = very satisfied; 3 = neither satisfied nor dissatisfied; and 5 = very dissatisfied:

“Overall, how satisfied or dissatisfied are you with the condition of Christchurch’s roads, excluding the residential red zone roads?”

26% were satisfied with the condition of roads. This result falls below the Level of Service (LOS) target of 39%.

Residents of the Coastal-Burwood community board were significantly less satisfied with the condition of roads.

3.27 Satisfaction with condition of roads excluding residential red zone roads



Base: Total sample excluding don't know/not applicable (n=768)

3.28 Satisfaction with condition of roads excluding residential red zone roads

	Don't know/ not applicable	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	
Condition of roads	n	3	147	226	193	166	36
	%		19.1%	29.4%	25.1%	21.6%	4.7%

Don't know/not applicable responses have not been included in all percentages

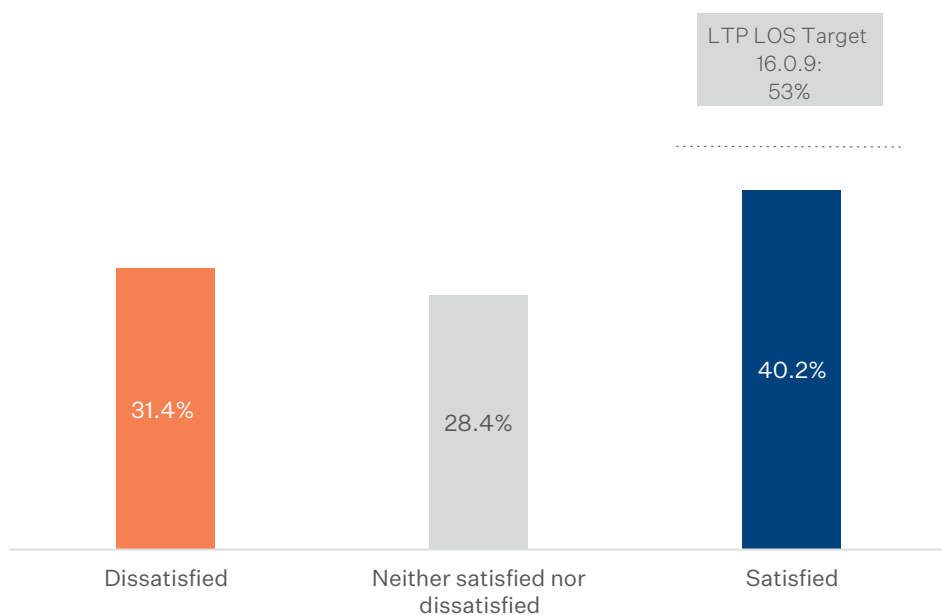
3.6.2 Improve resident satisfaction with footpath condition (LOS 16.0.9)

Survey participants were asked to rate their satisfaction with the condition of footpaths in Christchurch. This was done using a five-point Likert 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 footpaths, excluding the residential red zone footpaths?”

40% were satisfied with the footpaths in the city. This result falls below the Level of Service (LOS) target of 53%.

3.29 Satisfaction with condition of footpaths excluding residential red zone footpaths



Base: Total sample excluding don't know/not applicable (n=761)

3.30 Satisfaction with condition of footpaths excluding residential red zone footpaths

	Don't know/ not applicable	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
Condition of footpaths excluding residential red zone footpaths	n	10	78	161	216	247
	%		10.2%	21.2%	28.4%	32.5%
						7.8%

Don't know/not applicable responses have not been included in all percentages

3.7 Water Supply

3.7.1 Proportion of residents satisfied with the quality of Council water supplies (LOS 12.0.2.19)

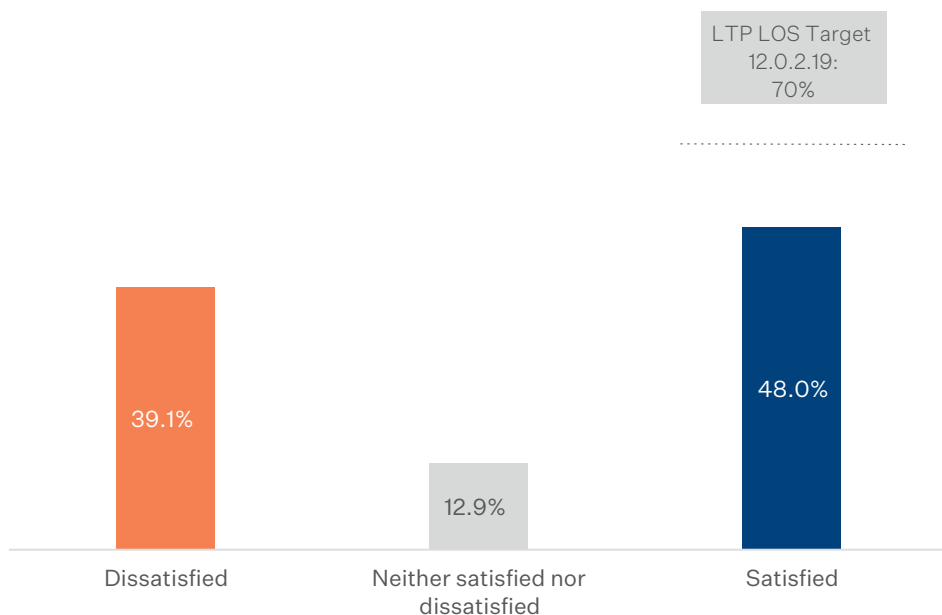
Survey participants were asked to rate their satisfaction with the quality of water supply. This was done using a five-point Likert scale, where 1 = very satisfied; 3 = neither satisfied nor dissatisfied; and 5 = very dissatisfied:

“Overall how satisfied or dissatisfied are you with the quality of the water supply?”

48% of residents were satisfied with the quality of water supply. This result falls below the Level of Service (LOS) target of 70%. However, it represents a significant improvement on 2019, when only 37% were satisfied.

Residents of the Fendalton-Waimairi-Harewood community board were significantly more likely to be satisfied with the quality of the water supply.

3.31 Satisfaction with quality of water supply



Base: Total sample excluding don't know/not applicable (n=762)

3.32 Satisfaction with quality of water supply

	Don't know/ not applicable	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied	
Quality of water supply	n	9	112	186	98	247	119
	%		14.7%	24.4%	12.9%	32.4%	15.6%

Don't know/not applicable responses have not been included in all percentages

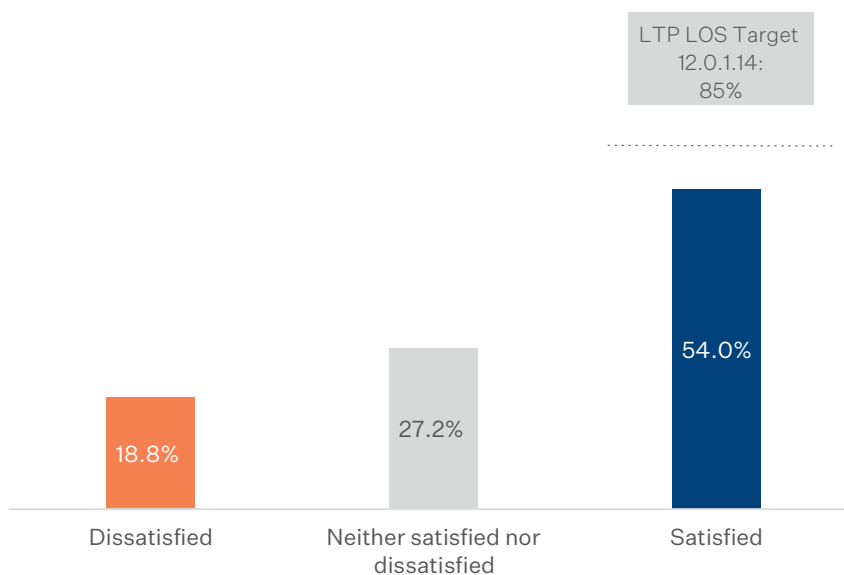
3.7.2 Proportion of residents satisfied with the responsiveness of Council water supplies (LOS 12.0.1.14)

Survey participants were asked to rate their satisfaction with the responsiveness of the water supply in Christchurch. This was done using a five-point Likert scale, where 1 = very satisfied; 3 = neither satisfied nor dissatisfied; and 5 = very dissatisfied:

“Overall, how satisfied or dissatisfied are you that the Council repairs water leaks, restores water interruptions and investigates water supply complaints in a timely manner?”

54% of residents were satisfied with the with the responsiveness offered by the Council. This result falls below the Level of Service (LOS) target of 85%.

3.34 Satisfaction that Council repairs and attends to water supply complaints in a timely manner



Base: Total sample excluding don't know/not applicable (n=746)

3.35 Satisfaction that Council repairs and attends to water supply complaints in a timely manner

		Don't know/ not applicable	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
Council repairs leaks and investigates complaints in a timely manner	n	25	49	91	203	285	118
	%		6.6%	12.2%	27.2%	38.2%	15.8%

Don't know/not applicable responses have not been included in all percentages

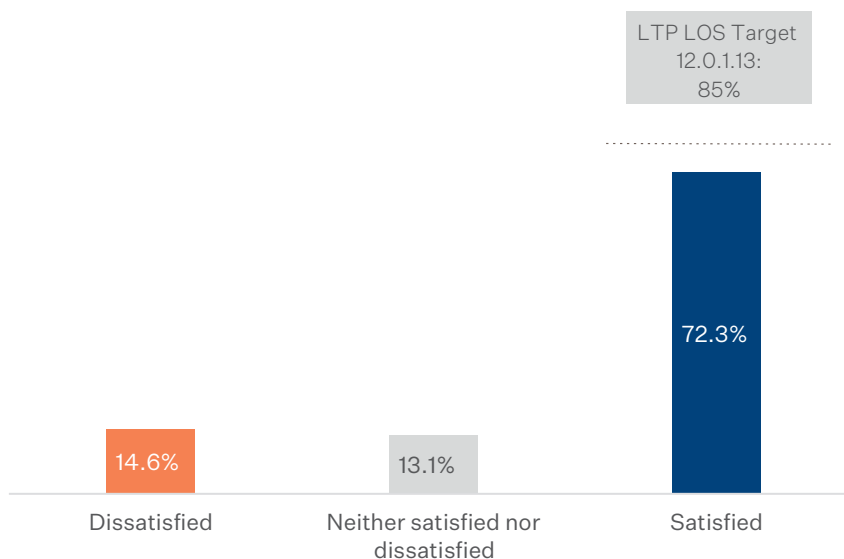
3.7.3 Proportion of residents satisfied with the reliability of Council water supplies (LOS 12.0.1.13)

Survey participants were asked to rate their satisfaction with the reliability of Council water supply. This was done using a five-point Likert scale, where 1 = very satisfied; 3 = neither satisfied nor dissatisfied; and 5 = very dissatisfied:

“Overall, how satisfied or dissatisfied are you that the water supply is reliable?”

72% of residents were satisfied with the with the reliability of water supply. This result falls below the Level of Service (LOS) target of 85%.

3.36 Satisfaction with reliability of water supply



Base Total sample excluding don't know/not applicable (n=762)

3.37 Satisfaction rating with reliability of water supply

		Don't know/ not applicable	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
Reliability of water supply	n	9	36	75	100	315	236
	%		4.7%	9.8%	13.1%	41.3%	31.0%

Don't know/not applicable responses have not been included in all percentages

3.8 Parking

3.8.1 Improve customer perception of the ease of use of Council on-street parking facilities (LOS 10.3.3)

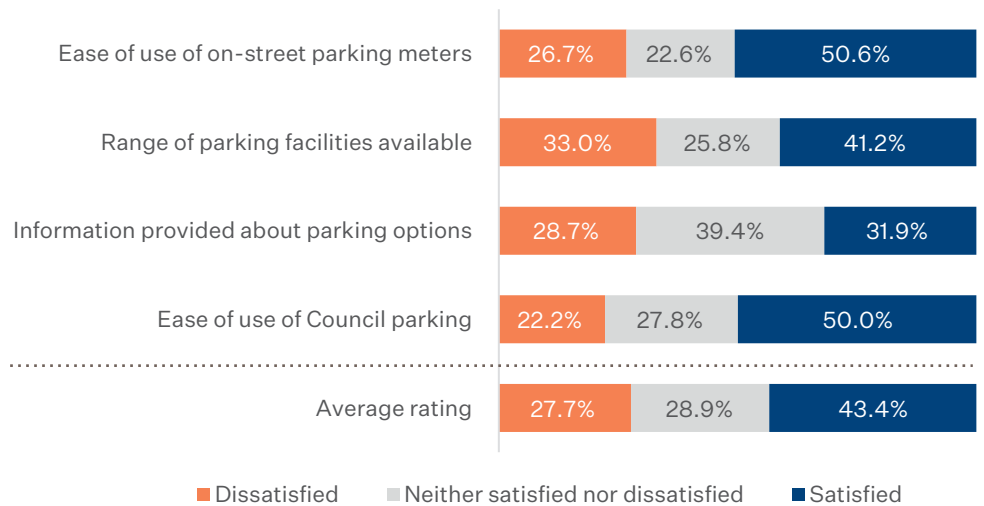
Survey participants were asked to rate their satisfaction with respect to parking facilities run by the Council. 80% of residents had used such a facility, level with the 2019 result of 79%.

Four factors were evaluated using a five-point Likert scale, where 1 = very satisfied; 3 = neither satisfied nor dissatisfied; and 5 = very dissatisfied:

- “Overall how satisfied or dissatisfied are you with the ease of use of on-street parking meters?”
- “Overall how satisfied or dissatisfied are you with the range of Council parking facilities available to you?”
- “Overall how satisfied or dissatisfied are you with the information provided by the Council about parking options?”
- “Overall how satisfied or dissatisfied are you with the ease of use of Council parking?”

On average, 43% of residents were satisfied with these aspects of Council on-street parking. This result falls below the Level of Service (LOS) target of 52%.

3.38 Satisfaction with on-street parking facilities



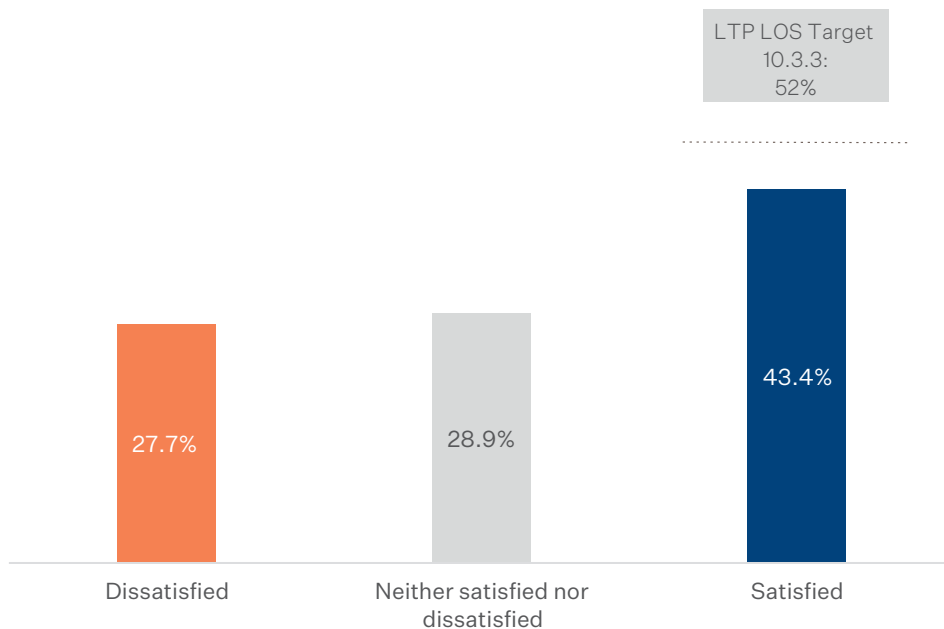
Base: Total sample excluding don't know/not applicable (n=707/718/728/726)

3.39 Satisfaction with on-street parking facilities

		Don't know/ not applicable	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
Ease of use of on-street parking meters	n	64	78	111	160	270	88
	%	11.0%	15.7%	22.6%	38.2%	12.4%	
Range of parking facilities available	n	53	74	163	185	235	61
	%	10.3%	22.7%	25.8%	32.7%	8.5%	
Information provided about parking options	n	43	66	143	287	188	44
	%	9.1%	19.6%	39.4%	25.8%	6.0%	
Ease of use of Council parking	n	45	55	106	202	298	65
	%	7.6%	14.6%	27.8%	41.0%	9.0%	
AVERAGE RATING			9.5%	18.2%	28.9%	34.4%	9.0%

Don't know/not applicable responses have not been included in all percentages

3.40 Average level of satisfaction with on-street parking facilities



Base: Total sample excluding don't know/not applicable

3.8.2 Improve resident perception of motor vehicle safety and personal security at parking facilities (LOS 10.3.7)

Survey participants were asked to rate motor vehicle safety at run-off street parking. Three factors were rated using a five-point Likert scale, where 1 = strongly agree; 3 = neither agree nor disagree; and 5 = strongly disagree:

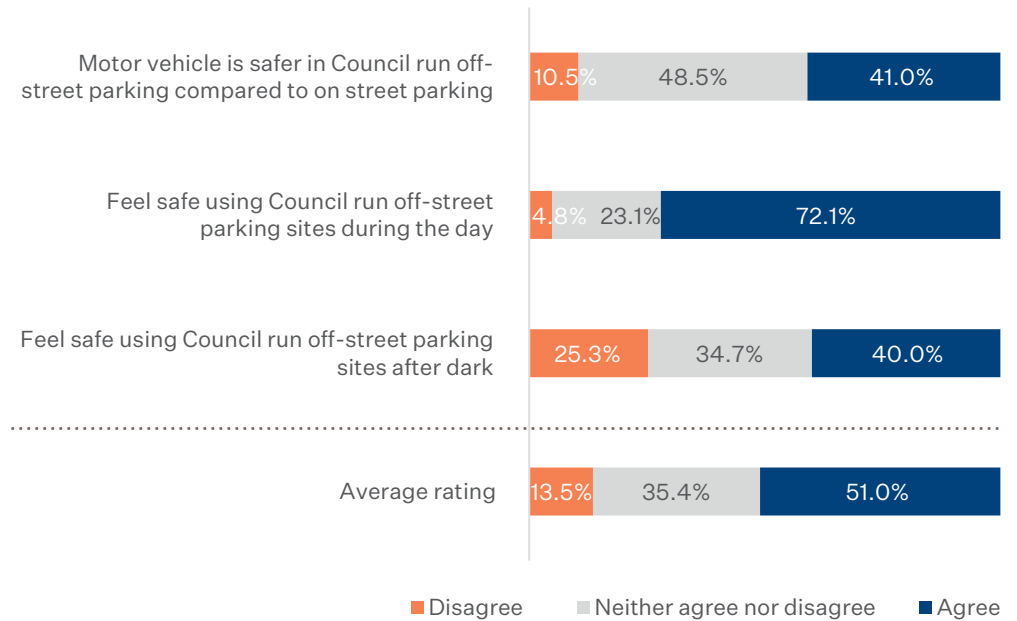
“Overall, how much would you agree or disagree that your motor vehicle is safer in Council run off-street parking compared to on street parking?”

“How much would you agree or disagree that you feel safe using Council run off-street parking sites during the day?”

“How much would you agree or disagree that you feel safe using Council run off-street parking sites after dark?”

On average, 51% agree that they feel safe using off-street parking. This result falls just short of the Level of Service (LOS) target of 52%.

3.41 Perceptions of safety in Council-run off-street parking facilities



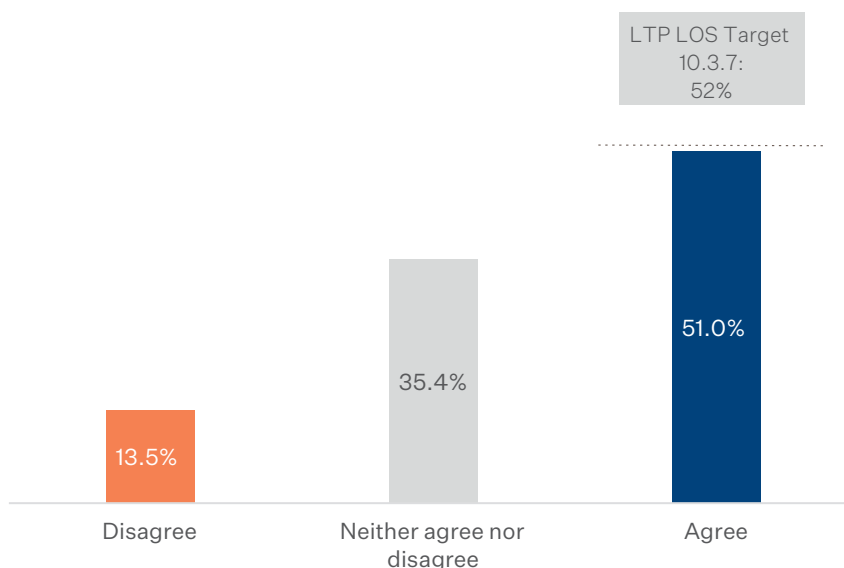
Base: Total sample excluding don't know/not applicable (n=732/713/668)

3.42 Perceptions of safety in Council-run off-street parking facilities

		Don't know/ not applicable	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
Motor vehicle is safer in Council run off-street parking compared to on street parking	n	39	26	51	355	233	67
	%		3.6%	7.0%	48.5%	31.8%	9.2%
Feel safe using Council run off-street parking sites during the day	n	58	10	24	165	298	216
	%		1.4%	3.4%	23.1%	41.8%	30.3%
Feel safe using Council run off-street parking sites after dark	n	103	50	119	232	205	62
	%		7.5%	17.8%	34.7%	30.7%	9.3%
AVERAGE RATING			4.1%	9.4%	35.5%	34.8%	16.2%

Don't know/not applicable responses have not been included in all percentages

3.43 Average level of agreement with safety in Council-run off-street parking facilities



Base: Total sample excluding don't know/not applicable

3.9 Parks and Green Spaces

3.9.1 Overall customer satisfaction with the presentation of the City’s Parks (inner city parks) (LOS 6.8.4.2)

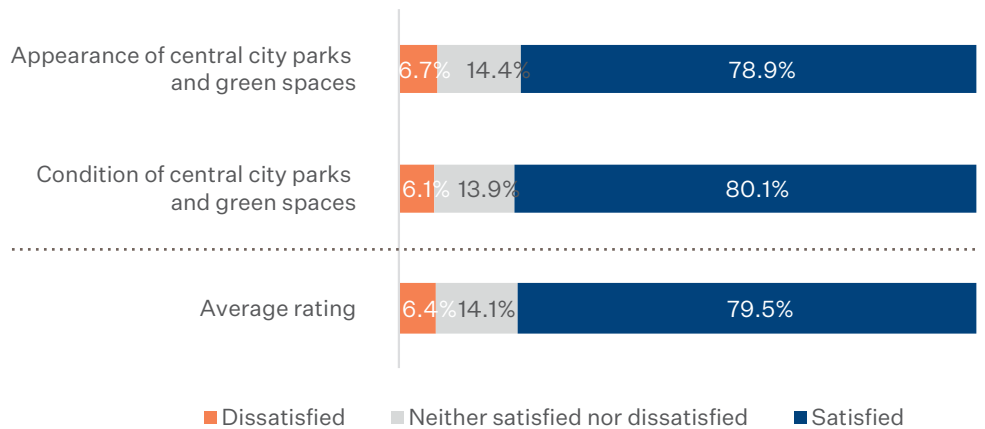
Survey participants were asked to rate their satisfaction with respect to parks and green spaces. Two factors were evaluated using a five-point Likert scale, where 1 = very satisfied; 3 = neither satisfied nor dissatisfied; and 5 = very dissatisfied:

“Overall, how satisfied or dissatisfied are you with the appearance of central city parks and green spaces?”

“Overall, how satisfied or dissatisfied are you with the condition of these parks and green spaces?”

On average, 80% of residents were satisfied with parks and green spaces. This result is in line with the Level of Service (LOS) target of 80%

3.44 Satisfaction with parks and green spaces



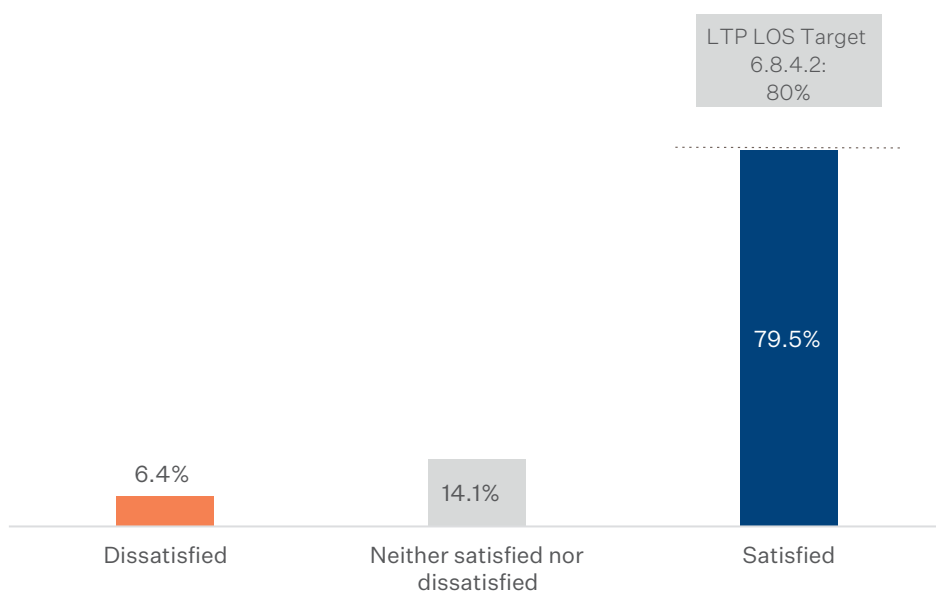
Base: total sample excluding Don't know/not applicable (n=759/758)

3.45 Satisfaction with parks and green spaces

		Don't know/ not applicable	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
Appearance of central city parks and green spaces	n	12	10	41	109	386	213
	%		1.3%	5.4%	14.4%	50.9%	28.1%
Condition of these parks and green spaces	n	13	7	39	105	430	177
	%		0.9%	5.1%	13.9%	56.7%	23.4%
AVERAGE RATING			1.1%	5.3%	14.1%	53.8%	25.7%

Don't know/not applicable responses have not been included in all percentages

3.46 Average level of satisfaction with parks and green spaces



Base: total sample excluding Don't know/not applicable

3.10 Overall Satisfaction and Opportunities for Improvement

Overall satisfaction has fallen significantly from 62% in 2019 to 50% in 2020. Dissatisfaction has risen significantly, from 15% to 23%.

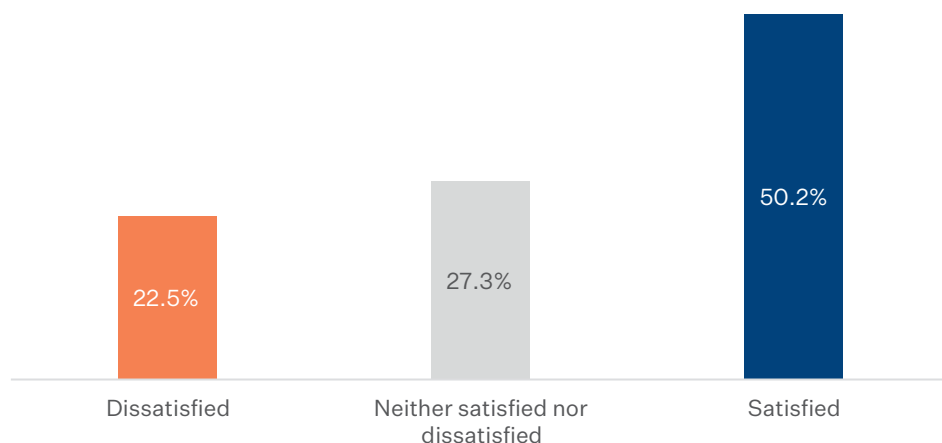
The main reasons given for dissatisfaction relate to the Council's provision of services, and perceived slow response time.

Survey participants were asked to rate their satisfaction with the performance of the Council over the last 12 months using a five-point Likert scale, where 1 = very satisfied; 3 = neither satisfied nor dissatisfied; and 5 = very dissatisfied:

3.10.1 Overall satisfaction with the Council's performance

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

3.47 Overall satisfaction with the Council's performance



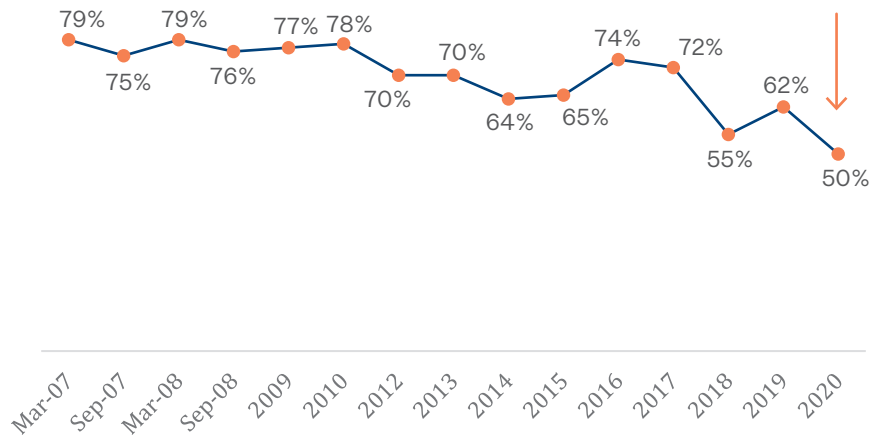
Base: total sample excluding Don't know/not applicable (n=1532)

3.48 Overall satisfaction with the Council's performance

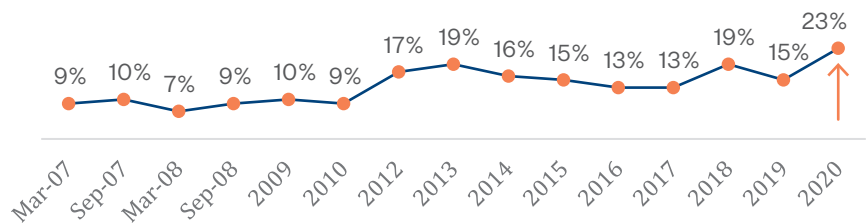
	Don't know/ not applicable	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
Council's performance in delivering service over the last 12 months	n	10	118	227	418	144
	%	7.7%	14.8%	22.3%	40.8%	9.4%

Don't know/not applicable responses have not been included in all percentages

3.49 Satisfaction with the Council's performance over time



3.50 Dissatisfaction with the Council's performance over time



Arrows indicate a statistically significant change year-on-year at the 95% confidence level.

Residents were asked to elaborate on why they were satisfied/dissatisfied with the Council.

“Why did you give that rating?”

3.51 Reasons for satisfaction/dissatisfaction with the Council

Reasons	n=	%
Happy with services provided	344	22%
Unhappy with services provided	269	17%
Council is doing a good job overall	192	12%
Slow to/don't respond to problems/concerns	149	10%
No problems/issues	141	9%
Respond to problems/concerns	96	6%
Room for improvement	93	6%
Poor communication	73	5%
Disapprove of water chlorination handling	61	4%
Disapprove of Council spending	55	4%
Poor customer service	45	3%
Good customer service	42	3%
Unhappy with rebuild progress	41	3%
Rates increased	35	2%
Lack of public consultation	33	2%
Council needs to take more action	21	1%
Unhappy about water bottling plant	17	1%
Unhappy with Mayor	16	1%
Council is doing a poor job overall	13	1%
Good communication	9	1%
Happy with how Council handled things after terrorist attack	4	0%
Disapprove of Lime scooters	3	0%
Difficulties reporting issues to Council	1	0%
Other	93	6%
Don't know	77	5%

Base: total sample (n=1542)

Looking further at the top responses provided, split by those who were satisfied/very satisfied versus those who were dissatisfied/very dissatisfied, we can see that provision of services is the key issue. More people feel the Council is doing a good job providing services than believe the opposite.

The other major concerns surround the Council's perceived poor levels of communication and response to problems. These complaints have increased substantially since 2019.

3.52 Top reasons for satisfaction

Reasons	n	%
Happy with services provided	278	36%
Council is doing a good job overall	175	23%
No problems/issues	97	13%
Respond to problems/concerns	88	11%

Base: total satisfied/very satisfied (n=769)

3.53 Top reasons for dissatisfaction

Reasons	n	%
Unhappy with services provided	134	39%
Slow to/don't respond to problems/concerns	73	21%
Poor communication	44	13%
Disapprove of Council spending	29	8%

Base: total dissatisfied/very dissatisfied (n=345)

- “ It's a communication thing for me. We are hung out to dry. There is nothing in place to embrace the thoughts of the citizens. They are devoid of interest in the people as a whole. They couldn't care less. If it was election time, they would be all over you like a rash but once they are in office they don't give a stuff. They get big salaries but don't give a stuff.
- “ Everything seems to move very slowly with the council and very political ideas get sorted far faster than good solid ideas, that are the foundation of a good community, are ignored.

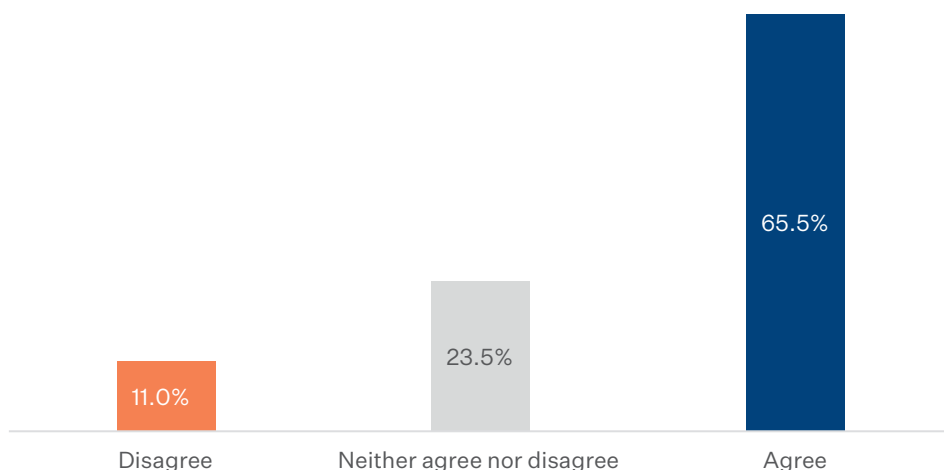
3.10.2 Ease of interaction with the Council

Residents were also asked about ease of interaction with the Council.

“How much do you agree or disagree that the Council has made it easy for you to interact with it regarding your service needs?”

A five-point Likert scale was used, where 1 = strongly agree; 3 = neither agree nor disagree; and 5 = strongly disagree:

3.54 Agreement with ease of interaction



Base: total sample excluding Don't know/not applicable (n=1521)

3.55 Agreement with ease of interaction

		Don't know/ not applicable	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
Council has made it easy for you to interact with it regarding your service needs	n	21	45	122	358	670	326
	%		3.0%	8.0%	23.5%	44.0%	21.4%

Don't know/not applicable responses have not been included in all percentages

3.10.3 Best and worst services

Residents were also asked to state what they thought was the best service that the Council provides, and why.

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

Waste management and the libraries once again came up as the two top responses, as they did in 2019.

- “ I think compared to living in other places, our rubbish service is pretty top. The guidance around recycling recently has been very helpful. Quite well run.
- “ I am really impressed with the library service, because it’s the things, beyond borrowing books, you can do at the library and the staff are very helpful.

3.56 The one service you feel the Council is performing the best in

Service	Percentage	n=
Waste management	433	28%
Libraries	253	16%
Parks, reserves and green spaces	124	8%
Events/ activities	113	7%
Recreation & Sport Centres	98	6%
Water supply	76	5%
Cycleways	46	3%
Roading	40	3%
The rebuild	30	2%
Facilities and services in general	25	2%
Information and communication	22	1%
Public transport	21	1%
Sewerage/ Wastewater	20	1%
Public space cleaning/ City beautification	16	1%
Waterways	12	1%
Community Support	10	1%
Rates spending and financial management	9	1%
Parking	5	0%

Service	Percentage	n=
Footpaths	4	0%
Animal control	2	0%
Emergency preparedness and response	1	0%
Other	63	4%
Don't know	226	15%

3.57 The one service you feel the Council is performing the best in, with reason (detailed)

Service	Detail	n=	%
Roading	Improved network/services	14	1%
Roading	Roadworks/ Maintenance	19	1%
Roading	Other	8	1%
Public transport	Generally a good/efficient service	14	1%
Public transport	Good coverage/ variety of routes	5	0%
Public transport	Punctual timetables	6	0%
Public transport	Other	0	0%
Waste management	Generally good service/no issues	215	14%
Waste management	Timely collection and service	134	9%
Waste management	Availability of bins/ good size bins	12	1%
Waste management	Recycling and recycling options	53	3%
Waste management	Proper collection/no residue left behind	19	1%
Waste management	Friendly/ responsive staff	12	1%
Waste management	Communicate issues	11	1%
Waste management	Reliable	67	4%
Waste management	Other	8	1%
Parking	Access to parking	5	0%
Cycleways	Good quality	8	1%

Service	Detail	n=	%
Cycleways	Availability/ number	14	1%
Cycleways	Other	24	2%
Events/ activities	Availability/ number/ range	14	1%
Events/ activities	Providing information on events	9	1%
Events/ activities	Well organised	17	1%
Events/ activities	Family friendly/ for all ages	14	1%
Events/ activities	Other	58	4%
Events/ activities	Free/ affordable	8	1%
Libraries	Good service / good libraries	169	11%
Libraries	Availability and variety of good/ current resources/activities	35	2%
Libraries	Availability of and access to libraries	38	2%
Libraries	Good/ modern infrastructure	9	1%
Libraries	Free access/ free access to materials	12	1%
Libraries	Good librarians/ staff	41	3%
Libraries	Other	4	0%
Recreation & Sport Centres	Availability and access to swimming pools	51	3%
Recreation & Sport Centres	Generally good service	16	1%
Recreation & Sport Centres	Clean/ well maintained	21	1%
Recreation & Sports Centres	Availability and access to walking tracks	5	0%
Recreation & Sport Centres	Other	14	1%
Facilities and services in general	Generally good service	25	2%
Parks, reserves and green spaces	Well presented and maintained	100	6%
Parks, reserves and green spaces	Availability/number/variety	4	0%
Parks, reserves and green spaces	Good service to have	12	1%
Parks, reserves and green spaces	Good for the children	3	0%

Service	Detail	n=	%
Parks, reserves and green spaces	Other	7	0%
Water supply	No issues with chlorine	2	0%
Water supply	Adequate and regular supply	3	0%
Water supply	Water quality/ taste is good	20	1%
Water supply	Maintenance done promptly/ well maintained	9	1%
Water supply	Generally good service	46	3%
Community Support	Involvement of council	10	1%
Sewerage/ Wastewater	Generally good service	18	1%
Sewerage/ Wastewater	Well maintained	1	0%
Sewerage/ Wastewater	Not discharging during emergencies	1	0%
Animal control	Good service	2	0%
The rebuild	Improving the look of the city	14	1%
The rebuild	Good progress being made	12	1%
The rebuild	Other	5	0%
Public space cleaning/ City beautification	Keeping spaces/ city clean	16	1%
Public space cleaning/ City beautification	Attract tourists/ businesses	0	0%
Emergency preparedness and response	Well prepared/ good response	1	0%
Rates spending and financial management	Other	7	0%
Information and communication	Good communication/ clear	9	1%
Information and communication	Other	13	1%

Service	Detail	n=	%
Waterways	Well maintained/ clean	12	1%
Footpaths	Good accessibility	1	0%
Footpaths	Good service	2	0%
Other		63	4%
Don't know		226	15%

Respondents were also asked to state the one service they thought was most important for the Council to improve.

Roading was once again the most salient topic in respondents' minds', with 27% of all respondents making a negative comment regarding the state of roads.

- “ I think that they need to be fixing our roads. Too many potholes all over the city, which damages cars and it's a hazard too if you're biking on the roads really.
- “ Roadworks. Riccarton Road is just nightmare central!
- “ I live on the east side so I will say roading. It's still an issue on this side. I feel we are forgotten a wee bit.

The fresh water supply was the next most mentioned service area, but substantially less than in 2019 (14% mentioned it in 2020 compared to 21% in 2019).

- “ Fresh water to houses. Get rid of the chlorine and never let that happen again. Even if the Mayor's husband is representing the Chinese bottle water company. I hate hypocrisy.

Thinking about 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, and why?

3.58 One service that is most important to improve

Service	Percentage	n=
Roading	421	27%
Water supply	221	14%
Parking	116	8%
Footpaths	79	5%
Waste management	76	5%
Council decision-making/financial management	71	5%
Information and communication	65	4%
Cycleways	58	4%
Public transport	48	3%
Earthquake recovery/ rebuild	47	3%
Waterways	32	2%
Recreation & Sports Centres	32	2%
Parks, reserves and green spaces	31	2%
Public space cleaning/ City beautification	29	2%
Consents process	26	2%
Sewerage/ Wastewater	17	1%
Housing	12	1%
Events/ activities	9	1%
Other	92	6%
Don't know	189	12%

3.59 One service that is most important to improve, with reason (detailed)

Service	Detail	n	%
Roading	Fix roads/ make smooth/ remove potholes	258	17%
Roading	Better quality repair/ less frequent repair/ faster repair	86	6%
Roading	Improve traffic control/ flow/ accessibility	54	4%
Roading	Better communication/ consultation	11	1%
Roading	Prioritise/ focus repairs where needed most	42	3%
Roading	Allocate resources correctly	11	1%
Roading	Other	39	3%
Footpaths	Fix footpaths/ make smooth/ remove hazards	69	4%
Footpaths	Better quality repair/ less frequent repair/ faster repair	1	0%
Footpaths	Pedestrian right of way clarifications	1	0%
Footpaths	Clear debris/ overhanging foliage	3	0%
Footpaths	Improve street lighting	1	0%
Footpaths	Improve accessibility	6	0%
Cycleways	Make more user-friendly/ Less obstructive/ Safer	24	2%
Cycleways	Clearer delineation between cycleways/ road lanes	2	0%
Cycleways	Ensure cycleways on arterial roads/ direct routes	4	0%
Cycleways	Other	32	2%
Water supply	Remove chlorine/ other additives	158	10%
Water supply	Fix the wells/ bore/ aquifer/ pumping stations	6	0%
Water supply	Improve or retain quality/ smell/ taste/ appearance	57	4%
Water supply	Fix leaks	9	1%
Water supply	Halt sale of water to commercial interests	15	1%
Water supply	Better communication/ consultation	4	0%
Water supply	Devote more resource to fixing issues/ Keep to timeline	4	0%

Service	Detail	n	%
Water supply	Other	15	1%
Council decision-making/ financial management	Reduce spending on Councillors	2	0%
Council decision-making/ financial management	More consultation on new building spending/more consultation generally	0	0%
Council decision-making/ financial management	Faster action on rebuild projects	0	0%
Council decision-making/ financial management	Focus more on infrastructure/ services	7	0%
Council decision-making/ financial management	Increase council transparency/ address corruption/ accountability	7	0%
Council decision-making/ financial management	Improve communication and monitoring	3	0%
Council decision-making/ financial management	Channel council contracts to local companies	0	0%
Council decision-making/ financial management	Devise a better rates system	33	2%
Council decision-making/ financial management	Better quality staff	3	0%
Council decision-making/ financial management	Avoid over expenditure/ expenditure on unnecessary projects	15	1%
Council decision-making/ financial management	Developing clear plans and budgets/ long term/independent thinking	4	0%
Council decision-making/ financial management	Reduce the level of bureaucracy/ less red tape	5	0%
Public space cleaning/ City beautification	Council should clean up/ increase cleaning frequency	8	1%
Public space cleaning/ City beautification	Clear leaves, dry grass, weeds/ mow lawns/ prune trees	17	1%
Public space cleaning/ City beautification	Side streets and roadsides need attention	4	0%
Public space cleaning/ City beautification	Planting more trees	1	0%
Public space cleaning/ City beautification	Provide feedback and representation	0	0%
Consents process	Process needs to be more inclusive/ less adversarial	4	0%
Consents process	Raise standards for the approval process/ streamline the process	10	1%
Consents process	Reduce the time and costs related to the process	13	1%
Consents process	Improving staffing/ quality of staff	1	0%

Service	Detail	n	%
Parking	Fair enforcement/better enforcement	1	0%
Parking	More parking/better quality parking	93	6%
Parking	Lower the cost/make it free in some areas	23	1%
Parking	Increase the time limit	4	0%
Waterways	More efforts made to dredge/ keep clean/ clean up pollutants	23	1%
Waterways	Clamping down on dumping of waste into waterways/prevent pollution	6	0%
Waterways	Pay attention to the entire waterway not sections	0	0%
Waterways	Planting along the river/make the rivers more presentable	2	0%
Waterways	Building flood protection barriers	6	0%
Waterways	Improve the development process	2	0%
Sewerage/ Wastewater	Reduce unpleasant smells	4	0%
Sewerage/ Wastewater	Improve drainage/ runoff	9	1%
Sewerage/ Wastewater	Regular maintenance of drains and culverts	0	0%
Sewerage/ Wastewater	Overhaul of treatment plant	0	0%
Sewerage/ Wastewater	Prevent sewerage discharge into waterways	5	0%
Public transport	Cutting routes without proper consultation	1	0%
Public transport	Improve service to raise usage/ improve the service generally	15	1%
Public transport	Develop routes/services that meet all customers needs	14	1%
Public transport	Reinstate cancelled services	0	0%
Public transport	Buses should have a wider network	1	0%
Public transport	Increase the number of buses and trips/reduce waiting time	10	1%
Public transport	Drivers need to keep to the timetables	0	0%
Public transport	Add / improve bus stops	4	0%
Public transport	Make the service more affordable	6	0%
Public transport	Other	7	0%

Service	Detail	n	%
Information and communication	Improve communication with the public/ improve transparency	58	4%
Information and Communication	Consistency and clarity	5	0%
Information and communication	More consultations	12	1%
Parks, reserves and green spaces	Increase maintenance staff	1	0%
Parks, reserves and green spaces	Improve maintenance/repair of park facilities	22	1%
Parks, reserves and green spaces	Limit commercial activity in parks	0	0%
Parks, reserves and green spaces	More facilities	4	0%
Parks, reserves and green spaces	Adding more plants and trees/ increasing variety of plants	4	0%
Recreation & Sports Centres	Construct more facilities	20	1%
Recreation & Sports Centres	Construct better quality facilities/ add improvements	11	1%
Recreation & Sports Centres	Make them cheaper/ open them for longer	3	0%
Events/ activities	Improvement communication about events	3	0%
Events/ activities	Providing options for the disabled community	1	0%
Events/ activities	Provide more events and activities	5	0%
Housing	Safer housing	6	0%
Housing	More housing	1	0%
Housing	Cheaper housing	4	0%
Housing	Other	2	0%
Waste management	Better delineation / education of recycling/organic/waste	19	1%
Waste management	Provide bigger bins/ more bins/ same size bins/ replacement of bins	13	1%
Waste management	Proper/ better collection of waste	15	1%
Waste management	Better recycling options / information	28	2%

Service	Detail	n	%
Waste management	Increase collection frequency/ change time of collection	7	0%
Waste management	Cost of collections/bins should be reconsidered	4	0%
Earthquake recovery/ rebuild	Maintaining weather wrapped buildings	0	0%
Earthquake recovery/ rebuild	Speed up the rebuild and rebuild processes	22	1%
Earthquake recovery/ rebuild	Doing the job correctly/ better rebuild decisions	7	0%
Earthquake recovery/ rebuild	Rebuild on reclaimed land	0	0%
Earthquake recovery/ rebuild	More attention to the red zones	10	1%
Earthquake recovery/ rebuild	Not rebuilding the Cathedral	5	0%
Earthquake recovery/ rebuild	Management of Heritage properties	7	0%
Other		92	6%
Don't know		189	12%

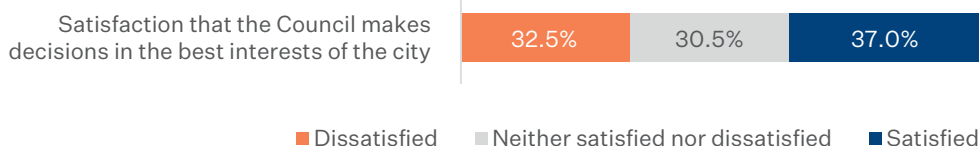
3.11 Additional Service Performance Results

The following results are for measures which no longer have Levels of Service targets. They are reported here for the purpose of future comparison.

3.11.1 Public participation in Community and City Governance and Decision Making

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

3.60 Confidence the Council makes decisions in the best interests of the city



Base: Total sample excluding Don't know/not applicable (n=765)

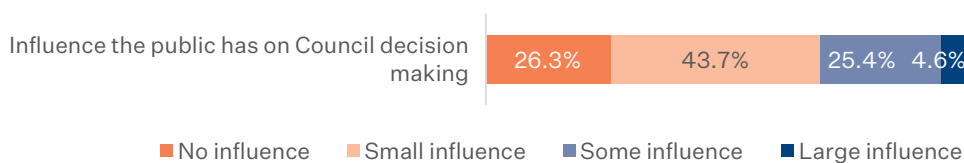
3.61 Confidence the Council makes decisions in the best interests of the city

		Don't know/ not applicable	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
Satisfaction that the Council makes decisions in the best interests of the city	n	6	91	158	233	229	54
	%		11.9%	20.7%	30.5%	29.9%	7.1%

Don't know/not applicable responses have not been included in all percentages

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

3.62 Perceived level of influence the public has on Council decision making



Base: total sample excluding Don't know/not applicable (n=764)

3.63 Perceived level of influence the public has on Council decision making

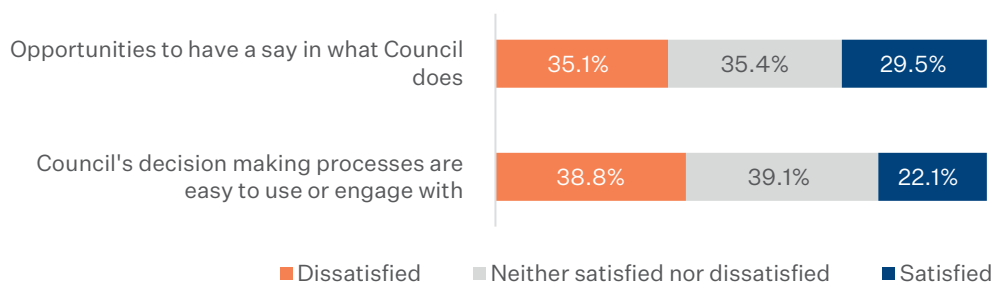
		Don't know/not applicable	No influence	Small influence	Some influence	Large influence
Level of influence the public has on Council decision making	n	7	201	334	194	35
	%		26.3%	43.7%	25.4%	4.6%

Don't know/not applicable responses have not been included in all percentages

“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?”

3.64 Perceptions around engagement with the Council



Base: total sample excluding Don't know/not applicable (n=752/742)

3.65 Perceptions around engagement with the Council

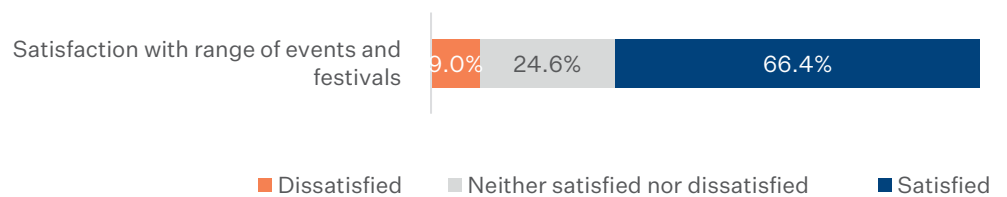
		Don't know/ not applicable	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
Opportunities to have a say in what Council does	n	19	89	175	266	178	44
	%		11.8%	23.3%	35.4%	23.7%	5.9%
Council's decision making processes are easy to use or engage with	n	29	82	206	290	140	24
	%		11.1%	27.8%	39.1%	18.9%	3.2%

Don't know/not applicable responses have not been included in all percentages

3.11.2 Events and Festivals

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

3.66 Satisfaction with range of events and festivals



Base: total sample excluding Don't know/not applicable (n=757)

3.67 Satisfaction with range of events and festivals

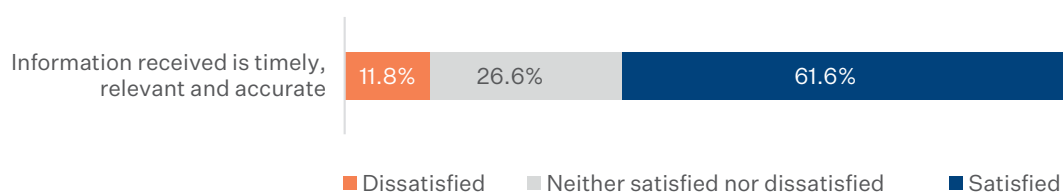
		Don't know/ not applicable	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
Satisfaction with range of events and festivals	n	14	22	46	186	342	161
	%		2.9%	6.1%	24.6%	45.2%	21.3%

Don't know/not applicable responses have not been included in all percentages

3.11.3 City Promotions

“Overall, how satisfied or dissatisfied are you that the information you receive (about city events and festivals) is timely, relevant and accurate?”

3.68 Satisfaction with timely, relevant and accurate information



Base: total sample excluding Don't know/not applicable (n=769)

3.69 Satisfaction with timely, relevant and accurate information

		Don't know/ not applicable	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
Satisfaction about timely, relevant and accurate information	n	7	23	67	203	330	141
	%		3.0%	8.8%	26.6%	43.2%	18.5%

Don't know/not applicable responses have not been included in all percentages

Appendix



4.1 Findings by Community Board

The following section details survey findings by Community Board. Significant differences by subgroups are marked by colour coding.

Green means the results are significantly higher than the complement (the combination of all others asked).

Red means the results are significantly lower than the complement (the combination of all others asked).

4.1.1 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’?”

4.1 Understanding of Council decision-making

	Banks Peninsula (n=21)	Coastal-Burwood (n=98)	Spreydon-Cashmere (n=104)	Linwood-Central-Heathcote (n=160)	Fendalton-Waimairi-Harewood (n=147)	Halswell-Hornby-Riccarton (n=152)	Papanui-Innes (n=89)
Strongly agree	14.3%	4.1%	4.8%	10.6%	9.5%	5.9%	3.4%
Agree	19.0%	17.3%	21.2%	28.1%	18.4%	21.7%	20.2%
Neither agree nor disagree	28.6%	30.6%	44.2%	22.5%	34.0%	32.9%	27.0%
Disagree	19.0%	28.6%	18.3%	26.3%	25.2%	22.4%	32.6%
Strongly disagree	19.0%	18.4%	10.6%	12.5%	12.2%	15.8%	15.7%
Don't know/not applicable	0.0%	1.0%	1.0%	0.0%	0.7%	1.3%	1.1%

“Overall, how satisfied or dissatisfied are you with the accuracy of the information provided to you about Council decisions?”

4.2 Accuracy of information

	Banks Peninsula (n=22)	Coastal-Burwood (n=96)	Spreydon-Cashmere (n=99)	Linwood-Central-Heathcote (n=144)	Fendalton-Waimairi-Harewood (n=155)	Halswell-Hornby-Riccarton (n=164)	Papanui-Innes (n=91)
Strongly agree	9.1%	0.0%	4.0%	4.2%	2.6%	5.5%	2.2%
Agree	22.7%	19.8%	23.2%	18.8%	18.1%	16.5%	22.0%
Neither agree nor disagree	36.4%	45.8%	39.4%	38.9%	44.5%	40.9%	42.9%
Disagree	22.7%	20.8%	26.3%	22.2%	25.2%	26.2%	23.1%
Strongly disagree	4.5%	12.5%	7.1%	15.3%	8.4%	10.4%	7.7%
Don't know/not applicable	4.5%	1.0%	0.0%	0.7%	1.3%	0.6%	2.2%

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

4.3 Information is prompt and timely

	Banks Peninsula (n=22)	Coastal-Burwood (n=96)	Spreydon-Cashmere (n=99)	Linwood-Central-Heathcote (n=144)	Fendalton-Waimairi-Harewood (n=155)	Halswell-Hornby-Riccarton (n=164)	Papanui-Innes (n=91)
Strongly agree	4.5%	2.1%	4.0%	6.3%	3.2%	5.5%	3.3%
Agree	22.7%	22.9%	28.3%	24.3%	17.4%	18.3%	20.9%
Neither agree nor disagree	27.3%	32.3%	32.3%	27.8%	41.3%	30.5%	34.1%
Disagree	27.3%	29.2%	26.3%	28.5%	28.4%	35.4%	30.8%
Strongly disagree	13.6%	13.5%	8.1%	11.8%	9.0%	9.1%	6.6%
Don't know/not applicable	4.5%	0.0%	1.0%	1.4%	0.6%	1.2%	4.4%

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

4.4 Confidence the Council makes decisions in the best interests of the city

	Banks Peninsula (n=22)	Coastal-Burwood (n=96)	Spreydon-Cashmere (n=99)	Linwood-Central-Heathcote (n=144)	Fendalton-Waimairi-Harewood (n=155)	Halswell-Hornby-Riccarton (n=164)	Papanui-Innes (n=91)
Strongly agree	4.5%	1.0%	7.1%	11.1%	5.2%	6.1%	12.1%
Agree	40.9%	33.3%	38.4%	22.2%	35.5%	23.8%	26.4%
Neither agree nor disagree	18.2%	33.3%	29.3%	29.9%	21.9%	40.2%	27.5%
Disagree	22.7%	21.9%	14.1%	24.3%	21.9%	15.2%	26.4%
Strongly disagree	9.1%	10.4%	11.1%	11.8%	14.8%	13.4%	6.6%
Don't know/not applicable	4.5%	0.0%	0.0%	0.7%	0.6%	1.2%	1.1%

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

4.5 Perceived level of influence the public has on Council decision making

	Banks Peninsula (n=21)	Coastal-Burwood (n=98)	Spreydon-Cashmere (n=104)	Linwood-Central-Heathcote (n=160)	Fendalton-Waimairi-Harewood (n=147)	Halswell-Hornby-Riccarton (n=152)	Papanui-Innes (n=89)
Large influence	4.8%	3.1%	4.8%	3.8%	3.4%	7.9%	3.4%
Some influence	33.3%	21.4%	26.0%	28.8%	29.9%	21.7%	18.0%

	Banks Peninsula (n=21)	Coastal-Burwood (n=98)	Spreydon-Cashmere (n=104)	Linwood-Central-Heathcote (n=160)	Fendalton-Waimairi-Harewood (n=147)	Halswell-Hornby-Riccarton (n=152)	Papanui-Innes (n=89)
Small influence	38.1%	39.8%	48.1%	39.4%	36.7%	50.7%	48.3%
No influence	23.8%	35.7%	21.2%	26.9%	29.9%	19.1%	25.8%
Don't know/not applicable	0.0%	0.0%	0.0%	1.3%	0.0%	0.7%	4.5%

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

4.6 Opportunities to have a say in what Council does

	Banks Peninsula (n=22)	Coastal-Burwood (n=96)	Spreydon-Cashmere (n=99)	Linwood-Central-Heathcote (n=144)	Fendalton-Waimairi-Harewood (n=155)	Halswell-Hornby-Riccarton (n=164)	Papanui-Innes (n=91)
Strongly agree	13.6%	3.1%	6.1%	6.3%	4.5%	5.5%	7.7%
Agree	31.8%	22.9%	27.3%	25.7%	21.3%	23.2%	15.4%
Neither agree nor disagree	18.2%	36.5%	37.4%	30.6%	38.1%	32.9%	36.3%
Disagree	22.7%	25.0%	20.2%	22.9%	22.6%	22.6%	23.1%
Strongly disagree	9.1%	11.5%	7.1%	11.8%	11.0%	14.0%	13.2%
Don't know/not applicable	4.5%	1.0%	2.0%	2.8%	2.6%	1.8%	4.4%

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

4.7 Council's decision making processes are easy to use or engage with

	Banks Peninsula (n=22)	Coastal-Burwood (n=96)	Spreydon-Cashmere (n=99)	Linwood-Central-Heathcote (n=144)	Fendalton-Waimairi-Harewood (n=155)	Halswell-Hornby-Riccarton (n=164)	Papanui-Innes (n=91)
Strongly agree	4.5%	0.0%	4.0%	4.9%	3.2%	3.0%	2.2%
Agree	18.2%	14.6%	19.2%	19.4%	18.1%	18.9%	17.6%
Neither agree nor disagree	50.0%	35.4%	42.4%	38.2%	34.8%	34.8%	40.7%
Disagree	18.2%	32.3%	21.2%	27.8%	28.4%	29.3%	19.8%
Strongly disagree	4.5%	14.6%	10.1%	7.6%	10.3%	11.0%	13.2%
Don't know/not applicable	4.5%	3.1%	3.0%	2.1%	5.2%	3.0%	6.6%

4.1.2 Parks, Heritage & Coastal Environments

“Christchurch has a range of public monuments, statues, war memorials, sculptures, fountains and artworks that reflect the City’s heritage and character. Overall, how satisfied or dissatisfied are you with the appearance of these objects?”

4.8 Satisfaction with appearance of monuments and other heritage objects

	Banks Peninsula (n=22)	Coastal-Burwood (n=96)	Spreydon-Cashmere (n=99)	Linwood-Central-Heathcote (n=144)	Fendalton-Waimairi-Harewood (n=155)	Halswell-Hornby-Riccarton (n=164)	Papanui-Innes (n=91)
Very satisfied	31.8%	15.6%	26.3%	21.5%	18.1%	19.5%	24.2%
Satisfied	36.4%	42.7%	49.5%	48.6%	45.2%	43.9%	38.5%
Neither satisfied nor dissatisfied	13.6%	27.1%	19.2%	16.0%	21.3%	24.4%	25.3%
Dissatisfied	13.6%	9.4%	5.1%	6.9%	11.6%	7.9%	8.8%
Very dissatisfied	0.0%	4.2%	0.0%	5.6%	3.2%	2.4%	3.3%
Don’t know/not applicable	4.5%	1.0%	0.0%	1.4%	0.6%	1.8%	0.0%

“Overall, how satisfied or dissatisfied are you with their condition?”

4.9 Satisfaction with condition of monuments and other heritage objects

	Banks Peninsula (n=22)	Coastal-Burwood (n=96)	Spreydon-Cashmere (n=99)	Linwood-Central-Heathcote (n=144)	Fendalton-Waimairi-Harewood (n=155)	Halswell-Hornby-Riccarton (n=164)	Papanui-Innes (n=91)
Very satisfied	22.7%	12.5%	13.1%	16.7%	12.9%	14.6%	9.9%
Satisfied	27.3%	34.4%	54.5%	43.8%	46.5%	46.3%	51.6%
Neither satisfied nor dissatisfied	31.8%	39.6%	28.3%	26.4%	29.0%	25.6%	26.4%
Dissatisfied	4.5%	10.4%	3.0%	6.9%	6.5%	8.5%	7.7%
Very dissatisfied	0.0%	3.1%	0.0%	3.5%	0.6%	1.2%	1.1%
Don’t know/not applicable	13.6%	0.0%	1.0%	2.8%	4.5%	3.7%	3.3%

“Christchurch’s heritage buildings provide the City with a reminder of a former time. They are often used as community centres, residential properties and for commercial activities such as accommodation and restaurants. Overall, how satisfied or dissatisfied are you with the appearance of the city’s heritage buildings?”

4.10 Satisfaction with their appearance

	Banks Peninsula (n=22)	Coastal-Burwood (n=96)	Spreydon-Cashmere (n=99)	Linwood-Central-Heathcote (n=144)	Fendalton-Waimairi-Harewood (n=155)	Halswell-Hornby-Riccarton (n=164)	Papanui-Innes (n=91)
Very satisfied	13.6%	8.3%	13.1%	10.4%	11.0%	9.1%	13.2%
Satisfied	36.4%	42.7%	35.4%	46.5%	41.3%	45.7%	36.3%
Neither satisfied nor dissatisfied	22.7%	31.3%	34.3%	24.3%	30.3%	28.0%	34.1%
Dissatisfied	22.7%	12.5%	10.1%	13.2%	11.6%	11.0%	9.9%
Very dissatisfied	0.0%	2.1%	4.0%	2.1%	3.2%	3.7%	3.3%
Don’t know/not applicable	4.5%	3.1%	3.0%	3.5%	2.6%	2.4%	3.3%

“Overall, how satisfied or dissatisfied are you with the condition of these buildings?”

4.11 Satisfaction with their condition

	Banks Peninsula (n=22)	Coastal-Burwood (n=96)	Spreydon-Cashmere (n=99)	Linwood-Central-Heathcote (n=144)	Fendalton-Waimairi-Harewood (n=155)	Halswell-Hornby-Riccarton (n=164)	Papanui-Innes (n=91)
Very satisfied	4.5%	7.3%	11.1%	6.3%	3.2%	6.7%	8.8%
Satisfied	40.9%	34.4%	36.4%	36.1%	44.5%	37.8%	33.0%
Neither satisfied nor dissatisfied	31.8%	35.4%	31.3%	37.5%	31.6%	32.9%	35.2%
Dissatisfied	13.6%	15.6%	9.1%	14.6%	14.2%	13.4%	15.4%
Very dissatisfied	4.5%	3.1%	5.1%	1.4%	3.2%	4.9%	1.1%
Don’t know/not applicable	4.5%	4.2%	7.1%	4.2%	3.2%	4.3%	6.6%

4.1.3 Refuse Disposal

“Thinking now about the Council rubbish and recycling collection, overall how satisfied or dissatisfied are you with the Council’s kerbside collection of recyclable materials (your yellow bin)?”

4.12 Satisfaction with kerbside recycling

	Banks Peninsula (n=21)	Coastal-Burwood (n=98)	Spreydon-Cashmere (n=104)	Linwood-Central-Heathcote (n=160)	Fendalton-Waimairi-Harewood (n=147)	Halswell-Hornby-Riccarton (n=152)	Papanui-Innes (n=89)
Very satisfied	52.4%	42.9%	51.0%	40.6%	42.2%	48.7%	34.8%
Satisfied	33.3%	32.7%	35.6%	36.9%	38.1%	34.2%	39.3%
Neither satisfied nor dissatisfied	0.0%	7.1%	7.7%	10.6%	10.9%	4.6%	10.1%
Dissatisfied	0.0%	12.2%	3.8%	6.3%	6.8%	9.2%	11.2%
Very dissatisfied	9.5%	5.1%	1.9%	5.0%	2.0%	2.6%	2.2%
Don’t know/not applicable	4.8%	0.0%	0.0%	0.6%	0.0%	0.7%	2.2%

“Overall how satisfied or dissatisfied are you with the Council’s kerbside collection of rubbish (your red bin)?”

4.13 Satisfaction with kerbside rubbish

	Banks Peninsula (n=21)	Coastal-Burwood (n=98)	Spreydon-Cashmere (n=104)	Linwood-Central-Heathcote (n=160)	Fendalton-Waimairi-Harewood (n=147)	Halswell-Hornby-Riccarton (n=152)	Papanui-Innes (n=89)
Very satisfied	47.6%	43.9%	54.8%	43.8%	46.9%	48.7%	42.7%
Satisfied	28.6%	41.8%	34.6%	35.6%	38.8%	38.2%	39.3%
Neither satisfied nor dissatisfied	0.0%	6.1%	7.7%	12.5%	6.8%	5.9%	11.2%
Dissatisfied	0.0%	6.1%	2.9%	4.4%	5.4%	4.6%	4.5%
Very dissatisfied	9.5%	2.0%	0.0%	3.1%	2.0%	2.0%	0.0%
Don’t know/not applicable	14.3%	0.0%	0.0%	0.6%	0.0%	0.7%	2.2%

“Overall how satisfied or dissatisfied are you with the Council’s kerbside collection of organic material (your green bin)”

4.14 Satisfaction with organic material

	Banks Peninsula (n=21)	Coastal-Burwood (n=98)	Spreydon-Cashmere (n=104)	Linwood-Central-Heathcote (n=160)	Fendalton-Waimairi-Harewood (n=147)	Halswell-Hornby-Riccarton (n=152)	Papanui-Innes (n=89)
Very satisfied	42.9%	42.9%	53.8%	46.9%	42.9%	47.4%	42.7%
Satisfied	33.3%	35.7%	28.8%	31.3%	35.4%	33.6%	33.7%
Neither satisfied nor dissatisfied	0.0%	8.2%	7.7%	10.0%	8.8%	7.9%	5.6%
Dissatisfied	4.8%	9.2%	6.7%	8.1%	9.5%	7.2%	13.5%
Very dissatisfied	0.0%	2.0%	1.0%	2.5%	2.7%	3.3%	1.1%
Don’t know/not applicable	19.0%	2.0%	1.9%	1.3%	0.7%	0.7%	3.4%

4.1.4 Sewerage and Stormwater

“Overall how satisfied or dissatisfied are you that there is minimal odour from the sewerage system?”

4.16 Minimal odour from sewerage system

	Banks Peninsula (n=21)	Coastal-Burwood (n=98)	Spreydon-Cashmere (n=104)	Linwood-Central-Heathcote (n=160)	Fendalton-Waimairi-Harewood (n=147)	Halswell-Hornby-Riccarton (n=152)	Papanui-Innes (n=89)
Very satisfied	14.3%	20.4%	26.9%	21.3%	31.3%	24.3%	36.0%
Satisfied	33.3%	37.8%	43.3%	35.6%	38.8%	47.4%	38.2%
Neither satisfied nor dissatisfied	14.3%	18.4%	16.3%	18.8%	21.8%	15.8%	14.6%
Dissatisfied	9.5%	11.2%	9.6%	17.5%	3.4%	6.6%	5.6%
Very dissatisfied	0.0%	9.2%	1.0%	4.4%	0.7%	2.6%	2.2%
Don’t know/not applicable	28.6%	3.1%	2.9%	2.5%	4.1%	3.3%	3.4%

“Overall how satisfied or dissatisfied are you that the wastewater services are reliable?”

4.17 Wastewater services are reliable

	Banks Peninsula (n=21)	Coastal-Burwood (n=98)	Spreydon-Cashmere (n=104)	Linwood-Central-Heathcote (n=160)	Fendalton-Waimairi-Harewood (n=147)	Halswell-Hornby-Riccarton (n=152)	Papanui-Innes (n=89)
Very satisfied	9.5%	22.4%	28.8%	28.1%	29.9%	29.6%	32.6%
Satisfied	38.1%	44.9%	50.0%	43.1%	37.4%	46.7%	40.4%
Neither satisfied nor dissatisfied	19.0%	14.3%	10.6%	17.5%	25.9%	16.4%	18.0%
Dissatisfied	14.3%	11.2%	7.7%	6.3%	2.0%	4.6%	5.6%
Very dissatisfied	4.8%	4.1%	1.0%	2.5%	0.7%	0.7%	1.1%
Don't know/not applicable	14.3%	3.1%	1.9%	2.5%	4.1%	2.0%	2.2%

“Overall how satisfied or dissatisfied are you that the Council repairs wastewater faults and investigates wastewater complaints in a timely manner?”

4.18 Repairs and complaints are investigated in a timely manner

	Banks Peninsula (n=21)	Coastal-Burwood (n=98)	Spreydon-Cashmere (n=104)	Linwood-Central-Heathcote (n=160)	Fendalton-Waimairi-Harewood (n=147)	Halswell-Hornby-Riccarton (n=152)	Papanui-Innes (n=89)
Very satisfied	9.5%	15.3%	16.3%	15.0%	15.0%	15.1%	16.9%
Satisfied	28.6%	32.7%	39.4%	28.1%	34.0%	36.8%	39.3%
Neither satisfied nor dissatisfied	38.1%	31.6%	30.8%	34.4%	27.9%	25.0%	30.3%
Dissatisfied	9.5%	9.2%	4.8%	10.0%	8.8%	9.9%	10.1%
Very dissatisfied	0.0%	4.1%	1.9%	4.4%	2.0%	2.0%	0.0%
Don't know/not applicable	14.3%	7.1%	6.7%	8.1%	12.2%	11.2%	3.4%

“Overall how satisfied or dissatisfied are you with the condition of waterways?”

4.19 Condition of waterways

	Banks Peninsula (n=21)	Coastal-Burwood (n=98)	Spreydon-Cashmere (n=104)	Linwood-Central-Heathcote (n=160)	Fendalton-Waimairi-Harewood (n=147)	Halswell-Hornby-Riccarton (n=152)	Papanui-Innes (n=89)
Very satisfied	4.8%	2.0%	5.8%	8.8%	10.2%	8.6%	7.9%

	Banks Peninsula (n=21)	Coastal-Burwood (n=98)	Spreydon-Cashmere (n=104)	Linwood-Central-Heathcote (n=160)	Fendalton-Waimairi-Harewood (n=147)	Halswell-Hornby-Riccarton (n=152)	Papanui-Innes (n=89)
Satisfied	19.0%	14.3%	20.2%	20.0%	23.8%	30.9%	19.1%
Neither satisfied nor dissatisfied	52.4%	32.7%	23.1%	31.3%	34.7%	32.2%	31.5%
Dissatisfied	9.5%	30.6%	34.6%	27.5%	21.8%	20.4%	29.2%
Very dissatisfied	14.3%	20.4%	16.3%	11.3%	8.8%	7.9%	7.9%
Don't know/not applicable	0.0%	0.0%	0.0%	1.3%	0.7%	0.0%	4.5%

“Overall, how satisfied or dissatisfied are you with the condition of waterway margins?”

4.20 Condition of waterway margins

	Banks Peninsula (n=21)	Coastal-Burwood (n=98)	Spreydon-Cashmere (n=104)	Linwood-Central-Heathcote (n=160)	Fendalton-Waimairi-Harewood (n=147)	Halswell-Hornby-Riccarton (n=152)	Papanui-Innes (n=89)
Very satisfied	19.0%	7.1%	12.5%	14.4%	10.2%	10.5%	9.0%
Satisfied	33.3%	24.5%	45.2%	35.0%	37.4%	41.4%	30.3%
Neither satisfied nor dissatisfied	33.3%	29.6%	22.1%	30.0%	34.0%	28.3%	28.1%
Dissatisfied	14.3%	20.4%	10.6%	13.1%	12.9%	13.2%	20.2%
Very dissatisfied	0.0%	17.3%	8.7%	5.6%	3.4%	3.3%	11.2%
Don't know/not applicable	0.0%	1.0%	1.0%	1.9%	2.0%	3.3%	1.1%

“Overall how satisfied or dissatisfied are you with the appearance of Christchurch’s waterway margins?”

4.21 Appearance of Christchurch’s waterway margins

	Banks Peninsula (n=21)	Coastal-Burwood (n=98)	Spreydon-Cashmere (n=104)	Linwood-Central-Heathcote (n=160)	Fendalton-Waimairi-Harewood (n=147)	Halswell-Hornby-Riccarton (n=152)	Papanui-Innes (n=89)
Very satisfied	9.5%	6.1%	12.5%	12.5%	10.2%	14.5%	14.6%
Satisfied	42.9%	35.7%	45.2%	41.3%	42.9%	36.2%	25.8%
Neither satisfied nor dissatisfied	33.3%	22.4%	22.1%	25.6%	29.3%	35.5%	27.0%
Dissatisfied	14.3%	22.4%	14.4%	12.5%	13.6%	11.2%	21.3%
Very dissatisfied	0.0%	11.2%	5.8%	5.0%	2.7%	2.0%	9.0%
Don't know/not applicable	0.0%	2.0%	0.0%	3.1%	1.4%	0.7%	2.2%

“Overall how satisfied or dissatisfied are you that the city’s stormwater management systems operate effectively to ensure that the risk of flooding is minimized?”

4.22 Stormwater systems operate effectively to ensure that the risk of flooding is minimised

	Banks Peninsula (n=21)	Coastal-Burwood (n=98)	Spreydon-Cashmere (n=104)	Linwood-Central-Heathcote (n=160)	Fendalton-Waimairi-Harewood (n=147)	Halswell-Hornby-Riccarton (n=152)	Papanui-Innes (n=89)
Very satisfied	4.8%	6.1%	10.6%	11.9%	9.5%	12.5%	5.6%
Satisfied	28.6%	24.5%	26.9%	26.9%	34.7%	35.5%	33.7%
Neither satisfied nor dissatisfied	33.3%	28.6%	30.8%	32.5%	32.0%	26.3%	25.8%
Dissatisfied	23.8%	23.5%	25.0%	20.0%	14.3%	19.1%	23.6%
Very dissatisfied	4.8%	15.3%	4.8%	8.1%	4.1%	4.6%	9.0%
Don’t know/not applicable	4.8%	2.0%	1.9%	0.6%	5.4%	2.0%	2.2%

4.1.5 Transportation

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

4.23 Agreement that Christchurch is a walking friendly city

	Banks Peninsula (n=21)	Coastal-Burwood (n=98)	Spreydon-Cashmere (n=104)	Linwood-Central-Heathcote (n=160)	Fendalton-Waimairi-Harewood (n=147)	Halswell-Hornby-Riccarton (n=152)	Papanui-Innes (n=89)
Strongly agree	38.1%	34.7%	43.3%	44.4%	42.9%	43.4%	38.2%
Agree	52.4%	41.8%	48.1%	40.6%	39.5%	38.8%	39.3%
Neither agree nor disagree	4.8%	13.3%	5.8%	6.9%	10.9%	11.2%	16.9%
Disagree	4.8%	7.1%	1.9%	5.0%	4.8%	5.9%	5.6%
Strongly disagree	0.0%	3.1%	1.0%	1.9%	1.4%	0.7%	0.0%
Don’t know/not applicable	0.0%	0.0%	0.0%	1.3%	0.7%	0.0%	0.0%

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

4.24 Christchurch is a cycle friendly city

	Banks Peninsula (n=21)	Coastal-Burwood (n=98)	Spreydon-Cashmere (n=104)	Linwood-Central-Heathcote (n=160)	Fendalton-Waimairi-Harewood (n=147)	Halswell-Hornby-Riccarton (n=152)	Papanui-Innes (n=89)
Strongly agree	14.3%	12.2%	21.2%	21.9%	19.7%	19.1%	18.0%
Agree	61.9%	40.8%	48.1%	37.5%	36.7%	48.0%	31.5%
Neither agree nor disagree	14.3%	25.5%	14.4%	26.9%	21.8%	21.7%	30.3%
Disagree	9.5%	13.3%	12.5%	8.1%	15.0%	7.9%	11.2%
Strongly disagree	0.0%	5.1%	2.9%	4.4%	4.1%	2.6%	6.7%
Don't know/not applicable	0.0%	3.1%	1.0%	1.3%	2.7%	0.7%	2.2%

“And in relation to this, how often have you cycled on a public road in Christchurch in the last 12 months?”

4.25 Frequency of cycling on public roads

	Banks Peninsula (n=21)	Coastal-Burwood (n=98)	Spreydon-Cashmere (n=104)	Linwood-Central-Heathcote (n=160)	Fendalton-Waimairi-Harewood (n=147)	Halswell-Hornby-Riccarton (n=152)	Papanui-Innes (n=89)
All the time, by that I mean about every day	4.8%	12.2%	11.5%	9.4%	6.8%	10.5%	6.7%
Frequently, by that I mean at least once a week	9.5%	14.3%	12.5%	16.3%	19.7%	11.2%	15.7%
Occasionally, by that I mean around once a month	9.5%	9.2%	16.3%	11.3%	15.6%	14.5%	11.2%
Rarely, by that I mean no more than a few times a year	14.3%	19.4%	16.3%	16.9%	23.1%	13.8%	21.3%
Never	61.9%	44.9%	43.3%	46.3%	34.7%	49.3%	44.9%
Don't know/not applicable	0.0%	0.0%	0.0%	0.0%	0.0%	0.7%	0.0%

4.1.6 Roads and Footpaths

“Overall how satisfied or dissatisfied are you with the condition of Christchurch’s roads, excluding the residential red zone roads?”

4.26 Condition of roads

	Banks Peninsula (n=21)	Coastal-Burwood (n=98)	Spreydon-Cashmere (n=104)	Linwood-Central-Heathcote (n=160)	Fendalton-Waimairi-Harewood (n=147)	Halswell-Hornby-Riccarton (n=152)	Papanui-Innes (n=89)
Very satisfied	0.0%	4.1%	1.9%	5.6%	4.8%	6.6%	4.5%
Satisfied	23.8%	9.2%	29.8%	21.3%	19.7%	25.7%	21.3%
Neither satisfied nor dissatisfied	33.3%	22.4%	25.0%	25.0%	23.8%	27.0%	24.7%
Dissatisfied	9.5%	30.6%	29.8%	27.5%	39.5%	26.3%	23.6%
Very dissatisfied	33.3%	32.7%	13.5%	20.0%	11.6%	14.5%	25.8%
Don’t know/not applicable	0.0%	1.0%	0.0%	0.6%	0.7%	0.0%	0.0%

“Overall how satisfied or dissatisfied are you with the condition of Christchurch’s footpaths, excluding the residential red zone footpaths?”

4.27 Satisfaction with condition of footpaths

	Banks Peninsula (n=21)	Coastal-Burwood (n=98)	Spreydon-Cashmere (n=104)	Linwood-Central-Heathcote (n=160)	Fendalton-Waimairi-Harewood (n=147)	Halswell-Hornby-Riccarton (n=152)	Papanui-Innes (n=89)
Very satisfied	4.8%	4.1%	2.9%	11.3%	5.4%	10.5%	10.1%
Satisfied	33.3%	28.6%	44.2%	30.6%	25.9%	32.9%	32.6%
Neither satisfied nor dissatisfied	23.8%	25.5%	27.9%	26.9%	33.3%	28.9%	23.6%
Dissatisfied	14.3%	27.6%	18.3%	19.4%	20.4%	21.1%	21.3%
Very dissatisfied	19.0%	12.2%	6.7%	10.0%	12.9%	6.6%	11.2%
Don’t know/not applicable	4.8%	2.0%	0.0%	1.9%	2.0%	0.0%	1.1%

4.1.7 Water Supply

“Overall how satisfied or dissatisfied are you with the quality of the water supply?”

4.28 Quality of water supply

	Banks Peninsula (n=22)	Coastal-Burwood (n=96)	Spreydon-Cashmere (n=99)	Linwood-Central-Heathcote (n=144)	Fendalton-Waimairi-Harewood (n=155)	Halswell-Hornby-Riccarton (n=164)	Papanui-Innes (n=91)
Very satisfied	4.5%	11.5%	12.1%	11.8%	27.1%	13.4%	15.4%
Satisfied	22.7%	32.3%	30.3%	31.3%	32.9%	32.9%	34.1%
Neither satisfied nor dissatisfied	0.0%	14.6%	11.1%	13.9%	11.6%	16.5%	8.8%
Dissatisfied	31.8%	27.1%	29.3%	23.6%	17.4%	25.0%	24.2%
Very dissatisfied	18.2%	14.6%	17.2%	19.4%	11.0%	12.2%	13.2%
Don't know/not applicable	22.7%	0.0%	0.0%	0.0%	0.0%	0.0%	4.4%

“Overall, how satisfied or dissatisfied are you that the Council repairs water leaks, restores water interruptions and investigates water supply complaints in a timely manner?”

4.29 Council repairs leaks and investigates complaints in a timely manner

	Banks Peninsula (n=22)	Coastal-Burwood (n=96)	Spreydon-Cashmere (n=99)	Linwood-Central-Heathcote (n=144)	Fendalton-Waimairi-Harewood (n=155)	Halswell-Hornby-Riccarton (n=164)	Papanui-Innes (n=91)
Very satisfied	22.7%	15.6%	15.2%	13.2%	18.1%	14.0%	14.3%
Satisfied	31.8%	36.5%	38.4%	38.2%	38.1%	36.6%	34.1%
Neither satisfied nor dissatisfied	31.8%	29.2%	28.3%	22.2%	25.8%	28.0%	24.2%
Dissatisfied	4.5%	14.6%	11.1%	12.5%	10.3%	11.0%	14.3%
Very dissatisfied	4.5%	3.1%	6.1%	10.4%	5.2%	5.5%	7.7%
Don't know/not applicable	4.5%	1.0%	1.0%	3.5%	2.6%	4.9%	5.5%

“Overall, how satisfied or dissatisfied are you that the water supply is reliable?”

4.30 Reliability of water supply

	Banks Peninsula (n=22)	Coastal-Burwood (n=96)	Spreydon-Cashmere (n=99)	Linwood-Central-Heathcote (n=144)	Fendalton-Waimairi-Harewood (n=155)	Halswell-Hornby-Riccarton (n=164)	Papanui-Innes (n=91)
Very satisfied	27.3%	22.9%	36.4%	29.2%	41.3%	25.6%	26.4%
Satisfied	27.3%	41.7%	45.5%	36.1%	31.6%	50.6%	44.0%
Neither satisfied nor dissatisfied	18.2%	12.5%	11.1%	18.1%	14.2%	11.0%	7.7%
Dissatisfied	9.1%	16.7%	4.0%	7.6%	9.0%	9.1%	14.3%
Very dissatisfied	4.5%	6.3%	3.0%	8.3%	3.9%	3.0%	3.3%
Don't know/not applicable	13.6%	0.0%	0.0%	0.7%	0.0%	0.6%	4.4%

4.1.8 4.1.8 Parking

“Have you parked a car in a Council parking facility in the last 12 months?”

4.31 Usage of Council parking facility

	Banks Peninsula (n=22)	Coastal-Burwood (n=96)	Spreydon-Cashmere (n=99)	Linwood-Central-Heathcote (n=144)	Fendalton-Waimairi-Harewood (n=155)	Halswell-Hornby-Riccarton (n=164)	Papanui-Innes (n=91)
Yes	77.3%	84.4%	75.8%	76.4%	84.5%	76.2%	83.5%
No	18.2%	14.6%	21.2%	18.8%	12.9%	22.0%	15.4%
Don't know/not applicable	4.5%	1.0%	3.0%	4.9%	2.6%	1.8%	1.1%

“Overall how satisfied or dissatisfied are you with the ease of use of on-street parking meters?”

4.32 Ease of use of on-street parking meters

	Banks Peninsula (n=22)	Coastal-Burwood (n=96)	Spreydon-Cashmere (n=99)	Linwood-Central-Heathcote (n=144)	Fendalton-Waimairi-Harewood (n=155)	Halswell-Hornby-Riccarton (n=164)	Papanui-Innes (n=91)
Very satisfied	18.2%	12.5%	17.2%	9.7%	9.0%	9.8%	12.1%
Satisfied	36.4%	35.4%	32.3%	34.7%	40.0%	37.8%	24.2%
Neither satisfied nor dissatisfied	27.3%	22.9%	19.2%	25.7%	20.0%	18.3%	16.5%
Dissatisfied	4.5%	14.6%	13.1%	13.9%	11.0%	15.2%	23.1%

	Banks Peninsula (n=22)	Coastal-Burwood (n=96)	Spreydon-Cashmere (n=99)	Linwood-Central-Heathcote (n=144)	Fendalton-Waimairi-Harewood (n=155)	Halswell-Hornby-Riccarton (n=164)	Papanui-Innes (n=91)
Very dissatisfied	4.5%	12.5%	8.1%	8.3%	9.7%	11.0%	13.2%
Don't know/not applicable	9.1%	2.1%	10.1%	7.6%	10.3%	7.9%	11.0%

“Overall how satisfied or dissatisfied are you with the range of Council parking facilities available to you?”

4.33 Range of parking facilities available

	Banks Peninsula (n=22)	Coastal-Burwood (n=96)	Spreydon-Cashmere (n=99)	Linwood-Central-Heathcote (n=144)	Fendalton-Waimairi-Harewood (n=155)	Halswell-Hornby-Riccarton (n=164)	Papanui-Innes (n=91)
Very satisfied	0.0%	7.3%	14.1%	11.1%	6.5%	6.7%	3.3%
Satisfied	45.5%	33.3%	28.3%	28.5%	34.2%	29.3%	25.3%
Neither satisfied nor dissatisfied	36.4%	30.2%	20.2%	20.1%	21.3%	25.0%	27.5%
Dissatisfied	13.6%	16.7%	15.2%	22.9%	20.0%	24.4%	27.5%
Very dissatisfied	0.0%	10.4%	12.1%	10.4%	9.7%	7.9%	9.9%
Don't know/not applicable	4.5%	2.1%	10.1%	6.9%	8.4%	6.7%	6.6%

“Overall how satisfied or dissatisfied are you with the information provided to you by the Council about parking options?”

4.34 Information provided about parking options

	Banks Peninsula (n=22)	Coastal-Burwood (n=96)	Spreydon-Cashmere (n=99)	Linwood-Central-Heathcote (n=144)	Fendalton-Waimairi-Harewood (n=155)	Halswell-Hornby-Riccarton (n=164)	Papanui-Innes (n=91)
Very satisfied	4.5%	5.2%	4.0%	8.3%	5.8%	4.9%	5.5%
Satisfied	27.3%	15.6%	30.3%	25.7%	28.4%	23.8%	18.7%
Neither satisfied nor dissatisfied	50.0%	50.0%	34.3%	31.9%	34.2%	39.0%	34.1%
Dissatisfied	9.1%	18.8%	12.1%	20.1%	17.4%	17.1%	29.7%
Very dissatisfied	4.5%	9.4%	8.1%	9.0%	8.4%	10.4%	5.5%
Don't know/not applicable	4.5%	1.0%	11.1%	4.9%	5.8%	4.9%	6.6%

“Overall how satisfied or dissatisfied are you with the ease of use of Council parking?”

4.35 Ease of use of Council parking

	Banks Peninsula (n=22)	Coastal-Burwood (n=96)	Spreydon-Cashmere (n=99)	Linwood-Central-Heathcote (n=144)	Fendalton-Waimairi-Harewood (n=155)	Halswell-Hornby-Riccarton (n=164)	Papanui-Innes (n=91)
Very satisfied	4.5%	6.3%	15.2%	10.4%	9.7%	5.5%	4.4%
Satisfied	50.0%	41.7%	36.4%	36.8%	41.3%	37.8%	35.2%
Neither satisfied nor dissatisfied	36.4%	29.2%	19.2%	22.2%	25.8%	30.5%	27.5%
Dissatisfied	0.0%	14.6%	13.1%	16.7%	10.3%	14.6%	16.5%
Very dissatisfied	4.5%	6.3%	7.1%	8.3%	6.5%	5.5%	11.0%
Don't know/not applicable	4.5%	2.1%	9.1%	5.6%	6.5%	6.1%	5.5%

“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?”

4.36 Motor vehicle is safer in Council run off-street parking compared to on street parking

	Banks Peninsula (n=22)	Coastal-Burwood (n=96)	Spreydon-Cashmere (n=99)	Linwood-Central-Heathcote (n=144)	Fendalton-Waimairi-Harewood (n=155)	Halswell-Hornby-Riccarton (n=164)	Papanui-Innes (n=91)
Strongly agree	9.1%	13.5%	11.1%	9.7%	8.4%	5.5%	5.5%
Agree	22.7%	27.1%	22.2%	24.3%	32.9%	36.6%	37.4%
Neither agree nor disagree	50.0%	45.8%	52.5%	48.6%	43.9%	43.3%	42.9%
Disagree	9.1%	7.3%	6.1%	6.9%	8.4%	5.5%	4.4%
Strongly disagree	0.0%	2.1%	5.1%	5.6%	1.3%	3.0%	4.4%
Don't know/not applicable	9.1%	4.2%	3.0%	4.9%	5.2%	6.1%	5.5%

“How much do you agree or disagree that you feel safe using Council run off-street parking sites during the day?”

4.37 Feel safe using Council run off-street parking sites during the day

	Banks Peninsula (n=22)	Coastal-Burwood (n=96)	Spreydon-Cashmere (n=99)	Linwood-Central-Heathcote (n=144)	Fendalton-Waimairi-Harewood (n=155)	Halswell-Hornby-Riccarton (n=164)	Papanui-Innes (n=91)
Strongly agree	45.5%	32.3%	35.4%	27.8%	28.4%	23.8%	18.7%

	Banks Peninsula (n=22)	Coastal-Burwood (n=96)	Spreydon-Cashmere (n=99)	Linwood-Central-Heathcote (n=144)	Fendalton-Waimairi-Harewood (n=155)	Halswell-Hornby-Riccarton (n=164)	Papanui-Innes (n=91)
Agree	31.8%	40.6%	25.3%	38.2%	40.0%	43.9%	41.8%
Neither agree nor disagree	18.2%	16.7%	25.3%	20.1%	20.0%	23.8%	23.1%
Disagree	0.0%	4.2%	4.0%	1.4%	3.9%	1.8%	5.5%
Strongly disagree	0.0%	1.0%	2.0%	2.8%	1.3%	0.0%	1.1%
Don't know/not applicable	4.5%	5.2%	8.1%	9.7%	6.5%	6.7%	9.9%

“How much do you agree or disagree that you feel safe using Council run off-street parking sites after dark?”

4.38 Feel safe using Council run off-street parking sites after dark

	Banks Peninsula (n=22)	Coastal-Burwood (n=96)	Spreydon-Cashmere (n=99)	Linwood-Central-Heathcote (n=144)	Fendalton-Waimairi-Harewood (n=155)	Halswell-Hornby-Riccarton (n=164)	Papanui-Innes (n=91)
Strongly agree	13.6%	8.3%	15.2%	9.7%	7.1%	4.9%	3.3%
Agree	9.1%	32.3%	27.3%	26.4%	25.8%	26.8%	25.3%
Neither agree nor disagree	50.0%	27.1%	30.3%	27.1%	31.6%	34.1%	23.1%
Disagree	18.2%	16.7%	13.1%	16.7%	13.5%	14.6%	18.7%
Strongly disagree	4.5%	4.2%	4.0%	5.6%	7.1%	5.5%	14.3%
Don't know/not applicable	4.5%	11.5%	10.1%	14.6%	14.8%	14.0%	15.4%

4.1.9 Parks

“Overall, how satisfied or dissatisfied are you with the appearance of central city parks and green spaces?”

4.39 Appearance of central city parks and green spaces

	Banks Peninsula (n=22)	Coastal-Burwood (n=96)	Spreydon-Cashmere (n=99)	Linwood-Central-Heathcote (n=144)	Fendalton-Waimairi-Harewood (n=155)	Halswell-Hornby-Riccarton (n=164)	Papanui-Innes (n=91)
Very satisfied	27.3%	22.9%	29.3%	29.2%	32.9%	23.8%	26.4%
Satisfied	50.0%	51.0%	53.5%	46.5%	47.1%	53.7%	49.5%
Neither satisfied nor dissatisfied	18.2%	19.8%	12.1%	17.4%	9.0%	11.6%	17.6%
Dissatisfied	4.5%	3.1%	4.0%	4.2%	8.4%	6.7%	3.3%
Very dissatisfied	0.0%	3.1%	1.0%	0.7%	1.9%	0.0%	2.2%
Don't know/not applicable	0.0%	0.0%	0.0%	2.1%	0.6%	4.3%	1.1%

“Overall, how satisfied or dissatisfied are you with the condition of these parks and green spaces?”

4.40 Condition of these parks and green spaces

	Banks Peninsula (n=22)	Coastal-Burwood (n=96)	Spreydon-Cashmere (n=99)	Linwood-Central-Heathcote (n=144)	Fendalton-Waimairi-Harewood (n=155)	Halswell-Hornby-Riccarton (n=164)	Papanui-Innes (n=91)
Very satisfied	27.3%	22.9%	27.3%	25.7%	20.6%	20.7%	20.9%
Satisfied	54.5%	51.0%	60.6%	53.5%	60.0%	55.5%	52.7%
Neither satisfied nor dissatisfied	13.6%	21.9%	7.1%	14.6%	7.7%	14.0%	19.8%
Dissatisfied	4.5%	3.1%	5.1%	3.5%	9.0%	5.5%	2.2%
Very dissatisfied	0.0%	1.0%	0.0%	0.7%	1.3%	0.0%	3.3%
Don't know/not applicable	0.0%	0.0%	0.0%	2.1%	1.3%	4.3%	1.1%

4.1.10 Events and Festivals

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

4.41 Satisfaction with range of events and festivals

	Banks Peninsula (n=21)	Coastal-Burwood (n=98)	Spreydon-Cashmere (n=104)	Linwood-Central-Heathcote (n=160)	Fendalton-Waimairi-Harewood (n=147)	Halswell-Hornby-Riccarton (n=152)	Papanui-Innes (n=89)
Very satisfied	28.6%	21.4%	20.2%	20.6%	23.8%	17.1%	21.3%
Satisfied	33.3%	32.7%	48.1%	43.8%	50.3%	51.3%	34.8%
Neither satisfied nor dissatisfied	28.6%	28.6%	21.2%	24.4%	19.7%	21.1%	33.7%
Dissatisfied	4.8%	11.2%	7.7%	4.4%	3.4%	5.3%	6.7%
Very dissatisfied	4.8%	6.1%	2.9%	5.0%	0.7%	1.3%	1.1%
Don't know/not applicable	0.0%	0.0%	0.0%	1.9%	2.0%	3.9%	2.2%

4.1.11 City Promotions

“Overall, how satisfied or dissatisfied are you that the information you receive (about city events and festivals) is timely, relevant and accurate?”

4.42 Satisfaction with timely, relevant and accurate information

	Banks Peninsula (n=21)	Coastal-Burwood (n=98)	Spreydon-Cashmere (n=104)	Linwood-Central-Heathcote (n=160)	Fendalton-Waimairi-Harewood (n=147)	Halswell-Hornby-Riccarton (n=152)	Papanui-Innes (n=89)
Very satisfied	28.6%	16.3%	16.3%	18.8%	20.4%	15.8%	20.2%
Satisfied	28.6%	37.8%	50.0%	43.1%	44.9%	44.7%	36.0%
Neither satisfied nor dissatisfied	38.1%	24.5%	24.0%	24.4%	21.8%	32.2%	29.2%
Dissatisfied	4.8%	13.3%	5.8%	8.8%	8.8%	5.9%	12.4%
Very dissatisfied	0.0%	7.1%	2.9%	4.4%	2.7%	1.3%	0.0%
Don't know/not applicable	0.0%	1.0%	1.0%	0.6%	1.4%	0.0%	2.2%

4.1.12 Overall Satisfaction

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

4.43 Council's performance in delivering service over the last 12 months

	Banks Peninsula (n=43)	Coastal-Burwood (n=194)	Spreydon-Cashmere (n=203)	Linwood-Central-Heathcote (n=304)	Fendalton-Waimairi-Harewood (n=302)	Halswell-Hornby-Riccarton (n=316)	Papanui-Innes (n=180)
Very satisfied	4.7%	7.2%	7.9%	13.5%	8.9%	8.5%	9.4%
Satisfied	46.5%	35.6%	52.2%	37.2%	38.4%	41.1%	39.4%
Neither satisfied nor dissatisfied	23.3%	28.9%	22.2%	26.0%	28.1%	30.4%	26.1%
Dissatisfied	16.3%	17.5%	9.4%	13.5%	17.2%	14.2%	16.1%
Very dissatisfied	9.3%	9.8%	6.9%	9.5%	6.6%	5.7%	7.8%
Don't know/not applicable	0.0%	1.0%	1.5%	0.3%	0.7%	0.0%	1.1%

“Why do you say so? (in reference to performance of Council in delivering its services over last 12 months)”

4.44 Reasons for satisfaction/dissatisfaction with the Council (coded table)

	Banks Peninsula (n=43)	Coastal-Burwood (n=194)	Spreydon-Cashmere (n=203)	Linwood-Central-Heathcote (n=304)	Fendalton-Waimairi-Harewood (n=302)	Halswell-Hornby-Riccarton (n=316)	Papanui-Innes (n=180)
Happy with services provided	37.2%	20.1%	23.2%	23.4%	19.9%	23.1%	21.1%
Unhappy with services provided	18.6%	20.6%	19.7%	19.7%	14.9%	13.9%	17.8%
Council is doing a good job overall	18.6%	10.8%	17.7%	13.8%	11.3%	10.1%	10.6%
Slow to/ don't respond to problems/ concerns	2.3%	9.8%	7.9%	9.2%	10.6%	10.4%	11.1%
No problems/ issues	2.3%	9.3%	10.8%	7.2%	9.3%	9.5%	11.1%
Respond to problems/ concerns	0.0%	6.2%	8.9%	6.3%	6.3%	5.1%	6.7%
Room for improvement	2.3%	7.7%	9.9%	5.3%	6.0%	5.1%	3.9%
Poor communication	4.7%	5.2%	3.4%	6.6%	4.3%	4.4%	3.9%
Disapprove of water chlorination handling	2.3%	5.7%	5.4%	4.3%	1.3%	5.4%	2.2%
Disapprove of Council spending	7.0%	5.2%	2.0%	4.6%	4.3%	2.5%	1.7%
Poor customer service	0.0%	3.6%	2.5%	2.3%	2.3%	2.8%	5.6%
Good customer service	2.3%	1.5%	4.4%	3.3%	2.6%	1.9%	2.8%
Unhappy with rebuild progress	0.0%	4.1%	1.5%	2.6%	2.6%	3.2%	2.2%
Rates increased	0.0%	1.5%	2.0%	1.0%	3.6%	3.5%	1.7%
Lack of public consultation	11.6%	2.6%	1.5%	1.6%	2.3%	2.5%	0.0%
Council needs to take more action	0.0%	1.5%	2.0%	1.3%	1.0%	2.2%	0.0%
Unhappy about water bottling plant	0.0%	0.5%	0.5%	1.0%	2.6%	0.9%	0.6%
Unhappy with Mayor	0.0%	1.0%	1.5%	0.3%	1.3%	1.3%	1.1%
Council is doing a poor job overall	2.3%	0.5%	0.0%	0.3%	2.0%	0.6%	1.1%
Good communication	0.0%	1.5%	0.0%	1.0%	0.7%	0.3%	0.0%
Happy with how Council handled things after terrorist attack	2.3%	0.5%	0.0%	0.3%	0.0%	0.3%	0.0%
Disapprove of lime scooters	0.0%	0.0%	0.5%	0.3%	0.0%	0.3%	0.0%
Difficulties reporting issues to Council	0.0%	0.0%	0.0%	0.0%	0.3%	0.0%	0.0%
Other	7.0%	3.6%	5.9%	7.2%	4.6%	7.6%	6.1%
Don't know	0.0%	3.6%	2.5%	4.3%	5.0%	8.2%	6.1%

“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 has made it easy for you to interact with it regarding your service needs?”

4.45 Agreement that Council has made it easy for you to interact with it

	Banks Peninsula (n=22)	Coastal-Burwood (n=96)	Spreydon-Cashmere (n=99)	Linwood-Central-Heathcote (n=144)	Fendalton-Waimairi-Harewood (n=155)	Halswell-Hornby-Riccarton (n=164)	Papanui-Innes (n=91)
Strongly agree	23.3%	20.6%	22.2%	24.3%	20.9%	17.7%	21.1%
Agree	37.2%	39.7%	51.2%	39.5%	44.4%	47.2%	38.9%
Neither agree nor disagree	32.6%	24.2%	16.7%	25.7%	24.8%	20.3%	25.6%
Disagree	4.7%	10.8%	5.9%	5.9%	6.6%	9.8%	10.0%
Strongly disagree	2.3%	2.6%	3.4%	3.3%	3.0%	2.2%	3.3%
Don't know/not applicable	0.0%	2.1%	0.5%	1.3%	0.3%	2.8%	1.1%

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

4.46 One service you feel the Council is performing the best in delivering (coded table)

	Banks Peninsula (n=43)	Coastal-Burwood (n=194)	Spreydon-Cashmere (n=203)	Linwood-Central-Heathcote (n=304)	Fendalton-Waimairi-Harewood (n=302)	Halswell-Hornby-Riccarton (n=316)	Papanui-Innes (n=180)
Roading: Improved network/ services	2.3%	1.0%	1.0%	0.7%	0.3%	1.9%	0.0%
Roading: Roadworks/ Maintenance	0.0%	1.0%	1.0%	1.6%	0.7%	2.5%	0.0%
Roading: Other	0.0%	0.0%	0.0%	0.0%	0.7%	1.6%	0.6%
Public transport: Generally a good/ efficient service	0.0%	0.5%	0.5%	1.0%	1.0%	1.3%	1.1%
Public transport: Good coverage/ variety of routes	0.0%	0.5%	0.0%	0.0%	0.3%	0.9%	0.0%
Public transport: Punctual timetables	0.0%	0.5%	0.5%	0.3%	0.0%	0.9%	0.0%
Public transport: Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Waste management: Generally good service/no issues	14.0%	12.9%	13.8%	12.5%	13.9%	15.5%	15.0%
Waste management: Timely collection and service	2.3%	10.3%	9.9%	8.9%	8.3%	7.0%	10.6%
Waste management: Availability of bins/ good size bins	2.3%	0.5%	0.5%	0.7%	1.3%	0.3%	1.1%
Waste management: Recycling and recycling options	7.0%	1.0%	3.9%	3.0%	5.6%	2.8%	2.8%

	Banks Peninsula (n=43)	Coastal-Burwood (n=194)	Spreydon-Cashmere (n=203)	Linwood-Central-Heathcote (n=304)	Fendalton-Waimairi-Harewood (n=302)	Halswell-Hornby-Riccarton (n=316)	Papanui-Innes (n=180)
Waste management: Proper collection/no residue left behind	2.3%	0.5%	2.0%	0.7%	1.0%	1.6%	1.7%
Waste management: Friendly/responsive staff	0.0%	1.0%	0.0%	1.3%	1.0%	0.6%	0.6%
Waste management: Communicate issues	0.0%	2.1%	0.5%	0.3%	0.7%	0.3%	1.1%
Waste management: Reliable	4.7%	1.5%	5.9%	5.3%	5.0%	3.8%	3.9%
Waste management: Other	0.0%	0.0%	1.0%	1.0%	0.3%	0.6%	0.0%
Parking: Access to parking	0.0%	0.5%	0.5%	0.3%	0.3%	0.3%	0.0%
Cycleways: Good quality	0.0%	0.5%	0.5%	1.0%	0.7%	0.0%	0.6%
Cycleways: Availability/ number	0.0%	1.5%	1.5%	0.3%	1.0%	1.3%	0.0%
Cycleways: Other	0.0%	1.5%	2.5%	2.3%	1.0%	1.3%	1.1%
Events/ activities: Availability/ number/ range	0.0%	0.5%	1.5%	0.7%	1.0%	0.0%	2.8%
Events/ activities: Providing information on events	0.0%	0.0%	0.0%	1.6%	0.7%	0.3%	0.6%
Events/ activities: Well organised	0.0%	1.5%	2.0%	1.0%	1.3%	0.3%	1.1%
Events/ activities: Family friendly/ for all ages	0.0%	1.0%	1.0%	0.7%	1.7%	0.3%	1.1%
Events/ activities: Other	0.0%	3.1%	5.4%	3.6%	4.3%	3.8%	2.8%
Events/ activities: Free/ affordable	0.0%	0.0%	0.5%	0.7%	1.3%	0.0%	0.6%
Libraries: Good service / good libraries	23.3%	12.9%	11.3%	10.2%	10.9%	11.4%	6.1%
Libraries: Availability and variety of good/current resources/activities	0.0%	3.6%	2.0%	1.3%	3.6%	1.6%	2.2%
Libraries: Availability of and access to libraries	2.3%	4.6%	1.5%	1.3%	2.3%	3.2%	2.2%
Libraries: Good/ modern infrastructure	2.3%	0.5%	0.0%	1.0%	0.0%	1.3%	0.0%
Libraries: Free access/ free access to materials	0.0%	1.0%	0.5%	0.7%	1.3%	0.6%	0.6%
Libraries: Good librarians/ staff	7.0%	3.1%	2.0%	2.0%	3.0%	2.2%	3.3%
Libraries: Other	2.3%	0.5%	0.5%	0.3%	0.0%	0.0%	0.0%
Recreation & Sport Centres: Availability and access to swimming pools	9.3%	4.1%	3.0%	1.3%	2.0%	3.5%	6.7%
Recreation & Sport Centres: Generally good service	0.0%	1.5%	0.0%	0.7%	1.3%	1.6%	1.1%
Recreation & Sport Centres: Clean/ well maintained	2.3%	1.0%	2.0%	1.0%	1.0%	1.9%	1.1%

	Banks Peninsula (n=43)	Coastal-Burwood (n=194)	Spreydon-Cashmere (n=203)	Linwood-Central-Heathcote (n=304)	Fendalton-Waimairi-Harewood (n=302)	Halswell-Hornby-Riccarton (n=316)	Papanui-Innes (n=180)
Recreation & Sports Centres:							
Availability and access to walking tracks	0.0%	0.0%	1.5%	0.7%	0.0%	0.0%	0.0%
Recreation & Sport Centres: Other	0.0%	2.1%	0.5%	1.0%	1.3%	0.6%	0.0%
Facilities and services in general:							
Generally good service	2.3%	1.0%	1.0%	1.3%	2.6%	1.6%	1.7%
Parks, reserves and green spaces:							
Well presented and maintained	0.0%	4.6%	5.4%	7.6%	8.3%	5.4%	8.3%
Parks, reserves and green spaces:							
Availability/number/variety	0.0%	0.5%	0.0%	0.0%	0.3%	0.3%	0.6%
Parks, reserves and green spaces:							
Good service to have	0.0%	1.0%	0.5%	0.7%	0.3%	1.6%	0.6%
Parks, reserves and green spaces:							
Good for the children	0.0%	0.5%	0.5%	0.0%	0.3%	0.0%	0.0%
Parks, reserves and green spaces:							
Other	2.3%	1.5%	0.0%	0.7%	0.0%	0.3%	0.0%
Water supply: No issues with chlorine	0.0%	0.0%	0.0%	0.0%	0.3%	0.0%	0.6%
Water supply: Adequate and regular supply	0.0%	0.5%	0.0%	0.3%	0.3%	0.0%	0.0%
Water supply: Water quality/ taste is good	2.3%	1.0%	0.5%	1.0%	2.3%	1.3%	1.1%
Water supply: Maintenance done promptly/ well maintained	2.3%	0.5%	1.0%	0.7%	1.0%	0.0%	0.0%
Water supply: Generally good service	0.0%	2.6%	1.5%	3.6%	1.0%	3.8%	6.7%
Community Support: Involvement of council	0.0%	0.5%	0.5%	0.7%	0.7%	0.6%	1.1%
Sewerage/ Wastewater: Generally good service	0.0%	1.0%	0.5%	2.0%	1.3%	0.9%	1.1%
Sewerage/ Wastewater: Well maintained	0.0%	0.0%	0.0%	0.0%	0.0%	0.3%	0.0%
Sewerage/ Wastewater: Not discharging during emergencies	0.0%	0.0%	0.5%	0.0%	0.0%	0.0%	0.0%
Animal control: Good service	0.0%	0.0%	0.0%	0.0%	0.3%	0.3%	0.0%
The rebuild: Improving the look of the city	2.3%	1.0%	0.5%	0.7%	1.0%	1.3%	0.6%
The rebuild: Good progress being made	4.7%	1.5%	0.5%	0.7%	0.3%	0.3%	1.1%
The rebuild: Other	0.0%	0.5%	0.0%	0.7%	0.0%	0.0%	1.1%
Public space cleaning/ City beautification: Keeping spaces/ city clean	0.0%	1.5%	1.5%	1.0%	1.0%	1.3%	0.0%
Public space cleaning/ City beautification: Attract tourists/ businesses	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

	Banks Peninsula (n=43)	Coastal-Burwood (n=194)	Spreydon-Cashmere (n=203)	Linwood-Central-Heathcote (n=304)	Fendalton-Waimairi-Harewood (n=302)	Halswell-Hornby-Riccarton (n=316)	Papanui-Innes (n=180)
Emergency preparedness and response: Well prepared/ good response	0.0%	0.0%	0.5%	0.0%	0.0%	0.0%	0.0%
Rates spending and financial management: Generally good spending/ management	0.0%	0.0%	0.0%	0.7%	0.0%	0.0%	0.0%
Rates spending and financial management: Other	0.0%	0.5%	0.5%	0.7%	0.3%	0.0%	1.1%
Information and communication: Good communication/ clear	0.0%	0.5%	0.5%	0.7%	0.0%	0.9%	1.1%
Information and communication: Other	2.3%	0.5%	0.5%	0.0%	1.3%	1.6%	0.6%
Waterways: Well maintained/ clean	0.0%	0.5%	1.5%	2.0%	0.7%	0.0%	0.0%
Footpaths: Well maintained	0.0%	0.0%	0.0%	0.0%	0.3%	0.0%	0.0%
Footpaths: Good accessibility	0.0%	0.0%	0.5%	0.0%	0.0%	0.0%	0.0%
Footpaths: Good service	0.0%	0.0%	0.0%	0.3%	0.3%	0.0%	0.0%
Other	7.0%	3.6%	2.0%	6.6%	3.3%	4.7%	2.2%
Don't know	11.6%	15.5%	14.3%	15.8%	12.6%	14.6%	16.7%

“Thinking about 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, and why?”

4.47 Most important service for Council to improve over next 12 months (coded table)

	Banks Peninsula (n=43)	Coastal-Burwood (n=194)	Spreydon-Cashmere (n=203)	Linwood-Central-Heathcote (n=304)	Fendalton-Waimairi-Harewood (n=302)	Halswell-Hornby-Riccarton (n=316)	Papanui-Innes (n=180)
Roading: Fix roads/ make smooth/ remove potholes	25.6%	23.7%	14.8%	14.8%	14.6%	16.8%	16.1%
Roading: Better quality repair/ less frequent repair/ faster repair	2.3%	7.7%	3.9%	6.6%	5.6%	5.4%	4.4%
Roading: Improve traffic control/ flow/ accessibility	4.7%	2.6%	3.0%	3.6%	4.3%	4.4%	1.7%
Roading: Better communication/ consultation	0.0%	0.0%	1.5%	1.0%	1.3%	0.0%	0.6%
Roading: Prioritise/ focus repairs where needed most	4.7%	2.1%	1.0%	3.6%	3.6%	2.2%	2.8%
Roading: Allocate resources correctly	0.0%	1.0%	1.0%	0.7%	0.7%	0.9%	0.0%
Roading: Other	2.3%	3.6%	1.5%	3.9%	2.6%	1.9%	1.1%

	Banks Peninsula (n=43)	Coastal-Burwood (n=194)	Spreydon-Cashmere (n=203)	Linwood-Central-Heathcote (n=304)	Fendalton-Waimairi-Harewood (n=302)	Halswell-Hornby-Riccarton (n=316)	Papanui-Innes (n=180)
Footpaths: Fix footpaths/ make smooth/ remove hazards	2.3%	5.7%	3.9%	4.3%	6.6%	2.8%	3.9%
Footpaths: Better quality repair/ less frequent repair/ faster repair	0.0%	0.5%	0.0%	0.0%	0.0%	0.0%	0.0%
Footpaths: Pedestrian right of way clarifications	0.0%	0.5%	0.0%	0.0%	0.0%	0.0%	0.0%
Footpaths: Clear debris/ overhanging foliage	0.0%	0.0%	0.0%	0.0%	0.7%	0.0%	0.6%
Footpaths: Improve street lighting	0.0%	0.0%	0.5%	0.0%	0.0%	0.0%	0.0%
Footpaths: Improve accessibility	0.0%	0.0%	0.5%	0.3%	0.7%	0.3%	0.6%
Cycleways: Make more user-friendly/ Less obstructive/ Safer	0.0%	1.5%	2.0%	0.3%	3.0%	1.3%	1.7%
Cycleways: Clearer delineation between cycleways/ road lanes	0.0%	0.0%	1.0%	0.0%	0.0%	0.0%	0.0%
Cycleways: Ensure cycleways on arterial roads/ direct routes	0.0%	0.0%	0.5%	0.3%	0.3%	0.3%	0.0%
Cycleways: Other	0.0%	3.6%	2.0%	1.0%	2.0%	2.8%	1.7%
Water supply: Remove chlorine/ other additives	7.0%	10.3%	13.8%	13.8%	8.3%	8.5%	7.2%
Water supply: Fix the wells/ bore/ aquifer/ pumping stations	0.0%	0.5%	0.0%	1.0%	0.3%	0.3%	0.0%
Water supply: Improve or retain quality/ smell/ taste/ appearance	4.7%	5.7%	3.0%	5.6%	2.3%	3.2%	2.2%
Water supply: Fix leaks	2.3%	0.0%	1.5%	0.3%	0.3%	0.3%	1.1%
Water supply: Halt sale of water to commercial interests	2.3%	0.0%	0.5%	1.6%	1.0%	0.9%	1.1%
Water supply: Better communication/ consultation	0.0%	0.5%	0.0%	0.3%	0.0%	0.3%	0.6%
Water supply: Devote more resource to fixing issues/ Keep to timeline	0.0%	0.5%	0.5%	0.3%	0.0%	0.3%	0.0%
Water supply: Other	0.0%	0.5%	1.5%	0.3%	0.7%	1.3%	2.2%
Council decision-making/financial management: Reduce spending on Councillors	0.0%	0.0%	0.0%	0.3%	0.3%	0.0%	0.0%
Council decision-making/financial management: More consultation on new building spending/more consultation generally	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Council decision-making/financial management: Faster action on rebuild projects	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Council decision-making/financial management: Focus more on infrastructure/services	4.7%	0.5%	0.0%	0.3%	0.0%	0.9%	0.0%

	Banks Peninsula (n=43)	Coastal-Burwood (n=194)	Spreydon-Cashmere (n=203)	Linwood-Central-Heathcote (n=304)	Fendalton-Waimairi-Harewood (n=302)	Halswell-Hornby-Riccarton (n=316)	Papanui-Innes (n=180)
Council decision-making/financial management: Increase council transparency/ address corruption/ accountability	0.0%	1.0%	0.0%	1.0%	0.0%	0.0%	1.1%
Council decision-making/ financial management: Improve communication and monitoring	0.0%	0.0%	0.0%	0.0%	0.3%	0.6%	0.0%
Council decision-making/financial management: Channel council contracts to local companies	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Council decision-making/financial management: Devise a better rates system	2.3%	1.0%	0.5%	1.0%	4.0%	2.2%	3.9%
Council decision-making/financial management: Better quality staff	0.0%	0.5%	0.0%	0.0%	0.0%	0.3%	0.6%
Council decision-making/ financial management: Avoid over expenditure/ expenditure on unnecessary projects	0.0%	0.5%	2.5%	0.7%	1.0%	0.6%	1.1%
Council decision-making/financial management: Developing clear plans and budgets/ long term/ independent thinking	0.0%	0.5%	0.5%	0.3%	0.3%	0.0%	0.0%
Council decision-making/financial management: Reduce the level of bureaucracy/ less red tape	0.0%	0.0%	0.0%	0.0%	1.3%	0.0%	0.6%
Public space cleaning/ City beautification: Council should clean up/ increase cleaning frequency	0.0%	0.0%	0.5%	0.7%	1.0%	0.6%	0.0%
Public space cleaning/ City beautification: Clear leaves, dry grass, weeds/ mow lawns/ prune trees	0.0%	1.0%	1.0%	0.7%	0.7%	1.6%	2.2%
Public space cleaning/ City beautification: Side streets and roadsides need attention	0.0%	0.0%	0.0%	0.3%	1.0%	0.0%	0.0%
Public space cleaning/ City beautification: Planting more trees	0.0%	0.5%	0.0%	0.0%	0.0%	0.0%	0.0%
Public space cleaning/ City beautification: Provide feedback and representation	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Consents process: Process needs to be more inclusive/ less adversarial	0.0%	0.5%	1.0%	0.0%	0.3%	0.0%	0.0%
Consents process: Raise standards for the approval process/ streamline the process	0.0%	0.5%	0.0%	0.7%	0.7%	0.9%	1.1%
Consents process: Reduce the time and costs related to the process	0.0%	0.0%	0.5%	0.7%	1.3%	1.3%	1.1%
Consents process: Improving staffing/ quality of staff	0.0%	0.0%	0.0%	0.0%	0.3%	0.0%	0.0%

	Banks Peninsula (n=43)	Coastal-Burwood (n=194)	Spreydon-Cashmere (n=203)	Linwood-Central-Heathcote (n=304)	Fendalton-Waimairi-Harewood (n=302)	Halswell-Hornby-Riccarton (n=316)	Papanui-Innes (n=180)
Parking: Fair enforcement/better enforcement	0.0%	0.0%	0.0%	0.0%	0.0%	0.3%	0.0%
Parking: More parking/better quality parking	7.0%	5.7%	6.9%	5.6%	5.3%	7.3%	5.0%
Parking: Lower the cost/make it free in some areas	2.3%	1.5%	1.0%	1.6%	0.7%	2.5%	1.1%
Parking: Increase the time limit	0.0%	0.0%	1.0%	0.0%	0.0%	0.6%	0.0%
Waterways: More efforts made to dredge/ keep clean/ clean up pollutants	2.3%	1.0%	2.5%	1.0%	2.0%	0.9%	1.7%
Waterways: Clamping down on dumping of waste into waterways/ prevent pollution	0.0%	0.0%	0.5%	0.3%	0.7%	0.3%	0.6%
Waterways: Pay attention to the entire waterway not sections	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Waterways: Planting along the river/ make the rivers more presentable	0.0%	0.0%	0.5%	0.0%	0.0%	0.3%	0.0%
Waterways: Building flood protection barriers	0.0%	0.5%	1.0%	0.3%	0.0%	0.3%	0.6%
Waterways: Improve the development process	0.0%	0.0%	0.5%	0.3%	0.0%	0.0%	0.0%
Sewerage/ Wastewater: Reduce unpleasant smells	0.0%	0.0%	0.5%	0.7%	0.0%	0.3%	0.0%
Sewerage/ Wastewater: Improve drainage/ runoff	0.0%	0.5%	1.0%	0.3%	0.3%	0.9%	0.6%
Sewerage/ Wastewater: Regular maintenance of drains and culverts	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Sewerage/ Wastewater: Overhaul of treatment plant	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Sewerage/ Wastewater: Prevent sewerage discharge into waterways	0.0%	0.5%	0.5%	0.7%	0.0%	0.3%	0.0%
Public transport: Cutting routes without proper consultation	0.0%	0.0%	0.5%	0.0%	0.0%	0.0%	0.0%
Public transport: Improve service to raise usage/ improve the service generally	2.3%	0.5%	1.0%	0.0%	1.3%	0.6%	2.8%
Public transport: Develop routes/ services that meet all customers needs	2.3%	1.0%	0.5%	0.3%	1.0%	0.6%	2.2%
Public transport: Reinstate cancelled services	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Public transport: Buses should have a wider network	0.0%	0.5%	0.0%	0.0%	0.0%	0.0%	0.0%
Public transport: Increase the number of buses and trips/reduce waiting time	2.3%	0.0%	0.5%	1.0%	1.0%	0.3%	0.6%
Public transport: Drivers need to keep to the timetables	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

	Banks Peninsula (n=43)	Coastal-Burwood (n=194)	Spreydon-Cashmere (n=203)	Linwood-Central-Heathcote (n=304)	Fendalton-Waimairi-Harewood (n=302)	Halswell-Hornby-Riccarton (n=316)	Papanui-Innes (n=180)
Public transport: Add / improve bus stops	0.0%	0.0%	0.5%	0.3%	0.3%	0.0%	0.6%
Public transport: Make the service more affordable	0.0%	0.5%	0.5%	0.7%	0.3%	0.0%	0.6%
Public transport: Other	0.0%	0.0%	1.5%	0.3%	0.7%	0.0%	0.6%
Information and communication: Improve communication with the public/ improve transparency	7.0%	4.1%	3.9%	2.3%	2.6%	3.8%	6.7%
Information and Communication: Consistency and clarity	0.0%	0.5%	0.5%	0.3%	0.0%	0.0%	1.1%
Information and communication: More consultations	2.3%	0.0%	0.0%	0.7%	1.0%	0.9%	1.7%
Parks, reserves and green spaces: Increase maintenance staff	0.0%	0.0%	0.0%	0.3%	0.0%	0.0%	0.0%
Parks, reserves and green spaces: Improve maintenance/repair of park facilities	0.0%	2.1%	0.0%	1.6%	2.0%	1.3%	1.7%
Parks, reserves and green spaces: Limit commercial activity in parks	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Parks, reserves and green spaces: More facilities	0.0%	0.0%	0.5%	0.3%	0.0%	0.3%	0.6%
Parks, reserves and green spaces: Adding more plants and trees/ increasing variety of plants	0.0%	0.0%	1.0%	0.0%	0.7%	0.0%	0.0%
Recreation & Sports Centres: Construct more facilities	0.0%	1.5%	1.0%	2.0%	1.0%	0.9%	1.7%
Recreation & Sports Centres: Construct better quality facilities/ add improvements	0.0%	0.0%	0.0%	0.7%	1.3%	0.6%	1.7%
Recreation & Sports Centres: Make them cheaper/ open them for longer	0.0%	0.5%	0.0%	0.0%	0.0%	0.3%	0.6%
Events/ activities: Improvement communication about events	0.0%	0.5%	0.5%	0.0%	0.3%	0.0%	0.0%
Events/ activities: Providing options for the disabled community	0.0%	0.0%	0.0%	0.3%	0.0%	0.0%	0.0%
Events/ activities: Provide more events and activities	0.0%	1.5%	0.0%	0.3%	0.0%	0.0%	0.6%
Housing: Safer housing	0.0%	0.0%	0.5%	1.0%	0.0%	0.3%	0.6%
Housing: More housing	0.0%	0.0%	0.0%	0.0%	0.0%	0.3%	0.0%
Housing: Cheaper housing	0.0%	0.0%	0.0%	0.3%	0.3%	0.6%	0.0%
Housing: Other	0.0%	0.0%	0.0%	0.7%	0.0%	0.0%	0.0%
Waste management: Better delineation / education of recycling/ organic/waste	0.0%	1.0%	2.0%	1.0%	2.3%	0.6%	0.6%

	Banks Peninsula (n=43)	Coastal-Burwood (n=194)	Spreydon-Cashmere (n=203)	Linwood-Central-Heathcote (n=304)	Fendalton-Waimairi-Harewood (n=302)	Halswell-Hornby-Riccarton (n=316)	Papanui-Innes (n=180)
Waste management: Provide bigger bins/ more bins/ same size bins/ replacement of bins	0.0%	1.0%	0.5%	0.3%	1.0%	0.9%	1.7%
Waste management: Proper/ better collection of waste	2.3%	0.5%	1.5%	0.7%	0.3%	1.6%	1.1%
Waste management: Better recycling options / information	0.0%	2.6%	4.4%	1.3%	1.0%	1.6%	1.1%
Waste management: Increase collection frequency/ change time of collection	0.0%	0.0%	0.0%	0.7%	0.3%	0.9%	0.6%
Waste management: Cost of collections/bins should be reconsidered	0.0%	0.5%	0.0%	0.0%	0.3%	0.0%	1.1%
Earthquake recovery/ rebuild: Maintaining weather wrapped buildings	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Earthquake recovery/ rebuild: Speed up the rebuild and rebuild processes	0.0%	2.1%	2.0%	1.6%	1.7%	0.9%	0.6%
Earthquake recovery/ rebuild: Doing the job correctly/ better rebuild decisions	0.0%	0.0%	1.0%	0.3%	0.0%	1.3%	0.0%
Earthquake recovery/ rebuild: Rebuild on reclaimed land	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Earthquake recovery/ rebuild: More attention to the red zones	0.0%	1.5%	0.5%	1.0%	0.7%	0.0%	0.6%
Earthquake recovery/ rebuild: Not rebuilding the Cathedral	4.7%	0.0%	0.0%	0.0%	0.0%	0.0%	1.7%
Earthquake recovery/ rebuild: Management of Heritage properties	0.0%	0.0%	0.0%	0.7%	1.3%	0.0%	0.6%
Other	14.0%	6.7%	5.4%	5.3%	6.6%	4.4%	6.7%
Don't know	11.6%	7.2%	7.9%	13.5%	11.6%	18.7%	10.6%

4.2 Findings by Age/Gender

The following section details survey findings by Age and Gender.

4.2.1 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?’”

4.48 Understanding of Council decision-making

	18-24 (n=86)	25-49 (n=331)	50-64 (n=191)	65+ (n=163)	Male (n=376)	Female (n=389)	Gender- diverse (n=6)*** Low sample size
Strongly agree	5.8%	7.9%	7.3%	6.1%	8.8%	5.7%	0.0%
Agree	25.6%	21.8%	17.8%	23.3%	23.1%	19.8%	33.3%
Neither agree nor disagree	33.7%	30.2%	28.8%	35.6%	29.3%	33.7%	16.7%
Disagree	25.6%	24.5%	27.7%	22.7%	23.9%	26.0%	33.3%
Strongly disagree	9.3%	14.8%	17.8%	11.0%	14.1%	14.1%	16.7%
Don't know/not applicable	0.0%	0.9%	0.5%	1.2%	0.8%	0.8%	0.0%

“Overall, how satisfied or dissatisfied are you with the accuracy of the information provided to you about Council decisions?”

4.49 Accuracy of information

	18-24 (n=85)	25-49 (n=330)	50-64 (n=195)	65+ (n=161)	Male (n=383)	Female (n=384)	Gender- diverse (n=4)*** Low sample size
Strongly agree	1.2%	4.2%	3.1%	3.7%	4.7%	2.3%	0.0%
Agree	24.7%	20.6%	20.0%	13.0%	20.9%	17.2%	75.0%
Neither agree nor disagree	51.8%	41.8%	39.0%	39.8%	40.2%	43.5%	25.0%
Disagree	17.6%	23.9%	23.6%	28.6%	21.1%	27.3%	0.0%
Strongly disagree	1.2%	8.2%	14.4%	14.3%	11.7%	8.9%	0.0%
Don't know/not applicable	3.5%	1.2%	0.0%	0.6%	1.3%	0.8%	0.0%

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

4.50 Information is prompt and timely

	18-24 (n=85)	25-49 (n=330)	50-64 (n=195)	65+ (n=161)	Male (n=383)	Female (n=384)	Gender- diverse (n=4)*** Low sample size
Strongly agree	10.6%	3.9%	3.1%	3.1%	5.0%	3.6%	0.0%
Agree	32.9%	23.6%	18.5%	14.9%	25.1%	18.0%	25.0%
Neither agree nor disagree	36.5%	31.5%	33.3%	33.5%	31.9%	33.9%	50.0%
Disagree	16.5%	31.5%	29.7%	34.2%	26.4%	33.6%	25.0%
Strongly disagree	2.4%	8.5%	14.9%	10.6%	10.7%	9.1%	0.0%
Don't know/not applicable	1.2%	0.9%	0.5%	3.7%	1.0%	1.8%	0.0%

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

4.51 Confidence the Council makes decisions in the best interests of the city

	18-24 (n=85)	25-49 (n=330)	50-64 (n=195)	65+ (n=161)	Male (n=383)	Female (n=384)	Gender- diverse (n=4)*** Low sample size
Strongly agree	9.4%	7.0%	6.2%	6.8%	8.6%	5.5%	0.0%
Agree	40.0%	29.1%	28.7%	26.7%	30.5%	28.4%	75.0%
Neither agree nor disagree	31.8%	32.7%	28.7%	26.1%	26.6%	33.9%	25.0%
Disagree	11.8%	17.9%	21.5%	29.2%	21.1%	20.1%	0.0%
Strongly disagree	5.9%	12.7%	14.4%	9.9%	12.0%	11.7%	0.0%
Don't know/not applicable	1.2%	0.6%	0.5%	1.2%	1.0%	0.5%	0.0%

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

4.52 Perceived level of influence the public has on Council decision making

	18-24 (n=86)	25-49 (n=331)	50-64 (n=191)	65+ (n=163)	Male (n=376)	Female (n=389)	Gender- diverse (n=6)*** Low sample size
Large influence	11.6%	4.5%	3.7%	1.8%	4.5%	4.6%	0.0%
Some influence	34.9%	28.1%	16.2%	24.5%	26.3%	24.4%	0.0%

	18-24 (n=86)	25-49 (n=331)	50-64 (n=191)	65+ (n=163)	Male (n=376)	Female (n=389)	Gender- diverse (n=6)*** Low sample size
Small influence	40.7%	44.7%	40.8%	44.8%	40.4%	45.5%	83.3%
No influence	10.5%	21.5%	38.7%	28.8%	28.2%	24.2%	16.7%
Don't know/not applicable	2.3%	1.2%	0.5%	0.0%	0.5%	1.3%	0.0%

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

4.53 Opportunities to have a say in what Council does

	18-24 (n=85)	25-49 (n=330)	50-64 (n=195)	65+ (n=161)	Male (n=383)	Female (n=384)	Gender- diverse (n=4)*** Low sample size
Strongly agree	4.7%	6.1%	4.6%	6.8%	7.3%	4.2%	0.0%
Agree	29.4%	24.8%	22.6%	16.8%	25.8%	20.3%	25.0%
Neither agree nor disagree	37.6%	31.8%	34.9%	37.9%	35.0%	33.9%	50.0%
Disagree	22.4%	24.5%	23.1%	18.6%	19.3%	26.0%	25.0%
Strongly disagree	4.7%	10.9%	13.8%	13.7%	11.0%	12.2%	0.0%
Don't know/not applicable	1.2%	1.8%	1.0%	6.2%	1.6%	3.4%	0.0%

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

4.54 Council’s decision making processes are easy to use or engage with

	18-24 (n=85)	25-49 (n=330)	50-64 (n=195)	65+ (n=161)	Male (n=383)	Female (n=384)	Gender- diverse (n=4)*** Low sample size
Strongly agree	4.7%	3.6%	1.0%	3.7%	5.0%	1.3%	0.0%
Agree	23.5%	19.1%	15.4%	16.8%	18.8%	17.7%	0.0%
Neither agree nor disagree	40.0%	33.6%	42.1%	39.1%	36.3%	38.3%	100.0%
Disagree	23.5%	30.9%	27.2%	19.3%	25.6%	28.1%	0.0%
Strongly disagree	3.5%	9.1%	12.8%	14.9%	11.2%	10.2%	0.0%
Don't know/not applicable	4.7%	3.6%	1.5%	6.2%	3.1%	4.4%	0.0%

4.2.2 Parks, Heritage & Coastal Environments

“Christchurch has a range of public monuments, statues, war memorials, sculptures, fountains and artworks that reflect the City’s heritage and character. Overall, how satisfied or dissatisfied are you with the appearance of these objects?”

4.55 Satisfaction with appearance of monuments and other heritage objects

	18-24 (n=85)	25-49 (n=330)	50-64 (n=195)	65+ (n=161)	Male (n=383)	Female (n=384)	Gender- diverse (n=4)*** Low sample size
Very satisfied	37.6%	21.2%	14.4%	19.3%	17.8%	24.0%	25.0%
Satisfied	41.2%	47.3%	48.2%	37.3%	47.5%	42.4%	0.0%
Neither satisfied nor dissatisfied	16.5%	20.9%	21.5%	26.1%	20.9%	21.9%	75.0%
Dissatisfied	2.4%	6.1%	11.3%	13.7%	9.7%	7.6%	0.0%
Very dissatisfied	2.4%	3.3%	3.1%	3.1%	3.1%	3.1%	0.0%
Don't know/not applicable	0.0%	1.2%	1.5%	0.6%	1.0%	1.0%	0.0%

“Overall, how satisfied or dissatisfied are you with their condition?”

4.56 Satisfaction with condition of monuments and other heritage objects

	18-24 (n=85)	25-49 (n=330)	50-64 (n=195)	65+ (n=161)	Male (n=383)	Female (n=384)	Gender- diverse (n=4)*** Low sample size
Very satisfied	23.5%	14.8%	8.7%	13.0%	13.8%	14.1%	0.0%
Satisfied	45.9%	47.3%	50.3%	36.0%	46.2%	44.5%	75.0%
Neither satisfied nor dissatisfied	24.7%	27.0%	30.3%	32.9%	28.2%	29.4%	25.0%
Dissatisfied	4.7%	7.3%	5.6%	9.9%	7.3%	7.0%	0.0%
Very dissatisfied	0.0%	1.2%	1.5%	3.1%	1.6%	1.6%	0.0%
Don't know/not applicable	1.2%	2.4%	3.6%	5.0%	2.9%	3.4%	0.0%

“Christchurch’s heritage buildings provide the City with a reminder of a former time. They are often used as community centres, residential properties and for commercial activities such as accommodation and restaurants. Overall, how satisfied or dissatisfied are you with the appearance of the city’s heritage buildings?”

4.57 Satisfaction with their appearance

	18-24 (n=85)	25-49 (n=330)	50-64 (n=195)	65+ (n=161)	Male (n=383)	Female (n=384)	Gender- diverse (n=4)*** Low sample size
Very satisfied	18.8%	9.7%	10.3%	9.3%	13.3%	8.3%	0.0%
Satisfied	32.9%	43.3%	45.6%	39.1%	41.0%	43.0%	25.0%
Neither satisfied nor dissatisfied	30.6%	27.9%	28.7%	33.5%	26.9%	32.0%	50.0%
Dissatisfied	16.5%	12.1%	9.7%	11.2%	12.0%	11.5%	25.0%
Very dissatisfied	1.2%	3.6%	3.1%	2.5%	3.4%	2.6%	0.0%
Don’t know/not applicable	0.0%	3.3%	2.6%	4.3%	3.4%	2.6%	0.0%

“Overall, how satisfied or dissatisfied are you with the condition of these buildings?”

4.58 Satisfaction with their condition

	18-24 (n=85)	25-49 (n=330)	50-64 (n=195)	65+ (n=161)	Male (n=383)	Female (n=384)	Gender- diverse (n=4)*** Low sample size
Very satisfied	11.8%	6.7%	6.7%	4.3%	8.6%	4.9%	0.0%
Satisfied	32.9%	37.6%	41.5%	36.0%	39.4%	36.5%	0.0%
Neither satisfied nor dissatisfied	31.8%	34.8%	35.4%	31.1%	29.8%	37.5%	75.0%
Dissatisfied	22.4%	13.0%	9.7%	15.5%	14.4%	13.0%	25.0%
Very dissatisfied	1.2%	4.2%	2.1%	3.7%	3.7%	2.9%	0.0%
Don’t know/not applicable	0.0%	3.6%	4.6%	9.3%	4.2%	5.2%	0.0%

4.2.3 Refuse Disposal

“Thinking now about the Council rubbish and recycling collection, overall how satisfied or dissatisfied are you with the Council’s kerbside collection of recyclable materials (your yellow bin)?”

4.59 Satisfaction with kerbside recycling

	18-24 (n=86)	25-49 (n=331)	50-64 (n=191)	65+ (n=163)	Male (n=376)	Female (n=389)	Gender- diverse (n=6)*** Low sample size
Very satisfied	52.4%	42.9%	51.0%	40.6%	42.2%	48.7%	34.8%
Satisfied	33.3%	32.7%	35.6%	36.9%	38.1%	34.2%	39.3%
Neither satisfied nor dissatisfied	0.0%	7.1%	7.7%	10.6%	10.9%	4.6%	10.1%
Dissatisfied	0.0%	12.2%	3.8%	6.3%	6.8%	9.2%	11.2%
Very dissatisfied	9.5%	5.1%	1.9%	5.0%	2.0%	2.6%	2.2%
Don’t know/not applicable	4.8%	0.0%	0.0%	0.6%	0.0%	0.7%	2.2%

“Overall how satisfied or dissatisfied are you with the Council’s kerbside collection of rubbish (your red bin)?”

4.60 Satisfaction with kerbside rubbish

	18-24 (n=86)	25-49 (n=331)	50-64 (n=191)	65+ (n=163)	Male (n=376)	Female (n=389)	Gender- diverse (n=6)*** Low sample size
Very satisfied	41.9%	43.5%	51.3%	50.9%	51.3%	42.7%	33.3%
Satisfied	41.9%	39.9%	36.6%	31.9%	34.3%	41.1%	16.7%
Neither satisfied nor dissatisfied	7.0%	9.4%	6.8%	8.0%	7.7%	8.2%	33.3%
Dissatisfied	5.8%	5.1%	3.1%	4.3%	4.3%	4.9%	0.0%
Very dissatisfied	2.3%	1.5%	1.0%	3.7%	2.1%	1.5%	16.7%
Don’t know/not applicable	1.2%	0.6%	1.0%	1.2%	0.3%	1.5%	0.0%

“Overall how satisfied or dissatisfied are you with the Council’s kerbside collection of organic material (your green bin)”

4.61 Satisfaction with organic material

	18-24 (n=86)	25-49 (n=331)	50-64 (n=191)	65+ (n=163)	Male (n=376)	Female (n=389)	Gender- diverse (n=6)*** Low sample size
Very satisfied	40.7%	45.0%	48.7%	47.9%	47.3%	45.2%	16.7%
Satisfied	41.9%	34.4%	31.4%	27.6%	31.9%	34.2%	33.3%
Neither satisfied nor dissatisfied	10.5%	7.9%	6.8%	8.6%	8.2%	7.7%	16.7%
Dissatisfied	2.3%	9.1%	9.4%	10.4%	9.0%	8.5%	0.0%
Very dissatisfied	3.5%	1.8%	1.6%	3.1%	1.9%	2.1%	33.3%
Don’t know/not applicable	1.2%	1.8%	2.1%	2.5%	1.6%	2.3%	0.0%

4.2.4 Sewerage and Stormwater

“Overall how satisfied or dissatisfied are you that there is minimal odour from the sewerage system?”

4.62 Minimal odour from sewerage system

	18-24 (n=86)	25-49 (n=331)	50-64 (n=191)	65+ (n=163)	Male (n=376)	Female (n=389)	Gender- diverse (n=6)*** Low sample size
Very satisfied	30.2%	27.8%	20.9%	25.8%	29.3%	22.9%	16.7%
Satisfied	40.7%	37.2%	44.5%	40.5%	42.3%	37.5%	66.7%
Neither satisfied nor dissatisfied	17.4%	18.1%	15.7%	19.6%	15.7%	19.8%	16.7%
Dissatisfied	8.1%	10.9%	10.5%	4.9%	8.8%	9.8%	0.0%
Very dissatisfied	2.3%	2.7%	3.7%	3.7%	1.6%	4.6%	0.0%
Don’t know/not applicable	1.2%	3.3%	4.7%	5.5%	2.4%	5.4%	0.0%

“Overall how satisfied or dissatisfied are you that the wastewater services are reliable?”

4.63 Wastewater services are reliable

	18-24 (n=86)	25-49 (n=331)	50-64 (n=191)	65+ (n=163)	Male (n=376)	Female (n=389)	Gender- diverse (n=6)*** Low sample size
Very satisfied	37.2%	30.8%	23.0%	23.9%	32.7%	23.7%	33.3%
Satisfied	36.0%	43.2%	48.2%	42.3%	44.4%	42.2%	66.7%
Neither satisfied nor dissatisfied	19.8%	16.0%	14.7%	23.3%	16.0%	19.5%	0.0%
Dissatisfied	5.8%	5.4%	8.4%	4.9%	4.0%	8.2%	0.0%
Very dissatisfied	0.0%	1.5%	2.6%	1.8%	1.6%	1.8%	0.0%
Don't know/not applicable	1.2%	3.0%	3.1%	3.7%	1.3%	4.6%	0.0%

“Overall how satisfied or dissatisfied are you that the Council repairs wastewater faults and investigates wastewater complaints in a timely manner?”

4.64 Repairs and complaints are investigated in a timely manner

	18-24 (n=86)	25-49 (n=331)	50-64 (n=191)	65+ (n=163)	Male (n=376)	Female (n=389)	Gender- diverse (n=6)*** Low sample size
Very satisfied	18.6%	17.2%	13.6%	11.7%	17.0%	13.6%	16.7%
Satisfied	41.9%	33.5%	32.5%	34.4%	36.4%	32.4%	33.3%
Neither satisfied nor dissatisfied	27.9%	31.1%	30.4%	28.8%	28.2%	32.1%	16.7%
Dissatisfied	5.8%	5.7%	12.6%	12.9%	7.4%	10.5%	0.0%
Very dissatisfied	1.2%	2.4%	3.1%	2.5%	2.4%	2.1%	33.3%
Don't know/not applicable	4.7%	10.0%	7.9%	9.8%	8.5%	9.3%	0.0%

“Overall how satisfied or dissatisfied are you with the condition of waterways?”

4.65 Condition of waterways

	18-24 (n=86)	25-49 (n=331)	50-64 (n=191)	65+ (n=163)	Male (n=376)	Female (n=389)	Gender- diverse (n=6)*** Low sample size
Very satisfied	11.6%	9.1%	3.1%	7.4%	9.0%	6.2%	0.0%
Satisfied	20.9%	23.0%	19.4%	23.9%	25.5%	18.8%	16.7%
Neither satisfied nor dissatisfied	34.9%	30.2%	31.4%	33.7%	31.4%	32.4%	16.7%
Dissatisfied	24.4%	24.2%	32.5%	23.3%	21.8%	29.8%	50.0%
Very dissatisfied	5.8%	12.1%	13.6%	11.7%	11.2%	12.1%	16.7%
Don't know/not applicable	2.3%	1.5%	0.0%	0.0%	1.1%	0.8%	0.0%

“Overall, how satisfied or dissatisfied are you with the condition of waterway margins?”

4.66 Condition of waterway margins

	18-24 (n=86)	25-49 (n=331)	50-64 (n=191)	65+ (n=163)	Male (n=376)	Female (n=389)	Gender- diverse (n=6)*** Low sample size
Very satisfied	14.0%	13.6%	7.3%	9.2%	13.8%	8.5%	16.7%
Satisfied	39.5%	38.1%	31.9%	35.6%	39.1%	33.2%	50.0%
Neither satisfied nor dissatisfied	27.9%	29.3%	30.9%	27.6%	25.8%	32.9%	0.0%
Dissatisfied	11.6%	11.8%	20.9%	14.1%	15.2%	13.9%	16.7%
Very dissatisfied	3.5%	5.1%	7.9%	12.3%	4.8%	9.3%	16.7%
Don't know/not applicable	3.5%	2.1%	1.0%	1.2%	1.3%	2.3%	0.0%

“Overall how satisfied or dissatisfied are you with the appearance of Christchurch's waterway margins?”

4.67 Appearance of Christchurch's waterway margins

	18-24 (n=86)	25-49 (n=331)	50-64 (n=191)	65+ (n=163)	Male (n=376)	Female (n=389)	Gender- diverse (n=6)*** Low sample size
Very satisfied	11.6%	15.4%	6.8%	10.4%	13.6%	10.0%	16.7%
Satisfied	43.0%	38.4%	30.9%	46.0%	44.4%	33.7%	0.0%

	18-24 (n=86)	25-49 (n=331)	50-64 (n=191)	65+ (n=163)	Male (n=376)	Female (n=389)	Gender- diverse (n=6)*** Low sample size
Neither satisfied nor dissatisfied	26.7%	28.4%	34.6%	19.0%	24.2%	30.6%	66.7%
Dissatisfied	12.8%	12.1%	20.4%	16.0%	13.0%	17.0%	16.7%
Very dissatisfied	3.5%	3.3%	6.8%	8.0%	3.5%	6.9%	0.0%
Don't know/not applicable	2.3%	2.4%	0.5%	0.6%	1.3%	1.8%	0.0%

“Overall how satisfied or dissatisfied are you that the city’s stormwater management systems operate effectively to ensure that the risk of flooding is minimized?”

4.68 Stormwater systems operate effectively to ensure that the risk of flooding is minimised

	18-24 (n=86)	25-49 (n=331)	50-64 (n=191)	65+ (n=163)	Male (n=376)	Female (n=389)	Gender- diverse (n=6)*** Low sample size
Very satisfied	20.9%	11.2%	5.8%	5.5%	12.5%	7.2%	0.0%
Satisfied	36.0%	26.9%	29.3%	36.8%	34.8%	26.2%	50.0%
Neither satisfied nor dissatisfied	20.9%	31.4%	26.2%	35.0%	29.5%	30.1%	16.7%
Dissatisfied	12.8%	21.5%	25.7%	16.0%	15.7%	25.2%	0.0%
Very dissatisfied	7.0%	6.6%	9.9%	4.9%	5.9%	8.0%	33.3%
Don't know/not applicable	2.3%	2.4%	3.1%	1.8%	1.6%	3.3%	0.0%

4.2.5 Transportation

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

4.69 Agreement that Christchurch is a walking friendly city

	18-24 (n=86)	25-49 (n=331)	50-64 (n=191)	65+ (n=163)	Male (n=376)	Female (n=389)	Gender- diverse (n=6)*** Low sample size
Strongly agree	51.2%	45.6%	37.2%	33.7%	37.8%	45.2%	50.0%
Agree	39.5%	40.2%	40.8%	45.4%	43.6%	39.3%	33.3%
Neither agree nor disagree	4.7%	7.9%	14.7%	12.9%	12.0%	8.7%	0.0%
Disagree	4.7%	5.1%	3.1%	7.4%	5.1%	5.1%	0.0%

	18-24 (n=86)	25-49 (n=331)	50-64 (n=191)	65+ (n=163)	Male (n=376)	Female (n=389)	Gender- diverse (n=6)*** Low sample size
Strongly disagree	0.0%	1.2%	3.1%	0.0%	1.1%	1.3%	16.7%
Don't know/not applicable	0.0%	0.0%	1.0%	0.6%	0.5%	0.3%	0.0%

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

4.70 Christchurch is a cycle friendly city

	18-24 (n=86)	25-49 (n=331)	50-64 (n=191)	65+ (n=163)	Male (n=376)	Female (n=389)	Gender- diverse (n=6)*** Low sample size
Strongly agree	33.7%	19.6%	14.1%	15.3%	18.9%	18.5%	50.0%
Agree	38.4%	43.8%	39.8%	39.3%	41.0%	42.2%	0.0%
Neither agree nor disagree	23.3%	20.2%	26.2%	25.2%	24.2%	22.1%	16.7%
Disagree	3.5%	12.7%	11.5%	11.0%	12.5%	9.8%	0.0%
Strongly disagree	1.2%	3.0%	5.2%	6.1%	2.9%	4.6%	33.3%
Don't know/not applicable	0.0%	0.6%	3.1%	3.1%	0.5%	2.8%	0.0%

“And in relation to this, how often have you cycled on a public road in Christchurch in the last 12 months?”

4.71 Frequency of cycling on public roads

	18-24 (n=86)	25-49 (n=331)	50-64 (n=191)	65+ (n=163)	Male (n=376)	Female (n=389)	Gender- diverse (n=6)*** Low sample size
All the time, by that I mean about every day	14.0%	11.2%	9.4%	3.1%	13.0%	5.1%	50.0%
Frequently, by that I mean at least once a week	16.3%	16.6%	16.8%	8.6%	17.6%	12.3%	16.7%
Occasionally, by that I mean around once a month	18.6%	16.6%	8.9%	8.0%	15.2%	11.3%	0.0%
Rarely, by that I mean no more than a few times a year	29.1%	17.8%	18.8%	12.3%	17.3%	19.0%	16.7%
Never	22.1%	37.5%	46.1%	68.1%	36.7%	52.2%	16.7%
Don't know/not applicable	0.0%	0.3%	0.0%	0.0%	0.3%	0.0%	0.0%

4.2.6 Roads and Footpaths

“Overall how satisfied or dissatisfied are you with the condition of Christchurch’s roads, excluding the residential red zone roads?”

4.72 Condition of roads

	18-24 (n=86)	25-49 (n=331)	50-64 (n=191)	65+ (n=163)	Male (n=376)	Female (n=389)	Gender- diverse (n=6)*** Low sample size
Very satisfied	4.7%	6.6%	2.1%	3.7%	5.1%	4.4%	0.0%
Satisfied	19.8%	25.1%	16.8%	20.9%	21.0%	21.6%	50.0%
Neither satisfied nor dissatisfied	27.9%	26.9%	20.4%	25.2%	26.6%	23.7%	16.7%
Dissatisfied	33.7%	25.4%	29.8%	34.4%	30.1%	28.8%	16.7%
Very dissatisfied	14.0%	15.4%	30.9%	15.3%	17.3%	20.8%	16.7%
Don’t know/not applicable	0.0%	0.6%	0.0%	0.6%	0.0%	0.8%	0.0%

“Overall how satisfied or dissatisfied are you with the condition of Christchurch’s footpaths, excluding the residential red zone footpaths?”

4.73 Satisfaction with condition of footpaths

	18-24 (n=86)	25-49 (n=331)	50-64 (n=191)	65+ (n=163)	Male (n=376)	Female (n=389)	Gender- diverse (n=6)*** Low sample size
Very satisfied	12.8%	11.2%	2.6%	3.7%	7.4%	7.7%	16.7%
Satisfied	44.2%	36.0%	26.2%	24.5%	34.8%	28.8%	66.7%
Neither satisfied nor dissatisfied	23.3%	26.0%	29.3%	33.1%	29.3%	27.0%	16.7%
Dissatisfied	14.0%	18.7%	26.2%	22.7%	18.9%	23.1%	0.0%
Very dissatisfied	5.8%	7.3%	14.7%	12.9%	8.5%	11.8%	0.0%
Don’t know/not applicable	0.0%	0.9%	1.0%	3.1%	1.1%	1.5%	0.0%

4.2.7 Water Supply

“Overall how satisfied or dissatisfied are you with the quality of the water supply?”

4.74 Quality of water supply

	18-24 (n=85)	25-49 (n=330)	50-64 (n=195)	65+ (n=161)	Male (n=383)	Female (n=384)	Gender- diverse (n=4)*** Low sample size
Very satisfied	22.4%	15.5%	11.8%	16.1%	19.3%	11.7%	0.0%
Satisfied	22.4%	30.0%	34.9%	37.9%	34.7%	29.7%	0.0%
Neither satisfied nor dissatisfied	16.5%	12.4%	10.3%	14.3%	12.5%	12.5%	50.0%
Dissatisfied	28.2%	24.8%	25.1%	19.3%	20.6%	27.3%	50.0%
Very dissatisfied	10.6%	16.7%	15.9%	10.6%	11.5%	17.7%	0.0%
Don't know/not applicable	0.0%	0.6%	2.1%	1.9%	1.3%	1.0%	0.0%

“Overall, how satisfied or dissatisfied are you that the Council repairs water leaks, restores water interruptions and investigates water supply complaints in a timely manner?”

4.75 Council repairs leaks and investigates complaints in a timely manner

	18-24 (n=85)	25-49 (n=330)	50-64 (n=195)	65+ (n=161)	Male (n=383)	Female (n=384)	Gender- diverse (n=4)*** Low sample size
Very satisfied	12.9%	13.9%	17.9%	16.1%	17.8%	12.8%	25.0%
Satisfied	41.2%	40.0%	35.9%	29.8%	39.2%	34.9%	25.0%
Neither satisfied nor dissatisfied	31.8%	27.9%	20.0%	28.0%	21.7%	31.0%	25.0%
Dissatisfied	11.8%	8.8%	14.4%	14.9%	12.5%	11.2%	0.0%
Very dissatisfied	2.4%	6.4%	9.2%	5.0%	5.7%	6.8%	25.0%
Don't know/not applicable	0.0%	3.0%	2.6%	6.2%	3.1%	3.4%	0.0%

“Overall, how satisfied or dissatisfied are you that the water supply is reliable?”

4.76 Reliability of water supply

	18-24 (n=85)	25-49 (n=330)	50-64 (n=195)	65+ (n=161)	Male (n=383)	Female (n=384)	Gender- diverse (n=4)*** Low sample size
Very satisfied	35.3%	31.5%	27.7%	29.8%	36.3%	25.0%	25.0%
Satisfied	41.2%	37.9%	43.1%	44.1%	39.9%	41.9%	25.0%
Neither satisfied nor dissatisfied	14.1%	12.4%	14.4%	11.8%	9.9%	15.9%	25.0%
Dissatisfied	5.9%	12.1%	8.2%	8.7%	9.7%	9.6%	25.0%
Very dissatisfied	3.5%	5.2%	5.1%	3.7%	3.7%	5.7%	0.0%
Don't know/not applicable	0.0%	0.9%	1.5%	1.9%	0.5%	1.8%	0.0%

4.2.8 Parking

“Have you parked a car in a Council parking facility in the last 12 months?”

4.77 Usage of Council parking facility

	18-24 (n=85)	25-49 (n=330)	50-64 (n=195)	65+ (n=161)	Male (n=383)	Female (n=384)	Gender- diverse (n=4)*** Low sample size
Yes	75.3%	84.8%	78.5%	73.3%	79.9%	80.5%	0.0%
No	21.2%	13.3%	19.0%	23.0%	17.8%	17.2%	50.0%
Don't know/not applicable	3.5%	1.8%	2.6%	3.7%	2.3%	2.3%	50.0%

“Overall how satisfied or dissatisfied are you with the ease of use of on-street parking meters?”

4.78 Ease of use of on-street parking meters

	18-24 (n=85)	25-49 (n=330)	50-64 (n=195)	65+ (n=161)	Male (n=383)	Female (n=384)	Gender- diverse (n=4)*** Low sample size
Very satisfied	12.9%	14.5%	10.8%	5.0%	11.7%	11.2%	0.0%
Satisfied	34.1%	38.5%	34.9%	28.6%	35.8%	34.4%	25.0%
Neither satisfied nor dissatisfied	23.5%	20.0%	21.5%	19.9%	20.1%	21.4%	25.0%
Dissatisfied	18.8%	11.5%	14.9%	17.4%	14.1%	14.6%	25.0%

	18-24 (n=85)	25-49 (n=330)	50-64 (n=195)	65+ (n=161)	Male (n=383)	Female (n=384)	Gender- diverse (n=4)*** Low sample size
Very dissatisfied	4.7%	8.2%	10.8%	16.1%	9.1%	11.2%	0.0%
Don't know/not applicable	5.9%	7.3%	7.2%	13.0%	9.1%	7.3%	25.0%

“Overall how satisfied or dissatisfied are you with the range of Council parking facilities available to you?”

4.79 Range of parking facilities available

	18-24 (n=85)	25-49 (n=330)	50-64 (n=195)	65+ (n=161)	Male (n=383)	Female (n=384)	Gender- diverse (n=4)*** Low sample size
Very satisfied	9.4%	9.1%	6.7%	6.2%	7.0%	8.9%	0.0%
Satisfied	25.9%	32.1%	30.3%	29.8%	34.7%	26.3%	25.0%
Neither satisfied nor dissatisfied	27.1%	23.0%	23.6%	24.8%	22.7%	25.3%	25.0%
Dissatisfied	23.5%	20.3%	23.1%	19.3%	19.6%	22.7%	25.0%
Very dissatisfied	9.4%	10.6%	11.8%	5.0%	9.1%	10.2%	0.0%
Don't know/not applicable	4.7%	4.8%	4.6%	14.9%	6.8%	6.8%	25.0%

“Overall how satisfied or dissatisfied are you with the information provided to you by the Council about parking options?”

4.80 Information provided about parking options

	18-24 (n=85)	25-49 (n=330)	50-64 (n=195)	65+ (n=161)	Male (n=383)	Female (n=384)	Gender- diverse (n=4)*** Low sample size
Very satisfied	5.9%	6.7%	4.6%	5.0%	6.8%	4.7%	0.0%
Satisfied	20.0%	23.6%	23.6%	29.2%	26.4%	22.1%	50.0%
Neither satisfied nor dissatisfied	38.8%	42.4%	34.9%	28.6%	37.3%	37.5%	0.0%
Dissatisfied	24.7%	15.2%	23.1%	16.8%	15.7%	21.4%	25.0%
Very dissatisfied	5.9%	7.9%	10.3%	9.3%	8.9%	8.3%	0.0%
Don't know/not applicable	4.7%	4.2%	3.6%	11.2%	5.0%	6.0%	25.0%

“Overall how satisfied or dissatisfied are you with the ease of use of Council parking?”

4.81 Ease of use of Council parking

	18-24 (n=85)	25-49 (n=330)	50-64 (n=195)	65+ (n=161)	Male (n=383)	Female (n=384)	Gender- diverse (n=4)*** Low sample size
Very satisfied	12.9%	8.2%	7.7%	7.5%	8.6%	8.3%	0.0%
Satisfied	35.3%	44.2%	37.4%	30.4%	39.4%	37.8%	50.0%
Neither satisfied nor dissatisfied	29.4%	23.0%	25.6%	31.7%	27.7%	25.0%	0.0%
Dissatisfied	15.3%	14.5%	13.3%	11.8%	10.7%	16.7%	25.0%
Very dissatisfied	3.5%	6.4%	9.7%	7.5%	7.6%	6.8%	0.0%
Don't know/not applicable	3.5%	3.6%	6.2%	11.2%	6.0%	5.5%	25.0%

“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?”

4.82 Motor vehicle is safer in Council run off-street parking compared to on street parking

	18-24 (n=85)	25-49 (n=330)	50-64 (n=195)	65+ (n=161)	Male (n=383)	Female (n=384)	Gender- diverse (n=4)*** Low sample size
Strongly agree	10.6%	9.7%	6.2%	8.7%	9.7%	7.6%	25.0%
Agree	28.2%	31.5%	29.2%	29.8%	33.9%	26.8%	0.0%
Neither agree nor disagree	47.1%	44.5%	48.7%	45.3%	41.8%	50.3%	50.0%
Disagree	3.5%	6.7%	9.2%	5.0%	5.5%	7.8%	0.0%
Strongly disagree	5.9%	3.9%	1.5%	3.1%	3.9%	2.9%	0.0%
Don't know/not applicable	4.7%	3.6%	5.1%	8.1%	5.2%	4.7%	25.0%

“How much do you agree or disagree that you feel safe using Council run off-street parking sites during the day?”

4.83 Feel safe using Council run off-street parking sites during the day

	18-24 (n=85)	25-49 (n=330)	50-64 (n=195)	65+ (n=161)	Male (n=383)	Female (n=384)	Gender- diverse (n=4)*** Low sample size
Strongly agree	36.5%	33.0%	20.5%	22.4%	26.6%	29.4%	25.0%

	18-24 (n=85)	25-49 (n=330)	50-64 (n=195)	65+ (n=161)	Male (n=383)	Female (n=384)	Gender- diverse (n=4)*** Low sample size
Agree	36.5%	37.3%	39.0%	42.2%	40.2%	37.5%	0.0%
Neither agree nor disagree	20.0%	21.2%	24.6%	18.6%	23.2%	19.5%	25.0%
Disagree	2.4%	3.3%	5.1%	0.6%	2.3%	3.6%	25.0%
Strongly disagree	1.2%	0.6%	1.5%	2.5%	1.6%	1.0%	0.0%
Don't know/not applicable	3.5%	4.5%	9.2%	13.7%	6.0%	8.9%	25.0%

“How much do you agree or disagree that you feel safe using Council run off-street parking sites after dark?”

4.84 Feel safe using Council run off-street parking sites after dark

	18-24 (n=85)	25-49 (n=330)	50-64 (n=195)	65+ (n=161)	Male (n=383)	Female (n=384)	Gender- diverse (n=4)*** Low sample size
Strongly agree	16.5%	7.9%	4.6%	8.1%	11.2%	4.7%	25.0%
Agree	25.9%	30.3%	27.7%	18.0%	32.9%	20.3%	25.0%
Neither agree nor disagree	24.7%	34.8%	29.2%	24.2%	28.7%	31.5%	25.0%
Disagree	24.7%	13.9%	17.9%	10.6%	9.4%	21.6%	0.0%
Strongly disagree	3.5%	4.5%	9.7%	8.1%	3.9%	8.9%	25.0%
Don't know/not applicable	4.7%	8.5%	10.8%	31.1%	13.8%	13.0%	0.0%

4.2.9 Parks

“Overall, how satisfied or dissatisfied are you with the appearance of central city parks and green spaces?”

4.85 Appearance of central city parks and green spaces

	18-24 (n=85)	25-49 (n=330)	50-64 (n=195)	65+ (n=161)	Male (n=383)	Female (n=384)	Gender- diverse (n=4)*** Low sample size
Very satisfied	32%	27%	26%	29%	27.7%	27.9%	0.0%
Satisfied	41%	53%	50%	48%	52.2%	48.4%	0.0%
Neither satisfied nor dissatisfied	15%	15%	15%	11%	14.1%	13.8%	50.0%
Dissatisfied	8%	3%	6%	7%	4.2%	6.0%	50.0%

	18-24 (n=85)	25-49 (n=330)	50-64 (n=195)	65+ (n=161)	Male (n=383)	Female (n=384)	Gender- diverse (n=4)*** Low sample size
Very dissatisfied	2%	1%	2%	1%	1.3%	1.3%	0.0%
Don't know/not applicable	1%	1%	2%	4%	0.5%	2.6%	0.0%

“Overall, how satisfied or dissatisfied are you with the condition of these parks and green spaces?”

4.86 Condition of these parks and green spaces

	18-24 (n=85)	25-49 (n=330)	50-64 (n=195)	65+ (n=161)	Male (n=383)	Female (n=384)	Gender- diverse (n=4)*** Low sample size
Very satisfied	25.9%	25.2%	21.0%	19.3%	23.2%	22.9%	0.0%
Satisfied	48.2%	57.6%	56.9%	54.7%	57.7%	54.4%	0.0%
Neither satisfied nor dissatisfied	17.6%	12.1%	13.8%	14.3%	13.1%	13.5%	75.0%
Dissatisfied	7.1%	3.6%	5.1%	6.8%	4.2%	5.7%	25.0%
Very dissatisfied	0.0%	0.9%	2.1%	0.0%	1.0%	0.8%	0.0%
Don't know/not applicable	1.2%	0.6%	1.0%	5.0%	0.8%	2.6%	0.0%

4.2.10 Events and Festivals

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

4.87 Satisfaction with range of events and festivals

	18-24 (n=86)	25-49 (n=331)	50-64 (n=191)	65+ (n=163)	Male (n=376)	Female (n=389)	Gender- diverse (n=6)*** Low sample size
Very satisfied	27.9%	21.1%	19.9%	17.8%	17.3%	24.4%	16.7%
Satisfied	34.9%	48.9%	40.3%	44.8%	41.5%	47.8%	0.0%
Neither satisfied nor dissatisfied	27.9%	21.8%	27.2%	23.3%	27.9%	19.8%	66.7%
Dissatisfied	7.0%	5.7%	7.9%	3.7%	7.4%	4.6%	0.0%
Very dissatisfied	1.2%	1.8%	2.1%	6.7%	4.0%	1.5%	16.7%
Don't know/not applicable	1.2%	0.6%	2.6%	3.7%	1.9%	1.8%	0.0%

4.2.11 City Promotions

“Overall, how satisfied or dissatisfied are you that the information you receive (about city events and festivals) is timely, relevant and accurate?”

4.88 Satisfaction with timely, relevant and accurate information

	18-24 (n=86)	25-49 (n=331)	50-64 (n=191)	65+ (n=163)	Male (n=376)	Female (n=389)	Gender- diverse (n=6)*** Low sample size
Very satisfied	14.0%	18.4%	17.8%	20.9%	16.2%	20.1%	33.3%
Satisfied	47.7%	44.4%	40.3%	39.9%	41.8%	44.0%	33.3%
Neither satisfied nor dissatisfied	30.2%	24.5%	26.2%	28.2%	27.9%	24.9%	16.7%
Dissatisfied	7.0%	9.1%	10.5%	6.7%	10.1%	7.5%	0.0%
Very dissatisfied	0.0%	2.4%	4.2%	4.3%	2.9%	2.8%	16.7%
Don't know/not applicable	1.2%	1.2%	1.0%	0.0%	1.1%	0.8%	0.0%

4.2.12 Overall Satisfaction

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

4.89 Council's performance in delivering service over the last 12 months

	18-24 (n=171)	25-49 (n=661)	50-64 (n=381)	65+ (n=324)	Male (n=759)	Female (n=773)	Gender diverse (n=10)**Low sample size
Very satisfied	8.2%	11.3%	7.3%	8.3%	10.5%	8.2%	10.0%
Satisfied	45.0%	42.2%	37.8%	38.0%	39.9%	41.1%	40.0%
Neither satisfied nor dissatisfied	33.3%	26.6%	25.6%	26.5%	25.4%	28.6%	40.0%
Dissatisfied	9.9%	12.0%	19.2%	17.6%	16.1%	13.6%	0.0%
Very dissatisfied	1.8%	7.3%	9.8%	9.0%	7.2%	8.0%	10.0%
Don't know/not applicable	1.8%	0.6%	0.3%	0.6%	0.8%	0.5%	0.0%

“Why do you say so? (in reference to performance of Council in delivering its services over last 12 months)”

4.90 Reasons for satisfaction/dissatisfaction with the Council (coded table)

	18-24 (n=171)	25-49 (n=661)	50-64 (n=381)	65+ (n=324)	Male (n=759)	Female (n=773)	Gender diverse (n=10)**Low sample size
Happy with services provided	22.2%	28.0%	17.4%	16.7%	21.6%	22.8%	40.0%
Unhappy with services provided	9.9%	18.0%	16.3%	21.6%	15.7%	19.1%	20.0%
Council is doing a good job overall	15.2%	13.2%	12.2%	9.9%	12.5%	12.3%	20.0%
Slow to/ don't respond to problems/ concerns	6.4%	7.4%	13.0%	12.0%	10.0%	9.4%	0.0%
No problems/ issues	12.3%	8.5%	8.0%	10.2%	9.0%	9.4%	0.0%
Respond to problems/ concerns	4.1%	7.3%	6.0%	5.6%	5.7%	6.9%	0.0%
Room for improvement	5.8%	6.5%	6.7%	4.3%	4.7%	7.1%	20.0%
Poor communication	4.1%	3.8%	6.2%	5.2%	4.7%	4.8%	0.0%
Disapprove of water chlorination handling	0.0%	5.0%	3.9%	4.0%	4.1%	3.9%	0.0%
Disapprove of Council spending	0.6%	3.3%	4.9%	4.0%	4.0%	3.2%	0.0%
Poor customer service	0.6%	1.8%	4.7%	4.3%	3.3%	2.6%	0.0%
Good customer service	0.6%	2.6%	2.6%	4.3%	2.5%	3.0%	0.0%
Unhappy with rebuild progress	1.2%	2.4%	3.9%	2.5%	2.8%	2.5%	10.0%
Rates increased	1.2%	2.1%	2.1%	3.4%	2.9%	1.7%	0.0%
Lack of public consultation	1.2%	1.4%	4.1%	1.9%	2.0%	2.3%	0.0%
Council needs to take more action	0.0%	1.5%	2.6%	0.3%	0.8%	1.9%	0.0%
Unhappy about water bottling plant	0.0%	1.1%	2.1%	0.6%	0.9%	1.3%	0.0%
Unhappy with Mayor	0.6%	0.9%	1.3%	1.2%	1.1%	0.9%	10.0%
Council is doing a poor job overall	0.0%	0.8%	1.0%	1.2%	0.8%	0.9%	0.0%
Good communication	0.0%	0.8%	1.0%	0.0%	0.4%	0.8%	0.0%
Happy with how Council handled things after terrorist attack	0.6%	0.3%	0.3%	0.0%	0.1%	0.4%	0.0%
Disapprove of lime scooters	0.0%	0.5%	0.0%	0.0%	0.1%	0.3%	0.0%
Difficulties reporting issues to Council	0.0%	0.0%	0.3%	0.0%	0.1%	0.0%	0.0%
Other	8.8%	6.5%	4.9%	4.9%	6.7%	5.3%	10.0%
Don't know	18.1%	4.5%	2.6%	1.9%	5.8%	4.3%	0.0%

“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 has made it easy for you to interact with it regarding your service needs?”

4.91 Agreement that Council has made it easy for you to interact with it

	18-24 (n=171)	25-49 (n=661)	50-64 (n=381)	65+ (n=324)	Male (n=759)	Female (n=773)	Gender diverse (n=10)**Low sample size
Strongly agree	26.9%	22.1%	17.4%	20.7%	20.6%	21.5%	40.0%
Agree	41.5%	48.0%	40.9%	38.3%	43.0%	44.4%	10.0%
Neither agree nor disagree	23.4%	19.2%	26.9%	26.9%	24.4%	22.0%	30.0%
Disagree	7.6%	7.1%	8.8%	8.6%	8.4%	7.4%	10.0%
Strongly disagree	0.6%	2.0%	4.7%	4.0%	2.1%	3.6%	10.0%
Don't know/not applicable	0.0%	1.7%	1.3%	1.5%	1.6%	1.2%	0.0%

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

4.92 One service you feel the Council is performing the best in delivering (coded table)

	18-24 (n=171)	25-49 (n=661)	50-64 (n=381)	65+ (n=324)	Male (n=759)	Female (n=773)	Gender diverse (n=10)**Low sample size
Roading: Improved network/ services	1.8%	0.6%	1.0%	0.9%	1.4%	0.4%	0.0%
Roading: Roadworks/ Maintenance	1.8%	0.9%	1.3%	1.5%	1.6%	0.9%	0.0%
Roading: Other	0.6%	0.3%	0.8%	0.6%	0.8%	0.3%	0.0%
Public transport: Generally a good/ efficient service	0.0%	0.6%	0.8%	2.2%	0.9%	0.9%	0.0%
Public transport: Good coverage/ variety of routes	0.0%	0.5%	0.3%	0.3%	0.4%	0.3%	0.0%
Public transport: Punctual timetables	0.6%	0.3%	0.3%	0.6%	0.5%	0.3%	0.0%
Public transport: Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Waste management: Generally good service/no issues	8.2%	12.4%	15.0%	18.8%	15.2%	12.4%	40.0%
Waste management: Timely collection and service	5.3%	8.6%	9.1%	10.2%	10.1%	7.4%	0.0%
Waste management: Availability of bins/ good size bins	0.6%	0.9%	0.8%	0.6%	0.7%	0.9%	0.0%
Waste management: Recycling and recycling options	1.8%	3.6%	3.4%	4.0%	3.3%	3.6%	0.0%
Waste management: Proper collection/no residue left behind	0.0%	1.5%	0.8%	1.9%	1.6%	0.9%	0.0%
Waste management: Friendly/ responsive staff	0.0%	0.9%	0.3%	1.5%	0.8%	0.8%	0.0%
Waste management: Communicate issues	1.2%	0.5%	1.0%	0.6%	0.5%	0.9%	0.0%
Waste management: Reliable	2.3%	3.5%	6.5%	4.6%	4.9%	3.8%	10.0%
Waste management: Other	0.0%	0.8%	0.3%	0.6%	0.4%	0.6%	0.0%
Parking: Access to parking	0.0%	0.8%	0.0%	0.0%	0.4%	0.3%	0.0%
Cycleways: Good quality	0.6%	0.3%	0.5%	0.9%	0.5%	0.5%	0.0%
Cycleways: Availability/ number	1.2%	1.1%	0.5%	0.9%	0.9%	0.9%	0.0%
Cycleways: Other	4.7%	1.8%	0.8%	0.3%	2.0%	1.2%	0.0%
Events/ activities: Availability/ number/ range	1.2%	1.5%	0.5%	0.0%	0.5%	1.3%	0.0%
Events/ activities: Providing information on events	1.8%	0.3%	0.8%	0.3%	0.4%	0.8%	0.0%
Events/ activities: Well organised	0.0%	1.1%	1.8%	0.9%	1.1%	1.2%	0.0%

	18-24 (n=171)	25-49 (n=661)	50-64 (n=381)	65+ (n=324)	Male (n=759)	Female (n=773)	Gender diverse (n=10)**Low sample size
Events/ activities: Family friendly/ for all ages	1.2%	1.4%	0.5%	0.3%	0.4%	1.4%	0.0%
Events/ activities: Other	2.3%	3.8%	4.9%	3.1%	3.2%	4.4%	0.0%
Events/ activities: Free/ affordable	0.0%	0.6%	0.8%	0.3%	0.3%	0.8%	0.0%
Libraries: Good service / good libraries	9.9%	10.9%	10.6%	12.0%	9.7%	12.0%	20.0%
Libraries: Availability and variety of good/current resources/activities	1.2%	3.3%	1.0%	2.2%	1.7%	2.8%	0.0%
Libraries: Availability of and access to libraries	2.9%	3.2%	2.1%	1.2%	1.7%	3.2%	0.0%
Libraries: Good/ modern infrastructure	0.0%	0.9%	0.5%	0.3%	0.5%	0.6%	0.0%
Libraries: Free access/ free access to materials	0.0%	0.5%	0.8%	1.9%	0.3%	1.2%	10.0%
Libraries: Good librarians/ staff	1.2%	3.5%	2.6%	1.9%	1.7%	3.6%	0.0%
Libraries: Other	0.0%	0.0%	0.0%	1.2%	0.0%	0.5%	0.0%
Recreation & Sport Centres: Availability and access to swimming pools	2.3%	4.8%	3.1%	0.9%	1.7%	4.9%	0.0%
Recreation & Sport Centres: Generally good service	1.2%	1.5%	1.0%	0.0%	0.7%	1.4%	0.0%
Recreation & Sport Centres: Clean/ well maintained	1.2%	2.1%	0.5%	0.9%	1.4%	1.3%	0.0%
Recreation & Sports Centres: Availability and access to walking tracks	0.0%	0.5%	0.5%	0.0%	0.1%	0.5%	0.0%
Recreation & Sport Centres: Other	1.2%	1.5%	0.3%	0.3%	0.8%	1.0%	0.0%
Facilities and services in general: Generally good service	2.3%	1.4%	1.8%	1.5%	1.7%	1.6%	0.0%
Parks, reserves and green spaces: Well presented and maintained	6.4%	7.4%	5.4%	5.9%	7.2%	5.8%	0.0%
Parks, reserves and green spaces: Availability/number/variety	0.6%	0.3%	0.3%	0.0%	0.0%	0.5%	0.0%
Parks, reserves and green spaces: Good service to have	0.0%	0.8%	1.0%	0.9%	0.9%	0.6%	0.0%
Parks, reserves and green spaces: Good for the children	0.0%	0.2%	0.3%	0.3%	0.1%	0.3%	0.0%
Parks, reserves and green spaces: Other	0.6%	0.5%	0.3%	0.6%	0.3%	0.6%	0.0%
Water supply: No issues with chlorine	0.0%	0.2%	0.0%	0.3%	0.1%	0.1%	0.0%
Water supply: Adequate and regular supply	0.6%	0.2%	0.0%	0.3%	0.4%	0.0%	0.0%
Water supply: Water quality/ taste is good	2.3%	1.1%	1.8%	0.6%	2.1%	0.5%	0.0%

	18-24 (n=171)	25-49 (n=661)	50-64 (n=381)	65+ (n=324)	Male (n=759)	Female (n=773)	Gender diverse (n=10)**Low sample size
Water supply: Maintenance done promptly/ well maintained	0.0%	0.2%	1.8%	0.3%	0.1%	1.0%	0.0%
Water supply: Generally good service	1.2%	3.0%	2.8%	4.0%	4.3%	1.7%	0.0%
Community Support: Involvement of council	0.6%	0.9%	0.8%	0.0%	0.5%	0.8%	0.0%
Sewerage/ Wastewater: Generally good service	1.8%	0.8%	1.3%	1.5%	1.6%	0.8%	0.0%
Sewerage/ Wastewater: Well maintained	0.0%	0.2%	0.0%	0.0%	0.1%	0.0%	0.0%
Sewerage/ Wastewater: Not discharging during emergencies	0.0%	0.2%	0.0%	0.0%	0.0%	0.1%	0.0%
Animal control: Good service	0.0%	0.3%	0.0%	0.0%	0.1%	0.1%	0.0%
The rebuild: Improving the look of the city	0.0%	1.2%	0.3%	1.5%	0.9%	0.9%	0.0%
The rebuild: Good progress being made	0.0%	0.6%	1.0%	1.2%	1.1%	0.5%	0.0%
The rebuild: Other	0.0%	0.3%	0.5%	0.3%	0.4%	0.3%	0.0%
Public space cleaning/ City beautification: Keeping spaces/ city clean	2.9%	1.1%	0.5%	0.6%	0.9%	1.0%	10.0%
Public space cleaning/ City beautification: Attract tourists/ businesses	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Emergency preparedness and response: Well prepared/ good response	0.0%	0.2%	0.0%	0.0%	0.1%	0.0%	0.0%
Rates spending and financial management: Generally good spending/ management	0.0%	0.2%	0.0%	0.3%	0.1%	0.1%	0.0%
Rates spending and financial management: Other	0.0%	0.5%	0.5%	0.6%	0.8%	0.1%	0.0%
Information and communication: Good communication/ clear	0.0%	0.3%	0.3%	1.9%	0.8%	0.4%	0.0%
Information and communication: Other	1.8%	0.8%	0.5%	0.9%	0.7%	1.0%	0.0%
Waterways: Well maintained/ clean	1.8%	0.6%	0.8%	0.6%	0.8%	0.8%	0.0%
Footpaths: Well maintained	0.0%	0.0%	0.0%	0.3%	0.1%	0.0%	0.0%
Footpaths: Good accessibility	0.0%	0.2%	0.0%	0.0%	0.1%	0.0%	0.0%
Footpaths: Good service	0.6%	0.0%	0.3%	0.0%	0.1%	0.1%	0.0%
Other	4.7%	4.4%	3.9%	3.4%	4.2%	3.9%	10.0%
Don't know	24.0%	13.3%	13.5%	13.9%	14.8%	14.7%	0.0%

“Thinking about 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, and why?”

4.93 Most important service for Council to improve over next 12 months (coded table)

	18-24 (n=171)	25-49 (n=661)	50-64 (n=381)	65+ (n=324)	Male (n=759)	Female (n=773)	Gender diverse (n=10)**Low sample size
Roading: Fix roads/ make smooth/ remove potholes	16.4%	15.4%	15.0%	21.6%	16.6%	17.1%	0.0%
Roading: Better quality repair/ less frequent repair/ faster repair	7.0%	5.7%	5.2%	4.9%	5.0%	6.1%	10.0%
Roading: Improve traffic control/ flow/ accessibility	4.7%	3.2%	3.4%	3.7%	4.7%	2.3%	0.0%
Roading: Better communication/ consultation	0.0%	0.8%	1.3%	0.3%	1.2%	0.3%	0.0%
Roading: Prioritise/ focus repairs where needed most	2.3%	2.6%	3.1%	2.8%	3.3%	2.2%	0.0%
Roading: Allocate resources correctly	1.2%	1.1%	0.3%	0.3%	1.1%	0.4%	0.0%
Roading: Other	1.8%	2.4%	2.1%	3.7%	3.0%	2.1%	0.0%
Footpaths: Fix footpaths/ make smooth/ remove hazards	1.2%	4.1%	5.2%	6.2%	4.0%	5.0%	0.0%
Footpaths: Better quality repair/ less frequent repair/ faster repair	0.0%	0.0%	0.0%	0.3%	0.1%	0.0%	0.0%
Footpaths: Pedestrian right of way clarifications	0.0%	0.0%	0.0%	0.3%	0.1%	0.0%	0.0%
Footpaths: Clear debris/ overhanging foliage	0.0%	0.3%	0.3%	0.0%	0.1%	0.3%	0.0%
Footpaths: Improve street lighting	0.0%	0.0%	0.3%	0.0%	0.0%	0.1%	0.0%
Footpaths: Improve accessibility	0.0%	0.2%	0.8%	0.6%	0.3%	0.5%	0.0%
Cycleways: Make more user-friendly/ Less obstructive/ Safer	2.3%	1.4%	2.1%	0.9%	1.8%	1.2%	10.0%
Cycleways: Clearer delineation between cycleways/ road lanes	0.6%	0.2%	0.0%	0.0%	0.1%	0.1%	0.0%
Cycleways: Ensure cycleways on arterial roads/ direct routes	0.6%	0.5%	0.0%	0.0%	0.4%	0.1%	0.0%
Cycleways: Other	2.3%	1.7%	3.1%	1.5%	2.9%	1.3%	0.0%
Water supply: Remove chlorine/ other additives	7.0%	12.7%	10.1%	7.1%	9.1%	11.5%	0.0%
Water supply: Fix the wells/ bore/ aquifer/ pumping stations	0.0%	0.5%	0.3%	0.6%	0.1%	0.6%	0.0%
Water supply: Improve or retain quality/ smell/ taste/ appearance	1.8%	4.5%	4.1%	2.5%	3.3%	4.1%	0.0%
Water supply: Fix leaks	0.0%	0.9%	0.3%	0.6%	0.5%	0.5%	10.0%

	18-24 (n=171)	25-49 (n=661)	50-64 (n=381)	65+ (n=324)	Male (n=759)	Female (n=773)	Gender diverse (n=10)**Low sample size
Water supply: Halt sale of water to commercial interests	0.0%	0.6%	1.6%	1.5%	0.7%	1.3%	0.0%
Water supply: Better communication/ consultation	0.0%	0.2%	0.8%	0.0%	0.4%	0.1%	0.0%
Water supply: Devote more resource to fixing issues/ Keep to timeline	0.0%	0.6%	0.0%	0.0%	0.0%	0.5%	0.0%
Water supply: Other	0.0%	1.1%	1.0%	1.2%	0.9%	1.0%	0.0%
Council decision-making/financial management: Reduce spending on Councillors	0.0%	0.0%	0.3%	0.3%	0.1%	0.1%	0.0%
Council decision-making/financial management: More consultation on new building spending/more consultation generally	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Council decision-making/financial management: Faster action on rebuild projects	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Council decision-making/financial management: Focus more on infrastructure/services	0.0%	0.5%	0.5%	0.6%	0.4%	0.5%	0.0%
Council decision-making/financial management: Increase council transparency/ address corruption/ accountability	0.0%	0.2%	0.3%	1.5%	0.5%	0.4%	0.0%
Council decision-making/ financial management: Improve communication and monitoring	0.0%	0.3%	0.3%	0.0%	0.1%	0.3%	0.0%
Council decision-making/financial management: Channel council contracts to local companies	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Council decision-making/financial management: Devise a better rates system	0.0%	2.0%	3.9%	1.5%	2.2%	2.1%	0.0%
Council decision-making/financial management: Better quality staff	0.0%	0.3%	0.0%	0.3%	0.3%	0.1%	0.0%
Council decision-making/ financial management: Avoid over expenditure/ expenditure on unnecessary projects	0.6%	0.5%	1.8%	1.2%	1.7%	0.3%	0.0%
Council decision-making/financial management: Developing clear plans and budgets/ long term/ independent thinking	0.6%	0.0%	0.5%	0.3%	0.5%	0.0%	0.0%
Council decision-making/financial management: Reduce the level of bureaucracy/ less red tape	0.0%	0.3%	0.8%	0.0%	0.4%	0.3%	0.0%
Public space cleaning/ City beautification: Council should clean up/ increase cleaning frequency	1.2%	0.3%	0.3%	0.9%	0.5%	0.5%	0.0%

	18-24 (n=171)	25-49 (n=661)	50-64 (n=381)	65+ (n=324)	Male (n=759)	Female (n=773)	Gender diverse (n=10)**Low sample size
Public space cleaning/ City beautification: Clear leaves, dry grass, weeds/ mow lawns/ prune trees	0.0%	0.6%	1.3%	2.5%	1.1%	1.2%	0.0%
Public space cleaning/ City beautification: Side streets and roadsides need attention	0.0%	0.2%	0.3%	0.6%	0.4%	0.1%	0.0%
Public space cleaning/ City beautification: Planting more trees	0.6%	0.0%	0.0%	0.0%	0.0%	0.1%	0.0%
Public space cleaning/ City beautification: Provide feedback and representation	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Consents process: Process needs to be more inclusive/ less adversarial	0.6%	0.2%	0.0%	0.6%	0.3%	0.3%	0.0%
Consents process: Raise standards for the approval process/ streamline the process	0.0%	0.9%	0.3%	0.9%	0.7%	0.6%	0.0%
Consents process: Reduce the time and costs related to the process	0.0%	0.9%	0.8%	1.2%	1.2%	0.5%	0.0%
Consents process: Improving staffing/ quality of staff	0.0%	0.0%	0.3%	0.0%	0.0%	0.1%	0.0%
Parking: Fair enforcement/better enforcement	0.0%	0.2%	0.0%	0.0%	0.1%	0.0%	0.0%
Parking: More parking/better quality parking	5.8%	6.2%	7.3%	4.3%	5.1%	6.9%	10.0%
Parking: Lower the cost/make it free in some areas	2.3%	2.3%	0.8%	0.3%	1.1%	1.8%	10.0%
Parking: Increase the time limit	0.0%	0.2%	0.8%	0.0%	0.3%	0.3%	0.0%
Waterways: More efforts made to dredge/ keep clean/ clean up pollutants	1.8%	1.4%	2.6%	0.3%	1.2%	1.8%	0.0%
Waterways: Clamping down on dumping of waste into waterways/ prevent pollution	1.2%	0.3%	0.5%	0.0%	0.4%	0.4%	0.0%
Waterways: Pay attention to the entire waterway not sections	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Waterways: Planting along the river/ make the rivers more presentable	0.0%	0.2%	0.0%	0.3%	0.3%	0.0%	0.0%
Waterways: Building flood protection barriers	0.6%	0.5%	0.5%	0.0%	0.1%	0.6%	0.0%
Waterways: Improve the development process	1.2%	0.0%	0.0%	0.0%	0.0%	0.3%	0.0%
Sewerage/ Wastewater: Reduce unpleasant smells	0.0%	0.3%	0.5%	0.0%	0.4%	0.1%	0.0%
Sewerage/ Wastewater: Improve drainage/ runoff	0.0%	0.6%	1.0%	0.3%	0.7%	0.5%	0.0%
Sewerage/ Wastewater: Regular maintenance of drains and culverts	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

	18-24 (n=171)	25-49 (n=661)	50-64 (n=381)	65+ (n=324)	Male (n=759)	Female (n=773)	Gender diverse (n=10)**Low sample size
Sewerage/ Wastewater: Overhaul of treatment plant	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Sewerage/ Wastewater: Prevent sewerage discharge into waterways	0.0%	0.5%	0.3%	0.3%	0.3%	0.4%	0.0%
Public transport: Cutting routes without proper consultation	0.0%	0.0%	0.0%	0.3%	0.0%	0.1%	0.0%
Public transport: Improve service to raise usage/ improve the service generally	2.3%	0.6%	1.3%	0.6%	1.1%	0.9%	0.0%
Public transport: Develop routes/ services that meet all customers needs	1.2%	0.6%	0.8%	1.5%	0.7%	1.2%	0.0%
Public transport: Reinstate cancelled services	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Public transport: Buses should have a wider network	0.6%	0.0%	0.0%	0.0%	0.0%	0.1%	0.0%
Public transport: Increase the number of buses and trips/reduce waiting time	1.2%	0.8%	0.0%	0.9%	0.7%	0.6%	0.0%
Public transport: Drivers need to keep to the timetables	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Public transport: Add / improve bus stops	0.6%	0.0%	0.0%	0.9%	0.4%	0.1%	0.0%
Public transport: Make the service more affordable	0.6%	0.3%	0.5%	0.3%	0.4%	0.4%	0.0%
Public transport: Other	0.6%	0.2%	0.8%	0.6%	0.1%	0.6%	10.0%
Information and communication: Improve communication with the public/ improve transparency	4.1%	2.3%	6.2%	3.7%	3.6%	3.9%	10.0%
Information and Communication: Consistency and clarity	0.0%	0.5%	0.5%	0.0%	0.1%	0.5%	0.0%
Information and communication: More consultations	0.6%	0.6%	1.3%	0.6%	0.5%	1.0%	0.0%
Parks, reserves and green spaces: Increase maintenance staff	0.0%	0.0%	0.3%	0.0%	0.0%	0.1%	0.0%
Parks, reserves and green spaces: Improve maintenance/repair of park facilities	1.2%	1.4%	2.1%	0.9%	1.3%	1.6%	0.0%
Parks, reserves and green spaces: Limit commercial activity in parks	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Parks, reserves and green spaces: More facilities	0.6%	0.3%	0.3%	0.0%	0.1%	0.4%	0.0%
Parks, reserves and green spaces: Adding more plants and trees/ increasing variety of plants	0.0%	0.3%	0.3%	0.3%	0.3%	0.3%	0.0%
Recreation & Sports Centres: Construct more facilities	0.0%	1.5%	1.3%	1.5%	1.1%	1.6%	0.0%

	18-24 (n=171)	25-49 (n=661)	50-64 (n=381)	65+ (n=324)	Male (n=759)	Female (n=773)	Gender diverse (n=10)**Low sample size
Recreation & Sports Centres: Construct better quality facilities/ add improvements	0.6%	0.9%	0.8%	0.3%	0.4%	1.0%	0.0%
Recreation & Sports Centres: Make them cheaper/ open them for longer	1.2%	0.2%	0.0%	0.0%	0.1%	0.1%	10.0%
Events/ activities: Improvement communication about events	0.0%	0.5%	0.0%	0.0%	0.3%	0.1%	0.0%
Events/ activities: Providing options for the disabled community	0.0%	0.2%	0.0%	0.0%	0.0%	0.1%	0.0%
Events/ activities: Provide more events and activities	1.8%	0.2%	0.3%	0.0%	0.1%	0.4%	10.0%
Housing: Safer housing	0.0%	0.0%	0.3%	1.5%	0.4%	0.4%	0.0%
Housing: More housing	0.0%	0.2%	0.0%	0.0%	0.1%	0.0%	0.0%
Housing: Cheaper housing	0.0%	0.3%	0.5%	0.0%	0.4%	0.1%	0.0%
Housing: Other	0.0%	0.2%	0.0%	0.3%	0.3%	0.0%	0.0%
Waste management: Better delineation / education of recycling/ organic/waste	2.3%	1.2%	0.8%	1.2%	1.2%	1.3%	0.0%
Waste management: Provide bigger bins/ more bins/ same size bins/ replacement of bins	0.0%	0.8%	0.8%	1.5%	0.7%	1.0%	0.0%
Waste management: Proper/ better collection of waste	1.2%	1.5%	0.8%	0.0%	0.9%	1.0%	0.0%
Waste management: Better recycling options / information	2.9%	2.0%	1.6%	1.2%	1.2%	2.5%	0.0%
Waste management: Increase collection frequency/ change time of collection	0.6%	0.6%	0.5%	0.0%	0.4%	0.5%	0.0%
Waste management: Cost of collections/bins should be reconsidered	0.6%	0.3%	0.3%	0.0%	0.3%	0.3%	0.0%
Earthquake recovery/ rebuild: Maintaining weather wrapped buildings	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Earthquake recovery/ rebuild: Speed up the rebuild and rebuild processes	0.6%	2.3%	1.0%	0.6%	1.8%	0.9%	10.0%
Earthquake recovery/ rebuild: Doing the job correctly/ better rebuild decisions	0.6%	0.5%	0.5%	0.3%	0.7%	0.1%	10.0%
Earthquake recovery/ rebuild: Rebuild on reclaimed land	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Earthquake recovery/ rebuild: More attention to the red zones	0.0%	0.9%	0.3%	0.9%	0.4%	0.9%	0.0%
Earthquake recovery/ rebuild: Not rebuilding the Cathedral	0.0%	0.3%	0.0%	0.9%	0.3%	0.4%	0.0%

	18-24 (n=171)	25-49 (n=661)	50-64 (n=381)	65+ (n=324)	Male (n=759)	Female (n=773)	Gender diverse (n=10)**Low sample size
Earthquake recovery/ rebuild: Management of Heritage properties	1.2%	0.8%	0.0%	0.0%	0.7%	0.3%	0.0%
Other	5.3%	6.2%	6.5%	5.2%	6.2%	5.7%	10.0%
Don't know	19.9%	13.2%	6.7%	13.0%	13.3%	11.4%	0.0%

4.3 Questionnaires

Below are the texts of both surveys – Survey A and Survey B – as read by interviewers.

4.3.1 Survey A



ROS 2020
Questionnaire A



Questionnaire

Good <time of day>, my name is <name> and I'm calling from Research First. Today I'm calling on behalf of Christchurch City Council. We are conducting a survey about residents' satisfaction with Council services.

May I speak to the youngest person aged 18 or over in your household?

Is now a good time or would you prefer I called you back?

Interviewer: please make an appointment to speak to the youngest person in the household if they are not currently available. Only ONE survey allowed per household.

Most questions will offer you a scale where you can rate your level of satisfaction or agreement. There is space towards the end of the survey where you can tell us what you think in more detail. *Interviewer note: if at any time during the survey respondent starts a long explanation when we only require a scale answer remind them that there is room at the end to comment.*

Read out only if necessary

1. This survey is one of several ways in which the Council obtains feedback each year
2. The survey will take around 20 minutes depending on your answers
3. Everything you tell me will be treated as strictly confidential.
4. There are no right or wrong answers to these questions.

Part One: Quota Demographics

Recording statement: All our calls are recorded for quality assurance purposes.

1. Firstly, have you lived in Christchurch for at least 12 months? *Do not read out. Select one.*
SINGLE CODE

<input type="radio"/>	Yes (<i>continue</i>)
<input type="radio"/>	No (<i>NQ exit page</i>)

2. Which suburb do you live in? *Type first few letters of location and select from drop-down. If none of these, select "Z - None of these".* **SINGLE CODE**

DROP DOWN MENU, AUTOCODE WARD BASED ON CLIENT SUPPLIED LIST

<input type="radio"/>	Harewood	<input type="radio"/>	Halswell
<input type="radio"/>	Waimairi	<input type="radio"/>	Riccarton
<input type="radio"/>	Papanui	<input type="radio"/>	Spreydon
<input type="radio"/>	Fendalton	<input type="radio"/>	Central
<input type="radio"/>	Innes	<input type="radio"/>	Cashmere
<input type="radio"/>	Burwood	<input type="radio"/>	Linwood



ROS 2020
Questionnaire A



<input type="radio"/>	Coastal	<input type="radio"/>	Heathcote
<input type="radio"/>	Hornby	<input type="radio"/>	Banks Peninsula

3. Which of these age groups do you fall into? *Read out. Select one. SINGLE CODE*

1	18-24
2	25-49
3	50-64
4	65+

4. Which of the following best describes you? *Read out. Select one. SINGLE CODE*

1	Male
2	Female
3	Gender diverse

Part Two: Introduction Statement

Interviewer, 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. All our questions use a scale from 1 to 5, but I'll remind you of the scale each time. Remember, there are no right or wrong answers and we are just interested in your opinion.

Part Three: City Promotions

Interviewer, read out: Firstly, thinking about city events and festivals.

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

5. Overall, how satisfied or dissatisfied are you that the information you receive is timely, relevant and accurate. Please answer this question on a scale from 1 to 5 where 1 stands for 'very satisfied', 2 is 'satisfied', 3 is 'neither satisfied nor dissatisfied' 4 is 'dissatisfied' and 5 stands for 'very dissatisfied'? **SINGLE CODE PER ROW**

Read out if necessary: Timely means that information is available at an appropriate time to decide what events, activities and attractions you want to attend or participate in.

Read out if necessary: Accurate means that Council information is factually correct

<input type="radio"/>	Very satisfied
<input type="radio"/>	Satisfied
<input type="radio"/>	Neither satisfied nor dissatisfied
<input type="radio"/>	Dissatisfied



<input type="radio"/>	Very dissatisfied
<input type="radio"/>	<i>Do not read out:</i> Don't know/ not applicable

6. The Council supports a range of events and festivals such as Kids Fest, the International Jazz and Blues Festival, Le Race and local community events. Overall, how satisfied or dissatisfied are you with the range of events and festivals? *Select one. SINGLE CODE Do not read full scale only repeat if necessary*

Read if necessary: Range means the variety of events and festivals available during the year.

1	Very satisfied
2	Satisfied
3	Neither satisfied nor dissatisfied
4	Dissatisfied
5	Very dissatisfied
99	Don't know/ not applicable <i>Do not read out</i>

Part Four: Governance and Decision-Making

Interviewer, read out: Now, some questions about governance and decision making in our city.

7. Thinking about Christchurch City Council, how much do you agree or disagree with the statement 'I understand how the Council makes decisions'? Please answer this question on a scale from 1 to 5 where 1 stands for 'strongly agree' 2 is 'agree', 3 is 'neither agree not disagree' 4 is 'disagree' and 5 stands for 'strongly disagree' *Select one. SINGLE CODE*

1	Strongly agree
2	Agree
3	Neither agree nor disagree
4	Disagree
5	Strongly disagree
99	Don't know/ not applicable <i>Do not read out</i>

8. Overall, how much influence do you feel the public has on the decisions the Council makes? Please answer this question on a scale from 1 to 4 where 1 stands for 'large influence' 2 is 'some influence', 3 is 'small influence' and 4 stands for 'no influence'. *Select one. SINGLE CODE*

1	Large influence
2	Some influence
3	Small influence
4	No influence
99	Don't know/ not applicable <i>Do not read out</i>

Part Five: Waterways

Interviewer, 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.

9. Overall, how satisfied or dissatisfied are you with the condition of waterways? *Select one.*
SINGLE CODE Please answer this question on a scale from 1 to 5 where 1 stands for 'very satisfied' and 5 stands for 'very dissatisfied'?

Read out if necessary: Condition includes things such as maintenance and upkeep

1	Very satisfied
2	Satisfied
3	Neither satisfied nor dissatisfied
4	Dissatisfied
5	Very dissatisfied
99	Don't know/ not applicable <i>Do not read out</i>

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.

10. Overall, how satisfied or dissatisfied are you with the condition of waterway margins?
Select one. **SINGLE CODE.** *Do not read full scale only repeat if necessary.*

Read out if necessary: Condition includes things such as maintenance and upkeep

1	Very satisfied
2	Satisfied
3	Neither satisfied nor dissatisfied
4	Dissatisfied
5	Very dissatisfied
99	Don't know/ not applicable <i>Do not read out</i>

11. Overall, how satisfied or dissatisfied are you with the appearance of Christchurch's waterway margins? *Select one.* **SINGLE CODE.** *Do not read full scale only repeat if necessary*

Read out if necessary: Appearance includes things such as the layout and type of plantings (or shrubs, grasses and reeds)



1	Very satisfied
2	Satisfied
3	Neither satisfied nor dissatisfied
4	Dissatisfied
5	Very dissatisfied
99	Don't know/ not applicable <i>Do not read out</i>

READ OUT: Christchurch's stormwater management involves managing stormwater through things such as rivers, waterways timbered drains and stormwater pipes.

12. Overall how satisfied or dissatisfied are you that the city's stormwater management systems operate effectively to ensure that the risk of flooding is minimised? *Select one. Do not read full scale only repeat if necessary.* **SINGLE CODE**

1	Very satisfied
2	Satisfied
3	Neither satisfied nor dissatisfied
4	Dissatisfied
5	Very dissatisfied
99	Don't know/ not applicable <i>Do not read out</i>

Part Six: Rubbish and Recycling

Interviewer, read out: Thinking now about the Council rubbish and recycling collection... I now have a few questions about the Council run three-bin kerbside collection service.

Overall how satisfied or dissatisfied are you with the Council's kerbside collection of...?

13. Firstly, recyclable materials (your yellow bin)? *Select one. SINGLE CODE. Do not read full scale only repeat if necessary*

Read out if necessary: This includes things such as the Council having a good understanding of resident recycling needs and issues, provision of clear and accurate information about what can go in the yellow bins and about collection days and changes, prompt addressing of issues if they arise, and the user friendliness of the bins and service.

1	Very satisfied
2	Satisfied
3	Neither satisfied nor dissatisfied
4	Dissatisfied
5	Very dissatisfied
99	Don't know/ not applicable <i>Do not read out</i>



14. Next, rubbish (your red bin)? *Select one. SINGLE CODE. Do not read full scale only repeat if necessary*

Read out if necessary: This includes things such as the Council having a good understanding of resident rubbish collection needs and issues, provision of clear and accurate information about what can go in red bins and about collection days and changes, prompt addressing of issues if they arise, and the user friendliness of the bins and service.

1	Very satisfied
2	Satisfied
3	Neither satisfied nor dissatisfied
4	Dissatisfied
5	Very dissatisfied
99	Don't know/ not applicable <i>Do not read out</i>

15. Next, organic material (your green bin)? *Select one. SINGLE CODE. Do not read full scale only repeat if necessary*

Read out if necessary: This includes things such as the Council having a good understanding of resident organics collection needs and issues, provision of clear and accurate information about what can go in the green bins and about collection days and changes, prompt addressing of issues if they arise, and the user friendliness of the bins and service.

1	Very satisfied
2	Satisfied
3	Neither satisfied nor dissatisfied
4	Dissatisfied
5	Very dissatisfied
99	Don't know/ not applicable <i>Do not read out</i>

Part Seven: Roothing

Interviewer, read out: Thinking now about the condition of the city's roads and footpaths (condition includes maintenance and upkeep)...

16. Overall how satisfied or dissatisfied are you with the condition of Christchurch's roads, excluding the residential red zone roads? *Select one. SINGLE CODE Do not read full scale only repeat if necessary*

1	Very satisfied
2	Satisfied
3	Neither satisfied nor dissatisfied
4	Dissatisfied
5	Very dissatisfied
99	Don't know/ not applicable <i>Do not read out</i>

17. Overall how satisfied or dissatisfied are you with the condition of Christchurch's footpaths, excluding the residential red zone footpaths? *Select one. SINGLE CODE. Do not read full scale only repeat if necessary*

1	Very satisfied
2	Satisfied
3	Neither satisfied nor dissatisfied
4	Dissatisfied
5	Very dissatisfied
99	Don't know/ not applicable <i>Do not read out</i>

Part Eight: Water

Interviewer, read out: I now want to ask you a few questions about the city's waste water collection and water supply.

Read out if necessary: Wastewater collection is about the underground pipes that take wastewater (eg. 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.

18. Overall how satisfied or dissatisfied are you that there is minimal odour from the sewerage system? *Select one. SINGLE CODE. Do not read full scale only repeat if necessary*

Read out if necessary: This includes odours from manholes in the streets and from treatment plants such as the one at Bromley and smaller plants on Banks Peninsula

1	Very satisfied
2	Satisfied
3	Neither satisfied nor dissatisfied
4	Dissatisfied
5	Very dissatisfied
99	Don't know/ not applicable <i>Do not read out</i>

19. Overall how satisfied or dissatisfied are you that the wastewater services are reliable? *Select one. SINGLE CODE. Do not read full scale only repeat if necessary*

Read out if necessary: Reliable means wastewater is collected, carried, treated and disposed of without blockages and overflows

Read out if required: Overflow means wastewater coming out of toilets or gully traps on private property or manholes on roads

1	Very satisfied
2	Satisfied
3	Neither satisfied nor dissatisfied

4	Dissatisfied
5	Very dissatisfied
99	Don't know/ not applicable <i>Do not read out</i>

20. Overall how satisfied or dissatisfied are you that the Council repairs wastewater faults and investigates wastewater complaints in a timely manner? *Select one. SINGLE CODE. Do not read full scale only repeat if necessary*

Read out if necessary: Faults include blockages, overflows or broken pipes

1	Very satisfied
2	Satisfied
3	Neither satisfied nor dissatisfied
4	Dissatisfied
5	Very dissatisfied
99	Don't know/ not applicable <i>Do not read out</i>

Part Nine: Active Travel

Interviewer, 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.

21. Overall, how much do you agree or disagree that Christchurch is a cycle friendly city? *Select one. SINGLE CODE.* Please answer this question on a scale from 1 to 5 where 1 stands for 'strongly agree', 2 is 'agree', 3 is 'neither agree nor disagree', 4 is 'disagree' and 5 stands for 'strongly disagree'

Read out if necessary: By cycle friendly I mean cyclists being able to travel safely and conveniently around the city by cycle (e.g. 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.

1	Strongly agree
2	Agree
3	Neither agree nor disagree
4	Disagree
5	Strongly disagree
99	Don't know/ not applicable <i>Do not read out</i>

22. And in relation 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 options. Select one. SINGLE CODE*

1 All the time, by that I mean about every day



ROS 2020
Questionnaire A



- 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

99	Don't know/ not applicable <i>Do not read out</i>
----	---

Interviewer, read out: Now thinking about the extent to which Christchurch is walking-friendly..

23. Overall, how much would you agree or disagree that Christchurch is a walking friendly city?
Select one. SINGLE CODE. Do not read full scale only repeat if necessary

Read out if necessary: 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.

1	Strongly agree
2	Agree
3	Neither agree nor disagree
4	Disagree
5	Strongly disagree
99	Don't know/ not applicable <i>Do not read out</i>

Part Ten: Overall Satisfaction

Interviewer 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.

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.

24. Overall, how satisfied or dissatisfied are you with the performance of Christchurch City Council in delivering its services over the last 12 months? *Select one. SINGLE CODE. Please answer this question on a scale from 1 to 5 where 1 stands for 'very satisfied' and 5 stands for 'very dissatisfied'*

1	Very satisfied
2	Satisfied
3	Neither satisfied nor dissatisfied
4	Dissatisfied
5	Very dissatisfied
99	Don't know/ not applicable <i>Do not read out</i>



ROS 2020
Questionnaire A



25. Why did you give that rating? *Open ended response. Probe to clarify NOT probe to no.*
CODING REQUIRED

+ o Don't know/nothing

Part Eleven: Things Done Well, and Opportunities for Improvement

Interviewer read out: All Christchurch residents use Council services over the course of a year. This could be by seeking advice, making an enquiry, complaint or payment, making a submission, applying for consent or visiting a public library or swimming pool. This also includes having your rubbish or sewerage collected or using roads and the water supply.

26. 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 has made it easy for you to interact with it regarding your service needs? *Select one. SINGLE CODE. Please answer this question on a scale from 1 to 5 where 1 stands for 'strongly agree' and 5 stands for 'strongly disagree'*

Read out if necessary: 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.

1	Strongly agree
2	Agree
3	Neither agree nor disagree
4	Disagree
5	Strongly disagree
99	Don't know/ not applicable <i>Do not read out</i>

Interviewer read out: Now we have two questions about the best things the Council does and the things that need improving most.

Read out only if necessary 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.

27. Thinking about all the services the Council provides, which is the one service you feel the Council is performing the best in delivering, and why? *Probe to clarify NOT probe to no. Open ended response CODING REQUIRED. Single service only*

+ o Don't know/nothing



ROS 2020
Questionnaire A



28. Thinking about 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, and why? *Probe to clarify NOT probe to no. Open ended. CODING REQUIRED. Single service only*

+ o Don't know/nothing

Part Twelve: Completion

29. 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.*

<input type="radio"/>	Yes (<i>write email address</i>)	<input type="text"/>
<input type="radio"/>	No	

30. And finally, may I have your name and cellphone number for auditing purposes?

Name:

Phone number:

4.3.2 Survey B



ROS 2020
Questionnaire B



Questionnaire

Good <time of day>, my name is <name> and I'm calling from Research First. Today I'm calling on behalf of Christchurch City Council. We are conducting a survey about residents' satisfaction with Council services.

May I speak to the youngest person aged 18 or over in your household?

Is now a good time or would you prefer I called you back?

Interviewer: please make an appointment to speak to the youngest person in the household if they are not currently available. Only ONE survey allowed per household.

Most questions will offer you a scale where you can rate your level of satisfaction or agreement. There is space towards the end of the survey where you can tell us what you think in more detail. *Interviewer note: if at any time during the survey respondent starts a long explanation when we only require a scale answer remind them that there is room at the end to comment.*

Read out only if necessary

1. This survey is one of several ways in which the Council obtains feedback each year
2. The survey will take around 20 minutes depending on your answers
3. Everything you tell me will be treated as strictly confidential.
4. There are no right or wrong answers to these questions.

Part One: Quota Demographics

Recording statement: All our calls are recorded for quality assurance purposes.

1. Firstly, have you lived in Christchurch for at least 12 months? *Do not read out. Select one.*

SINGLE CODE

<input type="radio"/>	Yes (<i>continue</i>)
<input type="radio"/>	No (<i>NQ exit page</i>)

2. Which suburb do you live in? *Type first few letters of location and select from drop-down. If none of these, select "Z - None of these".* **SINGLE CODE**

DROP DOWN MENU, AUTOCODE WARD BASED ON CLIENT SUPPLIED LIST

<input type="radio"/>	Harewood	<input type="radio"/>	Halswell
<input type="radio"/>	Waimairi	<input type="radio"/>	Riccarton
<input type="radio"/>	Papanui	<input type="radio"/>	Spreydon
<input type="radio"/>	Fendalton	<input type="radio"/>	Central
<input type="radio"/>	Innes	<input type="radio"/>	Cashmere
<input type="radio"/>	Burwood	<input type="radio"/>	Linwood



<input type="radio"/>	Coastal	<input type="radio"/>	Heathcote
<input type="radio"/>	Hornby	<input type="radio"/>	Banks Peninsula

3. Which of these age groups do you fall into? *Read out. Select one. SINGLE CODE*

1	18-24
2	25-49
3	50-64
4	65+

4. Which of the following best describes you? *Read out. Select one. SINGLE CODE*

1	Male
2	Female
3	Gender diverse

Part Two: Introduction Statement

Interviewer, 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. All our questions use a scale from 1 to 5, but I'll remind you of the scale each time. Remember, there are no right or wrong answers and we are just interested in your opinion.

Part Three: Governance and Decision-Making

Interviewer, read out: Firstly, some questions about governance and decision making in our city.

5. Overall, how satisfied or dissatisfied are you with the accuracy of the information provided to you about Council decisions? *Read out 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. Please answer this question on a scale from 1 to 5 where 1 stands for 'very satisfied', 2 is 'satisfied', 3 is 'neither satisfied nor dissatisfied' 4 is 'dissatisfied' and 5 stands for 'very dissatisfied' Select one. SINGLE CODE*

1	Very satisfied
2	Satisfied
3	Neither satisfied nor dissatisfied
4	Dissatisfied
5	Very dissatisfied
99	Don't know/ not applicable <i>Do not read out</i>



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6. Overall, how satisfied or dissatisfied are you that the public receives information about decision making in a prompt and timely manner? *Do not read full scale only repeat if necessary. Select one SINGLE CODE*

1	Very satisfied
2	Satisfied
3	Neither satisfied nor dissatisfied
4	Dissatisfied
5	Very dissatisfied
99	Don't know/ not applicable <i>Do not read out</i>



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7. Overall, how satisfied or dissatisfied are you that the Council makes decisions that are in the best interests of the city? *Select one. SINGLE CODE*

1	Very satisfied
2	Satisfied
3	Neither satisfied nor dissatisfied
4	Dissatisfied
5	Very dissatisfied
99	Don't know/ not applicable <i>Do not read out</i>

8. Overall, how satisfied or dissatisfied are you with the opportunities to have a say in what Council does? *Do not read full scale only repeat if necessary. Select one. SINGLE CODE*

1	Very satisfied
2	Satisfied
3	Neither satisfied nor dissatisfied
4	Dissatisfied
5	Very dissatisfied
99	Don't know/ not applicable <i>Do not read out</i>

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

Read out if necessary 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. *Do not read full scale only repeat if necessary. Select one. SINGLE CODE*

1	Very satisfied
2	Satisfied
3	Neither satisfied nor dissatisfied
4	Dissatisfied
5	Very dissatisfied
99	Don't know/ not applicable <i>Do not read out</i>

Part Four: Water

Interviewer, read out: Thinking now about water supply. This is about clean, drinkable water being supplied to your house...

10. Overall how satisfied or dissatisfied are you with the quality of the water supply? *Select one. SINGLE CODE. Do not read full scale only repeat if necessary*



Read out if necessary: This includes things such as its taste, appearance (eg. sediment free) and with minimal water odour.

1	Very satisfied
2	Satisfied
3	Neither satisfied nor dissatisfied
4	Dissatisfied
5	Very dissatisfied
99	Don't know/ not applicable <i>Do not read out</i>

11. Overall, how satisfied or dissatisfied are you that the water supply is reliable? *Select one. SINGLE CODE. Do not read full scale only repeat if necessary*

Read out if necessary: Reliable means that unplanned water shutoffs are kept to a minimum and pressure/flow is maintained

1	Very satisfied
2	Satisfied
3	Neither satisfied nor dissatisfied
4	Dissatisfied
5	Very dissatisfied
99	Don't know/ not applicable <i>Do not read out</i>

12. Overall, how satisfied or dissatisfied are you that the Council repairs water leaks, restores water interruptions and investigates water supply complaints in a timely manner? *Select one. SINGLE CODE. Do not read full scale only repeat if necessary*

1	Very satisfied
2	Satisfied
3	Neither satisfied nor dissatisfied
4	Dissatisfied
5	Very dissatisfied
99	Don't know/ not applicable <i>Do not read out</i>

Part Five: Parking

Interviewer read out: Thinking now about parking a vehicle in Christchurch...

If respondent says they don't drive, don't go into the city etc: That's OK, however we are interested in anything you might have noticed or heard about parking in the city, so I do have to read the following questions. I can tick Don't Know for any you are unable to answer

13. Have you parked a car in a Council parking facility within the last 12 months? This includes on-street and off-street parking. *Select one. SINGLE CODE*



<input type="radio"/>	Yes
<input type="radio"/>	No
<input type="radio"/>	<i>Do not read out:</i> Don't know/ not applicable

14. Overall how satisfied or dissatisfied are you with the ease of use of on-street parking meters?
Select one. SINGLE CODE. Do not read full scale only repeat if necessary

Read out if necessary: 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.

1	Very satisfied
2	Satisfied
3	Neither satisfied nor dissatisfied
4	Dissatisfied
5	Very dissatisfied
99	Don't know/ not applicable <i>Do not read out</i>

15. Overall how satisfied or dissatisfied are you with the range of Council parking facilities available to you? *Select one. SINGLE CODE. Do not read full scale only repeat if necessary*

Read out if necessary: This includes both on-street and off-street Council motor vehicle parking including parking permits and availability of mobility parking

1	Very satisfied
2	Satisfied
3	Neither satisfied nor dissatisfied
4	Dissatisfied
5	Very dissatisfied
99	Don't know/ not applicable <i>Do not read out</i>

16. Overall how satisfied or dissatisfied are you with the information provided by the Council about parking options? *Select one. SINGLE CODE. Do not read full scale only repeat if necessary*

Read out if necessary: This includes things such as the clarity and accuracy of parking information, instructions and signage.

1	Very satisfied
2	Satisfied
3	Neither satisfied nor dissatisfied



4	Dissatisfied
5	Very dissatisfied
99	Don't know/ not applicable <i>Do not read out</i>

17. Overall how satisfied or dissatisfied are you with the ease of use of Council parking? *Select one.*
SINGLE CODE. *Do not read full scale only repeat if necessary*

Read out if necessary: 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.

1	Very satisfied
2	Satisfied
3	Neither satisfied nor dissatisfied
4	Dissatisfied
5	Very dissatisfied
99	Don't know/ not applicable <i>Do not read out</i>

18. Overall, how much would you agree or disagree that your motor vehicle is safer in Council run off-street parking compared to on street parking? *Select one.* **SINGLE CODE.** Please answer this question on a scale from 1 to 5 where 1 stands for 'strongly agree', 2 is 'agree', 3 is 'neither agree nor disagree', 4 is 'disagree' and 5 stands for 'strongly disagree'

Read out if necessary: 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

1	Strongly agree
2	Agree
3	Neither agree nor disagree
4	Disagree
5	Strongly disagree
99	Don't know/ not applicable <i>Do not read out</i>

Interviewer read out: Thinking about your personal safety...

19. How much would you agree or disagree that you feel safe using Council run off-street parking sites during the day? *Select one.* **SINGLE CODE.** *Do not read full scale only repeat if necessary*

1	Strongly agree
2	Agree
3	Neither agree nor disagree
4	Disagree
5	Strongly disagree

99	Don't know/ not applicable <i>Do not read out</i>
----	---

20. How much would you agree or disagree that you feel safe using Council run off-street parking sites after dark? *Select one. SINGLE CODE. Do not read full scale only repeat if necessary*

1	Strongly agree
2	Agree
3	Neither agree nor disagree
4	Disagree
5	Strongly disagree
99	Don't know/ not applicable <i>Do not read out</i>

Part Six: Heritage Assets

Interviewer read out: Christchurch has a range of public monuments, statues, war memorials, sculptures, fountains and artworks that reflect the City's heritage and character.

21. Overall, how satisfied or dissatisfied are you with the appearance of these objects? Please answer this question on a scale from 1 to 5 where 1 stands for 'very satisfied' and 5 stands for 'very dissatisfied' *Select one. SINGLE CODE.*

Read out if necessary: Appearance includes things such as their layout, type and style

1	Very satisfied
2	Satisfied
3	Neither satisfied nor dissatisfied
4	Dissatisfied
5	Very dissatisfied
99	Don't know/ not applicable <i>Do not read out</i>

22. Overall, how satisfied or dissatisfied are you with their condition? *Select one. SINGLE CODE. Do not read full scale only repeat if necessary*

Read out if necessary: Condition includes things such as their maintenance and upkeep

1	Very satisfied
2	Satisfied
3	Neither satisfied nor dissatisfied
4	Dissatisfied
5	Very dissatisfied
99	Don't know/ not applicable <i>Do not read out</i>

Interviewer read out: Christchurch's heritage buildings provides the City with a reminder of a former time. They are often used as community centres, residential properties and for

commercial activities such as accommodation and restaurants. They are maintained and conserved by the Council.

23. Overall, how satisfied or dissatisfied are you with the appearance of the city's heritage buildings? *Select one. SINGLE CODE. Do not read full scale only repeat if necessary*

Read out if necessary: Appearance includes things such as their layout, type and style

1	Very satisfied
2	Satisfied
3	Neither satisfied nor dissatisfied
4	Dissatisfied
5	Very dissatisfied
99	Don't know/ not applicable <i>Do not read out</i>

24. Overall, how satisfied or dissatisfied are you with the condition of these buildings? *Select one. SINGLE CODE. Do not read full scale only repeat if necessary*

Read out if necessary: Condition includes things such as their maintenance and upkeep

1	Very satisfied
2	Satisfied
3	Neither satisfied nor dissatisfied
4	Dissatisfied
5	Very dissatisfied
99	Don't know/ not applicable <i>Do not read out</i>

Part Seven: Parks

Interviewer read out: Thinking now about central city parks, river banks and squares...

Read out: This includes small city parks and reserves, squares such as Cranmer, Latimer and Victoria Square and the inner city Avon/Otakaro river banks, but it excludes Hagley Park and the Botanic Gardens.

25. Overall, how satisfied or dissatisfied are you with the appearance of central city parks and green spaces? *Select one. SINGLE CODE. Do not read full scale only repeat if necessary*

Read out if necessary: Appearance includes things such as the park layout, plants, trees and/or gardens

1	Very satisfied
2	Satisfied
3	Neither satisfied nor dissatisfied
4	Dissatisfied



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5	Very dissatisfied
99	Don't know/ not applicable <i>Do not read out</i>

26. Overall, how satisfied or dissatisfied are you with the condition of these parks and green spaces?
Select one. SINGLE CODE. Do not read full scale only repeat if necessary

Read out if necessary: Condition includes things such as maintenance and upkeep

1	Very satisfied
2	Satisfied
3	Neither satisfied nor dissatisfied
4	Dissatisfied
5	Very dissatisfied
99	Don't know/ not applicable <i>Do not read out</i>

Part Eight: Street Lighting

27. Overall, how satisfied or dissatisfied are you with the street lighting in the street where you live?
Select one. SINGLE CODE PER ROW Do not read full scale only repeat if necessary

1	Very satisfied
2	Satisfied
3	Neither satisfied nor dissatisfied
4	Dissatisfied
5	Very dissatisfied
99	Don't know/ not applicable <i>Do not read out</i>

28. **ONLY ASK IF SELECTED 4 OR 5 AT Q27** Why did you say that? *Code as appropriate using below codeframe. MULTICODE*

- Amount of light: not enough light
- Amount of light: too much light
- Colour of light (Too white)
- Colour of light (too orange/yellow)
- Light maintenance issues (eg. lights out completely or flickering; slow response to maintenance issues)
- Other – specify _____

Part Nine: Overall Satisfaction

Interviewer 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.



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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.

29. Overall, how satisfied or dissatisfied are you with the performance of Christchurch City Council in delivering its services over the last 12 months? *Select one. SINGLE CODE. Do not read full scale only repeat if necessary*

1	Very satisfied
2	Satisfied
3	Neither satisfied nor dissatisfied
4	Dissatisfied
5	Very dissatisfied
99	Don't know/ not applicable <i>Do not read out</i>

30. Why did you give that rating? *Open ended response. Probe to clarify NOT probe to no. CODING REQUIRED*

+ o Don't know/nothing

Part Fifteen: Things Done Well, and Opportunities for Improvement

Interviewer read out: All Christchurch residents use Council services over the course of a year. This could be by seeking advice, making an enquiry, complaint or payment, making a submission, applying for consent or visiting a public library or swimming pool. This also includes having your rubbish or sewerage collected or using roads and the water supply.

31. 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 has made it easy for you to interact with it regarding your service needs? *Select one. SINGLE CODE. Please answer this question on a scale from 1 to 5 where 1 stands for 'strongly agree' and 5 stands for 'strongly disagree'*

Read out if necessary: 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.

1	Strongly agree
2	Agree
3	Neither agree nor disagree
4	Disagree
5	Strongly disagree
99	Don't know/ not applicable <i>Do not read out</i>



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Interviewer read out: Now we have two questions about the best things the Council does and the things that need improving most.

Read out only if necessary 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.

32. Thinking about all the services the Council provides, which is the one service you feel the Council is performing the best in delivering, and why? *Probe to clarify NOT probe to no. Open ended response CODING REQUIRED. Single service only*

+ o Don't know/nothing

33. Thinking about 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, and why? *Probe to clarify NOT probe to no. Open ended. CODING REQUIRED. Single service only*

+ o Don't know/nothing

Part Sixteen: Completion

34. 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.*

<input type="radio"/>	Yes (<i>write email address</i>)	<input type="text"/>
<input type="radio"/>	No	

35. And finally, may I have your name and cellphone number for auditing purposes?

Name:

Phone number:

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