



# Christchurch City Council 2021 General Service Satisfaction Survey

Research Report | March 2021





# Christchurch City Council

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# Summary of Findings

















## 1.1 Summary of Levels of Service Results: General Service Satisfaction Survey 2021

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 <b>not</b> 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
<b>NA</b>	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 2021	Survey Result 2020	Survey Result 2019
<b>Governance</b>	Governance and Decision Making	4.1.18 Participation in and contribution to Council decision-making (understanding of decision making)	Yes	At least 42%				33%	26%	32%
<b>Parks, Heritage and Coastal Environment</b>	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%				67%	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%				48%	51%	63%
	Parks and Foreshore	6.8.4.2 Overall customer satisfaction with the presentation of the City's Parks (inner city parks)	Yes	≥ 85%				82%	80%	82%
<b>Refuse Disposal</b>	Solid Waste	8.0.3 Customer satisfaction with kerbside collection service for recyclable materials	No	At least 90%				76%	80%	88%
		8.1.4 Customer satisfaction with kerbside collection service for residual waste	No	At least 90%				80%	85%	88%
		8.2.3 Customer satisfaction with kerbside collection service for organic material	No	At least 80%				77%	81%	84%
<b>Roads and Footpaths</b>	Roads and Footpaths	16.0.3 Improve resident satisfaction with road condition	Yes	≥ 40%				29%	26%	27%
		16.0.9 Improve resident satisfaction with footpath condition	Yes	≥ 54%				36%	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 2021	Survey Result 2020	Survey Result 2019
Stormwater Drainage	Stormwater Drainage <sup>1</sup>	14.0.3 Proportion of residents with the management of the Council's stormwater network	Yes	≥ 40%	✓	→		45%	43%	47%
Transportation	Active Travel	10.5.2 Improve perception that Christchurch is a cycling friendly city	Yes	≥ 55%	✓			65%	61%	64%
		16.0.10 Improve the perception that Christchurch is a walking friendly city	Yes	≥ 85%	✗			74%	83%	85%
	Parking	10.3.3 Improve customer perception of the ease of use of Council on- street parking facilities <sup>2</sup>	Yes	≥ 53%	✗			49%	44%	49%
		10.3.7 Improve customer perception of vehicle and personal security at Council off-street parking facilities	Yes	≥ 53%	✗	→		50%	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	≥ 80%	✗			60%	66%	71%
Water Supply	Water Supply	12.0.1.13 Proportion of residents satisfied with the reliability of Council water supplies <sup>3,4</sup>	Yes	≥ 85%	✗	→		75%	72%	81%
		12.0.1.14 Proportion of residents satisfied with the responsiveness of Council water supplies	Yes	≥ 85%	✗	→		52%	54%	60%
		12.0.2.19 Proportion of residents satisfied with the quality of Council water supplies	Yes	≥ 70%	✗	→		45%	48%	37%
Overall Satisfaction with Council Performance		NA				→		49%	50%	62%
Ease of Interaction with Council		NA						57%	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 2021	Survey Result 2020	Survey Result 2019
Governance and Decision Making <sup>1</sup>	Percentage of residents that have confidence the Council makes decisions in the best interests of the city	NA	NA	→		36%	37%	45%
	Percentage of residents that feel the public has some or a large influence on the decisions the Council makes	55%	✗	→		30%	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%	✗	→		28%	26%	34%
Emergency Preparedness	Improve the level of community and business awareness and preparedness of risks from hazards and their consequence	NA	NA	NA	NA	NA	NA	69%
Events and Festivals	Lead the promotion and marketing of Christchurch events and the city as an events destination	90%	✗	→		66%	66%	73%
City Promotions <sup>2</sup>	Residents are satisfied with Council provision of information available to them about events, activities and attractions in Christchurch	85%	✗	→		62%	62%	67%
Street Lighting	Residents are satisfied with the street lighting in the street where they live	NA	NA	NA	NA	NA	71%	NA

- 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
- 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

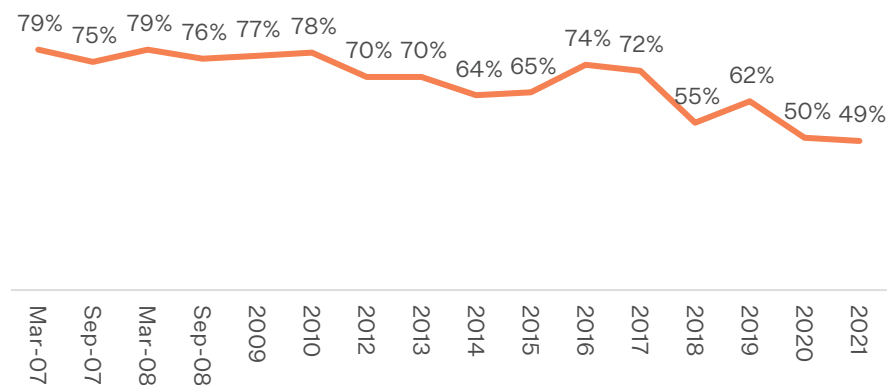
### 1.3 Key Insights

The 2021 General Services Satisfaction Survey has shown perceptions of Council’s service delivery across a broad range of services have stabilised over the past 12 months, following the general weakening of perceptions observed in 2020. Just under half of all activities (eight of 20) have seen satisfaction levels rise, typically in the range of 2 to 4 percent. Indeed, some services have seen satisfaction levels increase by 5 percent or more, including governance and decision making (up 7 points to 33 percent) and ease of use of Council on-street parking (up 5 points to 49%).

That said, no services fall into the Council’s top performing services’ category (where satisfaction levels are 85 percent or higher) in this year’s survey.

Furthermore, overall satisfaction with the Council’s performance fell to below 50 percent for the first time and its lowest rating since 2007.

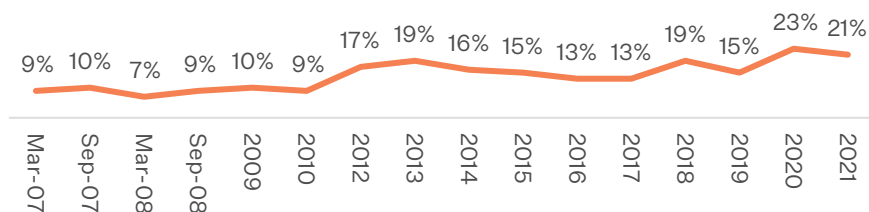
#### 1.1 Satisfaction with the Council’s performance over time





Active dissatisfaction (as opposed to a neutral response) remains at record levels, despite a small drop in 2020.

**1.2 Dissatisfaction with the Council’s performance over time**



Satisfaction levels have fallen for 12 of 20 services, typically in the range of 1 to 4 percent. Some have fallen by as much as 8 to 9 percent, showing areas of particular concern around ease of interaction with Council (down 8 points to 57 percent) and perceptions that Christchurch is a walking-friendly city (down 9 points to 74 percent).

- “I live on Bower Ave and walk with a walking stick, and our footpaths have not been repaired since the earthquake, nearly 10 years. It’s not good enough.”
- “There are still damaged footpath areas on Stanmore Road, been waiting nearly 10 years to have it done; however they did reseal the other side of the road, you know the bit where no-one walks.”

Fundamentally, residents judge Council’s performance on the delivery of key services. Proportionally, about as many residents are happy with Council services as those that are not. Disapproval of Council spending and water chlorination was top-of-mind with many residents, although the main reason for dissatisfaction remains unhappiness with services provided overall.

### 1.3 Top reasons for satisfaction/dissatisfaction with Council performance

Positive Reasons	Number of comments	% of Total Sample	% of Comments (don’t know removed)
Council is doing a good job overall	73	11%	32%
Happy with services provided	68	10%	30%
<b>Unhappy with services provided</b>	<b>121</b>	<b>18%</b>	<b>30%</b>
Respond to problems/concerns	42	6%	19%
<b>Disapprove of Council spending</b>	<b>51</b>	<b>7%</b>	<b>13%</b>
Good customer service	25	4%	11%
<b>Room for improvement</b>	<b>39</b>	<b>6%</b>	<b>10%</b>
<b>Disapprove of water chlorination handling</b>	<b>29</b>	<b>4%</b>	<b>7%</b>
<b>Slow to/don’t respond to problems/concerns</b>	<b>26</b>	<b>4%</b>	<b>6%</b>
<b>Unhappy with rebuild progress</b>	<b>25</b>	<b>4%</b>	<b>6%</b>
<b>Poor communication</b>	<b>24</b>	<b>3%</b>	<b>6%</b>
No problems/ issues	13	2%	6%
<b>Council is doing a poor job overall</b>	<b>21</b>	<b>3%</b>	<b>5%</b>
<b>Lack of public consultation</b>	<b>20</b>	<b>3%</b>	<b>5%</b>
<b>Rates increased</b>	<b>20</b>	<b>3%</b>	<b>5%</b>
Good communication	4	1%	2%

Base: all respondents (n=770)

- “Sewerage is the number one issue, and Christchurch does well here. We flush, and hey, presto, it is gone. Without good sanitation, we very quickly become just another third world country.”
- “The council is doing a good job around the Heathcote River banks, with plantings, bank strengthening and maintenance.”
- “I dislike the chlorination that is often unpalatable to drink and has been shown to ruin residents hot water cylinders.”
- “Operate within its budget and stop spending on non-essential projects.”

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), waste management, parking and footpaths, and the Earthquake recovery/rebuild.

Similar to 12 months ago, another major underperforming area concerns the process of governance, specifically, confidence that the Council makes decisions in the City's best interests. No improvement in these areas has occurred.

#### 1.4 Areas the Council needs most to improve

Service	Number of Comments	% of Total Sample	% of Negative Comments*
Roading	126	16%	22%
Water supply	89	12%	16%
Council decision-making/financial management: Reduce spending on Councillors + Council decision-making/financial management	65	8%	12%
Waste management	34	4%	6%
Parking	33	4%	6%
Footpaths	31	4%	5%
Earthquake recovery/rebuild	31	4%	5%

Base: total dissatisfied/very dissatisfied (n=770) \* Don't know responses removed

The bright spots include inner city parks, refuse disposal and the reliability of the water supply. The top-performing category was inner city parks presentation (82 percent satisfaction). This was followed by kerbside waste collection (80 percent) although satisfaction has continued to decline in recent years. Council's libraries also continue to receive almost exclusively positive reviews.

“The libraries are great. There are plenty of suburban libraries that are well stocked and have friendly staff. The library in central City, the library is fantastic.”

Central city parks remain a major point of pride and satisfaction for the City.

“City reserves and parks in the central city are amazing, and we love to visit.”

**1.5 Areas Council delivers best**

<b>Service</b>	<b>Number of Comments</b>	<b>% of Total Sample</b>	<b>% of Positive Comments*</b>
Waste management	137	18%	29%
Parks, reserves and green spaces	75	10%	16%
Libraries	45	6%	9%
Recreation & Sport Centres	26	3%	5%
Events/ activities	23	3%	5%
Public space cleaning/ City beautification	20	3%	4%
Cycleways	19	2%	4%
Facilities and services in general	18	2%	4%

*\*Base: total satisfied/very satisfied (n=770) \* Don't know responses removed"*

## 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 measuring 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 is used to obtain resident satisfaction levels with these levels then compared with the corresponding Level of Service (LOS) targets set out in the LTP.

## 2.2 Research Design

The Residents' Survey was completed amongst residents in the Christchurch and Banks Peninsula. In a departure from previous years when the survey was conducted by phone, the 2021 survey was conducted using an online-only method to improve cost efficiencies given a shorter respondent completion time. Respondents could complete the Survey at a time convenient to their commitments.

The fieldwork was undertaken between 20th January and 11th February 2021. The average completion time for the Survey was 14 minutes. The non-response bias evident in telephone surveys (where only residents prepared to commit to a half-hour interview have their voices heard) was also minimised.

To provide the most robust and representative sample, the Survey used a panel from a research partner (Dynata). A series of techniques monitored data quality:

1. Random responding: Data was reviewed to ensure that answers were logical; additional logic checks were built into the survey script to ensure participants could not continue if they tried to submit an illogical answer.
2. Illogical or inconsistent responding: This was monitored and detected by using logic checks programmed into the script before the Survey went live.
3. Overuse of item non-response (e.g., 'Don't Know'): respondents were identified and removed from the final data during quality checks.
4. Dynata used pre-screening questions to ensure the sample was indeed real people and that they were paying attention to the Survey.
5. Duplicate responses: Dynata supports a wide variety of techniques to ensure duplicate responses are not possible.

There were n=1,131 survey responses, of which n=770 were completed surveys. The remaining responses were respondents who did not complete the Survey (n=79; 7.0 percent;); n=51 (4.5 percent) respondents were screened out as they didn't fulfil the survey demographics (such as residing outside the region or under the age of 18 years old); and n=230 (20.3 percent) were excluded due to demographic quotas being full.

A representative sample of n=770 respondents completed the 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 percent at a 95 percent confidence level.

## 2.3 Sample Composition

The achieved survey sample is representative of Christchurch City and the Banks Peninsula population in terms of age (table 1), gender (table 2) and community board (table 3).

**Table 1 Age**

	<b>% 18+ Population (2018 Census)</b>	<b>Proportion of respondents</b>	<b>Number of respondents</b>
18-24 years	17%	12%	89
25-49 years	43%	43%	334
50-64 years	22%	24%	183
65+ years	18%	21%	164

**Table 2 Gender**

	<b>% 18+ Population (2018 Census)</b>	<b>Proportion of respondents</b>	<b>Number of respondents</b>
Male	49%	50%	383
Female	51%	50%	383
Gender-diverse	N/A	0%	2
Prefer not to say	N/A	0%	2

**Table 3 Community Board**

	<b>% 18+ Population (2018 Census)</b>	<b>Proportion of respondents</b>	<b>Number of respondents</b>
Banks Peninsula	3%	3%	20
Coastal-Burwood	13%	13%	101
Fendalton-Waimairi-Harewood	18%	20%	153
Halswell-Hornby-Riccarton	21%	19%	144
Linwood-Central-Heathcote	21%	20%	156
Papanui-Innes	13%	12%	93
Spreydon-Cashmere	12%	13%	102

## 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, combining the top two response scores: 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 percent. This rounding 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 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 on their effectiveness in fulfilling its 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:

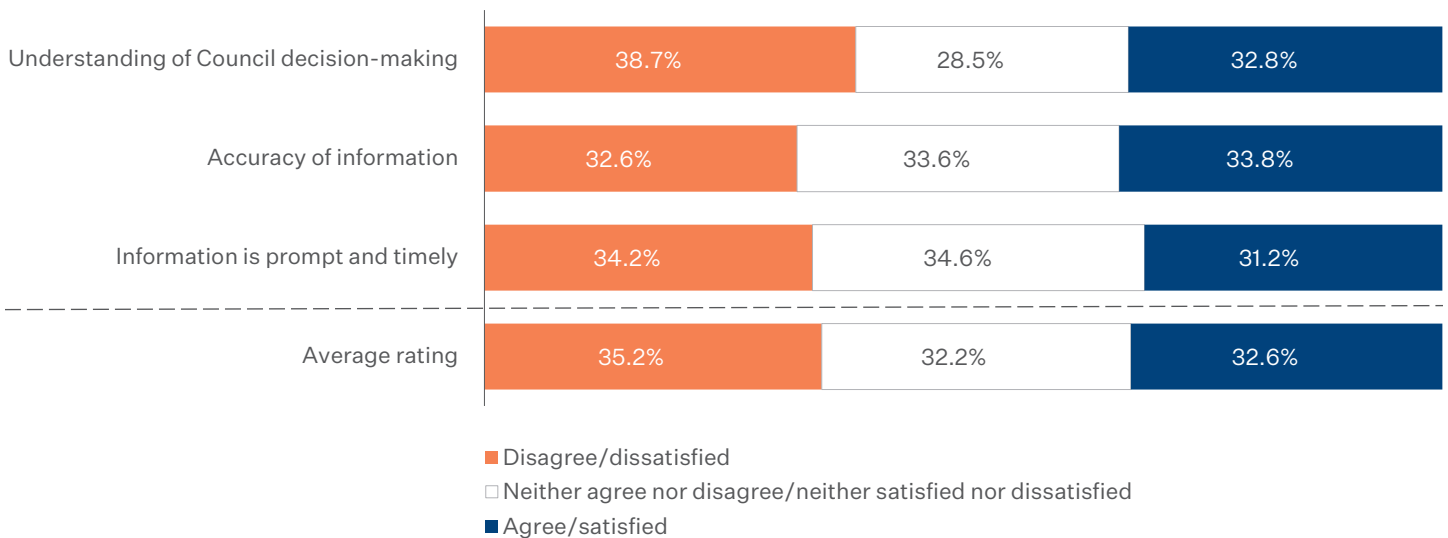
*“Thinking about Christchurch City Council, how much do you agree or disagree with the statement “I understand how the Council makes decisions?”*

*“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, one-third (33 percent) of residents’ rate Council’s decision-making process favourably. This result is an improvement from 2020 when just over one quarter rated this measure favourably. But this result falls well below the Level of Service (LOS) target of 42 percent.

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



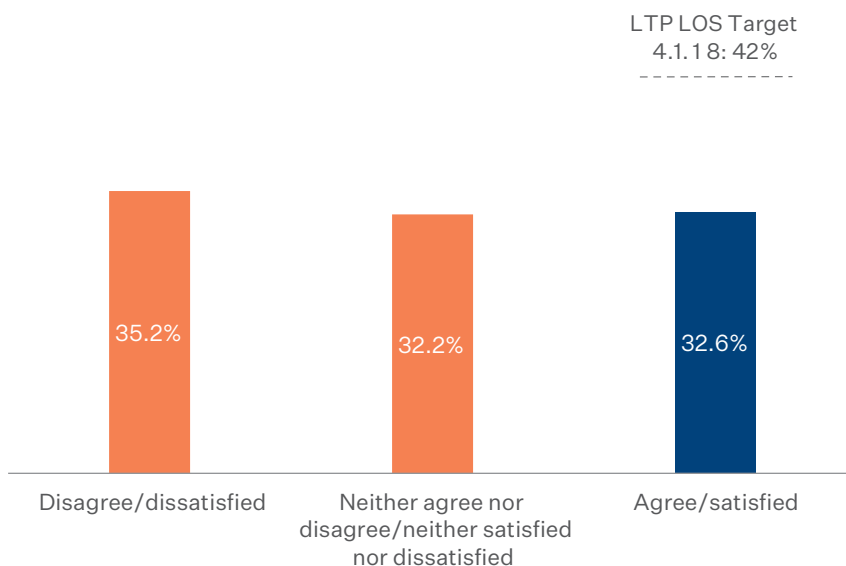
Base: Total sample excluding don’t know/not applicable (n=759/755/751)

**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	11	87	207	216	208	41
	%		11.5%	27.3%	28.5%	27.4%	5.4%
Accuracy of information	n	15	60	186	254	220	35
	%		7.9%	24.6%	33.6%	29.1%	4.6%
Information is prompt and timely	n	19	59	198	260	198	36
	%		7.9%	26.4%	34.6%	26.4%	4.8%
Average Rating			9.1%	26.1%	32.2%	27.6%	4.9%

\* Don't know/not applicable responses have not been included in the above 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:

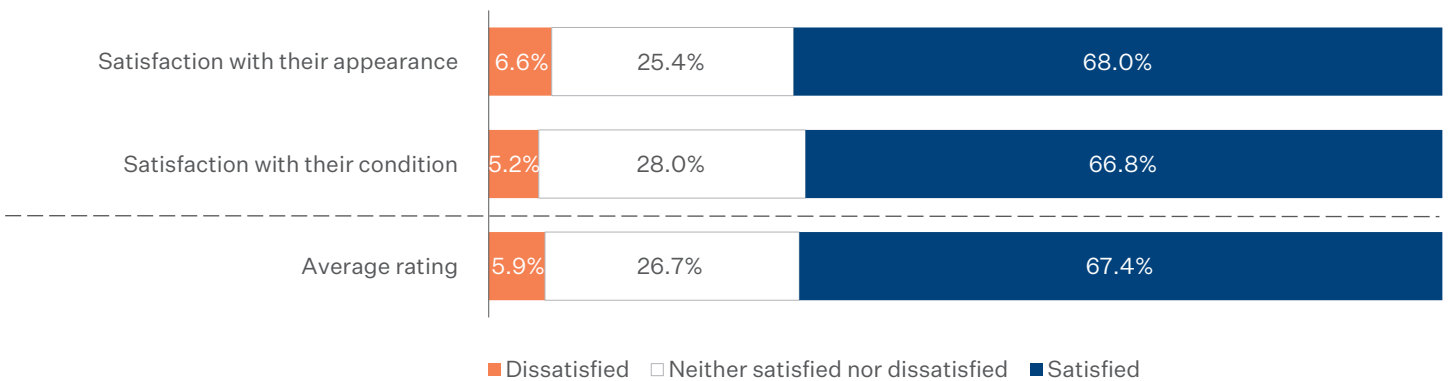
*“Christchurch has a range of public monuments, statues, war memorials, sculptures, fountains and artworks that reflect the City’s heritage and character. Overall, how satisfied or dissatisfied are you with the appearance of these objects?”*

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

Satisfaction has improved slightly over the past 12 months. On average, two-thirds (67 percent) of residents are satisfied with the monuments’ appearance and condition; well below the Level of Service (LOS) target of 90 percent.

Residents from the Fendalton-Waimairi-Harewood Community Board were the most satisfied with the condition of their heritage assets.

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



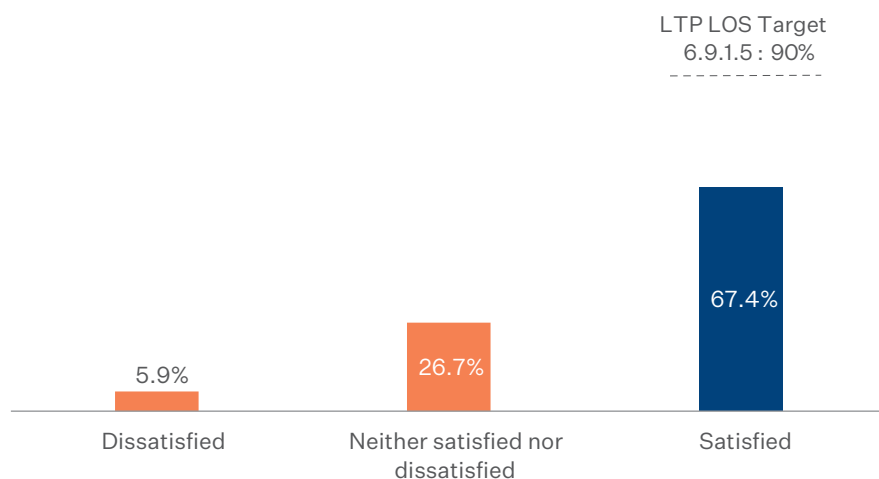
Base: Total sample excluding don’t know/not applicable (n=757/747)

**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	13	7	43	192	413	102
	%		0.9%	5.7%	25.4%	54.6%	13.5%
Satisfaction with their condition	n	23	6	33	209	402	97
	%		0.8%	4.4%	28.0%	53.8%	13.0%
<b>AVERAGE RATING</b>			0.9%	5.0%	26.7%	54.2%	13.2%

\* 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)

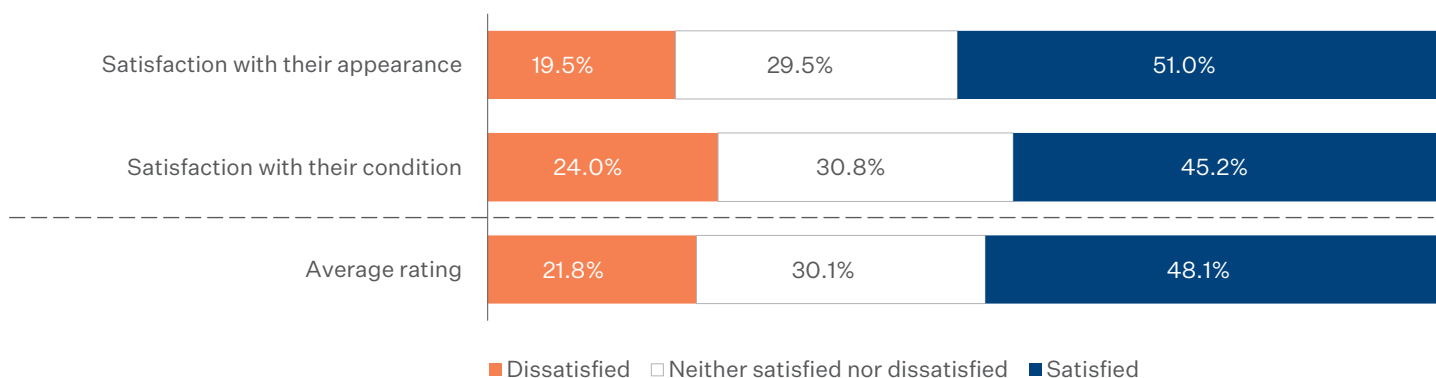
Survey participants were asked to evaluate the appearance and condition of the City’s heritage buildings. Two factors were rated using a five-point Likert scale, where 1 = very satisfied; 3 = neither satisfied nor dissatisfied; and 5 = very dissatisfied:

*“Christchurch’s heritage buildings provide the City with a reminder of a former time. They are often used as community centres, residential properties, and 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, just under half (48 percent) of residents are satisfied with the appearance and condition of the City’s heritage buildings, down from 51 percent in 2020. Again, this result is significantly below the Level of Service (LOS) target of 70 percent.

#### 3.7 Satisfaction with appearance and condition of City’s heritage buildings



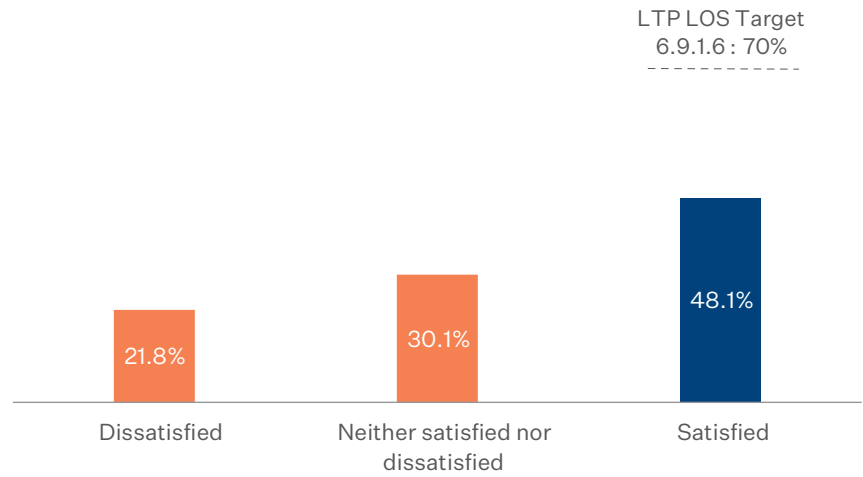
Base: Total sample excluding don’t know/not applicable (n=747/741)

#### 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	36	110	220	76
	%		4.8%	14.7%	29.5%	40.8%
Satisfaction with their condition	n	29	46	132	228	63
	%		6.2%	17.8%	30.8%	36.7%
AVERAGE RATING		5.5%	16.3%	30.1%	38.8%	9.3%

\* 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

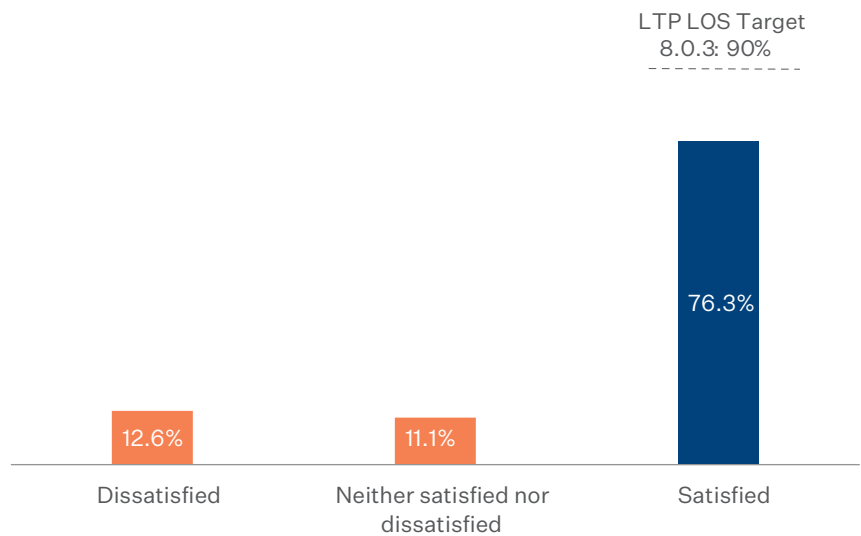
#### 3.3.1 Customer satisfaction with kerbside collection service for recyclable materials (LOS 8.0.3)

Survey participants were asked to rate their satisfaction with the kerbside collection of recyclable waste. This question 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)?”*

Just over three-quarters (76 percent) of residents are satisfied with kerbside recycling, down from 80 percent 12 months ago. This result falls just short of the Level of Service (LOS) target of 90 percent.

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



Base Total sample excluding don't know/not applicable (n=767)



**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	3	24	73	85	369	216
	%		3.1%	9.5%	11.1%	48.1%	28.2%

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

“Rubbish collection is good, other than confusion over what can go in the yellow bin.”

“I love my gold star on my yellow bin, makes me feel very proud I'm doing the right thing.”

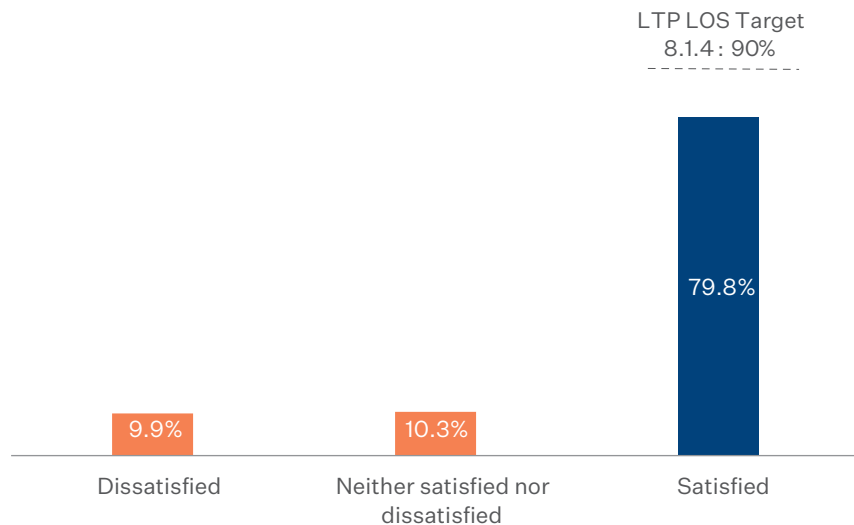
**3.3.2 Customer satisfaction with kerbside collection service for residual waste (LOS 8.1.4)**

Survey participants were asked to rate their satisfaction with kerbside collection of residual waste 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)?”

Eighty percent of residents are satisfied with kerbside residual waste. This result falls short of the Level of Service (LOS) target of 90 percent.

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



Base: Total sample excluding don't know/not applicable (n=767)

**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	3	20	56	79	381	231
	%		2.6%	7.3%	10.3%	49.7%	30.1%

\* 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)**

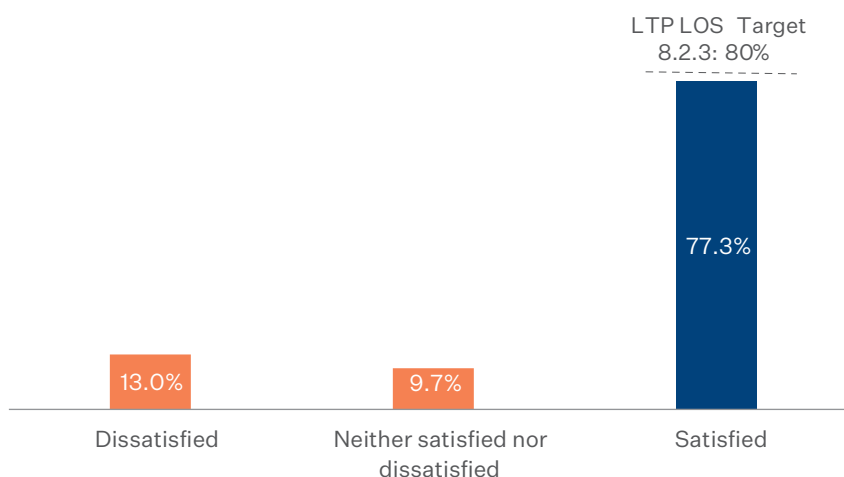
Survey participants were asked about their satisfaction with kerbside collection of organic material, again using a five-point Likert scale, where 1 = very satisfied; 3 = neither satisfied nor dissatisfied; and 5 = very dissatisfied:

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

Just over three-quarters (77 percent) of residents are satisfied with kerbside collection of organic material. This result falls just short of the Level of Service (LOS) target of 80 percent.

Residents of Banks Peninsular were significantly more dissatisfied with their kerbside waste collection.

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



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

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

		<b>Don't know/ not applicable</b>	<b>Very dissatisfied</b>	<b>Dissatisfied</b>	<b>Neither satisfied nor dissatisfied</b>	<b>Satisfied</b>	<b>Very satisfied</b>
<b>Satisfaction with organic material</b>	n	7	27	72	74	348	242
	%		3.5%	9.4%	9.7%	45.6%	31.7%

\* 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 11.0.1.16)

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?”*

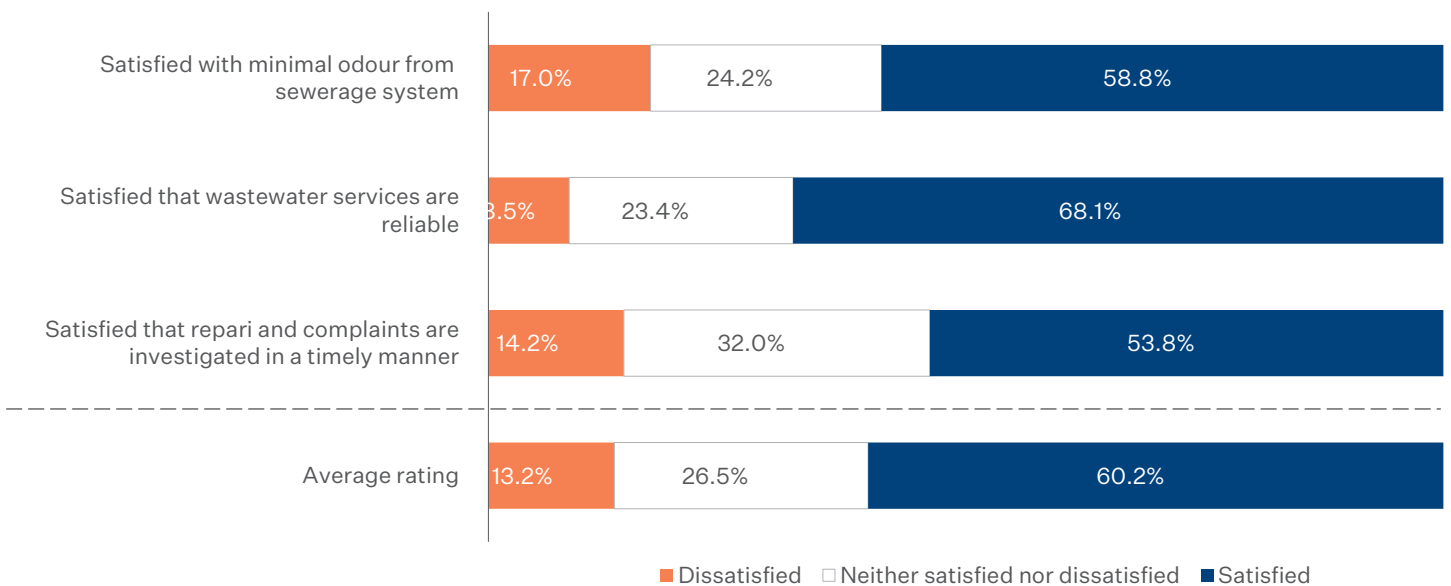
*“Overall, how satisfied or dissatisfied are you that the wastewater services are reliable?”*

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

On average, six in ten (60 percent) of residents were satisfied with the sewerage and wastewater facilities, a decrease of 6 percent over the past 12 months. This result falls below the Level of Service (LOS) target of 80 percent.

Like 2020, residents of the Linwood-Central-Heathcote Community Board are less satisfied that there is a minimal odour from the sewerage system.

#### 3.16 Satisfaction with sewerage and wastewater services



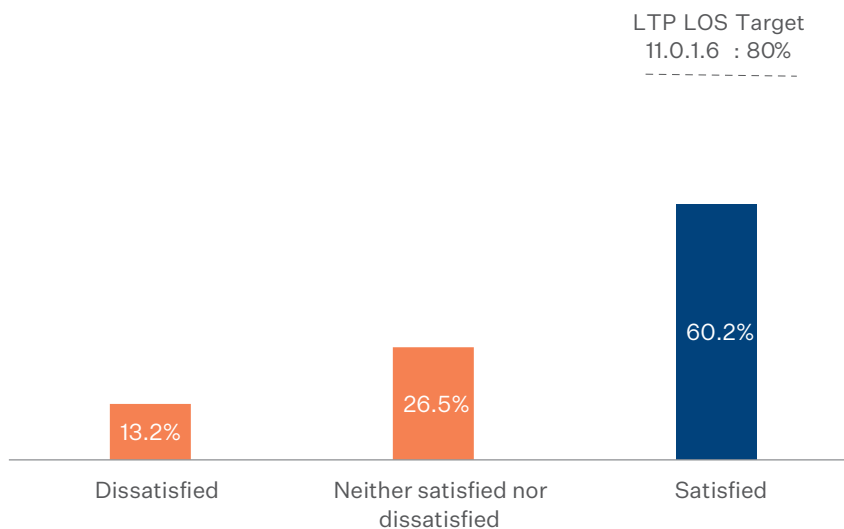
Base: Total sample excluding don't know/not applicable (n=731/743/684)

**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	39	33	91	177	319	111
	%		4.5%	12.4%	24.2%	43.6%	15.2%
Wastewater services are reliable	n	27	17	46	174	375	131
	%		2.3%	6.2%	23.4%	50.5%	17.6%
Repairs and complaints are investigated in a timely manner	n	86	25	72	219	293	75
	%		3.7%	10.5%	32.0%	42.8%	11.0%
<b>AVERAGE RATING</b>			3.5%	9.7%	26.5%	45.6%	14.6%

\* 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?”*

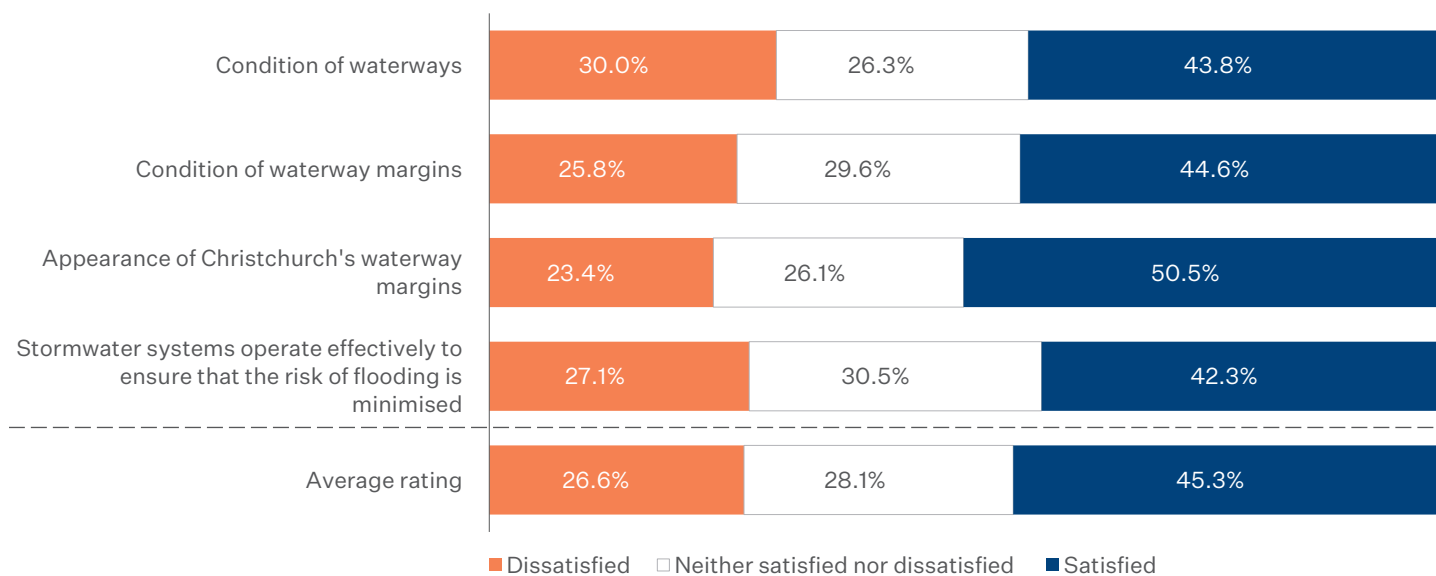
*“Overall, how satisfied or dissatisfied are you with the appearance of Christchurch's waterway margins?”*

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

On average, 45 percent of residents were satisfied with the stormwater network. This result is above the Level of Service (LOS) target of 40 percent.

Residents of the Banks Peninsular Community Board are 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**



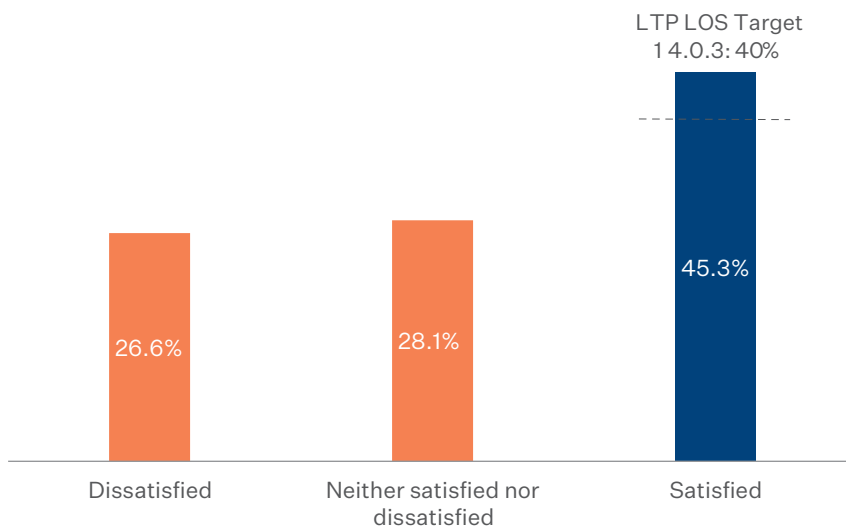
Base: total sample excluding Don't know/not applicable (n=754/747/752/737)

**3.20 Satisfaction with waterways and the stormwater network\***

		Don't know/ not applicable	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
<b>Condition of waterways</b>	n	16	56	170	198	274	56
	%		7.4%	22.5%	26.3%	36.3%	7.4%
<b>Condition of waterway margins</b>	n	23	52	141	221	288	45
	%		7.0%	18.9%	29.6%	38.6%	6.0%
<b>Appearance of Christchurch's waterway margins</b>	n	18	51	125	196	309	71
	%		6.8%	16.6%	26.1%	41.1%	9.4%
<b>Stormwater systems operate effectively to ensure that the risk of flooding is minimised</b>	n	33	41	159	225	267	45
	%		5.6%	21.6%	30.5%	36.2%	6.1%
<b>AVERAGE RATING</b>			6.7%	19.9%	28.1%	38.1%	7.2%

\* 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

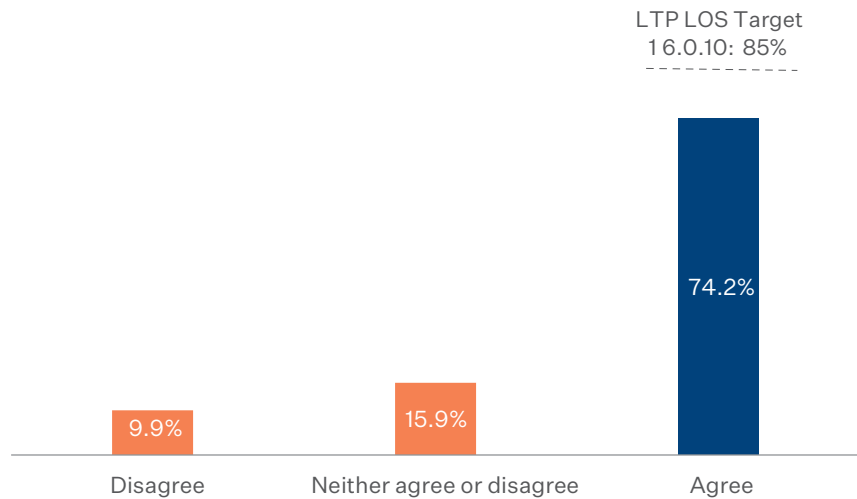
#### 3.5.1 Improve the perception that Christchurch is a ‘walking-friendly’ city (LOS 16.0.10)

Survey participants were asked to evaluate how walking-friendly they perceive Christchurch to be 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?”*

Just under three-quarters (74 percent) of residents agree that Christchurch is a ‘walking-friendly’ city; below the Level of Service (LOS) target of 85 percent.

#### 3.22 Level of agreement that Christchurch is a walking-friendly city



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

#### 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	10	26	49	121	409
	%		3.4%	6.4%	15.9%	53.8%

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

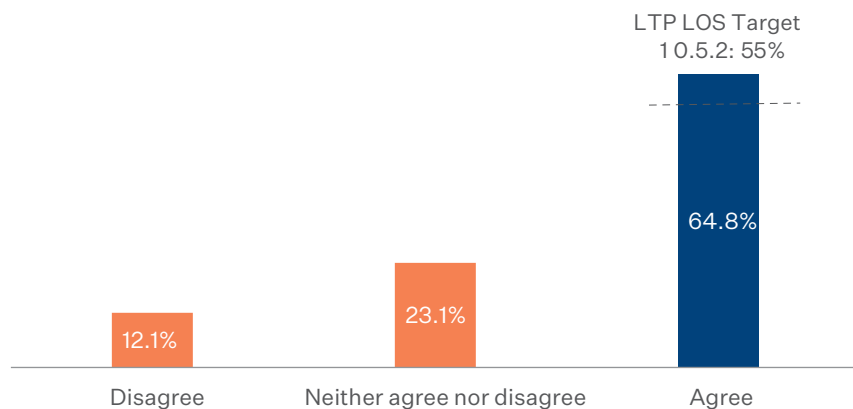
**3.5.2 Improve the perception that Christchurch is a ‘cycling-friendly’ city (LOS 10.5.2)**

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, 65 percent of residents agree Christchurch is a ‘cycle-friendly’ city. This result exceeds the Level of Service (LOS) target of 55 percent.

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



Base: Total sample excluding don't know/not applicable (n=745)

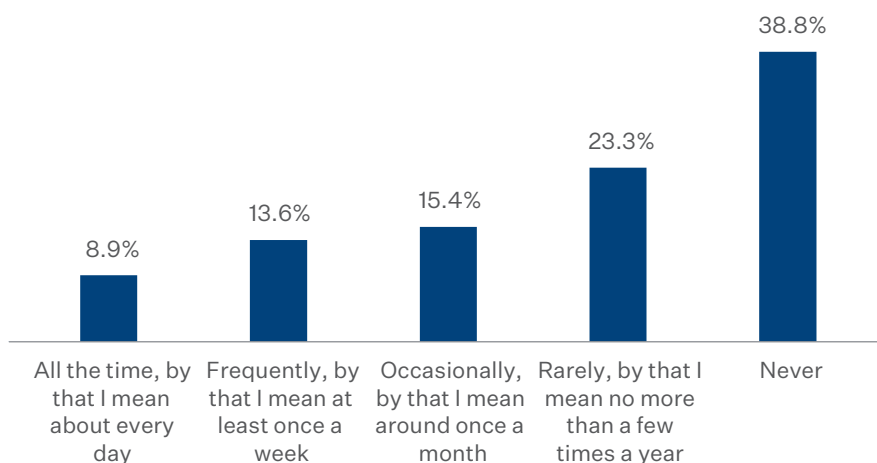
**3.25 Level of agreement the Christchurch is a ‘cycle-friendly’ city\***

		Don't know/ not applicable	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
Christchurch is a cycle friendly city	n	25	31	59	172	344	139
	%		4.2%	7.9%	23.1%	46.2%	18.7%

\* 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. Just under one quarter (23 percent) had cycled on public roads at least once a week over that time. This result is comparable to 2020 levels (24 percent).

**3.26 Frequency of cycling on public roads**



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

Residents from the Linwood Central-Heathcote Community Board were the most frequent cyclists.

“Cycling paths, implementing these around the city and making cycling networks is an amazing project that shows great forward-thinking.”

### 3.6 Roads and Footpaths

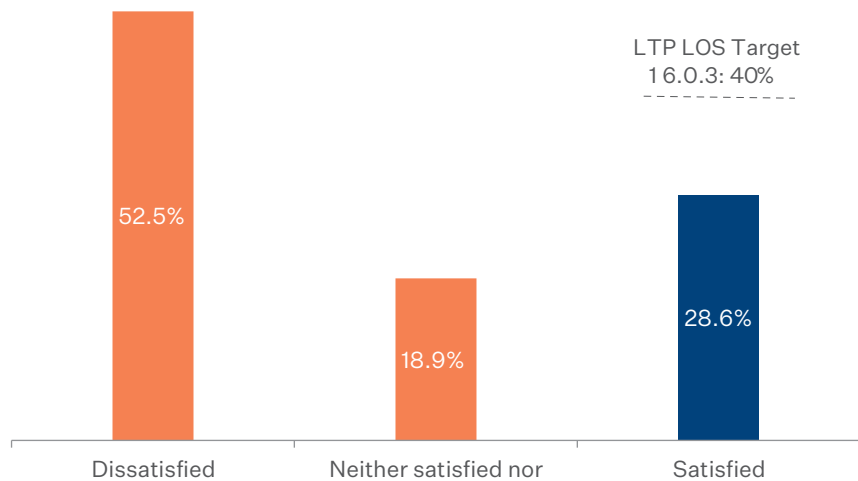
#### 3.6.1 Improve resident satisfaction with roadway condition (LOS 16.0.3)

Survey participants were asked to rate their satisfaction with the condition of roadways in Christchurch, excluding roads in the residential red zone, 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?”*

Just under one in three (29 percent) of residents are satisfied with the condition of roads. This result falls below the Level of Service (LOS) target of 40 percent.

#### 3.27 Satisfaction with the condition of roads excluding residential red zone roads



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

**3.28 Satisfaction with the condition of roads excluding residential red zone roads\***

		Don't know/ not applicable	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
Condition of roads	n	8	122	278	144	185	33
	%		16.0%	36.5%	18.9%	24.3%	4.3%

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

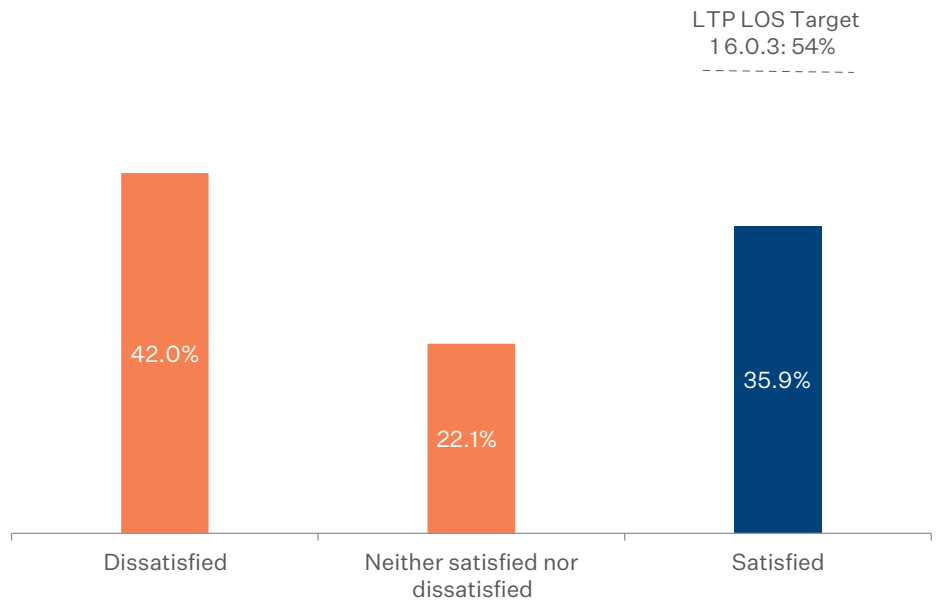
**3.6.2 Improve resident satisfaction with footpath condition (LOS 16.0.9)**

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?”*

Just over one-third (36 percent) of residents are satisfied with the footpaths in the City; once again well below the Level of Service (LOS) target of 54 percent.

**3.29 Satisfaction with the condition of footpaths excluding residential red zone footpaths**



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

**3.30 Satisfaction with the condition of footpaths excluding residential red zone footpaths\***

		<b>Don't know/ not applicable</b>	<b>Very dissatisfied</b>	<b>Dissatisfied</b>	<b>Neither satisfied nor dissatisfied</b>	<b>Satisfied</b>	<b>Very satisfied</b>
<b>Condition of footpaths excluding residential red zone footpaths</b>	n	6	90	231	169	238	36
	%		11.8%	30.2%	22.1%	31.2%	4.7%

\* 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)

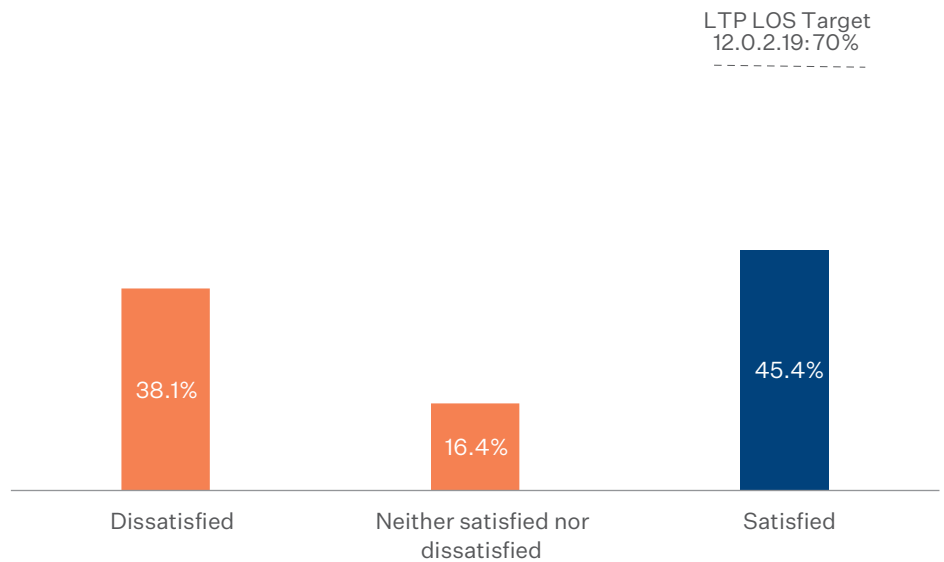
Survey participants were asked to rate their satisfaction with the quality of the water supply. This was done using a five-point Likert scale, where 1 = very satisfied; 3 = neither satisfied nor dissatisfied; and 5 = very dissatisfied:

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

Forty-five percent of residents were satisfied with the quality of the water supply; well below the Level of Service (LOS) target of 70 percent. Although slightly lower than in 2020 (48%), it represents a significant improvement from 2019, when only 37 percent were satisfied.

Residents of the Fendalton-Waimairi-Harewood Community Board were significantly more likely to be satisfied with the water supply quality. Banks Peninsula residents were less satisfied, although not significantly.

#### 3.31 Satisfaction with quality of water supply



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

### 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	4	114	178	126	240	108
	%		14.9%	23.2%	16.4%	31.3%	14.1%

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

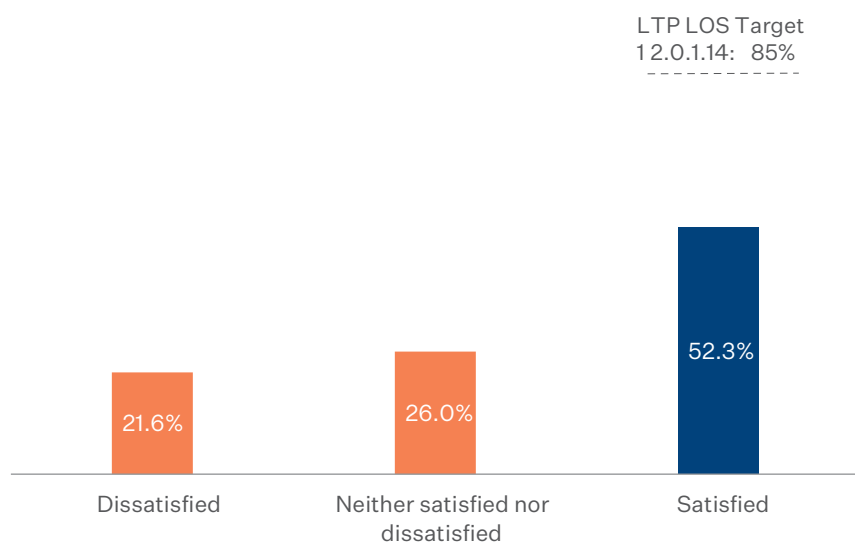
### 3.7.2 Proportion of residents satisfied with the responsiveness of Council water supplies (LOS 12.0.1.14)

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?”*

Compared to 2020 where 54 percent of residents were satisfied, just over half (52 percent) of residents are satisfied with the responsiveness offered by the Council in 2021. This result falls below the Level of Service (LOS) target of 85 percent.

### 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=703)*



**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	67	56	96	183	275	93
	%		8.0%	13.7%	26.0%	39.1%	13.2%

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

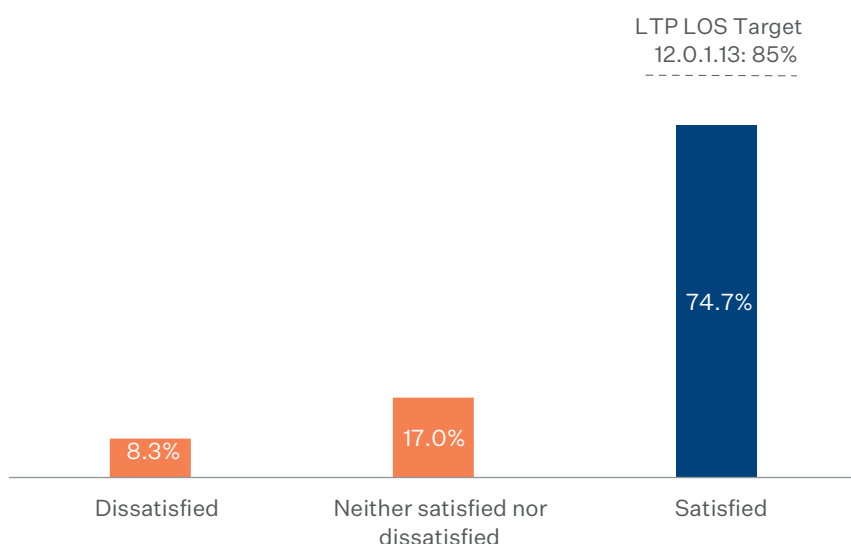
**3.7.3 Proportion of residents satisfied with the reliability of Council water supplies (LOS 12.0.1.13)**

Survey participants were asked to rate their satisfaction with the reliability of the Council water supply 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?”*

Three quarters (75 percent) of residents are satisfied with the reliability of the water supply. This result falls below the Level of Service (LOS) target of 85 percent but slightly improved from 2020 when 72 percent were satisfied.

**3.36 Satisfaction with the reliability of water supply**



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

**3.37 Satisfaction rating with the reliability of water supply**

		<b>Don't know/ not applicable</b>	<b>Very dissatisfied</b>	<b>Dissatisfied</b>	<b>Neither satisfied nor dissatisfied</b>	<b>Satisfied</b>	<b>Very satisfied</b>
<b>Quality of water</b>	n	10	26	37	129	382	186
	%		3.4%	4.9%	17.0%	50.3%	24.5%

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

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

Survey participants were asked to rate their satisfaction concerning parking facilities run by the Council. Just over eight in ten (82 percent) of residents had used such a facility in the past 12 months, slightly above the 2020 and 2019 results of 80 percent and 79 percent, respectively.

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?”*

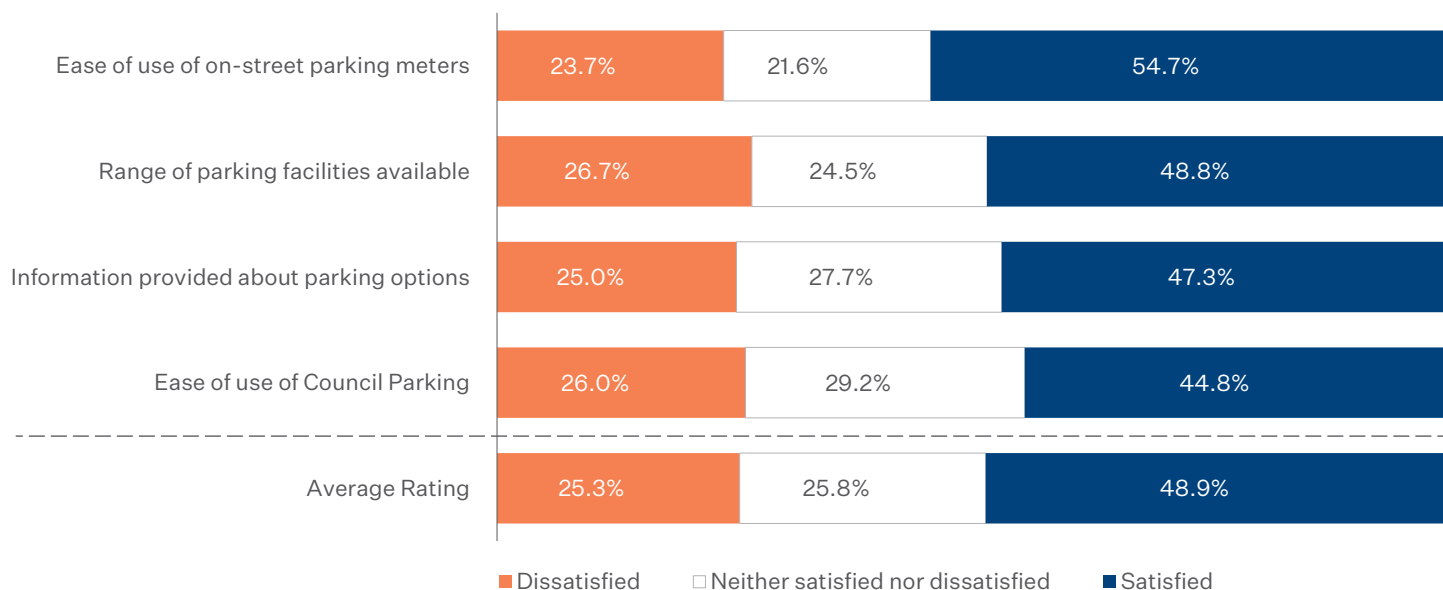
*“Overall, how satisfied or dissatisfied are you with the range of Council parking facilities available to you?”*

*“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, 49 percent of residents are satisfied with these aspects of Council on-street parking. This result falls below the Level of Service (LOS) target of 53 percent but shows a small improvement of 5 percent (from 44 percent in 2020).

**3.38 Satisfaction with on-street parking facilities**



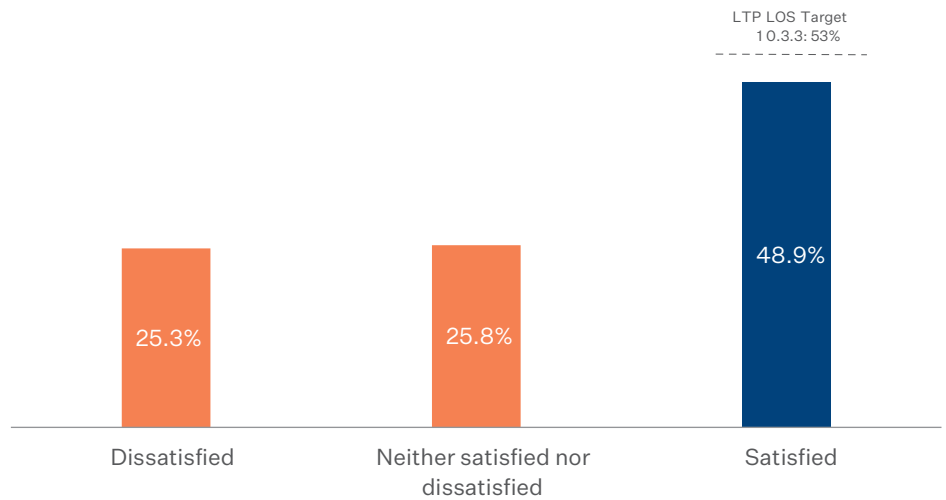
Base: Total sample excluding don't know/not applicable (n=708/709/711/701)

**3.39 Satisfaction with on-street parking facilities**

		Don't know/ not applicable	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
<b>Ease of use of on-street parking meters</b>	n	62	50	118	153	315	72
	%		7.1%	16.7%	21.6%	44.5%	10.2%
<b>Range of parking facilities available</b>	n	61	51	138	174	288	58
	%		7.2%	19.5%	24.5%	40.6%	8.2%
<b>Information provided about parking options</b>	n	59	48	130	197	294	42
	%		6.8%	18.3%	27.7%	41.4%	5.9%
<b>Ease of use of Council parking</b>	n	69	61	121	205	265	49
	%		8.7%	17.3%	29.2%	37.8%	7.0%
<b>Average Rating</b>			7.4%	17.9%	25.8%	41.1%	7.8%

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 perceptions 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:

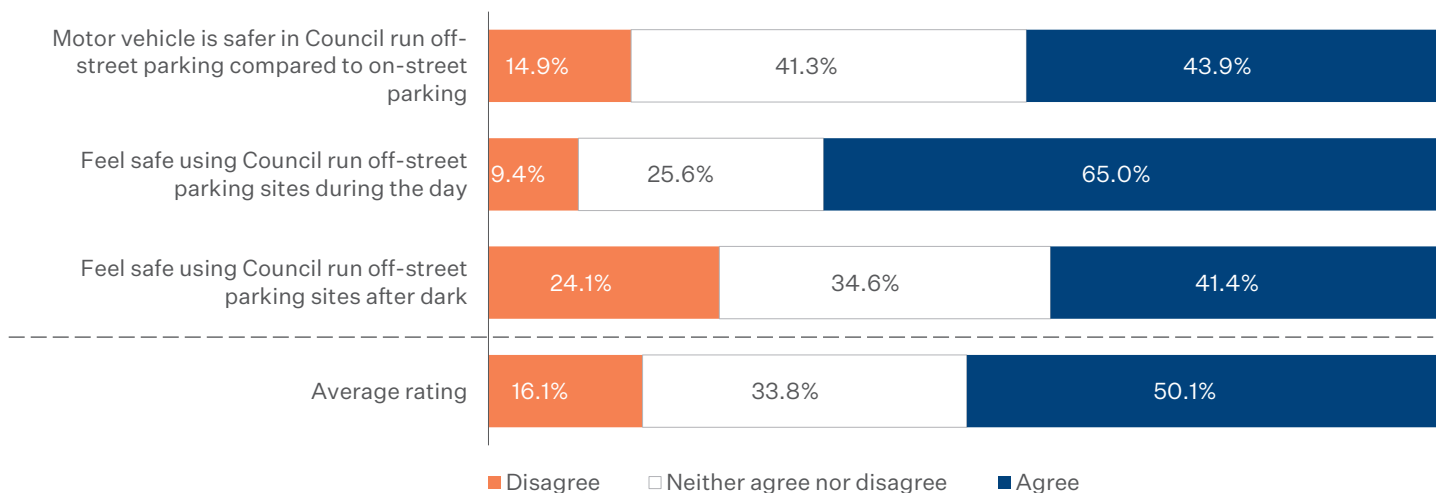
“Overall, how much would you agree or disagree that your motor vehicle is safer in Council-run off-street parking compared to on-street parking?”

“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, 50 percent agree that they feel safe using off-street parking. This result falls just short of the Level of Service (LOS) target of 53 percent. These results are similar to 2020.

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



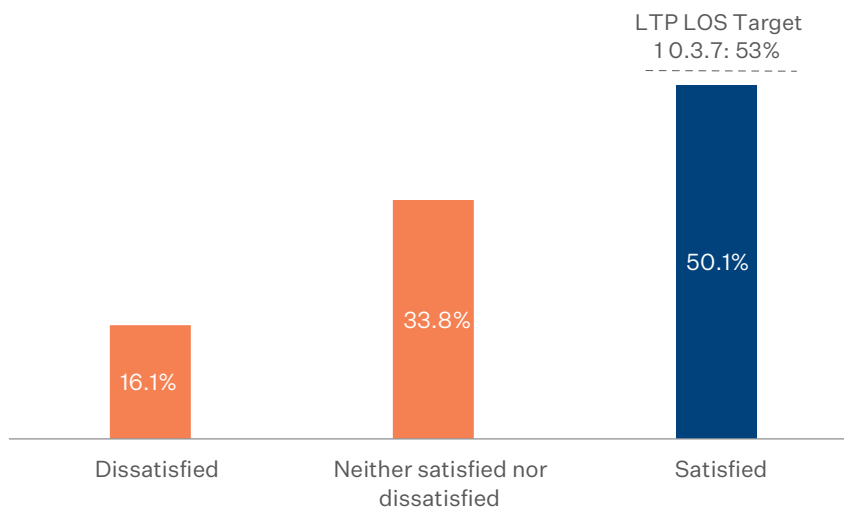
Base: Total sample excluding don't know/not applicable (n=693/7692/665)

**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	77	26	77	286	250	54
	%		3.8%	11.1%	41.3%	36.1%	7.8%
Feel safe using Council run off-street parking sites during the day	n	78	23	42	177	355	95
	%		3.3%	6.1%	25.6%	51.3%	13.7%
Feel safe using Council run off-street parking sites after dark	n	105	49	111	230	235	40
	%		7.4%	16.7%	34.6%	35.3%	6.0%
<b>AVERAGE RATING</b>			4.8%	11.3%	33.8%	40.9%	9.2%

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)

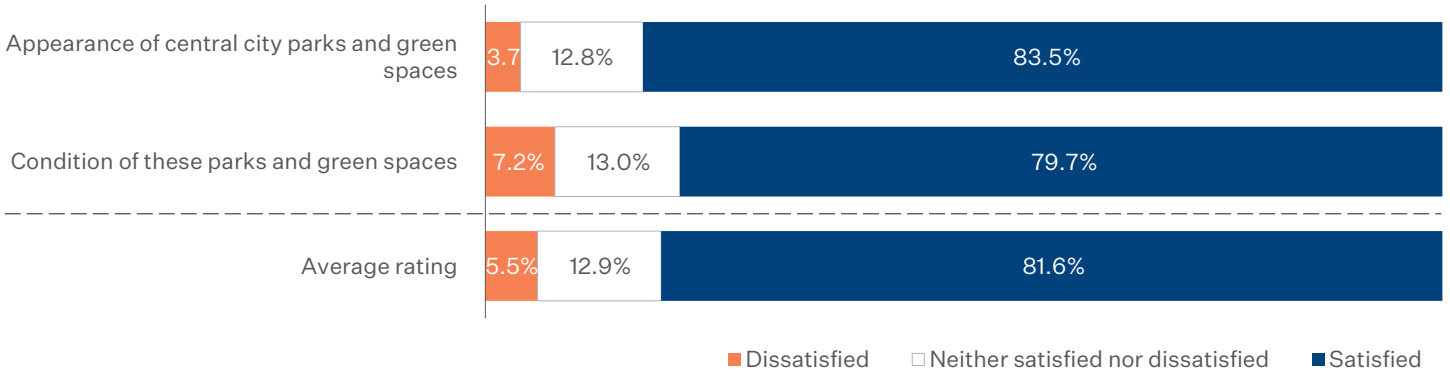
Survey participants were asked to rate their satisfaction with parks and green spaces. Two factors were evaluated using a five-point Likert scale, where 1 = very satisfied; 3 = neither satisfied nor dissatisfied; and 5 = very dissatisfied:

*“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, 82 percent of residents are satisfied with parks and green spaces. This result just falls below the Level of Service (LOS) target of 85 percent, however satisfaction has increased slightly over the past year, up from 80 percent in 2020.

#### 3.44 Satisfaction with parks and green spaces



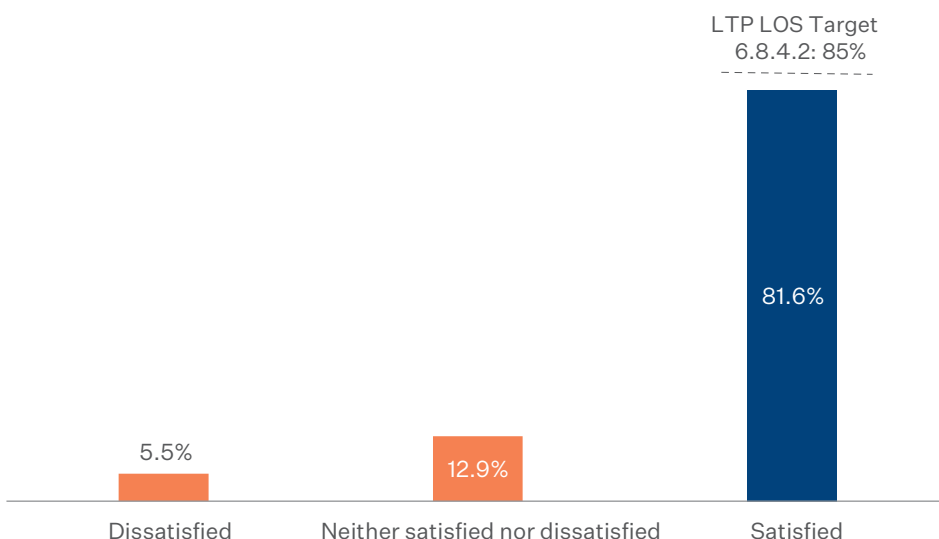
Base: total sample excluding Don't know/not applicable (n=759/759)

**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	11	9	19	97	414	220
	%		1.2%	2.5%	12.8%	54.5%	29.0%
Condition of these parks and green spaces	n	11	19	36	99	398	207
	%		2.5%	4.7%	13.0%	52.4%	27.3%
<b>AVERAGE RATING</b>			1.8%	3.6%	12.9%	53.5%	28.1%

*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 with the Council's performance in delivering its services has remained stable over the past 12 months (although down from 50% in 2020 to 49% in 2021). But levels of dissatisfaction have reduced slightly (from 23 percent 12 months ago to 21% in 2021).

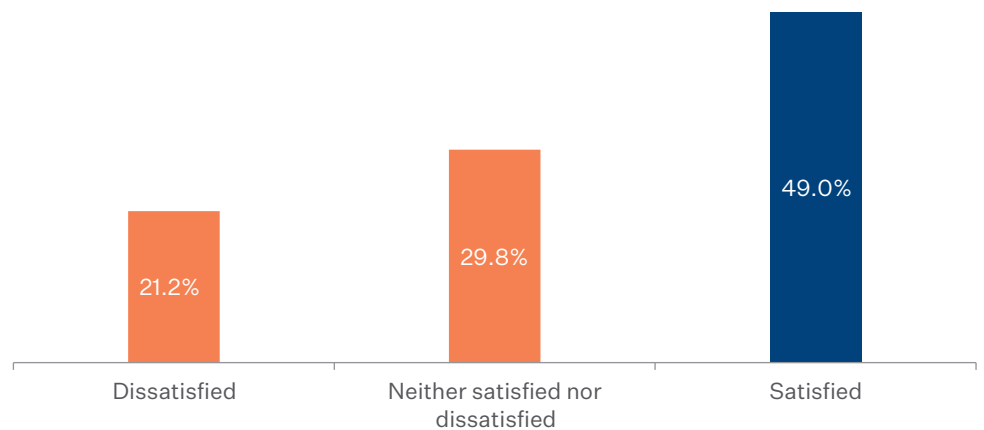
The main reasons for dissatisfaction relate to the Council's provision of services and disapproval about Council spending.

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=745)

**3.48 Overall satisfaction with the Council’s performance**

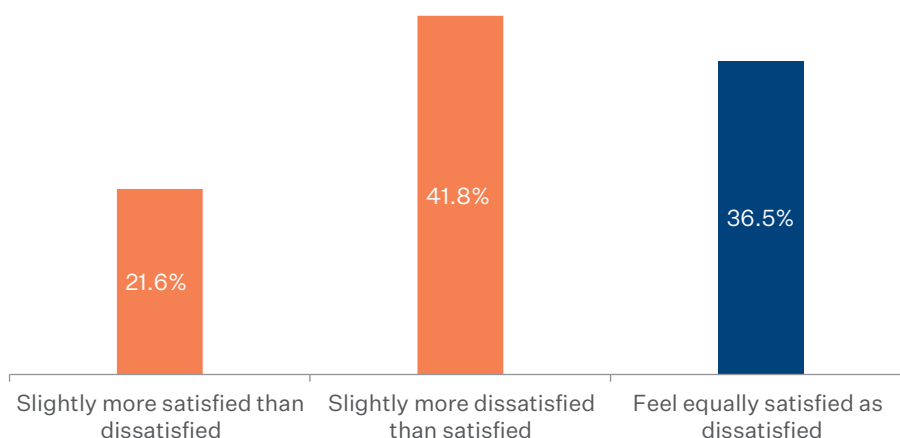
		Don’t know/not applicable	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
Council’s performance in delivering service over the last 12 months	n	25	62	96	222	306	59
	%		8.3%	12.9%	29.8%	41.1%	7.9%

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

In 2021, respondents who were neither satisfied nor dissatisfied with the Council’s performance were asked to describe their feelings.

*Which of the following would best describe your feelings toward Christchurch City Council’s overall performance over the past 12 months?*

**3.49 Feelings towards the Council’s overall performance (neutral perceptions)**



*Base: total sample excluding Don’t know/not applicable (n=208)*

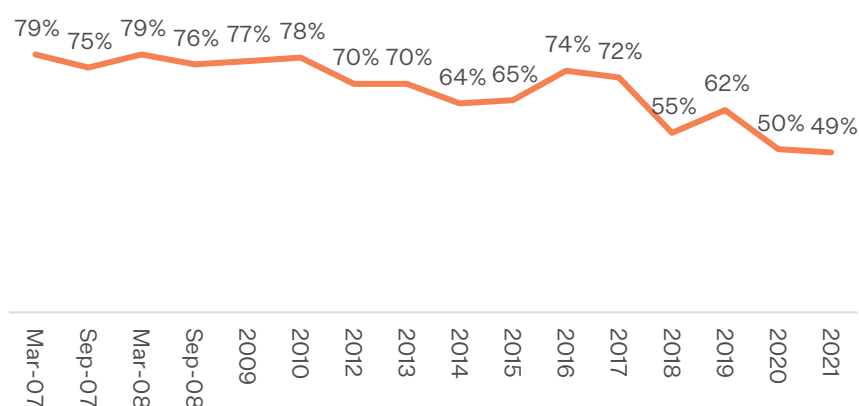
**3.50 Feelings towards the Council’s overall performance (neutral perceptions)**

		<b>Don't Know/not applicable</b>	<b>Slightly more satisfied than dissatisfied</b>	<b>Slightly more dissatisfied than satisfied</b>	<b>Feel equally satisfied as dissatisfied</b>
<b>Overall feelings towards the Council’s overall performance</b>	n	14	45	87	76
	%		21.6%	41.8%	36.5%

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

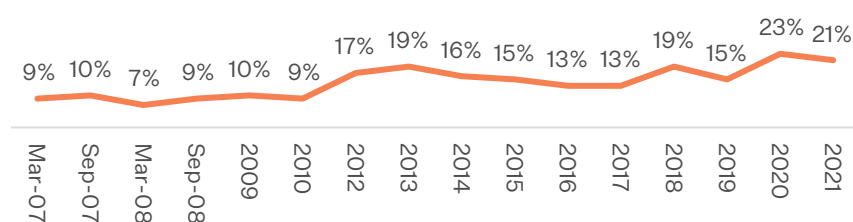
Satisfaction with the Council’s performance over time has fallen below 50 percent for the first time since 2007.

**3.51 Satisfaction with the Council’s performance over time**



Dissatisfaction levels have decreased slightly over the past 12 months.

### 3.52 Dissatisfaction with the Council's performance over time



Residents were asked to elaborate on why they are satisfied/dissatisfied with Council. Their responses were mixed.

*“Why did you give that rating?”*

### 3.53 Reasons for satisfaction/dissatisfaction with the Council

	Total Number of Comments	% of Comments*
Unhappy with services provided	121	18%
Council is doing a good job overall	73	11%
Happy with services provided	68	10%
Disapprove of Council spending	51	7%
Respond to problems/ concerns	42	6%
Room for improvement	39	6%
Disapprove of water chlorination handling	29	4%
Slow to/don't respond to problems/ concerns	26	4%
Good customer service	25	4%
Unhappy with rebuild progress	25	4%
Poor communication	24	3%
Council is doing a poor job overall	21	3%
Lack of public consultation	20	3%
Rates increased	20	3%

	Total Number of Comments	% of Comments*
No problems/issues	13	2%
Poor customer service	12	2%
Unhappy about water bottling plant	8	1%
Unhappy with council staff	7	1%
Good communication	4	1%
Unhappy with Mayor	3	0%
Difficulties reporting issues to Council	1	0%
Council needs to take more action	1	0%
Other	53	8%

Base: total sample (n=770) \*Don't know responses removed

Looking at the top responses provided (split by those who were satisfied/very satisfied versus those who were dissatisfied/very dissatisfied), the provision of services emerges as the key issue driving relative satisfaction. Like 2020, more people feel Council is doing a good job providing services than not.

Of the positive comments, one in three respondents are happy with Council's services and just under one-third think Council is doing a good job.

### 3.54 Top reasons for satisfaction

	Number of Comments	% of Total Sample	% of Total Positive Comments*
Council is doing a good job overall	73	11%	32%
Happy with services provided	68	10%	30%
Respond to problems/concerns	42	6%	19%
Good customer service	25	4%	11%
No problems issues	13	2%	6%
Good communication	4	1%	2%

Base: total satisfied/very satisfied (n=225) \* Don't know responses removed

“I have no problem with the overall running of the Council, and things are generally done...”

“Public libraries repaired and reopened after the earthquakes... are really valued by so many residents; they provide great places for families, children, and particularly retired citizens to meet, read and socialise. I have older parents, and they are regular users of two of the libraries, and they are so valued...”

Other than being generally unhappy with services provided, major concerns focus on disapproval of Council spending and its handling of water chlorination in the city drinking water.

### 3.55 Areas the Council most needs to improve

	Number of Comments	% of Total Sample	% of Total Negative Comments*
Unhappy with services provided	121	18%	30%
Disapprove of Council spending	51	7%	13%
Room for improvement	39	6%	10%
Disapprove of water chlorination handling	29	4%	7%
Slow to/don't respond to problems/ concerns	26	4%	6%
Unhappy with rebuild progress	25	4%	6%

Base: total dissatisfied/very dissatisfied (n=408) \* Don't know responses removed

- “I feel that council spending is out of control, and they need to trim their expenditure and stop raising rates higher than the rate of inflation; it is getting too expensive to live here.”
- “The water supply needs to be sorted so that it no longer requires chlorination. If there is the risk of contamination, the cause of that risk needs to be addressed to secure clean water for the future. The chlorine in the water agitates the skin, tastes foul, and crystallises in areas such as showers and within kettles. If the cause of pollution risk cannot be eliminated, the council should develop an affordable solution to install filters on all housing water mains.”

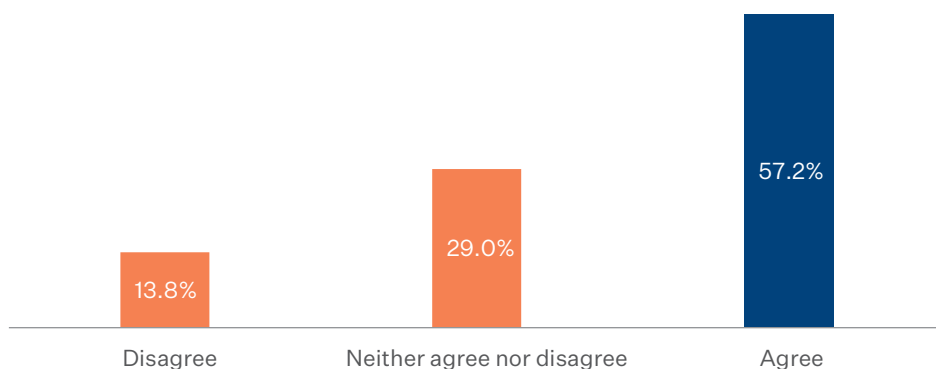
### 3.10.2 Ease of interaction with the Council

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:

#### 3.56 Agreement with ease of interaction



Base: total sample excluding Don't know/not applicable (n=711)

#### 3.57 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	59	33	65	206	325	82
	%		4.6%	9.1%	29.0%	45.7%	11.5%

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

### 3.10.3 Best and Worst Services

#### Best Services

Residents were also asked to state what they thought was the best service that 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?”*

*Similar to the past two years, waste management is considered the best service Council provides. Parks and reserves are identified as the next best performing service, followed by libraries.*

“Rubbish collection, the collecting truck drivers always ensure the bins are fully emptied before returning them to the ground by giving them an extra ‘shake’. Also, the recent education campaign on correct items in the recycling...”

“Parks, they are all looking really good and a highlight of the city.”

#### 3.58 The one service you feel the Council is performing the best in

Service	Number of Comments	% of Total Sample	% of Positive Comments*
Waste management	137	16%	29%
Parks, reserves and green spaces	75	9%	16%
Libraries	45	5%	9%
Recreation & Sport Centres	26	3%	5%
Events/ activities	23	3%	5%
Public space cleaning/ City beautification	20	2%	4%
Cycleways	19	2%	4%
Facilities and services in general	18	2%	4%
Roading	16	2%	3%
Water supply	15	2%	3%
Sewerage/ Wastewater	10	1%	2%
Information and communication	10	1%	2%
The rebuild	9	1%	2%
Waterways	9	1%	2%
Footpaths	4	0%	1%



<b>Service</b>	<b>Number of Comments</b>	<b>% of Total Sample</b>	<b>% of Positive Comments*</b>
Public transport	2	0%	0%
Animal control	2	0%	0%
Emergency preparedness and response	1	0%	0%
Parking	0	0%	0%
Community support	0	0%	0%
Rates spending and financial management	0	0%	0%
Other	35	4%	7%
Don't know	318	38%	

*Base: Total positive comments n=476 \* Don't know responses removed*

The findings are displayed in more detail, below.

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

Service	In detail	Number of Comments	% of Total Sample	% of Positive Comments*
Roading	Improved network/services	6	1%	1%
Roading	Roadworks/Maintenance	8	1%	2%
Roading	Other	4	1%	1%
Public transport	Generally, a good/efficient service	1	0%	0%
Public transport	Good coverage/variety of routes	0	0%	0%
Public transport	Punctual timetables	1	0%	0%
Public transport	Other	0	0%	0%
Waste management	Generally good service/no issues	59	8%	12%
Waste management	Timely collection and service	17	2%	3%
Waste management	Availability of bins/good size bins	4	1%	1%
Waste management	Recycling and recycling options	9	1%	2%
Waste management	Proper collection/no residue left behind	8	1%	2%
Waste management	Friendly/responsive staff	1	0%	0%
Waste management	Communicate issues	5	1%	1%
Waste management	Reliable	9	1%	2%
Waste management	Other	22	3%	4%
Waste management	Undefined	41	5%	8%
Parking	Access to parking	0	0%	0%
Cycleways	Good quality	4	1%	1%
Cycleways	Availability/number	7	1%	1%
Cycleways	Other	9	1%	2%
Cycleways	Undefined	2	0%	0%
Events/activities	Availability/number/range	13	2%	3%

Service	In detail	Number of Comments	% of Total Sample	% of Positive Comments*
Events/activities	Providing information on events	1	0%	0%
Events/activities	Well organised	5	1%	1%
Events/activities	Family friendly/for all ages	2	0%	0%
Events/activities	Other	4	1%	1%
Events/activities	Free/affordable	3	0%	1%
Events/activities	Undefined	2	0%	0%
Libraries	Good service /good libraries	20	3%	4%
Libraries	Availability and variety of good/current resources/activities	9	1%	2%
Libraries	Availability of and access to libraries	6	1%	1%
Libraries	Good/modern infrastructure	2	0%	0%
Libraries	Free access/free access to materials	2	0%	0%
Libraries	Good librarians/staff	14	2%	3%
Libraries	Other	1	0%	0%
Libraries	Undefined	7	1%	1%
Recreation & Sport Centres	Availability and access to swimming pools	16	2%	3%
Recreation & Sport Centres	Generally good service	2	0%	0%
Recreation & Sport Centres	Clean/well maintained	6	1%	1%
Recreation & Sports Centres	Availability and access to walking tracks	2	0%	0%
Recreation & Sport Centres	Other	7	1%	1%
Facilities and services in general	Generally good service	18	2%	4%
				0%
Parks, reserves and green spaces	Well-presented and maintained	54	7%	11%
Parks, reserves and green spaces	Availability/number/variety	3	0%	1%
Parks, reserves and green spaces	Good service to have	12	2%	2%
Parks, reserves and green spaces	Good for the children	3	0%	1%
Parks, reserves and green spaces	Other	2	0%	0%

Service	In detail	Number of Comments	% of Total Sample	% of Positive Comments*
Parks, reserves and green spaces	Undefined	7	1%	1%
Water supply	No issues with chlorine	1	0%	0%
Water supply	Adequate and regular supply	2	0%	0%
Water supply	Water quality/taste is good	3	0%	1%
Water supply	Maintenance is done promptly/well maintained	4	1%	1%
Water supply	Generally good service	7	1%	1%
Community Support	Involvement of council	0	0%	0%
Sewerage/Wastewater	Generally good service	7	1%	1%
Sewerage/Wastewater	Well maintained	3	0%	1%
Sewerage/Wastewater	Not discharging during emergencies	0	0%	0%
				0%
Animal control	Good service	2	0%	0%
The rebuild	Improving the look of the City	3	0%	1%
The rebuild	Good progress being made	5	1%	1%
The rebuild	Other	2	0%	0%
Public space cleaning/City beautification	Keeping spaces/city clean	19	2%	4%
Public space cleaning/City beautification	Attract tourists/businesses	2	0%	0%
Emergency preparedness and response	Well prepared/good response	1	0%	0%
Rates spending and financial management	Generally good spending/management	0	0%	0%
Rates spending and financial management	Other	0	0%	0%
Information and communication	Good communication/clear	10	1%	2%

<b>Service</b>	<b>In detail</b>	<b>Number of Comments</b>	<b>% of Total Sample</b>	<b>% of Positive Comments*</b>
<b>Information and communication</b>	Other	0	0%	0%
				0%
<b>Waterways</b>	Well maintained/clean	9	1%	2%
<b>Footpaths</b>	Well maintained	0	0%	0%
<b>Footpaths</b>	Good accessibility	0	0%	0%
<b>Footpaths</b>	Good service	4	1%	1%
<b>Other</b>		35	5%	7%
<b>Don't know</b>		318	41%	

*Base: total satisfied/very satisfied (n=770) \* Don't know responses removed*

## Services to Improve

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

Roading is once again the most salient topic in respondents' minds, with just under one quarter (22 percent) of all respondents making a negative comment regarding the state of roads. That said, 28 percent identified this as a priority 12 months ago.

- “Fix the roads. So many of them have potholes, and it is so annoying.!”
- “Repairing roads in a timely fashion, Amyes Road and Marshes Road, main south end, in a terrible state and expected to take years to fix.”
- “Footpaths and roads in the eastern suburbs, these are terrible in places. I am not talking about the red zone here. When I go down to Sumner, I am always shocked at the money that has been spent on that suburb compared to where I live. It seems like one area of Christchurch gets an unreasonable amount of money spent on it compared to other suburbs...”

Water supply was the next issue highlighted by 16 percent of respondents. This result is the same as 2020 levels (16 percent). Continued chlorination and water leaks that took time to fix were prominent issues.

- “Again, the water leaks I report take forever to fix, sometimes months, even though I might report them several times. This is a disgusting waste of water. Also, sick of the chlorine that is still in our water two years later, or however long it has been.”
- “Water, I am sick of the flavour of Christchurch water; it used to be the only water I drank straight from the tap; ever since the chlorine has been added, it's awful, and I have to filter it; even for cooking.”

*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?*

**3.60 One service that is most important to improve**

Service	Number of Comments	% of Total Sample	% of Negative Comments*
Roading	126	16%	22%
Water supply	89	12%	16%
Council decision-making/financial management: Reduce spending on Councillors + Council decision-making/financial management	65	8%	12%
Waste management	34	4%	6%
Parking	33	4%	6%
Footpaths	31	4%	5%
Earthquake recovery/rebuild	31	4%	5%
Cycleways	28	4%	5%
Sewerage/ Wastewater	16	2%	3%
Public space cleaning/City beautification	14	2%	2%
Waterways	9	1%	2%
Parks, reserves and green spaces	9	1%	2%
Consents process	6	1%	1%
Public transport	6	1%	1%
Housing	5	1%	1%
Events/ activities	3	0%	1%
Information and communication	2	0%	0%
Recreation & Sports Centres	2	0%	0%
Other	55	7%	10%
Don't know	298	39%	

Base: total respondents (n=770) \* Don't know responses removed

## 3.61 One service that is most important to improve, with the reason (detailed)

Service	In detail	Number of Comments	% of Total Sample	% of Negative Comments*
Roading	Fix roads/make smooth/remove potholes	75	10%	14%
Roading	Better quality repair/less frequent repair/faster repair	24	3%	5%
Roading	Improve traffic control/flow/accessibility	19	2%	4%
Roading	Better communication/consultation	2	0%	0%
Roading	Prioritise/focus repairs where needed most	4	1%	1%
Roading	Allocate resources correctly	0	0%	0%
Roading	Other	14	2%	3%
Footpaths	Fix footpaths/make smooth/remove hazards	28	4%	5%
Footpaths	Better quality repair/less frequent repair/faster repair	0	0%	0%
Footpaths	Pedestrian right of way clarifications	0	0%	0%
Footpaths	Clear debris/overhanging foliage	3	0%	1%
Footpaths	Improve street lighting	0	0%	0%
Footpaths	Improve accessibility	2	0%	0%
Cycleways	Make more user-friendly/Less obstructive/Safer	7	1%	1%
Cycleways	Clearer delineation between cycleways/road lanes	2	0%	0%
Cycleways	Ensure cycleways on arterial roads/direct routes	0	0%	0%
Cycleways	Other	22	3%	4%
Water supply	Remove chlorine/other additives	41	5%	8%
Water supply	Fix the wells/bore/aquifer/pumping stations	2	0%	0%
Water supply	Improve or retain quality/smell/taste/appearance	21	3%	4%
Water supply	Fix leaks	15	2%	3%
Water supply	Halt sale of water to commercial interests	7	1%	1%
Water supply	Better communication/consultation	3	0%	1%
Water supply	Devote more resource to fixing issues/Keep to timeline	3	0%	1%
Water supply	Other	15	2%	3%



Service	In detail	Number of Comments	% of Total Sample	% of Negative Comments*
Council decision-making/ financial management	Reduce spending on Councillors	6	1%	1%
Council decision-making/ financial management	More consultation on new building spending/ more consultation generally	17	2%	3%
Council decision-making/ financial management	Faster action on rebuild projects	0	0%	0%
Council decision-making/ financial management	Focus more on infrastructure/services	4	1%	1%
Council decision-making/ financial management	Increase council transparency/address corruption/accountability	9	1%	2%
Council decision-making/ financial management	Improve communication and monitoring	13	2%	2%
Council decision-making/ financial management	Channel council contracts to local companies	1	0%	0%
Council decision-making/ financial management	Devise a better rates system	16	2%	3%
Council decision-making/ financial management	Better quality staff	4	1%	1%
Council decision-making/ financial management	Avoid over expenditure/expenditure on unnecessary projects	8	1%	2%
Council decision-making/ financial management	Developing clear plans and budgets/long term/independent thinking	4	1%	1%
Council decision-making/ financial management	Reduce the level of bureaucracy/less red tape	4	1%	1%
Public space cleaning/City beautification	Council should clean-up/increase cleaning frequency	8	1%	2%
Public space cleaning/City beautification	Clear leaves, dry grass, weeds/mow lawns/ prune trees	7	1%	1%
Public space cleaning/City beautification	Side streets and roadsides need attention	3	0%	1%
Public space cleaning/City beautification	Planting more trees	0	0%	0%
Public space cleaning/City beautification	Provide feedback and representation	0	0%	0%
Consents process	Process needs to be more inclusive/less adversarial	3	0%	1%
Consents process	Raise standards for the approval process/ streamline the process	0	0%	0%
Consents process	Reduce the time and costs related to the process	3	0%	1%
Consents process	Improving staffing/quality of staff	0	0%	0%
				0%
Parking	Fair enforcement/better enforcement	6	1%	1%

Service	In detail	Number of Comments	% of Total Sample	% of Negative Comments*
Parking	More parking/better quality parking	21	3%	4%
Parking	Lower the cost/make it free in some areas	15	2%	3%
Parking	Increase the time limit	1	0%	0%
Waterways	More efforts made to dredge/keep clean/clean up pollutants	8	1%	2%
Waterways	Clamping down on dumping of waste into waterways/prevent pollution	1	0%	0%
Waterways	Pay attention to the entire waterway not sections	0	0%	0%
Waterways	Planting along the river/make the rivers more presentable	1	0%	0%
Waterways	Building flood protection barriers	0	0%	0%
Waterways	Improve the development process	0	0%	0%
Sewerage/Wastewater	Reduce unpleasant smells	1	0%	0%
Sewerage/Wastewater	Improve drainage/runoff	8	1%	2%
Sewerage/Wastewater	Regular maintenance of drains and culverts	2	0%	0%
Sewerage/Wastewater	Overhaul of treatment plant	0	0%	0%
Sewerage/Wastewater	Prevent sewerage discharge into waterways	0	0%	0%
Sewerage/Wastewater	Other	6	1%	1%
Public transport	Cutting routes without proper consultation	0	0%	0%
Public transport	Improve service to raise usage/improve the service generally	2	0%	0%
Public transport	Develop routes/services that meet all customers' needs	1	0%	0%
Public transport	Reinstate cancelled services	0	0%	0%
Public transport	Buses should have a wider network	0	0%	0%
Public transport	Increase the number of buses and trips/reduce waiting time	0	0%	0%
Public transport	Drivers need to keep to the timetables	0	0%	0%
Public transport	Add /improve bus stops	0	0%	0%
Public transport	Make the service more affordable	0	0%	0%
Public transport	Other	4	1%	1%

Service	In detail	Number of Comments	% of Total Sample	% of Negative Comments*
Information and communication	Improve communication with the public/ improve transparency	2	0%	0%
Information and Communication	Consistency and clarity	0	0%	0%
Information and communication	More consultations	0	0%	0%
<b>Parks, reserves and green spaces</b>	Increase maintenance staff	1	0%	0%
<b>Parks, reserves and green spaces</b>	Improve maintenance/repair of park facilities	4	1%	1%
<b>Parks, reserves and green spaces</b>	Limit commercial activity in parks	0	0%	0%
<b>Parks, reserves and green spaces</b>	More facilities	3	0%	1%
<b>Parks, reserves and green spaces</b>	Adding more plants and trees/increasing variety of plants	1	0%	0%
				0%
<b>Recreation &amp; Sports Centres</b>	Construct more facilities	1	0%	0%
<b>Recreation &amp; Sports Centres</b>	Construct better quality facilities/add improvements	0	0%	0%
<b>Recreation &amp; Sports Centres</b>	Make them cheaper/open them for longer	1	0%	0%
<b>Events/activities</b>	Improvement communication about events	0	0%	0%
<b>Events/activities</b>	Providing options for the disabled community	0	0%	0%
<b>Events/activities</b>	Provide more events and activities	3	0%	1%
				0%
<b>Housing</b>	Safer housing	0	0%	0%
<b>Housing</b>	More housing	0	0%	0%
<b>Housing</b>	Cheaper housing	0	0%	0%
<b>Housing</b>	Other	5	1%	1%
<b>Waste management</b>	Better delineation /education of recycling/ organic/waste	1	0%	0%
<b>Waste management</b>	Provide bigger bins/more bins/same size bins/replacement of bins	10	1%	2%
<b>Waste management</b>	Proper/better collection of waste	3	0%	1%
<b>Waste management</b>	Better recycling options /information	17	2%	3%

Service	In detail	Number of Comments	% of Total Sample	% of Negative Comments*
Waste management	Increase collection frequency/change time of collection	3	0%	1%
Waste management	Cost of collections/bins should be reconsidered	1	0%	0%
Waste management	Other	2	0%	0%
Earthquake recovery/rebuild	Speed up the rebuild and rebuild processes	8	1%	2%
Earthquake recovery/rebuild	Doing the job correctly/better rebuild decisions	2	0%	0%
Earthquake recovery/rebuild	Rebuild on reclaimed land	1	0%	0%
Earthquake recovery/rebuild	More attention to the red zones	10	1%	2%
Earthquake recovery/rebuild	Not rebuilding the Cathedral	1	0%	0%
Earthquake recovery/rebuild	Management of Heritage properties	3	0%	1%
Earthquake recovery/rebuild	Other	7	1%	1%
Other		55	7%	10%
Don't know		298	39%	

Base: total respondents (n=770) \* Don't know responses removed

### 3.11 Additional Service Performance Results

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

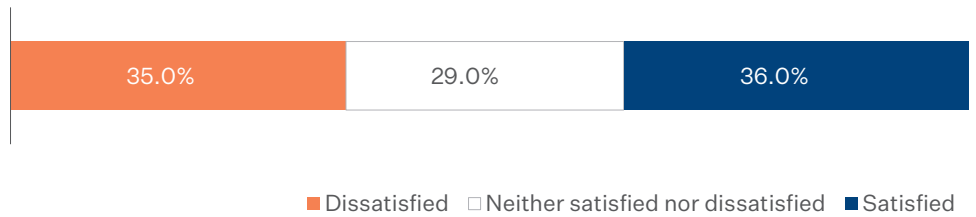
#### 3.11.1 Public participation in Community and City Governance and Decision-making

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

Just over one-third (36 percent) of residents have confidence Council makes decisions in the City’s best interests.

#### 3.62 Confidence the Council makes decisions in the best interests of the city

Satisfaction that the Council makes decisions in the best interests of the city



Base: Total sample excluding Don’t know/not applicable (n=762)

#### 3.63 Confidence the Council makes decisions in the best interests of the City

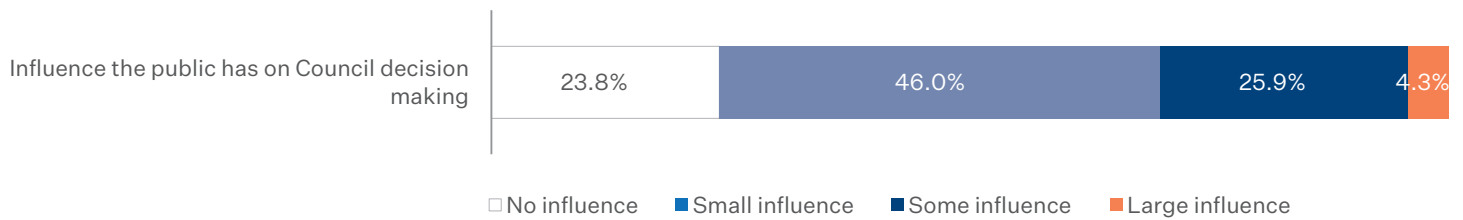
		Don’t know/ not applicable	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
Satisfaction that the Council makes decisions in the best interests of the City	n	8	109	158	221	226	48
	%		14.3%	20.7%	29.0%	29.7%	6.3%

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?”

Most (70%) respondents feel they have only a small or no influence at all on Council decision making.

**3.64 Perceived level of influence the public has on Council decision making**



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

**3.65 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	18	179	346	195	32
	%		23.8%	46.0%	25.9%	4.3%

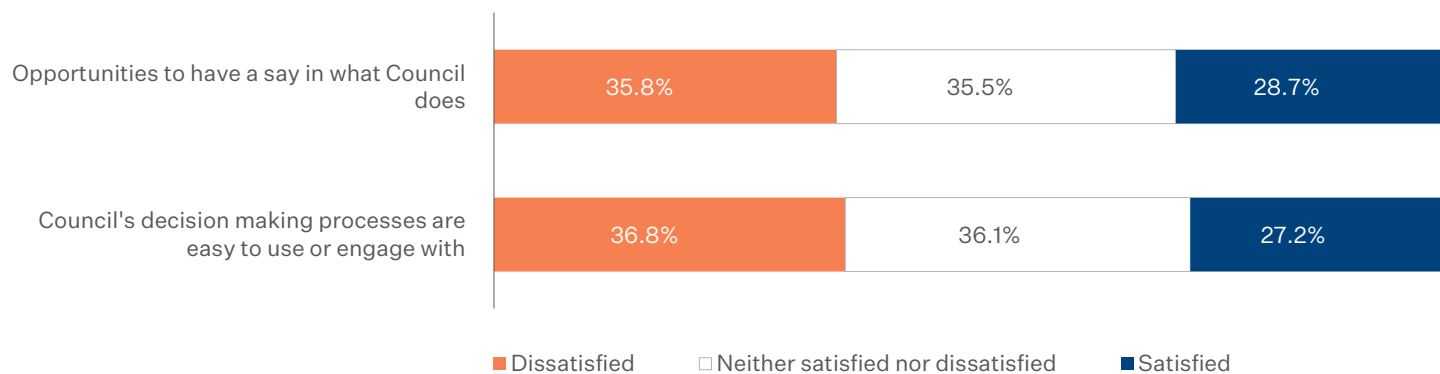
Don't know/not applicable responses have not been included in all percentages

“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?”

Just over one-quarter (28%) of respondents are satisfied with their opportunities around engage with Council and the ease of that engagement.

**3.66 Perceptions around engagement with the Council**



Base: total sample excluding Don't know/not applicable (n=746/721)

**3.67 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	24	84	183	265	170	44
	%		11.3%	24.5%	35.5%	22.8%	5.9%
Council's decision-making processes are easy to use or engage with	n	49	91	174	260	169	27
	%		12.6%	24.1%	36.1%	23.4%	3.7%

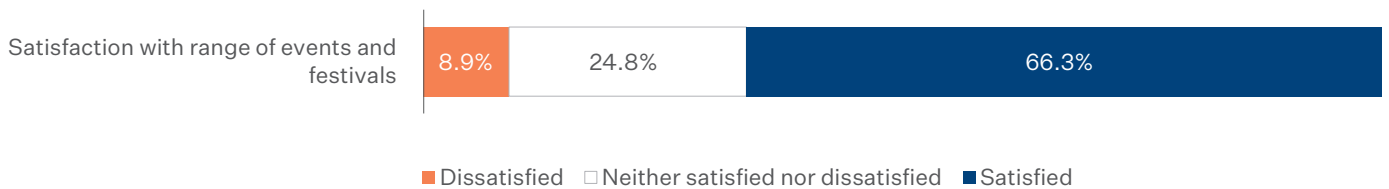
Don't know/not applicable responses have not been included in all percentages

**3.11.2 Events and Festivals**

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

Satisfaction with the range of events and festivals is reasonably high, and two-thirds (66%) of respondents are more than satisfied.

**3.68 Satisfaction with range of events and festivals**



*Base: total sample excluding Don't know/not applicable (n=753)*

**3.69 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	19	13	54	186	372	126
	%		1.7%	7.2%	24.8%	49.5%	16.8%

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

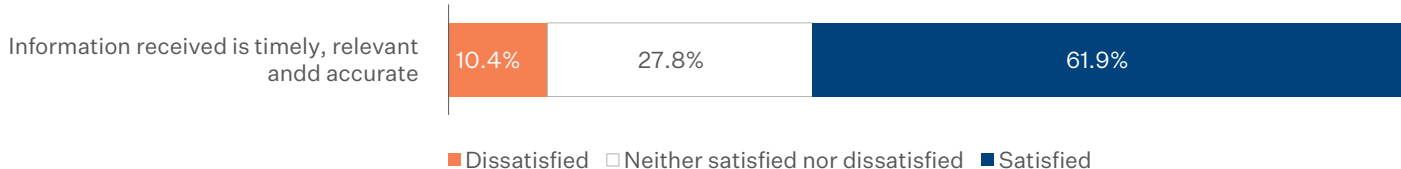


**3.11.3 City Promotions**

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

Information received about city events and festivals is rated highly by just over six in ten (62%) respondents.

**3.70 Satisfaction with timely, relevant and accurate information**



Base: total sample excluding Don't know/not applicable (n=753)

**3.71 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	17	19	59	209	367	99
	%		2.5%	7.8%	27.8%	48.7%	13.1%

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	Coastal-Burwood	Spreydon - Cashmere	Linwood-Central-Heathcote	Fendalton-Waimairi-Harewood	Halswell-Hornby-Riccarton	Papanui-Innes
Number of respondents	20	101	102	156	153	144	93
Strongly agree	0.0%	3.0%	3.9%	7.7%	3.9%	8.3%	4.3%
Agree	30.0%	29.7%	22.5%	27.6%	26.8%	29.9%	22.6%
Neither agree nor disagree	30.0%	24.8%	29.4%	26.9%	28.8%	29.2%	29.0%
Disagree	25.0%	31.7%	19.6%	25.0%	32.0%	25.0%	28.0%
Strongly disagree	15.0%	10.9%	21.6%	10.9%	7.8%	6.3%	14.0%
Don't know/not applicable	0.0%	0.0%	2.9%	1.9%	0.7%	1.4%	2.2%

*“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	Coastal-Burwood	Spreydon - Cashmere	Linwood-Central-Heathcote	Fendalton-Waimairi-Harewood	Halswell-Hornby-Riccarton	Papanui-Innes
Number of respondents	20	101	102	156	153	144	93
Very satisfied	20.0%	3.0%	1.0%	5.8%	3.3%	3.5%	8.6%
Satisfied	25.0%	32.7%	23.5%	30.8%	24.2%	34.0%	25.8%
Neither satisfied nor dissatisfied	10.0%	32.7%	35.3%	30.1%	41.2%	30.6%	30.1%
Dissatisfied	40.0%	27.7%	21.6%	23.7%	23.5%	19.4%	29.0%
Very dissatisfied	5.0%	4.0%	14.7%	6.4%	6.5%	10.4%	5.4%

	Banks Peninsula	Coastal-Burwood	Spreydon - Cashmere	Linwood-Central-Heathcote	Fendalton-Waimairi-Harewood	Halswell-Hornby-Riccarton	Papanui-Innes
Don't know/not applicable	0.0%	0.0%	3.9%	3.2%	1.3%	2.1%	1.1%

*“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	Coastal-Burwood	Spreydon - Cashmere	Linwood-Central-Heathcote	Fendalton-Waimairi-Harewood	Halswell-Hornby-Riccarton	Papanui-Innes
Number of respondents	20	101	102	156	153	144	93
Very satisfied	5.0%	5.0%	2.9%	6.4%	2.0%	6.3%	5.4%
Satisfied	25.0%	32.7%	20.6%	27.6%	26.8%	29.2%	14.0%
Neither satisfied nor dissatisfied	25.0%	28.7%	28.4%	28.8%	37.9%	34.7%	47.3%
Dissatisfied	35.0%	24.8%	32.4%	26.9%	23.5%	20.1%	26.9%
Very dissatisfied	5.0%	7.9%	11.8%	7.7%	7.8%	6.9%	4.3%
Don't know/not applicable	5.0%	1.0%	3.9%	2.6%	2.0%	2.8%	2.2%

*“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	Coastal-Burwood	Spreydon - Cashmere	Linwood-Central-Heathcote	Fendalton-Waimairi-Harewood	Halswell-Hornby-Riccarton	Papanui-Innes
Number of respondents	20	101	102	156	153	144	93
Very satisfied	5.0%	5.0%	2.9%	9.0%	2.6%	9.7%	7.5%
Satisfied	25.0%	27.7%	27.5%	30.1%	36.6%	28.5%	21.5%
Neither satisfied nor dissatisfied	25.0%	31.7%	25.5%	28.2%	25.5%	34.0%	28.0%
Dissatisfied	35.0%	20.8%	23.5%	17.9%	20.9%	13.2%	29.0%
Very dissatisfied	10.0%	14.9%	19.6%	13.5%	13.1%	13.2%	12.9%
Don't know/not applicable	0.0%	0.0%	1.0%	1.3%	1.3%	1.4%	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	Coastal-Burwood	Spreydon - Cashmere	Linwood-Central-Heathcote	Fendalton-Waimairi-Harewood	Halswell-Hornby-Riccarton	Papanui-Innes
Number of respondents	20	101	102	156	153	144	93
Large influence	5.0%	4.0%	1.0%	5.1%	2.6%	7.6%	3.2%
Some influence	30.0%	26.7%	18.6%	31.4%	26.1%	22.9%	21.5%
Small influence	50.0%	47.5%	49.0%	39.7%	46.4%	41.0%	49.5%
No influence	15.0%	19.8%	28.4%	19.9%	21.6%	27.1%	25.8%
Don't know/not applicable	0.0%	2.0%	2.9%	3.8%	3.3%	1.4%	0.0%

*“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	Coastal-Burwood	Spreydon - Cashmere	Linwood-Central-Heathcote	Fendalton-Waimairi-Harewood	Halswell-Hornby-Riccarton	Papanui-Innes
Number of respondents	20	101	102	156	153	144	93
Very satisfied	0.0%	6.9%	0.0%	7.1%	4.6%	10.4%	4.3%
Satisfied	30.0%	18.8%	18.6%	23.7%	21.6%	25.7%	20.4%
Neither satisfied nor dissatisfied	25.0%	38.6%	38.2%	34.6%	35.3%	27.1%	37.6%
Dissatisfied	30.0%	19.8%	22.5%	24.4%	26.8%	24.3%	21.5%
Very dissatisfied	10.0%	11.9%	14.7%	8.3%	8.5%	10.4%	14.0%
Don't know/not applicable	5.0%	4.0%	5.9%	1.9%	3.3%	2.1%	2.2%

*“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	Coastal-Burwood	Spreydon - Cashmere	Linwood-Central-Heathcote	Fendalton-Waimairi-Harewood	Halswell-Hornby-Riccarton	Papanui-Innes
Number of respondents	20	101	102	156	153	144	93
Very satisfied	0%	4%	1%	5%	2%	6%	3%
Satisfied	10%	21%	14%	22%	24%	29%	19%
Neither satisfied nor dissatisfied	40%	39%	29%	33%	33%	33%	35%

	Banks Peninsula	Coastal-Burwood	Spreydon - Cashmere	Linwood-Central-Heathcote	Fendalton-Waimairi-Harewood	Halswell-Hornby-Riccarton	Papanui-Innes
Dissatisfied	30%	20%	26%	25%	22%	21%	19%
Very dissatisfied	20%	11%	17%	10%	12%	6%	15%
Don't know/not applicable	0%	6%	13%	4%	6%	5%	8%

#### 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	Coastal-Burwood	Spreydon - Cashmere	Linwood-Central-Heathcote	Fendalton-Waimairi-Harewood	Halswell-Hornby-Riccarton	Papanui-Innes
Number of respondents	5.0%	8.9%	6.9%	16.7%	13.7%	17.4%	14.0%
Very satisfied	50.0%	61.4%	54.9%	47.4%	57.5%	52.8%	49.5%
Satisfied	30.0%	20.8%	28.4%	24.4%	24.8%	24.3%	26.9%
Neither satisfied nor dissatisfied	15.0%	6.9%	2.9%	9.0%	2.0%	3.5%	8.6%
Dissatisfied	0.0%	1.0%	2.9%	0.0%	1.3%	0.7%	0.0%
Very dissatisfied	5.0%	8.9%	6.9%	16.7%	13.7%	17.4%	14.0%
Don't know/not applicable	50.0%	61.4%	54.9%	47.4%	57.5%	52.8%	49.5%

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

#### 4.9 Satisfaction with condition of monuments and other heritage objects

	Banks Peninsula	Coastal-Burwood	Spreydon - Cashmere	Linwood-Central-Heathcote	Fendalton-Waimairi-Harewood	Halswell-Hornby-Riccarton	Papanui-Innes
Number of respondents	20	101	102	156	153	144	93
Very satisfied	15.0%	11.9%	7.8%	11.5%	14.4%	16.7%	9.7%
Satisfied	50.0%	49.5%	48.0%	50.6%	61.4%	51.4%	49.5%
Neither satisfied nor dissatisfied	20.0%	33.7%	32.4%	26.3%	17.0%	27.1%	34.4%
Dissatisfied	10.0%	2.0%	3.9%	6.4%	3.3%	2.8%	6.5%
Very dissatisfied	5.0%	1.0%	2.0%	0.0%	1.3%	0.0%	0.0%

	Banks Peninsula	Coastal-Burwood	Spreydon - Cashmere	Linwood-Central-Heathcote	Fendalton-Waimairi-Harewood	Halswell-Hornby-Riccarton	Papanui-Innes
Don't know/not applicable	0.0%	2.0%	5.9%	5.1%	2.6%	2.1%	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?”*

#### 4.10 Satisfaction with their appearance

	Banks Peninsula	Coastal-Burwood	Spreydon - Cashmere	Linwood-Central-Heathcote	Fendalton-Waimairi-Harewood	Halswell-Hornby-Riccarton	Papanui-Innes
Number of respondents	20	101	102	156	153	144	93
Very satisfied	15.0%	7.9%	9.8%	12.2%	7.2%	13.2%	6.5%
Satisfied	40.0%	36.6%	32.4%	38.5%	49.0%	37.5%	40.9%
Neither satisfied nor dissatisfied	20.0%	29.7%	31.4%	27.6%	25.5%	30.6%	30.1%
Dissatisfied	10.0%	17.8%	16.7%	15.4%	9.8%	11.1%	18.3%
Very dissatisfied	5.0%	5.9%	4.9%	1.9%	6.5%	4.9%	4.3%
Don't know/not applicable	10.0%	2.0%	4.9%	4.5%	2.0%	2.8%	0.0%

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

#### 4.11 Satisfaction with their condition

	Banks Peninsula	Coastal-Burwood	Spreydon - Cashmere	Linwood-Central-Heathcote	Fendalton-Waimairi-Harewood	Halswell-Hornby-Riccarton	Papanui-Innes
Number of respondents	20	101	102	156	153	144	93
Very satisfied	10.0%	7.9%	8.8%	10.9%	4.6%	11.8%	3.2%
Satisfied	40.0%	33.7%	25.5%	32.1%	41.2%	37.5%	38.7%
Neither satisfied nor dissatisfied	15.0%	28.7%	36.3%	28.8%	28.1%	29.2%	31.2%
Dissatisfied	25.0%	18.8%	16.7%	17.9%	15.0%	15.3%	19.4%
Very dissatisfied	5.0%	7.9%	7.8%	3.8%	8.5%	4.2%	4.3%
Don't know/not applicable	5.0%	3.0%	4.9%	6.4%	2.6%	2.1%	3.2%

### 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	Coastal-Burwood	Spreydon - Cashmere	Linwood-Central-Heathcote	Fendalton-Waimairi-Harewood	Halswell-Hornby-Riccarton	Papanui-Innes
Number of respondents	20	101	102	156	153	144	93
Very satisfied	20.0%	27.7%	26.5%	25.6%	32.0%	31.9%	23.7%
Satisfied	60.0%	45.5%	42.2%	51.3%	43.8%	49.3%	53.8%
Neither satisfied nor dissatisfied	5.0%	12.9%	9.8%	11.5%	9.8%	11.1%	11.8%
Dissatisfied	5.0%	11.9%	12.7%	7.7%	12.4%	4.9%	9.7%
Very dissatisfied	10.0%	2.0%	8.8%	2.6%	2.0%	2.1%	1.1%
Don’t know/not applicable	0.0%	0.0%	0.0%	1.3%	0.0%	0.7%	0.0%

*“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	Coastal-Burwood	Spreydon - Cashmere	Linwood-Central-Heathcote	Fendalton-Waimairi-Harewood	Halswell-Hornby-Riccarton	Papanui-Innes
Number of respondents	20	101	102	156	153	144	93
Very satisfied	15.0%	30.7%	30.4%	28.8%	34.6%	32.6%	22.6%
Satisfied	65.0%	52.5%	46.1%	52.6%	43.8%	50.0%	50.5%
Neither satisfied nor dissatisfied	10.0%	7.9%	12.7%	10.3%	9.2%	9.0%	14.0%
Dissatisfied	5.0%	7.9%	5.9%	6.4%	9.2%	5.6%	9.7%
Very dissatisfied	5.0%	1.0%	4.9%	0.6%	3.3%	2.1%	3.2%
Don’t know/not applicable	0.0%	0.0%	0.0%	1.3%	0.0%	0.7%	0.0%



*“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	Coastal-Burwood	Spreydon - Cashmere	Linwood-Central-Heathcote	Fendalton-Waimairi-Harewood	Halswell-Hornby-Riccarton	Papanui-Innes
Number of respondents	20	101	102	156	153	144	93
Very satisfied	20.0%	31.7%	36.3%	31.4%	33.3%	33.3%	22.6%
Satisfied	35.0%	48.5%	39.2%	50.6%	44.4%	43.1%	46.2%
Neither satisfied nor dissatisfied	5.0%	8.9%	11.8%	9.6%	9.2%	9.0%	10.8%
Dissatisfied	10.0%	7.9%	6.9%	5.1%	11.1%	11.1%	15.1%
Very dissatisfied	20.0%	3.0%	5.9%	1.3%	2.0%	2.1%	5.4%
Don’t know/not applicable	10.0%	0.0%	0.0%	1.9%	0.0%	1.4%	0.0%

#### 4.1.4 Sewerage and Stormwater

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

#### 4.15 Minimal odour from sewerage system

	Banks Peninsula	Coastal-Burwood	Spreydon - Cashmere	Linwood-Central-Heathcote	Fendalton-Waimairi-Harewood	Halswell-Hornby-Riccarton	Papanui-Innes
Number of respondents	20	101	102	156	153	144	93
Very satisfied	10.0%	10.9%	16.7%	12.8%	11.8%	19.4%	16.1%
Satisfied	35.0%	41.6%	36.3%	37.2%	52.3%	40.3%	38.7%
Neither satisfied nor dissatisfied	45.0%	23.8%	26.5%	21.2%	19.6%	22.2%	23.7%
Dissatisfied	10.0%	12.9%	8.8%	19.9%	5.9%	9.0%	15.1%
Very dissatisfied	0.0%	7.9%	6.9%	5.8%	2.0%	2.8%	2.2%
Don’t know/not applicable	0.0%	3.0%	4.9%	3.2%	8.5%	6.3%	4.3%

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

#### 4.16 Wastewater services are reliable

	<b>Banks Peninsula</b>	<b>Coastal-Burwood</b>	<b>Spreydon - Cashmere</b>	<b>Linwood-Central-Heathcote</b>	<b>Fendalton-Waimairi-Harewood</b>	<b>Halswell-Hornby-Riccarton</b>	<b>Papanui-Innes</b>
Number of respondents	20	101	102	156	153	144	93
Very satisfied	5.0%	16.8%	19.6%	17.3%	19.6%	18.8%	9.7%
Satisfied	45.0%	53.5%	45.1%	43.6%	49.0%	47.2%	59.1%
Neither satisfied nor dissatisfied	15.0%	21.8%	19.6%	27.6%	20.9%	23.6%	21.5%
Dissatisfied	20.0%	5.0%	6.9%	6.4%	4.6%	4.9%	5.4%
Very dissatisfied	10.0%	2.0%	4.9%	0.6%	2.6%	1.4%	1.1%
Don't know/not applicable	5.0%	1.0%	3.9%	4.5%	3.3%	4.2%	3.2%

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

#### 4.17 Repairs and complaints are investigated in a timely manner

	<b>Banks Peninsula</b>	<b>Coastal-Burwood</b>	<b>Spreydon - Cashmere</b>	<b>Linwood-Central-Heathcote</b>	<b>Fendalton-Waimairi-Harewood</b>	<b>Halswell-Hornby-Riccarton</b>	<b>Papanui-Innes</b>
Number of respondents	20	101	102	156	153	144	93
Very satisfied	5.0%	10.9%	6.9%	10.3%	10.5%	11.8%	7.5%
Satisfied	35.0%	44.6%	32.4%	37.2%	37.3%	41.7%	35.5%
Neither satisfied nor dissatisfied	35.0%	23.8%	32.4%	30.1%	28.8%	25.7%	29.0%
Dissatisfied	10.0%	5.0%	10.8%	11.5%	7.8%	6.9%	14.0%
Very dissatisfied	10.0%	3.0%	2.9%	1.3%	3.9%	4.2%	3.2%
Don't know/not applicable	5.0%	12.9%	14.7%	9.6%	11.8%	9.7%	10.8%

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

#### 4.18 Condition of waterways

	<b>Banks Peninsula</b>	<b>Coastal-Burwood</b>	<b>Spreydon - Cashmere</b>	<b>Linwood-Central-Heathcote</b>	<b>Fendalton-Waimairi-Harewood</b>	<b>Halswell-Hornby-Riccarton</b>	<b>Papanui-Innes</b>
<b>Number of respondents</b>	20	101	102	156	153	144	93
<b>Very satisfied</b>	10.0%	5.0%	4.9%	8.3%	7.8%	9.0%	6.5%
<b>Satisfied</b>	30.0%	39.6%	37.3%	38.5%	30.7%	36.8%	32.3%
<b>Neither satisfied nor dissatisfied</b>	15.0%	25.7%	25.5%	21.2%	32.7%	25.7%	23.7%
<b>Dissatisfied</b>	35.0%	18.8%	22.5%	21.2%	23.5%	17.4%	29.0%
<b>Very dissatisfied</b>	10.0%	9.9%	6.9%	9.0%	3.3%	9.0%	5.4%
<b>Don't know/not applicable</b>	0.0%	1.0%	2.9%	1.9%	2.0%	2.1%	3.2%

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

#### 4.19 Condition of waterway margins

	<b>Banks Peninsula</b>	<b>Coastal-Burwood</b>	<b>Spreydon - Cashmere</b>	<b>Linwood-Central-Heathcote</b>	<b>Fendalton-Waimairi-Harewood</b>	<b>Halswell-Hornby-Riccarton</b>	<b>Papanui-Innes</b>
<b>Number of respondents</b>	20	101	102	156	153	144	93
<b>Very satisfied</b>	0.0%	5.9%	4.9%	7.1%	3.9%	8.3%	5.4%
<b>Satisfied</b>	30.0%	39.6%	35.3%	42.3%	36.6%	38.2%	31.2%
<b>Neither satisfied nor dissatisfied</b>	50.0%	27.7%	27.5%	21.8%	30.7%	31.9%	30.1%
<b>Dissatisfied</b>	15.0%	15.8%	21.6%	19.9%	19.6%	11.1%	24.7%
<b>Very dissatisfied</b>	5.0%	8.9%	5.9%	6.4%	5.9%	7.6%	5.4%
<b>Don't know/not applicable</b>	0.0%	2.0%	4.9%	2.6%	3.3%	2.8%	3.2%

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

#### 4.20 Appearance of Christchurch’s waterway margins

	Banks Peninsula	Coastal-Burwood	Spreydon - Cashmere	Linwood-Central-Heathcote	Fendalton-Waimairi-Harewood	Halswell-Hornby-Riccarton	Papanui-Innes
Number of respondents	20	101	102	156	153	144	93
Very satisfied	10.0%	7.9%	6.9%	7.7%	7.2%	16.0%	8.6%
Satisfied	30.0%	39.6%	42.2%	46.8%	41.8%	36.1%	33.3%
Neither satisfied nor dissatisfied	20.0%	26.7%	24.5%	19.9%	26.1%	29.9%	28.0%
Dissatisfied	25.0%	15.8%	15.7%	17.9%	17.0%	7.6%	24.7%
Very dissatisfied	15.0%	9.9%	5.9%	5.1%	5.2%	7.6%	4.3%
Don’t know/not applicable	0.0%	0.0%	4.9%	2.6%	2.6%	2.8%	1.1%

*“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?”*

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

	Banks Peninsula	Coastal-Burwood	Spreydon - Cashmere	Linwood-Central-Heathcote	Fendalton-Waimairi-Harewood	Halswell-Hornby-Riccarton	Papanui-Innes
Number of respondents	20	101	102	156	153	144	93
Very satisfied	5.0%	5.9%	1.0%	8.3%	5.2%	8.3%	4.3%
Satisfied	25.0%	42.6%	34.3%	32.7%	34.0%	33.3%	35.5%
Neither satisfied nor dissatisfied	15.0%	21.8%	27.5%	30.8%	28.8%	30.6%	37.6%
Dissatisfied	35.0%	22.8%	23.5%	20.5%	22.9%	17.4%	14.0%
Very dissatisfied	20.0%	5.0%	5.9%	5.1%	3.9%	5.6%	4.3%
Don’t know/not applicable	0.0%	2.0%	7.8%	2.6%	5.2%	4.9%	4.3%

#### 4.1.5 Transportation

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

##### 4.22 Agreement that Christchurch is a walking friendly city

	<b>Banks Peninsula</b>	<b>Coastal-Burwood</b>	<b>Spreydon - Cashmere</b>	<b>Linwood-Central-Heathcote</b>	<b>Fendalton-Waimairi-Harewood</b>	<b>Halswell-Hornby-Riccarton</b>	<b>Papanui-Innes</b>
<b>Number of respondents</b>	20	101	102	156	153	144	93
<b>Strongly agree</b>	20.0%	19.8%	19.6%	23.1%	22.2%	20.1%	12.9%
<b>Agree</b>	45.0%	52.5%	49.0%	50.0%	54.2%	59.0%	54.8%
<b>Neither agree nor disagree</b>	15.0%	15.8%	18.6%	15.4%	14.4%	11.8%	21.5%
<b>Disagree</b>	5.0%	7.9%	6.9%	6.4%	4.6%	4.9%	8.6%
<b>Strongly disagree</b>	10.0%	4.0%	4.9%	3.8%	3.9%	1.4%	1.1%
<b>Don't know/not applicable</b>	5.0%	0.0%	1.0%	1.3%	0.7%	2.8%	1.1%

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

##### 4.23 Christchurch is a cycle friendly city

	<b>Banks Peninsula</b>	<b>Coastal-Burwood</b>	<b>Spreydon - Cashmere</b>	<b>Linwood-Central-Heathcote</b>	<b>Fendalton-Waimairi-Harewood</b>	<b>Halswell-Hornby-Riccarton</b>	<b>Papanui-Innes</b>
<b>Number of respondents</b>	20	101	102	156	153	144	93
<b>Strongly agree</b>	5.0%	16.8%	19.6%	18.6%	17.6%	19.4%	17.2%
<b>Agree</b>	40.0%	49.5%	39.2%	46.2%	47.1%	43.1%	43.0%
<b>Neither agree nor disagree</b>	30.0%	18.8%	19.6%	22.4%	22.2%	23.6%	25.8%
<b>Disagree</b>	15.0%	5.9%	7.8%	7.7%	6.5%	7.6%	9.7%
<b>Strongly disagree</b>	10.0%	4.0%	5.9%	3.2%	5.2%	1.4%	4.3%
<b>Don't know/not applicable</b>	0.0%	5.0%	7.8%	1.9%	1.3%	4.9%	0.0%

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

#### 4.24 Frequency of cycling on public roads

	Banks Peninsula	Coastal-Burwood	Spreydon - Cashmere	Linwood-Central-Heathcote	Fendalton-Waimairi-Harewood	Halswell-Hornby-Riccarton	Papanui-Innes
Number of respondents	20	101	102	156	153	144	93
All the time, by that I mean about every day	5.0%	3.0%	7.8%	13.5%	5.9%	11.8%	7.5%
Frequently, by that I mean at least once a week	20.0%	10.9%	11.8%	17.3%	11.8%	13.2%	9.7%
Occasionally, by that I mean around once a month	15.0%	17.8%	19.6%	14.7%	15.0%	10.4%	12.9%
Rarely, by that I mean no more than a few times a year	20.0%	25.7%	23.5%	18.6%	25.5%	22.2%	20.4%
Never	35.0%	40.6%	34.3%	29.5%	41.2%	38.9%	43.0%
Don't know/not applicable	5.0%	2.0%	2.9%	6.4%	0.7%	3.5%	6.5%

#### 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?”*

#### 4.25 Condition of roads

	Banks Peninsula	Coastal-Burwood	Spreydon - Cashmere	Linwood-Central-Heathcote	Fendalton-Waimairi-Harewood	Halswell-Hornby-Riccarton	Papanui-Innes
Number of respondents	20	101	102	156	153	144	93
Very satisfied	10.0%	4.0%	2.9%	7.7%	2.0%	4.2%	3.2%
Satisfied	25.0%	22.8%	24.5%	19.9%	23.5%	30.6%	21.5%
Neither satisfied nor dissatisfied	15.0%	18.8%	18.6%	15.4%	22.9%	21.5%	14.0%
Dissatisfied	20.0%	32.7%	36.3%	42.3%	37.9%	28.5%	41.9%
Very dissatisfied	30.0%	18.8%	17.6%	13.5%	13.1%	13.9%	19.4%
Don't know/not applicable	0.0%	3.0%	0.0%	1.3%	0.7%	1.4%	0.0%

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

#### 4.26 Satisfaction with condition of footpaths

	Banks Peninsula	Coastal-Burwood	Spreydon - Cashmere	Linwood-Central-Heathcote	Fendalton-Waimairi-Harewood	Halswell-Hornby-Riccarton	Papanui-Innes
Number of respondents	20	101	102	156	153	144	93
Very satisfied	5.0%	5.0%	2.0%	9.0%	3.3%	5.6%	1.1%
Satisfied	20.0%	19.8%	29.4%	35.9%	32.0%	36.8%	28.0%
Neither satisfied nor dissatisfied	15.0%	22.8%	30.4%	15.4%	22.9%	23.6%	20.4%
Dissatisfied	30.0%	33.7%	25.5%	29.5%	30.1%	23.6%	40.9%
Very dissatisfied	30.0%	16.8%	12.7%	8.3%	11.8%	9.7%	9.7%
Don't know/not applicable	0.0%	2.0%	0.0%	1.9%	0.0%	0.7%	0.0%

#### 4.17 Water Supply

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

#### 4.27 Quality of water supply

	Banks Peninsula	Coastal-Burwood	Spreydon - Cashmere	Linwood-Central-Heathcote	Fendalton-Waimairi-Harewood	Halswell-Hornby-Riccarton	Papanui-Innes
Number of respondents	20	101	102	156	153	144	93
Very satisfied	15.0%	13.9%	9.8%	13.5%	<b>23.5%</b>	9.0%	11.8%
Satisfied	15.0%	36.6%	22.5%	30.1%	28.1%	36.8%	35.5%
Neither satisfied nor dissatisfied	10.0%	16.8%	24.5%	13.5%	13.7%	18.8%	14.0%
Dissatisfied	30.0%	17.8%	23.5%	28.8%	22.2%	21.5%	21.5%
Very dissatisfied	30.0%	14.9%	19.6%	12.8%	11.8%	13.2%	17.2%
Don't know/not applicable	0.0%	0.0%	0.0%	1.3%	0.7%	0.7%	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?”*

#### 4.28 Council repairs leaks and investigates complaints in a timely manner

	<b>Banks Peninsula</b>	<b>Coastal-Burwood</b>	<b>Spreydon - Cashmere</b>	<b>Linwood-Central-Heathcote</b>	<b>Fendalton-Waimairi-Harewood</b>	<b>Halswell-Hornby-Riccarton</b>	<b>Papanui-Innes</b>
Number of respondents	20	101	102	156	153	144	93
Very satisfied	20.0%	12.9%	10.8%	10.3%	12.4%	12.5%	12.9%
Satisfied	20.0%	40.6%	26.5%	33.3%	44.4%	35.4%	34.4%
Neither satisfied nor dissatisfied	10.0%	24.8%	27.5%	24.4%	20.3%	26.4%	22.6%
Dissatisfied	30.0%	9.9%	16.7%	15.4%	8.5%	11.1%	9.7%
Very dissatisfied	10.0%	2.0%	8.8%	8.3%	6.5%	4.2%	15.1%
Don't know/not applicable	10.0%	9.9%	9.8%	8.3%	7.8%	10.4%	5.4%

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

#### 4.29 Reliability of water supply

	<b>Banks Peninsula</b>	<b>Coastal-Burwood</b>	<b>Spreydon - Cashmere</b>	<b>Linwood-Central-Heathcote</b>	<b>Fendalton-Waimairi-Harewood</b>	<b>Halswell-Hornby-Riccarton</b>	<b>Papanui-Innes</b>
Number of respondents	20	101	102	156	153	144	93
Very satisfied	25.0%	26.7%	17.6%	21.8%	29.4%	22.2%	26.9%
Satisfied	20.0%	53.5%	50.0%	50.0%	51.6%	52.8%	43.0%
Neither satisfied nor dissatisfied	35.0%	15.8%	19.6%	17.3%	11.8%	16.0%	19.4%
Dissatisfied	10.0%	1.0%	3.9%	4.5%	3.9%	4.9%	9.7%
Very dissatisfied	5.0%	2.0%	5.9%	4.5%	2.6%	3.5%	1.1%
Don't know/not applicable	5.0%	1.0%	2.9%	1.9%	0.7%	0.7%	0.0%



#### 4.1.8 Parking

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

##### 4.30 Usage of Council parking facility

	Banks Peninsula	Coastal-Burwood	Spreydon - Cashmere	Linwood-Central-Heathcote	Fendalton-Waimairi-Harewood	Halswell-Hornby-Riccarton	Papanui-Innes
Number of respondents	20	101	102	156	153	144	93
Yes	90.0%	80.2%	73.5%	70.5%	83.7%	75.7%	71.0%
No	10.0%	17.8%	18.6%	25.6%	14.4%	18.8%	25.8%
Don't know/not applicable	0.0%	2.0%	7.8%	3.8%	2.0%	5.6%	3.2%

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

##### 4.31 Ease of use of on-street parking meters

	Banks Peninsula	Coastal-Burwood	Spreydon - Cashmere	Linwood-Central-Heathcote	Fendalton-Waimairi-Harewood	Halswell-Hornby-Riccarton	Papanui-Innes
Number of respondents	20	99	94	150	150	136	90
Very satisfied	25.0%	9.1%	5.3%	12.7%	9.3%	10.3%	6.7%
Satisfied	50.0%	44.4%	31.9%	43.3%	46.7%	47.8%	34.4%
Neither satisfied nor dissatisfied	5.0%	18.2%	27.7%	20.7%	17.3%	21.3%	23.3%
Dissatisfied	20.0%	15.2%	16.0%	14.0%	16.7%	14.0%	21.1%
Very dissatisfied	0.0%	9.1%	11.7%	4.0%	7.3%	3.7%	8.9%
Don't know/ not applicable	0.0%	4.0%	7.4%	5.3%	2.7%	2.9%	5.6%

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

#### 4.32 Range of parking facilities available

	<b>Banks Peninsula</b>	<b>Coastal-Burwood</b>	<b>Spreydon - Cashmere</b>	<b>Linwood-Central-Heathcote</b>	<b>Fendalton-Waimairi-Harewood</b>	<b>Halswell-Hornby-Riccarton</b>	<b>Papanui-Innes</b>
<b>Number of respondents</b>	20	99	94	150	150	136	90
<b>Very satisfied</b>	10.0%	6.1%	2.1%	10.7%	7.3%	12.5%	4.4%
<b>Satisfied</b>	50.0%	42.4%	37.2%	40.0%	45.3%	34.6%	28.9%
<b>Neither satisfied nor dissatisfied</b>	10.0%	28.3%	21.3%	19.3%	23.3%	22.8%	32.2%
<b>Dissatisfied</b>	20.0%	16.2%	19.1%	18.0%	16.7%	20.6%	22.2%
<b>Very dissatisfied</b>	5.0%	5.1%	12.8%	6.0%	4.7%	6.6%	7.8%
<b>Don't know/not applicable</b>	5.0%	2.0%	7.4%	6.0%	2.7%	2.9%	4.4%

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

#### 4.33 Information provided about parking options

	<b>Banks Peninsula</b>	<b>Coastal-Burwood</b>	<b>Spreydon - Cashmere</b>	<b>Linwood-Central-Heathcote</b>	<b>Fendalton-Waimairi-Harewood</b>	<b>Halswell-Hornby-Riccarton</b>	<b>Papanui-Innes</b>
<b>Number of respondents</b>	20	99	94	150	150	136	90
<b>Very satisfied</b>	5.0%	4.0%	1.1%	8.7%	6.0%	8.1%	3.3%
<b>Satisfied</b>	55.0%	41.4%	31.9%	40.0%	42.0%	40.4%	37.8%
<b>Neither satisfied nor dissatisfied</b>	20.0%	30.3%	29.8%	24.0%	28.0%	27.9%	21.1%
<b>Dissatisfied</b>	10.0%	15.2%	22.3%	17.3%	16.0%	14.7%	24.4%
<b>Very dissatisfied</b>	10.0%	5.1%	11.7%	2.7%	6.0%	5.9%	8.9%
<b>Don't know/not applicable</b>	0.0%	4.0%	3.2%	7.3%	2.0%	2.9%	4.4%

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

#### 4.34 Ease of use of Council parking

	<b>Banks Peninsula</b>	<b>Coastal-Burwood</b>	<b>Spreydon - Cashmere</b>	<b>Linwood-Central-Heathcote</b>	<b>Fendalton-Waimairi-Harewood</b>	<b>Halswell-Hornby-Riccarton</b>	<b>Papanui-Innes</b>
Number of respondents	20	99	94	150	150	136	90
Very satisfied	20.0%	6.1%	3.2%	9.3%	6.0%	8.8%	1.1%
Satisfied	45.0%	37.4%	34.0%	38.7%	36.7%	36.0%	27.8%
Neither satisfied nor dissatisfied	10.0%	31.3%	28.7%	25.3%	28.7%	24.3%	33.3%
Dissatisfied	15.0%	13.1%	11.7%	14.0%	15.3%	21.3%	23.3%
Very dissatisfied	0.0%	9.1%	14.9%	5.3%	8.0%	6.6%	10.0%
Don't know/not applicable	10.0%	3.0%	7.4%	7.3%	5.3%	2.9%	4.4%

*“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?”*

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

	<b>Banks Peninsula</b>	<b>Coastal-Burwood</b>	<b>Spreydon - Cashmere</b>	<b>Linwood-Central-Heathcote</b>	<b>Fendalton-Waimairi-Harewood</b>	<b>Halswell-Hornby-Riccarton</b>	<b>Papanui-Innes</b>
Number of respondents	20	99	94	150	150	136	90
Strongly agree	15.0%	7.1%	3.2%	6.7%	8.7%	8.1%	7.8%
Agree	20.0%	31.3%	29.8%	38.0%	36.7%	35.3%	30.0%
Neither agree nor disagree	40.0%	41.4%	37.2%	36.0%	41.3%	38.2%	37.8%
Disagree	15.0%	12.1%	13.8%	10.7%	6.7%	8.8%	12.2%
Strongly disagree	5.0%	3.0%	5.3%	2.0%	2.7%	3.7%	4.4%
Don't know/not applicable	5.0%	5.1%	10.6%	6.7%	4.0%	5.9%	7.8%

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

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

	<b>Banks Peninsula</b>	<b>Coastal-Burwood</b>	<b>Spreydon - Cashmere</b>	<b>Linwood-Central-Heathcote</b>	<b>Fendalton-Waimairi-Harewood</b>	<b>Halswell-Hornby-Riccarton</b>	<b>Papanui-Innes</b>
Number of respondents	20	99	94	150	150	136	90
Strongly agree	20.0%	11.1%	8.5%	13.3%	13.3%	16.2%	11.1%
Agree	35.0%	50.5%	46.8%	43.3%	56.7%	47.1%	44.4%
Neither agree nor disagree	20.0%	23.2%	24.5%	26.7%	19.3%	26.5%	23.3%
Disagree	10.0%	6.1%	7.4%	6.0%	5.3%	2.9%	6.7%
Strongly disagree	5.0%	2.0%	5.3%	2.7%	1.3%	2.2%	6.7%
Don't know/not applicable	10.0%	7.1%	7.4%	8.0%	4.0%	5.1%	7.8%

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

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

	<b>Banks Peninsula</b>	<b>Coastal-Burwood</b>	<b>Spreydon - Cashmere</b>	<b>Linwood-Central-Heathcote</b>	<b>Fendalton-Waimairi-Harewood</b>	<b>Halswell-Hornby-Riccarton</b>	<b>Papanui-Innes</b>
Number of respondents	20	99	94	150	150	136	90
Strongly agree	15.0%	5.1%	1.1%	6.0%	4.7%	6.6%	6.7%
Agree	30.0%	32.3%	36.2%	34.7%	30.7%	32.4%	22.2%
Neither agree nor disagree	25.0%	32.3%	29.8%	30.0%	36.7%	27.9%	30.0%
Disagree	15.0%	14.1%	6.4%	14.7%	13.3%	18.4%	23.3%
Strongly disagree	5.0%	5.1%	12.8%	4.7%	4.7%	8.1%	6.7%
Don't know/ not applicable	10.0%	11.1%	13.8%	10.0%	10.0%	6.6%	11.1%

#### 4.1.9 Parks

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

##### 4.38 Appearance of central city parks and green spaces

	<b>Banks Peninsula</b>	<b>Coastal-Burwood</b>	<b>Spreydon - Cashmere</b>	<b>Linwood-Central-Heathcote</b>	<b>Fendalton-Waimairi-Harewood</b>	<b>Halswell-Hornby-Riccarton</b>	<b>Papanui-Innes</b>
<b>Number of respondents</b>	20	101	102	156	153	144	93
<b>Very satisfied</b>	20.0%	21.8%	22.5%	29.5%	37.3%	29.2%	26.9%
<b>Satisfied</b>	55.0%	61.4%	54.9%	50.0%	49.0%	56.9%	53.8%
<b>Neither satisfied nor dissatisfied</b>	15.0%	12.9%	13.7%	15.4%	10.5%	9.0%	15.1%
<b>Dissatisfied</b>	5.0%	0.0%	4.9%	2.6%	2.6%	0.7%	4.3%
<b>Very dissatisfied</b>	5.0%	2.0%	2.9%	0.0%	0.7%	1.4%	0.0%
<b>Don't know/not applicable</b>	0.0%	2.0%	1.0%	2.6%	0.0%	2.8%	0.0%

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

##### 4.39 Condition of these parks and green spaces

	<b>Banks Peninsula</b>	<b>Coastal-Burwood</b>	<b>Spreydon - Cashmere</b>	<b>Linwood-Central-Heathcote</b>	<b>Fendalton-Waimairi-Harewood</b>	<b>Halswell-Hornby-Riccarton</b>	<b>Papanui-Innes</b>
<b>Number of respondents</b>	20	101	102	156	153	144	93
<b>Very satisfied</b>	20.0%	19.8%	20.6%	28.2%	34.0%	29.2%	25.8%
<b>Satisfied</b>	50.0%	54.5%	52.9%	48.7%	51.0%	52.8%	51.6%
<b>Neither satisfied nor dissatisfied</b>	5.0%	17.8%	11.8%	14.1%	10.5%	11.8%	14.0%
<b>Dissatisfied</b>	10.0%	3.0%	7.8%	5.1%	3.9%	1.4%	7.5%
<b>Very dissatisfied</b>	10.0%	4.0%	5.9%	1.3%	0.7%	2.1%	1.1%
<b>Don't know/not applicable</b>	5.0%	1.0%	1.0%	2.6%	0.0%	2.8%	0.0%

#### 4.1.10 Events and Festivals

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

##### 4.40 Satisfaction with range of events and festivals

	Banks Peninsula	Coastal-Burwood	Spreydon - Cashmere	Linwood-Central-Heathcote	Fendalton-Waimairi-Harewood	Halswell-Hornby-Riccarton	Papanui-Innes
Number of respondents	20	101	102	156	153	144	93
Very satisfied	15.0%	18.8%	9.8%	16.7%	18.3%	18.1%	15.1%
Satisfied	35.0%	44.6%	49.0%	50.0%	53.6%	50.7%	39.8%
Neither satisfied nor dissatisfied	25.0%	23.8%	32.4%	21.2%	20.3%	20.8%	32.3%
Dissatisfied	5.0%	9.9%	5.9%	7.7%	5.9%	6.3%	6.5%
Very dissatisfied	10.0%	3.0%	2.0%	0.0%	1.3%	0.7%	3.2%
Don't know/ not applicable	10.0%	0.0%	1.0%	4.5%	0.7%	3.5%	3.2%

#### 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?”*

##### 4.41 Satisfaction with timely, relevant and accurate information

	Banks Peninsula	Coastal-Burwood	Spreydon - Cashmere	Linwood-Central-Heathcote	Fendalton-Waimairi-Harewood	Halswell-Hornby-Riccarton	Papanui-Innes
Number of respondents	20	101	102	156	153	144	93
Very satisfied	5.0%	14.9%	5.9%	15.4%	14.4%	16.0%	8.6%
Satisfied	45.0%	46.5%	48.0%	47.4%	51.0%	46.5%	45.2%
Neither satisfied nor dissatisfied	35.0%	24.8%	30.4%	25.0%	24.8%	27.1%	32.3%
Dissatisfied	10.0%	8.9%	8.8%	7.1%	6.5%	6.3%	9.7%
Very dissatisfied	5.0%	3.0%	3.9%	1.9%	1.3%	2.8%	2.2%
Don't know/ not applicable	0.0%	2.0%	2.9%	3.2%	2.0%	1.4%	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?”*

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

	Banks Peninsula	Coastal-Burwood	Spreydon - Cashmere	Linwood-Central-Heathcote	Fendalton-Waimairi-Harewood	Halswell-Hornby-Riccarton	Papanui-Innes
Number of respondents	20	101	102	156	153	144	93
Very satisfied	10.0%	6.9%	7.8%	12.2%	1.3%	10.4%	6.5%
Satisfied	25.0%	39.6%	33.3%	39.1%	43.8%	44.4%	36.6%
Neither satisfied nor dissatisfied	30.0%	33.7%	30.4%	24.4%	29.4%	23.6%	36.6%
Dissatisfied	25.0%	9.9%	15.7%	16.7%	12.4%	6.9%	10.8%
Very dissatisfied	10.0%	6.9%	9.8%	3.8%	10.5%	9.7%	7.5%
Don't know/not applicable	0.0%	3.0%	2.9%	3.8%	2.6%	4.9%	2.2%

*Which of the following would best describe your feelings toward Christchurch City Council's overall performance over the past 12 months?*

#### 4.43 Feelings towards the Council's overall performance (neutral perceptions)

	Banks Peninsula	Coastal-Burwood	Spreydon - Cashmere	Linwood-Central-Heathcote	Fendalton-Waimairi-Harewood	Halswell-Hornby-Riccarton	Papanui-Innes
Number of respondents	20	101	102	156	153	144	93
Overall, slightly more satisfied than dissatisfied	16.7%	17.6%	19.4%	23.7%	24.4%	14.7%	20.6%
Overall, slightly more dissatisfied than satisfied	66.7%	38.2%	35.5%	50.0%	28.9%	41.2%	38.2%
Feel equally satisfied as dissatisfied	16.7%	44.1%	35.5%	18.4%	42.2%	38.2%	29.4%
Don't know	0.0%	0.0%	9.7%	7.9%	4.4%	5.9%	11.8%

*“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)\*

	<b>Banks Peninsula</b>	<b>Coastal-Burwood</b>	<b>Spreydon - Cashmere</b>	<b>Linwood-Central-Heathcote</b>	<b>Fendalton-Waimairi-Harewood</b>	<b>Halswell-Hornby-Riccarton</b>	<b>Papanui-Innes</b>
<b>Number of comments</b>	17	102	107	128	130	117	85
<b>Unhappy with services provided</b>	17.6%	7.8%	9.3%	3.9%	5.4%	9.4%	10.6%
<b>Council is doing a good job overall</b>	0.0%	1.0%	3.7%	0.0%	0.8%	4.3%	2.4%
<b>Happy with services provided</b>	11.8%	11.8%	9.3%	15.6%	7.7%	12.0%	5.9%
<b>Disapprove of Council spending</b>	0.0%	8.8%	6.5%	4.7%	5.4%	6.8%	5.9%
<b>Respond to problems/ concerns</b>	17.6%	2.9%	1.9%	4.7%	1.5%	3.4%	7.1%
<b>Room for improvement</b>	0.0%	6.9%	0.9%	2.3%	3.8%	3.4%	5.9%
<b>Disapprove of water chlorination handling</b>	5.9%	2.9%	2.8%	0.0%	0.8%	0.9%	3.5%
<b>Slow to/ don't respond to problems/ concerns</b>	5.9%	5.9%	8.4%	5.5%	10.0%	8.5%	5.9%
<b>Good customer service</b>	5.9%	9.8%	3.7%	13.3%	13.1%	12.0%	5.9%
<b>Unhappy with rebuild progress</b>	17.6%	10.8%	25.2%	15.6%	23.1%	16.2%	12.9%
<b>Poor communication</b>	11.8%	4.9%	6.5%	5.5%	1.5%	1.7%	4.7%
<b>Council is doing a poor job overall</b>	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
<b>Lack of public consultation</b>	0.0%	0.0%	0.0%	0.0%	0.8%	0.0%	0.0%
<b>Rates increased</b>	0.0%	3.9%	2.8%	3.9%	4.6%	1.7%	4.7%
<b>No problems/ issues</b>	0.0%	0.0%	0.0%	0.0%	0.8%	0.0%	0.0%
<b>Poor customer service</b>	0.0%	2.9%	3.7%	4.7%	3.8%	0.0%	2.4%
<b>Unhappy about water bottling plant</b>	5.9%	4.9%	2.8%	7.0%	6.9%	3.4%	9.4%
<b>Unhappy with council staff</b>	0.0%	1.0%	0.0%	0.0%	0.8%	0.9%	1.2%
<b>Good communication</b>	0.0%	1.0%	0.0%	0.8%	0.0%	0.9%	0.0%
<b>Unhappy with Mayor</b>	0.0%	0.0%	0.9%	1.6%	0.0%	2.6%	1.2%
<b>Difficulties reporting issues to Council</b>	0.0%	7.8%	1.9%	4.7%	1.5%	4.3%	2.4%
<b>Council needs to take more action</b>	0.0%	1.0%	0.9%	0.8%	2.3%	0.9%	1.2%
<b>Disapprove of lime scooters</b>	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
<b>Happy with how Council handled things after terrorist attack</b>	0.0%	2.9%	3.7%	3.1%	2.3%	3.4%	3.5%
<b>Other</b>	0.0%	1.0%	4.7%	2.3%	3.1%	3.4%	3.5%



\*Don't know responses removed

*“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	Coastal-Burwood	Spreydon - Cashmere	Linwood-Central-Heathcote	Fendalton-Waimairi-Harewood	Halswell-Hornby-Riccarton	Papanui-Innes
Number of respondents	20	101	102	156	153	144	93
Strongly agree	0.0%	7.9%	11.8%	15.4%	6.5%	13.9%	8.6%
Agree	30.0%	50.5%	36.3%	39.7%	49.7%	45.8%	28.0%
Neither agree nor disagree	35.0%	27.7%	23.5%	26.9%	26.1%	19.4%	39.8%
Disagree	20.0%	4.0%	11.8%	7.7%	5.9%	8.3%	12.9%
Strongly disagree	15.0%	4.0%	6.9%	3.2%	2.6%	4.9%	3.2%
Don't know/not applicable	0.0%	5.9%	9.8%	7.1%	9.2%	7.6%	7.5%

*“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	Coastal-Burwood	Spreydon - Cashmere	Linwood-Central-Heathcote	Fendalton-Waimairi-Harewood	Halswell-Hornby-Riccarton	Papanui-Innes
Number of responses	10	77	76	102	134	90	70
Roading: Improved network/ services	0.0%	1.3%	0.0%	0.0%	1.5%	1.1%	2.9%
Roading: Roadworks/ Maintenance	0.0%	1.3%	1.3%	0.0%	0.7%	1.1%	5.7%
Roading: Other	0.0%	0.0%	2.6%	0.0%	0.7%	1.1%	0.0%
Public transport: Generally, a good/ efficient service	0.0%	0.0%	0.0%	0.0%	0.7%	0.0%	0.0%
Public transport: Good coverage/ variety of routes	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Public transport: Punctual timetables	0.0%	0.0%	0.0%	0.0%	0.0%	1.1%	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	20.0%	13.0%	7.9%	4.9%	10.4%	16.7%	10.0%

	<b>Banks Peninsula</b>	<b>Coastal-Burwood</b>	<b>Spreydon - Cashmere</b>	<b>Linwood-Central-Heathcote</b>	<b>Fendalton-Waimairi-Harewood</b>	<b>Halswell-Hornby-Riccarton</b>	<b>Papanui-Innes</b>
<b>Waste management: Timely collection and service</b>	10.0%	0.0%	5.3%	3.9%	2.2%	2.2%	4.3%
<b>Waste management: Availability of bins/ good size bins</b>	0.0%	0.0%	1.3%	1.0%	1.5%	0.0%	0.0%
<b>Waste management: Recycling and recycling options</b>	0.0%	2.6%	0.0%	2.0%	1.5%	3.3%	0.0%
<b>Waste management: Proper collection/no residue left behind</b>	10.0%	2.6%	0.0%	2.0%	1.5%	0.0%	1.4%
<b>Waste management: Friendly/ responsive staff</b>	0.0%	0.0%	0.0%	0.0%	0.7%	0.0%	0.0%
<b>Waste management: Communicate issues</b>	0.0%	0.0%	1.3%	0.0%	0.7%	2.2%	1.4%
<b>Waste management: Reliable</b>	0.0%	1.3%	1.3%	2.0%	1.5%	2.2%	1.4%
<b>Waste management: Other</b>	0.0%	5.2%	10.5%	2.0%	3.7%	1.1%	2.9%
<b>Waste management: Undefined</b>	10.0%	5.2%	3.9%	9.8%	9.0%	6.7%	7.1%
<b>Parking: Access to parking</b>	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
<b>Cycleways: Good quality</b>	0.0%	0.0%	0.0%	0.0%	1.5%	1.1%	1.4%
<b>Cycleways: Availability/ number</b>	0.0%	0.0%	1.3%	2.9%	1.5%	0.0%	1.4%
<b>Cycleways: Other</b>	0.0%	0.0%	1.3%	2.9%	1.5%	2.2%	1.4%
<b>Cycleways: Undefined</b>	0.0%	0.0%	0.0%	1.0%	0.0%	1.1%	0.0%
<b>Events/ activities: Availability/ number/ range</b>	0.0%	2.6%	2.6%	2.0%	3.7%	2.2%	0.0%
<b>Events/ activities: Providing information on events</b>	0.0%	0.0%	0.0%	0.0%	0.0%	1.1%	0.0%
<b>Events/ activities: Well organised</b>	0.0%	1.3%	0.0%	0.0%	0.7%	2.2%	1.4%
<b>Events/ activities: Family friendly/ for all ages</b>	0.0%	0.0%	0.0%	0.0%	0.7%	1.1%	0.0%
<b>Events/ activities: Other</b>	0.0%	1.3%	0.0%	1.0%	1.5%	0.0%	0.0%
<b>Events/ activities: Free/ affordable</b>	0.0%	0.0%	0.0%	1.0%	0.0%	1.1%	1.4%
<b>Events/ activities: Undefined</b>	0.0%	1.3%	0.0%	0.0%	0.7%	0.0%	0.0%
<b>Libraries: Good service / good libraries</b>	0.0%	3.9%	6.6%	1.0%	3.7%	2.2%	5.7%
<b>Libraries: Availability and variety of good/current resources/activities</b>	0.0%	3.9%	2.6%	0.0%	1.5%	0.0%	2.9%
<b>Libraries: Availability of and access to libraries</b>	0.0%	2.6%	1.3%	0.0%	0.7%	0.0%	2.9%
<b>Libraries: Good/ modern infrastructure</b>	0.0%	0.0%	1.3%	1.0%	0.0%	0.0%	0.0%
<b>Libraries: Free access/ free access to materials</b>	0.0%	0.0%	1.3%	0.0%	0.7%	0.0%	0.0%
<b>Libraries: Good librarians/ staff</b>	0.0%	6.5%	2.6%	2.9%	1.5%	1.1%	1.4%

	<b>Banks Peninsula</b>	<b>Coastal-Burwood</b>	<b>Spreydon - Cashmere</b>	<b>Linwood-Central-Heathcote</b>	<b>Fendalton-Waimairi-Harewood</b>	<b>Halswell-Hornby-Riccarton</b>	<b>Papanui-Innes</b>
<b>Libraries: Other</b>	0.0%	1.3%	0.0%	0.0%	0.0%	0.0%	0.0%
<b>Libraries: Undefined</b>	0.0%	1.3%	1.3%	2.0%	0.0%	1.1%	2.9%
<b>Recreation &amp; Sport Centres: Availability and access to swimming pools</b>	0.0%	6.5%	2.6%	2.9%	1.5%	2.2%	2.9%
<b>Recreation &amp; Sport Centres: Generally good service</b>	0.0%	0.0%	0.0%	0.0%	0.7%	1.1%	0.0%
<b>Recreation &amp; Sport Centres: Clean/ well maintained</b>	0.0%	0.0%	1.3%	0.0%	0.7%	3.3%	1.4%
<b>Recreation &amp; Sports Centres: Availability and access to walking tracks</b>	10.0%	0.0%	0.0%	0.0%	0.7%	0.0%	0.0%
<b>Recreation &amp; Sport Centres: Other</b>	0.0%	1.3%	2.6%	1.0%	1.5%	1.1%	0.0%
<b>Facilities and services in general: Generally good service</b>	0.0%	2.6%	1.3%	5.9%	2.2%	4.4%	2.9%
<b>Parks, reserves and green spaces: Well-presented and maintained</b>	20.0%	9.1%	6.6%	14.7%	9.0%	7.8%	8.6%
<b>Parks, reserves and green spaces: Availability/number/variety</b>	0.0%	0.0%	1.3%	0.0%	1.5%	0.0%	0.0%
<b>Parks, reserves and green spaces: Good service to have</b>	0.0%	2.6%	2.6%	1.0%	3.7%	1.1%	1.4%
<b>Parks, reserves and green spaces: Good for the children</b>	0.0%	0.0%	0.0%	0.0%	2.2%	0.0%	0.0%
<b>Parks, reserves and green spaces: Other</b>	0.0%	1.3%	0.0%	0.0%	0.7%	0.0%	0.0%
<b>Parks, reserves and green spaces: Undefined</b>	0.0%	1.3%	1.3%	1.0%	0.7%	2.2%	1.4%
<b>Water supply: No issues with chlorine</b>	0.0%	0.0%	0.0%	0.0%	0.7%	0.0%	0.0%
<b>Water supply: Adequate and regular supply</b>	0.0%	0.0%	1.3%	0.0%	0.7%	0.0%	0.0%
<b>Water supply: Water quality/ taste is good</b>	0.0%	0.0%	0.0%	0.0%	1.5%	0.0%	1.4%
<b>Water supply: Maintenance done promptly/ well maintained</b>	0.0%	0.0%	0.0%	2.0%	0.7%	0.0%	1.4%
<b>Water supply: Generally good service</b>	0.0%	0.0%	0.0%	4.9%	0.7%	0.0%	1.4%
<b>Community Support: Involvement of council</b>	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
<b>Sewerage/ Wastewater: Generally good service</b>	0.0%	0.0%	2.6%	2.0%	1.5%	1.1%	0.0%
<b>Sewerage/ Wastewater: Well maintained</b>	0.0%	0.0%	1.3%	1.0%	0.0%	0.0%	1.4%
<b>Sewerage/ Wastewater: Not discharging during emergencies</b>	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
<b>Animal control: Good service</b>	0.0%	0.0%	0.0%	1.0%	0.0%	1.1%	0.0%

	<b>Banks Peninsula</b>	<b>Coastal-Burwood</b>	<b>Spreydon - Cashmere</b>	<b>Linwood-Central-Heathcote</b>	<b>Fendalton-Waimairi-Harewood</b>	<b>Halswell-Hornby-Riccarton</b>	<b>Papanui-Innes</b>
The rebuild: Improving the look of the city	0.0%	1.3%	0.0%	0.0%	1.5%	0.0%	0.0%
The rebuild: Good progress being made	0.0%	0.0%	0.0%	2.9%	0.7%	1.1%	0.0%
The rebuild: Other	0.0%	0.0%	0.0%	1.0%	0.0%	0.0%	1.4%
Public space cleaning/ City beautification: Keeping spaces/ city clean	0.0%	3.9%	3.9%	3.9%	2.2%	4.4%	2.9%
Public space cleaning/ City beautification: Attract tourists/ businesses	0.0%	0.0%	0.0%	0.0%	0.7%	0.0%	1.4%
Emergency preparedness and response: Well prepared/ good response	0.0%	0.0%	0.0%	1.0%	0.0%	0.0%	0.0%
Rates spending and financial management: Generally good spending/ management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Rates spending and financial management: Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Information and communication: Good communication/ clear	0.0%	1.3%	1.3%	2.0%	1.5%	2.2%	2.9%
Information and communication: Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Waterways: Well maintained/ clean	0.0%	1.3%	3.9%	2.0%	0.0%	2.2%	1.4%
Footpaths: Well maintained	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Footpaths: Good accessibility	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Footpaths: Good service	0.0%	0.0%	1.3%	2.0%	0.0%	1.1%	0.0%
Other	20.0%	9.1%	6.6%	2.9%	5.2%	7.8%	5.7%

*\*Don't know and negative responses removed*

*“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)**

	<b>Banks Peninsula</b>	<b>Coastal-Burwood</b>	<b>Spreydon - Cashmere</b>	<b>Linwood-Central-Heathcote</b>	<b>Fendalton-Waimairi-Harewood</b>	<b>Halswell-Hornby-Riccarton</b>	<b>Papanui-Innes</b>
Number of responses	19	83	85	109	152	125	68
Roadings: Fix roads/ make smooth/ remove potholes	26.3%	9.6%	11.8%	9.2%	14.5%	8.0%	14.7%
Roadings: Better quality repair/ less frequent repair/ faster repair	0.0%	2.4%	4.7%	3.7%	4.6%	4.8%	1.5%
Roadings: Improve traffic control/ flow/ accessibility	0.0%	1.2%	3.5%	0.0%	5.3%	3.2%	4.4%
Roadings: Better communication/ consultation	0.0%	0.0%	1.2%	0.0%	0.0%	0.0%	1.5%
Roadings: Prioritise/ focus repairs where needed most	0.0%	0.0%	0.0%	1.8%	0.7%	0.0%	1.5%
Roadings: Allocate resources correctly	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Roadings: Other	0.0%	1.2%	3.5%	2.8%	3.9%	0.0%	1.5%
Footpaths: Fix footpaths/ make smooth/ remove hazards	10.5%	3.6%	3.5%	1.8%	5.9%	3.2%	7.4%
Footpaths: Better quality repair/ less frequent repair/ faster repair	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Footpaths: Pedestrian right of way clarifications	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Footpaths: Clear debris/ overhanging foliage	5.3%	0.0%	0.0%	0.9%	0.7%	0.0%	0.0%
Footpaths: Improve street lighting	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Footpaths: Improve accessibility	5.3%	0.0%	1.2%	0.0%	0.0%	0.0%	0.0%
Cycleways: Make more user-friendly/ Less obstructive/ Safer	0.0%	2.4%	1.2%	0.9%	0.7%	0.0%	2.9%
Cycleways: Clearer delineation between cycleways/ road lanes	0.0%	0.0%	0.0%	0.0%	0.7%	0.8%	0.0%
Cycleways: Ensure cycleways on arterial roads/ direct routes	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Cycleways: Other	0.0%	2.4%	7.1%	2.8%	2.0%	4.8%	2.9%
Water supply: Remove chlorine/ other additives	5.3%	7.2%	2.4%	11.0%	3.3%	6.4%	10.3%
Water supply: Fix the wells/ bore/ aquifer/ pumping stations	0.0%	0.0%	1.2%	0.9%	0.0%	0.0%	0.0%
Water supply: Improve or retain quality/ smell/ taste/ appearance	5.3%	1.2%	3.5%	4.6%	2.0%	4.8%	2.9%
Water supply: Fix leaks	0.0%	1.2%	3.5%	3.7%	2.0%	0.8%	4.4%

	<b>Banks Peninsula</b>	<b>Coastal-Burwood</b>	<b>Spreydon - Cashmere</b>	<b>Linwood-Central-Heathcote</b>	<b>Fendalton-Waimairi-Harewood</b>	<b>Halswell-Hornby-Riccarton</b>	<b>Papanui-Innes</b>
<b>Water supply: Halt sale of water to commercial interests</b>	0.0%	0.0%	1.2%	0.0%	2.0%	1.6%	1.5%
<b>Water supply: Better communication/ consultation</b>	0.0%	0.0%	1.2%	0.9%	0.7%	0.0%	0.0%
<b>Water supply: Devote more resource to fixing issues/ Keep to timeline</b>	0.0%	0.0%	0.0%	0.9%	0.0%	1.6%	0.0%
<b>Water supply: Other</b>	0.0%	3.6%	2.4%	2.8%	2.6%	1.6%	1.5%
<b>Council decision-making/financial management: Reduce spending on Councillors</b>	0.0%	0.0%	0.0%	0.0%	2.0%	2.4%	0.0%
<b>Council decision-making/financial management: More consultation on new building spending/more consultation generally</b>	0.0%	4.8%	1.2%	0.9%	3.9%	2.4%	2.9%
<b>Council decision-making/financial management: Faster action on rebuild projects</b>	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
<b>Council decision-making/financial management: Focus more on infrastructure/services</b>	0.0%	0.0%	1.2%	0.9%	0.0%	0.0%	2.9%
<b>Council decision-making/financial management: Increase council transparency/ address corruption/ accountability</b>	10.5%	2.4%	2.4%	0.0%	2.0%	0.0%	0.0%
<b>Council decision-making/ financial management: Improve communication and monitoring</b>	5.3%	4.8%	1.2%	0.9%	2.6%	1.6%	0.0%
<b>Council decision-making/financial management: Channel council contracts to local companies</b>	0.0%	0.0%	0.0%	0.9%	0.0%	0.0%	0.0%
<b>Council decision-making/financial management: Devise a better rates system</b>	0.0%	0.0%	3.5%	3.7%	2.6%	2.4%	2.9%
<b>Council decision-making/financial management: Better quality staff</b>	0.0%	0.0%	0.0%	0.0%	0.7%	2.4%	0.0%
<b>Council decision-making/ financial management: Avoid over expenditure/ expenditure on unnecessary projects</b>	0.0%	1.2%	1.2%	0.0%	2.0%	1.6%	1.5%
<b>Council decision-making/financial management: Developing clear plans and budgets/ long term/ independent thinking</b>	0.0%	0.0%	1.2%	0.9%	0.7%	0.8%	0.0%
<b>Council decision-making/financial management: Reduce the level of bureaucracy/ less red tape</b>	0.0%	0.0%	0.0%	1.8%	1.3%	0.0%	0.0%

	<b>Banks Peninsula</b>	<b>Coastal-Burwood</b>	<b>Spreydon - Cashmere</b>	<b>Linwood-Central-Heathcote</b>	<b>Fendalton-Waimairi-Harewood</b>	<b>Halswell-Hornby-Riccarton</b>	<b>Papanui-Innes</b>
Public space cleaning/ City beautification: Council should clean-up/ increase cleaning frequency	0.0%	2.4%	1.2%	0.9%	0.0%	2.4%	1.5%
Public space cleaning/ City beautification: Clear leaves, dry grass, weeds/ mow lawns/ prune trees	0.0%	1.2%	1.2%	0.9%	1.3%	1.6%	0.0%
Public space cleaning/ City beautification: Side streets and roadsides need attention	0.0%	1.2%	0.0%	1.8%	0.0%	0.0%	0.0%
Public space cleaning/ City beautification: Planting more trees	0.0%	0.0%	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%	0.0%	1.2%	0.0%	1.3%	0.0%	0.0%
Consents process: Raise standards for the approval process/ streamline the process	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Consents process: Reduce the time and costs related to the process	0.0%	0.0%	0.0%	0.0%	1.3%	0.0%	1.5%
Consents process: Improving staffing/ quality of staff	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Parking: Fair enforcement/better enforcement	0.0%	0.0%	0.0%	0.9%	2.0%	0.8%	1.5%
Parking: More parking/better quality parking	0.0%	3.6%	1.2%	3.7%	0.7%	5.6%	7.4%
Parking: Lower the cost/make it free in some areas	0.0%	6.0%	1.2%	0.9%	1.3%	4.8%	0.0%
Parking: Increase the time limit	0.0%	0.0%	0.0%	0.0%	0.7%	0.0%	0.0%
Waterways: More efforts made to dredge/ keep clean/ clean up pollutants	0.0%	4.8%	0.0%	1.8%	1.3%	0.0%	0.0%
Waterways: Clamping down on dumping of waste into waterways/ prevent pollution	0.0%	0.0%	0.0%	0.9%	0.0%	0.0%	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%	0.0%	0.0%	0.0%	0.7%	0.0%	0.0%
Waterways: Building flood protection barriers	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Waterways: Improve the development process	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Sewerage/ Wastewater: Reduce unpleasant smells	0.0%	0.0%	0.0%	0.0%	0.7%	0.0%	0.0%

	<b>Banks Peninsula</b>	<b>Coastal-Burwood</b>	<b>Spreydon - Cashmere</b>	<b>Linwood-Central-Heathcote</b>	<b>Fendalton-Waimairi-Harewood</b>	<b>Halswell-Hornby-Riccarton</b>	<b>Papanui-Innes</b>
<b>Sewerage/ Wastewater: Improve drainage/ runoff</b>	0.0%	0.0%	1.2%	2.8%	0.7%	2.4%	0.0%
<b>Sewerage/ Wastewater: Regular maintenance of drains and culverts</b>	0.0%	0.0%	1.2%	0.0%	0.7%	0.0%	0.0%
<b>Sewerage/ Wastewater: Overhaul of treatment plant</b>	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
<b>Sewerage/ Wastewater: Prevent sewerage discharge into waterways</b>	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
<b>Sewerage/ Wastewater: Other</b>	0.0%	1.2%	0.0%	2.8%	0.7%	0.8%	0.0%
<b>Public transport: Cutting routes without proper consultation</b>	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
<b>Public transport: Improve service to raise usage/ improve the service generally</b>	5.3%	0.0%	0.0%	0.0%	0.0%	0.0%	1.5%
<b>Public transport: Develop routes/ services that meet all customers' needs</b>	0.0%	1.2%	0.0%	0.0%	0.0%	0.0%	0.0%
<b>Public transport: Reinstate cancelled services</b>	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
<b>Public transport: Buses should have a wider network</b>	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
<b>Public transport: Increase the number of buses and trips/reduce waiting time</b>	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
<b>Public transport: Drivers need to keep to the timetables</b>	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
<b>Public transport: Add / improve bus stops</b>	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
<b>Public transport: Make the service more affordable</b>	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
<b>Public transport: Other</b>	0.0%	1.2%	1.2%	0.0%	0.7%	0.0%	1.5%
<b>Information and communication: Improve communication with the public/ improve transparency</b>	0.0%	0.0%	0.0%	0.0%	0.7%	0.0%	1.5%
<b>Information and Communication: Consistency and clarity</b>	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
<b>Information and communication: More consultations</b>	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
<b>Parks, reserves and green spaces: Increase maintenance staff</b>	0.0%	0.0%	0.0%	0.0%	0.0%	0.8%	0.0%
<b>Parks, reserves and green spaces: Improve maintenance/repair of park facilities</b>	5.3%	0.0%	0.0%	1.8%	0.0%	0.8%	0.0%
<b>Parks, reserves and green spaces: Limit commercial activity in parks</b>	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
<b>Parks, reserves and green spaces: More facilities</b>	0.0%	0.0%	0.0%	0.0%	0.7%	1.6%	0.0%



	<b>Banks Peninsula</b>	<b>Coastal-Burwood</b>	<b>Spreydon - Cashmere</b>	<b>Linwood-Central-Heathcote</b>	<b>Fendalton-Waimairi-Harewood</b>	<b>Halswell-Hornby-Riccarton</b>	<b>Papanui-Innes</b>
<b>Parks, reserves and green spaces:</b>							
<b>Adding more plants and trees/ increasing variety of plants</b>	0.0%	0.0%	0.0%	0.0%	0.7%	0.0%	0.0%
<b>Recreation &amp; Sports Centres: Construct more facilities</b>	0.0%	0.0%	0.0%	0.0%	0.7%	0.0%	0.0%
<b>Recreation &amp; Sports Centres: Construct better quality facilities/ add improvements</b>	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
<b>Recreation &amp; Sports Centres: Make them cheaper/ open them for longer</b>	0.0%	0.0%	0.0%	0.0%	0.0%	0.8%	0.0%
<b>Events/ activities: Improvement communication about events</b>	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
<b>Events/ activities: Providing options for the disabled community</b>	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
<b>Events/ activities: Provide more events and activities</b>	0.0%	0.0%	0.0%	0.9%	0.0%	0.8%	1.5%
<b>Housing: Safer housing</b>	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
<b>Housing: More housing</b>	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
<b>Housing: Cheaper housing</b>	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
<b>Housing: Other</b>	0.0%	1.2%	1.2%	0.0%	1.3%	0.0%	1.5%
<b>Waste management: Better delineation / education of recycling/organic/waste</b>	0.0%	0.0%	0.0%	0.9%	0.0%	0.0%	0.0%
<b>Waste management: Provide bigger bins/ more bins/ same size bins/ replacement of bins</b>	0.0%	3.6%	1.2%	1.8%	1.3%	1.6%	0.0%
<b>Waste management: Proper/ better collection of waste</b>	0.0%	0.0%	0.0%	0.0%	0.7%	1.6%	0.0%
<b>Waste management: Better recycling options / information</b>	0.0%	3.6%	4.7%	2.8%	2.0%	0.8%	4.4%
<b>Waste management: Increase collection frequency/ change time of collection</b>	0.0%	0.0%	0.0%	0.9%	0.0%	0.8%	1.5%
<b>Waste management: Cost of collections/bins should be reconsidered</b>	0.0%	0.0%	0.0%	0.0%	0.0%	0.8%	0.0%
<b>Waste management: Other</b>	5.3%	0.0%	0.0%	0.0%	0.0%	0.8%	0.0%
<b>Earthquake recovery/ rebuild: Speed up the rebuild and rebuild processes</b>	0.0%	1.2%	0.0%	1.8%	2.0%	1.6%	0.0%
<b>Earthquake recovery/ rebuild: Doing the job correctly/ better rebuild decisions</b>	0.0%	1.2%	0.0%	0.9%	0.0%	0.0%	0.0%
<b>Earthquake recovery/ rebuild: Rebuild on reclaimed land</b>	0.0%	0.0%	0.0%	0.0%	0.7%	0.0%	0.0%

	<b>Banks Peninsula</b>	<b>Coastal-Burwood</b>	<b>Spreydon - Cashmere</b>	<b>Linwood-Central-Heathcote</b>	<b>Fendalton-Waimairi-Harewood</b>	<b>Halswell-Hornby-Riccarton</b>	<b>Papanui-Innes</b>
<b>Earthquake recovery/ rebuild: More attention to the red zones</b>	0.0%	8.4%	1.2%	0.9%	0.0%	0.0%	1.5%
<b>Earthquake recovery/ rebuild: Not rebuilding the Cathedral</b>	0.0%	1.2%	0.0%	0.0%	0.0%	0.0%	0.0%
<b>Earthquake recovery/ rebuild: Management of Heritage properties</b>	0.0%	1.2%	0.0%	0.0%	0.0%	1.6%	0.0%
<b>Earthquake recovery/ rebuild: Other</b>	0.0%	1.2%	1.2%	0.9%	1.3%	0.8%	1.5%
<b>Other</b>	10.5%	4.8%	16.5%	10.1%	5.3%	11.2%	2.9%

## 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	25-49	50-64	65+	Male	Female	Gender diverse
Number of respondents	89	334	183	164	383	383	2
Strongly agree	7.9%	5.4%	4.4%	4.9%	6.0%	4.7%	0.0%
Agree	23.6%	26.0%	28.4%	29.3%	31.1%	23.0%	0.0%
Neither agree nor disagree	34.8%	29.0%	22.4%	28.7%	24.0%	32.4%	0.0%
Disagree	22.5%	26.9%	29.0%	26.8%	25.1%	28.5%	100.0%
Strongly disagree	10.1%	11.1%	13.7%	9.8%	13.3%	9.1%	0.0%
Don't know/not applicable	1.1%	1.5%	2.2%	0.6%	0.5%	2.3%	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	25-49	50-64	65+	Male	Female	Gender diverse
Number of respondents	89	334	183	164	383	383	2
Very satisfied	7.9%	6.6%	1.1%	2.4%	4.7%	4.4%	0.0%
Satisfied	41.6%	29.3%	19.7%	29.9%	27.4%	29.8%	0.0%
Neither satisfied nor dissatisfied	31.5%	32.3%	36.1%	31.7%	30.8%	35.2%	50.0%
Dissatisfied	15.7%	21.9%	31.1%	25.6%	27.7%	20.9%	0.0%
Very dissatisfied	1.1%	6.9%	10.9%	9.8%	8.6%	6.5%	50.0%
Don't know/not applicable	2.2%	3.0%	1.1%	0.6%	0.8%	3.1%	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	25-49	50-64	65+	Male	Female	Gender diverse
Number of respondents	89	334	183	164	383	383	2
Very satisfied	9.0%	5.7%	2.2%	3.0%	5.0%	4.4%	0.0%
Satisfied	38.2%	28.7%	18.6%	20.7%	24.0%	27.4%	0.0%
Neither satisfied nor dissatisfied	34.8%	33.2%	32.8%	35.4%	32.1%	35.8%	0.0%
Dissatisfied	12.4%	22.8%	31.7%	32.3%	29.2%	22.2%	50.0%
Very dissatisfied	0.0%	6.6%	13.7%	7.3%	9.1%	5.7%	50.0%
Don't know/not applicable	5.6%	3.0%	1.1%	1.2%	0.5%	4.4%	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	25-49	50-64	65+	Male	Female	Gender diverse
Number of respondents	89	334	183	164	383	383	2
Very satisfied	13.5%	6.3%	3.8%	4.9%	7.0%	5.5%	0.0%
Satisfied	37.1%	34.1%	22.4%	23.2%	25.1%	33.7%	0.0%
Neither satisfied nor dissatisfied	30.3%	26.9%	28.4%	31.7%	29.5%	28.2%	0.0%
Dissatisfied	10.1%	20.4%	26.2%	20.1%	21.1%	20.1%	0.0%
Very dissatisfied	6.7%	11.1%	18.6%	19.5%	16.7%	11.0%	100.0%

*“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	25-49	50-64	65+	Male	Female	Gender diverse
Number of respondents	89	334	183	164	383	383	2
Large influence	11.2%	5.1%	1.1%	1.8%	4.4%	3.9%	0.0%
Some influence	32.6%	30.8%	19.1%	17.1%	26.6%	24.0%	0.0%
Small influence	44.9%	41.3%	46.4%	50.6%	44.1%	45.7%	100.0%
No influence	7.9%	20.4%	30.6%	29.3%	23.8%	22.7%	0.0%
Don't know/not applicable	3.4%	2.4%	2.7%	1.2%	1.0%	3.7%	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	25-49	50-64	65+	Male	Female	Gender diverse
Number of respondents	89	334	183	164	383	383	2
Very satisfied	13.5%	6.3%	3.8%	2.4%	6.5%	5.0%	0.0%
Satisfied	31.5%	21.9%	20.8%	18.9%	20.1%	24.0%	0.0%
Neither satisfied nor dissatisfied	25.8%	34.7%	32.2%	40.9%	32.6%	36.3%	50.0%
Dissatisfied	22.5%	23.4%	25.1%	23.8%	25.6%	22.2%	0.0%
Very dissatisfied	4.5%	9.9%	15.3%	11.6%	12.3%	9.1%	50.0%
Don't know/not applicable	2.2%	3.9%	2.7%	2.4%	2.9%	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	25-49	50-64	65+	Male	Female	Gender diverse
Number of respondents	89	334	183	164	383	383	2
Very satisfied	4.5%	3.9%	3.3%	2.4%	4.2%	2.9%	0.0%
Satisfied	27.0%	25.4%	14.8%	20.1%	21.1%	22.7%	0.0%
Neither satisfied nor dissatisfied	50.6%	32.0%	30.6%	31.7%	29.0%	38.9%	0.0%
Dissatisfied	7.9%	20.4%	29.5%	27.4%	25.8%	19.3%	50.0%
Very dissatisfied	5.6%	12.0%	14.2%	12.2%	13.8%	9.4%	50.0%
Don’t know/not applicable	4.5%	6.3%	7.7%	6.1%	6.0%	6.8%	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	25-49	50-64	65+	Male	Female	Gender diverse
Number of Respondents	89	334	183	164	383	383	2
Very satisfied	14.6%	11.7%	14.8%	14.0%	13.1%	13.6%	0.0%
Satisfied	53.9%	53.3%	51.4%	56.7%	50.1%	57.2%	50.0%
Neither satisfied nor dissatisfied	28.1%	26.9%	24.0%	20.1%	30.0%	20.1%	0.0%
Dissatisfied	2.2%	4.8%	6.0%	8.5%	5.0%	6.0%	50.0%
Very dissatisfied	0.0%	1.2%	1.1%	0.6%	0.8%	0.8%	0.0%
Don’t know/not applicable	1.1%	2.1%	2.7%	0.0%	1.0%	2.3%	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	25-49	50-64	65+	Male	Female	Gender diverse
Number of respondents	89	334	183	164	383	383	2
Very satisfied	14.6%	13.2%	12.0%	11.0%	12.3%	13.1%	0.0%
Satisfied	47.2%	51.5%	51.9%	56.7%	48.8%	55.6%	50.0%
Neither satisfied nor dissatisfied	34.8%	25.7%	27.9%	25.0%	30.3%	24.0%	0.0%
Dissatisfied	0.0%	4.2%	4.9%	6.1%	5.2%	3.1%	50.0%
Very dissatisfied	0.0%	1.8%	0.0%	0.0%	1.3%	0.3%	0.0%
Don't know/not applicable	3.4%	3.6%	3.3%	1.2%	2.1%	3.9%	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	25-49	50-64	65+	Male	Female	Gender diverse
Number of respondents	89	334	183	164	383	383	2
Very satisfied	13.5%	11.4%	6.6%	8.5%	9.1%	10.7%	0.0%
Satisfied	39.3%	40.1%	39.3%	39.0%	37.1%	42.0%	50.0%
Neither satisfied nor dissatisfied	34.8%	26.3%	28.4%	29.9%	29.5%	27.7%	0.0%
Dissatisfied	6.7%	13.2%	16.4%	18.3%	16.2%	12.5%	0.0%
Very dissatisfied	1.1%	6.0%	6.0%	2.4%	5.7%	3.4%	50.0%
Don't know/not applicable	4.5%	3.0%	3.3%	1.8%	2.3%	3.7%	0.0%

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

#### 4.58 Satisfaction with their condition

	18-24	25-49	50-64	65+	Male	Female	Gender diverse
Number of respondents	89	334	183	164	383	383	2
Very satisfied	13.5%	9.0%	6.6%	5.5%	8.6%	7.8%	0.0%
Satisfied	32.6%	38.9%	31.1%	34.1%	34.2%	36.6%	0.0%
Neither satisfied nor dissatisfied	37.1%	24.9%	32.8%	31.7%	28.7%	30.8%	0.0%
Dissatisfied	10.1%	16.8%	19.1%	19.5%	18.8%	15.1%	50.0%
Very dissatisfied	1.1%	6.3%	7.1%	6.7%	7.3%	4.4%	50.0%
Don't know/not applicable	5.6%	4.2%	3.3%	2.4%	2.3%	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	25-49	50-64	65+	Male	Female	Gender diverse
Number of respondents	89	334	183	164	383	383	2
Very satisfied	24.7%	23.4%	28.4%	39.0%	27.7%	28.5%	0.0%
Satisfied	51.7%	48.8%	47.0%	45.1%	48.3%	47.8%	50.0%
Neither satisfied nor dissatisfied	12.4%	12.6%	12.6%	5.5%	11.2%	11.0%	0.0%
Dissatisfied	7.9%	10.8%	9.8%	7.3%	8.9%	10.2%	0.0%
Very dissatisfied	2.2%	4.2%	1.6%	3.0%	3.9%	1.8%	50.0%
Don't know/not applicable	1.1%	0.3%	0.5%	0.0%	0.0%	0.8%	0.0%



*“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	25-49	50-64	65+	Male	Female	Gender diverse
Number of respondents	89	334	183	164	383	383	2
Very satisfied	22.5%	24.3%	33.9%	41.5%	31.9%	28.2%	0.0%
Satisfied	50.6%	50.6%	46.4%	50.0%	49.9%	49.3%	50.0%
Neither satisfied nor dissatisfied	14.6%	11.1%	10.9%	5.5%	9.1%	11.0%	50.0%
Dissatisfied	10.1%	9.3%	6.6%	2.4%	6.0%	8.6%	0.0%
Very dissatisfied	1.1%	4.5%	1.6%	0.6%	3.1%	2.1%	0.0%
Don’t know/not applicable	1.1%	0.3%	0.5%	0.0%	0.0%	0.8%	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	25-49	50-64	65+	Male	Female	Gender diverse
Number of respondents	89	334	183	164	383	383	2
Very satisfied	25.8%	26.3%	33.9%	42.1%	32.6%	30.3%	0.0%
Satisfied	46.1%	48.5%	42.6%	40.9%	43.9%	46.7%	50.0%
Neither satisfied nor dissatisfied	19.1%	10.5%	8.7%	3.7%	8.4%	10.7%	0.0%
Dissatisfied	6.7%	8.7%	10.4%	11.0%	9.9%	8.6%	50.0%
Very dissatisfied	1.1%	5.1%	3.8%	1.2%	4.2%	2.9%	0.0%
Don’t know/not applicable	1.1%	0.9%	0.5%	1.2%	1.0%	0.8%	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	25-49	50-64	65+	Male	Female	Gender diverse
Number of respondents	89	334	183	164	383	383	2
Very satisfied	11.2%	15.0%	15.8%	13.4%	17.2%	11.7%	0.0%
Satisfied	31.5%	43.4%	41.0%	43.3%	42.0%	41.0%	0.0%
Neither satisfied nor dissatisfied	29.2%	21.6%	21.9%	23.8%	23.0%	22.7%	50.0%
Dissatisfied	16.9%	11.4%	12.6%	9.1%	9.9%	13.6%	50.0%
Very dissatisfied	6.7%	3.9%	4.9%	3.0%	4.2%	4.4%	0.0%
Don't know/not applicable	4.5%	4.8%	3.8%	7.3%	3.7%	6.5%	0.0%

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

##### 4.63 Wastewater services are reliable

	18-24	25-49	50-64	65+	Male	Female	Gender diverse
Number of respondents	89	334	183	164	383	383	2
Very satisfied	11.2%	15.6%	19.1%	20.7%	20.9%	13.3%	0.0%
Satisfied	48.3%	51.8%	46.4%	45.1%	45.4%	52.2%	0.0%
Neither satisfied nor dissatisfied	30.3%	20.1%	20.8%	25.6%	24.0%	20.6%	100.0%
Dissatisfied	6.7%	5.7%	8.2%	3.7%	6.8%	5.2%	0.0%
Very dissatisfied	2.2%	2.4%	2.2%	1.8%	1.6%	2.9%	0.0%
Don't know/not applicable	1.1%	4.5%	3.3%	3.0%	1.3%	5.7%	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	25-49	50-64	65+	Male	Female	Gender diverse
Number of respondents	89	334	183	164	383	383	2
Very satisfied	4.5%	11.1%	7.7%	12.2%	11.2%	8.4%	0.0%
Satisfied	46.1%	35.9%	37.2%	39.0%	38.4%	37.6%	50.0%
Neither satisfied nor dissatisfied	29.2%	25.7%	33.3%	28.0%	29.5%	27.4%	0.0%
Dissatisfied	6.7%	9.3%	9.3%	11.0%	10.4%	8.1%	50.0%
Very dissatisfied	1.1%	4.5%	2.2%	3.0%	2.6%	3.9%	0.0%
Don't know/not applicable	12.4%	13.5%	10.4%	6.7%	7.8%	14.6%	0.0%

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

#### 4.65 Condition of waterways

	18-24	25-49	50-64	65+	Male	Female	Gender diverse
Number of respondents	89	334	183	164	383	383	2
Very satisfied	6.7%	9.3%	4.4%	6.7%	9.1%	5.5%	0.0%
Satisfied	40.4%	39.2%	33.3%	28.0%	30.5%	40.5%	50.0%
Neither satisfied nor dissatisfied	31.5%	23.1%	24.0%	29.9%	27.4%	24.3%	0.0%
Dissatisfied	18.0%	20.4%	24.6%	25.0%	23.2%	20.6%	50.0%
Very dissatisfied	1.1%	5.7%	10.9%	9.8%	9.4%	5.2%	0.0%
Don't know/not applicable	2.2%	2.4%	2.7%	0.6%	0.3%	3.9%	0.0%

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

#### 4.66 Condition of waterway margins

	18-24	25-49	50-64	65+	Male	Female	Gender diverse
Number of respondents	89	334	183	164	383	383	2
Very satisfied	4.5%	7.5%	4.4%	4.9%	6.5%	5.2%	0.0%
Satisfied	38.2%	42.2%	35.0%	29.9%	35.2%	39.4%	50.0%
Neither satisfied nor dissatisfied	38.2%	26.6%	25.7%	31.1%	29.8%	27.9%	0.0%
Dissatisfied	13.5%	13.8%	21.3%	26.8%	19.3%	17.0%	50.0%
Very dissatisfied	1.1%	6.0%	10.9%	6.7%	8.4%	5.2%	0.0%
Don't know/not applicable	4.5%	3.9%	2.7%	0.6%	0.8%	5.2%	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	25-49	50-64	65+	Male	Female	Gender diverse
Number of respondents	89	334	183	164	383	383	2
Very satisfied	14.6%	10.2%	6.6%	7.3%	9.4%	9.1%	0.0%
Satisfied	38.2%	43.4%	39.9%	34.8%	35.5%	44.6%	50.0%
Neither satisfied nor dissatisfied	32.6%	23.7%	25.1%	25.6%	26.9%	24.0%	0.0%
Dissatisfied	12.4%	13.8%	14.8%	25.0%	18.5%	13.8%	50.0%
Very dissatisfied	0.0%	5.7%	10.9%	7.3%	8.6%	4.7%	0.0%
Don't know/not applicable	2.2%	3.3%	2.7%	0.0%	1.0%	3.7%	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	25-49	50-64	65+	Male	Female	Gender diverse
Number of respondents	89	334	183	164	383	383	2
Very satisfied	5.6%	6.6%	5.5%	4.9%	7.6%	4.2%	0.0%
Satisfied	47.2%	38.6%	29.0%	26.2%	32.1%	37.3%	50.0%
Neither satisfied nor dissatisfied	23.6%	25.4%	31.7%	37.2%	32.4%	26.1%	50.0%
Dissatisfied	15.7%	18.6%	23.0%	25.0%	20.6%	20.4%	0.0%
Very dissatisfied	1.1%	5.7%	7.1%	4.9%	5.7%	5.0%	0.0%
Don't know/not applicable	6.7%	5.1%	3.8%	1.8%	1.6%	7.0%	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	25-49	50-64	65+	Male	Female	Gender diverse
Number of respondents	89	334	183	164	383	383	2
Strongly agree	24.7%	21.6%	17.5%	17.7%	18.3%	22.2%	0.0%
Agree	51.7%	54.5%	55.2%	48.8%	51.2%	55.1%	50.0%
Neither agree nor disagree	16.9%	13.2%	14.2%	22.0%	20.1%	11.5%	0.0%
Disagree	4.5%	5.7%	7.7%	7.3%	5.0%	7.8%	0.0%
Strongly disagree	1.1%	4.2%	3.3%	3.0%	4.2%	2.1%	50.0%
Don't know/not applicable	1.1%	0.9%	2.2%	1.2%	1.3%	1.3%	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	25-49	50-64	65+	Male	Female	Gender diverse
Number of respondents	89	334	183	164	383	383	2
Strongly agree	16.9%	19.2%	18.0%	16.5%	17.8%	18.5%	0.0%
Agree	43.8%	47.3%	44.8%	39.6%	39.9%	49.3%	50.0%
Neither agree nor disagree	21.3%	22.5%	17.5%	28.0%	26.1%	18.5%	50.0%
Disagree	13.5%	5.7%	8.2%	7.9%	7.8%	7.6%	0.0%
Strongly disagree	1.1%	2.7%	8.2%	3.7%	4.7%	3.1%	0.0%
Don't know/not applicable	3.4%	2.7%	3.3%	4.3%	3.7%	2.9%	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	25-49	50-64	65+	Male	Female	Gender diverse
Number of respondents	89	334	183	164	383	383	2
All the time, by that I mean about every day	11.2%	10.8%	8.2%	3.0%	10.4%	6.8%	0.0%
Frequently, by that I mean at least once a week	16.9%	15.0%	13.1%	7.3%	15.9%	10.4%	0.0%
Occasionally, by that I mean around once a month	13.5%	19.8%	12.0%	8.5%	15.1%	14.1%	50.0%
Rarely, by that I mean no more than a few times a year	25.8%	25.4%	19.7%	17.7%	21.7%	23.5%	0.0%
Never	30.3%	25.7%	43.7%	57.9%	32.6%	42.0%	50.0%
Don't know/not applicable	2.2%	3.3%	3.3%	5.5%	4.2%	3.1%	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	25-49	50-64	65+	Male	Female	Gender diverse
Number of respondents	89	334	183	164	383	383	2
Very satisfied	4.5%	5.7%	3.3%	2.4%	6.0%	2.6%	0.0%
Satisfied	23.6%	28.7%	16.4%	23.2%	23.2%	24.8%	0.0%
Neither satisfied nor dissatisfied	23.6%	21.6%	13.7%	15.9%	16.4%	21.1%	0.0%
Dissatisfied	33.7%	30.8%	43.7%	39.6%	36.0%	36.0%	100.0%
Very dissatisfied	12.4%	12.3%	22.4%	17.7%	18.0%	13.6%	0.0%
Don’t know/not applicable	2.2%	0.9%	0.5%	1.2%	0.3%	1.8%	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	25-49	50-64	65+	Male	Female	Gender diverse
Number of respondents	89	334	183	164	383	383	2
Very satisfied	5.6%	7.2%	2.7%	1.2%	5.5%	3.9%	0.0%
Satisfied	40.4%	37.1%	22.4%	22.6%	27.4%	34.5%	0.0%
Neither satisfied nor dissatisfied	23.6%	23.1%	20.8%	20.1%	21.4%	22.7%	0.0%
Dissatisfied	21.3%	25.4%	37.7%	35.4%	32.1%	27.7%	100.0%
Very dissatisfied	7.9%	6.3%	15.8%	20.1%	13.3%	9.9%	0.0%
Don’t know/not applicable	1.1%	0.9%	0.5%	0.6%	0.3%	1.3%	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	25-49	50-64	65+	Male	Female	Gender diverse
Number of respondents	89	334	183	164	383	383	2
Very satisfied	14.6%	12.9%	12.0%	18.3%	16.4%	11.7%	0.0%
Satisfied	38.2%	31.7%	29.5%	28.0%	30.5%	32.1%	0.0%
Neither satisfied nor dissatisfied	14.6%	19.2%	15.3%	12.8%	17.8%	15.1%	0.0%
Dissatisfied	22.5%	20.7%	25.7%	25.6%	20.9%	25.1%	50.0%
Very dissatisfied	9.0%	15.3%	16.9%	14.6%	14.1%	15.1%	50.0%
Don't know/not applicable	1.1%	0.3%	0.5%	0.6%	0.3%	0.8%	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	25-49	50-64	65+	Male	Female	Gender diverse
Number of respondents	89	334	183	164	383	383	2
Very satisfied	14.6%	12.0%	9.3%	14.0%	12.8%	11.5%	0.0%
Satisfied	39.3%	35.6%	36.6%	32.9%	34.2%	37.1%	50.0%
Neither satisfied nor dissatisfied	21.3%	22.5%	25.1%	26.2%	26.1%	21.4%	50.0%
Dissatisfied	5.6%	12.6%	14.2%	14.0%	14.1%	11.0%	0.0%
Very dissatisfied	3.4%	8.4%	6.6%	7.9%	7.0%	7.3%	0.0%
Don't know/not applicable	15.7%	9.0%	8.2%	4.9%	5.7%	11.7%	0.0%



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

#### 4.76 Reliability of water supply

	18-24	25-49	50-64	65+	Male	Female	Gender diverse
Number of respondents	89	334	183	164	383	383	2
Very satisfied	20.2%	21.9%	26.8%	28.0%	26.1%	22.2%	0.0%
Satisfied	51.7%	48.2%	51.9%	48.8%	49.6%	49.9%	50.0%
Neither satisfied nor dissatisfied	19.1%	17.7%	13.7%	17.1%	15.7%	17.8%	50.0%
Dissatisfied	5.6%	5.4%	4.9%	3.0%	5.2%	4.4%	0.0%
Very dissatisfied	2.2%	4.8%	2.2%	2.4%	2.6%	3.9%	0.0%
Don't know/not applicable	1.1%	2.1%	0.5%	0.6%	0.8%	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	25-49	50-64	65+	Male	Female	Gender diverse
Number of respondents	89	334	183	164	383	383	2
Yes	68.5%	83.5%	74.9%	67.7%	73.6%	79.1%	100.0%
No	21.3%	13.8%	20.8%	29.9%	22.2%	17.2%	0.0%
Don't know/ not applicable	10.1%	2.7%	4.4%	2.4%	4.2%	3.7%	0.0%

*“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	25-49	50-64	65+	Male	Female	Gender diverse
Number of respondents	80	325	175	160	367	369	2
Very satisfied	8.8%	13.2%	6.9%	6.3%	10.9%	8.7%	0.0%
Satisfied	45.0%	48.9%	37.7%	33.8%	40.6%	44.7%	50.0%
Neither satisfied nor dissatisfied	18.8%	18.5%	19.4%	27.5%	22.1%	19.5%	0.0%
Dissatisfied	18.8%	11.1%	21.1%	18.8%	15.8%	16.0%	0.0%
Very dissatisfied	3.8%	5.8%	8.6%	8.1%	6.8%	6.2%	50.0%
Don't know/not applicable	5.0%	2.5%	6.3%	5.6%	3.8%	4.9%	0.0%

*“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	25-49	50-64	65+	Male	Female	Gender diverse
Number of respondents	80	325	175	160	367	369	2
Very satisfied	8.8%	9.5%	5.7%	6.3%	8.2%	7.6%	0.0%
Satisfied	35.0%	40.6%	37.7%	38.8%	38.4%	39.6%	50.0%
Neither satisfied nor dissatisfied	22.5%	22.2%	21.7%	28.8%	24.5%	22.8%	0.0%
Dissatisfied	20.0%	17.5%	22.9%	15.6%	18.0%	19.2%	0.0%
Very dissatisfied	6.3%	7.1%	7.4%	6.3%	7.1%	6.2%	50.0%
Don't know/not applicable	7.5%	3.1%	4.6%	4.4%	3.8%	4.6%	0.0%

*“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	25-49	50-64	65+	Male	Female	Gender diverse
Number of respondents	80	325	175	160	367	369	2
Very satisfied	6.3%	7.4%	4.0%	3.8%	6.3%	5.1%	0.0%
Satisfied	33.8%	40.6%	36.0%	45.0%	38.4%	41.2%	50.0%
Neither satisfied nor dissatisfied	32.5%	23.1%	29.7%	27.5%	29.2%	24.4%	0.0%
Dissatisfied	18.8%	17.5%	20.6%	13.8%	15.8%	19.2%	0.0%
Very dissatisfied	2.5%	8.0%	5.7%	6.3%	7.6%	4.9%	50.0%
Don't know/not applicable	6.3%	3.4%	4.0%	3.8%	2.7%	5.1%	0.0%

*“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	25-49	50-64	65+	Male	Female	Gender diverse
Number of respondents	80	325	175	160	367	369	2
Very satisfied	6.3%	8.3%	5.1%	5.0%	7.9%	5.4%	0.0%
Satisfied	30.0%	40.3%	32.6%	33.1%	35.1%	36.6%	50.0%
Neither satisfied nor dissatisfied	32.5%	25.5%	26.9%	30.6%	26.7%	29.0%	0.0%
Dissatisfied	17.5%	12.6%	20.6%	18.8%	16.9%	15.7%	0.0%
Very dissatisfied	7.5%	8.9%	8.0%	7.5%	8.2%	7.9%	50.0%
Don't know/not applicable	6.3%	4.3%	6.9%	5.0%	5.2%	5.4%	0.0%

*“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	25-49	50-64	65+	Male	Female	Gender diverse
Number of respondents	80	325	175	160	367	369	2
Strongly agree	10.0%	8.0%	6.3%	5.6%	7.9%	6.8%	0.0%
Agree	33.8%	35.7%	30.3%	33.8%	35.4%	32.0%	50.0%
Neither agree nor disagree	33.8%	35.4%	41.1%	45.0%	39.0%	38.5%	0.0%
Disagree	16.3%	9.5%	11.4%	8.1%	8.7%	12.2%	0.0%
Strongly disagree	1.3%	4.9%	2.3%	3.1%	3.5%	3.3%	50.0%
Don't know/not applicable	5.0%	6.5%	8.6%	4.4%	5.4%	7.3%	0.0%

*“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	25-49	50-64	65+	Male	Female	Gender diverse
Number of respondents	80	325	175	160	367	369	2
Strongly agree	12.5%	11.7%	14.3%	13.8%	13.1%	12.7%	0.0%
Agree	47.5%	48.0%	48.6%	47.5%	47.7%	48.2%	50.0%
Neither agree nor disagree	27.5%	25.2%	20.6%	23.1%	25.1%	23.0%	0.0%
Disagree	3.8%	5.2%	8.0%	5.0%	5.2%	6.0%	0.0%
Strongly disagree	0.0%	5.2%	1.1%	2.5%	3.0%	3.0%	50.0%
Don't know/not applicable	8.8%	4.6%	7.4%	8.1%	6.0%	7.0%	0.0%

*“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	25-49	50-64	65+	Male	Female	Gender diverse
Number of respondents	80	325	175	160	367	369	2
Strongly agree	8.8%	5.8%	6.3%	1.9%	5.7%	5.1%	0.0%
Agree	22.5%	35.7%	26.9%	33.8%	35.4%	28.2%	50.0%
Neither agree nor disagree	32.5%	31.7%	29.7%	30.6%	33.0%	29.5%	0.0%
Disagree	23.8%	13.2%	17.7%	11.3%	10.9%	18.7%	0.0%
Strongly disagree	3.8%	7.7%	6.3%	6.3%	6.3%	6.8%	50.0%
Don't know/not applicable	8.8%	5.8%	13.1%	16.3%	8.7%	11.7%	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	25-49	50-64	65+	Male	Female	Gender diverse
Number of respondents	89	334	183	164	383	383	2
Very satisfied	33.7%	26.6%	27.3%	31.1%	26.6%	30.8%	0.0%
Satisfied	52.8%	52.7%	56.3%	53.7%	52.0%	55.4%	50.0%
Neither satisfied nor dissatisfied	7.9%	15.6%	10.4%	11.6%	15.7%	9.4%	50.0%
Dissatisfied	2.2%	2.4%	2.7%	2.4%	3.7%	1.3%	0.0%
Very dissatisfied	0.0%	1.2%	1.6%	1.2%	1.0%	1.3%	0.0%
Don't know/not applicable	3.4%	1.5%	1.6%	0.0%	1.0%	1.8%	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	25-49	50-64	65+	Male	Female	Gender diverse
Number of respondents	89	334	183	164	383	383	2
Very satisfied	31.5%	26.3%	24.0%	28.7%	23.2%	30.8%	0.0%
Satisfied	44.9%	50.9%	56.3%	51.8%	51.4%	51.7%	50.0%
Neither satisfied nor dissatisfied	16.9%	12.3%	11.5%	13.4%	15.9%	9.7%	50.0%
Dissatisfied	2.2%	5.7%	4.9%	3.7%	5.7%	3.7%	0.0%
Very dissatisfied	1.1%	3.3%	1.6%	2.4%	2.6%	2.3%	0.0%
Don't know/not applicable	3.4%	1.5%	1.6%	0.0%	1.0%	1.8%	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	25-49	50-64	65+	Male	Female	Gender diverse
Number of respondents	89	334	183	164	383	383	2
Very satisfied	19.1%	15.9%	14.2%	18.3%	15.7%	17.2%	0.0%
Satisfied	48.3%	48.5%	50.3%	45.7%	47.0%	49.6%	50.0%
Neither satisfied nor dissatisfied	19.1%	24.3%	25.1%	25.6%	24.0%	24.3%	50.0%
Dissatisfied	10.1%	6.6%	6.6%	6.7%	7.6%	6.3%	0.0%
Very dissatisfied	0.0%	2.4%	1.1%	1.8%	3.4%	0.0%	0.0%
Don't know/not applicable	3.4%	2.4%	2.7%	1.8%	2.3%	2.6%	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	25-49	50-64	65+	Male	Female	Gender diverse
Number of respondents	89	334	183	164	383	383	2
Very satisfied	16.9%	11.4%	10.4%	16.5%	13.8%	12.0%	0.0%
Satisfied	48.3%	48.5%	45.9%	47.6%	47.0%	48.3%	50.0%
Neither satisfied nor dissatisfied	29.2%	26.3%	28.4%	26.2%	26.4%	27.7%	50.0%
Dissatisfied	1.1%	8.7%	11.5%	4.9%	8.1%	7.3%	0.0%
Very dissatisfied	2.2%	3.0%	1.1%	3.0%	3.4%	1.6%	0.0%
Don't know/not applicable	2.2%	2.1%	2.7%	1.8%	1.3%	3.1%	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	25-49	50-64	65+	Male	Female	Gender diverse
Number of respondents	89	334	183	164	383	383	2
Very satisfied	14.6%	8.1%	5.5%	5.5%	7.0%	8.4%	0.0%
Satisfied	37.1%	43.7%	34.4%	39.0%	40.2%	39.4%	0.0%
Neither satisfied nor dissatisfied	36.0%	26.9%	29.5%	28.0%	27.4%	30.3%	50.0%
Dissatisfied	2.2%	11.1%	15.3%	17.7%	15.1%	9.7%	0.0%
Very dissatisfied	2.2%	8.1%	11.5%	7.3%	9.4%	6.5%	50.0%
Don't know/not applicable	7.9%	2.1%	3.8%	2.4%	0.8%	5.7%	0.0%

*Which of the following would best describe your feelings toward Christchurch City Council's overall performance over the past 12 months?*

#### 4.90 Feelings towards the Council's overall performance (neutral perceptions)

	18-24	25-49	50-64	65+	Male	Female	Gender diverse
Number of respondents	32	90	54	46	105	116	1
Overall, slightly more satisfied than dissatisfied	15.6%	25.6%	18.5%	15.2%	17.1%	23.3%	0.0%
Overall, slightly more dissatisfied than satisfied	37.5%	33.3%	46.3%	43.5%	46.7%	31.9%	100.0%
Feel equally satisfied as dissatisfied	37.5%	33.3%	27.8%	41.3%	32.4%	36.2%	0.0%
Don't know	9.4%	7.8%	7.4%	0.0%	3.8%	8.6%	0.0%

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

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

	18-24	25-49	50-64	65+	Male	Female	Gender diverse
Total Number of Comments	41	267	217	161	341	339	2
Council is doing a good job overall	31.7%	11.6%	6.9%	8.7%	10.6%	10.9%	0.0%
Council is doing a poor job overall	0.0%	3.4%	2.8%	3.7%	4.4%	1.5%	0.0%
Happy with services provided	14.6%	10.5%	8.8%	9.3%	9.1%	10.6%	0.0%
Unhappy with services provided	14.6%	16.5%	15.7%	23.0%	18.5%	17.1%	0.0%
Room for improvement	12.2%	7.9%	4.1%	2.5%	4.4%	7.1%	0.0%
Respond to problems/ concerns	7.3%	4.9%	6.9%	6.8%	4.4%	8.0%	0.0%
No problems/ issues	4.9%	1.5%	2.3%	1.2%	1.8%	2.1%	0.0%
Other	4.9%	7.5%	7.4%	9.3%	10.6%	5.0%	0.0%
Good communication	2.4%	0.7%	0.5%	0.0%	0.3%	0.9%	0.0%
Good customer service	2.4%	5.2%	3.2%	1.9%	2.9%	4.4%	0.0%
Slow to/ don't respond to problems/ concerns	2.4%	3.0%	3.2%	6.2%	4.1%	3.5%	0.0%
Unhappy about water bottling plant	2.4%	1.5%	0.9%	0.6%	0.9%	1.5%	0.0%
Council needs to take more action	0.0%	0.4%	0.0%	0.0%	0.0%	0.3%	0.0%
Difficulties reporting issues to Council	0.0%	0.0%	0.5%	0.0%	0.0%	0.3%	0.0%
Disapprove of Council spending	0.0%	6.7%	9.7%	7.5%	7.0%	8.0%	0.0%



	18-24	25-49	50-64	65+	Male	Female	Gender diverse
Disapprove of lime scooters	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Disapprove of water chlorination handling	0.0%	4.1%	5.1%	4.3%	4.1%	4.1%	0.0%
Happy with how Council handled things after terrorist attack	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Lack of public consultation	0.0%	2.6%	3.7%	3.1%	2.9%	2.4%	50.0%
Poor communication	0.0%	2.6%	5.5%	3.1%	2.9%	3.8%	50.0%
Poor customer service	0.0%	1.9%	2.3%	1.2%	1.8%	1.8%	0.0%
Rates increased	0.0%	2.6%	3.7%	3.1%	4.1%	1.8%	0.0%
Unhappy with council staff	0.0%	0.4%	1.4%	1.9%	1.5%	0.6%	0.0%
Unhappy with Mayor	0.0%	0.7%	0.5%	0.0%	0.3%	0.6%	0.0%
Unhappy with rebuild progress	0.0%	3.7%	5.1%	2.5%	3.5%	3.8%	0.0%

\* Don't know responses removed

*“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?”*

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

	18-24	25-49	50-64	65+	Male	Female	Gender diverse
Number of respondents	89	334	183	164	383	383	2
Strongly agree	14.6%	9.3%	10.4%	11.6%	9.4%	12.0%	0.0%
Agree	42.7%	43.4%	37.2%	45.1%	43.3%	41.0%	0.0%
Neither agree nor disagree	25.8%	28.7%	29.0%	20.7%	28.7%	24.8%	50.0%
Disagree	5.6%	6.9%	12.6%	8.5%	7.3%	9.7%	0.0%
Strongly disagree	1.1%	3.3%	6.6%	5.5%	5.2%	3.1%	50.0%
Don't know/not applicable	10.1%	8.4%	4.4%	8.5%	6.0%	9.4%	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?”*

**4.93 One service you feel the Council is performing the best in delivering (coded table)\***

	18-24	25-49	50-64	65+	Male	Female	Gender diverse
Total number of comments	38	210	164	147	247	308	2
Roading: Improved network/ services	0.0%	1.9%	1.2%	0.0%	1.2%	1.0%	0.0%
Roading: Roadworks/ Maintenance	2.6%	1.0%	0.6%	2.7%	2.4%	0.6%	0.0%
Roading: Other	0.0%	0.5%	0.6%	1.4%	0.4%	1.0%	0.0%
Public transport: Generally, a good/ efficient service	0.0%	0.0%	0.0%	0.7%	0.4%	0.0%	0.0%
Public transport: Good coverage/ variety of routes	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Public transport: Punctual timetables	0.0%	0.0%	0.0%	0.7%	0.4%	0.0%	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	5.3%	6.7%	11.0%	17.0%	11.3%	10.1%	0.0%
Waste management: Timely collection and service	2.6%	4.8%	1.8%	2.0%	3.6%	2.6%	0.0%
Waste management: Availability of bins/ good size bins	0.0%	0.5%	0.6%	1.4%	1.2%	0.3%	0.0%
Waste management: Recycling and recycling options	0.0%	2.9%	1.2%	0.7%	0.8%	1.9%	0.0%
Waste management: Proper collection/no residue left behind	2.6%	0.5%	1.2%	2.7%	1.2%	1.3%	0.0%
Waste management: Friendly/ responsive staff	0.0%	0.0%	0.0%	0.7%	0.0%	0.3%	0.0%
Waste management: Communicate issues	0.0%	1.4%	0.6%	0.7%	0.0%	1.6%	0.0%
Waste management: Reliable	0.0%	1.4%	1.2%	2.7%	1.6%	1.6%	0.0%
Waste management: Other	2.6%	2.4%	4.9%	5.4%	4.5%	3.6%	0.0%
Waste management: Undefined	5.3%	5.2%	8.5%	9.5%	9.7%	5.5%	0.0%
Parking: Access to parking	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Cycleways: Good quality	0.0%	0.5%	1.2%	0.7%	1.6%	0.0%	0.0%
Cycleways: Availability/ number	0.0%	1.9%	1.2%	0.7%	1.2%	1.3%	0.0%
Cycleways: Other	0.0%	1.4%	1.8%	2.0%	3.2%	0.3%	0.0%
Cycleways: Undefined	0.0%	0.5%	0.0%	0.7%	0.8%	0.0%	0.0%

	18-24	25-49	50-64	65+	Male	Female	Gender diverse
Events/ activities: Availability/ number/ range	2.6%	2.9%	3.0%	0.7%	1.6%	2.9%	0.0%
Events/ activities: Providing information on events	2.6%	0.0%	0.0%	0.0%	0.0%	0.3%	0.0%
Events/ activities: Well organised	2.6%	1.9%	0.0%	0.0%	0.4%	1.3%	0.0%
Events/ activities: Family friendly/ for all ages	2.6%	0.0%	0.6%	0.0%	0.0%	0.6%	0.0%
Events/ activities: Other	0.0%	1.0%	0.6%	0.7%	0.0%	1.3%	0.0%
Events/ activities: Free/ affordable	0.0%	1.4%	0.0%	0.0%	0.0%	1.0%	0.0%
Events/ activities: Undefined	0.0%	1.0%	0.0%	0.0%	0.4%	0.3%	0.0%
Libraries: Good service / good libraries	0.0%	3.8%	3.7%	4.1%	3.2%	3.9%	0.0%
Libraries: Availability and variety of good/current resources/activities	0.0%	0.5%	3.7%	1.4%	1.2%	1.9%	0.0%
Libraries: Availability of and access to libraries	0.0%	1.0%	1.8%	0.7%	0.0%	1.9%	0.0%
Libraries: Good/ modern infrastructure	0.0%	0.5%	0.6%	0.0%	0.0%	0.6%	0.0%
Libraries: Free access/ free access to materials	0.0%	0.0%	1.2%	0.0%	0.0%	0.6%	0.0%
Libraries: Good librarians/ staff	0.0%	0.5%	3.7%	4.8%	2.0%	2.9%	0.0%
Libraries: Other	0.0%	0.0%	0.6%	0.0%	0.0%	0.3%	0.0%
Libraries: Undefined	0.0%	1.0%	1.8%	1.4%	1.6%	1.0%	0.0%
Recreation & Sport Centres: Availability and access to swimming pools	2.6%	3.8%	3.0%	1.4%	0.8%	4.5%	0.0%
Recreation & Sport Centres: Generally good service	0.0%	0.5%	0.6%	0.0%	0.4%	0.3%	0.0%
Recreation & Sport Centres: Clean/ well maintained	0.0%	1.9%	0.6%	0.7%	0.4%	1.6%	0.0%
Recreation & Sports Centres: Availability and access to walking tracks	0.0%	0.0%	0.6%	0.7%	0.4%	0.3%	0.0%
Recreation & Sport Centres: Other	0.0%	1.4%	1.8%	0.7%	0.8%	1.6%	0.0%
Facilities and services in general: Generally good service	10.5%	3.3%	2.4%	2.0%	4.0%	2.6%	0.0%
Parks, reserves and green spaces: Well presented and maintained	15.8%	13.3%	7.9%	4.8%	7.7%	11.4%	0.0%
Parks, reserves and green spaces: Availability/number/variety	0.0%	1.4%	0.0%	0.0%	0.8%	0.3%	0.0%
Parks, reserves and green spaces: Good service to have	0.0%	1.9%	1.8%	3.4%	2.4%	1.6%	50.0%
Parks, reserves and green spaces: Good for the children	0.0%	1.4%	0.0%	0.0%	0.8%	0.3%	0.0%

	18-24	25-49	50-64	65+	Male	Female	Gender diverse
Parks, reserves and green spaces: Other	0.0%	0.0%	0.0%	1.4%	0.8%	0.0%	0.0%
Parks, reserves and green spaces: Undefined	0.0%	1.4%	1.2%	1.4%	2.4%	0.3%	0.0%
Water supply: No issues with chlorine	0.0%	0.0%	0.6%	0.0%	0.4%	0.0%	0.0%
Water supply: Adequate and regular supply	0.0%	0.5%	0.6%	0.0%	0.8%	0.0%	0.0%
Water supply: Water quality/ taste is good	0.0%	0.0%	1.2%	0.7%	1.2%	0.0%	0.0%
Water supply: Maintenance done promptly/ well maintained	0.0%	0.5%	0.6%	1.4%	0.8%	0.6%	0.0%
Water supply: Generally good service	2.6%	1.4%	0.0%	2.0%	1.2%	1.3%	0.0%
Community Support: Involvement of council	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Sewerage/ Wastewater: Generally good service	0.0%	1.4%	0.6%	2.0%	2.0%	0.6%	0.0%
Sewerage/ Wastewater: Well maintained	0.0%	0.5%	0.6%	0.7%	1.2%	0.0%	0.0%
Sewerage/ Wastewater: Not discharging during emergencies	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Animal control: Good service	0.0%	0.0%	1.2%	0.0%	0.0%	0.6%	0.0%
The rebuild: Improving the look of the city	2.6%	0.0%	0.0%	1.4%	0.8%	0.3%	0.0%
The rebuild: Good progress being made	0.0%	0.5%	1.2%	1.4%	1.6%	0.3%	0.0%
The rebuild: Other	0.0%	0.5%	0.6%	0.0%	0.4%	0.3%	0.0%
Public space cleaning/ City beautification: Keeping spaces/ city clean	10.5%	3.3%	3.0%	2.0%	2.8%	3.6%	50.0%
Public space cleaning/ City beautification: Attract tourists/ businesses	2.6%	0.5%	0.0%	0.0%	0.4%	0.3%	0.0%
Emergency preparedness and response: Well prepared/ good response	0.0%	0.5%	0.0%	0.0%	0.0%	0.3%	0.0%
Rates spending and financial management: Generally good spending/ management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Rates spending and financial management: Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Information and communication: Good communication/ clear	5.3%	1.4%	1.8%	1.4%	0.8%	2.6%	0.0%
Information and communication: Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Waterways: Well maintained/ clean	2.6%	1.9%	1.8%	0.7%	1.2%	1.9%	0.0%
Footpaths: Well maintained	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

	18-24	25-49	50-64	65+	Male	Female	Gender diverse
Footpaths: Good accessibility	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Footpaths: Good service	0.0%	1.0%	1.2%	0.0%	0.8%	0.6%	0.0%
Other	13.2%	7.1%	5.5%	4.1%	5.3%	7.1%	0.0%

*\*Don't' know and negative responses removed*

*“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?”*

#### 4.94 Most important service for Council to improve over next 12 months (coded table)\*

	18-24	25-49	50-64	65+	Male	Female	Gender diverse
Total Number of Comments	41	227	212	161	320	315	3
Roadings: Fix roads/ make smooth/ remove potholes	14.6%	9.7%	11.3%	14.3%	12.5%	10.8%	0.0%
Roadings: Better quality repair/ less frequent repair/ faster repair	7.3%	4.0%	3.3%	3.1%	3.8%	3.8%	0.0%
Roadings: Improve traffic control/ flow/ accessibility	2.4%	1.8%	2.4%	5.6%	3.1%	2.5%	0.0%
Roadings: Better communication/ consultation	0.0%	0.0%	0.9%	0.0%	0.3%	0.3%	0.0%
Roadings: Prioritise/ focus repairs where needed most	0.0%	0.4%	0.5%	1.2%	0.9%	0.3%	0.0%
Roadings: Allocate resources correctly	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Roadings: Other	0.0%	1.3%	1.9%	4.3%	3.4%	1.0%	0.0%
Footpaths: Fix footpaths/ make smooth/ remove hazards	0.0%	1.8%	6.1%	6.8%	4.1%	4.8%	0.0%
Footpaths: Better quality repair/ less frequent repair/ faster repair	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Footpaths: Pedestrian right of way clarifications	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Footpaths: Clear debris/ overhanging foliage	0.0%	0.0%	0.0%	1.9%	0.9%	0.0%	0.0%
Footpaths: Improve street lighting	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Footpaths: Improve accessibility	0.0%	0.4%	0.0%	0.6%	0.6%	0.0%	0.0%
Cycleways: Make more user-friendly/ Less obstructive/ Safer	2.4%	1.3%	1.4%	0.0%	1.3%	1.0%	0.0%
Cycleways: Clearer delineation between cycleways/ road lanes	2.4%	0.0%	0.5%	0.0%	0.3%	0.3%	0.0%
Cycleways: Ensure cycleways on arterial roads/ direct routes	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

	18-24	25-49	50-64	65+	Male	Female	Gender diverse
Cycleways: Other	2.4%	3.5%	3.8%	3.1%	4.4%	2.2%	33.3%
Water supply: Remove chlorine/ other additives	2.4%	7.5%	6.6%	5.6%	5.6%	7.3%	0.0%
Water supply: Fix the wells/ bore/ aquifer/ pumping stations	0.0%	0.0%	0.5%	0.6%	0.6%	0.0%	0.0%
Water supply: Improve or retain quality/ smell/ taste/ appearance	4.9%	2.6%	2.8%	4.3%	2.8%	3.8%	0.0%
Water supply: Fix leaks	0.0%	3.1%	3.3%	0.6%	1.6%	3.2%	0.0%
Water supply: Halt sale of water to commercial interests	2.4%	0.9%	1.9%	0.0%	0.6%	1.6%	0.0%
Water supply: Better communication/ consultation	0.0%	0.0%	0.5%	1.2%	0.3%	0.6%	0.0%
Water supply: Devote more resource to fixing issues/ Keep to timeline	0.0%	0.9%	0.0%	0.6%	0.3%	0.6%	0.0%
Water supply: Other	0.0%	2.6%	1.9%	3.1%	3.1%	1.6%	0.0%
Council decision-making/financial management: Reduce spending on Councillors	0.0%	0.4%	1.9%	0.6%	0.6%	1.3%	0.0%
Council decision-making/financial management: More consultation on new building spending/more consultation generally	4.9%	2.6%	2.4%	2.5%	1.3%	4.1%	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%	1.3%	0.5%	0.0%	0.3%	1.0%	0.0%
Council decision-making/financial management: Increase council transparency/ address corruption/ accountability	0.0%	0.4%	1.9%	2.5%	1.3%	1.6%	0.0%
Council decision-making/ financial management: Improve communication and monitoring	0.0%	2.2%	2.8%	1.2%	0.6%	3.5%	0.0%
Council decision-making/financial management: Channel council contracts to local companies	0.0%	0.0%	0.5%	0.0%	0.0%	0.0%	33.3%
Council decision-making/financial management: Devise a better rates system	0.0%	2.6%	2.8%	2.5%	4.1%	1.0%	0.0%
Council decision-making/financial management: Better quality staff	0.0%	0.9%	0.9%	0.0%	0.3%	1.0%	0.0%
Council decision-making/ financial management: Avoid over expenditure/ expenditure on unnecessary projects	0.0%	0.9%	1.4%	1.9%	2.2%	0.3%	0.0%

	18-24	25-49	50-64	65+	Male	Female	Gender diverse
Council decision-making/financial management: Developing clear plans and budgets/ long term/ independent thinking	0.0%	0.0%	0.9%	1.2%	0.9%	0.3%	0.0%
Council decision-making/financial management: Reduce the level of bureaucracy/ less red tape	0.0%	0.4%	0.9%	0.6%	0.9%	0.3%	0.0%
Public space cleaning/ City beautification: Council should clean up/ increase cleaning frequency	2.4%	1.8%	1.4%	0.0%	1.3%	1.3%	0.0%
Public space cleaning/ City beautification: Clear leaves, dry grass, weeds/ mow lawns/ prune trees	0.0%	0.9%	0.9%	1.9%	1.6%	0.6%	0.0%
Public space cleaning/ City beautification: Side streets and roadsides need attention	0.0%	0.4%	0.5%	0.6%	0.6%	0.3%	0.0%
Public space cleaning/ City beautification: Planting more trees	0.0%	0.0%	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%	0.0%	0.5%	1.2%	0.3%	0.6%	0.0%
Consents process: Raise standards for the approval process/ streamline the process	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Consents process: Reduce the time and costs related to the process	0.0%	0.4%	0.0%	1.2%	0.6%	0.3%	0.0%
Consents process: Improving staffing/ quality of staff	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Parking: Fair enforcement/better enforcement	2.4%	0.9%	0.9%	0.6%	0.9%	1.0%	0.0%
Parking: More parking/better quality parking	7.3%	4.4%	2.8%	1.2%	2.5%	4.1%	0.0%
Parking: Lower the cost/make it free in some areas	9.8%	2.6%	2.4%	0.0%	1.3%	3.5%	0.0%
Parking: Increase the time limit	0.0%	0.0%	0.5%	0.0%	0.0%	0.3%	0.0%
Waterways: More efforts made to dredge/ keep clean/ clean up pollutants	0.0%	1.8%	0.5%	1.9%	1.3%	1.3%	0.0%
Waterways: Clamping down on dumping of waste into waterways/ prevent pollution	0.0%	0.4%	0.0%	0.0%	0.0%	0.3%	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%	0.0%	0.5%	0.0%	0.0%	0.3%	0.0%

	18-24	25-49	50-64	65+	Male	Female	Gender diverse
Waterways: Building flood protection barriers	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Waterways: Improve the development process	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Sewerage/ Wastewater: Reduce unpleasant smells	0.0%	0.4%	0.0%	0.0%	0.0%	0.3%	0.0%
Sewerage/ Wastewater: Improve drainage/ runoff	4.9%	0.4%	1.4%	1.2%	0.9%	1.6%	0.0%
Sewerage/ Wastewater: Regular maintenance of drains and culverts	0.0%	0.0%	0.5%	0.6%	0.6%	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%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Sewerage/ Wastewater: Other	0.0%	1.8%	0.9%	0.0%	1.6%	0.3%	0.0%
Public transport: Cutting routes without proper consultation	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Public transport: Improve service to raise usage/ improve the service generally	0.0%	0.4%	0.0%	0.6%	0.6%	0.0%	0.0%
Public transport: Develop routes/ services that meet all customers' needs	0.0%	0.0%	0.5%	0.0%	0.0%	0.3%	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	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Public transport: Increase the number of buses and trips/reduce waiting time	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	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	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Public transport: Make the service more affordable	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Public transport: Other	0.0%	0.4%	0.9%	0.6%	0.9%	0.3%	0.0%
Information and communication: Improve communication with the public/ improve transparency	0.0%	0.0%	0.0%	1.2%	0.6%	0.0%	0.0%
Information and Communication: Consistency and clarity	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Information and communication: More consultations	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Parks, reserves and green spaces: Increase maintenance staff	0.0%	0.0%	0.5%	0.0%	0.0%	0.3%	0.0%
Parks, reserves and green spaces: Improve maintenance/repair of park facilities	0.0%	0.0%	0.5%	1.9%	0.9%	0.3%	0.0%



	18-24	25-49	50-64	65+	Male	Female	Gender diverse
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%	0.9%	0.5%	0.0%	0.6%	0.3%	0.0%
Parks, reserves and green spaces: Adding more plants and trees/ increasing variety of plants	0.0%	0.0%	0.5%	0.0%	0.0%	0.3%	0.0%
Recreation & Sports Centres: Construct more facilities	0.0%	0.0%	0.5%	0.0%	0.3%	0.0%	0.0%
Recreation & Sports Centres: Construct better quality facilities/ add improvements	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Recreation & Sports Centres: Make them cheaper/ open them for longer	0.0%	0.4%	0.0%	0.0%	0.0%	0.3%	0.0%
Events/ activities: Improvement communication about events	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Events/ activities: Providing options for the disabled community	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Events/ activities: Provide more events and activities	0.0%	0.9%	0.5%	0.0%	0.9%	0.0%	0.0%
Housing: Safer housing	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Housing: More housing	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Housing: Cheaper housing	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Housing: Other	0.0%	0.4%	0.5%	1.9%	0.9%	0.6%	0.0%
Waste management: Better delineation / education of recycling/organic/waste	0.0%	0.0%	0.5%	0.0%	0.0%	0.3%	0.0%
Waste management: Provide bigger bins/ more bins/ same size bins/ replacement of bins	2.4%	1.8%	1.9%	0.6%	0.6%	2.5%	0.0%
Waste management: Proper/ better collection of waste	0.0%	0.9%	0.5%	0.0%	0.3%	0.6%	0.0%
Waste management: Better recycling options / information	2.4%	3.1%	2.8%	1.9%	1.3%	4.1%	0.0%
Waste management: Increase collection frequency/ change time of collection	2.4%	0.9%	0.0%	0.0%	0.0%	1.0%	0.0%
Waste management: Cost of collections/bins should be reconsidered	0.0%	0.4%	0.0%	0.0%	0.0%	0.3%	0.0%
Waste management: Other	0.0%	0.4%	0.5%	0.0%	0.3%	0.3%	0.0%
Earthquake recovery/ rebuild: Speed up the rebuild and rebuild processes	2.4%	1.3%	0.5%	1.9%	2.2%	0.3%	0.0%
Earthquake recovery/ rebuild: Doing the job correctly/ better rebuild decisions	0.0%	0.9%	0.0%	0.0%	0.6%	0.0%	0.0%

	<b>18-24</b>	<b>25-49</b>	<b>50-64</b>	<b>65+</b>	<b>Male</b>	<b>Female</b>	<b>Gender diverse</b>
Earthquake recovery/ rebuild: Rebuild on reclaimed land	0.0%	0.4%	0.0%	0.0%	0.3%	0.0%	0.0%
Earthquake recovery/ rebuild: More attention to the red zones	2.4%	2.2%	0.9%	1.2%	1.6%	1.3%	0.0%
Earthquake recovery/ rebuild: Not rebuilding the Cathedral	0.0%	0.4%	0.0%	0.0%	0.0%	0.3%	0.0%
Earthquake recovery/ rebuild: Management of Heritage properties	0.0%	0.4%	0.0%	1.2%	0.6%	0.3%	0.0%
Earthquake recovery/ rebuild: Other	0.0%	2.2%	0.5%	0.6%	1.3%	1.0%	0.0%
<b>Other</b>	<b>14.6%</b>	<b>11.0%</b>	<b>7.1%</b>	<b>5.6%</b>	<b>8.4%</b>	<b>8.6%</b>	<b>33.3%</b>

*\*Don't' know and positive responses removed*

## 4.3 Questionnaire

### Part One: Quota Demographics

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1. Have you lived in Christchurch for at least 12 months? *SINGLE CODE*

	Yes (continue)
	No (NQ exit page)

2. Which suburb do you live in? *SINGLE CODE*

*SHOW LIST, AUTOCODE WARD BASED ON CLIENT SUPPLIED LIST*

	Harewood		Halswell
	Waimairi		Riccarton
	Papanui		Spreydon
	Fendalton		Central
	Innes		Cashmere
	Burwood		Linwood
	Coastal		Heathcote
	Hornby		Banks Peninsula

3. Which of these age groups do you fall into? *SINGLE CODE*

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

4. Which of the following best describes you? *SINGLE CODE*

1	Male
2	Female
4	Gender Diverse

## Part Two: Introduction Statement

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We are going to ask you to tell us 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 specific statements. Remember, there are no right or wrong answers and we are just interested in your opinion

## Part Three: City Promotions

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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.*

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

Accurate means that Council information is factually correct

1	Very satisfied
2	Satisfied
3	Neither satisfied nor dissatisfied
4	Dissatisfied
5	Very dissatisfied
	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? **SINGLE CODE***

1	Very satisfied
2	Satisfied
3	Neither satisfied nor dissatisfied
4	Dissatisfied
5	Very dissatisfied
99	Don't know/ not applicable

## Part Four: Governance and Decision-Making

Thinking now about governance and decision making in our city.

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

1	Strongly agree
2	Agree
3	Neither agree nor disagree
4	Disagree
5	Strongly disagree
99	Don't know/ not applicable

Still thinking about Christchurch City Council. Overall, how satisfied you are with each of the following

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know/Not applicable
8. <i>The accuracy of the information provided to you about Council decisions. This includes things such as getting enough information about decisions, being able to rely on what you have been told and getting a clear, transparent and consistent message</i>	1	2	3	4	5	99
9. <i>The public receives information about decision making in a prompt and timely manner</i>	1	2	3	4	5	99
11. <i>The Council makes decisions that are in the best interests of the city</i>	1	2	3	4	5	99
12. <i>The opportunities to have a say in what Council does</i>	1	2	3	4	5	99
13. <i>The Council's decision-making processes are easy to use or engage with. This includes things such as provision of clear instructions about processes and time-lines, having a range of options for engaging with the Council, and accessibility of Council staff, councillors and community board members to talk about decisions</i>	1	2	3	4	5	99

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

1	Large influence
2	Some influence
3	Small influence
4	No influence
99	Don't know/ not applicable

## Part Five: Waterways

Christchurch has several 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 are you with each of the following **SINGLE CODE**

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know/Not applicable
14. <i>The condition of the waterways (condition includes things such as maintenance and upkeep)</i>	1	2	3	4	5	99
15. <i>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. The condition of the waterway margins (condition includes things such as maintenance and upkeep)</i>	1	2	3	4	5	99
16. <i>The appearance of Christchurch's waterway margins. (appearance includes things such as layout and type of plantings (shrubs, grasses, and reeds))</i>	1	2	3	4	5	99
Christchurch stormwater management involves managing stormwater through things such as rivers, waterways timbered drains and stormwater pipes. How satisfied or dissatisfied are you that...						
17. <i>The city's stormwater management systems operate effectively to ensure the risk of flooding is minimised</i>	1	2	3	4	5	99

## Part Six: Rubbish and Recycling

Thinking now about the Council rubbish and recycling collection and the Council run three-bin kerbside collection service.

Overall, how satisfied, or dissatisfied are you with each of the following **SINGLE CODE**

This includes things such as the Council having a good understanding of residents needs and issues for each type of collection, provision of clear and accurate information about what can go in each of the bins and about collection days and changes, prompt addressing of issues as they arise, and the user friendliness of the bins and service.

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know/Not applicable
18. <i>The Council's kerbside collection of RE-CYCLABLE materials (your YELLOW bin).</i>	1	2	3	4	5	99
19. <i>The Council's kerbside collection of RUB-BISH (your RED bin).</i>	1	2	3	4	5	99
20. <i>The Council's kerbside collection of OR-GANIC materials (your GREEN bin).</i>	1	2	3	4	5	99

## Part Seven: Roding

Thinking now about the condition of the city's roads and footpaths (condition includes maintenance and upkeep)

Overall, how satisfied, or dissatisfied are you with each of the following **SINGLE CODE**

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know/Not applicable
21. <i>The condition of Christchurch's roads, excluding the residential red zone roads?</i>	1	2	3	4	5	99
22. <i>The condition of Christchurch's foot-paths, excluding the residential red zone footpaths?</i>	1	2	3	4	5	99

## Part Eight: Water

Thinking now about the city's wastewater collection and water supply.

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. It is not about storm water collection that collects water in gutters and storm water drains.

Overall, how satisfied, or dissatisfied are you with each of the following **SINGLE CODE**

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know/Not applicable
23. <i>That there is minimal odour from the sewerage system? (this includes odours from manholes in the street, treatment plants such as the one at Bromley and smaller plants on Banks Peninsula)</i>	1	2	3	4	5	99
24. <i>That the wastewater services are reliable? ( Reliable means , wastewater is collected, carried, treated, and disposed of without blockages and overflows. Overflow means wastewater coming out of toilets or gully traps on private property or manholes on roads).</i>	1	2	3	4	5	99
25. <i>That the Council repairs wastewater faults and investigates wastewater complaints in a timely manner? Faults include , blockages, overflows, or broken pipes)</i>	1	2	3	4	5	99

Thinking now about water supply. This is about clean, drinkable water being supplied to your house. Overall, how satisfied, or dissatisfied are you with each of the following **SINGLE CODE**

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know/Not applicable
26. <i>That the quality of the water supply? (this includes its taste, appearance (e.g., sediment free) and with minimal water odour.</i>	1	2	3	4	5	99
27. <i>That the water supply is reliable? Reliable means that unplanned water shutoffs are kept to a minimum and pressure/flow is maintained</i>	1	2	3	4	5	99
28. <i>That the Council repairs water leaks, restores water interruptions and investigates water supply complaints in a timely manner?</i>	1	2	3	4	5	99



## Part Nine: Active Travel

Thinking now about Active Travel in Christchurch. Active travel is human-powered travel such as walking, cycling, skating, and using manual wheelchairs.

Overall, how much do you agree or disagree with each of the following? **SINGLE CODE**

	Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know/Not applicable
29. <i>Christchurch is a cycle friendly city? (this means that cyclists can travel safely and conveniently around the city by cycle, using the roads and cycle lanes; showing support for cyclists by understanding their needs; provision of accurate information about the cycling network; and user friendliness of signage and information)</i>	1	2	3	4	5	99
31. <i>Christchurch is a walking friendly city? (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)</i>	1	2	3	4	5	99

30. *How often have you cycled on a public road in Christchurch in the last 12 months? What best describes your cycle frequency? SINGLE CODE*

1	<b>All the time, (ie. about every day)</b>
2	<b>Frequently (ie. at least once a week)</b>
3	<b>Occasionally, (ie. around once a month)</b>
4	<b>Rarely, (ie. no more than a few times a year)</b>
5	<b>Never</b>
99	<b>Don't know/ not applicable</b>

## Part Ten: Parking

Thinking now about Parking a vehicle in Christchurch...

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

	Yes
	No
	Don't know/ not applicable

**IF ANSWER YES OR NO ABOVE ASK Q33-Q38. If ANSWER DON'T KNOW SKIP TO Q40**

Overall, how satisfied or dissatisfied are you with each of the following?

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know/Not applicable
33. The ease of use of on-street parking meters? This includes things such as clear instructions for using meters, the process of purchasing and processing of tickets, parking meters working correctly and response from the Council when the meters are not working	1	2	3	4	5	99
34. The range of Council parking facilities available to you. This includes both on-street and off-street Council motor vehicle parking including parking permits and availability of mobility parking	1	2	3	4	5	99
35. The information provided by the Council about parking options. This includes things such as the clarity and accuracy of parking information, instructions and signage	1	2	3	4	5	99
36. The ease of use of Council parking. This includes things such as finding a park for your vehicle either on-street or in parking buildings, finding updates about parking changes, restrictions and charges and the processes for paying a fine or getting a parking permit including temporary, residential and mobility parking permits.	1	2	3	4	5	99

Overall, how much do you agree or disagree with each of the following?

	<b>Strongly Agree</b>	<b>Agree</b>	<b>Neither agree nor disagree</b>	<b>Disagree</b>	<b>Strongly disagree</b>	<b>Don't know/Not applicable</b>
37. <i>That your motor vehicle is safer in Council run off-street parking compared to on-street parking? This includes things such as theft, damage from other cars or from pillars, posts, bollards or other obstacles and damage from people such as vandalism</i>	1	2	3	4	5	99
<b>Thinking about your personal safety...</b>						
38. <i>That you feel safe using Council run off-street parking sites during the day</i>	1	2	3	4	5	99
39. <i>That you feel safe using Council run off-street parking sites after dark?</i>	1	2	3	4	5	99

## Part Eleven: Heritage Assets

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 each of the following? **SINGLE CODE**

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know/Not applicable
40. <i>The appearance of these objects. Appearance includes things such as their layout, type, and style</i>	1	2	3	4	5	99
41. <i>The condition of these objects. Condition includes things such as their maintenance and upkeep</i>	1	2	3	4	5	99

Christchurch's heritage buildings provide the City with a reminder of a former time. They are often used as community centres, residential properties and commercial activities such as accommodation and restaurants. They are maintained and conserved by the Council.

Overall, how satisfied or dissatisfied are you with each of the following? **SINGLE CODE**

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know/Not applicable
42. <i>The appearance of the city's heritage buildings. Appearance includes things such as their layout, type, and style</i>	1	2	3	4	5	99
43. <i>The condition of these buildings. Condition includes things such as their maintenance and upkeep</i>	1	2	3	4	5	99

## Part Twelve: Parks

Thinking now about central city parks, riverbanks and squares...

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

Overall, how satisfied or dissatisfied are you with each of the following? **SINGLE CODE**

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know/Not applicable
44. <i>The appearance of central city parks and green spaces. Appearance includes things such as the park layout, plants, trees and/or gardens</i>	1	2	3	4	5	99
45. <i>The condition of these parks and green spaces? Condition includes things such as their maintenance and upkeep</i>	1	2	3	4	5	99

## Part Fourteen: Overall Satisfaction

We have nearly finished the survey, we would just like to ask you a few questions about your impressions of the Council overall.

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.

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

1	Very satisfied
2	Satisfied
3	Neither satisfied nor dissatisfied
4	Dissatisfied
5	Very dissatisfied
99	Don't know/ not applicable

49. Please tell us, giving as much detail as you can, why you gave that rating? Use examples where relevant. **CODING REQUIRED**

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+ o Don't know/nothing

IF Respondent answered NEITHER SATISFIED NOR DISSATISFIED TO Q48.  
ASK:

QX. Which of the following would BEST describe your feelings toward Christchurch City Council's overall performance over the last 12 months?

1	Overall, slightly more satisfied than dissatisfied
2	Overall, slightly more dissatisfied than satisfied
3	Feel equally satisfied as dissatisfied
4	Don't know

## Part Fifteen: Things Done Well, and Opportunities for Improvement

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.

50. 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? **SINGLE CODE.**

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

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

Often when we do these surveys, it's the detailed things people tell us about what Council is doing well, and what it is not doing quite so well, that provide the most powerful feedback.

51. *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? Please give as much detail as possible about how and why you think Council is performing best in delivering. Please only choose just the one service* **CODING REQUIRED.**

--

+ o Don't know/nothing

52. *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? Please give as much detail as possible about how and why this service needs improving. Again, just choose the one service you think is most in need of improvements.* **CODING REQUIRED.**

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+ o Don't know/nothing

## Part Sixteen: Completion

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53. *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.*

	Yes (write email address)
	No

54. *And finally, may I have your name and cell phone number for auditing purposes?*

<b>Name:</b>	
<b>Phone number:</b>	







RESEARCH FIRST

Research First Ltd  
Level 1, 23 Carlyle Street  
Sydenham, Christchurch 8023  
New Zealand

0800 101 275  
[www.researchfirst.co.nz](http://www.researchfirst.co.nz)