

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

CAUTION: A methodology change in 2021 to an online survey (from a telephone survey) means only loose comparisons can be made between 2021 results and those from previous years. Pre 2016 results have been provided for general information only and 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.

Activity Group	Activity	Performance Standard	LTP Performance Standard	2020-21 LOS Target	2020-21 LOS Target Met	Satisfaction Score Trend Since Last Year	Top and Under Performing Services in 2021	Survey Result 2021	Survey Result 2020	Survey Result 2019	Survey Result 2018	Survey Result 2017	Survey Result 2016	Survey Result 2015	Survey Result 2014	Survey Result 2013
Governance	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%	29%	41%	37%	44%	36%	40%
Parks, Heritage and Coastal Environment	Heritage (parks assets)	6.9.1.5 To manage and maintain Public Monuments, Sculptures, Artworks and Parks Heritage Buildings of significance (presentation of public monuments, sculptures and artworks)	Yes	≥ 90%				67%	64%	71%	NA	NA	NA	NA	NA	NA
		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%	NA	NA	NA	NA	NA	NA
	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%	NA	NA	NA	NA	NA	NA
Refuse Disposal	Solid Waste	8.0.3 Customer satisfaction with kerbside collection service for recyclable materials	No	At least 90%				76%	80%	88%	93%	94%	95%	95%	93%	94%
		8.1.4 Customer satisfaction with kerbside collection service for residual waste	No	At least 90%				80%	85%	88%	89%	93%	92%	92%	90%	93%
		8.2.3 Customer satisfaction with kerbside collection service for organic material	No	At least 80%				77%	81%	84%	83%	85%	82%	85%	82%	83%
Roads and Footpaths	Roads and Footpaths	16.0.3 Improve resident satisfaction with road condition	Yes	≥ 40%				29%	26%	27%	20%	34%	37%	30%	27%	45%
		16.0.9 Improve resident satisfaction with footpath condition	Yes	≥ 54%				36%	40%	41%	34%	48%	51%	51%	45%	43%
Stormwater Drainage	Stormwater Drainage	14.0.3 Proportion of residents with the management of the Council's stormwater network	Yes	≥ 40%				45%	43%	47%	35%	52%	50% ¹	45%	51%	56%
Transportation	Active Travel	10.5.2 Improve perception that Christchurch is a cycling friendly city	Yes	≥ 55%				65%	61%	64%	51%	56%	53%	37%	26%	38%
		16.0.10 Improve the perception that Christchurch is a walking friendly city	Yes	≥ 85%				74%	83%	85%	76%	81%	84%	82%	77%	75%
	Parking	10.3.3 Improve customer perception of the ease of use of Council on-street parking facilities	Yes	≥ 53%				49%	44%	49%	39%	48%	51% ²	54%	50%	62%
		10.3.7 Improve customer perception of vehicle and personal security at Council off-street parking facilities	Yes	≥ 53%				50%	51%	59%	48%	51%	47%	NA	NA	NA
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%	79% ³	79%	80%	78%	74%	84%
Water Supply	Water Supply	12.0.1.13 Proportion of residents satisfied with the reliability of Council water supplies	Yes	≥ 85%				75%	72%	81%	NA	NA	NA	NA	NA	NA

	12.0.1.14 Proportion of residents satisfied with the responsiveness of Council water supplies	Yes	≥ 85%		⏸	🚰	52%	54%	60%	NA	NA	NA	NA	NA	NA
	12.0.2.19 Proportion of residents satisfied with the quality of Council water supplies	Yes	≥ 70%		⏸	🚰	45%	48%	37%	79% ⁴	90%	91%	88%	84%	88%
Overall Satisfaction with Council Performance	NA				⏸		49%	50%	62%	55%	72%	74%	65%	64%	70%
Ease of Interaction with Council	NA				📉		57%	65%	74%	65%	67%	70%	NA	NA	NA

1 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

2 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

3 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

4 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)

🟢	LOS target met	🔴	LOS target not met	🟡	Baseline result or target to be set
🚰	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	📈	Key performing services that other services could learn from (90%+ satisfaction) (exemplars)	NA	No information available

Additional Service Satisfaction Results

Service	Detail	2017-18 LOS Target	2017-18 LOS Target Met ³	Satisfaction Score Trend Since Last Year	Top and Under Performing Services in 2021	Survey Result 2021	Survey Result 2020	Survey Result 2019	Survey Result 2018	Survey Result 2017	Survey Result 2016	Survey Result 2015	Survey Result 2014	Survey Result 2013	Survey Result 2012
Governance and Decision Making	Percentage of residents that have confidence the Council makes decisions in the best interests of the city	NA	NA	⏸	🚰	36%	37%	45%	40%	55%	52%	52%	47%	46%	42%
	Percentage of residents that feel the public has some or a large influence on the decisions the Council makes	55%		⏸	🚰	30%	30%	34%	33%	45%	42%	44%	39%	36%	39%
	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%	28%	41%	38% ¹	45%	43%	36%	38%
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%	71%	NA	NA	NA	NA	NA	NA
Events and Festivals	Lead the promotion and marketing of Christchurch events and the city as an events destination	90%		⏸	🚰	66%	66%	73%	70%	80%	84%	86%	86%	90%	90%
City Promotions	Residents are satisfied with Council provision of information available to them about events, activities and attractions in Christchurch	85%		⏸	🚰	62%	62%	67%	72% ²	79%	83%	83%	84%	83%	85%

1 From 2016 onward this LOS contains two measures aggregated into one score (opportunities to have a say and decision making processes easy to use and engage with). In previous years, it only contained an opportunities to have a say component

2 From 2018 onward, this measure focuses on information about events, activities and attractions, whereas prior to this, the measure focused on information about events and festivals only

3 The 2017-2018 level of service target is the last available target set for these services (included in the 2015-2025 LTP). If the 2017-2018 level of service target was applied to the current result, would the service have passed the 2017-2018 target?